Memorandum

MIAMI-DADE COUNTY

Date:	July 1, 2014
To:	Honorable Chairwoman Rebeca Sosa and Members, Board of County Commissioners
From:	Carlos A. Gimenez Mayor
Subject:	Recommendation for Approval to Award: Pay Phones, Pay Phone Services, Pay Phone Subscription Services, Inmate Telephone Services, and a Jail Management System (RFP 847)

Agenda Item No. 8(F)(12)

Recommendation

It is recommended that the Board of County Commissioners (Board) approve award of revenue-generating *Contract No. RFP 847* to Global Tel*Link Corporation (GTL) for the acquisition of pay phones, pay phone services, pay phone subscription services, inmate telephone services, and an integrated Jail Management System. This contract is managed by the departments of Corrections and Rehabilitation, Information Technology, and the Office of Management and Budget..

There are no County funds expended for any of the services provided through this contract. Payphones generate revenue for the County and are located in multiple County buildings/facilities, including Miami International Airport, Transit facilities, Parks, Recreation and Open Spaces locations, PortMiami, and, inmate payphones located at Corrections and Rehabilitation facilities.

The integrated Jail Management System will provide the County with a perpetual license as well as associated technical and maintenance services at no cost to the County. This system will allow automation of many jail administration day-to-day operations, which are currently being performed manually by Corrections and Rehabilitation staff. The Jail Management System would also allow interfacing with existing County-developed applications that will provide further integration of the system. The estimated value of the Jail Management System to the County is approximately $7.1 million over the initial five-year term ($4.4 million for the system and $2.7 million for maintenance and technical support).

The Board approved two, one-year extensions (through R-578-12 and R-623-13) to the existing agreements with GTL to allow the County time to review and assess an unsolicited proposal received from GTL, which proposed incorporating the existing payphone system with a jail management system. In response to the unsolicited proposal, staff issued a Request for Information to see if other vendors would also be interested in providing a jail management system as part of the pay phone agreement. There was interest from other vendors, and, as a result, staff from the departments of Corrections and Rehabilitation, Information Technology, and Internal Services prepared a Request for Proposals (RFP), which is being awarded under this item, to combine the payphone agreement and jail management system. This contract award recommendation represents the outcome of this solicitation process, which is very favorable to the County in terms of increased revenues and the operational benefits to be derived by Corrections and Rehabilitation with the jail management system to be provided.

Scope

The impact of this item is countywide in nature.

Fiscal Impact/Funding Source

The negotiated projected revenue to the County over the initial five-year term is anticipated to be $16,400,000. This amount is comprised of $15,400,000 in payphone revenues ($3,080,000 annually) and a one-time $1,000,000 payment from GTL. Under the existing contract with GTL, the County receives 45 percent of revenues collected (approximately $2,000,000 per year). The proposed contract increases the

County's percentage of payphone revenues to 67 percent, which is just over $1,000,000 in additional payphone revenues to the County annually (or additional $5 million over initial 5-year term). If the three, $3,080,000 one-year options to renew are exercised, the contract's cumulative value will be $25,640,000. Revenues from this contract are budgeted in the Capital Outlay Reserve Fund to support capital needs at Corrections and Rehabilitation.

Other negotiated terms included in this agreement are as follows:

- In order to manage the County's risk for any year where there may be a significant reduction in revenue, the following formula will apply: The County should receive 67 percent of actual revenues or a minimum of 80 percent of the preceding year's revenue to the County, whichever is greater. GTL will guarantee no less than $2.5 million in revenues to the County for the first year.
- As mentioned earlier, inclusion of the Jail Management System by GTL as part of this agreement has an estimated value of approximately $7.1 million to the County over the initial five-year term of the agreement.
- GTL has included a "Technology Fund" in the amount of $100,000 for peripheral equipment that Is needed to complement the Jail Management System but not otherwise already included with the system; and
- GTL will provide seven printers (approximately $2,100 in value) to Corrections and Rehabilitation for use with the Jail Management System.

Track Record/Monitor

The contract managers are John Concepcion of Information Technology, Cara Tuzeo of the Office of Management and Budget, and Frank Brophy of Corrections and Rehabilitation. Andrew Zawoyski, CPPO, of the Internal Services is the Procurement Contracting Officer.

Delegated Authority

If this item is approved, the County Mayor or County Mayor's designee will have the authority to exercise, at their discretion, contract modifications, subsequent options-to-renew, early terminations, and extensions in accordance with the terms and conditions of the agreement.

Vendor(s) Recommended for Award

A Request for Proposals (RFP) was issued under full and open competition on July 29, 2013. Three firms responded to the solicitation. The Evaluation/Selection Committee recommended the highest-ranked proposer, GTL, for award based on the criteria established in the RFP.

Awardee	Address	Principal
Global Tel*Link Corporation	12021 Sunset Hills Road, Ste. 100 Reston, VA	Jeffery B. Haidinger

Vendor(s) Not Recommended for Award

Proposer	Reason for Not Recommending
Securus Technologies, Inc. – Archonix	Evaluation Scores/Ranking
Securus Technologies, Inc. – Mi Case (alternate proposal)	
TelMate, LLC	

Due Diligence

Due diligence was conducted in accordance with the Internal Services Department's Procurement Guidelines to determine the Contractor's responsibility toward compliance of the Agreement, including verifying corporate status, and also that there are no known performance or compliance issues. The lists that were referenced include: convicted vendors, debarred vendors, delinquent contractors, suspended vendors, and federal excluded parties. There were no adverse findings relating to the Tenant's responsibility. This information is being provided pursuant to Resolution R-187-12.

Applicable Ordinances and Contract Measures

No measures apply as this is a revenue-generating Agreement.

Genaro "Chip" Iglesias
Deputy Mayor

MEMORANDUM

(Revised)

TO: Honorable Chairwoman Rebeca Sosa
and Members, Board of County Commissioners

DATE: July 1, 2014

FROM: R. A. Cuevas, Jr.
County Attorney

SUBJECT: Agenda Item No. 8(F)(12)

Please note any items checked.

_____ **"3-Day Rule" for committees applicable if raised**

_____ **6 weeks required between first reading and public hearing**

_____ **4 weeks notification to municipal officials required prior to public hearing**

_____ **Decreases revenues or increases expenditures without balancing budget**

_____ **Budget required**

_____ **Statement of fiscal impact required**

_____ **Ordinance creating a new board requires detailed County Mayor's report for public hearing**

_____ **No committee review**

_____ **Applicable legislation requires more than a majority vote (i.e., 2/3's ____, 3/5's ____, unanimous _____) to approve**

_____ **Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required**

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No. 8(F)(12)
7-1-14

RESOLUTION NO. _____

RESOLUTION AUTHORIZING EXECUTION OF AN AGREEMENT WITH GLOBAL TEL*LINK CORPORATION FOR THE ACQUISITION OF PAY PHONES, PAY PHONE SERVICES, PAY PHONE SUBSCRIPTION SERVICES, INMATE TELEPHONE SERVICES, AND A JAIL MANAGEMENT SYSTEM (JMS) FOR THE MIAMI-DADE CORRECTIONS AND REHABILITATION, INFORMATION TECHNOLOGY AND MANAGEMENT AND BUDGET DEPARTMENTS, AUTHORIZING THE COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO EXECUTE THE CONTRACT FOR AND ON BEHALF OF MIAMI-DADE COUNTY AND TO EXERCISE ANY CANCELLATION AND RENEWAL PROVISIONS, AND TO EXERCISE ALL OTHER RIGHTS CONTAINED THEREIN CONTRACT NO. 847

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that this Board approves the execution of an agreement with Global Tel*Link Corporation in substantially the form attached hereto and made a part hereof, and authorizes the County Mayor or County Mayor's designee to execute same for and on behalf of Miami-Dade County and to exercise any cancellation and renewal provisions and all other rights contained therein.

The foregoing resolution was offered by Commissioner , who moved its adoption. The motion was seconded by Commissioner and upon being put to a vote, the vote was as follows:

Rebeca Sosa, Chairwoman
Lynda Bell, Vice Chair

Bruno A. Barreiro	Esteban L. Bovo, Jr.
Jose "Pepe" Diaz	Audrey M. Edmonson
Sally A. Heyman	Barbara J. Jordan
Jean Monestime	Dennis C. Moss
Sen. Javier D. Souto	Xavier L. Suarez
Juan C. Zapata	

The Chairperson thereupon declared the resolution duly passed and adopted this 1st day of July, 2014. This resolution shall become effective ten (10) days after the date of its adoption unless vetoed by the Mayor, and if vetoed, shall become effective only upon an override by this Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

HARVEY RUVIN, CLERK

By:_____
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency. MAG

Miguel A. Gonzalez

PAY PHONE, PAY PHONE SERVICES, PAY PHONE SUBSCRIPTION SERVICES, AND JAIL MANAGEMENT SYSTEM AND ASSOCITATED SOFTWARE LICENSE

Contract No. 847

THIS AGREEMENT made and entered into as of this _____ day of 2014, by and between Global Tel*Link Corporation, a corporation organized and existing under the laws of the State of Delaware, having its principal office at 12021 Sunset Hills Road, Ste. 100, Reston, VA, 20190 (hereinafter referred to as the "Contractor"), and Miami-Dade County, a political subdivision of the State of Florida, having its principal office at 111 N.W. 1st Street, Miami, Florida 33128 (hereinafter referred to as the "County"),

WITNESSETH:

WHEREAS, the Contractor has offered to provide payphones, payphones services and payphones subscription services; an inmate telephone system and services and a jail management system, license, installation, implementation, integration, data conversion, technical and maintenance support services and other such related services for the County's Information Technology (ITD) and Corrections and Rehabilitation Departments ("MDCR"); on a non-exclusive basis, that shall conform to the Scope of Work (Appendix A); Miami-Dade County's Request for Proposals (RFP) No. 847 and all associated addenda and attachments, incorporated herein by reference; and the requirements of this Agreement; and,

WHEREAS, the Contractor has submitted a written proposal dated October 1, 2013, supplemented by letter dated April 3, 2014 (attached herein as Appendix B), hereinafter collectively referred to as the "Contractor's Proposal" which is incorporated herein by reference; and,

WHEREAS, Contractor is the owner of the Offender Management System Evolution ("OMSe") Software and Documentation and hereby grants to the County and the County desires to obtain from the Contractor a nonexclusive, perpetual, license to use the OMSe Software and Documentation that shall meet the requirements as stated herein; and,

WHEREAS, the County desires to obtain from the Contractor such payphones, payphones services and payphones subscription services to the County; and inmate telephone system and associated subscription services and a jail management system and Associated Jail Management System Services, and other such related services to the County, in accordance with the terms and conditions of this Agreement;

NOW, THEREFORE, in consideration of the mutual covenants and agreements herein contained, the parties hereto agree as follows:

ARTICLE 1. DEFINITIONS

The following words and expressions used in this Agreement shall be construed as follows, except when it is clear from the context that another meaning is intended:

a) The words "Associated Jail Management System Services" to mean all work, product and services associated with the County obtaining and use by up to 3,000 users of OMSe a Jail Management System (JMS) and provided by the Contractor to include, but not be limited to perpetual, non-transferable, non-exclusive license to use the licensed software system and documentation in accordance with the terms of this Agreement; all necessary hardware, all integration, including any third party requirements and installation services, system configuration, software testing, acceptance and user acceptance testing, training of County personnel, cooperating with all other vendors supplying peripheral or ancillary software and/or equipment that will interface with the Software System, technical and maintenance and support services, and any additional services necessary to ensure Contractor's compliance with providing a successful jail management system.
b) The words "Contract" or "Agreement" to mean collectively these terms and conditions, the Scope of Work (Appendix A), all other appendices and attachments hereto, all amendments issued hereto, RFP No. 847 and all associated addenda, and the Contractor's Proposal.
c) The words "Contract Date" to mean the date on which this Agreement is effective.
d) The words "Contract Manager" to mean Miami-Dade County's Director, Internal Services Department, or the duly authorized representative designated to manage the Contract.
e) The word "Contractor" to mean Global Tel*Link Corporation and its permitted successors and assigns.
f) The word "Days" to mean Calendar Days.
g) The word "Deliverables" to mean all documentation and any items of any nature submitted by the Contractor to the County's Project Manager for review and approval pursuant to the terms of this Agreement.
h) The words "directed", "required", "permitted", "ordered", "designated", "selected", "prescribed" or words of like import to mean respectively, the direction, requirement, permission, order, designation, selection or prescription of the County's Project Manager; and similarly the words "approved", acceptable", "satisfactory", "equal", "necessary", or words of like import to mean respectively, approved by, or acceptable or satisfactory to, equal or necessary in the opinion of the County's Project Manager.
i) The word "Documentation" to mean all manuals, user documentation, and other related materials pertaining to the Software which are furnished to the County in connection with the Software.
j) The words "Extra Work" or "Additional Work" to mean additions or deletions or modifications to the amount, type or value of the Work and Services as required in this Contract, as directed and/or approved by the County.
k) The words "Gross Revenue" to mean total revenues realized by the Contractor from the Payphones (including inmate payphones) covered in this Agreement, regardless of the type of call or transaction made and including the revenues generated by the enclosures or any ancillary equipment connected to the Payphone. Gross Revenues also includes revenues generated from fraudulent and non-collectable calls and from dial around compensation mandated by the Federal Communications Commission.
l) The words "Implementation Schedule" to mean the schedule set forth in the Scope of Work which lists the scheduled completion dates for specific tasks and the performance of the Work.
m) The words "installation" or "install" or "installed" or "installing" to mean completely assembling and connecting all material, parts, software, components, appliances, supplies and related equipment necessary to satisfy the requirements of the Scope of Work and the Contract.
n) The words "Installation Date" to mean the date that the Equipment and Software installed at a specific Site satisfies the criteria as defined in the RFP and Contractor's proposal.

o) The words "Inmate Service Instruments" to mean coinless payphones located at Miami-Dade Corrections and Rehabilitation Department's facilities for use by resident inmates to place collect local and long-distance (toll) calls.
p) The words "Inmate System" as an all-inclusive term to mean the equipment, enclosures, hardware, software, associated peripherals, associated software, electrical and all other materials and supplies furnished by the Contractor as part of the phone system required under this Contract and installed in Miami-Dade Corrections and Rehabilitation Department's facilities.
q) The words "Licensed Software" to mean programs and related documentation for certain Contractor-developed and/or Contractor owned and/or subcontractor-developed operating and application software for operating the Jail Management System.
r) The word "Maintenance" to mean the product updates and product upgrades required for the County to achieve optimal performance of the Software as outlined in Appendix A, "Scope of Work."
s) The words "Notice to Proceed" to mean the written authorization by the County designating the date and time for the Contractor to commence work.
t) The words "Operating Network" to mean the infrastructure necessary for the operation of Payphones.
u) The words "Payphones" to mean pay telephones, public telephones, pay stations, telephone instruments, telephone sets, operated either as a coin or coinless telephone instrument, installed at Miami-Dade County premises for use by the general public or inmates at the County's detention facilities to place or receive telephone calls or any other type of transaction, information retrieval or provisioning via voice, facsimile, data terminal, video, etc. and for which use a fee can be collected via coins, credit cards, third-party billing, or other methods authorized by the County.
v) The words "Payphone Services," "Payphones Systems," "Payphones," "Equipment," and "Systems" to mean the composite of all items intended to be furnished, installed and maintained, including, but not limited to payphone sets, equipment such as Telecommunication Devices for the Deaf (TDD's), Licensed Software, third party software, operating network(s) and all services required by the County and/or necessary to fulfill the requirements of the Payphone and Payphone related services and this Agreement.
w) The words "Project Manager" to mean the County Mayor or the duly authorized representative(s) designated to manage the Project.
x) The words "Scope of Work" to mean the document appended hereto as Appendix A, which details the work to be performed by the Contractor.
y) The word "Site(s)" to mean any of the County facilities where the Services covered under the Contract will be furnished, installed and maintained.
z) The words "Software System" to mean the computer programs in machine readable object code form listed in Appendix A "Scope of Work" attached hereto and any subsequent error corrections or updates supplied to the County by the Contractor pursuant to this Agreement. Appendix A, "Scope of Work" may be amended from time to time by the parties in writing.
aa) The word "Solution" to mean the Software System and all associated services required to successfully implement and complete the items outlined in Appendix A, "Scope of Work."
bb) The words "Support Services" to mean the process to resolve reported incidents through error correction, patches, hot fixes, workarounds, replacements or any other type of correction or modification required to fully utilize the Software System capabilities, as outlined in Appendix A, "Scope of Work."
cc) The word "subcontractor" or "subconsultant" to mean any person, entity, firm or corporation, other than the employees of the Contractor, who furnishes labor and/or materials, in connection with the Work, whether directly or indirectly, on behalf and/or under the direction of the Contractor and whether or not in privity of Contract with the Contractor.
dd) The words "Telecommunications Devices for the Deaf" to mean machines which are connected to telephones and are capable of sending and receiving typed messages.
ee) The words "Work", "Services" "Program", or "Project" to mean all matters and things required to be done by the Contractor in accordance with the provisions of this Agreement.

ARTICLE 2. ORDER OF PRECEDENCE

If there is a conflict between or among the provisions of this Agreement, the order of precedence is as follows: 1) these terms and conditions, 2) the County approved Final SOW/IP 3) Scope of Work (Appendix A), 4) the Miami-Dade County's RFP No. 847 and any associated addenda and attachments thereof, and 5) the Contractor's Proposal.

ARTICLE 3. RULES OF INTERPRETATION

a) References to a specified Article, section or schedule shall be construed as reference to that specified Article, or section of, or schedule to this Agreement unless otherwise indicated.

b) Reference to any agreement or other instrument shall be deemed to include such agreement or other instrument as such agreement or other instrument may, from time to time, be modified, amended, supplemented, or restated in accordance with its terms.

c) The terms "hereof", "herein", "hereinafter", "hereby", "herewith", "hereto", and "hereunder" shall be deemed to refer to this Agreement.

d) The titles, headings, captions and arrangements used in these Terms and Conditions are for convenience only and shall not be deemed to limit, amplify or modify the terms of this Agreement, nor affect the meaning thereof.

ARTICLE 4. NATURE OF THE AGREEMENT

a) This Agreement incorporates and includes all prior negotiations, correspondence, conversations, agreements, and understandings applicable to the matters contained in this Agreement. The parties agree that there are no commitments, agreements, or understandings concerning the subject matter of this Agreement that are not contained in this Agreement, and that this Agreement contains the entire agreement between the parties as to all matters contained herein. Accordingly, it is agreed that no deviation from the terms hereof shall be predicated upon any prior representations or agreements, whether oral or written. It is further agreed that any oral representations or modifications concerning this Agreement shall be of no force or effect, and that this Agreement may be modified, altered or amended only by a written amendment duly executed by both parties hereto or their authorized representatives.

b) The Contractor shall provide the services set forth in the SOW/IP/Scope of Work, and render full and prompt cooperation with the County in all aspects of the Services performed hereunder.

c) The Contractor acknowledges that this Agreement requires the performance of all things necessary for or incidental to the effective and complete performance of all Work and Services under this Contract. All things not expressly mentioned in this Agreement but necessary to carrying out its intent are required by this Agreement, and the Contractor shall perform the same as though they were specifically mentioned, described and delineated.

d) The Contractor shall furnish all labor, materials, tools, supplies, and other items required to perform the Work and Services that are necessary for the completion of this Contract. All Work and Services shall be accomplished at the direction of and to the satisfaction of the County's Project Manager.

e) The Contractor acknowledges that the County shall be responsible for making all policy decisions regarding the Scope of Work. The Contractor agrees to provide input on policy issues in the form of recommendations. The Contractor agrees to implement any

and all changes in providing Services hereunder as a result of a policy change implemented by the County. The Contractor agrees to act in an expeditious and fiscally sound manner in providing the County with input regarding the time and cost to implement said changes and in executing the activities required to implement said changes.

ARTICLE 5. CONTRACT TERM

The Contract shall become effective on the date stated on Page 1 of this Agreement and shall continue through the last day of July 31, 2019. The County, at its sole discretion, reserves the right to exercise the option to renew this Contract for a period for three (3) additional years on a year-to-year basis. The County reserves the right to exercise its option to extend this Contract for up to one hundred-eighty (180) calendar days beyond the current Contract period and will notify the Contractor in writing of the extension. This Contract may be extended beyond the initial one hundred-eighty (180) calendar day extension period by mutual agreement between the County and the Contractor, upon approval by the Board of County Commissioners. The County will issue a Notice to Proceed to the Contractor once applicable insurance documents as stated in this Agreement are received from the Contractor and approved by the County. The Contractor shall provide Part A and Part B services as stated in the Scope of Work starting on August 1, 2015. The Contractor shall begin providing services for Part C, as stated in the Scope of Work, upon receipt of a Notice to Proceed from the County.

ARTICLE 6. NOTICE REQUIREMENTS

All notices required or permitted under this Agreement shall be in writing and shall be deemed sufficiently served if delivered by Registered or Certified Mail, with return receipt requested; or delivered personally; or delivered via fax or e-mail (if provided below) and followed with delivery of hard copy; and in any case addressed as follows:

(1) to the County

a) to the Project Manager – For Part A as stated in the Scope of Work:
Miami-Dade County
Information Technology Department
5680 SW 87 Ave
Miami, FL 33173
Attention: Director
Phone: 305-596-8200

b) to the Project Manager – For Parts B and C as stated in the Scope of Work:
Miami-Dade County
Corrections and Rehabilitation Department
2525 NW 62 Street
Miami, FL 33147
Attention: Director
Phone: 786-263-6000

and,

c) to the Contract Manager:
Miami-Dade County
Internal Services Department, Procurement Management Division
111 N.W. 1st Street, Suite 1375
Miami, FL 33128-1974
Attention: Assistant Director
Phone: (305) 375-5548
Fax: (305) 375-2316

(2) To the Contractor

Global Tel*Link Corporation
12021 Sunset Hills Road
Ste. 100
Reston, VA, 20190
Attention: President
Phone: (703) 955-3887

Either party may at any time designate a different address and/or contact person by giving notice as provided above to the other party. Such notices shall be deemed given upon receipt by the addressee.

ARTICLE 7. PERCENTAGE OF MONTHLY GROSS REVENUES – COMMISSION

In consideration of the right to use County property and in addition to providing pay phone, pay phone subscription services, inmate pay phone system and services, and a jail management system and all Associated Jail Management Services at no cost to the County, the Contractor does hereby covenant and agree to pay to the County without deduction or set off of any kind an amount equal to 67% of monthly Gross Revenues hereinafter referred to as "Commission" within 10 days following the end of each month during the term of this Agreement. The Contractor guarantees $2,500,000 as a Minimum Annual Guarantee ("MAG") Commission during Year 1 of the Agreement. Thereafter for all subsequent years, the Contractor guarantees an amount equal to 80% of the previous year's Commission. The MAG will be "trued-up" at the end of each contract year.

The Contractor shall pay to County a Signing Bonus of $1,000,000, which is payable to the County upon execution of the Agreement.

The Contractor shall provide a "Technology Fund" in the amount of $100,000 for peripheral equipment purchases related to the Services included in this Agreement as requested by the County.

The Contractor shall provide all Work, and all associated services, equipment and related items as stipulated in this Agreement. The County shall have no obligation to pay the Contractor any money to obtain such Work and Services, except for any change and/or modification to the Contract, which is approved and executed in writing by the County and the Contractor.

All Services undertaken by the Contractor before County's approval of this Contract shall be at the Contractor's risk and expense.

With respect to any travel costs and travel-related expenses, the Contractor agrees to adhere to Section 112.061 of the Florida Statutes as they pertain to out-of-pocket expenses, including employee lodging, transportation, per diem, and all miscellaneous cost and fees. The County shall not be liable for any such expenses that have not been approved in advance, in writing, by the County.

ARTICLE 8. PRICING

Percentage of Gross Revenues (Commission) shall remain firm and fixed for the term of the Contract, including any option or extension periods; however, the Contractor may offer a higher percentage to the County at any time during the Contract term, including any renewal or extension thereof.

ARTICLE 9. METHOD AND TIMES OF PAYMENT TO COUNTY

The Commission payable by Contractor to the County, under the terms of this Agreement, shall be paid promptly when due, without notice for any reason whatsoever and without abatement. Commission provided for in this Agreement shall be paid or mailed to:

Miami-Dade County
Office of Management and Budget
Attn: Director
111 NW 1st St, 22nd Floor
Miami, FL 33128

The County may at any time designate a different address and/or contact person by giving written notice to the other party.

The County shall not be responsible for the payment of any and all taxes as may be applicable at the time of award of this Agreement or at any time during the term of that Agreement or any renewal thereof, under any applicable federal, state, local or any political subdivision thereof.

In the event that the Contractor fails to make any payments on time, by the due date, as required to be paid under the provisions of this Agreement, a late payment charge of 1.5% or $100.00 per month, whichever is greater, shall be assessed. The outstanding balance shall increase accordingly and interest shall accrue on the total balance, to include late payment penalties. The right of the County to require payment of such late payment charge and the obligation of the Contractor to pay same shall be in addition to and not in lieu of the Contractor's rights to enforce other provisions herein, including termination of this Agreement, or to pursue other remedies provided by law.

Contractor shall submit to County on or before the 10th day following the end of each month during the term of this Agreement and on or before the 10th day following the expiration or earlier termination of this Agreement, reports as required addressing all Gross Revenues and a written statement, signed by Contractor and certified by it to be true and correct, showing the amount of Gross Revenues during the preceding month. The statement referred to herein shall be in such form and style and contain such details and breakdowns as County may reasonably determine or require.

Audit books and records as are necessary to determine the amount of any Commission payable to County shall be subject to examination by the County or its authorized representatives at reasonable times during Contractor's business hours, at County's expense and in such manner as not to interfere unreasonably with the conduct of Contractor's business.

For the purpose of computing and verifying the Commission due hereunder, Licensee shall prepare and keep, for a period of not less than three (3) years following the end of each Agreement Year, adequate books and records of all sales and other pertinent transactions by Contractor. Such records shall subsequently conform to Generally Accepted Accounting Principles requirements, as applicable, and shall only address those transactions related to this Agreement.

The acceptance by County of payments of Commission or reports thereon shall be without prejudice and shall in no case constitute a waiver of County's right to examination of Contractor's books and records of its Gross Revenues.

If Contractor fails to record, maintain, or make available Gross Revenues supporting documentation as specified above, then Contractor may be deemed by the County to be in default of this Agreement.

ARTICLE 10. INDEMNIFICATION AND INSURANCE

Contractor shall indemnify and hold harmless the County and its officers, employees, agents and instrumentalities ("Indemnitees") from any and all liability, losses or damages, including attorneys' fees and costs of defense (collectively, "Liabilities"), which the County or its officers,

employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature arising out of, relating to or resulting from the performance of this Agreement by the Contractor or its employees, agents, servants, partners principals or subcontractors, except, however, to the extent the Liabilities are related to the negligent acts or omissions, or the willful misconduct, of the Indemnitees. Contractor shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the County, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may issue thereon. Contractor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by Contractor shall in no way limit the responsibility to indemnify, keep and save harmless and defend the County or its officers, employees, agents and instrumentalities as herein provided.

Notwithstanding anything to the contrary in the foregoing, the County agrees that Contractor has no responsibility to advise the County with respect to any law, regulation, or guideline that may govern or control telephone call recordation or monitoring by the County, or compliance therewith. The County 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. The Contractor disclaims any responsibility to provide, and in fact has not provided, the County any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith. The County shall be solely responsible for any liability relating to any claims made against the Contractor arising out of failure of the County (or the Contractor at the direction of the County) to comply with such law, regulation or guideline. The County further acknowledges that all call detail records (CDRs) and call recordings contained in the inmate telephone system equipment provided by Contractor to the County are the exclusive property of the County for the term of this Agreement and any resulting extensions of this Agreement; provided, however, that Contractor shall have the right to use the CDRs and recordings to respond to legal requests, subpoenas and court orders requiring production of the CDR(s) and to provide the services under this Agreement, and for other lawful business purposes.

The Contractor shall furnish to the Department of Internal Services - Procurement Management Division, Certificate(s) of Insurance which indicate that insurance coverage has been obtained which meets the requirements as outlined below:

A. Worker's Compensation Insurance for all employees of the Contractor as required by Florida Statute 440.

B. Commercial General Liability Insurance on a comprehensive basis in an amount not less than $1,000,000 combined single limit per occurrence for bodily injury and property damage. **Miami-Dade County must be shown as an additional insured with respect to this coverage.**

C. Automobile Liability Insurance covering all owned, non-owned and hired vehicles used in connection with the work, in an amount not less than $1,000,000 combined single limit per occurrence for bodily injury and property damage.

D. Professional Liability Insurance in an amount not less than $1,000,000 per claim.

All insurance policies required above shall be issued by companies authorized to do business under the laws of the State of Florida, with the following qualifications:

The company must be rated no less than "B" as to management, and no less than "Class V" as to financial strength by Best's Insurance Guide, published by A.M. Best Company, Oldwick, New Jersey, or its equivalent, subject to the approval of the County Risk Management Division.

or

The company must hold a valid Florida Certificate of Authority as shown in the latest "List of All Insurance Companies Authorized or Approved to Do Business in Florida" issued by the State of Florida Department of Financial Services.

NOTE: CERTIFICATE HOLDER MUST READ: MIAMI-DADE COUNTY
111 NW 1st STREET
SUITE 2340
MIAMI, FL 33128

Compliance with the foregoing requirements shall not relieve the Contractor of this liability and obligation under this section or under any other section in this Agreement.

Award of this Contract is contingent upon the receipt of the insurance documents, as required, within ten (10) business days. If the insurance certificate is received within the specified timeframe but not in the manner prescribed in this Agreement, the Contractor shall have an additional five (5) business days to submit a corrected certificate to the County. If the Contractor fails to submit the required insurance documents in the manner prescribed in this Agreement within fifteen (15) business days, the Contractor shall be in default of the contractual terms and conditions and award of the Contract may be rescinded, unless such timeframe for submission has been extended by the County.

The Contractor shall be responsible for ensuring that the insurance certificates required in conjunction with this Section remain in force for the duration of the contractual period of the Contract, including any and all option years or extension periods that may be granted by the County. If insurance certificates are scheduled to expire during the contractual period, the Contractor shall be responsible for submitting new or renewed insurance certificates to the County at a minimum of thirty (30) calendar days in advance of such expiration. In the event that expired certificates are not replaced with new or renewed certificates which cover the contractual period, the County shall suspend the Contract until such time as the new or renewed certificates are received by the County in the manner prescribed herein; provided, however, that this suspended period does not exceed thirty (30) calendar days. Thereafter, the County may, at its sole discretion, terminate this contract.

ARTICLE 11. MANNER OF PERFORMANCE

a) The Contractor shall provide the Services described herein in a competent and professional manner satisfactory to the County in accordance with the terms and conditions of this Agreement. The County shall be entitled to a satisfactory performance of all Services described herein and to full and prompt cooperation by the Contractor in all aspects of the Services. At the request of the County, the Contractor shall promptly remove from the project any Contractor's employee, subcontractor, or any other person performing Services hereunder. The Contractor agrees that such removal of any of its employees does not require the termination or demotion of any employee by the Contractor.

b) The Contractor agrees to defend, hold harmless and indemnify the County and shall be liable and responsible for any and all claims, suits, actions, damages and costs (including attorney's fees and court costs) made against the County, occurring on

account of, arising from or in connection with the removal and replacement of any Contractor's personnel performing services hereunder at the behest of the County. Removal and replacement of any Contractor's personnel as used in this Article shall not require the termination and or demotion of such Contractor's personnel.

c) The Contractor agrees that at all times it will employ, maintain and assign to the performance of the Services a sufficient number of competent and qualified professionals and other personnel to meet the requirements to which reference is hereinafter made. The Contractor agrees to adjust its personnel staffing levels or to replace any its personnel if so directed upon reasonable request from the County, should the County make a determination, in its sole discretion, that said personnel staffing is inappropriate or that any individual is not performing in a manner consistent with the requirements for such a position.

d) The Contractor warrants and represents that its personnel have the proper skill, training, background, knowledge, experience, rights, authorizations, integrity, character and licenses as necessary to perform the Services described herein, in a competent and professional manner.

e) The Contractor shall at all times cooperate with the County and coordinate its respective work efforts to most effectively and efficiently maintain the progress in performing the Services.

f) The Contractor shall comply with all provisions of all federal, state and local laws, statutes, ordinances, and regulations that are applicable to the performance of this Agreement.

ARTICLE 12. EMPLOYEES OF THE CONTRACTOR

All employees of the Contractor shall be considered to be, at all times, employees of the Contractor under its sole direction and not employees or agents of the County. The Contractor shall supply competent employees. Miami-Dade County may require the Contractor to remove an employee it deems careless, incompetent, insubordinate or otherwise objectionable and whose continued employment on County property is not in the best interest of the County. Each employee shall have and wear proper identification.

ARTICLE 13. INDEPENDENT CONTRACTOR RELATIONSHIP

The Contractor is, and shall be, in the performance of all work services and activities under this Agreement, an independent contractor, and not an employee, agent or servant of the County. All persons engaged in any of the work or services performed pursuant to this Agreement shall at all times, and in all places, be subject to the Contractor's sole direction, supervision and control. The Contractor shall exercise control over the means and manner in which it and its employees perform the work, and in all respects the Contractor's relationship and the relationship of its employees to the County shall be that of an independent contractor and not as employees and agents of the County.

The Contractor does not have the power or authority to bind the County in any promise, agreement or representation other than specifically provided for in this Agreement.

ARTICLE 14. AUTHORITY OF THE COUNTY'S PROJECT MANAGER

a) The Contractor hereby acknowledges that the County's Project Manager will determine in the first instance all questions of any nature whatsoever arising out of, under, or in connection with, or in any way related to or on account of, this Agreement including without limitations: questions as to the value, acceptability and fitness of the Services; questions as to either party's fulfillment of its obligations under the Contract; negligence, fraud or misrepresentation before or subsequent to acceptance of the Contractor's

Proposal; questions as to the interpretation of the Scope of Work; and claims for damages, compensation and losses.

b) The Contractor shall be bound by all determinations or orders and shall promptly comply with every order of the Project Manager, including the withdrawal or modification of any previous order and regardless of whether the Contractor agrees with the Project Manager's determination or order. Where orders are given orally, they will be issued in writing by the Project Manager as soon thereafter as is practicable.

c) The Contractor must, in the final instance, seek to resolve every difference concerning the Agreement with the Project Manager. In the event that the Contractor and the Project Manager are unable to resolve their difference, the Contractor may initiate a dispute in accordance with the procedures set forth in this Article. Exhaustion of these procedures shall be a condition precedent to any lawsuit permitted hereunder.

d) In the event of such dispute, the parties to this Agreement authorize the County Mayor or designee, who may not be the Project Manager or anyone associated with this Project, acting personally, to decide all questions arising out of, under, or in connection with, or in any way related to or on account of the Agreement (including but not limited to claims in the nature of breach of contract, fraud or misrepresentation arising either before or subsequent to execution hereof) and the decision of each with respect to matters within the County Mayor's purview as set forth above shall be conclusive, final and binding on parties. Any such dispute shall be brought, if at all, before the County Mayor within 10 days of the occurrence, event or act out of which the dispute arises.

e) The County Mayor may base this decision on such assistance as may be desirable, including advice of experts, but in any event shall base the decision on an independent and objective determination of whether Contractor's performance or any Deliverable meets the requirements of this Agreement and any specifications with respect thereto set forth herein. The effect of any decision shall not be impaired or waived by any negotiations or settlements or offers made in connection with the dispute, whether or not the County Mayor participated therein, or by any prior decision of others, which prior decision shall be deemed subject to review, or by any termination or cancellation of the Agreement. All such disputes shall be submitted in writing by the Contractor to the County Mayor for a decision, together with all evidence and other pertinent information in regard to such questions, in order that a fair and impartial decision may be made. Whenever the County Mayor is entitled to exercise discretion or judgement or to make a determination or form an opinion pursuant to the provisions of this Article, such action shall be fair and impartial when exercised or taken. The County Mayor, as appropriate, shall render a decision in writing and deliver a copy of the same to the Contractor. Except as such remedies may be limited or waived elsewhere in the Agreement, Contractor reserves the right to pursue any remedies available under law after exhausting the provisions of this Article.

ARTICLE 15. MUTUAL OBLIGATIONS

a) This Agreement, including attachments and appendices to the Agreement, shall constitute the entire Agreement between the parties with respect hereto and supersedes all previous communications and representations or agreements, whether written or oral, with respect to the subject matter hereto unless acknowledged in writing by the duly authorized representatives of both parties.

b) Nothing in this Agreement shall be construed for the benefit, intended or otherwise, of any third party that is not a parent or subsidiary of a party or otherwise related (by virtue of ownership control or statutory control) to a party.

c) In those situations where this Agreement imposes an indemnity obligation on the Contractor, the County may, at its expense, elect to participate in the defense if the County should so choose. Furthermore, the County may at its own expense defend or settle any such claims if the Contractor fails to diligently defend such claims, and thereafter seek indemnity for costs from the Contractor.

ARTICLE 16. QUALITY ASSURANCE/QUALITY ASSURANCE RECORD KEEPING

The Contractor shall maintain, and shall require that its subcontractors and suppliers maintain, complete and accurate records to substantiate compliance with the requirements set forth in the Scope of Work. The Contractor and its subcontractors and suppliers, shall retain such records, and all other documents relevant to the Services furnished under this Agreement for a period of three (3) years from the expiration date of this Agreement and any extension thereof.

ARTICLE 17. AUDITS

The County, or its duly authorized representatives or governmental agencies, shall until the expiration of three (3) years after the expiration of this Agreement and any extension thereof, have access to and the right to examine and reproduce any of the Contractor's books, documents, papers and records and of its subcontractors and suppliers which apply to all matters of the County. Such records shall subsequently conform to Generally Accepted Accounting Principles requirements, as applicable, and shall only address those transactions related to this Agreement.

Pursuant to Section 2-481 of the Miami-Dade County Code, the Contractor will grant access to the Commission Auditor to all financial and performance related records, property, and equipment purchased in whole or in part with government funds. The Contractor agrees to maintain an accounting system that provides accounting records that are supported with adequate documentation, and adequate procedures for determining the allowability and allocability of costs.

ARTICLE 18. SUBSTITUTION OF PERSONNEL

In the event the Contractor wishes to substitute personnel for the key personnel identified by the Contractor's Proposal, the Contractor must notify the County in writing and request written approval for the substitution at least ten (10) business days prior to effecting such substitution.

ARTICLE 19. CONSENT OF THE COUNTY REQUIRED FOR ASSIGNMENT

The Contractor shall not assign, transfer, convey or otherwise dispose of this Agreement, including its rights, title or interest in or to the same or any part thereof without the prior written consent of the County.

ARTICLE 20. SUBCONTRACTUAL RELATIONS

a) If the Contractor will cause any part of this Agreement to be performed by a Subcontractor, the provisions of this Contract will apply to such Subcontractor and its officers, agents and employees in all respects as if it and they were employees of the Contractor; and the Contractor will not be in any manner thereby discharged from its obligations and liabilities hereunder, but will be liable hereunder for all acts and negligence of the Subcontractor, its officers, agents, and employees, as if they were employees of the Contractor. The services performed by the Subcontractor will be subject to the provisions hereof as if performed directly by the Contractor.

b) The Contractor, before making any subcontract for any portion of the services, will state in writing to the County the name of the proposed Subcontractor, the portion of the Services which the Subcontractor is to do, the place of business of such Subcontractor, and such other information as the County may require. The County will have the right to require the Contractor not to award any subcontract to a person, firm

or corporation disapproved by the County.

c) Before entering into any subcontract hereunder, the Contractor will inform the Subcontractor fully and completely of all provisions and requirements of this Agreement relating either directly or indirectly to the Services to be performed. Such Services performed by such Subcontractor will strictly comply with the requirements of this Contract.

d) In order to qualify as a Subcontractor satisfactory to the County, in addition to the other requirements herein provided, the Subcontractor must be prepared to prove to the satisfaction of the County that it has the necessary facilities, skill and experience, and ample financial resources to perform the Services in a satisfactory manner. To be considered skilled and experienced, the Subcontractor must show to the satisfaction of the County that it has satisfactorily performed services of the same general type which is required to be performed under this Agreement.

e) The County shall have the right to withdraw its consent to a subcontract if it appears to the County that the subcontract will delay, prevent, or otherwise impair the performance of the Contractor's obligations under this Agreement. All Subcontractors are required to protect the confidentiality of the County's and County's proprietary and confidential information. Contractor shall furnish to the County copies of all subcontracts between Contractor and Subcontractors and suppliers hereunder. Within each such subcontract, there shall be a clause for the benefit of the County in the event the County finds the Contractor in breach of this Contract, permitting the County to request completion by the Subcontractor of its performance obligations under the subcontract. The clause shall include an option for the County to pay the Subcontractor directly for the performance by such Subcontractor. Notwithstanding, the foregoing shall neither convey nor imply any obligation or liability on the part of the County to any subcontractor hereunder as more fully described herein.

ARTICLE 21. ASSUMPTION, PARAMETERS, PROJECTIONS, ESTIMATES AND EXPLANATIONS

The Contractor understands and agrees that any assumptions, parameters, projections, estimates and explanations presented by the County were provided to the Contractor for evaluation purposes only. However, since these assumptions, parameters, projections, estimates and explanations represent predictions of future events the County makes no representations or guarantees; and the County shall not be responsible for the accuracy of the assumptions presented; and the County shall not be responsible for conclusions to be drawn therefrom; and any assumptions, parameters, projections, estimates and explanations shall not form the basis of any claim by the Contractor. The Contractor accepts all risk associated with using this information.

ARTICLE 22. SEVERABILITY

If this Agreement contains any provision found to be unlawful, the same shall be deemed to be of no effect and shall be deemed stricken from this Agreement without affecting the binding force of this Agreement as it shall remain after omitting such provision.

ARTICLE 23. TERMINATION AND SUSPENSION OF WORK

a) The County may terminate this Agreement if an individual or corporation or other entity attempts to meet its contractual obligation with the County through fraud, misrepresentation or material misstatement.

b) The County may, as a further sanction, terminate or cancel any other contract(s) that such individual or corporation or other entity has with the County and that such individual, corporation or other entity shall be responsible for all direct and indirect costs

associated with such termination or cancellation, including attorney's fees.

c) The foregoing notwithstanding, any individual, corporation or other entity which attempts to meet its contractual obligations with the County through fraud, misrepresentation or material misstatement may be debarred from County contracting for up to five (5) years in accordance with the County debarment procedures. The Contractor may be subject to debarment for failure to perform and all other reasons set forth in Section 10-38 of the County Code.

d) In addition to cancellation or termination as otherwise provided in this Agreement, the County may at any time, in its sole discretion, with or without cause, terminate this Agreement by written notice to the Contractor.

e) In the event that the County exercises its right to terminate this Agreement, the Contractor shall, upon receipt of such notice, unless otherwise directed by the County:

i. stop work on the date specified in the notice ("the Effective Termination Date");

ii. take such action as may be necessary for the protection and preservation of the County's materials and property;

iii. cancel orders;

iv. assign to the County and deliver to any location designated by the County any non-cancelable orders for Deliverables that are not capable of use except in the performance of this Agreement and has been specifically developed for the sole purpose of this Agreement and not incorporated in the Services;

v. take no action which will increase the amounts payable by the County under this Agreement; and

f) In the event that the County exercises its right to terminate this Agreement, the Contractor will be compensated as stated in the payment Articles herein for the:

i. portion of the Services completed in accordance with the Agreement up to the Effective Termination Date; and

ii. non-cancelable Deliverables that are not capable of use except in the performance of this Agreement and has been specifically developed for the sole purpose of this Agreement, but not incorporated in the Services.

g) All compensation pursuant to this Article are subject to audit.

ARTICLE 24. EVENT OF DEFAULT

a) An Event of Default shall mean a breach of this Agreement by the Contractor. Without limiting the generality of the foregoing, and in addition to those instances referred to herein as a breach, an Event of Default shall include the following:

i. the Contractor has not delivered Deliverables on a timely basis;

ii. the Contractor has refused or failed to supply enough properly skilled staff personnel;

iii. the Contractor has failed to make prompt payment to subcontractors or suppliers for

any Services;

iv. the Contractor has become insolvent (other than as interdicted by the bankruptcy laws), or has assigned the proceeds received for the benefit of the Contractor's creditors, or the Contractor has taken advantage of any insolvency statute or debtor/creditor law or if the Contractor's affairs have been put in the hands of a receiver;

v. the Contractor has failed to obtain the approval of the County where required by this Agreement;

vi. the Contractor has failed to provide "adequate assurances" as required under subsection b below;

vii. the Contractor has failed in the representation of any warranties stated herein.

b) When, in the opinion of the County, reasonable grounds for uncertainty exist with respect to the Contractor's ability to perform the Services or any portion thereof, the County may request that the Contractor, within the timeframe set forth in the County's request, provide adequate assurances to the County, in writing, of the Contractor's ability to perform in accordance with the terms of this Agreement. Until the County receives such assurances, the County may request an adjustment to the compensation received by the Contractor for portions of the Services which the Contractor has not performed. In the event that the Contractor fails to provide to the County the requested assurances within the prescribed timeframe, the County may:

i. treat such failure as a repudiation of this Agreement; and

ii. resort to any remedy for breach provided herein or at law, including but not limited to, taking over the performance of the Services or any part thereof either by itself or through others.

c) In the event the County shall terminate this Agreement for default, the County or its designated representatives may immediately take possession of all applicable equipment, materials, products, documentation, reports and data.

ARTICLE 25. NOTICE OF DEFAULT - OPPORTUNITY TO CURE

If an Event of Default occurs in the determination of the County, the County may so notify the Contractor ("Default Notice"), specifying the basis for such default, and advising the Contractor that such default must be cured immediately or this Agreement with the County may be terminated. Notwithstanding, the County may, in its sole discretion, allow the Contractor to rectify the default to the County's reasonable satisfaction within a thirty (30) day period. The County may grant an additional period of such duration as the County shall deem appropriate without waiver of any of the County's rights hereunder, so long as the Contractor has commenced curing such default and is effectuating a cure with diligence and continuity during such thirty (30) day period or any other period which the County prescribes. The default notice shall specify the date the Contractor shall discontinue the Services upon the Termination Date.

ARTICLE 26. REMEDIES IN THE EVENT OF DEFAULT

If an Event of Default occurs, the Contractor shall be liable for all damages resulting from the default, including but not limited to:

a) lost revenues;

b) the difference between the cost associated with procuring Services hereunder and the

amount actually expended by the County for re-procurement of Services, including procurement and administrative costs; and

c) such other direct damages.

The Contractor shall also remain liable for any liabilities and claims related to the Contractor's default. The County may also bring any suit or proceeding for specific performance or for an injunction.

ARTICLE 27. PATENT AND COPYRIGHT INDEMNIFICATION

a) The Contractor shall not infringe on any copyrights, trademarks, service marks, trade secrets, patent rights, other intellectual property rights or any other third party proprietary rights in the performance of the Work.

b) The Contractor warrants that all Deliverables furnished hereunder, including but not limited to: equipment, programs, documentation, software, analyses, applications, methods, ways, processes, and the like, do not infringe upon or violate any copyrights, trademarks, service marks, trade secrets, patent rights, other intellectual property rights or any other third party proprietary rights.

c) The Contractor shall be liable and responsible for any and all claims made against the County for infringement of patents, copyrights, service marks, trade secrets or any other third party proprietary rights, by the use or supplying of any programs, documentation, software, analyses, applications, methods, ways, processes, and the like, in the course of performance or completion of, or in any way connected with, the Work, or the County's continued use of the Deliverables furnished hereunder. Accordingly, the Contractor at its own expense, including the payment of attorney's fees, shall indemnify, and hold harmless the County and defend any action brought against the County with respect to any claim, demand, cause of action, debt, or liability.

d) In the event any Deliverable or anything provided to the County hereunder, or portion thereof is held to constitute an infringement and its use is or may be enjoined, the Contractor shall have the obligation to, at the County's option to (i) modify, or require that the applicable subcontractor or supplier modify, the alleged infringing item(s) at its own expense, without impairing in any respect the functionality or performance of the item(s), or (ii) procure for the County, at the Contractor's expense, the rights provided under this Agreement to use the item(s). Contractor shall not have any liability for any infringement claim or proceeding based on the County's use of a Deliverable for which it was neither designed nor intended, including (i) any modification to the Licensed Software by the County or others that is not approved in writing by Contractor; (ii) any use or combination of the Licensed Software by the County or others with any other software, hardware or other materials not furnished or approved by the Contractor for use with the Licensed Software; or (iii) the use of a superseded or altered version of the Licensed Software if infringement would have been avoided by the use of a current or unaltered version of the Licensed Software.

e) The Contractor shall be solely responsible for determining and informing the County whether a prospective supplier or subcontractor is a party to any litigation involving patent or copyright infringement, service mark, trademark, violation, or proprietary rights claims or is subject to any injunction which may prohibit it from providing any Deliverable hereunder. The Contractor shall enter into agreements with all suppliers and subcontractors at the Contractor's own risk. The County may reject any Deliverable that it believes to be the subject of any such litigation or injunction, or if, in the County's judgment, use thereof would delay the Work or be unlawful.

ARTICLE 28. CONFIDENTIALITY

a) All Developed Works and other materials, data, transactions of all forms, financial information, documentation, inventions, designs and methods obtained from the County in connection with the Services performed under this Agreement, made or developed by the Contractor or its subcontractors solely in the course of the performance of such Services, or the results of such Services, or which the County holds the proprietary rights, constitute Confidential Information and may not, without the prior written consent of the County, be used by the Contractor or its employees, agents, subcontractors or suppliers for any purpose other than for the benefit of the County, unless required by law. In addition to the foregoing, all County employee information and County financial information shall be considered Confidential Information and shall be subject to all the requirements stated herein. Neither the Contractor nor its employees, agents, subcontractors or suppliers may sell, transfer, publish, disclose, display, license or otherwise make available to others any part of such Confidential Information without the prior written consent of the County. Additionally, the Contractor expressly agrees to be bound by and to defend, indemnify and hold harmless the County, and their officers and employees from the breach of any federal, state or local law in regard to the privacy of individuals.

b) The Contractor shall advise each of its employees, agents, subcontractors and suppliers who may be exposed to such Confidential Information of their obligation to keep such information confidential and shall promptly advise the County in writing if it learns of any unauthorized use or disclosure of the Confidential Information by any of its employees or agents, or subcontractor's or supplier's employees, present or former. In addition, the Contractor agrees to cooperate fully and provide any assistance necessary to ensure the confidentiality of the Confidential Information.

c) It is understood and agreed that in the event of a breach of this Article damages may not be an adequate remedy and the County shall be entitled to injunctive relief to restrain any such breach or threatened breach. Unless otherwise requested by the County, upon the completion of the Services performed hereunder, the Contractor shall immediately turn over to the County all such Confidential Information existing in tangible form, and no copies thereof shall be retained by the Contractor or its employees, agents, subcontractors or suppliers without the prior written consent of the County. A certificate evidencing compliance with this provision and signed by an officer of the Contractor shall accompany such materials.

ARTICLE 29. PROPRIETARY INFORMATION

As a political subdivision of the State of Florida, Miami-Dade County is subject to the stipulations of Florida's Public Records Law.

The Contractor acknowledges that all computer software in the County's possession may constitute or contain information or materials which the County has agreed to protect as proprietary information from disclosure or unauthorized use and may also constitute or contain information or materials which the County has developed at its own expense, the disclosure of which could harm the County's proprietary interest therein.

During the term of the contract, the Contractor will not use directly or indirectly for itself or for others, or publish or disclose to any third party, or remove from the County's property, any computer programs, data compilations, or other software which the County has developed, has used or is using, is holding for use, or which are otherwise in the possession of the County (hereinafter "Computer Software"). All third-party license agreements must also be honored by the contractors and their employees, except as authorized by the County and, if the Computer

Software has been leased or purchased by the County, all hired party license agreements must also be honored by the contractors' employees with the approval of the lessor or Contractors thereof. This includes mainframe, minis, telecommunications, personal computers and any and all information technology software.

The Contractor will report to the County any information discovered or which is disclosed to the Contractor which may relate to the improper use, publication, disclosure or removal from the County's property of any information technology software and hardware and will take such steps as are within the Contractor's authority to prevent improper use, disclosure or removal.

ARTICLE 30. PROPRIETARY RIGHTS

a) The Contractor hereby acknowledges and agrees that the County retains all rights, title and interests in and to all materials, data, documentation and copies thereof furnished by the County to the Contractor hereunder or furnished by the Contractor to the County and/or created by the Contractor for delivery to the County, even if unfinished or in process, solely as a result of the Services the Contractor performs in connection with this Agreement, including all copyright and other proprietary rights therein, which the Contractor as well as its employees, agents, subcontractors and suppliers may use only in connection with the performance of Services under this Agreement. The Contractor shall not, without the prior written consent of the County, use such documentation on any other project in which the Contractor or its employees, agents, subcontractors or suppliers are or may become engaged. Submission or distribution by the Contractor to meet official regulatory requirements or for other purposes in connection with the performance of Services under this Agreement shall not be construed as publication in derogation of the County's copyrights or other proprietary rights.

b) All rights, title and interest in and to certain inventions, ideas, designs and methods, specifications and other documentation related thereto developed by the Contractor and its subcontractors solely for the County, hereinafter referred to as "Developed Works" shall become the property of the County.

c) Accordingly, neither the Contractor nor its employees, agents, subcontractors or suppliers shall have any proprietary interest in such Developed Works. The Developed Works may not be utilized, reproduced or distributed by or on behalf of the Contractor, or any employee, agent, subcontractor or supplier thereof, without the prior written consent of the County, except as required for the Contractor's performance hereunder.

d) Except as otherwise provided in subsections a, b, and c above, or elsewhere herein, the Contractor and its subcontractors and suppliers hereunder shall retain all proprietary rights in and to all Licensed Software provided hereunder, that have not been customized solely to satisfy the performance criteria set forth in the Scope of Work. Notwithstanding the foregoing, the Contractor hereby grants the County a perpetual, non-exclusive, non-transferable, license to the Licensed Software, which for purposes of this Section, includes any associated interfaces and documentation, solely for the purpose of its internal operations at Miami-Dade Corrections and Rehabilitation Department's facilities in accordance with this Agreement. The County may copy the Licensed Software for archival or backup purposes only, provided that all titles, trademarks, and copyright, proprietary and restricted rights notices shall be reproduced in all such copies, and that all such copies shall be subject to the terms of this Agreement. Except as explicitly provided in this Agreement, the County shall not without the Contractor's prior written consent: (a) make available or distribute all or part of the Licensed Software to any third party by assignment, sublicense or by any other means; (b) copy, adapt, reverse engineer, decompile, disassemble, or modify, in whole

or in part, any of the Licensed Software; or (c) use the Licensed Software to operate in or as a time-sharing, outsourcing, or service bureau environment, or in any way allow third party access (except to those acting on behalf of MDCR to the Licensed Software. The County shall notify Contractor immediately as soon as reasonably possible upon discovery of any prohibited use or disclosure of the Licensed Software, and shall provide assistance to help the Contractor regain possession of information and prevent the further prohibited use or disclosure of the Licensed Software. The County acknowledges and agrees that this License granted hereunder extends solely to the Licensed Software in object form only, and that nothing in this Section or Agreement shall be construed as granting any license whatsoever to the underlying source code that is used to generate the Licensed Software.

ARTICLE 31. VENDOR REGISTRATION/CONFLICT OF INTEREST

a) Vendor Registration

The Contractor shall be a registered vendor with the County – Internal Services Department, Procurement Management Division, for the duration of this Agreement. In becoming a Registered Vendor with Miami-Dade County, the Contractor confirms its knowledge of and commitment to comply with the following:

1. ***Miami-Dade County Ownership Disclosure Affidavit***
(Section 2-8.1 of the County Code)

2. ***Miami-Dade County Employment Disclosure Affidavit***
(Section 2.8-1(d)(2) of the County Code)

3. ***Miami-Dade Employment Drug-free Workplace Certification***
(Section 2-8.1.2(b) of the County Code)

4. ***Miami-Dade Disability and Nondiscrimination Affidavit***
(Section 2-8.1.5 of the County Code)

5. ***Miami-Dade County Debarment Disclosure Affidavit***
(Section 10.38 of the County Code)

6. ***Miami-Dade County Vendor Obligation to County Affidavit***
(Section 2-8.1 of the County Code)

7. ***Miami-Dade County Code of Business Ethics Affidavit***
(Section 2-8.1(i) and 2-11(b)(1) of the County Code through (6) and (9) of the County Code and Section 2-11.1(c) of the County Code)

8. ***Miami-Dade County Family Leave Affidavit***
(Article V of Chapter 11 of the County Code)

9. ***Miami-Dade County Living Wage Affidavit***
(Section 2-8.9 of the County Code)

10. ***Miami-Dade County Domestic Leave and Reporting Affidavit***
(Article 8, Section 11A-60 11A-67 of the County Code)

11. ***Subcontracting Practices***
(Ordinance 97-35)

12. ***Subcontractor /Supplier Listing***
(Section 2-8.8 of the County Code)

13. ***Environmentally Acceptable Packaging***
(Resolution R-738-92)

14. ***W-9 and 8109 Forms***
(as required by the Internal Revenue Service)

15. ***FEIN Number or Social Security Number***
In order to establish a file, the Contractor's Federal Employer Identification Number (FEIN) must be provided. If no FEIN exists, the Social Security Number of the owner or individual must be provided. This number becomes Contractor's "County Vendor Number". To comply with Section 119.071(5) of the Florida Statutes relating to the collection of an individual's Social Security Number, be aware that the County requests the Social Security Number for the following purposes:
    - Identification of individual account records
    - To make payments to individual/Contractor for goods and services provided to Miami-Dade County
    - Tax reporting purposes
    - To provide a unique identifier in the vendor database that may be used for searching and sorting departmental records

16. ***Office of the Inspector General***
(Section 2-1076 of the County Code)

17. ***Small Business Enterprises***
The County endeavors to obtain the participation of all small business enterprises pursuant to Sections 2-8.2, 2-8.2.3 and 2-8.2.4 of the County Code and Title 49 of the Code of Federal Regulations.

18. ***Antitrust Laws***
By acceptance of any contract, the Contractor agrees to comply with all antitrust laws of the United States and the State of Florida.

b) Conflict of Interest

Section 2-11.1(d) of Miami-Dade County Code requires that any County employee or any

member of the employee's immediate family who has a controlling financial interest, direct or indirect, with Miami-Dade County or any person or agency acting for Miami-Dade County, competing or applying for a contract, must first request a conflict of interest opinion from the County's Ethics Commission prior to their or their immediate family member's entering into any contract or transacting any business through a firm, corporation, partnership or business entity in which the employee or any member of the employee's immediate family has a controlling financial interest, direct or indirect, with Miami-Dade County or any person or agency acting for Miami-Dade County. Any such contract or business engagement entered in violation of this subsection, as amended, shall be rendered voidable. For additional information, please contact the Ethics Commission hotline at (305) 579-2593.

ARTICLE 32. INSPECTOR GENERAL REVIEWS

Independent Private Sector Inspector General Reviews

Pursuant to Miami-Dade County Administrative Order 3-20, the County has the right to retain the services of an Independent Private Sector Inspector General (hereinafter "IPSIG"), whenever the County deems it appropriate to do so. Upon written notice from the County, the Contractor shall make available to the IPSIG retained by the County, all requested records and documentation pertaining to this Agreement for inspection and reproduction. The County shall be responsible for the payment of these IPSIG services, and under no circumstance shall the Contractor's prices and any changes thereto approved by the County, be inclusive of any charges relating to these IPSIG services. The terms of this provision apply to the Contractor, its officers, agents, employees, subcontractors and assignees. Nothing contained in this provision shall impair any independent right of the County to conduct an audit or investigate the operations, activities and performance of the Contractor in connection with this Agreement. The terms of this Article shall not impose any liability on the County by the Contractor or any third party.

Miami-Dade County Inspector General Review

According to Section 2-1076 of the Code of Miami-Dade County, Miami-Dade County has established the Office of the Inspector General which may, on a random basis, perform audits on all County contracts, throughout the duration of said contracts, except as otherwise provided below. The cost of the audit for this Contract shall be one quarter (1/4) of one (1) percent of the total contract amount which cost shall be included in the total contract amount. The audit cost will be deducted by the County from progress payments to the Contractor. The audit cost shall also be included in all change orders and all contract renewals and extensions.

Exception: The above application of one quarter (1/4) of one percent fee assessment shall not apply to the following contracts: (a) IPSIG contracts; (b) contracts for legal services; (c) contracts for financial advisory services; (d) auditing contracts; (e) facility rentals and lease agreements; (f) concessions and other rental agreements; (g) insurance contracts; (h) revenue-generating contracts; (I) contracts where an IPSIG is assigned at the time the contract is approved by the Commission; (j) professional service agreements under $1,000; (k) management agreements; (l) small purchase orders as defined in Miami-Dade County Administrative Order 3-38; (m) federal, state and local government-funded grants; and (n) interlocal agreements. ***Notwithstanding the foregoing, the Miami-Dade County Board of County Commissioners may authorize the inclusion of the fee assessment of one quarter (1/4) of one percent in any exempted contract at the time of award.***

Nothing contained above shall in any way limit the powers of the Inspector General to perform audits on all County contracts including, but not limited to, those contracts specifically exempted above. The Miami-Dade County Inspector General is authorized and empowered to review past, present and proposed County and Public Health Trust contracts, transactions, accounts, records and programs. In addition, the Inspector General has the power to subpoena witnesses, administer oaths, require the production of records and monitor existing projects and

programs. Monitoring of an existing project or program may include a report concerning whether the project is on time, within budget and in conformance with plans, specifications and applicable law. The Inspector General is empowered to analyze the necessity of and reasonableness of proposed change orders to the Contract. The Inspector General is empowered to retain the services of independent private sector inspectors general (IPSIG) to audit, investigate, monitor, oversee, inspect and review operations, activities, performance and procurement process, including but not limited to project design, specifications, proposal submittals, activities of the Contractor, its officers, agents and employees, lobbyists, County staff and elected officials to ensure compliance with contract specifications and to detect fraud and corruption.

Upon written notice to the Contractor from the Inspector General or IPSIG retained by the Inspector General, the Contractor shall make all requested records and documents available to the Inspector General or IPSIG for inspection and copying. The Inspector General and IPSIG shall have the right to inspect and copy all documents and records in the Contractor's possession, custody or control which, in the Inspector General's or IPSIG's sole judgment, pertain to performance of the contract, including, but not limited to original estimate files, change order estimate files, worksheets, proposals and agreements form and which successful and unsuccessful subcontractors and suppliers, all project-related correspondence, memoranda, instructions, financial documents, construction documents, proposal and contract documents, back-charge documents, all documents and records which involve cash, trade or volume discounts, insurance proceeds, rebates, or dividends received, payroll and personnel records, and supporting documentation for the aforesaid documents and records.

ARTICLE 33. LOCAL, STATE, AND FEDERAL COMPLIANCE REQUIREMENTS

Contractor agrees to comply, subject to applicable professional standards, with the provisions of any and all applicable Federal, State and the County orders, statutes, ordinances, rules and regulations which may pertain to the Services required under this Agreement, including, but not limited to:

a) Equal Employment Opportunity (EEO), in compliance with Executive Order 11246 as amended and applicable to this Contract.
b) Miami-Dade County Florida, Department of Small Business Development Participation Provisions, as applicable to this Contract.
c) Environmental Protection Agency (EPA), as applicable to this Contract.
d) Miami-Dade County Code, Chapter 11A, Article 3. All contractors and subcontractors performing work in connection with this Contract shall provide equal opportunity for employment without regard to race, color, religion, ancestry, national origin, sex, pregnancy, age, disability, marital status, familial status, sexual orientation, or veteran status. The aforesaid provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in a conspicuous place available for employees and applicants for employment, such notices as may be required by the Dade County Fair Housing and Employment Commission, or other authority having jurisdiction over the work setting forth the provisions of the nondiscrimination law.
e) "Conflicts of Interest" Section 2-11 of the County Code, and Ordinance 01-199.
f) Miami-Dade County Code Section 10-38 "Debarment".
g) Miami-Dade County Ordinance 99-5, codified at 11A-60 et. seq. of Miami-Dade Code pertaining to complying with the County's Domestic Leave Ordinance.
h) Miami-Dade County Ordinance 99-152, prohibiting the presentation, maintenance, or prosecution of false or fraudulent claims against Miami-Dade County.

The Contractor shall hold all licenses and/or certifications, obtain and pay for all permits and/or

inspections, and comply with all laws, ordinances, regulations and building code requirements applicable to the work required herein. Damages, penalties, and/or fines imposed on the County or Contractor for failure to obtain and maintain required licenses, certifications, permits and/or inspections shall be borne by the Contractor. The Project Manager shall verify the certification(s), license(s), permit(s), etc. for the Contractor prior to authorizing work and as needed.

Notwithstanding any other provision of this Agreement, Contractor shall not be required pursuant to this Agreement to take any action or abstain from taking any action if such action or abstention would, in the good faith determination of the Contractor, constitute a violation of any law or regulation to which Contractor is subject, including but not limited to laws and regulations requiring that Contractor conduct its operations in a safe and sound manner.

ARTICLE 34. NONDISCRIMINATION

During the performance of this Contract, Contractor agrees to not discriminate against any employee or applicant for employment because of race, color, religion, ancestry, national origin, sex, pregnancy, age, disability, marital status, familial status, sexual orientation, or veteran status, and will take affirmative action to ensure that employees and applicants are afforded equal employment opportunities without discrimination. Such action shall be taken with reference to, but not limited to: recruitment, employment, termination, rates of pay or other forms of compensation, and selection for training or retraining, including apprenticeship and on the job training.

By entering into this Contract, the Contractor attests that it is not in violation of the Americans with Disabilities Act of 1990 (and related Acts) or Miami-Dade County Resolution No. R-385-95. If the Contractor or any owner, subsidiary or other firm affiliated with or related to the Contractor is found by the responsible enforcement agency or the County to be in violation of the Act or the Resolution, such violation shall render this Contract void. This Contract shall be void if the Contractor submits a false affidavit pursuant to this Resolution or the Contractor violates the Act or the Resolution during the term of this Contract, even if the Contractor was not in violation at the time it submitted its affidavit.

ARTICLE 35. CONFLICT OF INTEREST

The Contractor represents that:

a) No officer, director, employee, agent, or other consultant of the County or a member of the immediate family or household of the aforesaid has directly or indirectly received or been promised any form of benefit, payment or compensation, whether tangible or intangible, in connection with the award of this Agreement.

b) There are no undisclosed persons or entities interested with the Contractor in this Agreement. This Agreement is entered into by the Contractor without any connection with any other entity or person making a proposal for the same purpose, and without collusion, fraud or conflict of interest. No elected or appointed officer or official, director, employee, agent or other consultant of the County, or of the State of Florida (including elected and appointed members of the legislative and executive branches of government), or a member of the immediate family or household of any of the aforesaid:

   i) is interested on behalf of or through the Contractor directly or indirectly in any manner whatsoever in the execution or the performance of this Agreement, or in the services, supplies or work, to which this Agreement relates or in any portion of the revenues; or

   ii) is an employee, agent, advisor, or consultant to the Contractor or to the best of the Contractor's knowledge any subcontractor or supplier to the Contractor.

c) Neither the Contractor nor any officer, director, employee, agency, parent, subsidiary, or affiliate of the Contractor shall have an interest which is in conflict with the Contractor's faithful performance of its obligation under this Agreement; provided that the County, in its sole discretion, may consent in writing to such a relationship, provided the Contractor provides the County with a written notice, in advance, which identifies all the individuals and entities involved and sets forth in detail the nature of the relationship and why it is in the County's best interest to consent to such relationship.

d) The provisions of this Article are supplemental to, not in lieu of, all applicable laws with respect to conflict of interest. In the event there is a difference between the standards applicable under this Agreement and those provided by statute, the stricter standard shall apply.

e) In the event Contractor has no prior knowledge of a conflict of interest as set forth above and acquires information which may indicate that there may be an actual or apparent violation of any of the above, Contractor shall promptly bring such information to the attention of the County's Project Manager. Contractor shall thereafter cooperate with the County's review and investigation of such information, and comply with the instructions Contractor receives from the Project Manager in regard to remedying the situation.

ARTICLE 36. PRESS RELEASE OR OTHER PUBLIC COMMUNICATION

Under no circumstances shall the Contractor without the express written consent of the County:

a) Issue or permit to be issued any press release, advertisement or literature of any kind which refers to the County, or the Work being performed hereunder, unless the Contractor first obtains the written approval of the County. Such approval may be withheld if for any reason the County believes that the publication of such information would be harmful to the public interest or is in any way undesirable; and

b) Communicate in any way with any contractor, department, board, agency, commission or other organization or any person whether governmental or private in connection with the Services to be performed hereunder except upon prior written approval and instruction of the County; and

c) Except as may be required by law, the Contractor and its employees, agents, subcontractors and suppliers will not represent, directly or indirectly, that any product or service provided by the Contractor or such parties has been approved or endorsed by the County.

ARTICLE 37. BANKRUPTCY

The County reserves the right to terminate this contract, if, during the term of any contract the Contractor has with the County, the Contractor becomes involved as a debtor in a bankruptcy proceeding, or becomes involved in a reorganization, dissolution, or liquidation proceeding, or if a trustee or receiver is appointed over all or a substantial portion of the property of the Contractor under federal bankruptcy law or any state insolvency law.

ARTICLE 38. GOVERNING LAW

This Contract, including appendices, and all matters relating to this Contract (whether in contract, statute, tort (such as negligence), or otherwise) shall be governed by, and construed in accordance with, the laws of the State of Florida. Venue shall be Miami-Dade County.

ARTICLE 39. Not Applicable

ARTICLE 40. FIRST SOURCE HIRING REFERRAL PROGRAM

Pursuant to Section 2-2113 of the Code of Miami-Dade County, for all contracts for goods and services, the Contractor, prior to hiring to fill each vacancy arising under a County contract shall (1) first notify the South Florida Workforce Investment Board ("SFWIB"), the designated Referral Agency, of the vacancy and list the vacancy with SFWIB according to the Code, and (2) make good faith efforts as determined by the County to fill a minimum of fifty percent (50%) of its employment needs under the County contract through the SFWIB. If no suitable candidates can be employed after a Referral Period of three to five days, the Contractor is free to fill its vacancies from other sources. Contractor will be required to provide quarterly reports to the SFWIB indicating the name and number of employees hired in the previous quarter, or why referred candidates were rejected. Sanctions for non-compliance shall include, but not be limited to: (i) suspension of contract until Contractor performs obligations, if appropriate; (ii) default and/or termination; and (iii) payment of $1,500/employee, or the value of the wages that would have been earned given the noncompliance, whichever is less. Registration procedures and additional information regarding the FSHRP are available at https://iapps.southfloridaworkforce.com/firstsource/.

ARTICLE 41. FORCE MAJEURE

Neither party hereto shall be responsible for any failure or delay in the performance of any obligation hereunder if such failure or delay is due to a cause beyond the party's control, including, but not limited to acts of God, flood, fire, volcano, war, third-party suppliers, labor disputes or governmental acts.

ARTICLE 42. INDIVIDUALLY IDENTIFIABLE HEALTH INFORMATION and/or PROTECTED HEALTH INFORMATION

Any person or entity that performs or assists Miami-Dade County with a function or activity involving the use or disclosure of "Individually Identifiable Health Information (IIHI) and/or Protected Health Information (PHI) shall comply with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and the Miami-Dade County Privacy Standards Administrative Order. HIPAA mandates for privacy, security and electronic transfer standards, include but are not limited to:

1. Use of information only for performing services required by the contract or as required by law;
2. Use of appropriate safeguards to prevent non-permitted disclosures;
3. Reporting to Miami-Dade County of any non-permitted use or disclosure;
4. Assurances that any agents and subcontractors agree to the same restrictions and conditions that apply to the Contractor and reasonable assurances that IIHI/PHI will be held confidential;
5. Making Protected Health Information (PHI) available to the customer;
6. Making PHI available to the customer for review and amendment; and incorporating any amendments requested by the customer;
7. Making PHI available to Miami-Dade County for an accounting of disclosures; and
8. Making internal practices, books and records related to PHI available to Miami-Dade County for compliance audits.

PHI shall maintain its protected status regardless of the form and method of transmission (paper records, and/or electronic transfer of data). The Contractor must give its customers written notice of its privacy information practices including specifically, a description of the types of uses and disclosures that would be made with protected health information.

ARTICLE 43. EQUIPMENT

The Contractor shall provide for all Systems a complete list of all equipment to be delivered by facility, which shall include the quantity and Serial Number; together with a delivery schedule.

All equipment and software delivered at each facility shall be suitably durable for a correctional environment and constructed in such a way that no parts and/or pieces of the equipment can constitute a security risk. Any change or modification to the list of equipment to be delivered must be approved by the Project Manager before delivery is made.

ARTICLE 44. DELIVERY AND INSTALLATION

a) All Equipment provided by the Contractor pursuant to this Agreement shall be delivered and stored at the Contractor's risk. The Contractor shall deliver, install, test, and operationally activate all Payphones and Telecommunications Devices for the Deaf in the Corrections and Rehabilitation Department's facilities prior to the County's acceptance of the project. The County shall have the final approval authority on all equipment, installation plans and layouts prior to the commencement of any work.

b) If the Contractor fails to make delivery within the time specified, or if the Equipment delivered fails to conform to the requirements hereof in quality, number or otherwise or are found to be defective in material or workmanship, then the County may reject the delivered Equipment or may accept any item of Equipment and reject the balance of the delivered Equipment. The County shall notify Contractor of such rejection in writing and specify in such notice, the reasons for such rejection. Contractor agrees to deliver replacement Equipment for such items of rejected Equipment within fifteen (15) Days of Contractor's receipt of the County's rejection notice.

c) The County may delay delivery of Equipment or any portion thereof, for as long as the County desires, by giving written notice to the Contractor of its desire to delay delivery at least ten (10) days prior to the scheduled delivery date. In the event of such delay, the County will provide the Contractor with a new delivery date for such Equipment or portion thereof as soon as reasonably possible.

d) The Contractor shall deliver all Equipment on time and as scheduled. The Contractor shall deliver all Equipment in adequate time to meet the Implementation Schedule.

e) The Contractor shall bear the risk of loss or damage to delivered Equipment whether such loss or damage arises from acts or omissions (whether negligent or not) of the Contractor or the County or from any other cause whatsoever, except loss or damage arising solely from the negligence or willful acts of the County.

f) Contractor agrees to install the Equipment at each facility designated and/or approved by the County. Contractor agrees to commence installation of the Equipment *in* accordance with the Implementation Schedule or as otherwise mutually agreed upon by the parties hereto. All installation work will be performed during normal business hours, unless arranged in advance with the County. Contractor shall diligently pursue and complete such installation without interruption and in accordance with the Implementation Schedule, so that such Equipment is in good working order and ready for use by the installation date set forth in the Implementation Schedule.

g) Contractor agrees to do all things necessary for proper installation and to perform its installation obligations hereunder in an orderly, skillful and expeditious manner, with sufficient labor and materials to ensure efficient and timely completion of such obligations. If applicable, Contractor shall coordinate with the Project Manager all work with all other Contractors and/or County personnel performing work at the Site(s) to complete Equipment installation. The County shall be responsible for resolving all disputes relating to Site access between Contractor and other contractors. Contractor shall provide all materials necessary to proper installation of the Equipment. The County shall attempt to provide reasonable working space for the performance by Contractor of the installation services described herein. Contractor agrees that all installation work will

be performed neatly and at all times Contractor shall keep Site(s) free from waste materials and rubbish resulting from the services being performed by Contractor.

h) Unless otherwise agreed to by the County, Contractor agrees as part of the installation process, to perform installation services, including, but not limited to, the following: (a) receipt and inventorying of materials; (b) unloading and uncrating of all Equipment; (c) running of lines and power cables; (d) cooperating with all other vendors supplying peripheral or ancillary equipment that will interface with the Equipment; and (e) any additional services necessary to ensure Contractor's compliance with this Article.

i) All cabling provided by Contractor shall be neatly laced, as applicable, dressed, sheathed and adequately supported. When required by local codes, Contractor agrees to provide cables with a flame resistant sheath. If required by any applicable Federal, State or local laws or codes, Contractor shall ensure that all items of Equipment are firmly held in place in a manner so as to protect such Equipment from windstorm and rain. In this regard, Contractor agrees to provide fastenings and supports adequate to support Equipment loads with an ample safety margin.

j) Installation testing, if required by the County, shall be conducted by Contractor and observed by the County. The purpose of these tests is to demonstrate the complete operability of the System(s) in conformance with the requirements of the Contract. This will include an actual demonstration of all required Equipment and features. All tests shall be in accordance with test plans and procedures prepared by Contractor and previously approved by the County. In the event of any outstanding deficiencies at the conclusion of installation testing, as determined by the County, Contractor shall be responsible for instituting necessary corrective measures, and for subsequently satisfactorily demonstrating and/or re-demonstrating system performance.

k) The Contractor shall be responsible for all costs associated with the installation, maintenance and replacement of Payphones under this Agreement.

l) The Contractor shall provide the County with interim reports on the status of the completion of the implementation schedules as addressed in this Agreement. Such reports shall be provided within the time frame stipulated in appropriate areas of this Agreement until completed. The Contractor shall notify the County immediately upon completion of the installation schedules and advise the County of the completion of installations.

ARTICLE 45. SOFTWARE LICENSE

The Contractor hereby warrants that it holds the necessary licenses to use any third party software utilized by the Contractor for as long as is required by this Agreement.

ARTICLE 46. OPERATING ENVIRONMENT FOR PAYPHONES

The Payphone Systems and each module or component and function thereof, shall be capable of operating fully and correctly in the operating environment at each County location where Payphones are installed and may be installed in the future. The Contractor hereby warrants and represents that each Payphone, including Inmate Service Instruments, will be fully compatible and interface completely with other equipment, including but not limited to Telecommunications Devices for the Deaf, are capable of enhancements as set forth in the Contractor's Proposal, and will perform and continuously attain the standards identified in the applicable section of this Agreement, including but not limited to the performance standards set forth in the Scope of Work and Contractor's Proposal. The addition or connection of other equipment to the Payphones will not adversely affect performance of the Payphones.

ARTICLE 47. OPERATING NETWORK

The Contractor hereby warrants that it has unrestricted and irrevocable use of the Operating Network for the term of this Agreement, including any renewals.

ARTICLE 48. PAYPHONE ENHANCEMENTS/MODIFICATIONS AT CORRECTIONAL FACILITIES

The Contractor understands the County may require changes to the Payphones in the County's correctional facilities. If requested by the County, the Contractor shall provide the requested Payphone System enhancements/modifications. Upon the County's request for such enhancements/modifications the County shall prepare a scope of work and the Contractor shall submit a not-to-exceed number of hours for the requested modification/enhancement. The Contractor shall not be reimbursed for the preparation of proposals. In no event shall the Contractor perform any Services on the task unless the County issues a written notice to the Contractor to proceed with the task.

The Contractor shall, upon the County's request, install the enhancement/modification and shall provide the County with such services as required, at a cost to the County. Following the County's acceptance of all enhancements/modifications, such enhancements/modifications shall thereafter be considered a part of the Inmate Service Instruments for all purposes under this Agreement. The Contractor shall provide the County, if so requested, with written confirmation of the date the enhancements/modifications were applied to the Inmate Service Instruments.

ARTICLE 49. WARRANTY OF PAYPHONES

Contractor hereby warrants and represents that any and all Payphones provided hereunder, shall be new and unused, or in a condition substantially like new and unused Payphones, and that said Payphones, throughout the term of this Agreement including any renewal years shall be (i) free from defects in materials and workmanship and operate in good working order, and (ii) function in accordance with the requirements of the Scope of Work, Contractor's Proposal and the Original Equipment Manufacturer's published specifications. All parts shall be of high-quality workmanship and no part or attachment shall be substituted or applied contrary to the manufacturer's recommendations and standard industry practices. The warranty in this Article is in addition to the other warranties set forth in the Contract.

ARTICLE 50. LIQUIDATED DAMAGES

The Contractor acknowledges that time is of the essence in the performance of Services and that damages in the event of the delays and disruptions set forth below will be difficult to ascertain. The Contractor agrees that the amounts set forth below are fair and reasonable as liquidated damages, as a result of the delays described below:

a) If the Contractor fails to provide the County with Revenue Reports within 30 days from the end of the monthly reporting period, in the format approved by the County, the Contractor shall pay the County $1,900 per day for every day after the thirtieth day from the end of the monthly reporting period until the report is delivered to the County. The amount of liquidated damages owed the County shall be included in monthly revenue payments to the County.

b) If the Contractor fails to provide the independent audit within 90 days after the end of the previous calendar year, the Contractor shall pay the County $1,900 per day for every day after the ninetieth day from the end of the previous calendar year until the audit report is delivered to the County. The amount of liquidated damages owed the County shall be included in monthly revenue payments to the County.

c) If the Contractor fails to promptly remove any of its Payphones and/or Equipment at the request of the County and/or another contractor designated by the County, the Contractor shall pay the County quadruple the amount of revenue owed for each month

for each of the Payphones that they fail to remove until all Payphones and/or Equipment are removed from the County's facilities.

ARTICLE 51. TAXES

Miami-Dade County is State Sales Tax Exempt. The Contractor shall be responsible for franchise fees and taxes levied against the Contractor. The County is exempt from sales on all personal property it purchases or uses. All materials and supplies which are purchased by the Contractor for the completion of the Contract will be subject to the Florida State Sales Tax in accordance with Section 212.08 Florida Statues, amended 1970 and all amendments thereto, and shall be paid solely by the Contractor.

ARTICLE 52. MAINTENANCE SERVICES

a) Contractor shall provide maintenance services for the Payphones, as described herein, at no cost to the County for the term of this Agreement. The Contractor shall provide all things necessary to maintain and repair Payphones, including but not limited to all parts, materials, labor (including adequate staffing levels to handle all maintenance demands), testing equipment, tools, vehicles, maintenance facilities and all other items required to perform the maintenance services hereunder. The Contractor shall be solely responsible for providing a level of maintenance service such that each and every Payphone achieves the performance standards set forth in this Agreement, the Scope of Work and the Contractor's Proposal.

b) The Contractor shall clear 95% of all interruptions in the Payphone and TDD service occurring in any calendar month and restore service within twenty-four (24) hours (Sundays and holidays excluded) after the trouble is reported, and 100% of all interruptions in forty-eight (48) hours (Sundays and holidays excluded).

c) The Contractor shall repair or replace, for the duration of this Agreement, all defective equipment within forty-eight (48) hours, Sundays and holidays excluded, at no charge to the County. The Contractor shall also be liable for compensation to the County for the lost total Commission due to the County generated by the Payphone(s), based on historical records for that public Payphone(s) for the entire period of the outage.

d) In the event of damage to the Equipment or Software due to vandalism and accidents, Contractor shall replace or repair Equipment at no cost to the County.

ARTICLE 53. DELIVERY OF EQUIPMENT

a) The Contractor shall bear all responsibility for delivery and storage of Equipment at each Site where Payphone(s) will be installed.

b) The County shall not bear the cost of any packing, crating, boxing, containers or other materials relative to the preparation for shipment or of delivery of any Equipment furnished hereunder.

ARTICLE 54. WARRANTY

Services shall be fully guaranteed by the Contractor against any deficiencies for the duration of this Agreement.

ARTICLE 55. PROBLEMS/SOLUTIONS

The Contractor shall be responsible for remedying all service problems and promptly finding solutions to problems reported by the County in accordance with the standards set forth in this Agreement. Additionally, the Contractor shall also ensure that all subcontractors for equipment, services, etc. promptly remedy all service problems in accordance with the standards set forth in this Agreement. For example, if the Contractor determines that the Local Exchange Carrier (LEC) is at fault, then the Contractor shall contact the LEC and negotiate the desired services.

The Contractor shall inform the County as soon as possible of any occurrence that may result in prolonged or serious service interruption.

ARTICLE 56. FRAUD/THEFT

The Contractor shall bear full responsibility for fraudulent, unbillable, or uncollectible calls or theft of funds. Furthermore, the Contractor shall not deduct from revenues on which commissions are paid to the County the amount of lost funds due to fraud, theft of funds, unbillable or uncollectible calls.

ARTICLE 57. INDEPENDENT AUDIT

The Contractor shall perform regular audits, at its expense, each calendar year, of all Gross Revenues and Commissions generated in the previous calendar year by Payphones located at Miami-Dade County facilities. The audit shall be completed within 90 days of the end of the previous calendar year. The audit shall be conducted by an independent auditor which cannot be the Contractor's auditor during the term of this Agreement and any extension thereof, and the Contractor shall notify the County of the audit report date prior to commencement of the audit. The audit report shall be signed and sealed by a Certified Public Accountant (CPA) licensed to practice in the State of Florida, and shall include and validate all Gross Revenue and Commissions reported to Miami-Dade County. The audit report shall be delivered to the County's Project Manager within 100 days of the end of the previous calendar year. The County shall have the right to audit all Gross Revenues and Commissions generated by any Payphone located at any Miami-Dade County premises. The Contractor shall make available to Miami-Dade County personnel or its designee(s) all records of Payphone activities within five (5) days of the County's request for said records.

If an audit reveals that the County has been paid less than the amount owed under this Agreement, the Contractor shall reimburse the County for said amount plus 10% interest (annual percentage yield) accrued.

ARTICLE 58. LETTER OF CREDIT

The Contractor shall duly execute and deliver to the County an irrevocable Letter of Credit in an amount that represents Six (6) months of Revenue to the County. The Letter of Credit shall be delivered to the County within fifteen (15) calendar days of the effective date of this Agreement, in the form acceptable to the County. If the Contractor fails to deliver the Letter of Credit within this specified time, including granted extensions, if any, the County shall declare the Contractor in default of the contractual terms and conditions and the contract shall be terminated with no liability to the County.

The County shall have the right to draw down on the Letter of Credit for any portion of the Revenue amount due the County that exceeds 60 days past due. Where the County draws down upon the Letter of Credit, the Contractor shall, within ten (10) business days, replace the Letter of Credit to the full required amount. Failure to replace the Letter of Credit within the ten (10) business day period shall result in termination of this Agreement. The Letter of Credit will be released by the County when the Contractor no longer performs Services hereunder, and all of the Contractor's payphones have been removed or transferred in any manner to a new provider of these Services. The County may accept, upon written request of the Contractor, a substitute to the Letter of Credit such as a surety bond, which shall meet County requirements.

ARTICLE 59. ACTIVATION OF TELECOMMUNICATIONS SERVICES

a) The Contractor shall operationally activate the Services for all Payphones and Telecommunications Devices for the Deaf prior to the County's acceptance of the project.

b) The County may delay activation of the Services for any Payphones for as long as the County desires, by giving written notice to the Contractor of its desire to delay activation

at least ten (10) days prior to the scheduled activation date. In the event of such delay, the County will provide the Contractor with a new activation date for the Services as soon as reasonably possible.

c) Contractor agrees to activate the Services at each Payphone at each facility designated and/or approved by the County. Contractor agrees to activate the Services in accordance with the Implementation Schedule or as otherwise mutually agreed upon by the parties hereto.

d) Activation testing, if required by the County, shall be conducted by Contractor and observed by the County. The purpose of these tests is to demonstrate the complete operability of the Services in conformance with the requirements of the Contract. This will include an actual demonstration of all required features. All tests shall be in accordance with test plans and procedures prepared by Contractor and previously approved by the County. In the event of any outstanding deficiencies at the conclusion of activation testing, as determined by the County, Contractor shall be responsible for instituting necessary corrective measures, and for subsequently satisfactorily demonstrating and/or re-demonstrating system performance.

ARTICLE 60. PUBLIC RECORDS AND CONTRACTS FOR SERVICES PERFORMED ON BEHALF OF A PUBLIC AGENCY

The Contractor shall comply with the state of FL Public Records Law, s. 119.0701, F.S., specifically to: (1) keep and maintain public records that ordinarily and necessarily would be required by the public agency in order to perform the service; (2) provide the public with access to public records on the same terms and conditions that the public agency would provide the records and at a cost that does not exceed the cost provided in Chapter 119, F.S., or as otherwise provided by law; (3) ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law; and (4) meet all requirements for retaining public records and transfer, at no cost, to the public agency all public records in possession of the Contractor upon termination of the contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the public agency in a format that is compatible with the information technology systems of the public agency. If the Contractor does not comply with a public records request, the public agency shall enforce contract provisions in accordance with the contract.

ARTICLE 61. GRANT OF LICENSE - JMS

Contractor agrees to provide the County with licensed Software System and Documentation in accordance with the provisions contained within this Agreement. Contractor grants the County a limited, perpetual, non-transferable, non-exclusive license to use the licensed Software System and Documentation in accordance with the terms of this Agreement. Such license shall not be construed to be any license to source code for any of the System Software.

ARTICLE 62. SUPPORT AND MAINTENANCE SERVICES - JMS

Contractor shall provide the County with Technical and Maintenance Support Services in the manner outlined in this Agreement for the JMS System throughout the term of this Agreement, including any options or extensions exercised by the County. There shall be no charge to the County for these Technical and Maintenance Support Services for the duration of this Agreement, including any extensions.

ARTICLE 63. SOFTWARE MODIFICATIONS - JMS

Software Enhancements or Modifications. The County may, from time to time, request that the Contractor incorporate certain features, enhancements or modifications into the Software. Upon the County's request for such enhancements/modifications the County shall prepare a Statement of Work ("SOW") for the specific Project that shall define in detail the Services to be

performed. The Contractor shall provide a cost for the County's review.

ARTICLE 64. IMPLEMENTATION SERVICES - JMS

a) The County shall accept or reject the Software System and/or Deliverables as stipulated in the County approved Statement of Work/Implementation Plan ("SOW/IP"). The preliminary Statement of Work/Implementation Plan is as stipulated in the Contractor's Proposal and shall be updated following the schedule provided herein.

b) The Contractor shall prepare a final SOW/IP and present same to the County for approval, for the completion of the JMS and/or Deliverables. The SOW/IP shall include all work performed by Contractor and County including number of County personnel needed to assist in completing the Work. The SOW/IP will include a timeline when major functions shall be completed. After County approval of the SOW/IP timeline the Contractor shall follow the timeline and give County notice of any failure of the Contractor to conform to the requirements therein. The County shall cooperate and provide all necessary work as required based on the SOW/IP. The Contractor shall document any failure on the County to perform any work the County needs to perform as part of the overall Work. Upon completion of the SOW/IP the Contractor shall present to the County an acceptance document, which the County will review and provide a response as to any proposed edits and/or any unacceptable work. The County shall notify Contractor of such rejection in writing and specify in such notice, the reasons for such rejection. Contractor agrees to deliver a fix or workaround replacement for the Software System and/or Deliverables for such items of rejected Deliverables and/or Software System within fifteen (15) business days of Contractor's receipt of the County's rejection notice.

c) The Contractor shall bear the risk of loss or damage to delivered Software System and/or Deliverables until the time the Project Manager certifies that the System(s) has successfully completed the System Acceptance test whether such loss or damage stems from acts or omissions (whether negligent or not) of the Contractor or the County or from any other cause whatsoever, except loss or damage arising solely from the negligence or willful acts of the County.

d) Contractor agrees to install the Software System at the County's Information Technology Data Facility or other mutually agreed upon location(s). Contractor agrees to commence installation of the Software System according to the SOW/IP unless a different time for implementation is otherwise mutually agreed upon by the parties hereto. All implementation services will be performed during normal business hours (8:00-17:00 EST). Whenever possible, however some services to be provided may be required outside of normal business hours to accommodate County operations. Work to be performed outside normal business hours will be mutually agreed by both parties. Contractor shall diligently pursue and complete such implementation services without interruption and in accordance with the SOW/IP, so that such Software System is in good working order and ready for use by the dates set forth in the SOW/IP.

e) Contractor agrees to do all things necessary for proper implementation of the Software System and to perform its implementation obligations hereunder in an orderly, skillful and expeditious manner, with sufficient labor and materials to ensure efficient and timely completion of such obligations. If applicable, Contractor shall coordinate with the Project Manager all work with all other Contractors and/or County personnel performing work to complete Software System installation. The County shall be responsible for resolving all disputes relating to Site access between Contractor and/or County personnel. Contractor shall provide all materials necessary to properly implement the Software System. The County shall attempt to provide reasonable working and secure storage space for the

performance by Contractor of the implementation services described herein.

f) Unless otherwise agreed to by the County, Contractor agrees as part of the implementation to perform all required services to successfully achieve all objectives set forth in the SOW/IP, including, but not limited to, (a) system configuration; (b) interface development; (c) software testing; (d) acceptance and user acceptance testing; (e) training; (f) cooperating with all other vendors supplying peripheral or ancillary equipment that will interface with the Software System; and (g) any additional services necessary to ensure Contractor's compliance with this Article. Wherein items were omitted in the SOW/IP but were in the Scope of Work and/or the Contractor's Proposal, the Contractor shall provide as stated.

g) Software testing shall consist of the tests described in the SOW/IP and in Scope of Work and Contractor's Proposal which are to be conducted collectively by the Contractor and the County. The purpose of these tests is to demonstrate the complete operability of the Software System in conformance with the requirements of this Agreement. This will include an actual demonstration of all required Software System functionality. All tests shall be in accordance with test plans and procedures prepared by Contractor and previously approved by the County. In the event of any outstanding deficiencies at the conclusion of installation testing, as determined by the County, Contractor shall be responsible for instituting necessary corrective measures, and for subsequently satisfactorily demonstrating and/or re-demonstrating system performance.

ARTICLE 65. TESTS - JMS

The Contractor shall configure and program the Software System to conform to the Scope of Work. The software and associated equipment will be subject to several tests, including a System Acceptance test as further defined in the Scope of Work, SOW/IP, and Acceptance Criteria to be developed and agreed by both parties. To assure System performance, the County's Project Manager will coordinate all testing of the Software System and provide Final Acceptance upon completion of all milestones and deliverables as outlined in the Scope of Work.

After Final Acceptance is granted, any modifications, fixes, enhancements, and/or new releases of the Software System require separate testing periods and sign-off from the County Project Manager prior to migrating it into the production software. The testing protocol shall be as follows:

- Contractor's Project Manager will provide written notice to the County Project Manager of modifications, fixes, enhancements, and/or new releases of the software available for testing.
- The Contractor's Project Manager will coordinate all user acceptance testing dates, acceptance criteria, and training for the new functionality for the test group.
- The County will be granted five (5) business days or other timeframe agreed to by both parties in writing to perform testing based on the outlined functionality being delivered to the County on the Acceptance Criteria sign off sheet;
- The County's Project Manager will provide the Contractor with written notice of acceptance (sign-off) or rejection (with documented material nonconformities in the functionality) within 5 business days, unless more time is needed, in which case the County will notify the Contractor in writing accordingly;
- Deficiencies found will be noted on the Acceptance Criteria sign off sheet and the Contractor will be provided an opportunity to correct the issues. The Contractor will be required to provide the County with an updated timeline and work around (fix) within

three (3) business days unless additional time is requested in writing and agreed by both parties;

- Once the release is accepted, the functionality will be moved into the production module and Contractor shall provide updated documentation to the County.

ARTICLE 66. DELIVERY AND DOCUMENTATION - JMS

Delivery of the Software System shall be according to Appendix A "Scope of Work" and contingent upon final acceptance by the County.

Documentation: The Contractor shall provide electronic copies of the associated Software Documentation as provided by the developer of the Software System to the County upon final System acceptance.

ARTICLE 67. REVIEWING DELIVERABLES - JMS

The Contractor agrees to submit all Deliverables required to be submitted for review and approval by the County in accordance with the specific requirements in the SOW/IP, Scope of Work and Contractor's Proposal. The Contractor understands that the County shall have final approval on all Deliverables.

In reviewing the Deliverables, the Contractor understands that the County will provide the Contractor with:

i. a written notification of the County's approval,
ii. a written notification that each Deliverable is approved subject to the Contractor providing prompt correction of a minor deficiency, or,
iii. in the case of a Deliverable that does not meet the requirements of the Agreement, a written notification of the County's disapproval. The County's disapproval notification will state with reasonable detail to sufficiently advise the Contractor of the basis on which the Deliverable was determined to be unacceptable.

The Contractor understands that failure by the County to provide a notice of approval does not constitute approval. Specifics for how much time the County will have to review such review approval and any subsequent actions will be addressed in the SOW/IP, including any additional time granted to the Contractor by the County, which shall be done in writing and forwarded to Contractor to include in an updated implementation schedule. Nothwithstanding, the Contractor is responsible to implement the Software System as acceptable to the County in the general time frame as stated in the preliminary Statement of Work/Implementation Plan.

Any approval by the County shall be regarded as partial and conditional upon the County's approval or acceptance of all aspects of the Deliverable. The Contractor must correct any deficiencies within the time the County specifies for such correction in the County's notice concerning a partial approval (including approvals subject to correction of minor deficiencies) or, if no time is given, promptly. If the County does not subsequently approve or accept all aspects of the Deliverable, the earlier conditional acceptance or approval may, in the sole absolute discretion of the County, be regarded as void and of no effect.

ARTICLE 68. SOFTWARE RELATED DOCUMENTATION - JMS

The Licensed Software-related Documentation ("Documentation") will consist of the source code for all Licensed Software for which source code is a Deliverable hereunder into an escrow agreement, any and all operator's and user's manuals, training materials, guides, listings, design documents, specifications, flow charts, data flow diagrams, commentary, and other materials and documents that explain the performance, function or operation of individual

programs and the interaction of programs within the system; control file and scripts used to compile, link, load and/or make the applications and systems; test scripts, test plans and test data and other materials for use in conjunction with the applicable software. The Documentation will in all cases be fully applicable to the use of the Programs with the Equipment, and will identify and reflect any particular features of the Equipment which may affect the normal use and operation of the Programs. The Contractor shall deliver to the County three copies of said Documentation. The County will have the right, as part of the license granted herein, to make as many additional copies of the Documentation as it may deem necessary.

ARTICLE 69. THIRD PARTY WARRANTIES

In addition to any other warranties herein, the Contractor hereby assigns to the County, and the County shall have the benefit of, any and all subcontractors' and suppliers' warranties and representations with respect to the Work provided hereunder. In the Contractor's agreements with subcontractors and suppliers, the Contractor shall require that such parties (i) consent to the assignment of such warranties and representations to the County; (ii) agree that such warranties and representations are enforceable by the County in its own name; and (iii) furnish to the County, the warranties and obligations as set forth in Article 70, "Solution Warranty".

ARTICLE 70. SOLUTION WARRANTY

The Contractor warrants that the Work and all related components provided by the Contractor under the performance of this Agreement shall:

(i) Be free from defects in material and workmanship under normal use and remain in good working order, wear and tear excepted;

(ii) Function properly and in conformity with the warranties in this Agreement;

(iii) Meet the performance standards set forth in the Scope of Work and the Original Equipment Manufacture's published specifications.

Contractor agrees to use all reasonable efforts and resources to provide to the County all corrections and/or modifications necessary to correct problems with the Work provided by the Contractor that are reported to Contractor, at no additional cost to the County.

Contractor shall enforce the manufacturer's warranty and maintenance obligations relating to the Work it provides.

In the event the Work does not satisfy the conditions of performance set forth in the Scope of Work, Solicitation, and Contractor's proposal, the Contractor's obligation is to provide a Fix or a Work Around at the Contractor's cost and expense, or to provide different equipment, software and services required to attain the performance requirements set forth in the Scope of Work, Solicitation, and Contractor's proposal. Failure by the Contractor to comply with warranty provisions herein may be deemed by the County as a breach of the Contractor's obligations hereof.

ARTICLE 71. SURVIVAL

The parties acknowledge that any of the obligations in this Agreement that are intended to survive the term of this Agreement will survive the term, termination and cancellation hereof. Accordingly, the respective obligations of the Contractor and the County under this Agreement, which by nature would continue beyond the termination, cancellation or expiration thereof, shall survive termination, cancellation or expiration hereof.

IN WITNESS WHEREOF, the parties have executed this Agreement effective as of the contract date herein above set forth.

Contractor	Miami-Dade County
By: _____	By: _____
Name: Jeffrey B. Haidinger	Name: Carlos A. Gimenez
Title: President and COO	Title: Mayor
Date: 4/3/14	Date: _____
Attest: _____ Corporate Secretary/Notary Public	Attest: _____ Clerk of the Board
Corporate Seal/Notary Seal	Approved as to form and legal sufficiency _____ Assistant County Attorney

BACKGROUND

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade County Information Technology Department (ITD) and Corrections and Rehabilitations Department (MDCR), has completed a solicitation resulting in the award of this Agreement to obtain from the Contractor pay phones, pay phone services, pay phone subscription services county wide, and an inmate telephone system and services and a jail management system for Miami-Dade Correction and Rehabilitation Department (MDCR). The services to be provided by the Contractor include (a) the furnishing, installation, servicing and operation of payphones and local and long distance services for the installed base of payphone instruments at current and potentially future County locations; (b) the inmate system and associated services at MDCR; and (c) for a jail management system, including software, installation, integration, data conversion, training and maintenance and technical support services.

This Scope of Work is organized in three parts: Part A – are requirements for providing payphones and payphones services and payphone subscription services to the County Departments (Airport, Transit, Parks, Seaport, ISD Public buildings, etc.); Part B – are requirements for providing an inmate telephone system and associated services for the County's Corrections and Rehabilitation Department; and Part C – which deals with providing the MDCR with a jail management system, all of the Parts to be provided as stipulated in this Agreement.

PART A: Payphones, Pay Phone Services and Pay Phone Subscription Services

The Contractor shall provide payphones, payphone services, payphone subscription and related services for its pay phone system spread across a number of departments and a number of locations as further described herein. Pay phones are located at Miami International Airport, Port of Miami, Miami Dade Transit stations, County buildings, County Parks and other locations that are located throughout Miami-Dade County.

The County limits its involvement in this project to the following:

- Request and/or approve the installation of additional sets;
- Coordinate and approve the removal of existing sets;
- Monitor the quality of service rendered by the Contractor;
- Receive revenues as stipulated in Appendix B, with full accounting of each payphone and traffic data including all call detail information;
- Provide a power source for the Contractor's use for the proper operation of the payphone if required.
- Report problems/issues to Contractor.
- Other functions as deemed desirable by the County.

CONTRACTOR INVOLVEMENT & REQUIREMENTS

The Contractor shall provide the following services:

- Engineer, provide, install, and maintain payphones located at County facilities.
- Collect all coins in the sets and account for all call revenue.
- Order required telephone lines.
- Place repair calls and supervise service restoration.
- Pay bills associated with the operation of the payphones.
- Provide a quality of service, including emergency telephone services, at least equal to the level of service expected in the industry.
- Timely and accurate disbursement of commissions to the County, monthly.
- Provide timely and accurate revenue reports to the County, monthly.

- Resolve vandalism and fraud problems.
- Comply with ADA requirement, including provisioning and maintaining TDD's and ADA Accessibility Guidelines Standards.
- Designate an individual acceptable to the County to perform the program management function. The program manager shall provide a single point of interface between the County and the Contractor on all matters concerning this Agreement.
- Be solely responsible for system performance and all equipment and services provided.
- Bear responsibility for insuring that all equipment, cabling and wiring is in complete compliance with this scope and that it will remain compliant throughout the term of this Agreement with applicable FCC and Florida Public Service Commission requirements as well as any other related and applicable Federal, State, and Local laws, regulations, etc., where such equipment and supporting materials are of its own manufacture or provided by subcontract.
- Comply with all installation procedures and methods (including all cabling, wiring, boring, digging, and patching) as necessary must also be in compliance with the above-mentioned rules and regulations with detailed attention to particular codes governing these activities (i.e., National Electrical Code, Article 800 or applicable local codes and practices); and bear responsibility for all equipment(s), supporting materials, and project coordination.
- Bear the responsibility of all costs associated with the installation and replacement of existing Payphones. These costs include, but are not limited to enclosures, instruments, wiring, cables, clearing of existing conduits, restoration of damaged property, line charges, etc. In the case of new installations where a previous Payphone did not exist, the same will apply with the exception that the County will provide the Contractor with conduit or a suitable path to access the new Payphone location. Also in the case of new installations, the County may choose to bear the cost of conduit but have the Contractor take care of all necessary arrangements to provide such conduit.

The County reserves the right to increase quantity, Payphone locations, and its configurations during the term of this Agreement. Contractor agrees to provide services to all Payphones and TDD's at County facilities as required by the County. Contractor shall provide and maintain TDD's if required by the County, at locations specified by the County in accordance with the requirements of the ADA.
The Contractor shall provide new payphones with emergency boxes as stated in Attachment 1 of this Scope of Work.

PAYPHONES SERVICE RESTORATION

The Contractor shall clear 95% of all interruptions in the Payphone and TDD service occurring in any calendar month and restore service within twenty-four (24) hours (Sundays and holidays excepted) after the trouble is reported, and 100% of all interruptions in forty-eight (48) hours (Sundays and holidays excepted).

WARRANTY

The Contractor shall repair or replace, for the duration of this Agreement, all defective equipment within forty-eight (48) hours, Sundays and holidays excluded, at no charge to the County. The Contractor shall also be liable for compensation to the County for the lost total Commission due to the County generated by the set, based on historical records for that public Payphone for the entire period of the outage.

MATERIAL & WORKMANSHIP

All equipment and component parts furnished shall be guaranteed to be new or in like-new condition, meet all mandatory requirements of this Agreement, and be in operable condition at the time of delivery and installation. All parts shall be of high-quality workmanship and no part or attachment shall be substituted or applied contrary to the manufacturer's recommendations and standard practices.

DELIVERY & INSTALLATION

The Contractor(s) shall deliver, install, test, and operationally activate all Payphones and TDD's prior to the County's acceptance of the project. The County shall have the final approval authority on all equipment, installation plans and layouts prior to the commencement of any work.

CONSTRAINTS AT THE SITES

All material for the installation shall be brought in and the work conducted so as to avoid any interference with concurrent work of others and normal operations in existing County facilities. Every effort shall be made to limit dust, noise and fire hazards during installation.

Debris due to work under this Agreement shall be cleaned and carted away by the Contractor prior to leaving the premises.

Noise from job equipment shall be kept to a minimum by use of adequate mufflers or other acceptable means. No equipment may be operated at a noise level above eighty five decibels (85 dB), measured at a distance of fifty feet from the noise source. Noisy installation of equipment shall be scheduled when disruption to departments will be minimal and which cause the least inconvenience.

The Contractor shall conform to applicable Fire regulations.

The Contractor shall protect against injury to persons, and damage to pipes, conduits, trees, fences or other visible structures encountered in the work.

Precautions shall be exercised at all times for the protection of persons and property. All Contractors and sub-contractors shall conform to all OSHA, Federal, State and County regulations while performing under the Terms and Conditions of this Agreement. Any fines levied by the above mentioned authorities because of inadequacies to comply with this requirement shall be borne solely by the Contractor.

TIMELINE

In recognition that Miami-Dade County is a Governmental body and access to certain sites are suitably controlled, approval for each element of work defined in the bullet points below will be required, as outlined:

- Within fifteen (15) days after the effective date of this Agreement, a coordination meeting will be held between the County and the Contractor to finalize a schedule of work to be done.
- Before commencing on-site work, the Contractor shall submit a complete plan including acceptance procedures and a schedule of the proposed installation to the County representative for approval. The Schedule may be in the form of a bar chart, Gantt or other approved system satisfactory to the County which indicates predicted starting and completion dates.
- The County reserves the right to disapprove the entire or any part of the installation plan, guidelines, and acceptance procedures, and may require a substitute plan.

- The County shall review and approve the Contractor's plan for coordinating removal of the current contractor's payphones.
- At the termination of this Agreement, the Contractor shall coordinate the removal of its phones and cooperate with any new Contractor in implementing a County-approved schedule for the new contractor.

SPECIAL CAVEATS

Contractor Parking

The Contractor shall be responsible for making arrangements with the County for parking. At no time shall the Contractor obstruct entrances, stairways, or exit-ways of buildings where work is performed.

Advertising

All advertising associated with the Payphones or their enclosures will require the permission and concurrence of the County.

The County reserves the right to negotiate with a third party for the provision of Payphone enclosures, and their related advertising, at those locations selected by the County.

Service Facilities Shall Be Provided

Contractor shall have technical support personnel within the geographical boundary or adjacent to the geographical boundaries of Miami-Dade County to respond to services required herein within the time frames proscribed and to provide the level of service as required in this Scope.

Permits & Licenses

The Contractor shall obtain and pay for the licenses, permits and inspection fees required by all applicable regulatory agencies for this project; and shall comply with all laws, ordinances regulations and building code requirements applicable to the work contemplated herein.

Damages, penalties and or fines imposed on the County or the Contractor for failure to obtain required licenses, permits or fines shall be borne by the Contractor.

Caller Charges

The minimum toll charge shall not exceed the rate applicable for a one-minute connection. Toll calls shall be priced in six (6) second increments after the first minute. Caller shall be able to make the following types of calls coin free and free of charge: 911, 311, 511, Operator (for information), calls to 800 In-WATS number and requests for repair and refunds.
The Contractor shall not add any surcharges to calls made using another Interexchange carrier to complete calls which will result in higher user charges to the end user than the proposed rates.

ADDITIONAL INFORMATION

Rates

The Contractor shall honor the IntraLATA rates as submitted, including service charges, time of day discounts, etc. for both sent paid and non-sent paid calls.

IntraLata Service

1. Long distance calls must be timed and the customer must be notified prior to being cut off.
2. Rate information must be available to the customer through the operator or a toll free number.

3. Billing must begin when the called party goes off-hook (i.e. answer supervision must be available).
4. Customers must not be billed for greater than the Contractor's published rates and billing must be voided for incomplete calls.
5. Operators must be available 24 hours per day, 7 days per week, including holidays.
6. The following operator services must be provided to users including TDD users:
7. Long Distance Directory Assistance including TDD information
   - Refunds and Credits
   - Collect Billing
   - Third Party Billing
   - Credit Card
   - Caller Assistance
   - Florida Relay Service for TDD calls
   - Operator access through a TDD terminal

Revenues to the County
The Contractor shall:

1. Make monthly revenue payments to the County as stipulated in this Agreement on actual total monthly Gross Revenue originated by each Payphone and not on a 12 month average. In the event that the Gross Revenue data is not available for any reason, the highest monthly revenue for the 12 months preceding the loss of data shall be used to calculate the Commission.
2. Take responsibility for any and all fraud, larceny, operator service costs, and all other related costs of doing business.
3. Be able to send payment in one lump sum to the County.
4. Provide on a monthly basis a report of all revenues in format as stipulated by County under separate cover.

TECHNICAL SPECIFICATIONS

Equipment & Service Requirements
The Contractor shall provide the following equipment and customer service associated with the Payphone Service:

A. COIN INSTRUMENTS AND TDD'S

1. Must meet Electronic Industry Association (EIA) applicable RS470 standards.
2. Must accept the following U.S. coins: quarters, dimes, and nickels.
3. Must provide prepay operation with escrow bucket capable of deposit return.
4. Must utilize vandal resistant housing, keypad, coin chute, handset and handset cord.
5. Must, at a minimum, allow the completion of calls using the LEC or ALEC and the IXC calling cards.
6. Must be compatible with the Automated Card Calling Services (ACCS) outpulsing touchtones when the calling card number is entered after the ACCS signal.
7. Must be capable of placing local, IntraLATA, InterLATA and international calls.
8. Must provide a ringer for incoming calls where required.
9. Instruments must operate in accordance with the standards set forth herein and considering South Florida's environmental conditions of temperature and humidity.
10. Instruments and installations, excluding Inmate Service, must conform to all federal, state and local regulatory requirements including: FCC registration and approval, applicable NEC standards, OSHA requirements, Florida PSC, Standards of the ADA Accessibility Guidelines, and state and local building codes.

11. The Telephone number associated with the set must be displayed on the face of the instrument.
12. Emergency (911) calls must be routed directly and not through an intermediary.
13. Portable coin instruments shall be available for emergency or temporary service when required at no cost to the County.
14. The set will provide dial tone first indicating that the set and the line to the LEC Central Office are in working order.
15. Phone rates shall be set to comply with guidelines of the Federal Communication Commission/Public Service Commission, or any subsequently named regulatory agency.
16. The set will return coins on any incomplete call or any intended local call intercepted by the operator.
17. The set will allow incoming calls at no charge.
18. The sets recognize the Equal Access Code (10XXX) for InterLATA call placement through all certified carriers in Florida.
19. The Local Calling Area shall be defined as stated in The Front Pages of the AT&T White Pages Directory for Greater Miami effective October of 2011.
20. Sets must operate successfully without reprogramming after power outages.
21. Must provide hearing aid compatible handsets when required by the County.
22. Equipment installations must comply with ADA requirements, including TDD requirements, for installation and maintenance, as required by the law.
23. When visual display screens are used on telephone sets, functions normally accessed through use of those screens must also be able to be accessed through operator assistance so that people who are blind or visually impaired will be able to utilize the equipment.
24. TDD's must be in a vandal resistant enclosure which is accessible only when another TDD is dialed.
25. TDD must be mounted at a height where the keyboard can be easily used by a person standing in front of the keyboard.
26. Directions for TDD's must be clearly legible and must be mounted at a height where they can be read by a person standing in front of the telephone instrument.

B. COINLESS CREDIT CARD INSTRUMENTS

1. Must meet all the requirements of section A, above except 2, 3, 4, and 13.
2. Sets must accept call payment via commercial, LEC, and IXC credit cards.
3. Must utilize vandal resistant housing, keypad, handset and handset cord.
4. Upon installation the sets shall block 1+ calls.

C. COIN/CREDIT CARD INSTRUMENTS

1. Sets must accept call payment via commercial, LEC and IXC credit cards.
2. Sets must meet all requirements contained in Section A above with the exception of A.13.

D. ENCLOSURES AND FLOOR SPACE REQUIREMENTS

Contractor shall ensure that enclosures and floor space requirements meet the following:

1. Must conform to the following standards:
   A. ANSI, Florida PSC and Standards of the ADA Accessibility Guidelines
   B. OSHA, NEC, UL
   C. All applicable building codes
2. Materials must be flame-retardant and self-extinguishing per ASTM standards.
3. Mounting screws must be security type fasteners.
4. Glass used in the enclosure must be tempered.

5. Enclosures must operate in accordance with the standards set forth in this Agreement in South Florida's environmental conditions of temperature and humidity.
6. In inclement weather, electrical operation for outdoor application must perform in a safe manner for both the equipment user and the associated equipment.
7. The Contractor must pay for the installation and maintenance of all signs attached to the enclosures.
8. If non-existent, a concrete slab of adequate size must be provided by the Contractor to stand on while operating a set, for wall or pedestal type.
9. Enclosures must be devoid of any exposed sharp edges or loose parts.
10. Illumination at night must be sufficient to view signs, dialing instructions, TDD instructions, and key pad.
11. The Contractor's trade name or label must be displayed in a prominent position which can be seen by the public.

E. GENERAL SERVICE REQUIREMENTS

The Contractor:

1. Must meet all applicable Florida Public Service Commission Certification requirements to operate Payphones in Florida.
2. Must be an authorized distributor of the equipment manufacturer.
3. Must provide and replace current directories at each Payphone bank per Florida PSC at no cost to the County. The Contractor must also provide and replace TDD directories at each payphone or payphone bank equipped with a TDD or capability for portable TDD access, at no cost to the County.
4. Responsibilities include, but are not limited to the following costs associated with the proposed service:

    A. Leasing costs
    B. Purchasing costs
    C. Finance Charges
    D. Installation/deposits/prepayment costs
    E. Associated line costs and any optional services
    F. Maintenance expenses (labor, parts and stocks)
    G. Insurance costs
    H. Collection expense
    I. System management costs
    J. Sign purchase and installation
    K. Set and enclosure installation
    L. Future growth costs (new sets)
    M. Moves and changes costs
    N. Refunds
    O. Fraud & larceny
    P. regulatory Assessment fee
    Q. Gross Receipts Tax
    R. Sales Tax
    S. Directory facilities, installation and maintenance.
    T. Any other cost associated with the installation, operation, maintenance and/or removal of the Payphone.
5. Must display the name of the County- selected InterLATA carrier on the Payphone set.
6. Shall install a separate Public Telephone Access Line for each Payphone.
7. If so directed by the County, must provide Payphones at all existing locations.
8. Shall ensure that all electrical service must be earth grounded, bonded and grounded to the enclosure.

9. Shall ensure commercial and telephone power must be inaccessible to the public.
10. Shall ensure that the enclosure and the set must be plumb within 1 1/2 degrees in all directions.
11. Shall ensure that the mounting of the enclosure and the set must be vandal resistant.
12. Must support the account and be responsible for:
    A. Rate changes
    B. Area Code changes
    C. NXX changes
13. Must comply with the Florida PSC Rules - ANSI Standards, for the physically impaired.
14. If so requested by the County, must install Payphones at remote locations for public safety and convenience. Profitability will at no time influence either the quantities or the locations of these types of installations.

F. MAINTENANCE STANDARDS

The Contractor shall:

1. Accept trouble reports 24 hours a day, 7 days a week.
2. Keep enclosures and sets in good working condition in accordance with the standards set forth herein, and be cleaned periodically in order to maintain a clean and attractive environment for customers.
3. Perform coin collections on a schedule designed to avoid out-of-order conditions due to a filled box; and at the very least collection must be done once a month.
4. Ensure lighting fixtures and lenses, panels, shelves and directory facilities be repaired or replaced without telephone service interruption.
5. Must maintain dialing instructions on the Payphone and directories for Payphones and TDDs in the enclosures.

PAYPHONE PRESUBSCRIPTION SERVICE REQUIREMENTS

GENERAL REQUIREMENTS

The Contractor shall provide pre-subscribed operator-assisted (0+) long-distance telecommunications services for payphones located on County property.

The Contractor shall provide to limit its involvement to:

1. Monitoring the quality of service rendered by the Contractor.
2. Other functions as deemed desirable by the County.

Contractor responsibilities include, but are not limited to the following:

1. Provide an adequate quality of service in compliance with all specifications and requirements contained in this Agreement.
2. Timely and accurate disbursement of Commissions to the County, at least monthly
3. Provide timely and accurate revenue reports to the County, at least monthly
4. Resolve and be responsible for fraud problems
5. Provide proprietary station equipment if required by the County. This equipment refers to station equipment owned by the IXC for the purpose of completing non-sent paid calls only.

USER CHARGES

The Contractor shall ensure that:

User Charges shall not be greater than current charges for the same call.
Rates are as stated by applicable regulatory agencies.

Originating customer will not be charged for the following types of calls:

- Calls to the IXC Operator for questions or information
- Calls to In-WATS (800) Numbers

SERVICE

1. At a minimum, InterLATA and International calls must be able to be completed to any phone that AT&T can complete call today.
2. Rate information must be available to the customer through the operator or a toll free number.
3. Billing must begin when the called party goes off-hook (i.e. answer supervision must be available).
4. Customers must not be billed for greater than the Contractor's published rates and billing must be voided for incomplete calls.
5. Operators must be available 24 hours per day, 7 days per week, including holidays.
6. The following operator services must be provided to users including TDD users:

    - Long Distance Directory Assistance, including TDD information
    - Refunds and Credits
    - Collect Billing
    - Third Party Billing
    - Credit Card
    - Caller Assistance
    - Multilingual
    - Florida Relay Service

7. The Contractor must be certified by the Florida Public Service Commission and must meet the FCC requirements to provide long distance service in Florida.

GLOSSARY

ACCS - Automated Calling Card Service. This allows a caller to place a calling card call without operator assistance.
ADA - Americans with Disabilities Act of 1990
ALEC - Alternate Local Exchange Carrier
AT&T - American Telephone and Telegraph Company
COS - Class of service
CR CD - NO OP - Credit Card - No operator
Customer Dialed Card Station Call - Customer dials 0 + Area Code + number, and enters credit card number after the prompt.
Gross Revenues - Total revenues realized by the Contractor from the Payphones from this Agreement, regardless of the type of call or transaction made and including the revenues generated by the enclosures or any ancillary equipment connected to the Payphone. Gross Revenues also includes revenue generated from fraudulent and non-collectable calls and from dial around compensation mandated by the FCC.
Incomplete Call - An attempted call that fails to establish an end-to-end connection.
Inmate Service Instruments - Coinless Payphones located at MDCR facilities for use by resident inmates to place collect local and long-distance (toll) calls.
IntraLata - Refers to a telephone call within the same LATA (same region) - local telephone service.
InterLata: Refers to a call from one LATA to another, which can be within a state or from state to state (interstate).
I.T.D – The County's Information Technology Department.
IXC - Interexchange Carrier or long distance service provider

LEC - Local Exchange Carrier. This is AT&T for Miami-Dade County.
MOU - Minutes of Use.
Non-Send Paid Call - All calls other than Sent Paid Calls.
Operator Station Call - Customer dials 0 and requests the operator to place the call
Payphones - The word Payphones to mean and be synonymous with pay telephones, public telephones, pay stations, telephone instruments, telephone sets, and is defined as a coin or coinless telephone instrument, installed at Miami-Dade County premises for use by the general public to place or receive telephone calls or any other type of transaction, information retrieval or provisioning via voice, facsimile, data terminal, video, etc. and for which use a fee can be collected via coins, credit cards, third-party billing, or other authorized methods.
Person-to-Person Operator-dialed Number Call - Customer dials for the operator and gives all information to the operator.
Revenue - The revenue County will receive from the Contractor as a result of any award for the services described in this Agreement.
Sent Paid Calls - A call that is paid for by depositing coins in the Payphone.
South Florida - Is defined as the area included in the Counties of Palm Beach, Broward, Miami-Dade, and Monroe.
SPLY - Same Period Last Year
TDD - Telecommunications Device for the Deaf
TYTD - This Year to Date
User Charges - Cost to the customer or user paying to complete a telephone call or any other transaction using a Payphone.

PART B: MDCR INMATE PAY PHONE SYSTEM AND SERVICES

GENERAL

The Contractor shall provide a new Inmate Telephone System (ITS) which shall provide automated operator, collect call service for, local, domestic and for pre-paid calling services. The system shall include all necessary telephone platforms, new telephone instruments, workstations and interfaces to CJIS, and all other equipment necessary to perform the functions and services described in the Agreement and the Scope of Work, i.e., system administration, call billing and collection functions, call monitoring, recording and copying capabilities, and complete maintenance of all equipment, hardware and software. The system must comply with the American with Disabilities Act, the Prison Rape Elimination Act and the Civil Rights of Institutionalized Persons Act.

The following are characteristics of the system the Contractor shall provide:

- ✓ 3-Way Call Detection feature for each Inmate with a 99% reliability rate to include, pre-detection and warnings embedded in the call in English, Spanish, and Haitian Creole.
- ✓ Combination PIN and biometric features with a 99% cumulative reliability rate - initialization of telephone account to occur at the time of booking, and deactivation at time of release.
- ✓ An interface with the Miami-Dade County Criminal Justice Information System ("CJIS"), the Automated A-Form System, the Inmate Profile System, the Mug-shot system to manage active jail numbers (records) in real time, and the proposed Jail Management System.
- ✓ The ITS will not permit calls for released inmates (deactivation of their pin), or for inmates in certain cells/locations or by jail number as determined and defined by MDCR in real time.
- ✓ Key Word Search and Transcription of calls with a 98% proposed reliability rate to include English, Spanish and Haitian Creole.
- ✓ 24/7 Service and Technical Support accompanied by a web-based or locally hosted system; to include two full-time onsite technicians to complete maintenance and repairs to the telephones and the ITS equipment.
- ✓ Technical staff assigned to MDCR to manage the ITS. These staff shall be subjected to rigorous background checks and approval by MDCR.
- ✓ Service Ticket priorities must be assignable for the investigators and law enforcement partners i.e., the State Attorney Office (SAO), Homeland Security, FBI, etc.
- ✓ A defined system trouble shooting escalation levels mutually agreed upon by MDCR that define the response times for various systems. These escalation levels should include 2 hour, 12-hour, 24-hour and 48-hour escalation timeframes. This will include a 24-hour a day/7 day a week service ticket status response and/or repair maintenance service.
- ✓ On-line, web-based accessibility for tracking of service ticket status/repairs that may be queried in real-time from an on-demand system as needed and also during specified intervals mutually agreed upon by the Contractor and MDCR.
- ✓ Customized and comprehensive Call Detail Reports as defined by MDCR.
- ✓ Easy interface access to secondary/support systems that provide MDCR with various platforms/screens; A single sign on by user.
- ✓ The ability to provide/receive an encrypted file to other law enforcement Agency or State Attorney's Office through a secure FTP site.
- ✓ Perpetual Reverse Phone Number Look-up of all employee/volunteer/contractor phone numbers provided in MDCR's employee system of record database and ability to run

large list of staff/ contractors/ volunteers' phone numbers on demand. Ability to receive alerts regarding any staff/contractor/volunteers' for receipt of inmate phone calls. The Contractor will ensure that the integrity of this information is protected in accordance with the exemptions stipulated in Florida State Statute 119 titled, "Public Records.

- ✓ All-inclusive platform that allows secure and user friendly downloading to compact disk in various formats including WAV, MP4 or other common formats.
- ✓ 100% reliability of PIN and biometric identifiers with portability based on direct cell location transfers.
- ✓ Security and reliability so that corrupted recordings are not created.
- ✓ Ability to burn multiple discs during a session in formats/software platforms agreed upon by the Contractor and MDCR.
- ✓ Digital Imaging, to include the ability to capture/record/retrieve and store digital images from the ITS.
- ✓ Integration with Miami-Dade County's Mug shot System that provides photographs of all inmates booked into custody in Miami-Dade County.
- ✓ Redaction software with the ability to locate and permanently remove personal and sensitive data within the recorded telephone call, as well the ability to encrypt and secure the file.
- ✓ Enhanced security and alert features to show patterns of hotline or toll-free abuse or misuse.
- ✓ Ability to exempt calls by phone number from recording and/or from billing, i.e. attorney's offices and the Public Defender -- but with the ability to have a call record that the call was made, by whom, date, time, status and duration of the call.
- ✓ Ability to exempt phone numbers from billing of charges (toll free) with all other features of the phone system as defined by MDCR.
- ✓ System-wide, facility and cell/unit emergency shut off switch (manual and automated) of phone system by location.
- ✓ Automatic hours of operations - ability to schedule active and non-active phone service by facility, cell/unit, or system-wide.
- ✓ Real-time back up of all data, recordings and information, maintained for the life of the Agreement on an archive system.
- ✓ Excellent call clarity and reception to ensure quality recordings and monitoring of information.
- ✓ Provision of no less than 20 administrative workstations with the ability to use the phone system, download, monitor, etc. (with possibility of more as determined by MDCR). Also the provision of 10 administrative laptops to include all software and hardware required to administer the phone system remotely, via cellular and/or 802.11, with all the abilities of the workstations.
- ✓ Unlimited remote system access by users defined in MDCR based on Active Directory roles, broken down into multiple categories and capabilities, e.g. Super User – can record, view, download, burn, etc.
- ✓ Language translation capabilities to allow inmates speaking one language to communicate in other languages (e.g., Apple Translation App).
- ✓ Recorded record retention in alignment with a schedule mutually agreed upon by the Contractor and MDCR to allow for manual and scheduled off-line archiving of recorded phone calls.
- ✓ System must be capable of sealing and expunging records in compliance with Court Orders.
- ✓ An annual update of the Florida Bar Directory.
- ✓ A leave behind system of all historical CDRs and recorded calls, with a solution for all authorized investigators to remotely access the information wherever the system is located.

SCOPE OF WORK & REQUIREMENTS

Inmates have access to telecommunication services during timeframes established by MDCR, generally run from 8:00 a.m. to 12:00 midnight, from Sunday to Thursday, and 8a.m. to 2a.m., from Friday to Saturday. An exception exists on Holidays when access to telecommunication services may be extended and during other timeframes as granted by MDCR. The exception to this policy is when inmates are in lockdown or on disciplinary confinement.

The Inmate Telephone System (ITS) must support three (3) languages: English, Spanish, and Haitian Creole. All calls are timed out at 30 minutes, with the exception of free phones which time out at 15 minutes. This will not change unless otherwise requested by MDCR.

MDCR operates seven (7) separate jail facilities, Pre-Trial Detention Center, Turner Guilford Knight Correctional Center, Training and Treatment Center, Metro West Detention Center, Woman's Detention Center, Boot Camp and Ward D, located throughout Miami-Dade County. A new mental health facility will open in 2014. Inmates are booked through TGKCC Centralized Booking and remote booking locations throughout Miami-Dade County where there are free phones that allow inmates to place free local calls during the time they are in the booking process or holding process. These free phones in the booking areas are a part of this Agreement.

The average daily population for all MDCR facilities is updated daily on the Department's web site, at www.miamidade.gov.

Public Pay Phones are also required at each of MDCR's Detention facilities. MDCR has five (5) facilities that require Pay Phones, and may have additional ones, as needed for new facilities, as later defined by MDCR.

Inmates are generally allowed to make phone calls without restriction. These phone calls are either (1) Collect Calls or (2) Pre-Paid Calls using a Pre-Paid Account. Contractor shall provide a listing of the persons who have established the Pre-Paid Accounts for the inmate user.

The ITS phone calls must be capable of being monitored, recorded, and archived, with the exception of calls made to criminal defense attorneys, including the County Public Defender, whose telephone numbers shall be predetermined by the County and then downloaded by Contractor into the ITS.

Phone calls to certain numbers shall be blocked on a System-wide basis and to others on a case-by-case basis. In addition to MDCR Department Inmate Telephone Monitoring System (ITMS) Unit Professional Compliance investigative staff shall have the ability to block any telephone number whenever deemed necessary. System-wide Blocked Calls include those to prosecuting attorneys and Government officials. These numbers will be predetermined by the County and then downloaded by Contractor into the ITS. Calls to victims and/or witnesses shall be blocked on a case-by-case basis by adding specific numbers into the a ITS at the request of the County.

Contractor shall plan, finance, and implement the phased integration and testing of all required equipment and software relative to the new ITS, without impacting the normal daily operation of the existing inmate telephone services. The Contractor shall be responsible for any changeover costs associated with the new installation or conversion of Telephone Instruments, associated equipment and/or software, and telephone enclosures. The type of telephone instrument and

enclosures shall be subject to approval by the MDCR Project Director and or designees.

Contractor shall provide the amount of telephones that meet the description provided in this Scope of Work. The recorded conversations of the inmate population stored on hardware of the Contractor are considered the property of MDCR. These recordings shall be transferred onto a leave behind system.

In the event the County issues a new Agreement after this Agreement expires, the Contractor shall continue to operate and maintain its telephone systems and equipment under the terms and conditions of this Agreement, pending the transition and acceptance of any new ITS and services at each MDCR location.

The Contractor's ITS shall provide sufficient security safeguards to preclude fraudulent use of the ITS. Such safeguards shall include measures to prevent incoming calls, as well as the detection and rejection of outgoing calls to unauthorized numbers and attempts to initiate 3-way calls and to use call forwarding.

The Contractor shall flag and archive all Unauthorized Call attempts and shall generate alert reports to be made available to the MDCR. The ITS shall provide the ability to selectively monitor call activity in real time and initiate appropriate action as necessary. The ITS shall retrieve and generate Inmate Unauthorized Call activity logs for specified periods.

The ITS shall have the capability to record the content of one hundred percent (100%) of all inmate telephone calls. Recordings must be selectable by Telephone Instrument, group of Telephone Instruments, facility, and/or called number. Once recorded, the content of the call must be stored for retrieval in a common format on all calls for the life of the Agreement. The ITS shall have the capability to transfer the recorded calls to removable media for archiving or review. The retrieval software shall be made available to the County indefinitely after the termination of the Agreement for all recordings by the County.

The ITS shall be capable of generating a variety of management reports. The ITS shall be able to identify calls by time, location, specific telephone instrument, and/or number called. The ITS shall also be able to identify call trends, such as a reduction in call volume, which may be an indication of a possible maintenance problem.

The Contractor shall be responsible for ITS maintenance records, which identify problems that have been encountered, and the reporting of the corrective action taken to the MDCR Project Manager or designee. Any routine or scheduled maintenance that could affect Inmate access to phones, revenue, and/or billing generation shall be conducted during the off peak hours of 10:00 p.m. to 7:00a.m.

The Contractor shall be responsible for the billing and collection of all completed Inmate Collect Calls and Pre-Paid Calls in accordance with tariff requirements of both FCC and PSC.

The Contractor shall work closely with the County and make specific recommendations that may improve and/or enhance Inmate telephone services. New and updated technologies that may improve and/or enhance the County's ITS and Services shall be considered by the MDCR Project Director or designee.

System Requirements

The ITS shall provide for an automated operator telephone system and call billing services, capable of providing Collect Call or Pre-Paid Call services throughout the 50 states.

All telephone instruments shall be tamper proof and of rugged construction, stainless steel, or in combination with a corrosion resistant finish, and suitable for use in high use and high abuse custody and detention environments. The telephone instruments shall be a mid size phone approximately 15"H x 8"W x 4"D capable of mounting to cement wall, block wall, stainless steel shrouded columns, or protected external enclosures. The telephone instruments shall be suitable for indoor and outdoor installations and shall have a heavy chrome metal twelve-button keypad and a handset with an armored cord and cradle. The telephone instruments shall be utilized for outgoing calls only and shall not be capable of accepting coins, bills, or credit cards as payment.

Instrument requirements are based on current technology and facility need. New technology and/or telephone Instruments determined to be better suited for the custody and detention environment may be substituted at the request of County or Contractor with County approval of the Agreement.

The Contractor shall provide a mobile (cart mounted) telephone system for MDCR Department Custody and Detention Facilities, at MDCR Department's discretion, with a minimum of six (6) at each facility as defined by MDCR, that addresses such needs as administrative segregation. MDCR facility staff will connect the mobile/cart telephone to a telephone jack and wheel the mobile/cart telephone to cells or dayrooms for Inmate usage. The mobile/cart telephone instruments shall be on a rigid cart with wheel castors, sufficiently sized to easily fit through thirty-six (36) inch doors. The handset telephone cord and the marine cord lengths shall be determined by the MDCR Project Manager. The handset telephone cord must be in armored flex tubing, and the marine cord must be permanently attached to the cart and capable of plugging into a pre-positioned telephone jack as designated by the MDCR Project Manager or designee. Any departure from these specifications must be approved in writing by the MDCR Project Manager or designee.

The Contractor shall provide a minimum of eight (8) mobile telephones for MDCR Safety Cells that cannot accommodate cart mounted instruments, with rugged construction suitable to the detention industry.

The Contractor shall provide staff on a daily schedule that physically responds to MDCR locations with the MDCR project manager as needed. This response will include collection of damaged phones that are in need of repair and replacing those that are deemed beyond repair.

Support for the American with Disabilities Act

The ITS shall be designed for use by the hearing impaired. Provisions for the deaf must comply with Americans with Disabilities Act (ADA) and Telephone Devices for the Deaf (TDD) regulations and standards. A minimum of two (2) TDD Inmate Telephone Instruments are required at each MDCR Department Custody and Detention Facility.

Other Features of the Inmate Telephone System (ITS)

The ITS shall provide the capability to turn telephones on or off remotely throughout the System and have a manual and automated on/off switch (System Administrator Shut off Switch) in selected locations within each MDCR Custody and Detention Facility. The Telephone Instruments shall provide the capability to mute the Inmate's ability to speak to the call recipient until the call is accepted, and to disable the telephone keypad during a call. The Telephone Instruments shall not have any functional coin drop and coin return slots, as the cavity of the Telephone Instrument must be sealed completely.

Electrical Requirements

All Telephone Instruments shall be line powered, with the exception of those that are TDD. All Telephone Instruments shall not require additional power sources or batteries and shall be in full compliance with FCC regulations and UL Standards. All Telephone Instrument installations shall comply with National Electrical Code standards. ITS servers and recording equipment must remain operational during a temporary loss of power and shall have an uninterruptible power supply (UPS) system capable of sustaining continuous operation for a minimum of eight (8) hours.

Contractor's UPS system shall operate in conjunction with the MDCR Departments' generator back-up power supplies, which are set for a two (2) minute wait to switch over to generator power from the power company supply. UPS requirements will vary at each facility, and as such, the power supply at each facility shall be modified accordingly to provide eight (8) hours of uninterrupted back-up power. In addition, a system alert mechanism shall be established to notify the selected provider immediately upon any loss of power to the ITS.

Premises Wiring Standards

The premises wiring currently installed in the MDCR Department Custody and Detention Facilities complies with the National Electrical Code and the County's Commercial Building Telecommunications Wiring Standard 902, which will be made available to Contractor upon request.

All premises wiring systems installed by Contractor shall be in accordance with the National Electrical Code and the County's Commercial Building Telecommunications Wiring Standard 902. All premises wiring systems installed by Contractor shall be concealed or installed in metal conduit and shall remain the property of the County.

No Live Operator Access

The Contractor's automated operator ITS shall be capable of completing Collect Calls or Pre-paid Calls within forty-five (45) seconds (from receiver off hook to Call Acceptance), without the need for access to a live operator.

Language Prompt

The Contractor's automated operator ITS shall be capable of prompting a caller to select the appropriate language by pressing the appropriate keypad digit. The Contractor's automated operator ITS shall be capable of supporting English, Spanish, and Haitian Creole or other languages required by the MDCR Department. The visual training aid to learn how to use the telephone shall be provided written, verbal, and a video supporting English, Spanish, and Haitian Creole or other languages required by the MDCR Department.

Personal Identification Prompt

The Contractor's automated operator ITS shall identify the Inmate to the called party by recording his/her spoken name, in response to the pre-recorded System prompt.

Inmate identification by verifying an Inmate personal identification number (PIN) and one or more biometric identifiers is required for all calls. The PIN number and biometric identifier(s) must be automatically assigned to the inmate at booking when registering in the system, and shall possess a sufficient security measure to secure the PIN from PIN stealing. Any successful instance of PIN stealing by an inmate (i.e., a proven instance of the inability of the system to positively identify the inmate caller) will be brought to the attention of the Contractor and if not repairable, may result in financial penalties.

The ITS shall prompt the caller to speak his/her name, followed by keypad entry of the PIN number for collect calls, followed by the entry of the destination telephone number. The County Project Director or designee shall approve sequence changes and/or other changes in branding or prompts.

Collect Call Set-Up

The Contractor's automated operator ITS shall verify that a destination number called is an authorized number (not blocked or restricted), prior to placing a Collect Call to the destination telephone number.

If the Collect Call is to an authorized number, then call set-up shall continue and placement of the Inmate's call to the destination number is accomplished.

If the Collect Call is to an unauthorized number (Unauthorized Call) or blocked number (Blocked Call), then the Collect Call shall be blocked and the Inmate notified that the call to an unauthorized or blocked telephone number will not be completed.

If the Collect Call is to an unbillable number, then the call recipient and Inmate shall both be advised and afforded the opportunity to complete the call utilizing Pre-Paid Call services. Some Collect Calls may be restricted due to imposed charge limits, or past due account status of the number called. However, if the call recipient and Inmate both decline to utilize Pre-Paid Call services, then future calls to the number shall be blocked, pending implementation of Pre-Paid Call services. During call set-up, the Inmate's telephone handset shall be muted, and the telephone keypad disabled, except when responding to prompts initiated by the automated operator.

Pre-Paid Accounts

The Contractor shall also make available Pre-Paid Accounts to individuals outside the MDCR Department and Detention facilities who are willing to receive phone calls from any Inmates. The method and application of doing so are subject to prior written approval of MDCR Project Director or designee.

Pre-Recorded Call Branding Announcements

When an Inmate places a call, the ITS shall announce the following to the Inmate: "This telephone call is subject to monitoring or recording." When a call to an authorized number is answered, the MDCR Department ITS shall announce to the recipient of the call the following:

"This telephone call is coming from "Inmate's name", an inmate at "name of the specific MDCR Department Detention Facility". The rate for this call is <calling rate is stated>. This telephone call is subject to monitoring or recording. To consent to the monitoring or recording of this call, please press <keypad digit> now. The use of special calling features is not permitted during this call."

When a call to an authorized number is answered, the ITS shall announce to the recipient of the call the following:

"This is "Telephone Contractor". You have a collect call from "Inmate's name", an inmate in "name of the specific MDCR Department Detention Facility. To accept this call, please press <keypad digit> now. The use of special calling features is not permitted during this call."

Call Records
The ITS shall be capable of maintaining and archiving Call Records consistent with requirements set forth in this Scope of Work, for all Inmate telephone calls attempted, blocked, accepted, and completed, including any calls that were interrupted and the reason for interruption.

Seal and Expunge Call Detail Records
ITS must have the ability to Seal and/or Expunge the history of call detail records and recordings, as defined by a Court Order. The method and application of doing so are subject to prior written approval of MDCR Project Director or designee.

Speed Dial, No Cost Calls to Other Entities
Miami-Dade County currently has several speed-dial configurations that provide certain specified phone numbers for Inmate(s) to call, including entities associated with the governing of the Inmates' welfare. These configurations are provided through the Contractor at no cost to the Inmate or entity. The Contractor shall maintain existing speed-dial configurations.

Contractor may be required at any point during the Term of the Agreement to add additional speed dial configurations, if any, at the discretion of the County Project Director or designee at no cost to the Inmate or entity.

Normal Operations
The Contractor's automated operator ITS shall be capable of continuous 24x7x365 operation and Contractor shall ensure line concentration shall not adversely affect Inmates' ability to initiate and successfully negotiate outbound calls from within an MDCR Custody and Detention Facilities. Adequate bandwidth, lines, equipment, platform efficiencies, etc., in directing and handling calls must be sufficiently pre-considered and provided by the Contractor to ensure the County's connect call ratio remains in the 99-100% range.

System Shut-Down
The Contractor's automated operator ITS shall support the capability to program shut-downs by individual telephone, cellblock, floor, day room, dormitory, pod, facility, or System-wide features that will enable/disable Inmate telephone operations by time of day or day of week. MDCR will have the ability via designated System Administrative Workstations to perform shutdowns when needed.

Maximum Call Duration
The Contractor's automated operator ITS shall be capable of limiting the duration of Inmate telephone calls. The maximum Inmate call duration shall be set at thirty (30) minutes. However, the Contractor's System must be capable of increasing or decreasing maximum duration and Contractor shall make such alterations at the request of the County Project Director, should it be determined to be in the best interest of the MDCR Department.

Call Duration Administration
The Contractor's automated operator ITS shall be capable of setting call duration limits by telephone, cellblock, floor, day room, dormitory, pod, facility, or system-wide remotely from the System Administrative Workstations provided under this Scope of Work.

Authorized Call Lists
The Contractor's automated operator ITS shall provide the capability for creation and administration of Authorized Call Lists. The Authorized Call List shall contain the complete list

of telephone numbers that specified Inmates may call. The intent of the Authorized Call List is to prevent fraudulent or criminal use of the ITS by specific inmates or classes of Inmates.

For planning purposes, it is estimated that a maximum of one (1) percent of the Inmate population of MDCR Inmates could be subject to call list restrictions at any given time, utilizing designated telephones in high security areas. The County reserves the right to selectively implement the Inmate Authorized Call List feature, at the discretion of the MDCR Project Manager or designee.

Call List Administration

If implemented, an Inmate's Authorized Call List would be created at the Inmate's booking, processing, classification, and/or other time/location as determined by the County. This Authorized Call List would be maintained until the Inmate is released. Changes to the Authorized Call List would be permitted in accordance with the procedures authorized by the MDCR Project Manager or designee.

The Contractor's automated operator ITS shall provide the capability to check the list for unauthorized telephone numbers to verify the Inmate's proposed authorized Call List. Unauthorized telephone numbers shall be rejected.

Calls to Attorney or Public Defender

The Contractor's automated operator ITS shall provide for Collect and Pre-Paid Calls to the Inmate's private attorney or public defender. Such calls shall not be monitored or recorded by the ITS. Prior to completing a connection, the ITS shall compare the dialed number with a list of telephone numbers known to be private attorneys and/or public defenders. This list shall be compiled from the Florida Bar Association and approved by the MDCR Professional Compliance Division, and be capable of being updated or modified frequently. If a number appears on this list, the ITS must automatically disable monitoring and recording of that call.

Establishment of Non-Recording List

All requests received by the Contractor from attorneys for inclusion on the list of non-recorded numbers shall be forwarded to the MDCR Professional Compliance Division. MDCR Professional Compliance Investigative Unit personnel will have the option to physically input approved attorney telephone numbers. This electronic listing shall be maintained by the Contractor's System in such a manner that record of any additions, edits, and deletions are archived and able to be queried and immediately retrieved upon request by the County. The master listing and archived records shall be accessible via specified System Administrative Workstations by the MDCR Project Director and MDCR Project Manager and designated administrative and/or specified MDCR Professional Compliance investigative personnel.

General Calls

The Contractor's automated operator ITS shall provide for Collect Calls and Pre-Paid Calls, as permitted in accordance with procedures authorized by the MDCR Project Manager or designee.

The call recipient shall have the option to refuse calls from the Inmate, either by blocking the call by keypad entry or by written notification to the MDCR Project Manager or designee indicating that they do not wish to receive calls from the Inmate. Requests to unblock any currently blocked numbers shall be processed in accordance with procedures authorized by the MDCR Project Manager or designee.

Pro Se Calls

The Contractor's ITS must have ability to build a time table for Pro Se calls that are on flexible time table, with the ability to add specific telephone numbers, and allow recorded or not recorded call selections, which can be created by MDCR Project Manager, and designated administrative and/or specified MDCR Professional Compliance investigative personnel.

Prevention of In-Coming Calls

The Contractor's automated operator ITS shall prevent all incoming calls to Inmate telephones in MDCR Detention Facilities. Any attempted incoming calls shall be rejected, and appropriate information (if available) shall be recorded, archived and reported to the County Project Manager or designee.

Call Blocking Requirements

The Contractor's automated operator ITS shall maintain a database containing blocked telephone numbers. The ITS shall be capable of blocking calls by area code, prefix, or destination numbers. A master listing of blocked numbers shall be available for query/review at any time electronically on System Administrative Workstations provided under this Scope of Work.

The ITS shall also afford a means for the MDCR Project Manager, and the designees, including Professional Compliance investigative staff, to block numbers (in real time) electronically and independently via designated System Administrative Workstations provided under this Scope of Work.

The MDCR Project Manager or designee may also notify the Contractor of the telephone number(s) the County wishes to be blocked. The Contractor shall block telephone number(s) when requested as soon as practical, but under no circumstances greater than eight (8) hours after the initial request.

Three Way Calls

The Contractor's automated operator ITS shall employ appropriate security safeguards to detect and block attempted three-way calls.

Appropriate information regarding any detected possible Inmate three-way call attempts shall be recorded, archived, and the County Project Manager alerted for possible Inmate call monitoring, recording, or other corrective action.

When applicable, the Contractor's automated operator ITS shall be capable of System sensitivity modifications and shall be configurable to prevent attempts at three way calls, Unauthorized Calls, while simultaneously preserving legitimate calls and avoiding erroneous disconnects. Failure to achieve a mutually agreed upon successful detection rate will result in the imposition of financial penalties.

Unauthorized Numbers

The Contractor's automated operator ITS shall detect and block attempted Inmate calls to unauthorized telephone numbers. Unauthorized numbers shall include but are not limited to the following: Public officials; government agencies; businesses; news media; numbers blocked by family members; and any other numbers, or blocks of numbers, identified by the County or ordered by a court of law. A master listing of unauthorized numbers shall be available for query/review/modification by County at any time electronically on System Administrative Workstations provided under this Scope of Work.

Restricted Numbers

The Contractor's automated operator ITS shall detect and block attempted Collect Calls to restricted numbers. A master listing of restricted numbers shall be available for query/review/modification by the County at any time electronically on System Administrative Workstations provided under this Scope of Work.

Call Forwarding

The Contractor's automated operator ITS shall employ appropriate security safeguards to detect and block attempted call forwarding of Inmate calls.

Appropriate information regarding any detected Inmate call forwarding attempts shall be recorded, archived, and the concerned County Project Manager alerted for possible Inmate call monitoring, recording, or other corrective action.

At regular intervals, the Contractor shall keep the MDCR Project Manager or designee apprised of current sensitivity settings, any success, and/or perceived or actual negative affect on calls as a result of current settings. Prior to any System modifications in this area, which could affect the County, the Contractor shall apprise and receive written approval from the County Project Manager or designee.

No Live Operator

Inmate telephone calls to a live operator are absolutely prohibited. The Contractor's Inmate telephone service shall be limited solely to the placing of automated operator assisted Collect Calls and Pre-Paid calls.

No Special Calling Services

The Contractor's automated operator ITS shall detect and block all other types of Inmate calls including but not limited to: local operator calls (0), Information (411), Emergency Services (911), time (555-1212), businesses or special service numbers (such as 1-700, 1-800, 1-887, 1-888, 1-900 and 1-976 numbers). No numeric sequences associated with other call carriers for operator services (such as 1-950 numbers, or as otherwise specified in this document) are allowed.

No Other Long Distance Calling Plans

The Contractor's automated operator ITS shall detect and block Inmate long distance telephone call attempts to by-pass the County's Inmate telephone services, utilizing numeric access codes to alternative calling plans provided by other long distance service vendors.

The Contractor's automated operator ITS shall detect and block Inmate telephone calls to 1-0-XXX, 1-0-1-0-XXX, or any other similar numeric sequences intended to reach another long distance carrier. The Contractor's automated operator ITS shall detect and block commercially available debit calling cards.

No Public Nuisance Calls

The Contractor's automated operator ITS shall detect and block Inmate telephone calls intended to cause a public nuisance. The candidate list of telephone numbers likely to be targets of public nuisance calls will be provided by the MDCR Project Manager or designee as needed.

The complete list of unauthorized telephone numbers to be blocked will be developed jointly by County and Contractor's staff and updated as needed. The Contractor shall prepare and maintain the list of blocked telephone numbers, and submit the list to the MDCR Project Director or designee for review and written approval. This listing shall be available for

query/review/modification by County at any time electronically on specified System Administrative Workstations provided under this Scope of Work.

Appropriate information regarding any detected Inmate call attempts to unauthorized telephone numbers shall be recorded, archived, and the MDCR Project Manager or designee alerted for possible Inmate call monitoring, recording, or other corrective action.

Call Monitoring Requirements

Contractor's automated operator ITS shall provide capability to monitor Inmate telephone calls at MDCR Custody and Detention Facilities.

Contractor's automated operator ITS shall provide the capability to monitor any Inmate Telephone Instrument and any Inmate telephone call, via laptops utilizing Web access, or via System Administrative Workstations.

The Contractor shall provide up to thirty-five (35) System Administrative Workstations for MDCR Professional Compliance personnel and one (1) System for MDCR Headquarters. Some of these workstations may be laptops which would be configured to connect wirelessly (both cellular and 802.11).

The Contractor shall provide remote access via Virtual Private Network (VPN) for laptop access, to all program features to monitor calls, for MDCR personnel explicitly authorized by the MDCR Project Manager or designee.

Administrative Workstation for ISB offices, as well as additional locations, as specified by the MDCR Project Manager for the purpose of monitoring and recording Inmate phone calls. The requirements for the System Administrative Workstation are described further in this document.

The Contractor shall supply a means to identify call recipient information associated with the dialed telephone numbers (e.g. Haines reverse directory). When the call recipient information is confidential as determined by the Contractor, the Contractor shall have no obligation to reveal the information without a court order.

Call Recording Requirements

Contractor's automated operator ITS shall provide capability to record Inmate telephone calls at MDCR Custodial and Detention Facilities shown in Attachment 2.1 of this document .

The ITS must be capable of recording one hundred percent (100%) of all Inmate telephone calls. Calls must be recorded in their entirety, up to the thirty (30) minutes time limit for Inmate calls. Recordings must be selectable by Telephone Instrument, group of Telephone Instruments, facility or called number.

The ITS shall capture unauthorized activities. System Administrative Workstations provided under this Scope of Work shall be capable of reporting unauthorized Inmate calls.

Archiving and Retrieval

The Contractor's automated operator ITS shall provide capability to archive and immediately retrieve via VPN access or from System Administrative Workstation all recorded Inmate telephone calls. Once recorded, the content of the call must be stored by the Contractor and be available for immediate retrieval via method determined by the MDCR Project Manager or designee for a period of up to three (3) years and at the discretion of the MDCR Project Manager or designee. The ITS must have the capability to transfer the recorded calls to an off-

line media for archiving, or review. (NOTE: The ITS must be capable of preventing recording of calls in certain sections of the facilities as it pertains to Pro-Se Inmates, as the calls of Pro-Se Inmates are not recorded.)

All recorded telephone calls (files) shall be accompanied by the following data:

a. Salutatory call branding information.
b. Date and time the telephone call was placed.
c. Location from which the telephone call was placed.
d. Telephone number that was dialed.
e. Duration of the telephone call.
f. Time that the telephone call was terminated.
g. PIN number, if applicable.

The Contractor shall copy, save, and store off-line data for archived Inmate calls in the agreed upon media format and retrieval rate.

The ITS must continue to record calls, without interruption, while copying and saving previously recorded calls. The recorded call file format shall be compatible with Microsoft Windows XP and Windows 7 based personal computer, or other format to be determined by the County.

The ITS shall provide the capability of naming each file, or automatically generating a file name. Each recorded telephone call or any copies shall be security encoded, in order to detect any attempted alterations to the recorded telephone call.

Call Billing Requirements

The Contractor shall be responsible for comprehensive billing services for all calls including Collect Calls, Pre-Paid Calls, and international calls in accordance with FCC and PSC approved rates. The Contractor's billing system shall be capable of recording data for all calls attempted, including calls completed and calls not completed. Data recorded shall include the date, time, calling instrument, called number, type of connection, type of billing, whether the call is completed, call minutes, message units, and why the call was not completed if appropriate.

System Maintenance

The Contractor's automated operator ITS shall be capable of supporting On-Line System Maintenance, either on-site or remotely, while minimizing impact to normal operations.

The Contractor must provide two full-time onsite technicians to complete maintenance and repairs to the telephones and the ITS equipment for all MDCR facilities, at no cost to the County.

The Contractor shall coordinate planned system maintenance with MDCR Project Manager or designee not less than forty-eight (48) hours in advance. System maintenance shall be scheduled, whenever possible, in order to minimize potential impact to prime Inmate calling periods. Any deviations will require the County Project Managers' written approval.

The Contractor shall conduct and perform a thorough weekly maintenance inspection of each facility. All phone instruments shall be repaired as needed and all maintenance and inspections shall be documented on a Weekly Maintenance Report.

System Support

The Contractor shall provide customer service support to ITS MDCR system administrator, and the Professional Compliance authorized staff 24/7. The Contractor shall provide easy methods of reporting system troubles, via e-mail, calling a toll free number or via the System Administrative Workstations.

The Contractor must provide designated MDCR staff with system training at the time of the first facility installation.

The Contractor must provide videos, and written instructions in English, Spanish and Haitian Creole, on how to enroll and use the telephone to complete a call.

Contingency Plan
The Contractor must provide temporary fail over solution by means of mobile collect call Inmate telephones, in the event that a facility is evacuated, or inmates are temporarily housed at another location.

ITS Data Interface
All software interface requirements needed by the ITS from MDCR, or Information Technology Department (ITD), and programming costs to establish uploads or downloads of inmate information to populate the ITS will not be charged back to the County or taken from the County commission.

New Technology
Without limiting Contractors obligation to provide County Updates, Contractor and County acknowledge the probability that the technology of the ITS, or any of its components provided under the Agreement will change and improve during the Term. Contractor shall provide the flexibility to incorporate into the ITS any new technologies, as they may become available in new releases or the marketplace.

Corrective Measures
The concerned County Project Manager shall notify Contractor Project Manager in writing, or orally to either Contractor Project Director or Contractor Project Manager, of any Deficiency. Upon the notice (orally or in writing) from County, or the Contractors discovery of such Deficiency, Contractor shall promptly commence corrective measures to remedy any Deficiency, and shall remedy such Deficiency, in accordance with the timeline set forth and agreed upon by both parties. Contractor acknowledges that, as part of Maintenance and Technical Support Services provided to County, Contractor may be required to repair, replace or reinstall all or any part of the ITS, or other material, or create an Update, in order to remedy a Deficiency.

Approval
No Deficiency shall be deemed remedied until all necessary remedial action has been completed and approved in writing by the concerned County Project Manager in accordance with the procedures set forth in the agreement.

Functionality of ITS
The Inmate Telephone System (ITS) provides a secure logon procedure, which guards against fraudulent use. The ITS possesses a feature in which established passwords auto-expire at a period determined by the County. Levels of permissions exist which allow the County Project Managers or designees the ability to create, edit, or view user accounts and assign permissions. The ITS provides detailed explanation as to System Administrator, user, or other definable levels of access.

The ITS provides a feature, which allows users to attach "notes" which provide additional documentation to Call Records. Notes are logged by the user name, and date and time of entry. Notes are capable of being printed or updated.

The ITS is capable of displaying historical user data including, but not limited to, a list of users who opened the same call recording, when users were granted access to the System and by whom.

The ITS is capable of displaying data on copied files containing each user's information including, but not limited to, user name, date and time of each copy.

The ITS allows users to print, e-mail, or export the current page of a report and to export in various file formats (i.e., PDF, Excel, RTF, TXT, or TIFF).

The ITS is capable of displaying attempted and successful user logon transactions for each logon user name and includes, but is not limited to, date and time of attempt of logon and activity.

The ITS allows users to view the call activities of each Inmate telephone located within a particular facility and listen to calls in real time.

The ITS allows users to lock recordings. Locked recordings are not deleted or unlocked without the approval of the appropriate authorized user. Users may only lock files if there is a recording associated with that call detail record.

The Inmate System allows users to monitor calls through workstation computer speakers or by sending calls to a designated telephone number (e.g. cell phone, home phone, or office phone without an extension).

The ITS allows authorized users to disconnect any Inmate call as it is being monitored, immediately and without warning to parties participating in the conversation. The System allows the County Project Managers, or designees, the capacity to turn off (and on) individual, specified group, or all Inmate telephones from any authorized workstation.

The ITS provides a means by which authorized users can add numbers to a destination number list. Numbers may be added to this list for various reasons including, but not limited to blocking the number, adding privileged numbers, creating a calling schedule, selecting a number for no recording or creating an alert. Once a phone number is blocked, no Inmate telephone calls to that destination number will be allowed from any Inmate telephone.

The ITS provides a thorough complement of search and sort features both investigative and administrative which includes, but is not limited to, played calls, recorded calls, completed calls, incomplete calls, copied or downloaded calls, calls with notes, note content, locked calls, call duration, manner in which call was initiated, manner in which call was terminated, type of call, three-way calls, and rate type.

The ITS provides a report which tracks the total number of calls by both origination number (Inmate telephone) and call destination number (number dialed by the Inmate). Information in this report includes, but is not limited to, the origination number, location of the Inmate telephone within the facility, number of calls attempts from the Inmate telephone, number of accepts (calls accepted by the called party from this Inmate telephone), destination number

(number dialed by the Inmate), the number of attempts to the destination number, and the number of accepted calls at the destination number.

The ITS provides a report indicating activities associated with destination numbers placed on an alert list provided by the County. Calls to specified destination numbers are monitored each time they are dialed by an Inmate. This report contains call detail information including, but not be limited to, if call was recorded, if call had notes attached, if call was locked, facility, destination, date/time of alert, call length, cost of call and manner in which the call started and ended.

The ITS provides a means which allows investigators to utilize "bookmarks" or "timeline markers" to tag a particular location, in time, within a recording for future reference and enter comments or notes within the bookmark. Bookmarks are not retained unless a voice-recording file is downloaded or saved.

The ITS provides a security method for verifying authenticity of recordings. Completed Inmate calls stored for retrieval are protected from fraud and tampering throughout the storage term.

The ITS provides a means of immediately alerting a collection of user-defined phone numbers attached to an individual or group with monitoring rights. Each time an Inmate places a call to a designated destination number, the ITS begins dialing the specified contact phone numbers immediately, one by one, in the succession specified. If contact cannot be established (i.e., busy or unanswered) at a called number, the ITS moves on to the next number, respectively, until contact is made with a member of the group, at which time the dialing may cease. If no contact is made after exhausting the list, the System repeats the list, in succession, until contact is made.

The ITS provides a means for compressing "dead space" in recorded Inmate phone calls where no voice is detected, to be eliminated, leaving only the actual voice recordings in a compressed/abbreviated form. Such feature does not alter the ITS capacity to retain the original file with security envelope.

Develop Project Control Document

Within thirty (30) calendar days of the effective date of the Agreement, the Contractor shall create, and deliver to County, Project Control Documents (PCD), one for the MDCR Department and one for the MDCR Project Manager, consistent with this Scope of Work. The Project Plan contents of each PCD shall include the relevant elements of the ongoing management of the project and updating the following:

1. Introduction: Summarizes the Project Plan; a review of the shared vision for the project relationship, the strategic goals of the implementation effort, and how the Contractor will contribute to meet MDCR Departments' business objectives.
2. Executive Summary: Provides a high-level overview of the main features and goals of the Project Plan.
3. Project Mission & Objectives: Describes the business case for proceeding with the project, the objectives to be achieved under the project, and critical success factors for MDCR units; all based upon information provided to the Contractor by MDCR units, and any assumptions or limitations related to the Project Plan.
4. Project Scope: Describes the overall scope and deliverables of the engagement; acts as a confirmation of project scope, phasing, and automation objectives.

5. Work Breakdown Structure: Identifies the phases within the overall Project implementation and the key deliverables within each phase. It may also delineate to the task level, if appropriate.
6. Master Project Schedule: Following the Work Breakdown Structure, this schedule identifies the activities, key milestones, and estimated duration for activities on the project. It shall also highlight all agreed activities, deliverables, or milestones; for which MDCR Departments are responsible, that will affect the success of the project. All project activities, deliverables, and milestones (Contractor, MDCR Department) will be linked into a Critical Path Analysis. The Contractor and MDCR Department will review this analysis on a monthly basis.
7. Change Control Plan: Describes the activities and processes for change management during the project (i.e., how a potential project change is requested, impact assessment, response to request, and authorization).
8. Project Team: Identification of the Contractor's project team and project organization, including defining the roles and responsibilities of the project team members.
9. Risk Assessment & Management: Identification of project risks and mechanisms to handle these risks, in a risk management plan.

PART C: JAIL MANAGEMENT SYSTEM

2.1 Introduction

The Contractor shall provide a Jail Management System for the Miami-Dade Corrections and Rehabilitation Department (MDCR) to facilitate the day-to-day operations of each facility, as well as manage inmate care for the functional areas which currently have no automation or where current automation is outdated and does not meet current needs. The proposed solution will require interfacing with County developed applications, and any vendor applications that currently exist. Even though disparate applications may provide necessary requirements, the online access to the disparate applications as well as the requirements contained in this document should be through one user interface accessed through the JMS application. There will be approximately 3,000 County users of the proposed JMS.

2.2 Background

MDCR operates the eighth largest jail system in the country. Currently, there are approximately five thousand five hundred persons incarcerated in MDC's seven detention facilities. These inmates are awaiting trial, serving sentences of three hundred and sixty four days or less. Each facility has a different floor layout which makes standardizing operations a challenge.
MDCR utilizes, legacy mainframe platform applications using CA-IDMS and COBOL, as well as numerous vendor and County developed applications, in different technologies, to maintain their facilities and supervise their inmates. MDCR plans to maintain the contractual engagements with the current vendors that provide automation to different operational areas as they meet a large percentage of their current requirements.

MDCR uses numerous paper forms on a daily basis to record, verify, inspect and evaluate operational aspects of the facilities, including inmates.

The JMS must comply with:

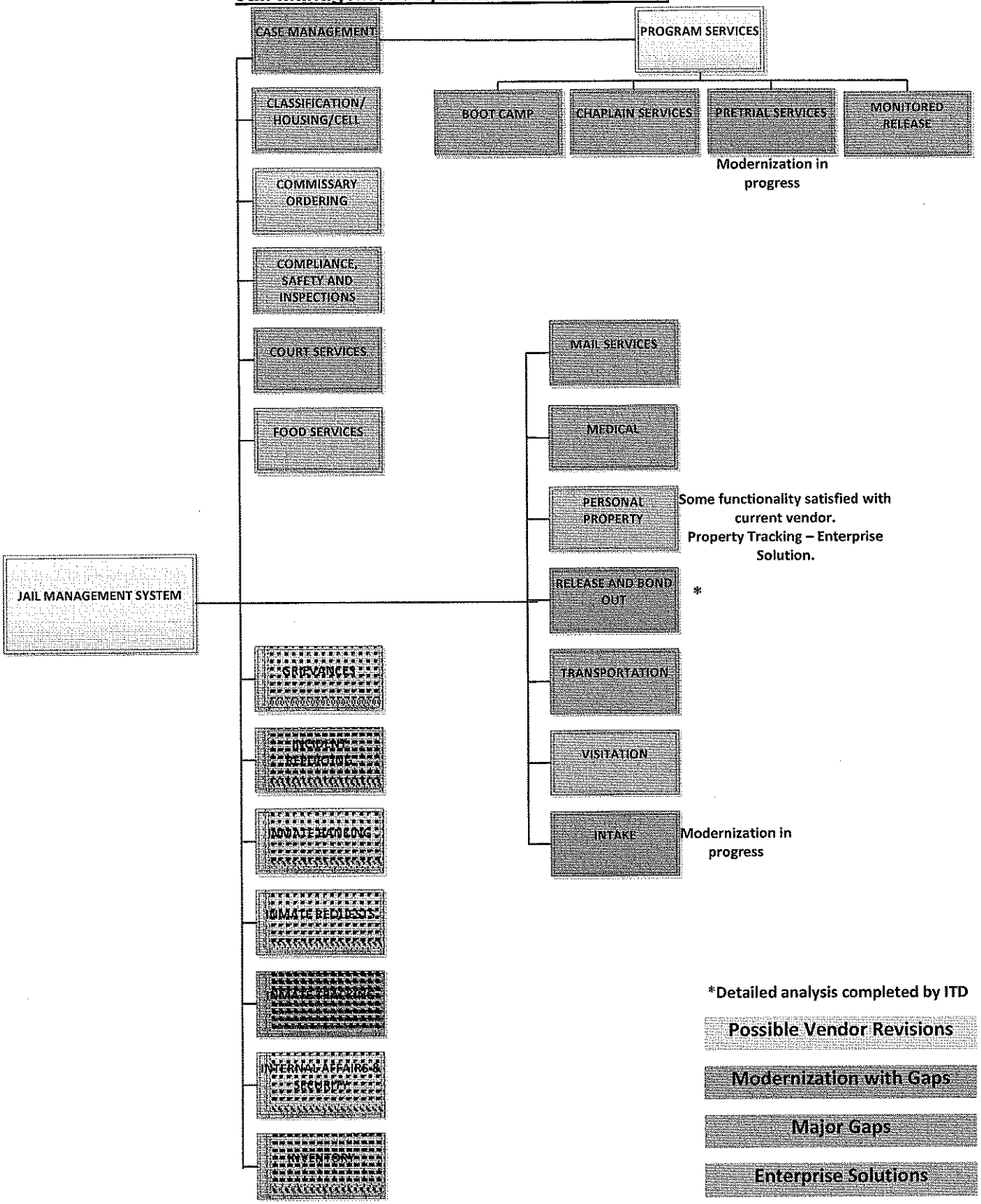
- Florida Model Jail Standards (FMJS),
- American Correctional Association (ACA),
- Florida Correctional Accreditation Commission (FCAC),
- Civil Rights of Institutionalized Person's Act (CRIPA),
- Department Standard Operating Procedures (DSOP),
- Standard Operating Procedures (SOP)
- Limited English Proficiency (LEP)
- Medical Standards
- Prison Rape Elimination Act (PREA)
- Florida State Statutes
- American with Disabilities Act (ADA)
- Miami-Dade County Code and Ordinances

Operational Areas Included in the JMS Analysis

- Boot Camp
- Case Management
- Chaplaincy Services
- Court Services
- Food Services
- Incident Reporting
- Classification/Housing
- Inmate Tracking/Bar Coding

- Mail Services
- Medical Services
- Monitored Release
- Transportation
- Visitation

Jail Management System Functional Areas



2.3 Acronyms Used Within This Scope of Work

ACA	American Correctional Association
AFIS	Automated Fingerprint Information System
AFM	Automated Arrest Affidavit Form
AFORM	Arrest Affidavit Form
AIM	Administrative Investigations Management
BC	Boot Camp
CHS	Corrections Health Services
CIN	Criminal Identification Number
CJS	Criminal Justice System
CMRP	Court Monitored Release Program
CO	Correctional Officer
COS	Cost of Supervision
CPOE	Computerized Physician Order Entry
CRIPA	Civil Rights of Institutionalized Person's Act
CSB	Court Services Bureau
DOJ	Department of Justice
DRL	Driver's License
DSOP	Department Standards Operating Procedures
DV	Domestic Violence
EAM	Enterprise Asset Management
ECM	Electronic Content Management System
FCAC	Florida Correctional Accreditation Commission
FSA	Food Services Administration
FSB	Food Services Bureau
GIS	Geographic Information System
GPS	Global Positional System
GUI	Graphical User Interface
HIPAA	Health Insurance Portability and Accountability Act of 1996
HS	Health Service
HSU	Hospital Services Unit
ICE	Immigration and Customs Enforcement
IBM	International Business Machine
IDMS	Integrated Data Management Systems
IDS	Identification Serial Number
IDW	Inmate Data Warehouse
IPS	Inmate Profile System
ISB	Information System's Bureau
ITD	Information Technology Department
JHS	Jackson Health Systems
JMS	Jail Management System
JRS	Jail Release System
KOP	Keep on Person
LMP	Last Menstrual Period
MAR	Medication Administration Record
MD	Medical Doctor
MDC	Miami-Dade County
MDCR	Miami-Dade Corrections and Rehabilitation Department
MDPD	Miami-Dade Police Department
MRU	Monitored Released Unit

NCCHC	National Commission on Correctional Health Care
OTPS	On Target Performance Systems
PPD	Purified Protein Derivative
PREA	Prison Rape Elimination Act
PTDC	Pretrial Detention Center
PTSB	Pretrial Services Bureau
PTS	Pretrial Services
QMS	Queue Management System
REG	Richard E Gerstein Justice Building
RID	Rapid Identification
SAN	Storage Array Systems
SCP	Secure Copy Protocol
SIAB	Security and Internal Affairs Bureau
SOP	Standard Operating Procedures
SOAP	Subjective, Objective, Assessment Plan (format for medical reports)
SOAPE	Subjective, Objective, Assessment Plan Education
SSH	Secure Shell Protocol
SFTP	Secure File Transfer Protocol
TB	Tuberculosis
TGK	Turner Guilford Knight Correctional Center
TSSB	Transportation and Special Services Bureau
WAS	Websphere Application Server

2.4 Current MDCR Processes and 2.5 JMS Objectives

BOOT CAMP

Current Processes

Boot camp is a program at MDCR for a select group of inmates who qualify. A judge must sign a court order allowing placement of the inmate in the Boot Camp program. The inmate must apply and must pass a medical and psychological examination before being accepted.

Boot camp is made up of three phases:

Phase 1: 4 months – BC1P

Intense training phase with school. Inmates are monitored for behavior.
Shock incarceration.

Phase 2: 2 months – BC2P

Work Release Phase

Inmates who are eligible to work or are searching for employment are physically released from jail for up to fourteen hours per day and then return to the jail at night.
External Shareholder – Transition, Inc. helps inmates secure a job.

Phase 3: 10 months – BC3P

Inmate can go home. Physically released from jail but monitored by the Monitor Release Bureau.

Objectives

Boot Camp uses several paper forms to conduct business on a daily basis. MDCR requires that these forms be automated. Some form automation would include an electronic workflow process as well as electronic signatures.

For Phase 2 Work Release and Phase 3 Release, MDCR would like an automated way of keeping track of how many phone calls the inmate has made in the 14 hour per day release period for Phase 2 and the 24 hour per day release period for Phase 3. There should be an automatic alert if the inmate does not call Boot Camp the specified number of times that he is required to.

CASE MANAGEMENT

Current Processes

The main duties of an MDCR Case Manager is to monitor the progress and conduct of offenders during incarceration in the Correctional facility and then assist offenders to reintegrate successfully back into society upon release.

Responsibilities include assessment, counseling, classification and providing relevant programs and support services to offenders.

The process is composed of three main parts:

1. Intake and Needs Screening (to create a basic transition plan)
2. Assessment
3. Intervention

There is a manual process currently in place. The Counselor interviews the offender and completes the Intake and Needs Screening form. A transition plan is created and the inmate signs the Inmate Agreement where he/she acknowledges the transition plan that is created for him/her. Recidivism Risk is calculated manually based on the inmate's answers.

Objectives

MDCR requires the automation of the Intake and Needs Screening form as well as automatically calculating recidivism risk based on previous arrests.

Also needed is an assessment tool to validate the key factors that will affect recidivism as well as automatically schedule future assessments.

In addition, a transition plan should automatically be created based on the responses provided by the inmate and data taken from CJS.

All data gathered for the assessment, transition, etc. must be available for online inquiry.

CHAPLAINCY SERVICES

Current Processes

All faith-based related functions including the initial processing of faith-based volunteers are coordinated by the MDCR Chaplains. The function of the Chaplain is to prepare inmates for a successful return to their community before they are released by providing a place of worship for them and their families, employment and the opportunity to further their education or vocation. It relies on volunteers to assist the departmental chaplains in reaching the goals of the ministry within each incarcerated setting.

All approved faith-based volunteer applicants are placed in the MDCR Contractual Volunteer Program application. This application allows each facility to verify the active or inactive status of a faith-based volunteer.

The final approval of faith-based volunteer applications is the sole responsibility of the Security Operations Captain.

The inmates can request a faith-based diet and upon interviewing the inmate the request is either granted or denied. The IPS application is used to document special diets and faith based diets for that inmate, using the jail number as the key.

Objectives
All manual forms should be automated.

CLASSIFICATION/HOUSING/CELL LOCATION

Current Processes
An inmate is classified within forty eight hours of custody. Classification is based on prior criminal history and answers to a series of questions regarding the inmate which in turn determines the inmate's housing type.

Other factors used to determine classification include, if the inmate is disabled, a juvenile or has medical concerns. Currently, IPS calculates the custody level automatically based on the factors entered into the online application by MDCR.

There are nine levels of classification also referred to as custody levels. The levels are from one to nine; one being high risk and nine being low risk.

Also included in classification is "keep separate" which prevents an inmate from being housed in a cell with another inmate who is a known enemy.

Inmates are reclassified every sixty days with the exception of Boot Camp inmates that do not require reclassification.

Objectives
The proposed JMS will provide all the components of the existing legacy application (IPS).

The proposed JMS will have the capability of automating the reclassification process based on key factors including but not limited to criminal history (prior offenses), incidents (see Incident Reporting) and special conditions.

Once the classification is complete, then available cells or housing should be displayed automatically, excluding the cells that house "keep separates" (inmate enemies).

COURT SERVICES

Current Processes
CSB manages court related matters for inmates such as court orders as well as MDCR employees who may be subpoenaed to court. Tracking for court orders and subpoenas is a manual process.

CSB receives court orders from judges. There are different types of court orders; however, the majority of these court orders are orders to transport inmates from one location to another.
CSB also provides Food Services with a headcount of which inmates will need lunch in court including which inmates require a special or faith based diet.

In addition to providing court services to inmates, services are also provided to MDCR employees who are subpoenaed to court. Subpoenas are delivered by private attorneys for MDCR staff.

Objectives
CSB will require automated tracking of the court order. CSB will receive the court order from a judge and then transfer the court order to the appropriate area of the jail, for example to TSSB.

CSB will also require an electronic response from the recipient of the court order when the order is acknowledged.

FOOD SERVICES

Current Processes
FSB is responsible for servicing the nutritional needs of the inmates. Approximately twenty three thousand meals (breakfast, lunch and dinner) are prepared on a daily basis. Besides preparing regular meals, there are special diet meals and faith based meals.

The IPS application is used to document special diets and faith based diets for an inmate, using jail number as the key.

During the Medical Screening performed by CHS, a special diet may be required due to the inmate's health needs. The nurse will use the Medical Data Menu in IPS to enter a special diet for that inmate.

The inmates at the Boot Camp facility have diets higher in calories due to the physical exertion the cadet undergoes as part of the Boot Camp program.

At night, labels are generated through a batch process to apply to the special meal trays to identify who receives these meals.

An interface from IPS to CJS which runs hourly extracts the inmate population with the actualized cell locations. Then the IPS application via a web service displays the number of meals and types of meals by facility and cell location.

Objectives
The proposed JMS will provide all the components of the existing legacy application (IPS).

The proposed JMS solution will provide automation of forms; provide an electronic workflow and electronic signatures where applicable.

Automation should also include tracking of the Inmate Kitchen Worker Orientation and Training documentation. All inmate workers assigned to work in the kitchen shall receive orientation and training on basic food safety, sanitation and accident prevention procedures.

INCIDENT REPORTING

Current Processes
It is the policy of MDCR to report and record any incidents that occur within the jurisdiction of MDCR. All incidents are documented on an MDCR Incident Report.

Major incidents generate a package that includes the "Major Incident Response Checklist", memorandums and other pertinent documents.

There are approximately two hundred different types of incidents. There is a table with the type codes and descriptions. There are five categories of incidents: Major Incidents, Use of Force, Staff injury, PREA and Regular Incidents.

Incident reports are entered in IPS but all the documentation is kept manually.

MDCR staff that participate in or witness a major incident shall report the incident through the chain of command to the Shift Supervisor/Commander. MDCR staff submits, in writing, a detailed description of the incident by completing an Incident Report or a Supplementary Incident Report, as applicable.
All MDCR staff involved in the incident complete their portion of the report prior to the end of the shift in which the incident occurred. The Major Incident Report Package shall be reviewed by the respective MDCR supervisor and by the Shift Supervisor/Commander. The information is entered in the IPS application.
Incident reports:

- Are created for transfers (e.g. if an inmate is transferred to a hospital)
- Are created to report damaged uniforms
- Can involve one or several inmates
- Can be created for a shakedown
- Can be created for maintenance issues. In those cases a Service Ticket needs to be created.

The Inmate Disciplinary Process is triggered by an Incident Report. Not all Incident Reports require Disciplinary Action. The Disciplinary Process is a manual activity.

A Disciplinary incident can happen on the floor, cell, yard, transportation, and is produced by an employee using the IPS application. A CO signs the Incident Report and forwards the report to the Shift Commander on duty for his/her signature. The Incident Report is then forwarded to the Facility Supervisor for review and approved/disapproved for a disciplinary hearing.

If approved for a disciplinary hearing, an Inmate Disciplinary Report form is completed. The employee prepares a package that contains: witness statements, pictures, medical reports and other background information. The Package is then forwarded to the Investigative Officer. The Inmate is served with a notice.

Objectives
The proposed JMS will provide all the components of the existing legacy application (IPS).

The documents and forms used to create the Major Incident Report Package will be automated using MDC's ECM software with workflow and electronic signature capabilities.

Follow-up procedures for the incident will be included as part of the automation process.

The Disciplinary Action Process will be automated.

INMATE TRACKING

Current Processes
Inmates are tracked manually using paper forms and logs.

Inmate tracking includes:

- Cell changes

- Daily movement to different areas or events at the jail including CHS clinic, law library (LRA or similar service), dental as well as, court hearings, medical appointments at Jackson Health Systems, etc.
- Conducting and recording head counts at various shifts
- Bunk assignments
- 15 minute physical site checks

Some inmates are released in court and MDCR enters the release information in CJS on the bridge between the REG and PTDC. Currently, the jail card is taken to court and the outcome of the hearing is hand written on the jail card.

Some inmates are granted furlough where they are physically released from jail but remain in the system until their final release. Currently, there is no automated function to provide an estimated furlough end date.

Some inmates are loaned out to other agencies temporarily and will return to the jail. Their cell number is changed to PTLOA. Also, an "On Loan" form is manually completed.

Inmates that are held for ICE are done so manually.

In order to maintain compliance with the July 1, 2013 go live date requirement as committed to in the DOJ Settlement Agreement; MDCR has procured a vendor application Guard Tour Systems by TimeKeeping Systems Incorporated. This system will be fully deployed in PTDC on floors 3, 4, 5 and 6, replacing the paper processes (Visual Sight Check Sheets) for doing checks on the walks and in the safety cells. This is an interim solution for documenting the guard's rounds and will not replace a full scale inmate tracking application.

Inmates and events pertaining to the inmate will be tracked electronically with the QMS application and the new JMS application.

When an inmate arrives at the jail, he will be checked in immediately using the QMS application and a barcoded wristband which all inmates will wear during the intake process. The inmate will proceed through the intake process being checked in and out of each station of the intake process. These stations include:

- Check-in (Intake)
- Pre-Medical Screening
- A-Form (Jail Number Assignment)
- Mug shot
- Personal Property
- AFIS/RID
- Medical Screening
- Psych Evaluation - Optional
- Practitioner Screening – Optional
- Pretrial Services – Optional
- Checkout (Intake)

Objectives

The proposed JMS will interface with QMS to capture the intake check-in and checkout times and continue tracking the inmate throughout his stay in the jail system culminating with his release which will be the final check out of the inmate.

The barcoded wristband will be removed after completing the intake process and a permanent barcoded proof of identity will be issued to the inmate. The inmate tracking process will use the barcoded proof of identity to detect inmate movement in and out of locations/events during the duration of his stay in the jail system.

Electronic tracking will include:

- Cell changes
- Daily movement to different areas or events at the jail including clinic, law library (LRA or similar service), dental as well as, court hearings, medical appointments at Jackson Health Systems, etc.
- Conducting and recording head counts at various shifts
- Bunk assignments
- 15 minute physical site checks
- Transportation to locations in and out of Dade County
- Events and Appointment Scheduling
- Meal delivery – *see Food Services requirements*
- Counselor and nurse visits
- Mail delivery – *see Mail Services requirements*
- Commissary delivery

Some inmates are released in court and MDCR enters the release information in CJS (current), JRS (future), on the bridge between the REG and the Main Jail. A report will be provided by the JMS displaying these inmates. This requirement would interface with the automation of the jail card where inmates released in court are recorded.

Court Services needs to know when an inmate in CMRP obtains final release in a court hearing that the inmate is not physically present for. MDCR Court Services takes the jail card to the court hearing and records the outcome of the hearing which could be a release for the inmate from the jail system.

The proposed JMS will automate jail card process based on MDCR configurable events that may come from the JMS, CJS or any Contractor application *(See interfaces).*

MAIL SERVICES

Current Processes

Mail for inmates is delivered to each jail facility and a mail clerk sorts the mail by unit/cell.

Some mail such as magazines and newspapers require canine sniffing. This process does not occur daily; however, the jail can schedule additional sniffs as needed.

The mail clerk opens all mail for inspection with the exception of those marked "legal" which must be opened by the inmate in the presence of a CO and will be inspected when the inmate opens the package.

Once the mail has been inspected, the mail clerk then delivers the mail to a CO in each unit.

The CO then delivers the mail to each inmate.

Rejected mail is returned to the original sender of the package along with a form that is completed manually, Return Receipt for Unauthorized Mail.

Objectives

MDCR requires that the mail be tracked from the time it is received by the mail clerk until the time it is given to the inmate.

The inmate must also sign indicating that he received his mail.

This tracking process including any signatures is to be automated.

The Return Receipt for Unauthorized Mail form and Notice of Rejection or Impoundment of Publication form should also be automated.

MEDICAL SERVICES

Current Processes

CHS is a division of Jackson Health Systems. CHS is responsible for providing all health services to MDC inmates incarcerated by MDCR. Services are carried out at the CHS clinics at each of the jails.

Objectives

The proposed solution must support an integrated subsystem that records medical information for inmates. The medical module must have the capability to access current jail management information.
The medical module must be HIPAA compliant as well as complying with NCCHC requirements. Strict security to restrict access to inmate medical information and ensure the confidentiality of medical records must be provided by the proposed solution.

MONITORED RELEASE

Current Processes

House Arrest and Community Control supervision is a mandate imposed by the Court in which defendants are legally ordered to remain confined in their residence under GPS electronic or non-electronic monitoring.

The current work flow and processes are paperbound. Approximately six hundred defendants a month are administered by the MRU programs.

The House Arrest process begins with the PTSB, which interviews defendants for release considerations based on specific eligibility and criteria. PTS officers conduct personal interviews, and verify and confirm background information. An intranet web based .NET application has been created to automate the Intake Process (PTS Interview and Risk Assessment), and it will be implemented in June. Defendants, who are granted release by the court, are then placed into the MRU program.

The electronic monitoring house arrest program offers the most intensive form of supervision. Defendants that are placed on a curfew or less-restricted GPS tracking are visited once weekly by their case officer. They are allowed to leave the confines of their residence only when authorized by their case officer.

Defendants sentenced to Community Control are not electronically monitored; however are visited twice weekly by a case officer to ensure compliance with their sentence.

For both House Arrest and Community Control inmates, case files are maintained manually.

Objectives

MDCR requires automating the monitored release process to eliminate the dependence on paper.

Case officers should be provided an application to replace manual forms while in the field with the use of tablets.

TRANSPORTATION BUREAU

Current Processes

TSSB transports inmates in and around MDC to court, medical facilities, and clinics as well as Intra-State locations.

All trips to court or a non-jail facility outside MDC start from PTDC.

HSU transports inmates to and from JHS for their clinic appointments. HSU also provides security for the community hospital once the inmate is admitted.

TSSB also transports inmates intra-facility. For example, if an inmate is housed at PTDC and has to be transported to TGK because of a cell change, then TSSB will transport that inmate.

TSSB works in conjunction with Court Services. Court Services receives court orders (on paper) to transport inmates from one location to another. Court Services then sends the court order to TSSB for processing via interoffice mail.

Objectives

MDCR'S TSSB requires automation of manual forms.

Automated notification between TSSB and Court Services is required so that TSSB is made aware of court orders to transfer inmates from one location to another. A workflow with queuing is required.

TSSB requires the ability to capture a change in the CO transporting the inmate. One CO could transport the inmate to a location (hospital for example) and the transporting CO is relieved by another CO who is now responsible for that inmate.

The Trip Itemized Statement will be automated using a mobile device that can be used on the road and then when the trip is completed, automatically update MDCR's Inmate Services Transportation application with the totals from each of the different types of expenses, for example total for all fuel costs, total for all food costs, etc.

The proposed JMS must interface with MDCR's Transportation Tracking application.

VISITATION

Current Processes

The inmate completes a visitation list during the inmate orientation process. Aramark provides kiosks where the inmates at TGK and Metro West can add or change their list of visitors allowed to visit. The inmate can also request that the Correctional Counselor in their respective housing unit add or change their visitation list.

All visitors entering a jail facility need to sign a Manual Visitor Log. This Log has the current date, and the Name of the Facility. The following information is captured:

Visitors Name, Time In, Business Address/Occupation, Purpose of visit, Name of prisoner or Contact person visiting, Pass No. and Time out.

The CO at the entrance requests identification from the visitor.

There are five types of visits: Regular, Professional, Contact, Special, and Medical (Quarantine).

Visitor types include: family members, friends, contractor/maintenance, volunteers, professionals such as attorneys and clergymen.

Volunteers and contractors will have background checks performed by MDCR and MDPD. The digital picture of the volunteer or contractor must be archived and retrievable.

Objectives
The proposed JMS will provide all the components of the existing legacy application (IPS), the Aramark application and MDCR's Volunteer and Contractor application.

JMS will be used to capture and maintain information regarding the inmate visitor as well as volunteers and contractors by automating the Visitor's Log and creating a Visitor's pass which can be worn by any outside person. The Visitor's Pass should contain demographic information about the visitor and inmate including the visitor's digitally captured photo.

2.6 Minimum Software, Hosting, Technical, Maintenance Support, and Training Requirements

2.6.1 Minimum Application Software and Application Configuration Services Licenses

Contractor shall provide perpetual software license(s) to accommodate the number of Users as listed below. All licenses that may be required to access third party software are to be included with the proposed solution. In the event that the proposed solution requires third party software licenses in order to meet the technical and functional requirements of this solicitation, these will be provided by the Contractor.

- Required Miami-Dade County licenses = Minimum of an estimated 3,000 Users Estimated 1,000 concurrent users.

- The number of licenses referenced above is an estimate based on the current environment and subject to change as the proposed solution is deployed. Licenses will be deployed using a multi-phased approach.

2.6.2 Minimum Infrastructure and County Hosting Requirements

The Contractor can host the application and provide MDCR a link to access application. Or the application can be hosted at the County's data center, operated by ITD. Contractor will meet the Miami-Dade County Technology Model and Hosting Requirements, as defined hereinafter. Additional information is available as part of this Agreement as it pertains to associated costs to utilize ITD; which is the sole responsibility of the Contractor.

2.6.3 JMS Minimum Maintenance Support Services Requirements

A. Maintenance Support Agreement

Contractor shall provide software maintenance and technical support for the initial term and for any option to renew period.

During the term(s) of the Maintenance Agreement, Licensor agrees to provide the County with standard software maintenance services and technical support covering, at a minimum, the requirements set forth below.

B. Standard Software Maintenance Services

1. The Contractor shall provide it's most recent release.
2. Corrections of substantial defects in the Software ("System") so that the System will operate according to specifications to be resolved as Severity Level 1. (See Technical Support Services under Maintenance and Technical Support, Functional Requirements, Network and Transaction Load Test).
3. Periodic updates of the System that may incorporate:
   a. Corrections of any substantial defects;
   b. Fixes of any minor bugs; and,
   c. Fixes due to any conflicts with mandatory operating system security patches, to be resolved as Severity Level 1; and,
   d. At the sole discretion of Licensee, enhancements to the System.
4. Updates to the system must be provided as determined by legally mandated requests.
5. Remote Server Access to any County server providing the application services either by Citrix SSL VPN, Encrypted Connection, or dedicated IP address; access will require prior approval from Miami-Dade County.
6. Maintenance of other non-production County environments, such as test and staging, will be included as part of support.

2.6.4 Minimum Training

Contractor shall provide all necessary training. The number of training classes include training 200 people over three (3) shifts (60 each shift and 20 for headquarters and the Training Bureau) to accommodate a twenty-four hour, seven day (24/7) a week workforce.

Class shifts are as follows:

- 7:00 AM – 3:00 PM
- 3:00 PM – 11:00 PM
- 11:00 PM – 7:00 AM

Classes are to be conducted within Miami-Dade County. The specific training sites are yet to be determined.

2.7 MINIMUM FUNCTIONAL REQUIREMENTS

As stipulated in the responses to charts submitted as part of this Solicitation.

The Contractor agrees to comply with all County requests relating to the verification of compliance to Section 2.0, Scope of Work.

2.8 Maintenance and Technical Support, Functional Requirements, and Network and Transaction Load Test

2.8.1 Technical Support Services

Technical Support

1. Help Desk Services
   A. Live support for "any issue" available from 7:00 AM – 7:00 PM (local time) Monday through Friday.

   B. Live support for "system down issues" available 24 hours a day, 7 days a week.

2.8.2 Network and Transaction Load Test

The Contractor will conduct a Transaction Load Test, which simulates the volume of transactions using performance testing tools provided with the Solution.

Prior to Final Acceptance, the Solution must pass the following mutually agreed upon Acceptance Tests: Hardware Functionality, Data Load, Module Functionality, Third-Party Integration, Reliability and Response Time Tests. Final Acceptance will be dependent upon a fully functioning, operational Solution as specified in this Agreement and Section 2.0 Part C, "Scope of Work."

Interface Specifications

1.	Vendor: ThinkStream Application: Automated Arrest Form Platform: SQL Server 2008 and Oracle Database 11g Enterprise Edition Release 11.2.0.2.0 – 64 Development Tool: Java employing ESB (Enterprise Service Bus) Keys: Armband Number, Jail Number, IDS, CIN, Police Case Number, Court Case Number (CJIS Case Number)
2.	Vendor: OTPS Application: AIM Platform: Microsoft SQL Server 2008 Development Tool: Microsoft Visual Studio 2010 for the ASP.NET interaction. Business Intelligence Development Studio (BIDS), included with Microsoft SQL Server. Keys: Control Number, Jail Number, CIN number, IDS Number, Name, Date, Police case
3.	Vendor: ARAMARK Application: Commissary, Personal Property, Inmate Banking, Grievances and Visitation Platform: SQL Server 2008 Development Tool: Microsoft Visual Studio with .NET Framework, with custom components/controls (i.e. signature pad, grids, etc.) Keys: Jail Number, CIN (Permanent number), First Name, Middle Name, Last Name, SSN, DOB, Gender, Race, Address, Book Stamp, Release Stamp, Building, POD, Cell Number
4.	Vendor: ITD Application: QMS Platform: Microsoft SQL Server 2008 Development Tool: Microsoft Visual Studio 2010 for the ASP.NET IBM Cognos BI 10 Keys: Armband Number, Jail Number, User ID, Municipality/Badge number of arresting officer, Station Id
5.	Vendor: ITD Application: PTS Platform: Microsoft SQL Server 2008 Development Tool: Microsoft Visual Studio 2010 for the ASP.NET IBM Cognos BI 10 Keys: Jail Number, CIN Number, Appointment Date, Date/Calendar Type/Shift
6.	Vendor: ITD Application: CJS Platform: CA-IDMS mainframe based DBMS running under MVS. IDMS Release 17.0. Development Tool: ADSO, IDD, IDMS COBOL Keys: Jail Number, CIN Number, Case Number, Name, IDS Number
7.	Vendor: ITD Application: IDW (Inmate Data Warehouse) Platform: Oracle Enterprise Edition Release 11.2.0.3 Development Tool: IBM Cognos BI 10 Keys: Jail Number, CIN Number, Case Number, Name, IDS Number, Incident Control Number.

8.	Vendor: CHS Application: MASS Medical Appointment Scheduler System Platform: (information needed) Development Tool: Keys:
9.	Vendor: CERNER Application: Electronic Medical Records) Platform: (information needed) Development Tool: Keys:
10.	Vendor: Orion Application: Staff Schedule Platform: Microsoft SQL Server 2008 R2 Development Tool: VB .NET and Dev Express Keys: Employee ID
11.	Vendor: Morphotrak Application: AFIS Automated Fingerprint Identification System Platform: MorphoTrak Printrak Bis 9.5. Development Tool: Keys:
12.	Vendor: DataWorks Application: Mugshot Platform: Microsoft SQL Server 2008 R2 (SP1) - 10.50.2500.0 (X64) Development Tool: Microsoft .Net Development platform Keys: Jail Number, Mugshot ID
13.	Vendor: MicroMain Application: Facilligence (preventive maintenance, inspections, track work orders and generate reports Platform: Microsoft SQL Server 2008 Software/Development Tool: Computer-Aided Facility Management System Keys: Facility, Service Ticket or Work Orders, Contact Name, email address, phone number
14.	Vendor: Sapphire Health Application: Inmate Pharmacy Platform: (information needed) Development Tool: Keys – Jail Number, CIN number (ftp file is sent to Sapphire Health with information from CJS) A record is transmitted when one of the following transactions are executed: a. Jail Number Assignment. b. Booking Entry. c. Booking Modify. d. Jail Cell Changes.
15.	Vendor: TimeKeeping Systems Incorporated Application: Guard Tour Systems Platform: (information needed) Development Tool: Keys:

16.	Vendor: Application: Platform: Development Tool: api's for .net Keys:	ITD GIS Oracle Enterprise Edition Release 11.2.0.3 ARCGIS Catalog, ArcMap, Visual Studio, ESRI Web ADF Address, X/YCoordinates
17.	Vendor: Application: Platform: Development Tool: Keys:	Sentinel Offender Services Omnilink (information needed)
18.	Vendor: Application: Platform: Development Tool: Keys:	Fleetmatics GPS Fleet Tracking Intelligence (information needed)
19.	Vendor: Application: Platform: Development Tool: Keys:	MDCR ISB Transportation Tracking SQL Server 2008, Release 2. .NET Employee ID, Jail Number
20.	Vendor: Application: Platform: Development Tool: Keys:	MDCR ISB Gain Time SQL Server 2008, Release 2. .NET Jail Number
21.	Vendor: Application: Platform: Development Tool: Keys:	MDCR ISB PIR(Primary Indicator Report) SQL Server 2008, Release 2. .NET Index code
22.	Vendor: Application: Platform: Development Tool: Keys:	MDCR ISB Boot Camp Cadet Tracking SQL Server 2008, Release 2. .NET Jail Number

Appendix A
Scope of Work

Miami-Dade County
Information Technology Department
Technology Model

Distributed Operating Systems	➢ Windows 2008 Enterprise Edition ➢ AIX 6.1 or Higher ➢ Ret Hat Linux As 6 Or Greater ➢ VMware ➢ Oracle Unbreakable Linux 5.3 Or Higher ➢ OSX
Mainframe OS and OLTP	➢ Z/OS 1.11- upgrading to 1.13 in July 2012 ➢ Z/VM Release 6.2 ➢ Z/Linux SUSE SLES 11 Or Greater ➢ CICS V4R1
Database	➢ Oracle Enterprise Edition Release 11.2.0.3 RAC Certified Systems (Enterprise Solution) ➢ AIX Oracle Non-RAC 11.2.0.2 ➢ MS SQL 2008 Enterprise 64 bit ➢ Oracle MySQL for Wordpress and PHP solutions
Hardware	➢ IBM Z Series mainframe (2 IBM 2098-E10/P03) – 7 LPARS – 2 VM partitions virtualizing Z/Linus Servers ➢ HP model servers with Integrated Lights Out (ILO) ➢ HP blade server with VIO option ➢ HP blade servers with CITRIX XenServer for XenApp virtualization ➢ HP blade servers with CITRIX Xen Server for XenDesktop virtualization Wintel servers with VMWare virtualization software ➢ HP Proliant dual core servers ➢ IBM pSeries servers (model 9119-FHA known as a p595) and IVR 9131-52A known as p520Workstations - preferred manufacturer (Dell) ➢ Thin Client Workstations – WYSE C10LE ➢ Mobile Devices – Blackberries, iPhone, iPad, Android
Network	➢ Fiber channel (BROCADE Fiber switches – Fe1, Fe2, Fe4, Fe40) ➢ TCPIP Communications Protocol ➢ Network Switches ➢ Telephone Switches ➢ Telephone Equipment ➢ DSL ➢ FiCon ➢ SolarWinds ➢ EdgeSight monitoring ➢ Remote locations connected to central County location with varying speeds from ADSL 256kbps to 1gbps for core sites ➢ Microsoft DNS ➢ Citrix SSL VPN ➢ Citrix Access Gateway
Storage	➢ Tier 1 SAN storage – IBM DS 8100, DS8300 ➢ Tier 2 SAN Storage – HP HSV SANS with Fiber Channel ➢ Tier 3 SAN Storage – HP HSV SANS with FATA high density low performance disk ➢ Tier 1 Tape Storage – SUN/STK SL8500 – 9940B Tape Drives ➢ Tier 2 Tape Storage – SUN/STK SL500 – LT02, LT04
Storage Management	➢ Veritas NetBackup 6.0 for all distributed systems backups ➢ Veritas Cluster Series ➢ Veritas Global Clusters ➢ Veritas Global Replicate

	➢ Veritas Volume Manager ➢ AIX Power-HA formerly HACMP 6.1 or greater ➢ IBM-HSM for mainframe backup and recovery ➢ Innovation FDR for mainframe backup and recovery ➢ CA/Disk for mainframe backup and recovery
Security	➢ RACF (mainframe security) ➢ Trend Anti-Virus for servers
Distributed Application Development	➢ ASP.NET ➢ Visual Studio 2008 (VB & C#) ➢ Rational Application Developer ➢ Rational App Scan ➢ .Net Framework 1.1, 2.0, 3.0, & 3.5 ➢ J2EE JDK 1.4 ➢ Objective-C for iOS SDK ➢ PHP5
Applications Desktop & Enterprise	➢ Microsoft Outlook 2007 or higher ➢ Microsoft Internet Explorer 7 & 8 ➢ MS Office 2007 or higher ➢ Citrix (Thin Client Access – Citrix Metaframe)
Enterprise Applications	➢ PeopleSoft ERP using WebLogic and Tuxedo ➢ ESRI software products for GIS (ArcGIS Server, ArcSDE, ArcInfo, ArcEditor, ArcIMS) ➢ Infor Asset Management ➢ WebSphere Voice Response (IVR) ➢ MicroSoft Exchange ➢ Electronic Document Management System
Middleware	➢ IBM MQ Message Broker and Workflow ➢ WebSphere Application Server 6.1 ➢ IIS 6.0, & 7.0 ➢ Microsoft Office SharePoint Server 2010 ➢ WebSphere Portal Server ➢ Shadow z/Services for CICS
Systems and Asset Management	➢ HP Insight Manager/SIM (for HP hardware management) ➢ HP Continuous Access Replicator ➢ MS SCOM, MS SCCM ➢ Enterprise Network & System Management o IBM Tivoli Monitoring o IBM Tivoli Network Manager o IBM Tivoli Netcool Omnibus o IBM Tivoli Composite Application Manager for Transactions o IBM Tivoli Composite Application Manager for SOA o IBM Tivoli Composite Application Manager for WAS o Tivoli Application Dependency Discovery Manager o IBM Tivoli Change and Configuration Management Database (Maximo) ➢ Scheduling Software Tivoli Workload Scheduler (OPC) – all platforms
Data and Information Management	➢ SQL Reporting Services ➢ IBM Content Manager OnDemand Online Reporting ➢ CA/Dispatch Online Report bundling/printing/viewing ➢ IBM Cognos BI 8.4 or 10 on Z/Linux for Business Analytics ➢ MetaManager
User Identification and Authentication	➢ Active Directory ➢ Tivoli Identity Manager ➢ RACF for Z/OS

Appendix A
Scope of Work

Miami-Dade County
Information Technology Department
Technology Model – Database Systems

Background:
ITD provides Database services for applications on five distinct DBMS platforms, of which only 2 are approved for new system development or implementation of new vendor packages.

- The CA-IDMS mainframe based DBMS running under MVS is available only for maintenance and minor enhancements of existing legacy applications.
- The IBM DB2 mainframe based system is a turnkey database used exclusively for On-Demand report management on the mainframe and further development is not allowed.
- The IBM UDB distributed database on the AIX platform is used exclusively as a turnkey DBMS in direct support of specific IBM products that do not support our standard new systems RDBMS platforms. No development is allowed on this RDBMS platform.
- For new system development or implementation of vendor packages the two DBMS platforms are MSSQL and Oracle. An architectural review would be needed to determine the best DBMS platform for any given application. Factors used to determine the best DBMS platform include, but are not limited to, number of users, data type, total database size, transaction counts, DR, COOP, HA and multi-site co-processing requirements, integration(s) with other systems, internet vs. intranet usage, mainframe legacy interface, and reusability of existing enterprise components.
    - The MSSQL DBMS runs on the Windows 64 bit platform.
    - The Oracle RAC RDBMS system on the Redhat Linux; non-RAC Oracle DBMS runs on AIX platform. Application databases that are CPU and/or I/O intensive are best suited for the AIX Oracle platform.

ITD Infrastructure
Current Technology Model
Database Systems

Current Release Levels by Product:

IDMS	IDMS Release 17.0 running on IBM ZOS release 1.11 moving to 1.13
DB2	DB2 Release 8 running on IBM ZOS release 1.11 moving to 1.13
UDB	UDB Release 8 to 9 running on AIX release 5.3 moving to 6.0
MSSQL	MSSQL Enterprise 64 bit running on Windows 64 bit HP Servers
Oracle	Oracle Enterprise Edition Release 11.2.0.3 RAC Certified Systems running on Linux Redhat release AS 6 or higher on HP servers or AIX release 6.1 Oracle Edition Release 11.2.0.2– Partitioning is not available.

Current Infrastructure Configuration:
For purposes of this document the IDMS DB2 and UDB infrastructure configurations will not be described since new development or new systems installations are not authorized on these platforms.

MSSQL
The current County-wide shared platform consists of:

- In the Production environment 2 sets of clustered servers each consisting of 2 HP servers with 2 dual core processors running Windows 64 bit and MSSQL 64 bit.
- In the Test environment 1 set of clustered servers consisting of 2 HP servers with 2 dual core processors running Windows 64 bit and MSSQL 64 bit.
- Planned implementation of a mini-warehouse cluster consisting of 2 HP servers with 2 dual core processors running Windows 32 bit and MSSQL 32 bit. This platform will also support legacy link services between MSSQL to Oracle. Due to the inherent stability issues of this type of link

service, current legacy systems requiring this service are located in this infrastructure with lower than 95% availability expectations.

- Planned implementation of a small Disaster Recovery Stand-by cluster to be located at the NAP consisting of 2 HP servers with 2 dual core processors running Windows 64 bit and MSSQL 64 bit.

Current Infrastructure Configuration:

Oracle
The current County-wide shared platform consists of:

- Two Production Multi-Node Oracle RACs consisting of multiple HP 2 dual core servers running Redhat Linux for DBMS systems that fully conform to County standards of operation.
- One Test Multi-Node Oracle RAC consisting of multiple HP 2 dual core servers running Redhat Linux.
- One planned Production Multi-Node RAC consisting of multiple HP 2 dual core servers running Redhat Linux for DBMS systems that do not fully conform to county standards of operation.
- One planned Test Multi-Node RAC consisting of multiple HP 2 dual core servers running Redhat Linux for DBMS systems that do not fully conform to County standards of operation.
- One planned Production Standby and Co-processing Multi-Node RAC consisting of multiple HP 2 dual core servers running Redhat Linux located at the NAP for DBMS systems that require either standby Disaster Recovery operations or require full 24x7 co-processing systems.
- Two planned Production Multi-Node Oracle RACs consisting of multiple HP 2 dual core servers running AIX for DBMS systems that fully conform to County standards of operation.
- One planned Test Multi-Node Oracle RAC consisting of multiple HP 2 dual core servers running AIX.

Within the County-wide Oracle platform customers may select service levels as follows:

- Standard availability 7 a.m. to 7 p.m. Monday to Friday – Non Mirrored Storage
- Standard availability 7 a.m. to 7 p.m. Monday to Friday – Mirrored Storage
- 24 x 7 availability - Non Mirrored Storage
- 24 x 7 availability – Mirrored Storage
- 24 x 7 availability – Mirrored Storage – with offsite standby databases
- 24 x 7 availability – Mirrored Storage – with two site co-processing databases

The County also maintains application specific infrastructures in the AIX and SUN Solaris environment for specialized use systems such as GIS, EDMS, ERP and the like.

Appendix A
Scope of Work

ITD Infrastructure
Current Technology Model
Database Systems

Restrictions of Use:
The following general restrictions of use apply to all platforms.

- Access to Production is locked down for access by pre-programmed application sets only.
- Application systems or users are not authorized the use of system administrator or database owner privileges in the production or test environments. Database or Schema Owner privileges are allowed in the test environments when requested.
- Users connecting to the database through the applications must do so with a unique user-id known to the DBMS system. The application must encrypt the password in such a way that the particular user id cannot be used for logon through some other third party tool using an ODBC connection such as Toad or MS Access.
- Databases or portions thereof may not be transported offsite or copied to test systems without the expressed authorization of the ITD Security Administrator.
- The database infrastructure is dedicated exclusively to managing requests for data contained in the database. Application program sets are not authorized execution in DBMS specific infrastructure. Limited availability of an application specific FTP area will be considered when no other option is available.
- All systems are subject to review and possible denial of service of high resource using SQL statements that impact other users or applications. The database support staff is available to assist application developers in pinpointing problem areas and suggesting possible improvements or design changes to alleviate these high resource SQL queries.
- Any application whether vendor supplied or developed by County staff must provide certification of use on new vendor releases or patches no more than 90 days after the DBMS provider announced General Availability Date. Any DBMS vendor security patch must be immediately certified for use by the application and will be applied as soon as is feasible upon DBMS vendor release.
- The County will not provide support to any database that is not on the current supported release level of the DBMS vendor.
- Storage for databases are provided exclusively through SANs (Storage Array Systems) provided by both HP and IBM devices.
- Images and text documents are not authorized for storage in a database.
- Changes to Production must follow currently published ITD Change Management procedures.
- For the convenience of our customers and for planning purposes a service lead time table is provided for the typical requests for service at http://database
- See Database Security Policies for further usage restrictions.

Appendix A
Scope of Work

ITD Infrastructure
Current Technology Model
Database Systems

Restrictions of Use (cont.):

MSSQL

- Previously known as DTS processing now under the name of SSIS (SQL Server Integrated Services) is not a clustered application. Therefore availability of this service is not guaranteed.
- Mirrored storage is not provided in the MSSQL infrastructure.
- Link services between SQL to Oracle are not provided – (however Oracle to SQL link services are provided).
- SQL Report services are not supported as an operational component within the County-wide SQL database infrastructure.

Oracle

- All Systems targeted for the RAC must be RAC Compliant at the current release level supported by the County infrastructure.
- Only Oracle features available from the Oracle Enterprise Edition are available for use. The Oracle Key Features Summary (below) outlines those features that are currently supported.
- Standby and co-processing databases are limited to like infrastructures for the master and standby systems or the co-processing infrastructure.

Oracle Key Feature Summary	Enterprise Edition
Windows	Not Supported
Linux	Supported
Unix AIX	Supported
64 Bit Support	Supported
Total Recall	$Option
Active Data Guard	$Option
Fail Safe	Supported
Flashback Query	Not supported
Flashback Table, Database and Transaction Query	Not supported
Oracle Secure Backup	Not supported
Server Managed Backup and Recovery	Supported
Real Application Clusters	Supported
Integrated Clusterware	Not supported
Automatic Workload Management	Not supported
Java, PL/SQL Native Compilation	Supported
Oracle Database Vault	$Option
Oracle Audit Vault	Not supported
Oracle Advanced Security	$Option
Oracle Label Security	$Option
Secure Application Roles	Supported
Virtual Private Database	Supported
Fine-Grained Auditing	Supported
Proxy Authentication	Supported
Data Encryption Toolkit	Supported
Oracle SQL Developer	Supported
Application Express	Not supported

Java Support	Supported
Comprehensive XML Support	Not supported
PL/SQL and Java Server Pages	Supported
Comprehensive Microsoft .Net Support, OLE DB, ODBC	Supported
Real Application Testing	$Option
Enterprise Manager	Supported
Automatic Memory Management	Supported
Automatic Storage Management	Supported
Automatic Undo Management	Supported
Advanced Compression	$Option
OLAP	$Option
Partitioning	$Option
Data Mining	$Option
Transportable Tablespaces, Including Cross-Platform	Not supported
Star Query Optimization	Supported
Information Lifecycle Management	Not supported
Summary Management - Materialized View Query Rewrite	Not supported
Oracle Warehouse Builder	$Option
Oracle Streams	Supported
Advanced Queuing	Supported
Workflow	Not supported
Distributed Queries/Transactions	Supported
XML DB	Not Supported
Multimedia	Not supported
Text	Not supported
Locator	Not supported
Spatial	$Option
Secure Enterprise Search	Not supported
Oracle Content Database	$Option

* Supported = Currently supported by the County
* Not Supported = Currently not supported by the County - Additional Funding may be required for Support Staff.
* $Option = Currently not supported by the County - Additional Funding for Licenses and Support Staff Required

Miami-Dade County
Information Technology Department
Hosting Requirements

ITD will provide Enterprise Hosting Facilities and Technical Support to the Customer for monitoring and maintaining operations of infrastructure environments to include Application support.

Concept of Operations

- Refer to *Technology Model* document for supported hardware/software components.
- Changes to the Production environment shall be introduced through the change management procedures as described by the section *Change Management Process* in this document.
- The Customer's Test and Staging Environments will be hosted and supported by ITD; notification of downtime will be provided with as much advance notice as possible.
- All user-ids must be unique and created using the Miami-Dade County Central Registration System (CRS).
- Requested modifications in a shared environment may be restricted during prime time given their potential requirement for large system resources to execute. Changes of this nature will be scheduled at a time mutually agreed upon.
- Applications to be deployed to the Websphere Application Server (WAS) environment must be packaged for deployment using the Websphere Deployment Manager. For preparation of applications to be deployed on WebSphere Application Server see: *http://publib.boulder.ibm.com/infocenter/wasinfo/v6r0/index.jsp?topic=/com.ibm.websphere.express.doc/info/exp/ae/tatk_create_ear.html*
- ITD does not offer any type of remote shell access under any circumstances, including TELNET, Secure Shell Protocol (SSH), Secure File Transfer Protocol (SFTP) or Secure Copy Protocol (SCP).
- ITD is restricted from implementing changes during periods of "moratoriums" such as during countywide Elections and Tax Collection season. These moratorium periods are well established ahead of time and enforced through the *Change Management Process.*
- Contractor and contractors will be made aware of previously established production on-call procedures and will be asked to comply with them.
- Contractor must provide minimum hardware requirements.
- Contractor must provide recommended architecture.
- Contractor must have in-house staff with knowledge on technologies listed on the *Technology Model* document for system set-up and support.
- For vendor owned equipment housed in County facility (co-located) where the vendor supports and maintains the equipment while the County provides electricity, air conditioning and may swap out tape trays for backups:
    - For Intel-based equipment
        - Equipment must be rack mountable.
        - County can provide virtualized servers within the shared services infrastructure based on vendor supplied configurations.
    - For non Intel-based equipment
        - An environmental analysis will need to be conducted before the County can determine if space and the associated environmental requirements are available.
    - Internal Service Department (ISD) will provision electricity at an associated cost.
    - All the currently billable costs for network connectivity to Metronet still apply.
    - County does not endorse equipment that requires stand-alone tape backup trays and prefers that the Contractor solution can be integrated within the existing Veritas NetBackup shared infrastructure.

UNIX/Linux Environment

- Administrator and UNIX/Linux root privileges are limited to ITD Technical Support staff.
- rootvg volume group will not be used to house any databases or any non-operating system data. Databases, application data and logs will be stored in file systems created outside of rootvg.
- Installation of software that needs to be installed as root needs to be performed by or conjunction with ITD Technical staff.
- Application software is prohibited to run as root.
- O/S rootvg will be mirrored between 2 different physical disks.
- Applications must supply Startup and Shutdown scripts for both normal Startup/Shutdown and Emergency Shutdown.
- All connectivity to servers is accomplished through SSH. The following protocols are disabled Telnet, rsh and rcp.

Database Management

- Access to the Production database environment with DBA/SA privileges is limited to the ITD authorized database support.
- It is the responsibility of ITD DBA staff to migrate new database objects to the production database (at times deemed appropriate).
- The application must encrypt the password in such a way that the particular user-id cannot be used for logon through some other third party tool using an Open Database Connectivity (ODBC) connection such as TOAD or Microsoft (MS) Access.
- Databases or portions thereof may not be transported offsite or copied to Test systems without the expressed authorization of the ITD Security Administrator.

Disaster Recovery

- Unless special provisions are made in advance for the implementation of Disaster Recovery/Business Continuity measures, Customer understands that recovery of IT hardware or data assets from this facility may not be possible. If recovery at ITD is possible, it will be on a best effort basis.

Security Requirements

- Operating system security patches are applied as soon as they are made available through an automated process. Custom patching windows can be created to accommodate availability needs.
- All systems will undergo initial application and host vulnerability scans, prior to being placed into production. High severity applications and systems vulnerability issues identified must be corrected prior to the system being placed into production. The County utilizes multiple vulnerability scanning products including but not limited to Qualys, WebInspect, Rational AppScan and MetaSploit.
- Regularly scheduled periodic rescans will be performed on the system and any deficiencies or vulnerabilities identified must be immediately remediated.
- Application vulnerability rescans must be requested of all new or updated application code prior to release to production. All critical vulnerabilities must be remediated before the application code will be authorized to be migrated to the production environment.

Software Release Levels Supported

- All Contractor-supplied software supported by ITD must have an active maintenance agreement and must be kept up to current release levels. Operating system security patches are applied as soon as they are made available

Software License Renewal

- ITD will manage all infrastructure licensing and maintenance contracts. Versions of software which are not supported by the Contractor will not be supported by ITD.

Application Test/Staging Environment

- All systems must have at least a Production and Test environment.

- A Staging environment is recommended when multiple versions of system software and applications are required.
- A separate reporting, batch or Staging environment can be established where there is a need and the budget allows it.

- Production and Test server-side software installation and upgrades will be performed by ITD staff and will follow ITD's *Change Management Process*
  - Maintenance services will include correction of any defect affecting any of the components of the infrastructure. Resolutions of problems may be delivered in the form of a patch, maintenance update, procedural work around or installation of a new release. Some corrections may be required to be implemented immediately. In those instances, the *Change Management Process* may be expedited. Changes or patches dealing with Security vulnerabilities are expedited and must be treated as very high priority.
- Support services for the Test/Staging environments are available through ITD with on-site support between the hours of 8 am and 5 pm Monday through Friday, excluding County Holidays, unless coordinated in advance. The Application Test database environment is available with support from the on call staff from 7 am to 7 pm, Monday through Friday, excluding County Holidays, unless coordinated in advance. The Test databases are restricted environments; schemas passwords are not published. The Staging database is not restricted; schema passwords are published.

Preventative Maintenance and System Upgrades

- The lengths of outages for non-routine maintenance are determined by the requirements of the maintenance procedure. Each outage will be planned and discussed at the weekly Hardware/Software Meeting held every Wednesday morning at 9 a.m. in the ITD Command Center Conference Room.

- All requests for software or hardware upgrades will be addressed in the Hardware/Software Meeting and must include a detailed plan.

Change Management Process

All requests to modify the Production and Test environments, such as for new Application releases and patches will require a *Change Management Request* form to be submitted using the system of record at the time which includes a description and schedule of the change, outage period, areas impacted, back out plan and on call personnel.

Security

- Contractor shall:

- Provide the ability for each user to be uniquely identified by ID.
- Provide basic authentication through use of passwords.
- Provide the ability to enforce password expiration.
- Provide the ability to require automatic password expirations when initially assigned or reset.
- Provide ability to configure password parameters such as password lengths, user access to expiration settings and other behaviors, enabling alphanumeric characters, etc.
- Provide the ability to encrypt transmitted data and authentication information over internal and external networks.
- Provide support for Secure Socket Layer (SSL) 128 bit and 256 bit encryption.
- Provide a password database encrypted in storage.
- Provide ability to protect audit logs from unauthorized access.
- Provide ability to log activities performed by specific user ID and IP address and to date-time stamp all activities.
- Provide ability to identify and log all subsequent access points to ensure accountability is maintained throughout session.
- Provide ability to limit concurrent sessions.

- Provide ability to log changes to administrative functions.
- Provide ability to automatically archive audit logs.
- Provide ability to set an unsuccessful access attempt limit and suspend IDs after reaching the unsuccessful access threshold.
- Provide ability to send alerts to administrators for unauthorized access attempts.
- Enable automatic logoff of ID after a defined period of session inactivity, and perform subsequent re-log-on password authentication.
- Provide ability to lock out user or group ID by date or time.
- Provide centralized administration, user authorization, registration and termination.
- Data that is protected through encryption is an individual's Personally Identifiable Information (PII). Items that may be considered PII include, but are not limited to, a person's:
  - Full name (if not common)
  - Social Security Number or National identification number
  - Telephone number
  - Street address
  - E-mail address
  - IP address (in some cases)
  - Vehicle license plate number
  - Driver's license number
  - Face, fingerprints, or handwriting
  - Credit card numbers or credit card account information (billing address, account name, expiration date etc.)
  - Bank Account Routing (RTN) and Account numbers
  - Digital identity

Geographic Information System (GIS)

- ArcGIS/CITRIX Applications
  - Local application data that requires read/write access must be stored/and accessed from the centralized ITD CITRIX file shares. The application can not require the end user to write to the servers' hard drive.
  - End user application customizations must be stored in the end users profile under documents and settings.
  - Applications (including ArcGIS desktop extensions) must be compatible with 32bit as well as 64bit Windows Server operating systems.
  - Source code must be available.

- ArcGIS Server/ArcIMS Web Applications
  - Application must work with current version of ArcGIS Server/ArcIMS running in production servers or a newer planned upgrade version.
  - All applications should access data from ITD ArcSDE servers, and only specific datasets should be stored locally. A process should be implemented if data needs to be refreshed.
  - All errors should be written to a log folder in corresponding website directory created for each GIS application.
  - If application is found to contain errors that render it unusable or that present erroneous or misrepresented data, the GIS Web administrator will remove it immediately from production until such time as the application is fixed and tested successfully.

- ArcGIS/ArcSDE Geodatabase Editing Applications
  - All applications must work with the same version of the ArcGIS desktop suite that the County is using in its enterprise production environment or a newer planned upgrade version.

- Editing applications should be integrated with Miami-Dade Editing Extension in order to leverage the County's geodatabase versioning mechanism. ITD will provide documentation and required technical support.
- Editing applications should be deployed through CITRIX technology. If CITRIX is not a viable solution, the user department is responsible for the installation, maintenance and upgrade of software in users' workstations.
- The GIS ArcSDE geodatabase being edited by the hosted editing application should be loaded in a development instance and fully tested prior to its production implementation. ITD GIS staff will be responsible for loading the data from the development instance to production. A copy of the ArcSDE enterprise architecture document will be provided before data loading.

- Batch Server Jobs
  - Batch jobs must work with current version of ArcGIS desktop/SDE suite running in production servers or a newer planned upgrade version.
  - All batch jobs must comply with the GIS standards for jobs development and ITD job naming conventions and scheduling procedures.
  - Any temporary data should be created in the designated batch job folder within the Scratch Area.
  - All errors should be written to a log folder in corresponding job directory created for each batch processing job.
  - All applications should access data from ITD ArcSDE servers, and only specific datasets should be stored locally. A process should be implemented if data needs to be refreshed.
  - Jobs should be tested thoroughly in the development environment before a change management request is submitted to move job/job related components to the production batch processing servers.
  - All changes to batch processing jobs in the production environment should be requested via change management procedures and should be implemented by the assigned GIS staff.

Training Requirements for MDCR Staff

MDCR anticipates training 200 users, 60 for each of three shifts and 20 from headquarters and the Training Bureau – training classes are to be conducted within Miami-Dade County. The specific training sites are yet to be determined.

Global Tel*Link Corporation
www.gtl.net

Corporate Headquarters
12021 Sunset Hills Road
Suite 100
Reston, VA 20190

Operations Center
107 St. Francis Street
32nd Floor
Mobile, AL 36602

April 3, 2014

Andrew Zawoyski CPPO
Chief Negotiator
Miami-Dade County
Internal Services Department
Procurement Management Services
111 NW 1st Street
Suite 1300
Miami, Florida 33128-1974

RE: RFP No 847 - Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

Andrew

Please find the attached items requested from GTL during negotiations for RFP No 847 - Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System.

This includes all supplemental information, the preliminary SOW and implementation plan

Should you or your team have any questions please let me know

Regards

Don Eades
GTL
6143 Braidwood Lane
Acworth, GA 30101
770-329-2113
deades@gtl.net

Items for RFP 847 Payphone, Inmate Telephones and JMS from GTL

- GTL agrees to place new payphones at the locations with emergency call boxes
  - Gwen Cherry Park 2 Phones
  - Concord Park 2 Phones
  - Women's Park 2 Phones
  - Tropical Park 2 Phones
- GTL agrees to place public payphones at the below location:
  - Children's Courthouse Amount of Payphones TBD
- GTL agrees to provide Miami-Dade County ("MDC") with 8 Cell Cense Units will become property of MDC.
- GTL agrees to a Video Visitation Pilot with the free GTL Scheduling Software provided to MDC by GTL for the Public Defender's Office to schedule appointments.
- GTL agrees to co-locate the Inmate Phone System and the Jail Management System main equipment and server equipment at the Miami-Dade County ICFB Data Center facility located at 11500 NW 25th Street, Miami Florida, 33172. The price quote to GTL per rack is in accordance with the published rates in the Miami-Dade County budget manual and is subject to change based on the adopted budget manual rate annually. The current monthly rate is $1,400 includes, cage, power, redundant power, battery back-up 24/7/365 security fire suppression and card swipe access by GTL approved personnel only. GTL personnel must pass MDC police back ground check in order to be granted access in accordance with MDC guidelines.
- GTL agrees to monthly recurring charges for use of County-owned fiber network services to communicate between County owned facilities and the co-located Inmate Phone System and the Jail Management System main equipment and server equipment at the Miami-Dade County ICFB Data Center facility located at 11500 NW 25th Street, Miami Florida, 33172. The price quote to GTL per circuit is in accordance with the published rates in the Miami-Dade County budget manual and is subject to change based on the adopted budget manual rate annually.

FY13-14 Telecommunications Monthly Rates	
Service	**Rate**
County Fiber – T1 (1.54Mb/s) Point-to-Point	$250
County Fiber –10 Mb/s Ethernet	$850
County Fiber –100 Mb/s Ethernet	$1,400
County Fiber –1,000 Mb/s Ethernet	$2,500

- GTL agrees for the Inmate Telephone Leave Behind Solution (That contains call recordings from the previous GTL Inmate System) to be located at Internal Investigations at the current address.
- GTL will provide Miami-Dade County with 10 Laptops for use with the Inmate telephone System and will become property of MDC.
- GTL agrees that the inmate telephone call recordings will be the property of MDC.
- GTL will provide a training video of the ITS system for the staff and users of the system.
- GTL will provide MDC a Scope of work with the high level milestones (Please see attached) GTL will work with MDC to create a detailed, complete scope of work plan after contract award and meeting with MDC. This includes the project plan for the JMS and for the Inmate Telephone System.
- GTL requests that MDC assign a dedicated team for the JMS project and MDC define the reporting structure of their team.
- GTL will work with all 3rd parties involved with the JMS and will leverage our expertise in working with multiple 3rd party vendors to ensure completion of the JMS project. GTL will on occasion request the assistance of MDC to leverage their relationship with some 3rd parties should such need arise.
- GTL will provide a development team to meet any custom modifications as agreed to in the Contractors Proposal. Please see attached list of people that will support this OMS project.
- GTL will provide a full time support person for JMS post implementation support for the term of this Agreement.
- Please see attached defined customer service roles and procedures.

- GTL will provide a monthly status report that lists all deliverables for both GTL and Miami-Dade County that will provide updates to the JMS project, provide a percent complete as well as any items that are determined critical in Red that could place the item or project in jeopardy. GTL and MDC will determine the amount of response time for both parties in order to keep the project on track and any consequences if dates and deliverables are not met. Please see a sample status report.
- GTL will provide a minimum of 13 people to assist with and manage the Jail Management System Project (See attached)
- GTL will add Miami-Dade County as escrow agent for JMS for the term of this Agreement:

  Eberhardt Law Offices
  207 Lakemont Park Boulevard
  Altoona, PA 16602

- GTL will provide CorEMR as a 3rd party Medical Provider as listed in the RFP. MDC would need to sign a 3rd party agreement with CorEMR if this module is utilized by MDC.
- GTL will provide MDC with a Technology Fund of $100,000 for peripheral equipment purchases related to this RFP otherwise not previously or specifically mentioned. This includes the purchase of bar code readers, scanners or OMS related equipment that will be compatible with the OMS as needed by MDC. Tablets for use with the OMS can be purchased but at this time have limited function and applications at this time with the JMS. GTL will be glad to discuss further with MDC the use of tablets and will keep MDC updated as to our progress in functionality of the tablets. All equipment purchased with this fund will become property of Miami-Dade County.

- GTL will provide MDC with 7 printers for use with the JMS system that will become the property of MDC.
- GTL also commits that all modules included in contractors proposal will be available for use by MDC for current releases or any future releases.
- GTL has revised our original total maintenance estimated cost (In contractors proposal) from $1,800,000 to $2,700,000 based on additional information gathered during negotiation meetings with MDC.
- GTL commits to MDC to provide JMS maintenance and support at no additional cost to MDC during the initial contract term or during any renewal period specified under the contract. Should MDC elect not to exercise extensions to the contract, MDC will need to pay the annual cost of JMS maintenance and support. The cost is $686,800 annually. The annual cost provides maintenance and support for GTL's JMS product and third party solutions used in conjunction with it. The annual cost is subject to reduction for any third party solution that MDC's elects not to continue with.

- Possible modules that could be utilized by Miami-Dade County JMS are as follows:

  Accounting
  Commissary
  Grievances
  Release
  Scheduling
  Gang

  Further analysis would need to be conducted for potential module use. MDC will have full use of all GTL OMS modules at no further license fee cost. Any modification or interfaces outside of the scope of services cost would be reviewed.
- The official name of the GTL JMS system is the *Offender Management System Evolution* (OMSe)

Information Technology Department
Field Services Division
Miami-Dade Parks – Emergency CALL BOXES

The following Parks locations need install GTL payphones:

Gwen Cherry Park: **2591 NW 71st Street**

Two Call Boxes: East side 786-524-2261 and West side 786-524-2262

Concord Park: **SW 32nd St. SW 114th Ave.**

Two Call Boxes East side 786-427-9228 and West side 786-427-9296

Women's Park: **10251 West Flagler**

Two Call Boxes East side 786-493-6219 West side 786-493-3293

Tropical Park: **7900 SW 40th Street**

Two Call Boxes North side 786-338-1125 and South side 786-338-1126

Overall comments:

Total eight emergency call boxes are required for immediate installation upon award of contract. The primary purpose will be to provide public with emergency call capability from these selected Parks sites.

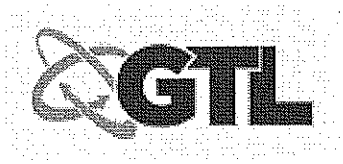
John Concepcion, Division Director
Miami-Dade County Information Technology Department
5680 SW 87 Avenue • Miami, Florida 33173
305-596-8368 Phone
www.miamidade.gov/itd
"Delivering Excellence Every Day"

TO USE:
USAR:
YOU ARE AT
CONCORD PARK
SW 114 AVE. & SW 32 ST.
AT N.W. CORNER OF PARK
BY BASKETBALL COURT.

Miami-Dade County, Florida
Offender Management System

Statement of Work

Drafted by:



GTL
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Mobile, AL 36607

Document Control

Change Record

Date	Author	Version	Change Reference
2/21/2014	Jim Bradley	Draft	Draft
2/21/2014	John Lowry	Updates	Added detail for custom mod/interfaces, caveatsfor the server hardware, removed "confidential"., added page numbers
3/17/2014	Jim Bradley	Updated	Updated project plan with revised contract execution date.

Distribution

Name	Position/Organization
Todd Stutts	GTL – Vice President - Southeast Sales
Don Eades	GTL - Account Executive
Tim Lee	GTL – OMS Development Group Leader
John Lowry	GTL – OMS Product Manager
Jim Bradley	GTL - Executive Director, Application Software Delivery and Technical Support
TBD	GTL – Project Manager
TBD	Miami-Dade County – Project Manager

Legal Notices and Terms of Use

GTL has prepared this document specifically for Miami-Dade County, FL. The contents of this document are confidential and proprietary to GTL. The contents are intended for use by Miami-Dade County, FL to evaluate GTL's Statement of Work, and may not be used in any other manner without the prior written approval of GTL.

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Offender Management System Implementation
Statement of Work
Miami-Dade County, FL

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Statement of Work
Miami-Dade County Jail

1 Project Approach

1.1 Project Phases

The GTL implementation methodology includes five project phases – initiation, planning, execution, control and closeout.

1.1.1 Project Intiation

The first phase of the project, the Project Initiation begins immediately after the contract is awarded. Appropriate Project Manager and Core Project Team are assigned responsibility to the project and the contract is studied to insure all proper steps will be taken for a successful installation.

1.1.2 Project Planning

The second phase of the project, Project Planning, follows the Project Initiation Phase and is considered to be the most important stage in project management. Time spent on proper planning saves hours in the remaining phases and insures the most efficient project completion.

1.1.3 Project Execution

The largest phase of the project, the Project Execution phase includes the hands-on activities of system installation. Working in partnership with the Implementation Team designated by the facility, all needed activities required for a successful installation can take place. The members of the facility participating in the Implementation Team typically include a Project Lead, an Information Technology contact and a Correctional Subject Matter Expert.

IT Readiness: During the Execution Phase, the system and network architecture will be assessed. GTL engineers, along with County IT staff, will review the current configuration options, provide recommendations and assist with configuration where necessary.

Data Conversion: Initial data conversion activities are performed at this time. Using the data obtained in the initial import and the data mapping scripts developed by the data analysts, the existing system is converted into the form used by GTL systems and is validated for accuracy.

Business Analysis: During the business analysis component, current business processes are reviewed. to see how the GTL OMS can assist in making the business processes more efficient and effective. A Gap Analysis will be performed to identify, prioritize and determine how best to conduct system and application configuration to close any gaps. User Requirements will be identified and documented. Upon completion, the facility implementation team can complete the steps outlined to tailor the Offender Management System to the facility's business, including configuration of employee accounts, code tables, system parameters and facility workflows.

Integration: The GTL OMS has the unique ability to integrate with many of your existing systems. This can eliminate duplication and reduce data entry errors. GTL will work with all parties to develop the mechanisms necessary to integrate your system with the GTL OMS.

Custom Modifications: Custom Modifications follow a traditional Waterfall Methodology, with the Business Analyst acting as the liaison between the customer and the GTL Design/Development Team. Through a combination of onsite visits, conference calls, and technical exchange meetings, a Functional Specification will be created and serve as the blueprint to which the GTL Staff will develop.

The specification is then reviewed and refined in an iterative manner until both the customer and GTL are satisfied that the requirements have been captured and described to a level of granularity that is sufficient to proceed with development.

Validation: GTL will perform validation based on the previous process mapping and validation planning components. Acceptance documentation can include pass/fail, observed results and screen shots.

Training: Critical to the success of your implementation is the training of employees and officers who must use the system. During the planning phase, GTL will design role-based training to ensure that employees can use the system efficiently. During the execution phase, training curriculum is finalized and end user training is delivered.

1.1.4 Project Control

The final steps leading up to the Go-Live status is the largest component of the Project Control phase of the project. The Pre-Production checklist is reviewed for

completion and any remaining questions are addressed. At this point the activation of the system occurs and initial Production tasks are performed. Activity is monitored over a pre-determined period of time to assure a Smooth Transition from existing system to the Offender Management System.

1.1.5 Project Closeout

At the end of the project GTL will work to ensure that you obtain the results that you originally intended when you embarked on the project. Final documentation is compiled, lessons learned are reviewed and the customer is transitioned into steady state support and maintenance.

1.2 Configuration and Change Management

Configuration and Change Management is a process that helps to control the various artifacts produced by various personnel on the project. This includes identifying configuration items, restricting and auditing changes made to them, and defining and managing the configuration of the items. A samples change request form is included in Appendix A.

1.3 Overview of Project Schedule

Milestone	Duration	Deliverable
Contract Executed	TBD	• Signed Contract
Project Initiation	60 Days	• Kickoff Meeting • Project team identification
Project Planning	135 Days	• Project Plan • Communication Plan • Architecture Plan • Training Plan • Test Plans
IT Readiness – Hardware / Infrastructure	120 Days	• Hardware procurement • Hardware installation • Software installation • Business continuity plans
Data Conversion	450 Days	• Data Mapping • Data Migration
Business Analysis	230 Days	• Business process review • Gap analysis • System configuration
Custom Modifications	250 Days	• Functional specification documents • Custom development • Validation /acceptance
Interfaces	400 Days (after final interface definitions for each interface)	• Interface design • Interface development • Validation /acceptance
User Acceptance Testing	30 Days	• System validation/acceptance
Training	45 Days	• System administrator training • End user training
Go-Live	1 Day	• Miami-Dade County live on OMS in production environment
System Acceptance	45 Days	• Final acceptance period has been met/system fully accepted as designed

2 Contract Deliverables

2.1 Hardware

Quantity	Description
2	MS SQL Standard Edition CPU Single Server Licence, Per Physical CPU [1]
2	MS SQL 24/7 – 10 Call Packet [1]
2	Database Server [1]
26	Application Server [1]
1	Utility Server [1]
2	Load Balancer [1]
2	UPS 1500 UA (Rack Mounted) [1]
2	Rack KVM, Cables, Misc [1]

1. GTL reserves the right to choose/change hardware configuration to provide equivelent solution for best cost with equal performance.

2.2 Custom Modifications

Modification	Description
Boot Camp (80 & 81)	Automation of paper Boot Camp forms.
Food Services (204-210)	Food Service Module per RFP.
Incident Reporting (213 & 218)	Allow up to two types of incidents per incident report and reroute work based on resource availability and role definition.
Inmate Tracking (267 & 268)	To be included in Transportation Module.
Mail Services (306)	Ability to provide automated tracking of inmate mail including electronic signatures from the time mail is received at the jail until it is given to the inmate
Transportation (490, 499 & 500)	Transportation Module per RFP. TSSB form
Visitation (18)	Capture additional information needed for Contractors/Volunteers. For example: Tracking tools brought in and taken out of the jail.

GTL commits that the above module modifications will be supported in future module releases.

2.3 Interfaces

Note: As described in Contractors Proposal, GTL commits to provide Bi-Directional Interfaces where needed.

Interface	Description
Thinkstream	One-Way inport of offender arrest data from Florida's state-wide AutomatedArrest Form (A-Form) System.
AIMS - OTPS	One-Way export of data to On Target Performace System's Administrative Investigations Management system. Data may include data inmate demographics and incident data for use by Internal Affairs.
Commissary - Aramark	Two-Way exchange of commissary, property, inmate banking, grievances, and visitation data to Aramark.
QMS - ITD	One-Way export of inmate location data to county's QMS system.
PTS - ITD	Two-Way exchange of case management data with the county's pre-trial system
CJS - ITD	One-Way export of inmate demographics and key dates for further processing within CJS .
IDW - ITD	One-way export of OMS data to the County's data warehouse.
MASS - CHS	Two-Way data exchange of inmate calendar information with the CHS' medical scheduling system.
EMR - Cerner	One-Way export of inmate demographic data toward eliminating duplicate data entry at the electronic medical records.
Staff Scheduling - Orion	One-Way export of staff demographic data to Orion.
AFIS - Morphotrak	One-Way export of inmate demographic data to the Livescan(s).
Mugshot - Dataworks	One-Way import of inmate photos for viewing within OMS
Facilligence - Micromain	One-Way export of activity log and incident data as related to facilities management.
Pharmacy - Sapphine Health	One-Way export of inmate demographic data toward eliminating duplicate data entry.
Guard Tour - Timekeeping Systems	One-Way import of cell check/rounds data into OMS.
GIS - ITD	Validate Addresses when entered into JMS.
Omnilink - Sentinel Offender Services	One-Way export of inmate demographic data to the Sentinel system.
GPS - Fleetmatics	One-Way export of inmate data for intelligence use.
Call IQ - GTL	One-Way export of inmate data for use by CallIQ for intelligence.
Release - JRS	One-Way export of release data to the future JRS or if no County JRS, use of OMSe Release Module with export to CJS.

Asset Management - EAM	Two-Way interface with county's assessment system for property issued/received from inmates/cadets.
Transport - MDCR	One-Way Import of data from Court Services to mark items as complete.
Gain Time - MDCR	One-Way import of adjustments (days off) to inmate sentences.
Finance - MDCR	One-Way export of OMS general ledger data to the county's finance system.
PIR - MDCR	BiDirectional Exchange of Statistics. OMS must be able to exchange data with PIR and Replace with an equivalent report.
Boot Camp Tracking System	One-Way export of inmate location data to the county's BootCamp system.
Courts - CSB	Two-Way exchange of inmate court data.
Food Services - FBS	One-Way export of inmate count data for meals
Jackson Health Systems - JHS	Two-Way exchange of injury and treatment data related to incidents. May also need to interface with CorEMR.
Content Management - ECM	Two-Way document management inertafce to provide iIndex data and/or links to content stored in the ECM.

3 Roles and Responsibilities

3.1 GTL Project Team Responsibilities

Role	Description	Name
Project Manager (GTL)	The GTL Project Manager is responsible for the overall management of any development of custom code and interface development, managing day to day project organization and sign-off of deliverables at GTL. GTL project manager will be a co-owner of the management of the Project Plan with the Miami-Dade County Project Manager.	TBD
Data Conversion Analyst (GTL)	The Data Conversion Team will execute the conversion routine, including the development of all script creation and building of the MS SQL database file	Todd James Todd.james@gtl.net
Data Conversion Analyst – Offender Management System (GTL)	The Data Conversion Analyst that will serve as the subject matter expert for the OMS database schema, including linking relationships among schema tables, table constraints, as well as any/all data mapping activities.	Bruce Lindsey Bruce.Lindsey@gtl.net
Offender Management System Development Group Leader (GTL)	The Team Lead Interface Developer will work with project management in assuring any modification or interface that needs developed meets the requirement as defined by the Business Analyst and Project Manager.	Tim Lee Tim.Lee@gtl.net
Application Specialist Group (GTL)	The Application Specialist Group will be responsible for the installation/configuration of the OMS application. In addition they will be responsible for the design and delivery of all training and essential material to be used for this project.	Breanne Rodgers brodgers@GTL.net

This section outlines the responsibilities of GTL, the prime contractor for the project.

- GTL will assign a project manager that will govern the project from contract signing until system acceptance.
- GTL will perform all data conversion activities, including but not limited to creation of conversion scripts and conversion testing. GTL will also assist in developing a process for passing iterations of the data conversion back and forth between GTL and Miami-Dade County. One of the objectives of this conversion process is ensuring that code table updates (as well as all updates to non-inmate related data – i.e., system parameters, user names, user groups

and their associated profiles, etc.) are maintained while inmate data is refreshed.

- GTL will act as the prime contractor and coordinate all implementation activities.
- GTL will establish an OMS production and a test/training environment at the Miami-Dade County.
- GTL will design, test, and install into production mode each interfaces from section 2.3.
- GTL will train application users on the OMS applications.
- GTL will conduct the work in an efficient and timely manner.
- GTL will coordinate the activities to bring the system into a live production state.
- GTL will provide onsite support for the initial live production period of the system, including go-live or "over the shoulder" support training during the initial live period.
- GTL will provide ongoing support and maintenance of the system GTL's standard service level agreement.

3.2 Review of Miami-Dade County Roles and Responsibilities

This section summarizes Miami-Dade County's responsibilities.

- Miami-Dade County will provide GTL a full time project manager to interface with the GTL assigned project manager.
- Miami-Dade County will assist in scheduling and arranging training classes and locations in conjunction with the GTL assigned project manager.
- Miami-Dade County will assist in user acceptance testing and data conversion quality assurance.
- Miami-Dade County will provide subject matter experts that are familiar with their functional business and technical requirements.
- Miami-Dade County will review and provide feedback when required in accordance with the timelines set forth in section 3.4 – Acceptance or Rejection Process.
- Miami-Dade County will designate an application administrator to work with GTL during the project. The administrator will participate with GTL team members in the completion of tasks such as report writing, code table setup, and security configuration so that effective knowledge transfer can take place. The administrator will maintain these tasks ongoing after system implementation.

- Miami-Dade County will provide GTL with appropriate access to the network, facilities, and personnel of the organization, including network VPN access.
- GTL will work with all 3rd parties involved with the JMS and will leverage our expertise in working with multiple 3rd party vendors to ensure completion of the JMS project. GTL will on occasion request the assistance of MDC to leverage their relationship with some 3rd parties should such need arise. Miami-Dade will provide a technical contact that can answer to interface protocols (i.e., web service, database procedure/trigger, etc.), interface file format (flat file, XML, etc.), as well as an overall proof of concept for each interface and the sets of data elements associated with each.
- Miami-Dade County will provide GTL with an appropriate data set in MSSQL file format or other format deemed acceptable by GTL. All data files will be submitted with appropriate field definitions and/or data dictionary.

3.3 Escalation Procedure

In the event of a dispute between project stakeholders regarding this SOW, the following escalation procedures will be used to resolve the dispute.

- Level 1 – Miami-Dade County and GTL personnel identified below will attempt to resolve dispute.

Miami-Dade County	**GTL**
TBD	TBD Project Manager 5000 Sixth Avenue, Suite 1 Altoona, PA 16602

- Level 2 – In the event the individuals cannot resolve the dispute at Level 1, the dispute will be referred to:

Miami-Dade County	**GTL**
TBD	Jim Bradley Executive Director, Application Software Delivery 5000 Sixth Avenue, Suite 1 Altoona, PA 16602 814.944.5558 Jim.Bradley@gtl.net

- Level 3 – In the event the individuals cannot resolve the dispute at the Level 2 stage, the dispute will be referred to:

Miami-Dade County, FL
TBD

GTL
Lauren Studebaker
Sr. Vice President, Services
12021 Sunset Hills Road, Suite 100
Reston, VA 20190
703.774.3319
Lauren.Studebaker@gtl.net

3.4 Acceptance or Rejection Process

GTL will submit the required deliverables specified in Section 2, Contract Deliverables, of this SOW to the Miami-Dade County Project Manager for approval and acceptance. Miami-Dade County will review the work product for each of the deliverables and evaluate whether each deliverable has clearly met in all material respects to the criteria established in this agreement.

Within fifteen (15) working days of receipt of each deliverable, the Miami-Dade County Project Manager will notify the GTL Project Manager, in writing, of the acceptance or rejection of said deliverable or the need to extend the acceptance period. GTL shall acknowledge receipt of acceptance forms in writing. Any rejection will include a written description of the defects of the deliverable. No approval will be made without MDC knowledge.

GTL upon receipt of such rejection will act diligently to correct the specified defects and deliver an updated version of the deliverable to the Miami-Dade County Project Manager. Miami-Dade County will then have an additional ten (10) business days from receipt of the updated deliverable to notify GTL, in writing, of the acceptance or rejection of the updated deliverable. Any such rejections will include a description of the way in which the updated deliverable fails to correct the previously reported deficiency. Failure of Miami-Dade County to reject a deliverable within the above specified notification periods will constitute acceptance by the County of said deliverable. Following any acceptance of a deliverable that requires additional work to be entirely compliant with the pertinent specifications, and until the next delivery, GTL will use reasonable efforts to provide a prompt correction or workaround.

3.4.1 Acceptance Process (further defined)

Acceptance of deliverables on a timely basis is critical in order to avoid delays to the project. In order to ensure smooth delivery and acceptance of all deliverables, the following process will be employed:

1. The GTL project team provides the deliverable to Miami-Dade County for review, accompanied by a deliverable Acceptance Form. The Acceptance Form includes a description of the deliverable.

2. The GTL Project Manager logs all submissions of deliverables. This log includes the deliverable number, submission date, deliverable description, approval authority, rejection reason (where applicable), and date returned.
3. The GTL Project Manager will schedule through the Miami-Dade County Project Manager a deliverable review meeting. The GTL Project Manager will conduct walkthrough with Miami-Dade County to verify a mutual understanding of the content of the deliverable.
4. Response to each deliverable must be a formal acceptance or rejection in writing (no verbal, conditional or default approvals).
5. Acceptance must occur on a timely basis to avoid delays to the project. For this project, deliverables must be reviewed and updates provided within 15 business days after receipt, unless an alternative time frame is mutually agreed upon and documented. In addition, the time needs to be allocated for the following:
   - Apply corrections, and
   - Final review.

   Review and acceptance dates for large, complex deliverables may be extended, as long as they are pre-defined, documented and agreed to by both parties. The Acceptance Form lists the specific date associated with the timeframe to eliminate any confusion about when approval is needed to stay on schedule.
6. Acceptance of the deliverable is to be based upon the established acceptance criteria. If the deliverable is rejected, Miami-Dade County must document the specific reason(s) for rejection on the Acceptance Form. If required, a meeting to discuss the deliverable in detail may be necessary. All errors and omissions must be detailed, documented and agreed to by both parties.
7. If the Acceptance form is not signed by the agreed-upon due date, the item will be added to the issues log and fall under the issues management process. Typically, there will be dependent tasks that are scheduled to start after expiration of the approval timeframe. Therefore, delays in approval can or will impact other activities and these delays may result in the development of a change order.

4 Logistics

The below are additional assumptions that GTL is making in reference to this project:

1. When needed, Miami-Dade will provide on-site working space and telephony.
2. Miami-Dade will provide VPN access for the duration of the project lifecycle.
3. GTL will provide services for this project during normal business hours with the exception of the initial go-live period during which onsite presence and assistance will be provided on a continuous basis. Ongoing customer service support will be provided in accordance with GTL's standard service level agreement.

5 Completion Criteria

The project will be deemed to be complete when the following criteria have been met:

1. The OMS application are "live" and operational, managing the day to day business functions of Miami-Dade County.
2. All data has been converted and Miami-Dade County has accepted the final conversion.
3. Staff training has been completed in accordance with mutually agreed upon training plan. GTL understands that some of this training might take place at night and therefore will provided on a 24x7 basis.

6 Project Change

It may become necessary to amend the Statement of Work for reasons including, but not limited to, the following:

1. Discretionary changes to the project schedule.
2. Discretionary changes in the scope of the project.
3. Requested changes to the work hours of Vendor personnel.
4. Non-availability of products or services that are beyond GTL control.
5. Environmental or architectural impediments not previously identified.
6. Lack of access to Miami-Dade County personnel, data, or facilities necessary to complete the project.

In the event that it is necessary to change this Statement of Work, GTL will initiate the Change Control process with Miami-Dade County's Project Manager. A sample change order for is included in Appendix A.

7 Future Upgrades

GTL has committed to update our customers at least annually with a major release that would include enhancements to the system. The enhancements include suggestions from the user community, technology advancements determined by GTL and any contractual enhancements for other clients. In addition to the major release GTL releases minor or patch releases throughout the year. These releases contain issue fixes and may require any changes required by State or Federal mandate. The county will automatically receive the upgrade and once they review the included material determine if and when they would like to upgrade. GTL does not force users to upgrade, but if a customer that is running an older release, reports an issue that requires a program fix, they will be required to upgrade to receive the fix.

As part of the upgrade package, the county will receive the software and upgrade documentation (Release Notes, Database Schema, Schema Changes and Update Instructions). GTL recommends that the county review all of the enclosed materials to determine the impact of the upgrade on their operations. Once they have determined the impact, made the necessary procedural changes and trained the staff, the facility will contact our support department to schedule the upgrade. This will ensure that GTL is aware of the fact that the county will be upgrading and make sure resources are available to assist the county if needed. Support will be available during the entire upgrade process to assist if needed.

8 Signature Block

MIAMI-DADE COUNTY

_____
Signature

_____
Printed

_____
Title

GTL

_____
Signature

_____
Printed

_____
Title

9 Appendices

9.1 Appendix A: Sample Change Request Form

[Department/Agency Name]
[Project Name]
Project Change Request

SECTION A: CHANGE REQUEST DESCRIPTION

Request Date: mm/dd/yyyy **Change #:** nnnn

Type of Change: **Priority:**

____ Non-Compliance
____ Functional/Design Change
____ Requirements' Change
____ Regulatory

Requestor: _____

Description of the Requested Change (Long Description):

Reason for Change:

SECTION B: IMPACT ASSESSMENT

Change Request (Short Description):

Workgroup(s) Impacted by the Change:

Estimated Impact to budget, work effort and schedule:

Total Estimated Cost: _____ **Estimated Revised Completion Date:**

9.1.1.1.1.1 SECTION C: PROJECT MANAGEMENT APPROVAL

Status: Open / Closed

Reviewer: _____

Comments:

_____ _____
[Requestor] Date

_____ _____
[Project Manager] Date

_____ _____
[Project Sponsor Approver] Date

_____ _____
[Customer Approver] Date

9.2 Appendix B: Detailed Project Plan

(Below schedule based on Contractors Proposal and information known at time of negotiations. Any new discovery could impact final schedule)

Task Name	Start	Finish	Duration	Resource Names	Predecessors
OMSe Implementation Plan	**Mon 3/3/14**	**Mon 7/11/16**	**615 days**		
OMSe Implementation - Miami-Dade	**Mon 3/3/14**	**Mon 7/11/16**	**615 days**	**GTL,Miami-Dade**	
Initiating Phase	**Mon 3/3/14**	**Tue 7/8/14**	**91 days**	**GTL,Miami-Dade**	
Compose Statement of Work	**Mon 3/3/14**	**Mon 4/14/14**	**30 days**	**GTL,Miami-Dade**	
Statement of Work Sign Off	Mon 3/3/14	Mon 4/14/14	30 days	GTL,Miami-Dade	
Contract executed	Mon 4/14/14	Mon 6/23/14	50 days	GTL	3
Project kickoff meeting	Mon 6/30/14	Tue 7/1/14	1 day	GTL	5FS+5 days
Project Team Defined	Tue 7/1/14	Tue 7/8/14	5 days	GTL,Miami-Dade	6
Planning Phase	**Tue 7/8/14**	**Tue 1/13/15**	**135 days**	**GTL,Miami-Dade**	**2**
Develop Project Plan	**Tue 7/8/14**	**Thu 8/7/14**	**22 days**	**GTL,Miami-Dade**	
Create Draft Project Plan	Tue 7/8/14	Tue 7/22/14	10 days	GTL	
Review Project Plan	Tue 7/22/14	Tue 7/29/14	5 days	GTL,Miami-Dade	10
Modify Project Plan	Tue 7/29/14	Tue 8/5/14	5 days	GTL	11
Approve Project Plan	Tue 8/5/14	Wed 8/6/14	1 day	GTL,Miami-Dade	12
Develop Communications Management Plan	**Tue 7/8/14**	**Thu 8/7/14**	**22 days**		
Develop Draft Communications Management Plan	Tue 7/8/14	Tue 7/22/14	10 days	GTL	
Review Communications Management Plan	Tue 7/22/14	Tue 7/29/14	5 days	Miami-Dade	15
Modify Communications Management Plan	Tue 7/29/14	Tue 8/5/14	5 days	GTL	16
Approve Final Communications Management Plan	Tue 8/5/14	Thu 8/7/14	2 days	Miami-Dade	17
Develop Change Request Form	**Tue 7/8/14**	**Thu 8/7/14**	**22 days**		
Develop Draft Sample Change Request Form	Tue 7/8/14	Tue 7/22/14	10 days	GTL	
Review Sample Change Request Form	Tue 7/22/14	Tue 7/29/14	5 days	Miami-Dade	20
Modify Sample Change Request Form	Tue 7/29/14	Tue 8/5/14	5 days	GTL	21
Approve Final Sample Change Request Form	Tue 8/5/14	Thu 8/7/14	2 days	Miami-Dade	22
Develop Sample Risk Register	**Tue 7/8/14**	**Wed 8/6/14**	**21 days**		
Develop Sample Risk Register	Tue 7/8/14	Tue 7/22/14	10 days	GTL	
Review Sample Risk Register	Tue 7/22/14	Tue 7/29/14	5 days	Miami-Dade	25
Modify Sample Risk Register	Tue 7/29/14	Tue 8/5/14	5 days	GTL	26
Approve Sample Risk Register	Tue 8/5/14	Wed 8/6/14	1 day	Miami-Dade	27
Develop Activity List	**Tue 7/8/14**	**Wed 7/30/14**	**16 days**	**GTL,Miami-Dade**	
Identify Activities	Tue 7/8/14	Tue 7/22/14	10 days	GTL,Miami-Dade	
Update Activity Resource Requirements	Tue 7/22/14	Tue 7/29/14	5 days	GTL,Miami-Dade	30

Identify Activity Duration Estimates	Tue 7/29/14	Wed 7/30/14	1 day	GTL,Miami-Dade	31
Develop Work Breakdown Structure	**Tue 7/8/14**	**Wed 8/6/14**	**21 days**	**GTL,Miami-Dade**	
Develop Draft Work Breakdown Structure	Tue 7/8/14	Tue 7/22/14	10 days	GTL	
Review Work Breakdown Structure	Tue 7/22/14	Tue 7/29/14	5 days	Miami-Dade	34
Modify Work Breakdown Structure	Tue 7/29/14	Tue 8/5/14	5 days	GTL	35
Approve Work Breakdown Structure	Tue 8/5/14	Wed 8/6/14	1 day	Miami-Dade	36
Business Analysis	**Thu 8/7/14**	**Fri 10/3/14**	**41 days**	**GTL,Miami-Dade**	**9**
Create Group / Module Crosswalk	**Thu 8/7/14**	**Fri 9/26/14**	**36 days**	**GTL,Miami-Dade**	
Document Functional Work Groups - Intake, Records, Finance, etc.	Thu 8/7/14	Thu 8/28/14	15 days	GTL,Miami-Dade	
Map Work Groups to OMS Modules	Thu 8/28/14	Thu 9/18/14	15 days	GTL,Miami-Dade	40
Review Crosswalk Document	Thu 9/18/14	Thu 9/25/14	5 days	Miami-Dade	41
Approve Crosswalk Document	Thu 9/25/14	Fri 9/26/14	1 day	Miami-Dade	42
Define Subject Matter Experts	Fri 9/26/14	Fri 10/3/14	5 days	Miami-Dade	39
Hardware / Infrastructure	**Thu 8/7/14**	**Wed 8/27/14**	**14 days**	**GTL,Miami-Dade**	**9**
Remote Access	**Thu 8/7/14**	**Thu 8/14/14**	**5 days**		
Develop Remote Access Plan	Thu 8/7/14	Thu 8/14/14	5 days	**Miami-Dade,GTL**	
Create and Provide Remote Access Accounts	Thu 8/7/14	Thu 8/14/14	5 days	Miami-Dade	
Development / Test Environment	**Thu 8/7/14**	**Wed 8/27/14**	**14 days**	**GTL,Miami-Dade**	
Create Development / Test Environment Architecture Plan	Thu 8/7/14	Thu 8/14/14	5 days	GTL,Miami-Dade	
Review Development / Test Environment Architecture Plan	Thu 8/14/14	Mon 8/18/14	2 days	GTL,Miami-Dade	50
Modify Development / Test Environment Architecture Plan	Mon 8/18/14	Mon 8/25/14	5 days	GTL,Miami-Dade	51
Approve Development / Test Environment Architecture Plan	Mon 8/25/14	Wed 8/27/14	2 days	GTL,Miami-Dade	52
Production Environment	**Thu 8/7/14**	**Wed 8/27/14**	**14 days**	**GTL,Miami-Dade**	
Create Production Architecture Plan	Thu 8/7/14	Thu 8/14/14	5 days	GTL,Miami-Dade	
Review Production Architecture Plan	Thu 8/14/14	Mon 8/18/14	2 days	GTL,Miami-Dade	55
Modify Production Architecture Plan	Mon 8/18/14	Mon 8/25/14	5 days	GTL,Miami-Dade	56
Approve Production Architecture Plan	Mon 8/25/14	Wed 8/27/14	2 days	GTL,Miami-Dade	57
Training Environment	**Thu 8/7/14**	**Wed 8/27/14**	**14 days**	**GTL,Miami-Dade**	
Create Training Environment Architecture Plan	Thu 8/7/14	Thu 8/14/14	5 days	GTL,Miami-Dade	
Review Training Environment Architecture Plan	Thu 8/14/14	Mon 8/18/14	2 days	GTL,Miami-Dade	60
Modify Training Environment Architecture Plan	Mon 8/18/14	Mon 8/25/14	5 days	GTL,Miami-Dade	61
Approve Training Environment Architecture Plan	Mon 8/25/14	Wed 8/27/14	2 days	GTL,Miami-Dade	62
Workstation Configuration	**Thu 8/7/14**	**Wed 8/27/14**	**14 days**	**GTL,Miami-Dade**	
Create Workstation Configuration Plan	Thu 8/7/14	Thu 8/14/14	5 days	GTL,Miami-Dade	
Review Workstation Configuration Plan	Thu 8/14/14	Mon 8/18/14	2 days	GTL,Miami-Dade	65
Modify Workstation Configuration Plan	Mon 8/18/14	Mon 8/25/14	5 days	GTL,Miami-Dade	66
Approve Workstation Configuration Plan	Mon 8/25/14	Wed 8/27/14	2 days	GTL,Miami-Dade	67
Disaster Recovery and Business Continuity Plan	**Thu 8/7/14**	**Wed 8/27/14**	**14 days**	**GTL,Miami-Dade**	
Create Disaster Recovery and Business Continuity Architecture Plan	Thu 8/7/14	Thu 8/14/14	5 days	GTL,Miami-Dade	

Review Disaster Recovery and Business Continuity Architecture Plan	Thu 8/14/14	Mon 8/18/14	2 days	GTL,Miami-Dade	70
Modify Disaster Recovery and Business Continuity Architecture Plan	Mon 8/18/14	Mon 8/25/14	5 days	GTL,Miami-Dade	71
Approve Disaster Recovery and Business Continuity Architecture Plan	Mon 8/25/14	Wed 8/27/14	2 days	GTL,Miami-Dade	72
Data Conversion Plan	**Thu 8/7/14**	**Tue 11/25/14**	**78 days**	**GTL,Miami-Dade**	**9**
Create Initial Data Mapping	Thu 8/7/14	Thu 8/21/14	10 days	GTL	
Review Data Mapping Document	Thu 8/21/14	Thu 9/4/14	10 days	Miami-Dade	75
Modify Data Mapping Document	Thu 9/4/14	Thu 9/11/14	5 days	GTL	76
Approve Initial Data Mapping Document	Thu 9/11/14	Fri 9/12/14	1 day	Miami-Dade	77
Develop Conversion Acceptance Testing Plan (Functional Groups Defined in Group/Module Crosswalk)	**Fri 9/26/14**	**Tue 11/25/14**	**42 days**		**39**
System Administrators	**Fri 9/26/14**	**Tue 10/7/14**	**7 days**		
Create Draft Test Plan	Fri 9/26/14	Wed 10/1/14	3 days	GTL,Miami-Dade	
Review Test Plan	Wed 10/1/14	Thu 10/2/14	1 day	GTL,Miami-Dade	81
Modify Test Plan	Thu 10/2/14	Mon 10/6/14	2 days	GTL,Miami-Dade	82
Approve Test Plan	Mon 10/6/14	Tue 10/7/14	1 day	GTL,Miami-Dade	83
Booking	**Tue 10/7/14**	**Thu 10/16/14**	**7 days**		**80**
Create Draft Test Plan	Tue 10/7/14	Fri 10/10/14	3 days	GTL,Miami-Dade	
Review Test Plan	Fri 10/10/14	Mon 10/13/14	1 day	GTL,Miami-Dade	86
Modify Test Plan	Mon 10/13/14	Wed 10/15/14	2 days	GTL,Miami-Dade	87
Approve Test Plan	Wed 10/15/14	Thu 10/16/14	1 day	GTL,Miami-Dade	88
Community Corrections	**Thu 10/16/14**	**Mon 10/27/14**	**7 days**		**85**
Create Draft Test Plan	Thu 10/16/14	Tue 10/21/14	3 days	GTL,Miami-Dade	
Review Test Plan	Tue 10/21/14	Wed 10/22/14	1 day	GTL,Miami-Dade	91
Modify Test Plan	Wed 10/22/14	Fri 10/24/14	2 days	GTL,Miami-Dade	92
Approve Test Plan	Fri 10/24/14	Mon 10/27/14	1 day	GTL,Miami-Dade	93
Classification	**Mon 10/27/14**	**Wed 11/5/14**	**7 days**		**90**
Create Draft Test Plan	Mon 10/27/14	Thu 10/30/14	3 days	GTL,Miami-Dade	
Review Test Plan	Thu 10/30/14	Fri 10/31/14	1 day	GTL,Miami-Dade	96
Modify Test Plan	Fri 10/31/14	Tue 11/4/14	2 days	GTL,Miami-Dade	97
Approve Test Plan	Tue 11/4/14	Wed 11/5/14	1 day	GTL,Miami-Dade	98
Count / Movement	**Wed 11/5/14**	**Fri 11/14/14**	**7 days**		**95**
Create Draft Test Plan	Wed 11/5/14	Mon 11/10/14	3 days	GTL,Miami-Dade	
Review Test Plan	Mon 11/10/14	Tue 11/11/14	1 day	GTL,Miami-Dade	101
Modify Test Plan	Tue 11/11/14	Thu 11/13/14	2 days	GTL,Miami-Dade	102
Approve Test Plan	Thu 11/13/14	Fri 11/14/14	1 day	GTL,Miami-Dade	103
Incidents	**Fri 11/14/14**	**Tue 11/25/14**	**7 days**		**100**
Create Draft Test Plan	Fri 11/14/14	Wed 11/19/14	3 days	GTL,Miami-Dade	
Review Test Plan	Wed 11/19/14	Thu 11/20/14	1 day	GTL,Miami-Dade	106
Modify Test Plan	Thu 11/20/14	Mon 11/24/14	2 days	GTL,Miami-Dade	107

Approve Test Plan	Mon 11/24/14	Tue 11/25/14	1 day	GTL,Miami-Dade	108
Programs	**Tue 10/7/14**	**Thu 10/16/14**	**7 days**		**110**
Create Draft Test Plan	Tue 10/7/14	Fri 10/10/14	3 days	GTL,Miami-Dade	
Review Test Plan	Fri 10/10/14	Mon 10/13/14	1 day	GTL,Miami-Dade	116
Modify Test Plan	Mon 10/13/14	Wed 10/15/14	2 days	GTL,Miami-Dade	117
Approve Test Plan	Wed 10/15/14	Thu 10/16/14	1 day	GTL,Miami-Dade	118
Medical	**Thu 10/16/14**	**Mon 10/27/14**	**7 days**		**115**
Create Draft Test Plan	Thu 10/16/14	Tue 10/21/14	3 days	GTL,Miami-Dade	
Review Test Plan	Tue 10/21/14	Wed 10/22/14	1 day	GTL,Miami-Dade	121
Modify Test Plan	Wed 10/22/14	Fri 10/24/14	2 days	GTL,Miami-Dade	122
Approve Test Plan	Fri 10/24/14	Mon 10/27/14	1 day	GTL,Miami-Dade	123
Records	**Mon 10/27/14**	**Wed 11/5/14**	**7 days**		**120**
Create Draft Test Plan	Mon 10/27/14	Thu 10/30/14	3 days	GTL,Miami-Dade	
Review Test Plan	Thu 10/30/14	Fri 10/31/14	1 day	GTL,Miami-Dade	126
Modify Test Plan	Fri 10/31/14	Tue 11/4/14	2 days	GTL,Miami-Dade	127
Approve Test Plan	Tue 11/4/14	Wed 11/5/14	1 day	GTL,Miami-Dade	128
Temporary Release	**Wed 11/5/14**	**Fri 11/14/14**	**7 days**		**125**
Create Draft Test Plan	Wed 11/5/14	Mon 11/10/14	3 days	GTL,Miami-Dade	
Review Test Plan	Mon 11/10/14	Tue 11/11/14	1 day	GTL,Miami-Dade	131
Modify Test Plan	Tue 11/11/14	Thu 11/13/14	2 days	GTL,Miami-Dade	132
Approve Test Plan	Thu 11/13/14	Fri 11/14/14	1 day	GTL,Miami-Dade	133
Visitation	**Fri 11/14/14**	**Tue 11/25/14**	**7 days**		**130**
Create Draft Test Plan	Fri 11/14/14	Wed 11/19/14	3 days	GTL,Miami-Dade	
Review Test Plan	Wed 11/19/14	Thu 11/20/14	1 day	GTL,Miami-Dade	136
Modify Test Plan	Thu 11/20/14	Mon 11/24/14	2 days	GTL,Miami-Dade	137
Approve Test Plan	Mon 11/24/14	Tue 11/25/14	1 day	GTL,Miami-Dade	138
Develop User Acceptance Testing Plans (Functional Groups Defined in Group/Module Crosswalk)	**Fri 9/26/14**	**Tue 1/13/15**	**77 days**		**39**
System Administrators	**Fri 9/26/14**	**Tue 10/7/14**	**7 days**		
Create Draft Test Plan	Fri 9/26/14	Wed 10/1/14	3 days	GTL,Miami-Dade	
Review Test Plan	Wed 10/1/14	Thu 10/2/14	1 day	Miami-Dade,GTL	142
Modify Test Plan	Thu 10/2/14	Mon 10/6/14	2 days	GTL,Miami-Dade	143
Approve Test Plan	Mon 10/6/14	Tue 10/7/14	1 day	Miami-Dade,GTL	144
Booking	**Tue 10/7/14**	**Thu 10/16/14**	**7 days**		**141**
Create Draft Test Plan	Tue 10/7/14	Fri 10/10/14	3 days	GTL,Miami-Dade	
Review Test Plan	Fri 10/10/14	Mon 10/13/14	1 day	GTL,Miami-Dade	147
Modify Test Plan	Mon 10/13/14	Wed 10/15/14	2 days	GTL,Miami-Dade	148
Approve Test Plan	Wed 10/15/14	Thu 10/16/14	1 day	Miami-Dade,GTL	149

Community Corrections	**Thu 10/16/14**	**Mon 10/27/14**	**7 days**		**146**
Create Draft Test Plan	Thu 10/16/14	Tue 10/21/14	3 days	GTL,Miami-Dade	
Review Test Plan	Tue 10/21/14	Wed 10/22/14	1 day	Miami-Dade,GTL	152
Modify Test Plan	Wed 10/22/14	Fri 10/24/14	2 days	GTL,Miami-Dade	153
Approve Test Plan	Fri 10/24/14	Mon 10/27/14	1 day	Miami-Dade,GTL	154
Classification	**Mon 10/27/14**	**Wed 11/5/14**	**7 days**		**151**
Create Draft Test Plan	Mon 10/27/14	Thu 10/30/14	3 days	GTL,Miami-Dade	
Review Test Plan	Thu 10/30/14	Fri 10/31/14	1 day	Miami-Dade,GTL	157
Modify Test Plan	Fri 10/31/14	Tue 11/4/14	2 days	GTL,Miami-Dade	158
Approve Test Plan	Tue 11/4/14	Wed 11/5/14	1 day	Miami-Dade,GTL	159
Count / Movement	**Wed 11/5/14**	**Fri 11/14/14**	**7 days**		**156**
Create Draft Test Plan	Wed 11/5/14	Mon 11/10/14	3 days	GTL,Miami-Dade	
Review Test Plan	Mon 11/10/14	Tue 11/11/14	1 day	GTL,Miami-Dade	162
Modify Test Plan	Tue 11/11/14	Thu 11/13/14	2 days	GTL,Miami-Dade	163
Approve Test Plan	Thu 11/13/14	Fri 11/14/14	1 day	Miami-Dade,GTL	164
Incidents	**Fri 11/14/14**	**Tue 11/25/14**	**7 days**		**161**
Create Draft Test Plan	Fri 11/14/14	Wed 11/19/14	3 days	GTL,Miami-Dade	
Review Test Plan	Wed 11/19/14	Thu 11/20/14	1 day	Miami-Dade,GTL	167
Modify Test Plan	Thu 11/20/14	Mon 11/24/14	2 days	GTL,Miami-Dade	168
Approve Test Plan	Mon 11/24/14	Tue 11/25/14	1 day	Miami-Dade,GTL	169
Medical	**Tue 11/25/14**	**Thu 12/4/14**	**7 days**		**166**
Create Draft Test Plan	Tue 11/25/14	Fri 11/28/14	3 days	GTL,Miami-Dade	
Review Test Plan	Fri 11/28/14	Mon 12/1/14	1 day	Miami-Dade,GTL	172
Modify Test Plan	Mon 12/1/14	Wed 12/3/14	2 days	GTL,Miami-Dade	173
Approve Test Plan	Wed 12/3/14	Thu 12/4/14	1 day	Miami-Dade,GTL	174
Programs	**Thu 12/4/14**	**Mon 12/15/14**	**7 days**		**171**
Create Draft Test Plan	Thu 12/4/14	Tue 12/9/14	3 days	GTL,Miami-Dade	
Review Test Plan	Tue 12/9/14	Wed 12/10/14	1 day	GTL,Miami-Dade	177
Modify Test Plan	Wed 12/10/14	Fri 12/12/14	2 days	GTL,Miami-Dade	178
Approve Test Plan	Fri 12/12/14	Mon 12/15/14	1 day	Miami-Dade,GTL	179
Records	**Mon 12/15/14**	**Wed 12/24/14**	**7 days**		**176**
Create Draft Test Plan	Mon 12/15/14	Thu 12/18/14	3 days	GTL,Miami-Dade	
Review Test Plan	Thu 12/18/14	Fri 12/19/14	1 day	Miami-Dade,GTL	182
Modify Test Plan	Fri 12/19/14	Tue 12/23/14	2 days	GTL,Miami-Dade	183
Approve Test Plan	Tue 12/23/14	Wed 12/24/14	1 day	Miami-Dade,GTL	184
Temporary Release	**Wed 12/24/14**	**Fri 1/2/15**	**7 days**		**181**
Create Draft Test Plan	Wed 12/24/14	Mon 12/29/14	3 days	GTL,Miami-Dade	
Review Test Plan	Mon 12/29/14	Tue 12/30/14	1 day	Miami-Dade,GTL	187
Modify Test Plan	Tue 12/30/14	Thu 1/1/15	2 days	GTL,Miami-Dade	188

Approve Test Plan	Thu 1/1/15	Fri 1/2/15	1 day	Miami-Dade,GTL	189
Visitation	**Fri 1/2/15**	**Tue 1/13/15**	**7 days**		**186**
Create Draft Test Plan	Fri 1/2/15	Wed 1/7/15	3 days	GTL,Miami-Dade	
Review Test Plan	Wed 1/7/15	Thu 1/8/15	1 day	GTL,Miami-Dade	192
Modify Test Plan	Thu 1/8/15	Mon 1/12/15	2 days	GTL,Miami-Dade	193
Approve Test Plan	Mon 1/12/15	Tue 1/13/15	1 day	Miami-Dade,GTL	194
Peripherals	**Tue 7/8/14**	**Wed 7/23/14**	**11.5 days**		
i.e. PDA - Medical	**Tue 7/8/14**	**Wed 7/23/14**	**11.5 days**		
Review Current Process	Tue 7/8/14	Wed 7/9/14	1 day	GTL,Miami-Dade	
Document Future State Process	Wed 7/9/14	Wed 7/16/14	5 days	GTL	198
Review Future State Process	Wed 7/16/14	Wed 7/23/14	5 days	GTL,Miami-Dade	199
Approve Future State Process	Wed 7/23/14	Wed 7/23/14	0.5 days	GTL,Miami-Dade	200
i.e. PDA - Corrections	**Tue 7/8/14**	**Wed 7/23/14**	**11.5 days**		
Review Current Process	Tue 7/8/14	Wed 7/9/14	1 day	GTL,Miami-Dade	
Document Future State Process	Wed 7/9/14	Wed 7/16/14	5 days	GTL	203
Review Future State Process	Wed 7/16/14	Wed 7/23/14	5 days	GTL,Miami-Dade	204
Approve Future State Process	Wed 7/23/14	Wed 7/23/14	0.5 days	GTL,Miami-Dade	205
Training Plan	**Tue 7/8/14**	**Tue 8/26/14**	**35.5 days**		
Develop Preliminary Training Plan	Tue 7/8/14	Tue 8/5/14	20 days	GTL	
Review Preliminary Training Plan	Tue 8/5/14	Tue 8/12/14	5 days	GTL,Miami-Dade	208
Modify Training Plan	Tue 8/12/14	Tue 8/26/14	10 days	GTL	209
Approve Training Plan	Tue 8/26/14	Tue 8/26/14	0.5 days	GTL,Miami-Dade	210
Execution Phase	**Wed 7/23/14**	**Wed 4/13/16**	**449.5 days**		**2**
Hardware / Infrastructure	**Wed 8/27/14**	**Wed 2/11/15**	**120 days**		**45**
Procure Hardware	Wed 8/27/14	Wed 11/19/14	60 days	GTL,Miami-Dade	
Install / Configure Hardware	Wed 11/19/14	Wed 12/31/14	30 days	GTL,Miami-Dade	214
Install / Configure Test Environment	**Wed 12/31/14**	**Wed 2/11/15**	**30 days**		**215**
Install/configure Jboss/OMS application on application servers	Wed 12/31/14	Wed 1/28/15	20 days	GTL	
Install/configure database servers	Wed 1/28/15	Wed 2/4/15	5 days	Miami-Dade,GTL	217
Install/configure networked storage device	Wed 2/4/15	Wed 2/11/15	5 days	Miami-Dade,GTL	218
Install / Configure Training Environment	**Wed 12/31/14**	**Wed 2/11/15**	**30 days**		**215**
Install/configure Jboss/OMS application on application servers	Wed 12/31/14	Wed 1/28/15	20 days	GTL	
Install/configure database servers	Wed 1/28/15	Wed 2/4/15	5 days	Miami-Dade,GTL	221
Install/configure networked storage device	Wed 2/4/15	Wed 2/11/15	5 days	Miami-Dade,GTL	222
Install / Configure Production Environment	**Wed 12/31/14**	**Wed 2/11/15**	**30 days**		**215**
Install/configure Jboss/OMS application on application servers	Wed 12/31/14	Wed 1/28/15	20 days	GTL	
Install/configure database servers	Wed 1/28/15	Wed 2/4/15	5 days	Miami-Dade,GTL	225
Install/configure networked storage device	Wed 2/4/15	Wed 2/11/15	5 days	Miami-Dade,GTL	226
Configure Workstations	Wed 12/31/14	Wed 1/7/15	5 days		215

Data Conversion	**Tue 11/25/14**	**Wed 1/21/15**	**41 days**		**74**
First Pass	**Tue 11/25/14**	**Wed 1/21/15**	**41 days**		
Build conversion scripts	Tue 11/25/14	Tue 1/6/15	30 days	GTL	
Initial Data Conversion	Tue 1/6/15	Wed 1/7/15	1 day		231
Data Validation	Wed 1/7/15	Wed 1/21/15	10 days	Miami-Dade,GTL	232
Second Pass	**Tue 11/25/14**	**Wed 12/10/14**	**11 days**		
Data Conversion	Tue 11/25/14	Wed 11/26/14	1 day		
Data Validation	Wed 11/26/14	Wed 12/10/14	10 days	Miami-Dade,GTL	235
Third Pass	**Tue 11/25/14**	**Wed 12/10/14**	**11 days**		
Data Conversion	Tue 11/25/14	Wed 11/26/14	1 day		
Data Validation	Wed 11/26/14	Wed 12/10/14	10 days	Miami-Dade,GTL	238
Business Analysis (Functional Groups Defined in Group/Module Crosswalk)	**Fri 9/26/14**	**Fri 8/14/15**	**230 days**		**39**
System Administration	**Fri 9/26/14**	**Fri 3/27/15**	**130 days**		
General Settings - Code Tables, Workflows	**Fri 9/26/14**	**Fri 12/26/14**	**65 days**		
Review Current Process	Fri 9/26/14	Fri 10/3/14	5 days	GTL,Miami-Dade	
Document custom configuration - business rules, workflows, screen customizations	Fri 10/3/14	Fri 10/24/14	15 days	GTL,Miami-Dade	243
Document report requirements	Fri 10/24/14	Fri 10/31/14	5 days	GTL,Miami-Dade	244
System Configuration	**Fri 10/31/14**	**Thu 12/18/14**	**34 days**		**245**
System Parameters	Fri 10/31/14	Mon 11/3/14	1 day	GTL,Miami-Dade	
Code Tables	Mon 11/3/14	Tue 11/4/14	1 day	GTL,Miami-Dade	247
Workflows	Tue 11/4/14	Thu 11/6/14	2 days	GTL	248
Business Rules	Thu 11/6/14	Thu 11/20/14	10 days	GTL	249
Screen Customizations	Thu 11/20/14	Thu 12/4/14	10 days	GTL	250
Reports	Thu 12/4/14	Thu 12/18/14	10 days	GTL	251
Review Future State Process in OMSe	Thu 12/18/14	Thu 12/25/14	5 days	Miami-Dade,GTL	246
Approve Future State	Thu 12/25/14	Fri 12/26/14	1 day	GTL,Miami-Dade	253
Password Security	**Fri 12/26/14**	**Fri 3/27/15**	**65 days**		**242**
Review Current Process	Fri 12/26/14	Fri 1/2/15	5 days	GTL,Miami-Dade	
Document custom configuration - business rules, workflows, screen customizations	Fri 1/2/15	Fri 1/23/15	15 days	GTL,Miami-Dade	256
Document report requirements	Fri 1/23/15	Fri 1/30/15	5 days	GTL,Miami-Dade	257
System Configuration	**Fri 1/30/15**	**Thu 3/19/15**	**34 days**		**258**
System Parameters	Fri 1/30/15	Mon 2/2/15	1 day	GTL,Miami-Dade	
Code Tables	Mon 2/2/15	Tue 2/3/15	1 day	GTL,Miami-Dade	260
Workflows	Tue 2/3/15	Thu 2/5/15	2 days	GTL	261
Business Rules	Thu 2/5/15	Thu 2/19/15	10 days	GTL	262
Screen Customizations	Thu 2/19/15	Thu 3/5/15	10 days	GTL	263
Reports	Thu 3/5/15	Thu 3/19/15	10 days	GTL	264

Review Future State Process in OMSe	Thu 3/19/15	Thu 3/26/15	5 days	Miami-Dade,GTL	259
Approve Future State	Thu 3/26/15	Fri 3/27/15	1 day	GTL,Miami-Dade	266
Booking	**Fri 10/3/14**	**Fri 5/1/15**	**150 days**		**241**
Review Current Process	Fri 3/27/15	Fri 4/3/15	5 days	GTL,Miami-Dade	
Document custom configuration - business rules, workflows, screen customizations	Fri 4/3/15	Fri 4/24/15	15 days	GTL,Miami-Dade	269
Document report requirements	Fri 4/24/15	Fri 5/1/15	5 days	GTL,Miami-Dade	270
System Configuration	**Fri 10/3/14**	**Fri 10/17/14**	**10 days**		**271**
System Parameters	Fri 10/3/14	Mon 10/6/14	1 day	GTL,Miami-Dade	
Code Tables	Mon 10/6/14	Tue 10/7/14	1 day	GTL,Miami-Dade	273
Workflows	Tue 10/7/14	Thu 10/9/14	2 days	GTL	274
Business Rules	Thu 10/9/14	Thu 10/23/14	10 days	GTL	275
Screen Customizations	Thu 10/23/14	Thu 11/6/14	10 days	GTL	276
Reports	Thu 11/6/14	Thu 11/20/14	10 days	GTL	277
Review Future State Process in OMSe	Fri 3/27/15	Fri 4/3/15	5 days	Miami-Dade,GTL	272
Approve Future State	Fri 4/3/15	Mon 4/6/15	1 day	GTL,Miami-Dade	279
Community Corrections	**Fri 10/3/14**	**Fri 6/5/15**	**175 days**		**268**
Review Current Process	Fri 5/1/15	Fri 5/8/15	5 days	GTL,Miami-Dade	
Document custom configuration - business rules, workflows, screen customizations	Fri 5/8/15	Fri 5/29/15	15 days	GTL,Miami-Dade	282
Document report requirements	Fri 5/29/15	Fri 6/5/15	5 days	GTL,Miami-Dade	283
System Configuration	**Fri 10/3/14**	**Fri 10/17/14**	**10 days**		**284**
System Parameters	Fri 10/3/14	Mon 10/6/14	1 day	GTL,Miami-Dade	
Code Tables	Mon 10/6/14	Tue 10/7/14	1 day	GTL,Miami-Dade	286
Workflows	Tue 10/7/14	Thu 10/9/14	2 days	GTL	287
Business Rules	Thu 10/9/14	Thu 10/23/14	10 days	GTL	288
Screen Customizations	Thu 10/23/14	Thu 11/6/14	10 days	GTL	289
Reports	Thu 11/6/14	Thu 11/20/14	10 days	GTL	290
Review Future State Process in OMSe	Fri 5/1/15	Fri 5/8/15	5 days	Miami-Dade,GTL	285
Approve Future State	Fri 5/8/15	Mon 5/11/15	1 day	GTL,Miami-Dade	292
Classification	**Fri 10/3/14**	**Fri 7/10/15**	**200 days**		**281**
Review Current Process	Fri 6/5/15	Fri 6/12/15	5 days	GTL,Miami-Dade	
Document custom configuration - business rules, workflows, screen customizations	Fri 6/12/15	Fri 7/3/15	15 days	GTL,Miami-Dade	295
Document report requirements	Fri 7/3/15	Fri 7/10/15	5 days	GTL,Miami-Dade	296
System Configuration	**Fri 10/3/14**	**Fri 10/17/14**	**10 days**		**297**
System Parameters	Fri 10/3/14	Mon 10/6/14	1 day	GTL,Miami-Dade	
Code Tables	Mon 10/6/14	Tue 10/7/14	1 day	GTL,Miami-Dade	299
Workflows	Tue 10/7/14	Thu 10/9/14	2 days	GTL	300
Business Rules	Thu 10/9/14	Thu 10/23/14	10 days	GTL	301

Screen Customizations	Thu 10/23/14	Thu 11/6/14	10 days	GTL	302
Reports	Thu 11/6/14	Thu 11/20/14	10 days	GTL	303
Review Future State Process in OMSe	Fri 6/5/15	Fri 6/12/15	5 days	Miami-Dade,GTL	298
Approve Future State	Fri 6/12/15	Mon 6/15/15	1 day	GTL,Miami-Dade	305
Count / Movement	**Fri 10/3/14**	**Fri 8/14/15**	**225 days**		**294**
Review Current Process	Fri 7/10/15	Fri 7/17/15	5 days	GTL,Miami-Dade	
Document custom configuration - business rules, workflows, screen customizations	Fri 7/17/15	Fri 8/7/15	15 days	GTL,Miami-Dade	308
Document report requirements	Fri 8/7/15	Fri 8/14/15	5 days	GTL,Miami-Dade	309
System Configuration	**Fri 10/3/14**	**Fri 10/17/14**	**10 days**		**310**
System Parameters	Fri 10/3/14	Mon 10/6/14	1 day	GTL,Miami-Dade	
Code Tables	Mon 10/6/14	Tue 10/7/14	1 day	GTL,Miami-Dade	312
Workflows	Tue 10/7/14	Thu 10/9/14	2 days	GTL	313
Business Rules	Thu 10/9/14	Thu 10/23/14	10 days	GTL	314
Screen Customizations	Thu 10/23/14	Thu 11/6/14	10 days	GTL	315
Reports	Thu 11/6/14	Thu 11/20/14	10 days	GTL	316
Review Future State Process in OMSe	Fri 7/10/15	Fri 7/17/15	5 days	Miami-Dade,GTL	311
Approve Future State	Fri 7/17/15	Mon 7/20/15	1 day	GTL,Miami-Dade	318
Incidents	**Fri 9/26/14**	**Thu 11/20/14**	**39 days**		
Review Current Process	Fri 9/26/14	Fri 10/3/14	5 days	GTL,Miami-Dade	
Document custom configuration - business rules, workflows, screen customizations	Fri 10/3/14	Fri 10/24/14	15 days	GTL,Miami-Dade	321
Document report requirements	Fri 10/24/14	Fri 10/31/14	5 days	GTL,Miami-Dade	322
System Configuration	**Fri 10/3/14**	**Fri 10/17/14**	**10 days**		**323**
System Parameters	Fri 10/3/14	Mon 10/6/14	1 day	GTL,Miami-Dade	
Code Tables	Mon 10/6/14	Tue 10/7/14	1 day	GTL,Miami-Dade	325
Workflows	Tue 10/7/14	Thu 10/9/14	2 days	GTL,Miami-Dade	326
Business Rules	Thu 10/9/14	Thu 10/23/14	10 days	GTL	327
Screen Customizations	Thu 10/23/14	Thu 11/6/14	10 days	GTL	328
Reports	Thu 11/6/14	Thu 11/20/14	10 days	GTL	329
Review Future State Process in OMSe	Fri 10/17/14	Fri 10/24/14	5 days	Miami-Dade,GTL	324
Approve Future State	Fri 10/24/14	Mon 10/27/14	1 day	GTL,Miami-Dade	331
Medical	**Fri 10/3/14**	**Thu 12/25/14**	**59 days**		**320**
Review Current Process	Thu 11/20/14	Thu 11/27/14	5 days	GTL,Miami-Dade	
Document custom configuration - business rules, workflows, screen customizations	Thu 11/27/14	Thu 12/18/14	15 days	GTL,Miami-Dade	334
Document report requirements	Thu 12/18/14	Thu 12/25/14	5 days	GTL,Miami-Dade	335
System Configuration	**Fri 10/3/14**	**Fri 10/17/14**	**10 days**		**336**
System Parameters	Fri 10/3/14	Mon 10/6/14	1 day	GTL,Miami-Dade	
Code Tables	Mon 10/6/14	Tue 10/7/14	1 day	GTL,Miami-Dade	338

Workflows	Tue 10/7/14	Thu 10/9/14	2 days	GTL	339
Business Rules	Thu 10/9/14	Thu 10/23/14	10 days	GTL	340
Screen Customizations	Thu 10/23/14	Thu 11/6/14	10 days	GTL	341
Reports	Thu 11/6/14	Thu 11/20/14	10 days	GTL	342
Review Future State Process in OMSe	Thu 11/20/14	Thu 11/27/14	5 days	Miami-Dade,GTL	337
Approve Future State	Thu 11/27/14	Fri 11/28/14	1 day	GTL,Miami-Dade	344
Programs	**Fri 10/3/14**	**Thu 1/29/15**	**84 days**	**GTL,Miami-Dade**	**333**
Review Current Process	Thu 12/25/14	Thu 1/1/15	5 days	GTL,Miami-Dade	
Document custom configuration - business rules, workflows, screen customizations	Thu 1/1/15	Thu 1/22/15	15 days	GTL,Miami-Dade	347
Document report requirements	Thu 1/22/15	Thu 1/29/15	5 days	GTL,Miami-Dade	348
System Configuration	**Fri 10/3/14**	**Fri 10/17/14**	**10 days**		**349**
System Parameters	Fri 10/3/14	Mon 10/6/14	1 day	GTL,Miami-Dade	
Code Tables	Mon 10/6/14	Tue 10/7/14	1 day	GTL,Miami-Dade	351
Workflows	Tue 10/7/14	Thu 10/9/14	2 days	GTL	352
Business Rules	Thu 10/9/14	Thu 10/23/14	10 days	GTL	353
Screen Customizations	Thu 10/23/14	Thu 11/6/14	10 days	GTL	354
Reports	Thu 11/6/14	Thu 11/20/14	10 days	GTL	355
Review Future State Process in OMSe	Thu 12/25/14	Thu 1/1/15	5 days	Miami-Dade,GTL	350
Approve Future State	Thu 1/1/15	Fri 1/2/15	1 day	GTL,Miami-Dade	357
Records	**Fri 10/3/14**	**Thu 3/5/15**	**109 days**		**346**
Review Current Process	Thu 1/29/15	Thu 2/5/15	5 days	GTL,Miami-Dade	
Document custom configuration - business rules, workflows, screen customizations	Thu 2/5/15	Thu 2/26/15	15 days	GTL,Miami-Dade	360
Document report requirements	Thu 2/26/15	Thu 3/5/15	5 days	GTL,Miami-Dade	361
System Configuration	**Fri 10/3/14**	**Fri 10/17/14**	**10 days**		**362**
System Parameters	Fri 10/3/14	Mon 10/6/14	1 day	GTL,Miami-Dade	
Code Tables	Mon 10/6/14	Tue 10/7/14	1 day	GTL,Miami-Dade	364
Workflows	Tue 10/7/14	Thu 10/9/14	2 days	GTL	365
Business Rules	Thu 10/9/14	Thu 10/23/14	10 days	GTL	366
Screen Customizations	Thu 10/23/14	Thu 11/6/14	10 days	GTL	367
Reports	Thu 11/6/14	Thu 11/20/14	10 days	GTL	368
Review Future State Process in OMSe	Thu 1/29/15	Thu 2/5/15	5 days	Miami-Dade,GTL	363
Approve Future State	Thu 2/5/15	Fri 2/6/15	1 day	GTL,Miami-Dade	370
Temporary Release	**Fri 10/3/14**	**Thu 4/9/15**	**134 days**		**359**
Review Current Process	Thu 3/5/15	Thu 3/12/15	5 days	GTL,Miami-Dade	
Document custom configuration - business rules, workflows, screen customizations	Thu 3/12/15	Thu 4/2/15	15 days	GTL,Miami-Dade	373
Document report requirements	Thu 4/2/15	Thu 4/9/15	5 days	GTL,Miami-Dade	374
System Configuration	**Fri 10/3/14**	**Fri 10/17/14**	**10 days**		**375**

System Parameters	Fri 10/3/14	Mon 10/6/14	1 day	GTL,Miami-Dade	
Code Tables	Mon 10/6/14	Tue 10/7/14	1 day	GTL,Miami-Dade	377
Workflows	Tue 10/7/14	Thu 10/9/14	2 days	GTL	378
Business Rules	Thu 10/9/14	Thu 10/23/14	10 days	GTL	379
Screen Customizations	Thu 10/23/14	Thu 11/6/14	10 days	GTL	380
Reports	Thu 11/6/14	Thu 11/20/14	10 days	GTL	381
Review Future State Process in OMSe	Thu 3/5/15	Thu 3/12/15	5 days	Miami-Dade,GTL	376
Approve Future State	Thu 3/12/15	Fri 3/13/15	1 day	GTL,Miami-Dade	383
Visitation	**Fri 10/3/14**	**Thu 5/14/15**	**159 days**		**372**
Review Current Process	Thu 4/9/15	Thu 4/16/15	5 days	GTL,Miami-Dade	
Document custom configuration - business rules, workflows, screen customizations	Thu 4/16/15	Thu 5/7/15	15 days	GTL,Miami-Dade	386
Document report requirements	Thu 5/7/15	Thu 5/14/15	5 days	GTL,Miami-Dade	387
System Configuration	**Fri 10/3/14**	**Fri 10/17/14**	**10 days**		**388**
System Parameters	Fri 10/3/14	Mon 10/6/14	1 day	GTL,Miami-Dade	
Code Tables	Mon 10/6/14	Tue 10/7/14	1 day	GTL,Miami-Dade	390
Workflows	Tue 10/7/14	Thu 10/9/14	2 days	GTL	391
Business Rules	Thu 10/9/14	Thu 10/23/14	10 days	GTL	392
Screen Customizations	Thu 10/23/14	Thu 11/6/14	10 days	GTL	393
Reports	Thu 11/6/14	Thu 11/20/14	10 days	GTL	394
Review Future State Process in OMSe	Thu 4/9/15	Thu 4/16/15	5 days	Miami-Dade,GTL	389
Approve Future State	Thu 4/16/15	Fri 4/17/15	1 day	GTL,Miami-Dade	396
Custom Modifications	**Thu 8/7/14**	**Wed 7/29/15**	**254 days**		**9**
Boot Camp (80 & 81)	**Thu 8/7/14**	**Thu 11/6/14**	**65 days**	**GTL**	
Develop Functional Design Document	Thu 8/7/14	Thu 8/28/14	15 days	GTL	
Review Functional Design Document	Thu 8/28/14	Thu 9/4/14	5 days	GTL,Miami-Dade	400
Update Functional Design Document	Thu 9/4/14	Thu 9/11/14	5 days	GTL	401
Approve Functional Design Document	Thu 9/11/14	Fri 9/12/14	1 day	GTL,Miami-Dade	402
Modification Development	Fri 9/12/14	Fri 10/10/14	20 days	GTL Dev 1	403
Functional Testing	Fri 10/10/14	Wed 10/29/14	13 days	GTL	404
Acceptance Testing	Wed 10/29/14	Wed 11/5/14	5 days	GTL,Miami-Dade	405
Approve Modification	Wed 11/5/14	Thu 11/6/14	1 day	Miami-Dade	406
Food Services (204-210)	**Thu 11/6/14**	**Mon 4/20/15**	**117 days**	**GTL**	**399**
Develop Functional Design Document	Thu 11/6/14	Thu 12/18/14	30 days	GTL	
Review Functional Design Document	Thu 12/18/14	Thu 12/25/14	5 days	GTL,Miami-Dade	409
Update Functional Design Document	Thu 12/25/14	Thu 1/1/15	5 days	GTL	410
Approve Functional Design Document	Thu 1/1/15	Fri 1/2/15	1 day	GTL,Miami-Dade	411
Modification Development	Fri 1/2/15	Fri 3/13/15	50 days	GTL Dev 1	412
Functional Testing	Fri 3/13/15	Fri 4/10/15	20 days	GTL	413

Acceptance Testing	Fri 4/10/15	Fri 4/17/15	5 days	GTL,Miami-Dade	414
Approve Modification	Fri 4/17/15	Mon 4/20/15	1 day	Miami-Dade	415
Incident Reporting (213 & 218)	**Mon 4/20/15**	**Wed 7/29/15**	**72 days**	**GTL**	**408**
Develop Functional Design Document	Mon 4/20/15	Mon 5/18/15	20 days	GTL	
Review Functional Design Document	Mon 5/18/15	Mon 5/25/15	5 days	GTL,Miami-Dade	418
Update Functional Design Document	Mon 5/25/15	Mon 6/1/15	5 days	GTL	419
Approve Functional Design Document	Mon 6/1/15	Tue 6/2/15	1 day	GTL,Miami-Dade	420
Modification Development	Tue 6/2/15	Tue 7/7/15	25 days	GTL Dev 1	421
Functional Testing	Tue 7/7/15	Tue 7/21/15	10 days	GTL	422
Acceptance Testing	Tue 7/21/15	Tue 7/28/15	5 days	GTL,Miami-Dade	423
Approve Modification	Tue 7/28/15	Wed 7/29/15	1 day	Miami-Dade	424
Inmate Tracking (267 & 268)	**Thu 8/7/14**	**Mon 11/24/14**	**77 days**	**GTL**	
Develop Functional Design Document	Thu 8/7/14	Thu 9/4/14	20 days	GTL	
Review Functional Design Document	Thu 9/4/14	Thu 9/11/14	5 days	GTL,Miami-Dade	427
Update Functional Design Document	Thu 9/11/14	Thu 9/18/14	5 days	GTL	428
Approve Functional Design Document	Thu 9/18/14	Fri 9/19/14	1 day	GTL,Miami-Dade	429
Modification Development	Fri 9/19/14	Fri 10/31/14	30 days	GTL Dev 2	430
Functional Testing	Fri 10/31/14	Fri 11/14/14	10 days	GTL	431
Acceptance Testing	Fri 11/14/14	Fri 11/21/14	5 days	GTL,Miami-Dade	432
Approve Modification	Fri 11/21/14	Mon 11/24/14	1 day	Miami-Dade	433
Mail Services (306)	**Mon 11/24/14**	**Wed 1/21/15**	**42 days**	**GTL**	**426**
Develop Functional Design Document	Mon 11/24/14	Mon 12/8/14	10 days	GTL	
Review Functional Design Document	Mon 12/8/14	Mon 12/15/14	5 days	GTL,Miami-Dade	436
Update Functional Design Document	Mon 12/15/14	Mon 12/22/14	5 days	GTL	437
Approve Functional Design Document	Mon 12/22/14	Tue 12/23/14	1 day	GTL,Miami-Dade	438
Modification Development	Tue 12/23/14	Tue 1/6/15	10 days	GTL Dev 2	439
Functional Testing	Tue 1/6/15	Tue 1/13/15	5 days	GTL	440
Acceptance Testing	Tue 1/13/15	Tue 1/20/15	5 days	GTL,Miami-Dade	441
Approve Modification	Tue 1/20/15	Wed 1/21/15	1 day	Miami-Dade	442
Transportation (499 & 500)	**Wed 1/21/15**	**Fri 5/1/15**	**72 days**	**GTL**	**435**
Develop Functional Design Document	Wed 1/21/15	Wed 2/18/15	20 days	GTL	
Review Functional Design Document	Wed 2/18/15	Wed 2/25/15	5 days	GTL,Miami-Dade	445
Update Functional Design Document	Wed 2/25/15	Wed 3/4/15	5 days	GTL	446
Approve Functional Design Document	Wed 3/4/15	Thu 3/5/15	1 day	GTL,Miami-Dade	447
Modification Development	Thu 3/5/15	Thu 4/9/15	25 days	GTL Dev 2	448
Functional Testing	Thu 4/9/15	Thu 4/23/15	10 days	GTL	449
Acceptance Testing	Thu 4/23/15	Thu 4/30/15	5 days	GTL,Miami-Dade	450
Approve Modification	Thu 4/30/15	Fri 5/1/15	1 day	Miami-Dade	451
Visitation (18)	**Fri 5/1/15**	**Tue 7/14/15**	**52 days**	**GTL**	**444**

Develop Functional Design Document	Fri 5/1/15	Fri 5/15/15	10 days	GTL	
Review Functional Design Document	Fri 5/15/15	Fri 5/22/15	5 days	GTL,Miami-Dade	454
Update Functional Design Document	Fri 5/22/15	Fri 5/29/15	5 days	GTL	455
Approve Functional Design Document	Fri 5/29/15	Mon 6/1/15	1 day	GTL,Miami-Dade	456
Modification Development	Mon 6/1/15	Mon 6/22/15	15 days	GTL Dev 2	457
Functional Testing	Mon 6/22/15	Mon 7/6/15	10 days	GTL	458
Acceptance Testing	Mon 7/6/15	Mon 7/13/15	5 days	GTL,Miami-Dade	459
Approve Modification	Mon 7/13/15	Tue 7/14/15	1 day	Miami-Dade	460
Interfaces	**Thu 8/7/14**	**Tue 2/23/16**	**403 days**		**9**
Interface Requirements Analysis	**Thu 8/7/14**	**Thu 8/6/15**	**260 days**		
Thinkstream	**Thu 8/7/14**	**Fri 8/29/14**	**16 days**		
Develop Interface Design Specification	Thu 8/7/14	Thu 8/14/14	5 days	GTL	
Review Interface Design Specification	Thu 8/14/14	Thu 8/21/14	5 days	GTL,Miami-Dade,Vendor	465
Modify Interface Design Specification	Thu 8/21/14	Thu 8/28/14	5 days	GTL	466
Approve Interface Design Specification	Thu 8/28/14	Fri 8/29/14	1 day	Miami-Dade	467
AIMS - OTPS	**Fri 8/29/14**	**Fri 9/12/14**	**10 days**		**464**
Develop Interface Design Specification	Fri 8/29/14	Fri 9/5/14	5 days	GTL	
Review Interface Design Specification	Fri 9/5/14	Tue 9/9/14	2 days	GTL,Miami-Dade,Vendor	470
Modify Interface Design Specification	Tue 9/9/14	Thu 9/11/14	2 days	GTL	471
Approve Interface Design Specification	Thu 9/11/14	Fri 9/12/14	1 day	Miami-Dade	472
Commissary - Aramark	**Fri 9/12/14**	**Mon 10/6/14**	**16 days**		**469**
Develop Interface Design Specification	Fri 9/12/14	Fri 9/19/14	5 days	GTL	
Review Interface Design Specification	Fri 9/19/14	Fri 9/26/14	5 days	GTL,Miami-Dade,Vendor	475
Modify Interface Design Specification	Fri 9/26/14	Fri 10/3/14	5 days	GTL	476
Approve Interface Design Specification	Fri 10/3/14	Mon 10/6/14	1 day	Miami-Dade	477
QMS - ITD	**Mon 10/6/14**	**Tue 11/4/14**	**21 days**		**474**
Develop Interface Design Specification	Mon 10/6/14	Mon 10/20/14	10 days	GTL	
Review Interface Design Specification	Mon 10/20/14	Mon 10/27/14	5 days	GTL,Miami-Dade,Vendor	480
Modify Interface Design Specification	Mon 10/27/14	Mon 11/3/14	5 days	GTL	481
Approve Interface Design Specification	Mon 11/3/14	Tue 11/4/14	1 day	Miami-Dade	482
PTS - ITD	**Tue 11/4/14**	**Wed 11/26/14**	**16 days**		**479**
Develop Interface Design Specification	Tue 11/4/14	Tue 11/11/14	5 days	GTL	
Review Interface Design Specification	Tue 11/11/14	Tue 11/18/14	5 days	GTL,Miami-Dade,Vendor	485
Modify Interface Design Specification	Tue 11/18/14	Tue 11/25/14	5 days	GTL	486
Approve Interface Design Specification	Tue 11/25/14	Wed 11/26/14	1 day	Miami-Dade	487

CJS - ITD	**Wed 11/26/14**	**Thu 12/25/14**	**21 days**		**484**
Develop Interface Design Specification	Wed 11/26/14	Wed 12/10/14	10 days	GTL	
Review Interface Design Specification	Wed 12/10/14	Wed 12/17/14	5 days	GTL,Miami-Dade,Vendor	490
Modify Interface Design Specification	Wed 12/17/14	Wed 12/24/14	5 days	GTL	491
Approve Interface Design Specification	Wed 12/24/14	Thu 12/25/14	1 day	Miami-Dade	492
IDW - ITD	**Thu 12/25/14**	**Fri 1/16/15**	**16 days**		**489**
Develop Interface Design Specification	Thu 12/25/14	Thu 1/1/15	5 days	GTL	
Review Interface Design Specification	Thu 1/1/15	Thu 1/8/15	5 days	GTL,Miami-Dade,Vendor	495
Modify Interface Design Specification	Thu 1/8/15	Thu 1/15/15	5 days	GTL	496
Approve Interface Design Specification	Thu 1/15/15	Fri 1/16/15	1 day	Miami-Dade	497
MASS - CHS	**Fri 1/16/15**	**Mon 2/9/15**	**16 days**		**494**
Develop Interface Design Specification	Fri 1/16/15	Fri 1/23/15	5 days	GTL	
Review Interface Design Specification	Fri 1/23/15	Fri 1/30/15	5 days	GTL,Miami-Dade,Vendor	500
Modify Interface Design Specification	Fri 1/30/15	Fri 2/6/15	5 days	GTL	501
Approve Interface Design Specification	Fri 2/6/15	Mon 2/9/15	1 day	Miami-Dade	502
EMR - Cerner	**Mon 2/9/15**	**Tue 3/3/15**	**16 days**		**499**
Develop Interface Design Specification	Mon 2/9/15	Mon 2/16/15	5 days	GTL	
Review Interface Design Specification	Mon 2/16/15	Mon 2/23/15	5 days	GTL,Miami-Dade,Vendor	505
Modify Interface Design Specification	Mon 2/23/15	Mon 3/2/15	5 days	GTL	506
Approve Interface Design Specification	Mon 3/2/15	Tue 3/3/15	1 day	Miami-Dade	507
Staff Scheduling - Orion	**Tue 3/3/15**	**Wed 3/25/15**	**16 days**		**504**
Develop Interface Design Specification	Tue 3/3/15	Tue 3/10/15	5 days	GTL	
Review Interface Design Specification	Tue 3/10/15	Tue 3/17/15	5 days	GTL,Miami-Dade,Vendor	510
Modify Interface Design Specification	Tue 3/17/15	Tue 3/24/15	5 days	GTL	511
Approve Interface Design Specification	Tue 3/24/15	Wed 3/25/15	1 day	Miami-Dade	512
AFIS - Morphotrak	**Wed 3/25/15**	**Thu 4/16/15**	**16 days**		**509**
Develop Interface Design Specification	Wed 3/25/15	Wed 4/1/15	5 days	GTL	
Review Interface Design Specification	Wed 4/1/15	Wed 4/8/15	5 days	GTL,Miami-Dade,Vendor	515
Modify Interface Design Specification	Wed 4/8/15	Wed 4/15/15	5 days	GTL	516
Approve Interface Design Specification	Wed 4/15/15	Thu 4/16/15	1 day	Miami-Dade	517
Mugshot - Dataworks	**Thu 4/16/15**	**Fri 5/8/15**	**16 days**		**514**
Develop Interface Design Specification	Thu 4/16/15	Thu 4/23/15	5 days	GTL	
Review Interface Design Specification	Thu 4/23/15	Thu 4/30/15	5 days	GTL,Miami-Dade,Vendor	520

Modify Interface Design Specification	Thu 4/30/15	Thu 5/7/15	5 days	GTL	521
Approve Interface Design Specification	Thu 5/7/15	Fri 5/8/15	1 day	Miami-Dade	522
Facilligence - Micromain	**Fri 5/8/15**	**Mon 6/1/15**	**16 days**		**519**
Develop Interface Design Specification	Fri 5/8/15	Fri 5/15/15	5 days	GTL	
Review Interface Design Specification	Fri 5/15/15	Fri 5/22/15	5 days	GTL,Miami-Dade,Vendor	525
Modify Interface Design Specification	Fri 5/22/15	Fri 5/29/15	5 days	GTL	526
Approve Interface Design Specification	Fri 5/29/15	Mon 6/1/15	1 day	Miami-Dade	527
Pharmacy - Sapphine Health	**Mon 6/1/15**	**Tue 6/23/15**	**16 days**		**524**
Develop Interface Design Specification	Mon 6/1/15	Mon 6/8/15	5 days	GTL	
Review Interface Design Specification	Mon 6/8/15	Mon 6/15/15	5 days	GTL,Miami-Dade,Vendor	530
Modify Interface Design Specification	Mon 6/15/15	Mon 6/22/15	5 days	GTL	531
Approve Interface Design Specification	Mon 6/22/15	Tue 6/23/15	1 day	Miami-Dade	532
Guard Tour - Timekeeping Systems	**Tue 6/23/15**	**Wed 7/15/15**	**16 days**		**529**
Develop Interface Design Specification	Tue 6/23/15	Tue 6/30/15	5 days	GTL	
Review Interface Design Specification	Tue 6/30/15	Tue 7/7/15	5 days	GTL,Miami-Dade,Vendor	535
Modify Interface Design Specification	Tue 7/7/15	Tue 7/14/15	5 days	GTL	536
Approve Interface Design Specification	Tue 7/14/15	Wed 7/15/15	1 day	Miami-Dade	537
GIS - ITD	**Wed 7/15/15**	**Thu 8/6/15**	**16 days**		**534**
Develop Interface Design Specification	Wed 7/15/15	Wed 7/22/15	5 days	GTL	
Review Interface Design Specification	Wed 7/22/15	Wed 7/29/15	5 days	GTL,Miami-Dade,Vendor	540
Modify Interface Design Specification	Wed 7/29/15	Wed 8/5/15	5 days	GTL	541
Approve Interface Design Specification	Wed 8/5/15	Thu 8/6/15	1 day	Miami-Dade	542
Omnilink - Sentinel Offender Services	**Thu 8/7/14**	**Fri 8/29/14**	**16 days**		
Develop Interface Design Specification	Thu 8/7/14	Thu 8/14/14	5 days	GTL	
Review Interface Design Specification	Thu 8/14/14	Thu 8/21/14	5 days	GTL,Miami-Dade,Vendor	545
Modify Interface Design Specification	Thu 8/21/14	Thu 8/28/14	5 days	GTL	546
Approve Interface Design Specification	Thu 8/28/14	Fri 8/29/14	1 day	Miami-Dade	547
GPS - Fleetmatics	**Fri 8/29/14**	**Mon 9/22/14**	**16 days**		**544**
Develop Interface Design Specification	Fri 8/29/14	Fri 9/5/14	5 days	GTL	
Review Interface Design Specification	Fri 9/5/14	Fri 9/12/14	5 days	GTL,Miami-Dade,Vendor	550
Modify Interface Design Specification	Fri 9/12/14	Fri 9/19/14	5 days	GTL	551
Approve Interface Design Specification	Fri 9/19/14	Mon 9/22/14	1 day	Miami-Dade	552
Call IQ - GTL	**Mon 9/22/14**	**Fri 9/26/14**	**4 days**		**549**
Develop Interface Design Specification	Mon 9/22/14	Tue 9/23/14	1 day	GTL	

Review Interface Design Specification	Tue 9/23/14	Wed 9/24/14	1 day	GTL,Miami-Dade,Vendor	555
Modify Interface Design Specification	Wed 9/24/14	Thu 9/25/14	1 day	GTL	556
Approve Interface Design Specification	Thu 9/25/14	Fri 9/26/14	1 day	Miami-Dade	557
Release - JRS	**Fri 9/26/14**	**Mon 10/20/14**	**16 days**		**554**
Develop Interface Design Specification	Fri 9/26/14	Fri 10/3/14	5 days	GTL	
Review Interface Design Specification	Fri 10/3/14	Fri 10/10/14	5 days	GTL,Miami-Dade,Vendor	560
Modify Interface Design Specification	Fri 10/10/14	Fri 10/17/14	5 days	GTL	561
Approve Interface Design Specification	Fri 10/17/14	Mon 10/20/14	1 day	Miami-Dade	562
Asset Management - EAM	**Mon 10/20/14**	**Tue 11/11/14**	**16 days**		**559**
Develop Interface Design Specification	Mon 10/20/14	Mon 10/27/14	5 days	GTL	
Review Interface Design Specification	Mon 10/27/14	Mon 11/3/14	5 days	GTL,Miami-Dade,Vendor	565
Modify Interface Design Specification	Mon 11/3/14	Mon 11/10/14	5 days	GTL	566
Approve Interface Design Specification	Mon 11/10/14	Tue 11/11/14	1 day	Miami-Dade	567
Transport - MDCR	**Tue 11/11/14**	**Wed 12/3/14**	**16 days**		**564**
Develop Interface Design Specification	Tue 11/11/14	Tue 11/18/14	5 days	GTL	
Review Interface Design Specification	Tue 11/18/14	Tue 11/25/14	5 days	GTL,Miami-Dade,Vendor	570
Modify Interface Design Specification	Tue 11/25/14	Tue 12/2/14	5 days	GTL	571
Approve Interface Design Specification	Tue 12/2/14	Wed 12/3/14	1 day	Miami-Dade	572
Gain Time - MDCR	**Wed 12/3/14**	**Thu 1/1/15**	**21 days**		**569**
Develop Interface Design Specification	Wed 12/3/14	Wed 12/17/14	10 days	GTL	
Review Interface Design Specification	Wed 12/17/14	Wed 12/24/14	5 days	GTL,Miami-Dade,Vendor	575
Modify Interface Design Specification	Wed 12/24/14	Wed 12/31/14	5 days	GTL	576
Approve Interface Design Specification	Wed 12/31/14	Thu 1/1/15	1 day	Miami-Dade	577
Finance - MDCR	**Thu 1/1/15**	**Fri 1/23/15**	**16 days**		**574**
Develop Interface Design Specification	Thu 1/1/15	Thu 1/8/15	5 days	GTL	
Review Interface Design Specification	Thu 1/8/15	Thu 1/15/15	5 days	GTL,Miami-Dade,Vendor	580
Modify Interface Design Specification	Thu 1/15/15	Thu 1/22/15	5 days	GTL	581
Approve Interface Design Specification	Thu 1/22/15	Fri 1/23/15	1 day	Miami-Dade	582
PIR - MDCR	**Fri 1/23/15**	**Mon 2/16/15**	**16 days**		**579**
Develop Interface Design Specification	Fri 1/23/15	Fri 1/30/15	5 days	GTL	
Review Interface Design Specification	Fri 1/30/15	Fri 2/6/15	5 days	GTL,Miami-Dade,Vendor	585
Modify Interface Design Specification	Fri 2/6/15	Fri 2/13/15	5 days	GTL	586
Approve Interface Design Specification	Fri 2/13/15	Mon 2/16/15	1 day	Miami-Dade	587

Boot Camp Tracking System	**Mon 2/16/15**	**Tue 3/10/15**	**16 days**		**584**
Develop Interface Design Specification	Mon 2/16/15	Mon 2/23/15	5 days	GTL	
Review Interface Design Specification	Mon 2/23/15	Mon 3/2/15	5 days	GTL,Miami-Dade,Vendor	590
Modify Interface Design Specification	Mon 3/2/15	Mon 3/9/15	5 days	GTL	591
Approve Interface Design Specification	Mon 3/9/15	Tue 3/10/15	1 day	Miami-Dade	592
Courts - CSB	**Tue 3/10/15**	**Wed 4/1/15**	**16 days**		**589**
Develop Interface Design Specification	Tue 3/10/15	Tue 3/17/15	5 days	GTL	
Review Interface Design Specification	Tue 3/17/15	Tue 3/24/15	5 days	GTL,Miami-Dade,Vendor	595
Modify Interface Design Specification	Tue 3/24/15	Tue 3/31/15	5 days	GTL	596
Approve Interface Design Specification	Tue 3/31/15	Wed 4/1/15	1 day	Miami-Dade	597
Food Services - FBS	**Wed 4/1/15**	**Thu 4/23/15**	**16 days**		**594**
Develop Interface Design Specification	Wed 4/1/15	Wed 4/8/15	5 days	GTL	
Review Interface Design Specification	Wed 4/8/15	Wed 4/15/15	5 days	GTL,Miami-Dade,Vendor	600
Modify Interface Design Specification	Wed 4/15/15	Wed 4/22/15	5 days	GTL	601
Approve Interface Design Specification	Wed 4/22/15	Thu 4/23/15	1 day	Miami-Dade	602
Jackson Health Systems - JHS	**Thu 4/23/15**	**Fri 5/15/15**	**16 days**		**599**
Develop Interface Design Specification	Thu 4/23/15	Thu 4/30/15	5 days	GTL	
Review Interface Design Specification	Thu 4/30/15	Thu 5/7/15	5 days	GTL,Miami-Dade,Vendor	605
Modify Interface Design Specification	Thu 5/7/15	Thu 5/14/15	5 days	GTL	606
Approve Interface Design Specification	Thu 5/14/15	Fri 5/15/15	1 day	Miami-Dade	607
Content Management - ECM	**Fri 5/15/15**	**Mon 6/15/15**	**21 days**		**604**
Develop Interface Design Specification	Fri 5/15/15	Fri 5/29/15	10 days	GTL	
Review Interface Design Specification	Fri 5/29/15	Fri 6/5/15	5 days	GTL,Miami-Dade,Vendor	610
Modify Interface Design Specification	Fri 6/5/15	Fri 6/12/15	5 days	GTL	611
Approve Interface Design Specification	Fri 6/12/15	Mon 6/15/15	1 day	Miami-Dade	612
Miscellaneous	**Mon 6/15/15**	**Tue 7/21/15**	**26 days**		**609**
Develop Interface Design Specification	Mon 6/15/15	Mon 7/6/15	15 days	GTL	
Review Interface Design Specification	Mon 7/6/15	Mon 7/13/15	5 days	GTL,Miami-Dade,Vendor	615
Modify Interface Design Specification	Mon 7/13/15	Mon 7/20/15	5 days	GTL	616
Approve Interface Design Specification	Mon 7/20/15	Tue 7/21/15	1 day	Miami-Dade	617
Develop Interface Acceptance Tests	**Thu 8/7/14**	**Mon 8/18/14**	**7 days**		
i.e. SAVIN	**Thu 8/7/14**	**Mon 8/18/14**	**7 days**		
Create Draft Test Plan	Thu 8/7/14	Tue 8/12/14	3 days	GTL,Miami-Dade	
Review Test Plan	Tue 8/12/14	Wed 8/13/14	1 day	GTL,Miami-Dade	621

Modify Test Plan	Wed 8/13/14	Fri 8/15/14	2 days	GTL,Miami-Dade	622
Approve Test Plan	Fri 8/15/14	Mon 8/18/14	1 day	GTL,Miami-Dade	623
i.e. Dynamic Imaging	**Thu 8/7/14**	**Mon 8/18/14**	**7 days**		
Create Draft Test Plan	Thu 8/7/14	Tue 8/12/14	3 days	GTL,Miami-Dade	
Review Test Plan	Tue 8/12/14	Wed 8/13/14	1 day	GTL,Miami-Dade	626
Modify Test Plan	Wed 8/13/14	Fri 8/15/14	2 days	GTL,Miami-Dade	627
Approve Test Plan	Fri 8/15/14	Mon 8/18/14	1 day	GTL,Miami-Dade	628
Interface Development	**Fri 8/29/14**	**Tue 2/23/16**	**387 days**		
Thinkstream	**Fri 8/29/14**	**Tue 10/7/14**	**27 days**		**464**
Interface Development	Fri 8/29/14	Fri 9/12/14	10 days	GTL Interface Dev 1	
Functional Testing	Fri 9/12/14	Fri 9/26/14	10 days	GTL	632
Acceptance Testing	Fri 9/26/14	Fri 10/3/14	5 days	Miami-Dade	633
Approve Interface	Fri 10/3/14	Tue 10/7/14	2 days	Miami-Dade	634
AIMS - OTPS	**Tue 10/7/14**	**Thu 11/6/14**	**22 days**		**631,469**
Interface Development	Tue 10/7/14	Tue 10/21/14	10 days	GTL Interface Dev 1	
Functional Testing	Tue 10/21/14	Tue 10/28/14	5 days	GTL	637
Acceptance Testing	Tue 10/28/14	Tue 11/4/14	5 days	Miami-Dade	638
Approve Interface	Tue 11/4/14	Thu 11/6/14	2 days	Miami-Dade	639
Commissary - Aramark	**Thu 11/6/14**	**Mon 12/8/14**	**22 days**		**636,474**
Interface Development	Thu 11/6/14	Thu 11/20/14	10 days	GTL Interface Dev 1	
Functional Testing	Thu 11/20/14	Thu 11/27/14	5 days	GTL	642
Acceptance Testing	Thu 11/27/14	Thu 12/4/14	5 days	Miami-Dade	643
Approve Interface	Thu 12/4/14	Mon 12/8/14	2 days	Miami-Dade	644
QMS - ITD	**Mon 12/8/14**	**Wed 1/28/15**	**37 days**		**641,479**
Interface Development	Mon 12/8/14	Mon 1/5/15	20 days	GTL Interface Dev 1	
Functional Testing	Mon 1/5/15	Mon 1/19/15	10 days	GTL	647
Acceptance Testing	Mon 1/19/15	Mon 1/26/15	5 days	Miami-Dade	648
Approve Interface	Mon 1/26/15	Wed 1/28/15	2 days	Miami-Dade	649
PTS - ITD	**Wed 1/28/15**	**Fri 2/27/15**	**22 days**		**646,484**
Interface Development	Wed 1/28/15	Wed 2/11/15	10 days	GTL Interface Dev 1	
Functional Testing	Wed 2/11/15	Wed 2/18/15	5 days	GTL	652
Acceptance Testing	Wed 2/18/15	Wed 2/25/15	5 days	Miami-Dade	653
Approve Interface	Wed 2/25/15	Fri 2/27/15	2 days	Miami-Dade	654
CJS - ITD	**Fri 2/27/15**	**Tue 4/21/15**	**37 days**		**651,489**
Interface Development	Fri 2/27/15	Fri 3/27/15	20 days	GTL Interface Dev 1	
Functional Testing	Fri 3/27/15	Fri 4/10/15	10 days	GTL	657
Acceptance Testing	Fri 4/10/15	Fri 4/17/15	5 days	Miami-Dade	658
Approve Interface	Fri 4/17/15	Tue 4/21/15	2 days	Miami-Dade	659
IDW - ITD	**Tue 4/21/15**	**Thu 5/21/15**	**22 days**		**656,494**

Interface Development	Tue 4/21/15	Tue 5/5/15	10 days	GTL Interface Dev 1	
Functional Testing	Tue 5/5/15	Tue 5/12/15	5 days	GTL	662
Acceptance Testing	Tue 5/12/15	Tue 5/19/15	5 days	Miami-Dade	663
Approve Interface	Tue 5/19/15	Thu 5/21/15	2 days	Miami-Dade	664
MASS - CHS	**Thu 5/21/15**	**Mon 6/22/15**	**22 days**		**661,499**
Interface Development	Thu 5/21/15	Thu 6/4/15	10 days	GTL Interface Dev 1	
Functional Testing	Thu 6/4/15	Thu 6/11/15	5 days	GTL	667
Acceptance Testing	Thu 6/11/15	Thu 6/18/15	5 days	Miami-Dade	668
Approve Interface	Thu 6/18/15	Mon 6/22/15	2 days	Miami-Dade	669
EMR - Cerner	**Mon 6/22/15**	**Wed 7/22/15**	**22 days**		**666,504**
Interface Development	Mon 6/22/15	Mon 7/6/15	10 days	GTL Interface Dev 1	
Functional Testing	Mon 7/6/15	Mon 7/13/15	5 days	GTL	672
Acceptance Testing	Mon 7/13/15	Mon 7/20/15	5 days	Miami-Dade	673
Approve Interface	Mon 7/20/15	Wed 7/22/15	2 days	Miami-Dade	674
Staff Scheduling - Orion	**Wed 7/22/15**	**Fri 8/21/15**	**22 days**		**671,509**
Interface Development	Wed 7/22/15	Wed 8/5/15	10 days	GTL Interface Dev 1	
Functional Testing	Wed 8/5/15	Wed 8/12/15	5 days	GTL	677
Acceptance Testing	Wed 8/12/15	Wed 8/19/15	5 days	Miami-Dade	678
Approve Interface	Wed 8/19/15	Fri 8/21/15	2 days	Miami-Dade	679
AFIS - Morphotrak	**Fri 8/21/15**	**Tue 9/22/15**	**22 days**		**676,514**
Interface Development	Fri 8/21/15	Fri 9/4/15	10 days	GTL Interface Dev 1	
Functional Testing	Fri 9/4/15	Fri 9/11/15	5 days	GTL	682
Acceptance Testing	Fri 9/11/15	Fri 9/18/15	5 days	Miami-Dade	683
Approve Interface	Fri 9/18/15	Tue 9/22/15	2 days	Miami-Dade	684
Mugshot - Dataworks	**Tue 9/22/15**	**Thu 10/22/15**	**22 days**		**681,519**
Interface Development	Tue 9/22/15	Tue 10/6/15	10 days	GTL Interface Dev 1	
Functional Testing	Tue 10/6/15	Tue 10/13/15	5 days	GTL	687
Acceptance Testing	Tue 10/13/15	Tue 10/20/15	5 days	Miami-Dade	688
Approve Interface	Tue 10/20/15	Thu 10/22/15	2 days	Miami-Dade	689
Facilligence - Micromain	**Thu 10/22/15**	**Mon 11/23/15**	**22 days**		**686,524**
Interface Development	Thu 10/22/15	Thu 11/5/15	10 days	GTL Interface Dev 1	
Functional Testing	Thu 11/5/15	Thu 11/12/15	5 days	GTL	692
Acceptance Testing	Thu 11/12/15	Thu 11/19/15	5 days	Miami-Dade	693
Approve Interface	Thu 11/19/15	Mon 11/23/15	2 days	Miami-Dade	694
Pharmacy - Sapphine Health	**Mon 11/23/15**	**Wed 12/23/15**	**22 days**		**691,529**
Interface Development	Mon 11/23/15	Mon 12/7/15	10 days	GTL Interface Dev 1	
Functional Testing	Mon 12/7/15	Mon 12/14/15	5 days	GTL	697
Acceptance Testing	Mon 12/14/15	Mon 12/21/15	5 days	Miami-Dade	698
Approve Interface	Mon 12/21/15	Wed 12/23/15	2 days	Miami-Dade	699

Guard Tour - Timekeeping Systems	**Wed 12/23/15**	**Fri 1/22/16**	**22 days**		**696,534**
Interface Development	Wed 12/23/15	Wed 1/6/16	10 days	GTL Interface Dev 1	
Functional Testing	Wed 1/6/16	Wed 1/13/16	5 days	GTL	702
Acceptance Testing	Wed 1/13/16	Wed 1/20/16	5 days	Miami-Dade	703
Approve Interface	Wed 1/20/16	Fri 1/22/16	2 days	Miami-Dade	704
GIS - ITD	**Fri 1/22/16**	**Tue 2/23/16**	**22 days**		**701,539**
Interface Development	Fri 1/22/16	Fri 2/5/16	10 days	GTL Interface Dev 1	
Functional Testing	Fri 2/5/16	Fri 2/12/16	5 days	GTL	707
Acceptance Testing	Fri 2/12/16	Fri 2/19/16	5 days	Miami-Dade	708
Approve Interface	Fri 2/19/16	Tue 2/23/16	2 days	Miami-Dade	709
Omnilink - Sentinel Offender Services	**Fri 8/29/14**	**Tue 9/30/14**	**22 days**		**544**
Interface Development	Fri 8/29/14	Fri 9/12/14	10 days	GTL Interface Dev 2	
Functional Testing	Fri 9/12/14	Fri 9/19/14	5 days	GTL	712
Acceptance Testing	Fri 9/19/14	Fri 9/26/14	5 days	Miami-Dade	713
Approve Interface	Fri 9/26/14	Tue 9/30/14	2 days	Miami-Dade	714
GPS - Fleetmatics	**Tue 9/30/14**	**Thu 10/30/14**	**22 days**		**711,549**
Interface Development	Tue 9/30/14	Tue 10/14/14	10 days	GTL Interface Dev 2	
Functional Testing	Tue 10/14/14	Tue 10/21/14	5 days	GTL	717
Acceptance Testing	Tue 10/21/14	Tue 10/28/14	5 days	Miami-Dade	718
Approve Interface	Tue 10/28/14	Thu 10/30/14	2 days	Miami-Dade	719
Call IQ - GTL	**Thu 10/30/14**	**Fri 10/31/14**	**1 day**		**716,554**
Interface Development	Thu 10/30/14	Fri 10/31/14	1 day	GTL Interface Dev 2	
Functional Testing	Thu 10/30/14	Fri 10/31/14	1 day	GTL	
Acceptance Testing	Thu 10/30/14	Fri 10/31/14	1 day	Miami-Dade	
Approve Interface	Thu 10/30/14	Fri 10/31/14	1 day	Miami-Dade	
Release - JRS	**Fri 10/31/14**	**Tue 12/2/14**	**22 days**		**721,559**
Interface Development	Fri 10/31/14	Fri 11/14/14	10 days	GTL Interface Dev 2	
Functional Testing	Fri 11/14/14	Fri 11/21/14	5 days	GTL	727
Acceptance Testing	Fri 11/21/14	Fri 11/28/14	5 days	Miami-Dade	728
Approve Interface	Fri 11/28/14	Tue 12/2/14	2 days	Miami-Dade	729
Asset Management - EAM	**Tue 12/2/14**	**Thu 1/1/15**	**22 days**		**726,564**
Interface Development	Tue 12/2/14	Tue 12/16/14	10 days	GTL Interface Dev 2	
Functional Testing	Tue 12/16/14	Tue 12/23/14	5 days	GTL	732
Acceptance Testing	Tue 12/23/14	Tue 12/30/14	5 days	Miami-Dade	733
Approve Interface	Tue 12/30/14	Thu 1/1/15	2 days	Miami-Dade	734
Transport - MDCR	**Thu 1/1/15**	**Mon 2/2/15**	**22 days**		**731,569**
Interface Development	Thu 1/1/15	Thu 1/15/15	10 days	GTL Interface Dev 2	
Functional Testing	Thu 1/15/15	Thu 1/22/15	5 days	GTL	737
Acceptance Testing	Thu 1/22/15	Thu 1/29/15	5 days	Miami-Dade	738

Approve Interface	Thu 1/29/15	Mon 2/2/15	2 days	Miami-Dade	739
Gain Time - MDCR	**Mon 2/2/15**	**Wed 3/25/15**	**37 days**		**736,574**
Interface Development	Mon 2/2/15	Mon 3/2/15	20 days	GTL Interface Dev 2	
Functional Testing	Mon 3/2/15	Mon 3/16/15	10 days	GTL	742
Acceptance Testing	Mon 3/16/15	Mon 3/23/15	5 days	Miami-Dade	743
Approve Interface	Mon 3/23/15	Wed 3/25/15	2 days	Miami-Dade	744
Finance - MDCR	**Wed 3/25/15**	**Fri 4/24/15**	**22 days**		**741,579**
Interface Development	Wed 3/25/15	Wed 4/8/15	10 days	GTL Interface Dev 2	
Functional Testing	Wed 4/8/15	Wed 4/15/15	5 days	GTL	747
Acceptance Testing	Wed 4/15/15	Wed 4/22/15	5 days	Miami-Dade	748
Approve Interface	Wed 4/22/15	Fri 4/24/15	2 days	Miami-Dade	749
PIR - MDCR	**Fri 4/24/15**	**Tue 5/26/15**	**22 days**		**746,584**
Interface Development	Fri 4/24/15	Fri 5/8/15	10 days	GTL Interface Dev 2	
Functional Testing	Fri 5/8/15	Fri 5/15/15	5 days	GTL	752
Acceptance Testing	Fri 5/15/15	Fri 5/22/15	5 days	Miami-Dade	753
Approve Interface	Fri 5/22/15	Tue 5/26/15	2 days	Miami-Dade	754
Boot Camp Tracking System	**Tue 5/26/15**	**Thu 6/25/15**	**22 days**		**751,589**
Interface Development	Tue 5/26/15	Tue 6/9/15	10 days	GTL Interface Dev 2	
Functional Testing	Tue 6/9/15	Tue 6/16/15	5 days	GTL	757
Acceptance Testing	Tue 6/16/15	Tue 6/23/15	5 days	Miami-Dade	758
Approve Interface	Tue 6/23/15	Thu 6/25/15	2 days	Miami-Dade	759
Courts - CSB	**Thu 6/25/15**	**Mon 7/27/15**	**22 days**		**756,594**
Interface Development	Thu 6/25/15	Thu 7/9/15	10 days	GTL Interface Dev 2	
Functional Testing	Thu 7/9/15	Thu 7/16/15	5 days	GTL	762
Acceptance Testing	Thu 7/16/15	Thu 7/23/15	5 days	Miami-Dade	763
Approve Interface	Thu 7/23/15	Mon 7/27/15	2 days	Miami-Dade	764
Food Services - FBS	**Mon 7/27/15**	**Wed 8/26/15**	**22 days**		**761,599**
Interface Development	Mon 7/27/15	Mon 8/10/15	10 days	GTL Interface Dev 2	
Functional Testing	Mon 8/10/15	Mon 8/17/15	5 days	GTL	767
Acceptance Testing	Mon 8/17/15	Mon 8/24/15	5 days	Miami-Dade	768
Approve Interface	Mon 8/24/15	Wed 8/26/15	2 days	Miami-Dade	769
Jackson Healthy Systems - JHS	**Wed 8/26/15**	**Fri 9/25/15**	**22 days**		**766,604**
Interface Development	Wed 8/26/15	Wed 9/9/15	10 days	GTL Interface Dev 2	
Functional Testing	Wed 9/9/15	Wed 9/16/15	5 days	GTL	772
Acceptance Testing	Wed 9/16/15	Wed 9/23/15	5 days	Miami-Dade	773
Approve Interface	Wed 9/23/15	Fri 9/25/15	2 days	Miami-Dade	774
Content Management - ECM	**Fri 9/25/15**	**Tue 11/17/15**	**37 days**		**771,609**
Interface Development	Fri 9/25/15	Fri 10/23/15	20 days	GTL Interface Dev 2	
Functional Testing	Fri 10/23/15	Fri 11/6/15	10 days	GTL	777

Acceptance Testing	Fri 11/6/15	Fri 11/13/15	5 days	Miami-Dade	778
Approve Interface	Fri 11/13/15	Tue 11/17/15	2 days	Miami-Dade	779
Miscellaneous	**Tue 11/17/15**	**Thu 1/28/16**	**52 days**		**776,614**
Interface Development	Tue 11/17/15	Tue 12/29/15	30 days	GTL Interface Dev 2	
Functional Testing	Tue 12/29/15	Tue 1/19/16	15 days	GTL	782
Acceptance Testing	Tue 1/19/16	Tue 1/26/16	5 days	Miami-Dade	783
Approve Interface	Tue 1/26/16	Thu 1/28/16	2 days	Miami-Dade	784
Peripherals	**Wed 7/23/14**	**Mon 8/18/14**	**18 days**		**196**
i.e - PDA - Medical	**Wed 7/23/14**	**Mon 8/11/14**	**13 days**		
Install Peripherals	Wed 7/23/14	Fri 7/25/14	2 days	GTL,Miami-Dade	
Configure Peripherals	Fri 7/25/14	Fri 8/1/14	5 days	GTL	788
Configure OMSe	Fri 8/1/14	Fri 8/8/14	5 days	GTL	789
Approve Peripheral	Fri 8/8/14	Mon 8/11/14	1 day	GTL,Miami-Dade	790
i.e. PDA - Corrections	**Wed 7/23/14**	**Mon 8/18/14**	**18 days**		
Install Peripherals	Wed 7/23/14	Fri 7/25/14	2 days	GTL,Miami-Dade	
Configure Peripherals	Fri 7/25/14	Fri 8/1/14	5 days	GTL	793
Configure OMSe	Fri 8/1/14	Fri 8/15/14	10 days	GTL	794
Approve Peripheral	Fri 8/15/14	Mon 8/18/14	1 day	GTL,Miami-Dade	795
User Acceptance Testing (Functional Groups Defined in Group/Module Crosswalk)	**Tue 2/23/16**	**Wed 3/2/16**	**6 days**		**213,229,240,630,786**
System Administration	**Tue 2/23/16**	**Wed 3/2/16**	**6 days**		
Conduct Acceptance Testing	Tue 2/23/16	Tue 3/1/16	5 days	GTL,Miami-Dade	
Approve Module	Tue 3/1/16	Wed 3/2/16	1 day	GTL,Miami-Dade	799
Booking	**Tue 2/23/16**	**Wed 3/2/16**	**6 days**		
Conduct Acceptance Testing	Tue 2/23/16	Tue 3/1/16	5 days	Miami-Dade	
Approve Module	Tue 3/1/16	Wed 3/2/16	1 day	Miami-Dade	802
Community Corrections	**Tue 2/23/16**	**Wed 3/2/16**	**6 days**		
Conduct Acceptance Testing	Tue 2/23/16	Tue 3/1/16	5 days	GTL,Miami-Dade	
Approve Module	Tue 3/1/16	Wed 3/2/16	1 day	GTL,Miami-Dade	805
Classification	**Tue 2/23/16**	**Wed 3/2/16**	**6 days**		
Conduct Acceptance Testing	Tue 2/23/16	Tue 3/1/16	5 days	Miami-Dade	
Approve Module	Tue 3/1/16	Wed 3/2/16	1 day	Miami-Dade	808
Count / Movement	**Tue 2/23/16**	**Wed 3/2/16**	**6 days**		
Conduct Acceptance Testing	Tue 2/23/16	Tue 3/1/16	5 days	GTL,Miami-Dade	
Approve Module	Tue 3/1/16	Wed 3/2/16	1 day	GTL,Miami-Dade	811
Incidents	**Tue 2/23/16**	**Wed 3/2/16**	**6 days**		
Conduct Acceptance Testing	Tue 2/23/16	Tue 3/1/16	5 days	Miami-Dade	
Approve Module	Tue 3/1/16	Wed 3/2/16	1 day	Miami-Dade	814
Medical	**Tue 2/23/16**	**Wed 3/2/16**	**6 days**		

Conduct Acceptance Testing	Tue 2/23/16	Tue 3/1/16	5 days	GTL,Miami-Dade	
Approve Module	Tue 3/1/16	Wed 3/2/16	1 day	GTL,Miami-Dade	817
Programs	**Tue 2/23/16**	**Wed 3/2/16**	**6 days**		
Conduct Acceptance Testing	Tue 2/23/16	Tue 3/1/16	5 days	Miami-Dade	
Approve Module	Tue 3/1/16	Wed 3/2/16	1 day	Miami-Dade	820
Records	**Tue 2/23/16**	**Wed 3/2/16**	**6 days**		
Conduct Acceptance Testing	Tue 2/23/16	Tue 3/1/16	5 days	GTL,Miami-Dade	
Approve Module	Tue 3/1/16	Wed 3/2/16	1 day	GTL,Miami-Dade	823
Temporary Release	**Tue 2/23/16**	**Wed 3/2/16**	**6 days**		
Conduct Acceptance Testing	Tue 2/23/16	Tue 3/1/16	5 days	Miami-Dade	
Approve Module	Tue 3/1/16	Wed 3/2/16	1 day	Miami-Dade	826
Visitation	**Tue 2/23/16**	**Wed 3/2/16**	**6 days**		
Conduct Acceptance Testing	Tue 2/23/16	Tue 3/1/16	5 days	Miami-Dade	
Approve Module	Tue 3/1/16	Wed 3/2/16	1 day	Miami-Dade	829
Training (Functional Groups Defined in Group/Module Crosswalk)	**Thu 11/20/14**	**Wed 4/13/16**	**364 days**		**207**
Develop Curriculum	**Thu 11/20/14**	**Mon 9/14/15**	**212 days**		
System Administration	**Fri 3/27/15**	**Mon 4/27/15**	**21 days**		**241**
Develop training curriculum	Fri 3/27/15	Fri 4/10/15	10 days	GTL	
Review Training Curriculum	Fri 4/10/15	Fri 4/17/15	5 days	Miami-Dade	834
Modify Training Curriculum	Fri 4/17/15	Fri 4/24/15	5 days	GTL	835
Approve Training Curriculum	Fri 4/24/15	Mon 4/27/15	1 day	Miami-Dade	836
Booking	**Fri 5/1/15**	**Mon 6/1/15**	**21 days**		**268**
Develop training curriculum	Fri 5/1/15	Fri 5/15/15	10 days	GTL	
Review Training Curriculum	Fri 5/15/15	Fri 5/22/15	5 days	Miami-Dade	839
Modify Training Curriculum	Fri 5/22/15	Fri 5/29/15	5 days	GTL	840
Approve Training Curriculum	Fri 5/29/15	Mon 6/1/15	1 day	Miami-Dade	841
Community Corrections	**Fri 6/5/15**	**Mon 7/6/15**	**21 days**		**281**
Develop training curriculum	Fri 6/5/15	Fri 6/19/15	10 days	GTL	
Review Training Curriculum	Fri 6/19/15	Fri 6/26/15	5 days	GTL,Miami-Dade	844
Modify Training Curriculum	Fri 6/26/15	Fri 7/3/15	5 days	GTL	845
Approve Training Curriculum	Fri 7/3/15	Mon 7/6/15	1 day	GTL,Miami-Dade	846
Classification	**Fri 7/10/15**	**Mon 8/10/15**	**21 days**		**294**
Develop training curriculum	Fri 7/10/15	Fri 7/24/15	10 days	GTL	
Review Training Curriculum	Fri 7/24/15	Fri 7/31/15	5 days	Miami-Dade	849
Modify Training Curriculum	Fri 7/31/15	Fri 8/7/15	5 days	GTL	850
Approve Training Curriculum	Fri 8/7/15	Mon 8/10/15	1 day	Miami-Dade	851
Count / Movement	**Fri 8/14/15**	**Mon 9/14/15**	**21 days**		**307**
Develop training curriculum	Fri 8/14/15	Fri 8/28/15	10 days	GTL	
Review Training Curriculum	Fri 8/28/15	Fri 9/4/15	5 days	Miami-Dade	854

Modify Training Curriculum	Fri 9/4/15	Fri 9/11/15	5 days	GTL	855
Approve Training Curriculum	Fri 9/11/15	Mon 9/14/15	1 day	Miami-Dade	856
Incidents	**Thu 11/20/14**	**Fri 12/19/14**	**21 days**		**320**
Develop training curriculum	Thu 11/20/14	Thu 12/4/14	10 days	GTL	
Review Training Curriculum	Thu 12/4/14	Thu 12/11/14	5 days	GTL,Miami-Dade	859
Modify Training Curriculum	Thu 12/11/14	Thu 12/18/14	5 days	GTL	860
Approve Training Curriculum	Thu 12/18/14	Fri 12/19/14	1 day	GTL,Miami-Dade	861
Medical	**Thu 12/25/14**	**Fri 1/23/15**	**21 days**		**333**
Develop training curriculum	Thu 12/25/14	Thu 1/8/15	10 days	GTL	
Review Training Curriculum	Thu 1/8/15	Thu 1/15/15	5 days	Miami-Dade	864
Modify Training Curriculum	Thu 1/15/15	Thu 1/22/15	5 days	GTL	865
Approve Training Curriculum	Thu 1/22/15	Fri 1/23/15	1 day	Miami-Dade	866
Programs	**Thu 1/29/15**	**Fri 2/27/15**	**21 days**		**346**
Develop training curriculum	Thu 1/29/15	Thu 2/12/15	10 days	GTL	
Review Training Curriculum	Thu 2/12/15	Thu 2/19/15	5 days	Miami-Dade	869
Modify Training Curriculum	Thu 2/19/15	Thu 2/26/15	5 days	GTL	870
Approve Training Curriculum	Thu 2/26/15	Fri 2/27/15	1 day	Miami-Dade	871
Records	**Thu 3/5/15**	**Fri 4/3/15**	**21 days**		**359**
Develop training curriculum	Thu 3/5/15	Thu 3/19/15	10 days	GTL	
Review Training Curriculum	Thu 3/19/15	Thu 3/26/15	5 days	GTL,Miami-Dade	874
Modify Training Curriculum	Thu 3/26/15	Thu 4/2/15	5 days	GTL	875
Approve Training Curriculum	Thu 4/2/15	Fri 4/3/15	1 day	GTL,Miami-Dade	876
Temporary Release	**Thu 4/9/15**	**Fri 5/8/15**	**21 days**		**372**
Develop training curriculum	Thu 4/9/15	Thu 4/23/15	10 days	GTL	
Review Training Curriculum	Thu 4/23/15	Thu 4/30/15	5 days	Miami-Dade	879
Modify Training Curriculum	Thu 4/30/15	Thu 5/7/15	5 days	GTL	880
Approve Training Curriculum	Thu 5/7/15	Fri 5/8/15	1 day	Miami-Dade	881
Visitation	**Thu 5/14/15**	**Fri 6/12/15**	**21 days**		**385**
Develop training curriculum	Thu 5/14/15	Thu 5/28/15	10 days	GTL	
Review Training Curriculum	Thu 5/28/15	Thu 6/4/15	5 days	Miami-Dade	884
Modify Training Curriculum	Thu 6/4/15	Thu 6/11/15	5 days	GTL	885
Approve Training Curriculum	Thu 6/11/15	Fri 6/12/15	1 day	Miami-Dade	886
Conduct Training	**Wed 3/2/16**	**Wed 4/13/16**	**30 days**		**797,832**
System Administration	Wed 3/2/16	Wed 3/16/16	10 days	Miami-Dade,GTL	833
Booking	Wed 3/2/16	Wed 4/13/16	30 days	Miami-Dade,GTL	838
Community Corrections	Wed 3/2/16	Wed 3/16/16	10 days	Miami-Dade,GTL	843
Classification	Wed 3/2/16	Wed 3/16/16	10 days	Miami-Dade,GTL	848
Count / Movement	Wed 3/2/16	Wed 3/30/16	20 days	Miami-Dade,GTL	853
Incidents	Wed 3/2/16	Wed 3/23/16	15 days	Miami-Dade,GTL	858

Medical	Wed 3/2/16	Wed 3/16/16	10 days	Miami-Dade,GTL	863
Programs	Wed 3/2/16	Wed 3/23/16	15 days	Miami-Dade,GTL	868
Records	Wed 3/2/16	Wed 4/13/16	30 days	Miami-Dade,GTL	873
Temporary Release	Wed 3/2/16	Wed 3/16/16	10 days	Miami-Dade,GTL	878
Visitation	Wed 3/2/16	Wed 3/16/16	10 days	Miami-Dade,GTL	883
Control Phase	**Tue 7/8/14**	**Mon 7/11/16**	**524 days**		**2**
Evaluate Change Requests	**Tue 7/8/14**	**Wed 7/9/14**	**1 day**		
Maintain Change Request Form	Tue 7/8/14	Wed 7/9/14	1 day		
Evaluate Project Performance	**Tue 7/8/14**	**Wed 7/9/14**	**1 day**		
Maintain Project Performance Report	Tue 7/8/14	Wed 7/9/14	1 day		
Production Cutover/Go-live	**Wed 4/13/16**	**Mon 7/11/16**	**63 days**		**212**
Run final conversion Scripts	Wed 4/13/16	Thu 4/14/16	1 day	GTL	
Final Go/No Go Live Decsion	Thu 4/14/16	Fri 4/15/16	1 day		906
Cutover to OMSe	Fri 4/15/16	Mon 4/18/16	1 day	GTL,Miami-Dade	907
Go-live support	Mon 4/18/16	Mon 7/11/16	60 days	GTL	908
Closing Phase	**Wed 4/13/16**	**Fri 4/29/16**	**12 days**		**212**
Complete Closing Documentation and Obtain Necessary Sign-Offs	Wed 4/13/16	Wed 4/27/16	10 days		
Transition to GTL Service and Support	**Wed 4/27/16**	**Thu 4/28/16**	**1 day**		**911**
Complete Lessons Learned Documentation	Thu 4/28/16	Fri 4/29/16	1 day		912

Memorandum

MIAMI-DADE COUNTY

Date: January 30, 2014

To: Lester Sola
Director
Internal Services Department

Thru: Miriam Singer, CPPO
Assistant Director
Internal Services Department

From: Andrew Zawoyski, CPPO
Chief Negotiator
Chairperson, Evaluation/Selection Committee

Subject: Report of Evaluation/Selection Committee for RFP No. 847 - Pay Phone, Pay Phone Services, Pay Phone Subscription Services, Inmate Telephone Services, and a Jail Management System

---

The County issued a solicitation to obtain proposals from qualified firms to provide county wide pay phones, pay phone services, pay phone subscription services, and an inmate telephone system and services and a jail management system for Miami-Dade Correction and Rehabilitation Department (MDCR). The solicitation includes (a) the furnishing, installation, servicing and operation of payphones and local and long distance services for the installed base of payphone instruments at current and potentially future County locations; (b) the inmate system and associated services at MDCR; and (c) for a jail management system, including software, installation, integration, data conversion, training and maintenance and technical support services.

The Evaluation/Selection Committee (Committee) has completed the evaluation of proposals submitted in response to the solicitation following the guidelines published in the solicitation.

Committee meeting dates:
October 21, 2013; November 4, 2013; December 13, 2013; January 9, 2014; January 22, 2014; January 23, 2014; and January 24, 2014

Verification of compliance with contract measures:
Not applicable since no contract measures were assigned to this solicitation.

Verification of compliance with minimum qualification requirements:
The solicitation had minimum qualification requirements which were reviewed by the Chairperson and the Selection Committee. All of the proposers met the requirements.

Local Certified Service-Disabled Veteran's Business Enterprise Preference:
Veteran's Preference was considered in accordance with the applicable ordinance. None of the proposers qualified for the preference.

Summary of scores:

The preliminary scores are as follows:

Pre-Oral Presentations

Proposer	*Technical Score* (max. 4,500)	*Price Score* (max.500)	*Total Combined Score* (max. 5,000)	*Price/Cost Submitted*
1. Global Tel*Link	4,378	495	4,873	See Attached Spreadsheet
2. Securus Technologies, Inc. - Archonix	3,832	365	4,197	
3. Securus Technologies, Inc. – Mi Case	3,765	370	4,135	
~~4. TelMate~~	~~2,874~~	~~382~~	~~3,256~~	

The Evaluation/Selection Committee decided to hold oral presentations. Price proposals were reviewed in conjunction with the technical proposals.

The final scores are as follows:

Post-Oral Presentations

Proposer	*Technical Score* (max.4,500)	*Price Score* (max. 500)	*Total Combined Score* (max. 5,000)	*Price/Cost Submitted*
1. Global Tel*Link	4,304	495	4,799	See Attached Spreadsheet
2. Securus Technologies, Inc. – Archonix	4,100	410	4,510	
3. Securus Technologies, Inc. – Mi Case	3,378	410	3,788	

Local Preference:
Local Preference was considered in accordance with applicable ordinance, but did not affect the outcome as none of the remaining proposers were eligible.

Negotiations:
The Evaluation/Selection Committee recommends that the County enter into negotiations with the highest ranked proposer, Global Tel*Link Corporation. The following individuals will participate in the negotiations:

Andrew Zawoyski, Chief Negotiator, ISD
Kim Gordon-Perez, Inmate Telephone System Supervisor, MDCR
John Concepcion, Division Director, ITD
Cara Tuzeo, Sr. Business Analyst Manager, OMB
Frank Brophy, Commander, MDCR
Anthony Dawson, Chief, MDCR

Consensus Statement: The Committee recommends Global Tel*Link for the following reasons:

1) ~~Price proposal was the strongest and included a signing bonus and minimum annual guaranty;~~
2) Offered the most comprehensive technical support as well as best on-site support;
3) Has a significant market share;
4) Most complete package for public payphones services;
5) Currently supporting comparable sized agencies;
6) Strongest interface solution to existing County legacy applications.

Copies of the score sheets are attached for each Evaluation/Selection Committee member, as well as the composite score sheet and the price spreadsheet.

Approved

Lester Sola
Director

2/3/14
Date

Composite

RFP NO. 847 - POST ORALS

Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

EVALUATION OF PROPOSALS

SELECTION ↓ PROPOSERS CRITERIA ↓	Minimum Points	Maximum Total Points (5 members)	Securus Technologies, Inc - Mi Case	Securus Technologies, Inc - Archonix	Global Tel*Link
Proposer's relevant experience, qualifications, and past performance, vision, financial capability, public safety solutions experience.	200	1000	685	888	984
Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	150	750	503	682	735
Proposer's approach to providing the overall solution, systems and services requested in this solicitation. Proposer's schedule for completion of all services, product implementation services and support capabilities, including installation, integration, documentation, data migration, training, project planning, maintenance, support, and warranty and ability to meet technical and functional requirement of all systems requested herein.	500	2500	1965	2280	2335
Proposer's approach and methodology to meeting federal, state and local equirements	50	250	225	250	250
TECHNICAL POINTS *(total of technical rows above)*	900	4500	3378	4100	4304
PRICE CRITERIA Proposer's proposed % of Gross Revenue to County	100	500	410	410	495
TECHNICAL & PRICE POINTS *(total technical & price rows above)*	1000	5000	3788	4510	4799

SIGNATURE _____ 1/29/2014

Chairperson DATE

_____ 1/29/14

Reviewed By DATE

1/29/2014

EVALUATION OF PROPOSALS

RFP NO. 847 - POST ORALS

Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

Anthony Dawsey (MDCR)

SELECTION ↓ PROPOSERS CRITERIA →	Maximum Points	Securus Technologies, Inc - Mi Case	Securus Technologies, Inc - Archonix	Global Tel*Link
Proposer's relevant experience, qualifications, and past performance, vision, financial capability, public safety solutions experience.	200	120	190	190
Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	150	100	145	140
Proposer's approach to providing the overall solution, systems and services requested in this solicitation. Proposer's schedule for completion of all services, product implementation services and support capabilities, including installation, integration, documentation, data migration, training, project planning, maintenance, support, and warranty and ability to meet technical and functional requirement of all systems requested herein.	500	375	475	475
Proposer's approach and methodology to meeting federal, state and local equirements	50	50	50	50
TECHNICAL POINTS *(total of technical rows above)*	900	645	860	855
PRICE CRITERIA Proposer's proposed % of Gross Revenue to County	100	85	90	95
TECHNICAL & PRICE POINTS *(total technical & price rows above)*	1000	730	950	950

SIGNATURE

DATE

EVALUATION OF PROPOSALS

RFP NO. 847 - POST ORALS

Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

Frank Brophy (MDCR)

SELECTION ↓ PROPOSERS CRITERIA →	Maximum Points	Securus Technologies, Inc - Mi Case	Securus Technologies, Inc - Archonix	Global Tel*Link
Proposer's relevant experience, qualifications, and past performance, vision, financial capability, public safety solutions experience.	200	175	185	200
Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	150	73	140	150
Proposer's approach to providing the overall solution, systems and services requested in this solicitation. Proposer's schedule for completion of all services, product implementation services and support capabilities, including installation, integration, documentation, data migration, training, project planning, maintenance, support, and warranty and ability to meet technical and functional requirement of all systems requested herein.	500	435	415	480
Proposer's approach and methodology to meeting federal, state and local equirements	50	50	50	50
TECHNICAL POINTS *(total of technical rows above)*	900	733	790	880
PRICE CRITERIA Proposer's proposed % of Gross Revenue to County	100	70	70	100
TECHNICAL & PRICE POINTS *(total technical & price rows above)*	1000	803	860	980

SIGNATURE

DATE

EVALUATION OF PROPOSALS

RFP NO. 847 - POST ORALS

Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

Cara Tuzeo (OMB)

SELECTION ↓ PROPOSERS CRITERIA →	Maximum Points	Securus Technologies, Inc - Mi Case	Securus Technologies, Inc - Archonix	Global Tel*Link
Proposer's relevant experience, qualifications, and past performance, vision, financial capability, public safety solutions experience.	200	100	150	200
Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	150	100	125	150
Proposer's approach to providing the overall solution, systems and services requested in this solicitation. Proposer's schedule for completion of all services, product implementation services and support capabilities, including installation, integration, documentation, data migration, training, project planning, maintenance, support, and warranty and ability to meet technical and functional requirement of all systems requested herein.	500	375	450	450
Proposer's approach and methodology to meeting federal, state and local equirements	50	25	50	50
TECHNICAL POINTS *(total of technical rows above)*	900	600	775	850
PRICE CRITERIA Proposer's proposed % of Gross Revenue to County	100	90	80	100
TECHNICAL & PRICE POINTS *(total technical & price rows above)*	1000	690	855	950

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SIGNATURE

DATE

1/30/2014

EVALUATION OF PROPOSALS

RFP NO. 847 - POST ORALS

Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

Denise Nola (ITD)

SELECTION ↓ PROPOSERS CRITERIA →	Maximum Points	Securus Technologies, Inc - Mi Case	Securus Technologies, Inc - Archonix	Global Tel*Link
Proposer's relevant experience, qualifications, and past performance, vision, financial capability, public safety solutions experience.	200	100	163	194
Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	150	100	122	145
Proposer's approach to providing the overall solution, systems and services requested in this solicitation. Proposer's schedule for completion of all services, product implementation services and support capabilities, including installation, integration, documentation, data migration, training, project planning, maintenance, support, and warranty and ability to meet technical and functional requirement of all systems requested herein.	500	350	450	450
Proposer's approach and methodology to meeting federal, state and local equirements	50	50	50	50
TECHNICAL POINTS *(total of technical rows above)*	900	600	785	839
PRICE CRITERIA Proposer's proposed % of Gross Revenue to County	100	95	95	100
TECHNICAL & PRICE POINTS *(total technical & price rows above)*	1000	695	880	939

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EVALUATION OF PROPOSALS

RFP NO. 847 - POST ORALS

Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

John Concepcion (ITD)

SELECTION ↓ PROPOSERS CRITERIA →	Maximum Points	Securus Technologies, Inc - Mi Case	Securus Technologies, Inc - Archonix	Global Tel*Link
Proposer's relevant experience, qualifications, and past performance, vision, financial capability, public safety solutions experience.	200	190	200	200
Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	150	130	150	150
Proposer's approach to providing the overall solution, systems and services requested in this solicitation. Proposer's schedule for completion of all services, product implementation services and support capabilities, including installation, integration, documentation, data migration, training, project planning, maintenance, support, and warranty and ability to meet technical and functional requirement of all systems requested herein.	500	430	490	480
Proposer's approach and methodology to meeting federal, state and local equirements	50	50	50	50
TECHNICAL POINTS *(total of technical rows above)*	900	800	890	880
PRICE CRITERIA Proposer's proposed % of Gross Revenue to County	100	70	75	100
TECHNICAL & PRICE POINTS *(total technical & price rows above)*	1000	870	965	980

SIGNATURE

DATE

Composite

RFP NO. 847

Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

PRE-ORALS

EVALUATION OF PROPOSALS

SELECTION ↓ PROPOSERS CRITERIA →	Maximum Points	Maximum Total Points (5 members)	Securus Technologies, Inc - Mi Case	Securus Technologies, Inc - Archonix	Global Tel*Link	TelMate
Proposer's relevant experience, qualifications, and past performance, vision, financial capability, public safety solutions experience.	200	1000	867	873	984	568
Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	150	750	539	617	735	416
Proposer's approach to providing the overall solution, systems and services requested in this solicitation. Proposer's schedule for completion of all services, product implementation services and support capabilities, including installation, integration, documentation, data migration, training, project planning, maintenance, support, and warranty and ability to meet technical and functional requirement of all systems requested herein.	500	2500	2109	2092	2409	1646
Proposer's approach and methodology to meeting federal, state and local equirements	50	250	250	250	250	244
TECHNICAL POINTS *(total of technical rows above)*	900	4500	3765	3832	4378	2874
PRICE CRITERIA Proposer's proposed % of Gross Revenue to County	100	500	370	365	495	382
TECHNICAL & PRICE POINTS *(total technical & price rows above)*	1000	5000	4135	4197	4873	3256

SIGNATURE

Chairperson

Reviewed By

1/30/2014
DATE

1/30/2014
DATE

EVALUATION OF PROPOSALS

RFP NO. 847

Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

Anthony Dawsey (MDCR)

SELECTION ↓ PROPOSERS CRITERIA →	Maximum Points	Securus Technologies, Inc - Mi Case	Securus Technologies, Inc - Archonix	Global Tel*Link	TelMate
Proposer's relevant experience, qualifications, and past performance, vision, financial capability, public safety solutions experience.	200	180	175	190	100
Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	150	125	125	140	70
Proposer's approach to providing the overall solution, systems and services requested in this solicitation. Proposer's schedule for completion of all services, product implementation services and support capabilities, including installation, integration, documentation, data migration, training, project planning, maintenance, support, and warranty and ability to meet technical and functional requirement of all systems requested herein.	500	450	450	475	250
Proposer's approach and methodology to meeting federal, state and local equirements	50	50	50	50	50
TECHNICAL POINTS *(total of technical rows above)*	900	805	800	855	470
PRICE CRITERIA Proposer's proposed % of Gross Revenue to County	100	85	75	95	65
TECHNICAL & PRICE POINTS *(total technical & price rows above)*	1000	890	875	950	535

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DATE

EVALUATION OF PROPOSALS

RFP NO. 847

Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

Frank Brophy (MDCR)

SELECTION ↓ PROPOSERS CRITERIA →	Maximum Points	Securus Technologies, Inc - Mi Case	Securus Technologies, Inc - Archonix	Global Tel*Link	TelMate
Proposer's relevant experience, qualifications, and past performance, vision, financial capability, public safety solutions experience.	200	175	185	200	85
Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	150	73	140	150	65
Proposer's approach to providing the overall solution, systems and services requested in this solicitation. Proposer's schedule for completion of all services, product implementation services and support capabilities, including installation, integration, documentation, data migration, training, project planning, maintenance, support, and warranty and ability to meet technical and functional requirement of all systems requested herein.	500	435	415	480	475
Proposer's approach and methodology to meeting federal, state and local equirements	50	50	50	50	44
TECHNICAL POINTS *(total of technical rows above)*	900	733	790	880	669
PRICE CRITERIA Proposer's proposed % of Gross Revenue to County	100	70	70	100	82
TECHNICAL & PRICE POINTS *(total technical & price rows above)*	1000	803	860	980	751

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EVALUATION OF PROPOSALS

RFP NO. 847

Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

Cara Tuzeo (OMB)

SELECTION ↓ PROPOSERS CRITERIA →	Maximum Points	Securus Technologies, Inc - Mi Case	Securus Technologies, Inc - Archonix	Global Tel*Link	TelMate
Proposer's relevant experience, qualifications, and past performance, vision, financial capability, public safety solutions experience.	200	150	150	200	125
Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	150	100	100	150	100
Proposer's approach to providing the overall solution, systems and services requested in this solicitation. Proposer's schedule for completion of all services, product implementation services and support capabilities, including installation, integration, documentation, data migration, training, project planning, maintenance, support, and warranty and ability to meet technical and functional requirement of all systems requested herein.	500	400	400	500	350
Proposer's approach and methodology to meeting federal, state and local equirements	50	50	50	50	50
TECHNICAL POINTS *(total of technical rows above)*	900	700	700	900	625
PRICE CRITERIA Proposer's proposed % of Gross Revenue to County	100	50	50	100	60
TECHNICAL & PRICE POINTS *(total technical & price rows above)*	1000	750	750	1000	685

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EVALUATION OF PROPOSALS

RFP NO. 847

Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

Denise Nola (ITD)

SELECTION ↓ PROPOSERS CRITERIA →	Maximum Points	Securus Technologies, Inc - Mi Case		Securus Technologies, Inc - Archonix	Global Tel*Link	TelMate
Proposer's relevant experience, qualifications, and past performance, vision, financial capability, public safety solutions experience.	200	162		163	194	108
Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	150	121		122	145	81
Proposer's approach to providing the overall solution, systems and services requested in this solicitation. Proposer's schedule for completion of all services, product implementation services and support capabilities, including installation, integration, documentation, data migration, training, project planning, maintenance, support, and warranty and ability to meet technical and functional requirement of all systems requested herein.	500	404		407	484	271
Proposer's approach and methodology to meeting federal, state and local equirements	50	50		50	50	50
TECHNICAL POINTS *(total of technical rows above)*	900	737		742	873	510
PRICE CRITERIA Proposer's proposed % of Gross Revenue to County	100	95		95	100	95
TECHNICAL & PRICE POINTS *(total technical & price rows above)*	1000	832		837	973	605

SIGNATURE

DATE

EVALUATION OF PROPOSALS

RFP NO. 847

Pay Phone, Pay Phone Services, Pay Phone Subscription Services and a Jail Management System

John Concepcion (ITD)

SELECTION ↓ PROPOSERS CRITERIA →	Maximum Points	Securus Technologies, Inc - Mi Case	Securus Technologies, Inc - Archonix	Global Tel*Link	TelMate
Proposer's relevant experience, qualifications, and past performance, vision, financial capability, public safety solutions experience.	200	200	200	200	150
Relevant experience and qualifications of key personnel, including key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors	150	120	130	150	100
Proposer's approach to providing the overall solution, systems and services requested in this solicitation. Proposer's schedule for completion of all services, product implementation services and support capabilities, including installation, integration, documentation, data migration, training, project planning, maintenance, support, and warranty and ability to meet technical and functional requirement of all systems requested herein.	500	420	420	470	300
Proposer's approach and methodology to meeting federal, state and local equirements	50	50	50	50	50
TECHNICAL POINTS *(total of technical rows above)*	900	790	800	870	600
PRICE CRITERIA Proposer's proposed % of Gross Revenue to County	100	70	75	100	80
TECHNICAL & PRICE POINTS *(total technical & price rows above)*	1000	860	875	970	680

SIGNATURE

DATE

	Telmate	Securus Mi-Case	Securus Archonix	GTL	New FCC Regulations
	62%	40%	40%	67%	
on	62%	60.4%* 80%**	59.5%* 80.2%**	67%	
	$0.50 Coin/ $1.75 OSP $1.00 Coin / $1.75 OSP	$0.50 per call $.0.25 per minute	$0.50 per call $.0.25 per minute	Not Indicated	
Debit					
	$0.00 Sur/ $0.20 per min $0.00 Sur/ $0.20 per min $0.00 Sur/ $0.20 per min $0.00 Sur/ $0.20 per min $4.00 Sur/ $1.00 per min	$2.25 Flat Rate $1.75 Sur/ $0.30 per min $1.75 Sur/ $0.30 per min $4.42 Sur/ $0.89 per min	$2.25 Flat Rate $1.75 Sur/ $0.30 per min $1.75 Sur/ $0.30 per min $4.42 Sur/ $0.89 per min	Not Indicated	$0.21 per minute
	$0.00 Sur/ $0.20 per min $0.00 Sur/ $0.20 per min $0.00 Sur/ $0.20 per min $0.00 Sur/ $0.20 per min $4.00 Sur/ $1.00 per min	$2.25 Flat Rate $1.75 Sur/ $0.30 per min $1.75 Sur/ $0.30 per min $4.42 Sur/ $0.89 per min	$2.25 Flat Rate $1.75 Sur/ $0.30 per min $1.75 Sur/ $0.30 per min $4.42 Sur/ $0.89 per min	Not Indicated	$0.25 per minute
	Not Indicated Not Indicated	Not Indicated Not Indicated	Not Indicated Not Indicated	$1 M $2.5M / Year 1 (80% of prior year commission thereafter)	
	Not Indicated	$4.3M	$4.973M	$4.4M	
ance	Not Indicated	$270k	$416k	$1.8M	

ı standard calling rates, 60.4% Years 1-5, 74% Years 6-10

ɔn standard calling rates plus additional surcharge of $.70 for inmate calls to help offset cost of JMS

Memorandum

Date: October 24, 2013

To: Those Listed Below

From: Carlos A. Gimenez
Mayor

Subject: Appointment of Selection Committee for Miami-Dade Information Technology and Miami-Dade Corrections and Rehabilitations Departments Request for Proposals (RFP) for Pay Phone, Pay Phone Services, Pay Phone Subscription Services, and Jail Management System – RFP No. 847

In accordance with Administrative Order 3-34, I am hereby appointing those listed below as the Selection Committee for Miami-Dade Information Technology and Miami-Dade Corrections and Rehabilitations Departments Request for Proposals (RFP) for Pay Phone, Pay Phone Services, Pay Phone Subscription Services, and Jail Management System – RFP No. 847

Selection Committee
Andrew Zawoyski, ISD (Non-Voting Chairperson)
Anthony Dawsey, MDCR
Frank Brophy, MDCR
Cara Tuzeo, OMB
John Concepcion, ITD
Denise Nola, ITD
Gato Jackson, MDCR (Alternate)

Technical Advisors
Kim Gordon-Perez, MDCR
Juan Aguirre, ITD
Rafael Sans, ITD
Christopher Kron, ITD
Carmen Suarez, ITD

You are directed to assist me in the selection process considering the factors delineated in the solicitation. If you are unable to participate in the selection process, contact this office through Small Business Development (SBD) by memorandum from your department director documenting the reason why you cannot participate. Only in cases of **dire** urgency may you be excused from participation.

Each Selection Committee member shall be responsible for evaluating, rating and ranking the proposals based on the criteria and procedure contained in the solicitation. The Selection Committee will meet to review the written proposals. If required, the Selection Committee will select firms to make oral presentations to the Selection Committee at a properly noticed public hearing. If proposers are invited to make oral presentations, the Selection Committee may re-rate and re-rank the proposals based upon the written documents combined with the oral presentation. You may utilize staff of the issuing department and the using agency to conduct a preliminary review of the proposals for responsiveness. All requests for responsiveness determinations shall be made in writing by the issuing department to the County Attorney's Office.

The alternate committee member will serve only in the event of an approved substitution. No substitution of committee members shall be allowed after the first official meeting of the committee. The Internal Services Department (ISD) may substitute the chairperson to ensure the appropriate level of staffing expertise as deemed necessary to accommodate the needs of this solicitation.

Upon completion of the evaluation process, the Selection Committee Chairperson shall prepare and submit a memorandum to include a narrative of the evaluation and justification of the recommended firm(s) and attach supporting documentation which MUST include the following information:

Name of firm(s)
Quality Rating Score
Price
Adjusted Score (if applicable)
Committee's Overall Ranking

This report should be submitted to me through ISD for review and consideration.

As a matter of administrative policy and to maintain a fair and impartial process, all individuals appointed to the Selection Committee (including the Chairperson) and staff are instructed to refrain from discussing the solicitation with prospective lobbyists and/or consultants. Selection Committee members are reminded that in accordance with the Cone of Silence Ordinance 98-106, there are restrictions on communications regarding the solicitation with potential proposers, service providers, lobbyists, consultants, or any member of the County's professional staff. Violation of this policy could lead to termination of County service.

All questions must be directed to the staff contact person designated by the issuing department.

c: Lester Sola, Director, ISD
Tim Ryan, Director, MDCR
Jennifer Moon, Budget Director, OMB
Angel Petisco, Director, ITD
Jack Osterholt, Deputy Mayor/Director, RER
Veronica Clark, Assistant to the Director, SBD/RER

Selection Committee
Andrew Zawoyski, ISD (Non-Voting Chairperson)
Anthony Dawsey, MDCR
Frank Brophy, MDCR
Cara Tuzeo, OMB
John Concepcion, ITD
Denise Nola, ITD
Gato Jackson, MDCR (Alternate)

Technical Advisors
Kim Gordon-Perez, MDCR
Juan Aguirre, ITD
Rafael Sans, ITD
Christopher Kron, ITD
Carmen Suarez, ITD

SELECTION COMMITTEE
MIAMI-DADE INFORMATION TECHNOLOGY AND MIAMI-DADE CORRECTIONS AND REHABILITATIONS DEPARTMENTS
REQUEST FOR PROPOSALS
PAY PHONE, PAY PHONE SERVICES, PAY PHONE SUBSCRIPTION SERVICES, AND JAIL MANAGEMENT SYSTEM

RFP NO. 847

Committee Member/ Title	Department	Start Year With County	Ethnicity/ Gender	Education	Professional License(s)/ Certification(s)	Telephone #
Andrew Zawoyski (Non-Voting Chairperson)	ISD	---	---	---	---	305-375-5663
Anthony Dawsey Acting Assistant Director	MDCR	1983	Black Male	Bachelor of Science	---	305-229-7558
Frank Brophy Commander	MDCR	1981	White Male	Master of Science	---	786-263-5859
Cara Tuzeo Business Analyst Manager	OMB	2007	White Female	Bachelor of Science in Criminal Justice Administration	---	305-375-4347
John Concepcion Division Director	ITD	1983	Hispanic Male	Bachelor's in Professional Studies	Professional Development Certificates in Conflict Resolution, Customer Service, Telecommunications, Network+ Certification	305-596-8368
Denise Nola Senior Systems Analyst/Programmer	ITD	1983	White Female	Bachelor of Business Administration	----	305-596-8329
Gato Jackson Commander (Alternate)	MDCR	1993	Black Male	Master of Public Administration Bachelor of Public Administration	---	786-263-6349
TECHNICAL ADVISORS						
Kim Gordon – Perez Inmate Telephone System Supervisor	MDCR	2000	Black Female	Bachelor's in Professional Administration	---	786-263-5853
Juan Aguirre Engineering Design Service Manager	ITD	1988	Hispanic Male	Bachelor of Science in Electrical Engineering	---	305-596-8941
Rafael Sans Infrastructure Systems Engineer	ITD	2000	Hispanic Male	Master of Science in Electrical Engineering	---	305-596-8048
Christopher Kron Computer Services Manager	ITD	1983	White Male	Bachelor of Arts in Psychology	Real Estate Agent	305-275-7632
Carmen Suarez Division Director	ITD	1983	Hispanic Female	Bachelor of Science in Systems Analysis	---	305-596-8437