

INFORMATION PROCESSING SYSTEMS AGREEMENT

#10ITZ0119MA

Between

THE STATE OF CONNECTICUT

Acting by its

DEPARTMENT OF ADMINISTRATIVE SERVICES

And

Securus Technologies, Inc.

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EXHIBIT 1 – NOTICE TO EXECUTIVE BRANCH STATE CONTRACTORS AND
PROSPECTIVE STATE CONTRACTORS OF CAMPAIGN CONTRIBUTION
AND SOLICITATION LIMITATIONS

EXHIBIT 2 – PROJECT IMPLEMENTATION DOCUMENT

EXHIBIT 3 – PROJECT IMPLEMENTATION SCHEDULE

EXHIBIT 4 – PRODUCT SCHEDULE

EXHIBIT 5 – SERVICE LEVEL AGREEMENT (SLA)

This Information Processing Systems Agreement hereinafter referred to as "this Agreement" is made by and between the **STATE OF CONNECTICUT**, acting by its **Department of Administrative Services**, hereinafter referred to as the "State," located at **165 Capitol Avenue, Hartford, CT 06106**, and **Securus Technologies, Inc.**, hereinafter referred to as the "Contractor," having its principal place of business at **14651 Dallas Parkway, Suite 600, Dallas, TX 75254**.

The terms and conditions of this Agreement are contained in the following sections:

Now therefore, in consideration of these presents, and for other good and valuable consideration, the receipt and sufficiency of which the parties acknowledge, Contractor and the State agree as follows:

1. TERM OF AGREEMENT

This Agreement shall become effective upon its approval as to form by the Office of the Attorney General of the State of Connecticut and shall continue for seven (7) years from date of approval. The State may extend this Agreement in its sole discretion, prior to Termination in accordance with the provisions of Section 28. **TERMINATION OF AGREEMENT**, three (3) times for a period of one (1) year for each extension.

2. DEFINITIONS

a) **Acceptance Date:** Completion of the Deliverable evaluation and acceptance period in accordance with Section 7 of this Agreement, including signoff approval by the DOC Project Manager.

b) **Alteration:** The modification, changing, refashioning, remodeling, remaking, revising or reworking of any part of the System or Deliverable.

c) **Claims:** All actions, suits, claims, demands, investigations, and proceedings of any kind, open, pending, or threatened, whether mature, un-matured, contingent, known or unknown, at law or in equity in any form.

d) **Confidential Information:** shall mean any information about a client, including but not limited to first name and last name, or first initial and last name, in combination with any one or more of the following related to such client: (a) Social Security Number; (b) driver's license number or State-issued identification card number; (c) date of birth; and (d) financial account number, or credit or debit card number, with or without any required security code, access code, personal identification number or password, that would permit access to a client's financial account. Without limiting the foregoing, Confidential Information shall also include any information that the Department classifies as "confidential" or "restricted." Confidential Information shall not include information that may be lawfully obtained from publicly available sources or from federal, state, or local government records which are lawfully made available to the general public.

e) **Confidential Information Breach:** shall mean, generally, an instance where an unauthorized person or entity accesses Confidential Information in any manner, including but not limited to the following occurrences: (1) any Confidential Information that is not encrypted or protected is

misplaced, lost, stolen or in any way compromised; (2) one or more third parties have had access to or taken control or possession of any Confidential Information that is not encrypted or protected without prior written authorization from the State; (3) the unauthorized acquisition of encrypted or protected Confidential Information together with the confidential process or key that is capable of compromising the integrity of the Confidential Information; or (4) if there is a substantial risk of identity theft or fraud to the client, the Contractor, the Department or State.

f) **Contractor Parties:** A Contractor's members, directors, officers, shareholders, partners, managers, principal officers, representatives, agents, consultants, employees or any one of them or any other person or entity with whom the Contractor is in privity of oral or written contract and the Contractor intends for such other person or entity to Perform under this Agreement in any capacity.

g) **Deliverable:** A Service being provided by the Contractor, which includes hardware, printers, software, Licensed Software, inmate, visitor and intake telephones and all associated equipment and Services as more fully set forth in Exhibit 2 – Project Implementation Document, whether produced by the Contractor or by a third party as a supplier or subcontractor to the Contractor.

h) **Department:** Department of Correction (DOC).

i) **Force Majeure:** Events that materially affect the cost of the Goods or Services or the time schedule within which to perform and are outside the control of the party asserting that such an event has occurred, including but not limited to, labor troubles unrelated to Contractor, failure of or inadequate permanent power, unavoidable casualties, fire not caused by the Contractor, acts of terrorism, extraordinary weather conditions, disasters, riots, acts of God, insurrection of war.

j) **Goods:** For the purposes of this Agreement, all things which are movable at the time that this Agreement is effective and which include, without limiting this definition, supplies, materials and equipment, as specified in the Solicitation and set forth in Exhibit 2 – Project Implementation Document.

k) **Improvement:** Contractor changes made to Deliverables from time to time either to provide additional functions for Department use or to correct errors and other Performance deficiencies noted by the Department and reported to the Contractor.

l) **Licensed Software:** Computer program (s) provided by Contractor in connection with the Deliverables under an agreement where the Department acquires a personal, non-exclusive, non-transferable license (without the right to sublicense) to access and use certain software products and materials but does NOT acquire the licensor's (1) title to the product nor, (2) liability for payment of any tax levied upon the product, nor (3) liability for payment of any liability/casualty premium for the product.

m) **Perform:** For the purposes of this Agreement, the verb "to perform" and the Contractor's performance set forth in Exhibit 2 - Project Implementation Document are referred to as "Perform," "Performance" and other capitalized variations of the term.

n) **POP (Primary Operation Period):** The days and hours of normal system operations and availability, which is to be 24 hours per day, 7 days a week, as more fully set forth in Exhibit 2.

o) **PPM (Prime Period Maintenance):** Maintenance services and/or technical support as more fully set forth in Exhibit 2.

- p) **Product Schedule:** Exhibit 4 - Document which establishes the component or unit pricing, and price schedules and terms as applicable, for every Deliverable available pursuant to this Agreement.
- q) **Project Implementation Schedule:** Exhibit 3 - Document which itemizes phases, tasks, Deliverables and date of completion including where Department signoffs are to be taken.
- r) **Project Implementation Document:** Exhibit 2 - Document which sets forth the Services and Deliverables that are available pursuant to this Agreement.
- s) **Purchase Order:** Document issued by the Department for one or more products or Deliverables in accordance with the terms and conditions of this Agreement.
- t) **Records:** All working papers and such other information and materials as may have been accumulated by the Contractor in Performing this Agreement, including but not limited to, documents, data, plans, books, computations, drawings, specifications, notes, reports, records, estimates, summaries, memoranda and correspondence, kept or stored in any form.
- u) **Site:** State location of inmate telephone services equipment including but not limited to, computers, printers, or inmate telephones.
- v) **Services:** The performance of labor or work, as specified in the Solicitation and set forth in Exhibit 2 – Project Implementation Document.
- w) **Solicitation:** A State request, in whatever form issued, inviting bids, proposals or quotes for Goods or Services, typified by, but not limited to, an invitation to bid, request for proposals, request for information or request for quotes.
- x) **Specifications:** Contractor's published technical and non-technical detailed descriptions of a Deliverable's capabilities and/or intended use.
- y) **State:** The State of Connecticut, including the Department and any office, department, board, council, commission, institution or other agency or entity of the State.
- z) **System:** Contractor furnished or otherwise supplied software and documentation that collectively and in an integrated fashion fulfills the business and technical requirements of this Agreement.
- aa) **Termination:** An end to this Agreement prior to the end of its term whether effected pursuant to a right which this Agreement creates or a breach.
- ab) **Title:** All ownership, title, licenses, rights and interest, including, but not limited to, perpetual use, of and to the Goods or Services.
- ac) **Warranty Period:** The twelve (12) months following acceptance by the Department of the System and successful completion of all System Acceptance Tests.

3. ACQUIRING DELIVERABLES

- a) THIS MASTER AGREEMENT WILL COVER A SERVICE BEING PROVIDED BY CONTRACTOR WHICH INCLUDES HARDWARE, PRINTERS, SOFTWARE, INMATE, VISITOR, AND INTAKE TELEPHONES, AND ALL ASSOCIATED EQUIPMENT AND SERVICES AS MORE FULLY SET FORTH IN EXHIBIT 2 – PROJECT IMPLEMENTATION DOCUMENT AT NO COST TO THE STATE. Such Deliverables shall be available in Exhibit 2 and listed in Purchase Orders issued by a Department.

- b) Any Purchase Order which has been accepted by the Contractor is subject to the terms of this Agreement and shall remain in effect until such time as the Purchase Order obligations are fulfilled or until Department acceptance of full Performance of all requirements contained therein, or extended or terminated sooner under the terms of this Agreement. Neither party will be bound by any additional terms different from those in this Agreement that may appear on a Purchase Order or other form document issued by either party.
- c) Contractor may supplement Exhibit 2 at any time to make additional products, services and related terms available to the State, provided that the effective date of each supplement is stated thereon. Any supplement must be transmitted to the State with a cover letter documenting formal approval of the supplement by a Contractor representative then legally empowered to so act.
- d) Notwithstanding any other provision of this Agreement, no material change may be made to the list of Deliverables on Exhibit 2 that alters the nature or scope of the Deliverables or their intended use. Any change in the Deliverables listed in Exhibit 2 is conditioned upon the new products being of a similar nature and having a similar use as the defined products. An update of the products or the addition of products that are related to or serve similar functions as the products is permissible only with the prior approval of the State.
- e) Deliverables ordered prior to the effective date of any Product Schedule pricing increase shall enjoy protection from rate increase during their initial terms.
- f) Contractor shall provide State with a discount on any Product Schedule pricing according to the discount shown on the Product Schedule.
- g) The Department is authorized to use any Licensed Software solely for the State's business purposes in connection with the Deliverables. Any such Licensed Software shall be non-exclusive and non-transferable.

4. PROJECT MANAGER

- a) The Department shall designate a Project Manager, who may be replaced at the discretion of the Department. The Project Manager shall have the authority to act for the Department under this Agreement, for any Deliverable(s) initially acquired/installed from the Contractor and such authority shall continue to be in effect throughout the term of this Agreement.
- b) Any additions to or reductions in the Deliverables and prices for work completed in the Performance of the Project Implementation Document must be executed according to the provisions of Section 5. CHANGE ORDERS.

5. CHANGE ORDERS

- a) The Department may, at any time, with written notice to Contractor, request changes within the general scope of the Project Implementation Document. Such changes shall not be unreasonably denied or delayed by Contractor. Such changes may include but not be limited to modifications or other changes specifically required by new or amended State and/or Federal laws and regulations. Such changes may be related to functional requirements and processing procedures. Other changes may involve the correction of System deficiencies. Prior to expiration of any Warranty Period, any changes to the Deliverables(s) that are required due to System deficiencies or if the System does not fully perform in accordance with this Agreement, shall be made by Contractor without charge to the Department or the State. Any investigation that is

necessary to determine the source of the problem requiring the change shall be done by Contractor at its sole cost and expense.

b) The written change order request shall be issued by the Department. As soon as possible after Contractor receives a written change order request, but in no event later than fifteen (15) calendar days thereafter, the Contractor shall provide the Department with a written statement that the change has no price impact on the Contractor or that there is a price impact, in which case the statement shall include a description of the price increase or decrease involved in implementing the change. The cost or credit to the Department resulting in a change in the work shall specify the total cost by the number of hours or days times the applicable service rate, itemized by each applicable service rate scale, as specified within the Product Schedule.

c) No change order shall become effective, nor will there be any change in the Project Implementation Document, until Contractor's receipt of a Purchase Order. No employee, officer, or representative of the Department, including the Department Project Manager, or the Contractor shall circumvent the intent of this section.

6. DELIVERY, INSTALLATION & DEINSTALLATION

a) Department shall prepare and make available to Contractor the site of installation of any hardware Deliverable in accordance with Contractor furnished Specifications. If preparation for installation has not been completed, the Department Project Manager shall so notify Contractor as soon as possible but no later than ten (10) days prior to the scheduled hardware Deliverable installation date.

b) Contractor shall provide such pre-installation and post-installation hardware Deliverable compatibility system surveys, consultation, reference manuals and onsite operational training as to facilitate proper installation and operation of all Deliverables.

c) Contractor represents and warrants that it shall complete installation of the System in accordance with the Project Implementation Document.

d) Department ordered System de-installation, relocation and reinstallation of any System previously installed at a Department site or the Department's designated site shall be at Contractor's expense.

7. DELIVERABLE EVALUATION & ACCEPTANCE

a) Any Deliverable furnished by Contractor under the terms of this Agreement shall be subject to an evaluation and acceptance period at the Department installation site in accordance with Section 7(c) below. For a Deliverable installed by Contractor, said period shall commence on the Department next work day following receipt of written notification from the Contractor to the Department that the Deliverable is installed and ready to undergo evaluation and acceptance testing.

b) Should any Deliverable fail to be evaluated or accepted due to Force Majeure, the evaluation and acceptance period then shall be immediately reinitiated or rescheduled at a later date upon mutual agreement between Contractor and Department.

c) In cases where software is specifically developed and paid for by the State to perform Services hereunder, UAT occurs after development and system testing of the software. User Acceptance Test ("UAT") is a test in which the State tests the functionality of a software release with real

world scenarios to determine if the application performs in accordance with the agreed upon design as contained in the specifications. The document arising from User Acceptance Testing is the "User Acceptance Testing Signoff". Successful completion of the software evaluation and acceptance period shall be determined in accordance with the following procedures:

(i) The Department shall approve each software deliverable that conforms in all material respects with the specifications as set forth in the Statement of Work. Within ten (10) business days (or other period agreed by the parties in writing) from its receipt of a software deliverable, the Department shall provide Contractor with (a) written approval of such software deliverable or (b) a written statement which identifies in reasonable detail, with references to the applicable specifications, the deficiencies preventing approval.

(ii) Contractor shall have five (5) business days (or such other period agreed upon by the parties in writing) from the date it receives the notice of deficiencies to complete corrective actions in order for such software deliverable to conform in all material respects to the applicable specifications. The Department will complete its review of the corrected software deliverable and notify Contractor in writing of acceptance or rejection in accordance with the foregoing provisions of this Section within five business (5) days from the date it receives the corrected software deliverable (or such other period agreed upon by the parties in writing).

(iii) To the extent that any software deliverable has been approved by the Department, in accordance with the provisions of this Section 7, at any stage of Contractor's performance, such approval may influence future services provided by the Contractor under this Agreement. The Department agrees to complete any required Contractor acceptance certificate after testing and acceptance of the software deliverable (which certificate shall not contain any terms and conditions).

8. PAYMENTS AND COMMISSION

a) Contractor shall pay a monthly commission to the State as specified in the Exhibit 4 Product Schedule based on the Commissionable Revenue. "Commissionable Revenue" is defined as the gross billed amounts generated by every completed telephone call that is accepted by a called party using the inmate telephone service. This excludes Federal, State and local government taxes and fees mandated to be billed to the called party by a regulatory government entity. If some future regulatory development establishes a new charge, Contractor and the State will mutually determine the exemption of such charge from Commissionable Revenue at that time. The commission must be received by the State within thirty (30) days of the end of each month's billing cycle.

b) The State reserves the right to negotiate with the Contractor on an annual basis, or as required to comply with State mandates, all rates for services charged by the Contractor throughout the term of the contract as well as the commission rate paid to the State. Negotiations shall commence by both parties after thirty (30) days written notice by the State regarding the State's intentions to negotiate

c) All commission payments to the State for services/equipment shall be made payable to "Treasurer, State of Connecticut" and submitted to the Department of Administrative Services or designee.

9. SOFTWARE MAINTENANCE & SUPPORT

a) After acceptance of any Deliverable by the Department and subject to the terms, conditions, and charges set forth in this Agreement, Contractor represents and warrants that maintenance and support services for any Deliverable shall be provided to the Department as follows:

1) Contractor shall provide such reasonable and competent assistance as necessary to cause the Deliverable to perform in accordance with applicable portions of the Specifications;

2) Contractor shall provide Improvements which may be available to Contractor to any Deliverable; and

3) Contractor shall update any Deliverable, if and as required, to cause it to operate under new versions or releases of the operating system(s) specified in the Exhibit 2 – Project Implementation Document.

b) Maintenance and support services shall be provided by the Contractor on an annual basis and shall automatically renew for successive twelve (12) month periods unless thirty (30) days' prior written notice of termination is provided to the Contractor by the Department before the end of the initial term or any renewal term of maintenance and support services. Telephone support services are to include no customization or training, but technical support issues only.

c) Contractor shall maintain sufficient and competent Deliverable support services staff to satisfy the Contractor obligations specified herein for any Deliverable.

d) Contractor shall have full and free access to any Deliverable to provide required services thereon.

e) If any Deliverable becomes not usable due to the computer manufacturer's release and the installation of (1) a new PU operating system or (2) an updated version of the present PU operating system or (3) a change to the present PU operating system and the Contractor is unable to provide changes to the Deliverable to cause it to operate according to Specifications within thirty (30) days of written notification by the Department to Contractor of such failure to operate, any such Deliverable so affected shall have its paid maintenance and support period, periodic-payment license period or limited term license period extended an additional period of time equal to the period of time the Deliverable was not usable. If, after the expiration of thirty (30) days from the date of said notification, the Deliverable remains not usable, then the applicable license may be terminated at the option of said Department without further obligation or liability

10. SYSTEM RELIABILITY

Contractor's Service Level Agreements are attached to this Agreement in Exhibit 5 and are incorporated herein.

11. HARDWARE MAINTENANCE & SUPPORT

a) Department shall be responsible for site work external to, but required for, hardware Deliverable installation and for Contractor maintenance time and material costs of hardware Deliverable repairs necessitated by Department misuse or negligence.

b) Contractor shall not be responsible for the consequences of any hardware Deliverable repairs, adjustments, or modifications performed by any person not representing Contractor, however,

this provision does not preclude Contractor granting approval for such performance by persons not representing the Contractor.

c) Contractor shall maintain sufficient installed hardware Deliverable support services staff, replacement hardware Deliverable and ancillary equipment to satisfy the preventive and remedial maintenance requirements and Section 10. SYSTEM RELIABILITY.

12. SYSTEM WARRANTIES

a) Contractor represents and warrants that the System shall conform to the terms and conditions of this Agreement and Contractor's proposal, and be free from defects in material and workmanship upon acceptance of the System by the Department and for a minimum period of the Warranty Period.

b) Additionally, during the Warranty Period, Contractor shall modify, adjust, repair and/or replace such Deliverable(s), at no charge to Department, as necessary to maintain ongoing System reliability according to Section 10. SYSTEM RELIABILITY.

c) If the ongoing performance of Contractor maintenance and support of the System or if the System does not conform to Section 10. SYSTEM RELIABILITY, the Department shall give Contractor written notice of performance deficiencies. Contractor shall then have not more than a thirty (30) calendar day period to correct the applicable Deliverable deficiency and restore the functioning of the Deliverable to a level of operation that meets or exceeds the requirements of this Agreement. If during the Warranty Period such Deliverable or System performance, or service level, continues to fail to meet these specifications, then the Contractor shall be in material default of this Agreement.

d) In addition to, as may otherwise be provided in this Agreement, any material default by the Contractor during the Warranty Period, the State may, by written notice to Contractor signed by the Project Manager, terminate this Agreement. In event of such termination, the Contractor shall reimburse Department of all monies paid by Department to Contractor under this Agreement.

13. OTHER WARRANTIES

Contractor hereby warrants its ownership and/or marketing rights to the Deliverables. Unless stated otherwise in an attachment or exhibit, Contractor hereby warrants that a Deliverable installed by Contractor, or installed by the Department in accordance with Contractor's instructions, shall function according to the Specifications on the Acceptance Date for such Deliverable, and that Contractor shall modify and/or replace such Deliverable as necessary to maintain ongoing reliability according to Section 9. SOFTWARE MAINTENANCE & SUPPORT. This latter warranty shall not apply to any Deliverable deficiency caused by maintenance by a person other than the Contractor or its representative.

If the ongoing performance of the Deliverable does not conform to Section 9. SOFTWARE MAINTENANCE & SUPPORT provisions of this Agreement, the Department shall give Contractor written notice of performance deficiencies. Contractor shall then have not more than a ten (10) calendar day cumulative cure period per twelve (12) month period to correct such deficiencies. If the cumulative number of days in a twelve (12) month period is exceeded, and said performance continues to be in nonconformance with said Section 9., the Contractor shall be in material default of this Agreement and the State at its option may thereupon terminate this

Agreement in accordance with Subsection 12.c.; request Contractor to replace said Deliverable at Contractor's expense with a functional Deliverable or competent service; or terminate the Deliverable license or service without Department penalty, further obligation or financial liability.

14. PATENT, COPYRIGHT, LICENSE & PROPRIETARY RIGHTS

a) Contractor hereby grants the Department, at no additional cost, a personal, non-exclusive, non-transferable license (without the right to sublicense) to access and use the Licensed Software. The Licensed Software includes any upgrades, modifications, updates, and additions to existing features that Contractor implements in its discretion (the "Updates"). Updates do not include additional features and significant enhancements to existing features. The State is the licensed holder of any third-party software products Contractor obtains on the State's behalf. The State authorizes Contractor to provide or preinstall the third-party software and agree that Contractor may agree to the third-party End User License Agreements on the State's behalf. The State's rights to use any third-party software product that Contractor provides shall be limited by the terms of the underlying license that Contractor obtained for such product. The Licensed Software is to be used solely for the State's business purposes in connection with the Deliverables. The State will not (i) permit any parent, subsidiary, affiliated entity, or third party to use the Licensed Software, (ii) assign, sublicense, lease, encumber, or otherwise transfer or attempt to transfer the Software or any portion thereof, (iii) process or permit to be processed any data of any other party with the Licensed Software, (iv) alter, maintain, enhance, disassemble, decompile, reverse engineer or otherwise modify the Licensed Software or allow any third party to do so, (v) connect the Licensed Software to any products that Contractor did not furnish or approve in writing, or (vi) ship, transfer, or export the Licensed Software into any country, or use the Licensed Software in any manner prohibited by the export laws of the United States. We are not liable with regard to any Software that you use in a prohibited manner. This obligation survives termination of this Agreement.

b) In the event any Licensed Software becomes the actual or prospective subject of any claim or proceeding arising out of an actual or alleged intellectual property infringement, Contractor may, at its discretion:

1) Modify the Deliverable or substitute another equally suitable Deliverable (providing such alternative does not degrade the Department's Deliverable dependent performance capability); or

2) Obtain for said Department the right to continued Deliverable use.

Contractor shall have no liability for any infringement claim or proceeding based on the Department's use of a Deliverable for which it was neither designed nor intended and Contractor has provided written notification to said Department of such inappropriate use.

c) The System, the Licensed Software and related documentation shall at all times remain the sole and exclusive property of Contractor. However, during the term of this Agreement and for a reasonable period of time thereafter, Contractor will provide the State with reasonable access to the records. Contractor (or Contractor's licensors, if any) has and will retain all right, title, interest, and ownership in and to (i) the Licensed Software and any copies, custom versions, modifications, or updates of the Licensed Software, (ii) all related documentation, and (iii) any trade secrets, know-how, methodologies, and processes related to Contractor's applications, the

System, and Contractor's other products and services (the "Materials"). The Materials constitute proprietary information and trade secrets of Contractor and its licensors, whether or not any portion thereof is or may be the subject of a valid copyright or patent.

15. CONFIDENTIALITY; NONDISCLOSURE

a) All material and information provided to the Contractor by the State or acquired by the Contractor in performance of the Contract whether verbal, written, recorded magnetic media, cards or otherwise shall be regarded as confidential information and necessary steps shall be taken by the Contractor to safeguard the confidentiality of such material or information in conformance with federal and state statutes and regulations. The Contractor agrees that it is prohibited from releasing any and all information provided by the Department or providers or any information generated by the Contractor without the prior express written consent of the Department.

b) The Department shall exercise at least the same degree of care to safeguard any Licensed Software as the Department does its own property of a similar nature and shall take reasonable steps to assure that neither the Licensed Software nor any part thereof received by the Department under this Agreement shall be disclosed for other than its own business interests. Such prohibition on disclosures shall not apply to disclosures by the Department to its employees or its representatives, provided such disclosures are reasonably necessary to the Department's use of the Deliverable, and provided further that the Department shall take all reasonable steps to insure that the Deliverable is not disclosed by such parties in contravention of this Agreement.

c) The Department shall use any Licensed Software only in the pursuit of its own business interests. The State shall not sell, lease, license or otherwise transfer with or without consideration, any such Deliverable to any third party (other than those non-designated third parties that have need to know and agree to abide by the terms of this Section 15) or permit any third party to reproduce or copy or otherwise use such Deliverable. The State will not create derivative works, translate, reverse engineer or decompile the Licensed Software, in whole or in part, nor create or attempt to create, by reverse engineering or disassembling of the design, algorithms or other proprietary trade secrets of the Licensed Software.

d) Contractor hereby agrees that:

1) All Department information exposed or made available to Contractor or its representatives is to be considered confidential and handled as such.

2) Any such Department information is not to be removed, altered, or disclosed to others in whole or in part by Contractor and its representatives.

3) All Department security procedures shall be adhered to by Contractor and its representatives.

4) Further, the State retains custody and ownership of all recordings and data held within the System; however the State grants Contractor a perpetual limited license to compile, store, and access the recordings and data for purposes of (i) complying with the requests of officials at the States correctional facilities, (ii) disclosing information to requesting law enforcement and correctional officials as they may require for investigative, penological or public safety purposes, (iii) performing billing and collection functions, or (iv) maintaining equipment and quality

control purposes. This license does not apply to recordings of inmate calls with their attorneys or to recordings protected from disclosure by other applicable privileges.

e) It is expressly understood and agreed that the obligations of this Section 15 shall survive the termination of this Agreement.

16. ENCRYPTION OF DATA; BREACH OF SECURITY OR LOSS

Protection of Confidential Information

- a. Contractor and Contractor Parties, at their own expense, have a duty to and shall protect from a Confidential Information Breach any and all Confidential Information which they come to possess or control, wherever and however stored or maintained, in a commercially reasonable manner in accordance with current industry standards.
- b. Each Contractor or Contractor Party shall develop, implement and maintain a comprehensive data - security program for the protection of Confidential Information. The safeguards contained in such program shall be consistent with and comply with the safeguards for protection of Confidential Information, and information of a similar character, as set forth in all applicable federal and state law and written policy of the Department or State concerning the confidentiality of Confidential Information. Such data-security program shall include, but not be limited to, the following:
 - 1) A security policy for employees related to the storage, access and transportation of data containing Confidential Information;
 - 2) Reasonable restrictions on access to records containing Confidential Information, including access to any locked storage where such records are kept;
 - 3) A process for reviewing policies and security measures at least annually;
 - 4) Creating secure access controls to Confidential Information, including but not limited to passwords; and
 - 5) Encrypting of Confidential Information that is stored on laptops, portable devices or being transmitted electronically.
- c. The Contractor and Contractor Parties shall notify the Department and the Connecticut Office of the Attorney General as soon as practical, but no later than twenty-four (24) hours, after they become aware of or suspect that any Confidential Information which Contractor or Contractor Parties have come to possess or control has been subject to a Confidential Information Breach. If a Confidential Information Breach has occurred, the Contractor shall, within three (3) business days after the notification, present a credit monitoring and protection plan to the Commissioner of Administrative Services, the Department and the Connecticut Office of the Attorney General, for review and approval. Such credit monitoring or protection plan shall be made available by the Contractor at its own cost and expense to all individuals affected by the Confidential Information Breach. Such credit monitoring or protection plan shall include, but is not limited to

reimbursement for the cost of placing and lifting one (1) security freeze per credit file pursuant to Connecticut General Statutes § 36a-701a. Such credit monitoring or protection plans shall be approved by the State in accordance with this Section and shall cover a length of time commensurate with the circumstances of the Confidential Information Breach. The Contractors' costs and expenses for the credit monitoring and protection plan shall not be recoverable from the Department, any State of Connecticut entity or any affected individuals.

- d. The Contractor shall incorporate the requirements of this Section in all subcontracts requiring each Contractor Party to safeguard Confidential Information in the same manner as provided for in this Section.
- e. Nothing in this Section shall supersede in any manner Contractor's or Contractor Party's obligations pursuant to HIPAA or the provisions of this Contract concerning the obligations of the Contractor as a Business Associate of the Department.

17. DELIVERABLE REPLACEMENTS & UPGRADES

- a) So long as this Agreement is in effect, Contractor must provide DOC and DAS an annual report at the beginning of the State's fiscal year (July 1st) which will either (1) describe the new technologies available or (2) state that there are none.
- b) The Contractor shall provide improvements, modifications, or additions to the System that increase functionality or improve performance at no additional charge or cost to the State.

18. RISK OF LOSS & INSURANCE

- a. The Department shall not be liable to Contractor for any risk of Deliverable loss or damage while Deliverable is in transit to or from a Department installation site, or while in a Department's possession, except when such loss or damage is due directly to Department negligence or intentional misconduct. Nothing in this Section 18(a) is intended nor shall it be construed, in any manner, as waiving or compromising the sovereign immunity of the State.
- b. Throughout the Term, Contractor shall maintain, at Contractor's sole cost and expense, a policy or policies of commercial general liability insurance, including contractual liability coverage, in an amount not less than \$1,000,000.00 for all damages arising out of bodily injuries to, or death of, all persons and injuries to or destruction of property, in any one accident or occurrence, and, subject to that limit per accident, a total (or aggregate) limit of \$2,000,000.00 per occurrence for all damages arising out of bodily injuries to, or death of, all persons and injuries to or destruction of property per policy period. Such insurance policy or policies shall name the State and State's officials, agents and employees as additional insureds. Contractor shall provide the State a certificate of insurance evidencing the above coverage upon written request on an annual basis and shall not begin performance of the Services until such a certificate has been provided to the State.

All insurance shall be written on an occurrence basis as opposed to "claims made" basis..

19. DELIVERABLE ALTERATIONS

- a) Alterations of any hardware Deliverable may be made only with the prior written consent of Contractor and/or manufacturer. Such consent shall not be unreasonably withheld or delayed and shall be provided without cost to customer or Department.
- b) All inventions or improvements to computer programs and/or base software developed by the Contractor pursuant to this Agreement specifically for the State and for which the State has paid for such development, if any, shall become the property of the State. The State shall retain all ownership rights to any such inventions or improvements. The Contractor shall receive a non-exclusive, royalty-free license for any such software, software enhancement, documentation or invention so developed under this Agreement.
- c) If any Deliverable Alteration interferes with the normal and satisfactory operation or maintenance and support of any Deliverable or increases substantially the costs of maintenance and support thereof or creates a safety hazard, the Department shall, upon receipt of written notice from Contractor, promptly restore the Deliverable to its pre-altered condition.
- d) Any Alteration of a Licensed Software by the Department without prior written consent of Contractor shall void the obligations of Contractor under Section 9. SOFTWARE MAINTENANCE & SUPPORT for the Deliverable. Contractor shall indicate in any prior written consent, which parts of the Deliverable being altered will continue to be subject to Section 9. SOFTWARE MAINTENANCE & SUPPORT and which will not. The State understands and agrees that Contractor may develop and market a new or substantially different product that either uses or performs all or part of the functions performed by an installed Deliverable or System. Nothing contained in this Agreement gives the State any rights, with respect to such new or different product, not granted to other product users.

20. FORCE MAJEURE

Neither party shall be responsible for delays or failures in its obligations herein due to any cause beyond its reasonable control. Such causes shall include, but not be limited to, strikes, lockouts, riot, sabotage, rebellion, insurrection, acts of war or the public enemy, acts of terrorism, unavailable raw materials, telecommunication or power failure, fire, flood, earthquake, epidemics, natural disasters, and acts of God.

21. REMEDIES AND LIMITATIONS

21.1 UNDERSTANDING AND EXPECTATIONS

The Contractor agrees and understands that the Department or the State may pursue contractual remedies for both programmatic and financial noncompliance. The Department, at its discretion, may impose or pursue one or more remedies for each item of noncompliance and will determine sanctions on a case-by-case basis. The Department's pursuit or non-pursuit of a tailored administrative remedy shall not constitute a waiver of any other remedy that the Department may have at law or equity. The remedies described in this Section are directed to the Contractor's timely and responsive performance of the Deliverables.

21.2 LIMITATION ON DAMAGES

Each party, its subsidiaries, subcontractors, and respective personnel shall not be liable to the other party for any claims, liabilities, or expenses relating to this Agreement, the Statement of Work or the services provided by Contractor hereunder (a "Claim") for an aggregate amount in excess of two times the amount of the Agreement, except to the extent resulting from the recklessness, bad faith or intentional misconduct of such party or its subcontractors. In no event shall either party, its subsidiaries, subcontractors, or their respective personnel be liable for any (i) loss of use, data, goodwill, revenues or profits (whether or not deemed to constitute a direct Claim), or (ii) consequential, special, indirect, incidental, or punitive loss, damage, or expense, relating to this Agreement, or the Statement of Work. Nothing in this Section 21 is intended nor shall it be construed, in any manner, as waiving or compromising the sovereign immunity of the State.

22. GENERAL PROVISIONS

a) Section headings and document titles used in this Agreement are included for convenience only and shall not be used in any substantive interpretation of this Agreement.

b) If any term or condition of this Agreement is decided by a proper authority to be invalid, the remaining provisions of the Agreement shall be unimpaired and the invalid provision shall be replaced by a provision which, being valid, comes closest to the intention underlying the invalid provision. Contractor shall comply with the statutes, regulations, Executive Orders and policies incorporated into this Agreement to the extent that such statutes, regulations, Executive Orders and/or policies are applicable to Contractor in connection with its performance of services under this Agreement.

c) The failure at any time by either party to this Agreement to require performance by the other party of any provision hereof shall not affect in any way the full right to require such performance at any time thereafter. The waiver by either party of a breach of any such provision shall not constitute a waiver of the provision itself, unless such a waiver is expressed in writing and signed by a duly authorized representative of the waiving party.

d) In any case where the consent or approval of either party is required to be obtained under this Agreement, such consent or approval shall not be unreasonably withheld or delayed. No such consent or approval shall be valid unless in writing and signed by a duly authorized representative of that party. Such consent or approval shall apply only to the given instance, and shall not be deemed to be a consent to, or approval of, any subsequent like act or inaction by either party.

e) The Department shall not remove or destroy any proprietary markings or proprietary legends placed upon or contained within any Deliverable.

f) Except as may be otherwise provided for in this Agreement, the Department shall not assign, mortgage, alter, relocate or give up possession of any Deliverable to which Contractor retains title without the prior written consent of Contractor.

g) Contractor represents and warrants that it will not, without prior written consent from the State, make any reference to the Department or the State in any of Contractor's advertising or news releases. The Contractor may use the State's and/or the Department's name as a specific citation within proposals it submits.

h) Contractor agrees to execute any and all documents or to take any actions which may be

reasonably necessary to perfect the rights granted to the Department in Section 14.

i) Neither Department nor Contractor's personnel who had substantive contact with personnel of the other in the course of the performance of the services hereunder shall directly or indirectly employ, solicit, engage or retain the services of such an employee of the other party to this Agreement during its term and for a period of one year from the termination or expiration of this Agreement or such longer period as may be required by State statute. This provision shall not restrict the right of either party to solicit or recruit generally in the media.

j) Pursuant to Sections 4e-29 and 4e-30 of the Connecticut General Statutes:

(i) At reasonable times, the Department, DAS, the Connecticut Attorney General, or any of their duly authorized representatives may inspect the plant or place of business of the Contractor or its subcontractors which is related to the performance of this contract to ensure compliance with this contract; and

(ii) Upon reasonable advance written notice, the Department, DAS, the Connecticut Attorney General, or any of their duly authorized representatives, shall have access to any books, documents, papers and Records of the Contractor, which are related to the performance of this Agreement, for the purpose of making audits, examinations, excerpts and transcriptions. During the conduct of such inspection on behalf of the Department, DAS, or the Connecticut Attorney General, the duly authorized representatives shall maintain the confidentiality of any information obtained by such representative in the course of such inspection at least as stringently as the confidentiality obligations contained herein. The Contractor shall keep and preserve or cause to be kept and preserved all of its final billing and payment Records until three (3) years after the latter of (a) final payment under this Agreement, or (b) the expiration or earlier termination of this Agreement, as the same may be modified for any reason. The State may request an audit or inspection at any time during this period. If any Claim regarding payment to Contractor hereunder or audit related thereto is started before the expiration of this period, the Contractor shall retain or cause to be retained all such billing and payment Records until all such Claims or audit findings have been resolved.

k) This Agreement is based on understandings and expectations that apply at the time this Agreement is executed and that the specific start and stop dates contained herein are not firm performance dates, are expected to be revised during the term of the engagement, and are only to be regarded as estimated beginning and completion dates for the tasks and activities as of the date of this Agreement. Nonetheless, Contractor shall use diligent efforts to meet such dates. Notwithstanding any other provision of this Agreement, if Contractor utilizes diligent efforts but is unable to meet such dates, it shall not be considered to have defaulted in its obligations hereunder. Contractor shall notify the Department promptly in writing if it expects or encounters significant delays in completing its services.

l) The Department shall cooperate with Contractor in the performance by Contractor of the services hereunder, including, (i) providing Contractor with adequate working space, equipment and facilities and timely access to data, information, and personnel of the State; (ii) providing experienced and qualified personnel to perform their assigned tasks and duties in a competent and timely fashion; (iii) providing a stable, fully functional system infrastructure environment which will support the Deliverables and allow Contractor and the Department to work productively; and (iv) promptly notifying Contractor of any issues, concerns or disputes with respect to the services provided by Contractor hereunder. The Contractor shall not be

responsible for, among other things (a) the performance of the Department's personnel and agents, and (b) the accuracy and completeness of all data and information provided to Contractor for purposes of the performance of the services hereunder.

m) Each of the State and Contractor is an independent contractor and neither of them is, nor shall be considered to be, nor shall purport to act as, the other's agent, partner, fiduciary, joint venturer, or representative.

n) Contractor may (i) provide any services to any person or entity, and (ii) develop for itself, or for others, materials or processes including those that may be similar to those produced as a result of the services hereunder, provided that, Contractor complies with its obligations of confidentiality set forth in Sections 14, 15 and 16.

23. COMMUNICATIONS

Unless notified otherwise by the other party in writing, correspondence, notices, and coordination between the parties to this Agreement as to general business matters or the terms and conditions herein should be directed to:

State: Connecticut Department of Administrative Services

165 Capitol Avenue

Hartford, CT 06106

Contractor: As stated in page one of this Agreement.

Details regarding Contractor invoices and all technical or day-to-day administrative matters pertaining to any Deliverable should be directed to:

Department: The individual specified in the applicable Purchase Order

Contractor: The individual designated by Contractor in their Proposal or as the Contractor may otherwise designate in writing to the Department.

24. AUDIT REQUIREMENT FOR STATE GRANTS

For purposes of this paragraph, the word "contractor" shall be deemed to mean "nonstate entity," as that term is defined in Section 4-230 of the Connecticut General Statutes. The contractor shall provide for an annual financial audit acceptable to the Department for any expenditure of state-awarded funds made by the contractor. Such audit shall include management letters and audit recommendations. The State Auditors of Public Accounts shall have access to all records and accounts for the fiscal year(s) in which the award was made. The contractor will comply with federal and state single audit standards as applicable.

25. WHISTLEBLOWER PROVISION

This Contract may be subject to the provisions of Section 4-61dd of the Connecticut General Statutes. In accordance with this statute, if an officer, employee or appointing authority of the Contractor takes or threatens to take any personnel action against any employee of the Contractor in retaliation for such employee's disclosure of information to any employee of the contracting state or quasi-public agency or the Auditors of Public Accounts or the Attorney General under the provisions of subsection (a) of such statute, the Contractor shall be liable for a civil penalty of not more than five thousand dollars for each offense, up to a maximum of twenty per cent of

the value of this Contract. Each violation shall be a separate and distinct offense and in the case of a continuing violation, each calendar day's continuance of the violation shall be deemed to be a separate and distinct offense. The State may request that the Attorney General bring a civil action in the Superior Court for the Judicial District of Hartford to seek imposition and recovery of such civil penalty. In accordance with subsection (f) of such statute, each large state contractor, as defined in the statute, shall post a notice of the provisions of the statute relating to large state contractors in a conspicuous place which is readily available for viewing by the employees of the Contractor.

26. PUBLIC RECORDS PROVISION

This Contract may be subject to the provisions of section 1-218 of the Connecticut General Statutes. In accordance with this statute, each contract in excess of two million five hundred thousand dollars between a public agency and a person for the performance of a governmental function shall (a) provide that the public agency is entitled to receive a copy of records and files related to the performance of the governmental function, and (b) indicate that such records and files are subject to FOIA and may be disclosed by the public agency pursuant to FOIA. No request to inspect or copy such records or files shall be valid unless the request is made to the public agency in accordance with FOIA. Any complaint by a person who is denied the right to inspect or copy such records or files shall be brought to the Freedom of Information Commission in accordance with the provisions of sections 1-205 and 1-206 of the Connecticut General Statutes.

27. FORUM AND CHOICE OF LAW

The parties deem the Contract to have been made in the City of Hartford, State of Connecticut. Both parties agree that it is fair and reasonable for the validity and construction of the Contract to be, and it shall be, governed by the laws and court decisions of the State of Connecticut, without giving effect to its principles of conflicts of laws. To the extent that any immunities provided by Federal law or the laws of the State of Connecticut do not bar an action against the State, and to the extent that these courts are courts of competent jurisdiction, for the purpose of venue, the complaint shall be made returnable to the Judicial District of Hartford only or shall be brought in the United States District Court for the District of Connecticut only, and shall not be transferred to any other court, provided, however, that nothing here constitutes a waiver or compromise of the sovereign immunity of the State of Connecticut. The Contractor waives any objection which it may now have or will have to the laying of venue of any Claims in any forum and further irrevocably submits to such jurisdiction in any suit, action or proceeding.

28. TERMINATION

a) Notwithstanding any provisions in this Contract, the State, through a duly authorized employee, may Terminate the Contract whenever the State makes a written determination that such Termination is in the best interests of the State. In such a Termination, the State will reimburse Contractor for encumbered costs, or reasonable wind-down costs, that Contractor has undertaken pursuant to this Contract, and which costs the Contractor is unable to mitigate by returning goods to suppliers or reallocating them to other programs. In addition, the State, through a duly authorized employee, may, after making a written determination that the Contractor has breached the Contract, Terminate the Contract in accordance with the provisions in the Breach section of this Contract. The State shall notify the Contractor in writing of

Termination pursuant to this section, which notice shall specify the effective date of Termination and the extent to which the Contractor must complete its Performance under the Contract prior to such date.

- b) Notwithstanding any provisions in this Contract, the State, through a duly authorized employee, may, after making a written determination that the Contractor has breached the Contract, Terminate the Contract in accordance with the provisions in the Breach section of this Contract.
- c) The State shall send the notice of Termination via certified mail, return receipt requested, to the Contractor at the most current address which the Contractor has furnished to the State for purposes of correspondence, or by hand delivery. Upon receiving the notice from the State, the Contractor shall immediately discontinue all services affected in accordance with the notice, undertake all commercially reasonable efforts to mitigate any losses or damages, and deliver to the State all Records. The Records (except for the call billing records) are deemed to be the property of the State and the Contractor shall deliver them to the State no later than thirty (30) days after the Termination of the Contract or fifteen (15) days after the Contractor receives a written request from the State for the Records. The Contractor shall deliver those Records that exist in electronic, magnetic or other intangible form in a non-proprietary format, such as, but not limited to, ASCII or .TXT.
- d) Upon receipt of a written notice of Termination from the State, the Contractor shall cease operations as the State directs in the notice, and take all actions that are reasonably necessary or appropriate, or that the Department may reasonably direct, for the protection, and preservation of the Goods and any other property. Except for any work which the State directs the Contractor to Perform in the notice prior to the effective date of Termination, and except as otherwise provided in the notice, the Contractor shall terminate or conclude all existing subcontracts and purchase orders and shall not enter into any further subcontracts, purchase orders or commitments.
- e) The State shall, within forty-five (45) days of the effective date of Termination, reimburse the Contractor for its Performance rendered and accepted by the State in accordance with Schedule A, in addition to all actual and reasonable costs incurred after Termination in completing those portions of the Performance which the notice required the Contractor to complete. However, the Contractor is not entitled to receive and the State is not obligated to tender to the Contractor any payments for anticipated or lost profits. Upon request by the State, the Contractor shall assign to the State, or any replacement contractor which the State designates, all purchase orders and other commitments, deliver to the State all Records and other information pertaining to its Performance, and remove from State premises, whether leased or owned, all of Contractor's property, equipment, waste material and rubbish related to its Performance, all as the State may request.
- f) For breach or violation of any of the provisions in the section concerning Representations and Warranties, the State may Terminate the Contract in accordance with its terms and revoke any consents to assignments given as if the assignments had never been requested or consented to, without liability to the Contractor or Contractor Parties or any third party.
- g) Upon Termination of the Contract, all rights and obligations shall be null and void, so that no party shall have any further rights or obligations to any other party, except with respect to the sections which survive Termination. All representations, warranties, agreements and rights of the parties under the Contract shall survive such Termination to the extent not otherwise

limited in the Contract and without each one of them having to be specifically mentioned in the Contract.

h) Termination of the Contract pursuant to this section shall not be deemed to be a breach of contract by the State.

29. BREACH

If either party breaches the Contract in any respect, the non-breaching party shall provide written notice of the breach to the breaching party and afford the breaching party an opportunity to cure within thirty (30) days from the date that the breaching party receives the notice. In the case of a Contractor breach, any other time period which the Department sets forth in the notice shall trump the thirty (30) days. The right to cure period shall be extended if the non-breaching party is satisfied that the breaching party is making a good faith effort to cure but the nature of the breach is such that it cannot be cured within the right to cure period. The notice may include an effective Contract Termination date if the breach is not cured by the stated date and, unless otherwise modified by the non-breaching party in writing prior to the Termination date, no further action shall be required of any party to effect the Termination as of the stated date. If the notice does not set forth an effective Contract Termination date, then the non-breaching party may Terminate the Contract by giving the breaching party no less than twenty four (24) hours' prior written notice. If the State believes that the Contractor has not performed according to the Contract, the State may withhold payment in whole or in part pending resolution of the Performance issue, provided that the State notifies the Contractor in writing prior to the date that the payment would have been due in accordance with Exhibit 4.

30. REPRESENTATIONS AND WARRANTIES

The Contractor represents and warrants to the Department for itself and the Contractor Parties that:

- (a) if they are entities, they are duly and validly existing under the laws of their respective states of organization and authorized to conduct business in the State of Connecticut in the manner contemplated by the Contract. Further, as appropriate, they have taken all necessary action to authorize the execution, delivery and Performance of the Bid and the Contract and have the power and authority to execute, deliver and Perform their obligations under the Contract;
- (b) they will comply with all applicable State and Federal laws and municipal ordinances in satisfying their obligations to the State under and pursuant to the Contract, including, but not limited to (1) Connecticut General Statutes Title 1, Chapter 10, concerning the State's Codes of Ethics and (2) Title 4a concerning State purchasing, including, but not limited to section 22a-194a concerning the use of polystyrene foam;
- (c) the execution, delivery and Performance of the Contract will not violate, be in conflict with, result in a breach of or constitute (with or without due notice and/or lapse of time) a default under any of the following, as applicable: (1) any provision of law; (2) any order of any court or the State; or (3) any indenture, agreement, document or other instrument to which it is a party or by which it may be bound;
- (d) they are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any governmental entity;

- (e) as applicable, they have not, within the three years preceding the Contract, in any of their current or former jobs, been convicted of, or had a civil judgment rendered against them or against any person who would Perform under the Contract, for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a transaction or contract with any governmental entity. This includes, but is not limited to, violation of Federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records or property, making false statements, or receiving stolen property;
- (f) they are not presently indicted for or otherwise criminally or civilly charged by any governmental entity with commission of any of the offenses listed above;
- (g) they have not within the three years preceding the Contract had one or more contracts with any governmental entity Terminated for breach or default;
- (h) they have not employed or retained any entity or person, other than a bona fide employee working solely for them, to solicit or secure the Contract and that they have not paid or agreed to pay any entity or person, other than a bona fide employee working solely for them, any fee, commission, percentage, brokerage fee, gifts, or any other consideration contingent upon or resulting from the award or making of the Contract or any assignments made in accordance with the terms of the Contract;
- (i) to the best of their knowledge, there are no Claims involving the Proposer, Proposer Parties, Contractor or Contractor Parties that might reasonably be expected to materially adversely affect their businesses, operations, assets, properties, financial stability, business prospects or ability to Perform fully under the Contract;
- (j) they shall disclose, to the best of their knowledge, to the State in writing any Claims involving them that might reasonably be expected to materially adversely affect their businesses, operations, assets, properties, financial stability, business prospects or ability to Perform fully under the Contract, no later than ten (10) calendar days after becoming aware or after they should have become aware of any such Claims. For purposes of the Contractor's obligation to disclose any Claims to the State, the ten (10) calendar days in the section of this Contract concerning disclosure of Contractor Parties Litigation shall run consecutively with the ten (10) Days provided for in this representation and warranty;
- (k) their participation in the Solicitation process is not a conflict of interest or a breach of ethics under the provisions of Title I, Chapter 10 of the Connecticut General Statutes concerning the State's Code of Ethics;
- (l) the Proposal submitted by Contractor in response to the Solicitation was not made in connection or concert with any other person, entity or Proposer, including any affiliate (as defined in the Tangible Personal Property section of this Agreement) of the Proposer, submitting a Proposal for the same Goods or Services, and is in all respects fair and without collusion or fraud;
- (m) they are able to Perform under the Contract using their own resources or the resources of a party who is not a Proposer;
- (n) the Contractor shall obtain in a written contract all of the representations and warranties in this section from any Contractor Parties and to require that provision to be included in any contracts and purchase orders with such Contractor Parties;

- (o) they have paid all applicable workers' compensation second injury fund assessments concerning all previous work done in Connecticut;
- (p) they have a record of compliance with Occupational Health and Safety Administration regulations without any unabated, willful or serious violations;
- (q) they owe no unemployment compensation contributions;
- (r) they are not delinquent in the payment of any taxes owed, or, that they have filed a sales tax security bond, and they have, if and as applicable, filed for motor carrier road tax stickers and have paid all outstanding road taxes;
- (s) all of their vehicles have current registrations and, unless such vehicles are no longer in service, they shall not allow any such registrations to lapse;
- (t) each Contractor Party or Proposer Party has vested in the Contractor and Proposer plenary authority to bind the Contractor Parties and Proposer Parties to the full extent necessary or appropriate to ensure full compliance with and Performance in accordance with all of the terms and conditions of the Contract and that all appropriate parties shall also provide, no later than fifteen (15) days after receiving a request from the Department, such information as the Department may require to evidence, in the Department's sole determination, compliance with this section;
- (u) they either own or have the authority to use all Title of and to the Goods, and that such Title is not the subject of any encumbrances, liens or claims of ownership by any third party;
- (v) the Goods do not infringe or misappropriate any patent, trade secret or other intellectual property right of a third party;
- (w) the Department's use of any Goods shall not infringe or misappropriate any patent, trade secret or other intellectual property right of a third party;
- (x) if they procure any Goods, they shall sub-license such Goods and that the Department shall be afforded the full benefits of any manufacturer or subcontractor licenses for the use of the Goods; and
- (y) they shall assign or otherwise transfer to the Department, or afford the Department the full benefits of any manufacturer's warranty for the Goods, to the extent that such warranties are assignable or otherwise transferable to the Department.

31. DISCLOSURE OF CONTRACTOR PARTIES LITIGATION

The Contractor shall require that all Contractor Parties, as appropriate, disclose to the Contractor, to the best of their knowledge, any Claims involving the Contractor Parties that might reasonably be expected to materially adversely affect their businesses, operations, assets, properties, financial stability, business prospects or ability to Perform fully under the Contract, no later than ten (10) calendar days after becoming aware or after they should have become aware of any such Claims. Disclosure shall be in writing.

32. STATE COMPTROLLER'S SPECIFICIATION

In accordance with Conn. Gen. Stat. § 4d-31, this Agreement is deemed to have incorporated within it, and the Contractor shall deliver the Goods and Services in compliance with, all specifications established by the State Comptroller to ensure that all policies, procedures, processes and control systems, including hardware, software and protocols, which are established or provided by the Contractor or Contractor Parties, are compatible with and support the State's core financial systems, including but not limited to, accounting, payroll, time and attendance, and retirement systems.

33. CIO SUBCONTRACT APPROVAL

In accordance with Conn. Gen. Stat. § 4d-32, the Contractor shall not award a subcontract for work under this Agreement without having first obtained the written approval of the Chief Information Officer of the Department of Administrative Services or their designee of the selection of the subcontractor and of the provisions of the subcontract. The Contractor shall deliver a copy of each executed subcontract or amendment to the subcontract to the Chief Information Officer, who shall maintain the subcontract or amendment as a public record, as defined in Conn. Gen. Stat. § 1-200.

34. RIGHTS TO AND INTEGRITY OF PUBLIC RECORDS

In accordance with Conn. Gen. Stat. § 4d-34, (a) neither the Contractor nor Contractor Parties shall have any Title in or to (1) any public records which the Contractor or Contractor Parties possess, modify or create pursuant to a contract, subcontract or amendment to a contract or subcontract, or (2) any modifications by such contractor, subcontractor, employee or agent to such public records; (b) neither the Contractor nor Contractor Parties shall impair the integrity of any public records which they possess or create; and (c) public records which the Contractor or Contractor Parties possess, modify or create pursuant to this Agreement or other contract, subcontract or amendment to a contract or subcontract shall at all times and for all purposes remain the property of the State. For purposes of this section, "public records" shall have the meaning set forth in Conn. Gen. Stat. § 4-33, as it may be modified from time to time.

35. PUBLIC RECORDS AND FOIA

In accordance with Conn. Gen. Stat. § 4d-35, any public record which a state agency provides to the Contractor or Contractor Parties shall remain a public record for the purposes of subsection (a) of section 1-210 and as to such public records, the State, the Contractor and Contractor Parties shall have a joint and several obligation to comply with the obligations of the state agency under the Freedom of Information Act, as defined in section 1-200, provided that the determination of whether or not to disclose a particular record or type of record shall be made by such state agency.

36. DISCLOSURE OF PUBLIC RECORDS

In accordance with Conn. Gen. Stat. § 4d-36, neither the Contractor nor Contractor Parties shall disclose to the public any public records (a) which they possess, modify or create pursuant to this Agreement or any contract, subcontract or amendment to a contract or subcontract and (b) which a state agency (1) is prohibited from disclosing pursuant to state or federal law in all cases, (2)

may disclose pursuant to state or federal law only to certain entities or individuals or under certain conditions or (3) may withhold from disclosure pursuant to state or federal law. This provision shall not be construed to prohibit the Contractor from disclosing such public records to any Contractor Parties to carry out the purposes of its subcontract. For purposes of this section, "public records" shall have the meaning set forth in Conn. Gen. Stat. § 1-200, as it may be modified from time to time.

37. PROFITING FROM PUBLIC RECORDS

In accordance with Conn. Gen. Stat. § 4d-37, neither the Contractor nor Contractor Parties shall sell, market or otherwise profit from the disclosure or use of any public records which are in their possession pursuant to this Agreement or any contract, subcontract or amendment to a contract or subcontract, except as authorized in this Agreement. For purposes of this section, "public records" shall have the meaning set forth in Conn. Gen. Stat. § 1-200, as it may be modified from time to time.

38. CONTRACTOR'S OBLIGATION TO NOTIFY DAS CONCERNING PUBLIC RECORDS

In accordance with Conn. Gen. Stat. § 4d-38, if the Contractor or Contractor Parties learn of any violation of the provisions of Conn. Gen. Stat. §§ 4d-36 or 4d-37 they shall, no later than seven calendar days after learning of such violation, notify the Chief Information Officer of such violation.

39. GENERAL ASSEMBLY ACCESS TO RECORDS

In accordance with Conn. Gen. Stat. § 4d-40, the Joint Committee on Legislative Management and each nonpartisan office of the General Assembly shall continue to have access to DAS records that is not less than the access that said committee and such offices have on July 1, 1997.

40. CONTINUITY OF SYSTEMS

This Section is intended to comply with Conn. Gen. Stat. §4d-44.

- (a) The Contractor acknowledges that the Systems and associated services are important to the function of State government and that they must continue without interruption. Pursuant to Conn. Gen. Stat. §4d-44, if the work under the Contract, any subcontract, or amendment to either, is transferred back to the State or to another contractor at any time for any reason, then the Contractor shall cooperate fully with the State, and do and perform all acts and things that the State deems to be necessary or appropriate, to ensure continuity of state agency information system and telecommunication system facilities, equipment and services so that there is no disruption or interruption of the System and associated services under the Contract, provided that Contractor shall be compensated for such cooperation and performance in accordance with this Agreement or as otherwise agreed upon in writing in advance by the parties. The Contractor shall not enter into any subcontract for any part of the performance under the Contract without approval of such subcontract by the State, as required by Conn. Gen. Stat. §4d-32, and without such subcontract including a provision that obligates the subcontractor to comply fully with Conn. Gen. Stat. §4d-44 as if the subcontractor were in fact the Contractor. The Contractor shall make a full and complete disclosure of and delivery to the State or its representatives of all Records and "Public

Records," as that term is defined in Conn. Gen. Stat. §4d-33, as it may be amended, in whatever form they exist or are stored and maintained and wherever located, directly or indirectly concerning the Contract (subject to subsection 34(b)(2) below).

(b) The parties shall follow the following applicable and respective procedures in order to ensure the orderly transfer to the State of:

(1) such facilities and equipment-- Unless a shorter period is necessary or appropriate to ensure compliance with subsection (a) above, in which case that shorter period shall apply, the Contractor shall deliver to the State, F.O.B. Hartford, Connecticut or other State location which the Department identifies, all facilities and equipment related to or arising out of the Agreement, subcontract or amendment, no later than 10 days from the date that the work under the Agreement is transferred back to the State or to another contractor for any reason. The Contractor shall deliver the facilities and equipment to the State, during the State's business hours, in good working order and in appropriately protective packaging to ensure delivery without damage. Concurrent with this delivery, the Contractor shall also deliver all related operation manuals and other documentation in whatever form they exist and a list of all related passwords and security codes;

(2) all software created or modified pursuant to the Agreement, subcontract or amendment (except for the Contractor's proprietary inmate telephone system Licensed Software): the Deliverables-- Unless a shorter period is necessary or appropriate to ensure compliance with subsection (a) above, in which case that shorter period shall apply, the Contractor shall deliver to the State, F.O.B. Hartford, Connecticut or other State location which the Department identifies, all Deliverables, no later than 10 days from the date that the work under the SOW or Agreement is transferred back to the Department or to another contractor for any reason. The Contractor shall deliver such Deliverables to the Department, during the Department's business hours, in good working order, and if Department equipment shall be delivered, in appropriately protective packaging to ensure delivery without damage. Concurrent with this delivery, the Contractor shall also deliver all Deliverable-related operation manuals and other documentation in whatever form they exist, if delivery of such manuals and documentation is required by this Agreement or the SOW for such Deliverable, and a list of all Deliverable passwords and security codes;
and

(3) all Public Records, as defined in Conn. Gen. Stat. §4d-33, which the Contractor or Contractor Parties possess or create pursuant to the Agreement, subcontract or amendment-- Unless a shorter period is necessary or appropriate to ensure compliance with subsection (a) above, in which case that shorter period shall apply, the Contractor shall deliver to the Department, F.O.B. Hartford, Connecticut or other State location which the Department identifies, all Public Records created or modified pursuant to the SOW, Agreement, subcontract or amendment and requested in writing by the Department (provided that Contractor may redact confidential information of Contractor, its personnel or third parties to the extent permitted by applicable law) no later than the latter of (1) the time specified in the section in this Agreement concerning Termination for the return of Public Records and (2) 10 days from the date that the work under the SOW or Agreement is transferred back to the Department or to another contractor for any reason. The Contractor shall deliver to the Department those Public Records in electronic, magnetic or other intangible form in a non-proprietary format, such as, but not limited to, ASCII or .TXT. The Contractor shall deliver to the Department, during the Department's business hours, those Public Records and a list of

all applicable passwords and security codes, all in appropriately protective packaging to ensure delivery without damage.

- a) If the Contractor employs former State employees, the Contractor shall facilitate the exercising of any reemployment rights that such State employees may have with the State, including, but not limited to, affording them all reasonable opportunities during the workday to interview for State jobs. The Contractor shall include language similar to this section in all of its contracts with its subcontractors and applicable Contractor Parties so that they are similarly obligated.

41. TANGIBLE PERSONAL PROPERTY

a) The Contractor on its behalf and on behalf of its Affiliates, as defined below, shall comply with the provisions of Conn. Gen. Stat. §12-411b, as follows:

- (1) For the term of the Contract, the Contractor and its Affiliates shall collect and remit to the State of Connecticut, Department of Revenue Services, any Connecticut use tax due under the provisions of Chapter 219 of the Connecticut General Statutes for items of tangible personal property sold by the Contractor or by any of its Affiliates in the same manner as if the Contractor and such Affiliates were engaged in the business of selling tangible personal property for use in Connecticut and had sufficient nexus under the provisions of Chapter 219 to be required to collect Connecticut use tax;
- (2) A customer's payment of a use tax to the Contractor or its Affiliates relieves the customer of liability for the use tax;
- (3) The Contractor and its Affiliates shall remit all use taxes they collect from customers on or before the due date specified in the Contract, which may not be later than the last day of the month next succeeding the end of a calendar quarter or other tax collection period during which the tax was collected;
- (4) The Contractor and its Affiliates are not liable for use tax billed by them but not paid to them by a customer; and
- (5) Any Contractor or Affiliate who fails to remit use taxes collected on behalf of its customers by the due date specified in the Contract shall be subject to the interest and penalties provided for persons required to collect sales tax under chapter 219 of the general statutes.

b) For purposes of this section of the Contract, the word "Affiliate" means any person, as defined in section 12-1 of the general statutes, that controls, is controlled by, or is under common control with another person. A person controls another person if the person owns, directly or indirectly, more than ten per cent of the voting securities of the other person. The word "voting security" means a security that confers upon the holder the right to vote for the election of members of the board of directors or similar governing body of the business, or that is convertible into, or entitles the holder to receive, upon its exercise, a security that confers such a right to vote. "Voting security" includes a general partnership interest.

c) The Contractor represents and warrants that each of its Affiliates has vested in the Contractor plenary authority to so bind the Affiliates in any agreement with the State of Connecticut. The Contractor on its own behalf and on behalf of its Affiliates shall also provide, no later than 30 days after receiving a request by the State's contracting authority, such

information as the State may require to ensure, in the State's sole determination, compliance with the provisions of Chapter 219 of the Connecticut General Statutes, including, but not limited to, §12-411b.

42. INDEMNIFICATION

- a) The Contractor shall indemnify, defend and hold harmless the State and its officers, representatives, agents, servants, employees, successors and assigns from and against any and all (1) Claims arising, directly or indirectly, in connection with the Contract, including the acts of commission or omission (collectively, the "Acts") of the Contractor or Contractor Parties; and (2) liabilities, damages, losses, costs and expenses, including but not limited to, attorneys' and other professionals' fees, arising, directly or indirectly, in connection with Claims, Acts or the Contract. The Contractor shall use counsel reasonably acceptable to the State in carrying out its obligations under this section. The Contractor's obligations under this section to indemnify, defend and hold harmless against Claims includes Claims concerning confidentiality of any part of or all of the Contractor's bid, proposal or any Records, any intellectual property rights, other proprietary rights of any person or entity, copyrighted or uncopyrighted compositions, secret processes, patented or unpatented inventions, articles or appliances furnished or used in the Performance. The Contractor shall not be responsible for indemnifying or holding the State harmless from any liability arising due to the negligence of the State or any other person or entity acting under the direct control or supervision of the State.
- b) The Contractor shall not be responsible for indemnifying or holding the State harmless from any liability arising due to the negligence of the State or any other person or entity acting under the direct control or supervision of the State.
- a) The Contractor shall reimburse the State for any and all damages to the real or personal property of the State caused by the Acts of the Contractor or any Contractor Parties. The State shall give the Contractor reasonable notice of any such Claims.
- b) The Contractor's duties under this section shall remain fully in effect and binding in accordance with the terms and conditions of the Contract, without being lessened or compromised in any way, even where the Contractor is alleged or is found to have merely contributed in part to the Acts giving rise to the Claims and/or where the State is alleged or is found to have contributed to the Acts giving rise to the Claims.
- c) The Contractor shall carry and maintain at all times during the term of the Contract, and during the time that any provisions survive the term of the Contract, sufficient general liability insurance to satisfy its obligations under this Contract. The Contractor shall name the State as an additional insured on the policy and shall provide a copy of the policy to the State prior to the effective date of the Contract. The Contractor shall not begin Performance until the delivery of the policy to the State. The State shall be entitled to recover under the insurance policy even if a body of competent jurisdiction determines that the State is contributorily negligent.
- d) The rights provided in this section for the benefit of the State shall encompass the recovery of attorneys' and other professionals' fees expended in pursuing a Claim against a third party.
- e) This section shall survive the Termination of the Contract and shall not be limited by reason of any insurance coverage.

43. SOVEREIGN IMMUNITY

The parties acknowledge and agree that nothing in the Solicitation or the Contract shall be construed as a modification, compromise or waiver by the State of any rights or defenses of any immunities provided by Federal law or the laws of the State of Connecticut to the State or any of its officers and employees, which they may have had, now have or will have with respect to all matters arising out of the Contract. To the extent that this section conflicts with any other section, this section shall govern.

44. SUMMARY OF STATE ETHICS LAWS

Pursuant to the requirements of section 1-101qq of the Connecticut General Statutes, the summary of State ethics laws developed by the State Ethics Commission pursuant to section 1-81b of the Connecticut General Statutes is incorporated by reference into and made a part of the Contract as if the summary had been fully set forth in the Contract.

45. AUDIT AND INSPECTION OF PLANTS, PLACES OF BUSINESS AND RECORDS.

- a) The State and its agents, including, but not limited to, the Connecticut Auditors of Public Accounts, Attorney General and State's Attorney and their respective agents, may, at reasonable hours, inspect and examine all of the parts of the Contractor's and Contractor Parties' plants and places of business which, in any way, are related to, or involved in, the performance of this Contract.
- b) The Contractor shall maintain, and shall require each of the Contractor Parties to maintain, accurate and complete Records. The Contractor shall make all of its and the Contractor Parties' Records available at all reasonable hours for audit and inspection by the State and its agents.
- c) The State shall make all requests for any audit or inspection in writing and shall provide the Contractor with at least twenty-four (24) hours' notice prior to the requested audit and inspection date. If the State suspects fraud or other abuse, or in the event of an emergency, the State is not obligated to provide any prior notice.
- d) All audits and inspections shall be at the State's expense.
- e) The Contractor shall keep and preserve or cause to be kept and preserved all of its and Contractor Parties' Records until three (3) years after the latter of (i) final payment under this Agreement, or (ii) the expiration or earlier termination of this Agreement, as the same may be modified for any reason. The State may request an audit or inspection at any time during this period. If any Claim or audit is started before the expiration of this period, the Contractor shall retain or cause to be retained all Records until all Claims or audit findings have been resolved.
- f) The Contractor shall cooperate fully with the State and its agents in connection with an audit or inspection. Following any audit or inspection, the State may conduct and the Contractor shall cooperate with an exit conference.
- g) The Contractor shall incorporate this entire Section verbatim into any contract or other agreement that it enters into with any Contractor Party.

46. CAMPAIGN CONTRIBUTION RESTRICTION

For all State contracts, defined in Conn. Gen. Stat. §9-612(g)(1) as having a value in a calendar year of \$50,000 or more, or a combination or series of such agreements or contracts having a value of \$100,000 or more, the authorized signatory to this Agreement expressly acknowledges receipt of the State Elections Enforcement Commission's notice advising state contractors of state campaign contribution and solicitation prohibitions, and will inform its principals of the contents of the notice, as set forth in "Notice to Executive Branch State Contractors and Prospective State Contractors of Campaign Contribution and Solicitation Limitations," attached as Exhibit 1.

47. EXECUTIVE ORDERS

This Contract is subject to the provisions of Executive Order No. Three of Governor Thomas J. Meskill, promulgated June 16, 1971, concerning labor employment practices, Executive Order No. Seventeen of Governor Thomas J. Meskill, promulgated February 15, 1973, concerning the listing of employment openings and Executive Order No. Sixteen of Governor John G. Rowland promulgated August 4, 1999, concerning violence in the workplace, all of which are incorporated into and are made a part of the Contract as if they had been fully set forth in it. The Contract may also be subject to Executive Order No. 7C of Governor M. Jodi Rell, promulgated July 13, 2006, concerning contracting reforms and Executive Order No. 14 of Governor M. Jodi Rell, promulgated April 17, 2006, concerning procurement of cleaning products and services, and services and Executive Order No. 19 of Governor M. Jodi Rell, promulgated June 19, 2008 concerning use of System Development, in accordance with their respective terms and conditions. If Executive Orders 7C,14 and 19 are applicable, they are deemed to be incorporated into and are made a part of the Contract as if they had been fully set forth in it. At the Contractor's request, the Department shall provide a copy of these orders to the Contractor.

48. NONDISCRIMINATION

(a) For purposes of this Section, the following terms are defined as follows:

- i. "Commission" means the Commission on Human Rights and Opportunities;
- ii. "Contract" and "contract" include any extension or modification of the Contract or contract;
- iii. "Contractor" and "contractor" include any successors or assigns of the Contractor or contractor;
- iv. "Gender identity or expression" means a person's gender-related identity, appearance or behavior, whether or not that gender-related identity, appearance or behavior is different from that traditionally associated with the person's physiology or assigned sex at birth, which gender-related identity can be shown by providing evidence including, but not limited to, medical history, care or treatment of the gender-related identity, consistent and uniform assertion of the gender-related identity or any other evidence that the gender-related identity is sincerely held, part of a person's core identity or not being asserted for an improper purpose.
- v. "good faith" means that degree of diligence which a reasonable person would exercise in the performance of legal duties and obligations;
- vi. "good faith efforts" shall include, but not be limited to, those reasonable initial efforts necessary to comply with statutory or regulatory requirements and additional or substituted efforts when it is determined that such initial efforts will not be sufficient to comply with such requirements;

- vii. "marital status" means being single, married as recognized by the state of Connecticut, widowed, separated or divorced;
- viii. "mental disability" means one or more mental disorders, as defined in the most recent edition of the American Psychiatric Association's "Diagnostic and Statistical Manual of Mental Disorders", or a record of or regarding a person as having one or more such disorders;
- ix. "minority business enterprise" means any small contractor or supplier of materials fifty-one percent or more of the capital stock, if any, or assets of which is owned by a person or persons: (1) who are active in the daily affairs of the enterprise, (2) who have the power to direct the management and policies of the enterprise, and (3) who are members of a minority, as such term is defined in subsection (a) of Connecticut General Statutes § 32-9n; and
- x. "public works contract" means any agreement between any individual, firm or corporation and the State or any political subdivision of the State other than a municipality for construction, rehabilitation, conversion, extension, demolition or repair of a public building, highway or other changes or improvements in real property, or which is financed in whole or in part by the State, including, but not limited to, matching expenditures, grants, loans, insurance or guarantees.

For purposes of this Section, the terms "Contract" and "contract" do not include a contract where each contractor is (1) a political subdivision of the state, including, but not limited to, a municipality, (2) a quasi-public agency, as defined in Conn. Gen. Stat. Section 1-120, (3) any other state, including but not limited to any federally recognized Indian tribal governments, as defined in Conn. Gen. Stat. Section 1-267, (4) the federal government, (5) a foreign government, or (6) an agency of a subdivision, agency, state or government described in the immediately preceding enumerated items (1), (2), (3), (4) or (5).

(b) The Contractor agrees and warrants that in the performance of the Contract such contractor will not discriminate or permit discrimination against any person or group of persons on the grounds of race, color, religious creed, age, marital status, national origin, ancestry, sex, gender identity or expression, mental retardation, mental disability or physical disability, including, but not limited to, blindness, unless it is shown by such Contractor that such disability prevents performance of the work involved, in any manner prohibited by the laws of the United States or of the state of Connecticut; and the Contractor further agrees to take affirmative action to insure that applicants with job-related qualifications are employed and that employees are treated when employed without regard to their race, color, religious creed, age, marital status, national origin, ancestry, sex, gender identity or expression, mental retardation, mental disability or physical disability, including, but not limited to, blindness, unless it is shown by the Contractor that such disability prevents performance of the work involved; (2) the Contractor agrees, in all solicitations or advertisements for employees placed by or on behalf of the Contractor in the State, to state that it is an "affirmative action-equal opportunity employer" in accordance with regulations adopted by the Commission; (3) the Contractor agrees to provide each labor union or representative of workers with which the Contractor has a collective bargaining agreement or other contract or understanding and each vendor with which the Contractor has a contract or understanding, a notice to be provided by the Commission advising the labor union or workers' representative of the Contractor's commitments under this section, and to post copies of the notice in conspicuous places available to employees and applicants for employment; (4) the Contractor agrees to comply with each provision of this Section and Connecticut General Statutes § § 46a-68e and 46a-68f and with each regulation or relevant order issued by said Commission pursuant to Connecticut General Statutes § § 46a-56, 46a-68e and 46a-68f; and (5)

the Contractor agrees to provide the Commission on Human Rights and Opportunities with such information requested by the Commission, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the Contractor as relate to the provisions of this Section and Connecticut General Statutes § 46a-56. If the contract is a public works contract, the Contractor agrees and warrants that he will make good faith efforts to employ minority business enterprises as subcontractors and suppliers of materials on such public works project.

(c) Determination of the Contractor's good faith efforts shall include but shall not be limited to the following factors: The Contractor's employment and subcontracting policies, patterns and practices; affirmative advertising, recruitment and training; technical assistance activities and such other reasonable activities or efforts as the Commission may prescribe that are designed to ensure the participation of minority business enterprises in public works projects.

(d) The contractor shall develop and maintain adequate documentation, in a manner prescribed by the Commission, of its good faith efforts.

(e) The Contractor shall include the provisions of subsection (b) of this Section in every subcontract or purchase order entered into in order to fulfill any obligation of a contract with the State and such provisions shall be binding on a subcontractor, vendor or manufacturer unless exempted by regulations or orders of the Commission. The Contractor shall take such action with respect to any such subcontract or purchase order as the Commission may direct as a means of enforcing such provisions including sanctions for noncompliance in accordance with Connecticut General Statutes § 46a-56; provided, if such Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the Commission, the Contractor may request the State of Connecticut to enter into any such litigation or negotiation prior thereto to protect the interests of the State and the State may so enter.

(f) The Contractor agrees to comply with the regulations referred to in this Section as they exist on the date of this Contract and as they may be adopted or amended from time to time during the term of this Contract and any amendments thereto.

(g) (1) The Contractor agrees and warrants that in the performance of the Contract such Contractor will not discriminate or permit discrimination against any person or group of persons on the grounds of sexual orientation, in any manner prohibited by the laws of the United States or of the State of Connecticut, and that employees are treated when employed without regard to their sexual orientation; (2) the Contractor agrees to provide each labor union or representative of workers with which such Contractor has a collective bargaining Agreement or other contract or understanding and each vendor with which such Contractor has a contract or understanding, a notice to be provided by the Commission on Human Rights and Opportunities advising the labor union or workers' representative of the contractor's Commitments under this section, and to post copies of the notice in conspicuous places available to employees and applicants for employment; (3) the Contractor agrees to comply with each provision of this section and with each regulation or relevant order issued by said Commission pursuant to Connecticut General Statutes § 46a-56; and (4) the Contractor agrees to provide the Commission on Human Rights and Opportunities with such information requested by the Commission, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the Contractor which relate to the provisions of this Section and Connecticut General Statutes § 46a-56.

(h) The Contractor shall include the provisions of the foregoing paragraph in every subcontract or purchase order entered into in order to fulfill any obligation of a contract with the State and such provisions shall be binding on a subcontractor, vendor or manufacturer unless exempted by regulations or orders of the Commission. The Contractor shall take such action with respect to any such subcontract or purchase order as the Commission may direct as a means of enforcing such provisions including sanctions for noncompliance in accordance with Connecticut General Statutes § 46a-56; provided, if such Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the Commission, the Contractor may request the State of Connecticut to enter into any such litigation or negotiation prior thereto to protect the interests of the State and the State may so enter.

49. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

(a) If the Contractor is a Business Associate under the requirements of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), the Contractor must comply with all terms and conditions of this Section of the Contract. If the Contractor is not a Business Associate under HIPAA, this Section of the Contract does not apply to the Contractor for this Contract.

(b) The Contractor is required to safeguard the use, publication and disclosure of information on all applicants for, and all clients who receive, services under the Contract in accordance with all applicable federal and state law regarding confidentiality, which includes but is not limited to HIPAA, more specifically with the Privacy and Security Rules at 45 C.F.R. Part 160 and Part 164, subparts A, C, and E; and

(c) The State of Connecticut Agency named on page 1 of this Contract (hereinafter the "Department") is a "covered entity" as that term is defined in 45 C.F.R. § 160.103; and

(d) The Contractor, on behalf of the Department, performs functions that involve the use or disclosure of "individually identifiable health information," as that term is defined in 45 C.F.R. § 160.103; and

(e) The Contractor is a "business associate" of the Department, as that term is defined in 45 C.F.R. § 160.103; and

(f) The Contractor and the Department agree to the following in order to secure compliance with the HIPAA, the requirements of Subtitle D of the Health Information Technology for Economic and Clinical Health Act (hereinafter the HITECH Act), (Pub. L. 111-5, sections 13400 to 13423), and more specifically with the Privacy and Security Rules at 45 C.F.R. Part 160 and Part 164, subparts A, C, and E.

(g) Definitions

(1) "Breach shall have the same meaning as the term is defined in section 13400 of the HITECH Act (42 U.S.C. §17921(1))

(2) "Business Associate" shall mean the Contractor.

(3) "Covered Entity" shall mean the Department of the State of Connecticut named on page 1 of this Contract.

(4) "Designated Record Set" shall have the same meaning as the term "designated

record set" in 45 C.F.R. § 164.501.

(5) "Electronic Health Record" shall have the same meaning as the term is defined in section 13400 of the HITECH Act (42 U.S.C. §17921(5))

(6) "Individual" shall have the same meaning as the term "individual" in 45 C.F.R. § 160.103 and shall include a person who qualifies as a personal representative as defined in 45 C.F.R. § 164.502(g).

(7) "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. part 160 and parts 164, subparts A and E.

(8) "Protected Health Information" or "PHI" shall have the same meaning as the term "protected health information" in 45 C.F.R. § 160.103, limited to information created or received by the Business Associate from or on behalf of the Covered Entity.

(9) "Required by Law" shall have the same meaning as the term "required by law" in 45 C.F.R. § 164.103.

(10) "Secretary" shall mean the Secretary of the Department of Health and Human Services or his designee.

(11) "More stringent" shall have the same meaning as the term "more stringent" in 45 C.F.R. § 160.202.

(12) "This Section of the Contract" refers to the HIPAA Provisions stated herein, in their entirety.

(13) "Security Incident" shall have the same meaning as the term "security incident" in 45 C.F.R. § 164.304.

(14) "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. part 160 and parts 164, subpart A and C.

(15) "Unsecured protected health information" shall have the same meaning as the term as defined in section 13402(h)(1)(A) of HITECH. Act. (42 U.S.C. §17932(h)(1)(A)).

(h) Obligations and Activities of Business Associates.

(1) Business Associate agrees not to use or disclose PHI other than as permitted or required by this Section of the Contract or as Required by Law.

(2) Business Associate agrees to use appropriate safeguards to prevent use or disclosure of PHI other than as provided for in this Section of the Contract.

(3) Business Associate agrees to use administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of electronic protected health information that it creates, receives, maintains, or transmits on behalf of the Covered Entity.

(4) Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to the Business Associate of a use or disclosure of PHI by Business Associate in violation of this Section of the Contract.

(5) Business Associate agrees to report to Covered Entity any use or disclosure of PHI not provided for by this Section of the Contract or any security incident of which it becomes aware.

(6) Business Associate agrees to insure that any agent, including a subcontractor, to whom it provides PHI received from, or created or received by Business Associate, on behalf of the Covered Entity, agrees to the same restrictions and conditions that apply through this Section of the Contract to Business Associate with respect to such

information.

(7) Business Associate agrees to provide access, at the request of the Covered Entity, and in the time and manner agreed to by the parties, to PHI in a Designated Record Set, to Covered Entity or, as directed by Covered Entity, to an Individual in order to meet the requirements under 45 C.F.R. § 164.524.

(8) Business Associate agrees to make any amendments to PHI in a Designated Record Set that the Covered Entity directs or agrees to pursuant to 45 C.F.R. § 164.526 at the request of the Covered Entity, and in the time and manner agreed to by the parties.

(9) Business Associate agrees to make internal practices, books, and records, including policies and procedures and PHI, relating to the use and disclosure of PHI received from, or created or received by, Business Associate on behalf of Covered Entity, available to Covered Entity or to the Secretary in a time and manner agreed to by the parties or designated by the Secretary, for purposes of the Secretary determining Covered Entity's compliance with the Privacy Rule.

(10) Business Associate agrees to document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an Individual for an accounting of disclosures of PHI in accordance with 45 C.F.R. § 164.528 and section 13405 of the HITECH Act (42 U.S.C. § 17935) and any regulations promulgated thereunder.

(11) Business Associate agrees to provide to Covered Entity, in a time and manner agreed to by the parties, information collected in accordance with clause h. (10) of this Section of the Contract, to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of PHI in accordance with 45 C.F.R. § 164.528 and section 13405 of the HITECH Act (42 U.S.C. § 17935) and any regulations promulgated thereunder. Business Associate agrees at the Covered Entity's direction to provide an accounting of disclosures of PHI directly to an individual in accordance with 45 C.F.R. § 164.528 and section 13405 of the HITECH Act (42 U.S.C. § 17935) and any regulations promulgated thereunder.

(12) Business Associate agrees to comply with any state or federal law that is more stringent than the Privacy Rule.

(13) Business Associate agrees to comply with the requirements of the HITECH Act relating to privacy and security that are applicable to the Covered Entity and with the requirements of 45 C.F.R. sections 164.504(e), 164.308, 164.310, 164.312, and 164.316.

(14) In the event that an individual requests that the Business Associate (a) restrict disclosures of PHI; (b) provide an accounting of disclosures of the individual's PHI; or (c) provide a copy of the individual's PHI in an electronic health record, the Business Associate agrees to notify the covered entity, in writing, within five business days of the request.

(15) Business Associate agrees that it shall not, directly or indirectly, receive any remuneration in exchange for PHI of an individual without (1) the written approval of the covered entity, unless receipt of remuneration in exchange for PHI is expressly authorized by this Contract and (2) the valid authorization of the individual, except for the purposes provided under section 13405(d)(2) of the HITECH Act, (42 U.S.C. §

17935(d)(2)) and in any accompanying regulations
(16) Obligations in the Event of a Breach

- A. The Business Associate agrees that, following the discovery of a breach of unsecured protected health information, it shall notify the Covered Entity of such breach in accordance with the requirements of section 13402 of HITECH (42 U.S.C. 17932(b) and the provisions of this Section of the Contract.
- B. Such notification shall be provided by the Business Associate to the Covered Entity without unreasonable delay, and in no case later than 30 days after the breach is discovered by the Business Associate, except as otherwise instructed in writing by a law enforcement official pursuant to section 13402 (g) of HITECH (42 U.S.C. 17932(g)). A breach is considered discovered as of the first day on which it is, or reasonably should have been, known to the Business Associate. The notification shall include the identification and last known address, phone number and email address of each individual (or the next of kin of the individual if the individual is deceased) whose unsecured protected health information has been, or is reasonably believed by the Business Associate to have been, accessed, acquired, or disclosed during such breach.
- C. The Business Associate agrees to include in the notification to the Covered Entity at least the following information:
 1. A brief description of what happened, including the date of the breach and the date of the discovery of the breach, if known.
 2. A description of the types of unsecured protected health information that were involved in the breach (such as full name, Social Security number, date of birth, home address, account number, or disability code).
 3. The steps the Business Associate recommends that individuals take to protect themselves from potential harm resulting from the breach.
 4. A detailed description of what the Business Associate is doing to investigate the breach, to mitigate losses, and to protect against any further breaches.
 5. Whether a law enforcement official has advised either verbally or in writing the Business Associate that he or she has determined that notification or notice to individuals or the posting required under section 13402 of the HITECH Act would impede a criminal investigation or cause damage to national security and; if so, include contact information for said official.
- D. Business Associate agrees to provide appropriate staffing and have established procedures to ensure that individuals informed by the Covered Entity of a breach by the Business Associate have the opportunity to ask questions and contact the Business Associate for additional information regarding the breach. Such procedures shall include a toll-free telephone number, an e-mail address, a posting on its Web site or a postal address. For breaches involving ten or more individuals whose contact information is insufficient or out of date to allow written notification under 45 CFR § 164.404(d)(1)(i), the

Business Associate shall notify the Covered Entity of such persons and maintain a toll-free telephone number for ninety days after said notification is sent to the Covered Entity. Business Associate agrees to include in the notification of a breach by the Business Associate to the Covered Entity, a written description of the procedures that have been established to meet these requirements. Costs of such contact procedures will be borne by the Contractor.

E. Business Associate agrees that, in the event of a breach, it has the burden to demonstrate that it has complied with all notifications requirements set forth above, including evidence demonstrating the necessity of a delay in notification to the Covered Entity.

(i) Permitted Uses and Disclosure by Business Associate.

(1) General Use and Disclosure Provisions Except as otherwise limited in this Section of the Contract, Business Associate may use or disclose PHI to perform functions, activities, or services for, or on behalf of, Covered Entity as specified in this Contract, provided that such use or disclosure would not violate the Privacy Rule if done by Covered Entity or the minimum necessary policies and procedures of the Covered Entity.

(2) Specific Use and Disclosure Provisions

(A) Except as otherwise limited in this Section of the Contract, Business Associate may use PHI for the proper management and administration of Business Associate or to carry out the legal responsibilities of Business Associate.

(B) Except as otherwise limited in this Section of the Contract, Business Associate may disclose PHI for the proper management and administration of Business Associate, provided that disclosures are Required by Law, or Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and used or further disclosed only as Required by Law or for the purpose for which it was disclosed to the person, and the person notifies Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached.

(C) Except as otherwise limited in this Section of the Contract, Business Associate may use PHI to provide Data Aggregation services to Covered Entity as permitted by 45 C.F.R. § 164.504(e)(2)(i)(B).

(j) Obligations of Covered Entity.

(1) Covered Entity shall notify Business Associate of any limitations in its notice of privacy practices of Covered Entity, in accordance with 45 C.F.R. § 164.520, or to the extent that such limitation may affect Business Associate's use or disclosure of PHI.

(2) Covered Entity shall notify Business Associate of any changes in, or revocation of, permission by Individual to use or disclose PHI, to the extent that such changes may affect Business Associate's use or disclosure of PHI.

(3) Covered Entity shall notify Business Associate of any restriction to the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 C.F.R.

§ 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(k) **Permissible Requests by Covered Entity.** Covered Entity shall not request Business Associate to use or disclose PHI in any manner that would not be permissible under the Privacy Rule if done by the Covered Entity, except that Business Associate may use and disclose PHI for data aggregation, and management and administrative activities of Business Associate, as permitted under this Section of the Contract.

(l) **Term and Termination.**

(1) **Term.** The Term of this Section of the Contract shall be effective as of the date the Contract is effective and shall terminate when the information collected in accordance with clause h. (10) of this Section of the Contract is provided to the Covered Entity and all of the PHI provided by Covered Entity to Business Associate, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to Covered Entity, or, if it is infeasible to return or destroy PHI, protections are extended to such information, in accordance with the termination provisions in this Section.

(2) **Termination for Cause Upon Covered Entity's knowledge of a material breach by Business Associate,** Covered Entity shall either:

(A) Provide an opportunity for Business Associate to cure the breach or end the violation and terminate the Contract if Business Associate does not cure the breach or end the violation within the time specified by the Covered Entity; or

(B) Immediately terminate the Contract if Business Associate has breached a material term of this Section of the Contract and cure is not possible; or

(C) If neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.

(3) **Effect of Termination**

(A) Except as provided in (l)(2) of this Section of the Contract, upon termination of this Contract, for any reason, Business Associate shall return or destroy all PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity. Business Associate shall also provide the information collected in accordance with clause h. (10) of this Section of the Contract to the Covered Entity within ten business days of the notice of termination. This provision shall apply to PHI that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the PHI.

(B) In the event that Business Associate determines that returning or destroying the PHI is infeasible, Business Associate shall provide to Covered Entity notification of the conditions that make return or destruction infeasible. Upon documentation by Business Associate that return or destruction of PHI is infeasible, Business Associate shall extend the protections of this Section of the Contract to such PHI and limit further uses and disclosures of PHI to those purposes that make return or destruction infeasible, for as long as Business Associate maintains such PHI. Infeasibility of the return or destruction of PHI includes, but is not limited to, requirements under state or federal law that the Business Associate maintains or preserves the PHI or copies thereof.

(m) Miscellaneous Provisions.

- (1) Regulatory References. A reference in this Section of the Contract to a section in the Privacy Rule means the section as in effect or as amended.
- (2) Amendment. The Parties agree to take such action as is necessary to amend this Section of the Contract from time to time as is necessary for Covered Entity to comply with requirements of the Privacy Rule and the Health Insurance Portability and Accountability Act of 1996, Pub. L. No. 104-191.
- (3) Survival. The respective rights and obligations of Business Associate shall survive the termination of this Contract.
- (4) Effect on Contract. Except as specifically required to implement the purposes of this Section of the Contract, all other terms of the Contract shall remain in force and effect.
- (5) Construction. This Section of the Contract shall be construed as broadly as necessary to implement and comply with the Privacy Standard. Any ambiguity in this Section of the Contract shall be resolved in favor of a meaning that complies, and is consistent with, the Privacy Standard.
- (6) Disclaimer. Covered Entity makes no warranty or representation that compliance with this Section of the Contract will be adequate or satisfactory for Business Associate's own purposes. Covered Entity shall not be liable to Business Associate for any claim, civil or criminal penalty, loss or damage related to or arising from the unauthorized use or disclosure of PHI by Business Associate or any of its officers, directors, employees, contractors or agents, or any third party to whom Business Associate has disclosed PHI contrary to the provisions of this Contract or applicable law. Business Associate is solely responsible for all decisions made, and actions taken, by Business Associate regarding the safeguarding, use and disclosure of PHI within its possession, custody or control.
- (7) Indemnification. The Business Associate shall indemnify and hold the Covered Entity harmless from and against any and all claims, liabilities, judgments, fines, assessments, penalties, awards and any statutory damages that may be imposed or assessed pursuant to HIPAA, as amended or the HITECH Act, including, without limitation, attorney's fees, expert witness fees, costs of investigation, litigation or dispute resolution, and costs awarded thereunder, relating to or arising out of any violation by the Business Associate and its agents, including subcontractors, of any obligation of Business Associate and its agents, including subcontractors, under this section of the contract, under HIPAA, the HITECH Act, the Privacy Rule and the Security Rule.

50. OWNERSHIP OF DATA

- a) It is understood and agreed by Contractor that any and all data hosted by Contractor on behalf of the State of Connecticut will remain the sole property of the State and the State retains any and all ownership of such data. It is further understood that at no time will Contractor have ownership of any data held within the system. Notwithstanding, all call billing records are the property of the Contractor.
- b) The Contractor must act as custodian of all inmate and Department data (including but not limited to, call records, call recordings, authorized call lists) stored or used in the proposed

service information, in accordance with applicable statutes, policies, regulations and procedures and as set forth in the terms and conditions of this Agreement. The Contractor must provide this data to the Department at its request in a form and manner specified by DOC. The Contractor must not sell, use, share or display any data or use it for any other purpose unless agreed upon, in writing, by Department's Director of Security.

c) The Contractor must not transport or make available physically, electronically, verbally or in any other form or manner, any data, provided or produced under the contract that might be awarded as part of this contract outside of the borders of the United States, unless the Contractor has received the prior written approval of the State.

51. TERMS AND CONDITIONS

Any terms, conditions or provisions contained in a Purchase Order, Product Schedule Update, Statement of Work or any other similar document shall be of no force and effect and shall in no way affect, change or modify any of the terms and conditions of this Agreement.

52. WORKERS' COMPENSATION

The Contractor shall maintain Worker's Compensation and Employer's Liability insurance in compliance with the laws of the state of Connecticut, which coverage shall include Employer's Liability coverage with minimum limits of \$100,000 for each accident, \$500,000 for disease, and \$100,000 for each employee, per policy period.

53. ENTIRETY OF AGREEMENT

a) This Agreement includes the SIGNATURE PAGE OF AGREEMENT. To the extent the provisions of the previously mentioned Product Schedule, the Project Implementation Document, the Project Implementation Schedule and any aforementioned exhibit do not contradict the provisions of Sections 1 through 47 of this Agreement, said documents are incorporated herein by reference and made a part hereof as though fully set forth herein. This Agreement, as thus constituted, contains the complete and exclusive statement of the terms and conditions agreed to by the parties hereto and shall not be altered, amended, or modified except in writing executed by an authorized representative of each party.

b) All references in this Agreement to any statute, public act, regulation, code or executive order shall mean such statute, public act, regulation, code or executive order, respectively, as it has been amended, replaced or superseded at any time. Notwithstanding any language in this Agreement that relates to such statute, public act, regulation, code or executive order, and notwithstanding a lack of a formal amendment to this Agreement, this Agreement shall always be read and interpreted as if it contained the most current and applicable wording and requirements of such statute, public act, regulation, code or executive order as if their most current language had been used in and requirements incorporated into this Agreement at the time of its execution.

EXHIBIT 1

Notice to Executive Branch State Contractors and Prospective State Contractors of Campaign Contribution and Solicitation Limitations

This notice is provided under the authority of Connecticut General Statutes §9-612(g)(2), as amended by P.A. 10-1, and is for the purpose of informing state contractors and prospective state contractors of the following law (italicized words are defined on the reverse side of this page).

CAMPAIGN CONTRIBUTION AND SOLICITATION LIMITATIONS

No *state contractor, prospective state contractor, principal of a state contractor or principal of a prospective state contractor*, with regard to a *state contract or state contract solicitation* with or from a state agency in the executive branch or a quasi-public agency or a holder, or principal of a holder of a valid prequalification certificate, shall make a contribution to (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of Governor, Lieutenant Governor, Attorney General, State Comptroller, Secretary of the State or State Treasurer, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee (which includes town committees).

In addition, no holder or principal of a holder of a valid prequalification certificate, shall make a contribution to (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of State senator or State representative, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee.

On and after January 1, 2011, no state contractor, prospective state contractor, principal of a state contractor or principal of a prospective state contractor, with regard to a state contract or state contract solicitation with or from a state agency in the executive branch or a quasi-public agency or a holder, or principal of a holder of a valid prequalification certificate, shall **knowingly solicit** contributions from the state contractor's or prospective state contractor's employees or from a *subcontractor or principals of the subcontractor* on behalf of (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of Governor, Lieutenant Governor, Attorney General, State Comptroller, Secretary of the State or State Treasurer, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee.

DUTY TO INFORM

State contractors and prospective state contractors are required to inform their principals of the above prohibitions, as applicable, and the possible penalties and other consequences of any violation thereof.

PENALTIES FOR VIOLATIONS

Contributions or solicitations of contributions made in violation of the above prohibitions may result in the following civil and criminal penalties:

Civil penalties—Up to \$2,000 or twice the amount of the prohibited contribution, whichever is greater, against a principal or a contractor. Any state contractor or prospective state contractor which fails to make reasonable efforts to comply with the provisions requiring notice to its principals of these

prohibitions and the possible consequences of their violations may also be subject to civil penalties of up to \$2,000 or twice the amount of the prohibited contributions made by their principals.

Criminal penalties—Any knowing and willful violation of the prohibition is a Class D felony, which may subject the violator to imprisonment of not more than 5 years, or not more than \$5,000 in fines, or both.

CONTRACT CONSEQUENCES

In the case of a state contractor, contributions made or solicited in violation of the above prohibitions may result in the contract being voided.

In the case of a prospective state contractor, contributions made or solicited in violation of the above prohibitions shall result in the contract described in the state contract solicitation not being awarded to the prospective state contractor, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

The State shall not award any other state contract to anyone found in violation of the above prohibitions for a period of one year after the election for which such contribution is made or solicited, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

Additional information may be found on the website of the State Elections Enforcement Commission, www.ct.gov/seec. Click on the link to "Lobbyist/Contractor Limitations."

DEFINITIONS

"State contractor" means a person, business entity or nonprofit organization that enters into a state contract. Such person, business entity or nonprofit organization shall be deemed to be a state contractor until December thirty-first of the year in which such contract terminates. "State contractor" does not include a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Prospective state contractor" means a person, business entity or nonprofit organization that (i) submits a response to a state contract solicitation by the state, a state agency or a quasi-public agency, or a proposal in response to a request for proposals by the state, a state agency or a quasi-public agency, until the contract has been entered into, or (ii) holds a valid prequalification certificate issued by the Commissioner of Administrative Services under section 4a-100. "Prospective state contractor" does not include a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Principal of a state contractor or prospective state contractor" means (i) any individual who is a member of the board of directors of, or has an ownership interest of five per cent or more in, a state contractor or prospective state contractor, which is a business entity, except for an individual who is a member of the board of directors of a nonprofit organization, (ii) an individual who is employed by a state contractor or

prospective state contractor, which is a business entity, as president, treasurer or executive vice president, (iii) an individual who is the chief executive officer of a state contractor or prospective state contractor, which is not a business entity, or if a state contractor or prospective state contractor has no such officer, then the officer who duly possesses comparable powers and duties, (iv) an officer or an employee of any state contractor or prospective state contractor who has *managerial or discretionary responsibilities with respect to a state contract*, (v) the spouse or a *dependent child* who is eighteen years of age or older of an individual described in this subparagraph, or (vi) a political committee established or controlled by an individual described in this subparagraph or the business entity or nonprofit organization that is the state contractor or prospective state contractor.

“State contract” means an agreement or contract with the state or any state agency or any quasi-public agency, let through a procurement process or otherwise, having a value of fifty thousand dollars or more, or a combination or series of such agreements or contracts having a value of one hundred thousand dollars or more in a calendar year, for (i) the rendition of services, (ii) the furnishing of any goods, material, supplies, equipment or any items of any kind, (iii) the construction, alteration or repair of any public building or public work, (iv) the acquisition, sale or lease of any land or building, (v) a licensing arrangement, or (vi) a grant, loan or loan guarantee. “State contract” does not include any agreement or contract with the state, any state agency or any quasi-public agency that is exclusively federally funded, an education loan, a loan to an individual for other than commercial purposes or any agreement or contract between the state or any state agency and the United States Department of the Navy or the United States Department of Defense.

“State contract solicitation” means a request by a state agency or quasi-public agency, in whatever form issued, including, but not limited to, an invitation to bid, request for proposals, request for information or request for quotes, inviting bids, quotes or other types of submittals, through a competitive procurement process or another process authorized by law waiving competitive procurement.

“Managerial or discretionary responsibilities with respect to a state contract” means having direct, extensive and substantive responsibilities with respect to the negotiation of the state contract and not peripheral, clerical or ministerial responsibilities.

“Dependent child” means a child residing in an individual’s household who may legally be claimed as a dependent on the federal income tax of such individual.

“Solicit” means (A) requesting that a contribution be made, (B) participating in any fund-raising activities for a candidate committee, exploratory committee, political committee or party committee, including, but not limited to, forwarding tickets to potential contributors, receiving contributions for transmission to any such committee or bundling contributions, (C) serving as chairperson, treasurer or deputy treasurer of any such committee, or (D) establishing a political committee for the sole purpose of soliciting or receiving contributions for any committee. Solicit does not include: (i) making a contribution that is otherwise permitted by Chapter 155 of the Connecticut General Statutes; (ii) informing any person of a position taken by a candidate for public office or a public official, (iii) notifying the person of any activities of, or contact information for, any candidate for public office; or (iv) serving as a member in any party committee or as an officer of such committee that is not otherwise prohibited in this section.

“Subcontractor” means any person, business entity or nonprofit organization that contracts to perform part or all of the obligations of a state contractor's state contract. Such person, business entity or nonprofit organization shall be deemed to be a subcontractor until December thirty first of the year in which the subcontract terminates. “Subcontractor” does not include (i) a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or (ii)

an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

"Principal of a subcontractor" means (i) any individual who is a member of the board of directors of, or has an ownership interest of five per cent or more in, a subcontractor, which is a business entity, except for an individual who is a member of the board of directors of a nonprofit organization, (ii) an individual who is employed by a subcontractor, which is a business entity, as president, treasurer or executive vice president, (iii) an individual who is the chief executive officer of a subcontractor, which is not a business entity, or if a subcontractor has no such officer, then the officer who duly possesses comparable powers and duties, (iv) an officer or an employee of any subcontractor who has managerial or discretionary responsibilities with respect to a subcontract with a state contractor, (v) the spouse or a dependent child who is eighteen years of age or older of an individual described in this subparagraph, or (vi) a political committee established or controlled by an individual described in this subparagraph or the business entity or nonprofit organization that is the subcontractor.

EXHIBIT 2

PROJECT IMPLEMENTATION DOCUMENT

All obligations of the Contractor set forth in this Exhibit 2 Project Implementation Document shall be provided at no cost to the State.

SECTION 1 – SECURITY

A. SECURITY

The Contractor shall:

1. provide and install all telephone recording and listening equipment at each facility or location designated by the Department in an area approved by the DOC Director of Security or his/her designee.
2. guarantee the chain of evidence for all call recording and call data.
3. be in compliance with the DOC Administrative Directive 10.7 Inmate Communications or as amended, or supplement or as published on the DOC website.

B. SECURITY PLAN

The Contractor shall maintain and update its Information Security Policy version 2.0.2. dated November 19, 2009, addressing procedures the Contractor shall take with regards to confidentiality and protecting all information and services, providing such policy to DOC upon request.

C. SYSTEM SECURITY

1. The Contractor shall encrypt sensitive or confidential information in accordance with the requirements of this Agreement and DAS policy as set forth in Section 16 Encryption of Data; Breach of Security or Loss of the Agreement.
2. The current encryption software utilized by DAS is MacAfee Endpoint Encryption Screen Saver (Safeboot) file version 5.2.4. DAS reserves the right to change its encryption software at any time during the term of this Agreement.

D. INFORMATION SECURITY BREACH

The Contractor shall notify DOC Director of Security, or his/her designee, within 2 hours of the discovery of any incident Contractor suspects may be a security breach that may cause DOC or call parties data to be corrupted or inappropriately accessed or used.

E. DOC ACCOUNT ACCESS

The Contractor shall:

1. restrict access to all system functions to authorized personnel only. Authorized personnel shall be approved by DOC Director of Security, or his/her designee.
2. issue user-ids and passwords to DOC personnel authorized by DOC Director of Security or his/her designee.

F. CONTRACTOR'S ACCOUNT ACCESS

1. The Contractor's and Subcontractor's employees with access to the inmate telephone system shall have a unique user-id and password that identifies them as such employees.
2. The Contractor shall:
 - a. on a monthly basis, review and update the Contractor's account access to ensure only authorized users have access to the Inmate Telephone Service.
 - b. terminate the access of those individuals that have left the Contractor's or Subcontractor's employment within 24 hours of such change.
 - c. report these changes electronically to DOC Director of Security, or his/her designee.

G. EMERGENCY SYSTEM SHUT DOWN - MANUAL ON/OFF SWITCHES PER PHONE

The Contractor shall install a manual on/off switch for each facility that shall disable inmate telephones in the entire facility and for each individual telephone. The manual on/off switch shall be located in a secure location approved by the DOC Director of Security or his/her designee.

H. AUTOMATIC DISCONNECT

The Contractor's inmate telephones shall automatically disconnect calls in process and restrict outbound calling when there is loss of the ability to record calls.

I. ALERTS

The Contractor's service shall bridge a call to an authorized remote number for those dialed numbers, phones, or inmate's Personal Identification Numbers (PIN) that are under surveillance by the DOC Director of Security, or its designee.

J. BILLING NAME AND ADDRESS

The Contractor shall provide DOC with the ability to identify Billing Name and Address (BNA) of a dialed phone number..

K. INMATE CALL LIMITATIONS HOURS OF OPERATION

The Contractor's service shall set and update call restrictions to control inmate calling activity as determined by DOC Director of Security or his/her designee.

L. INMATE PIN FUNCTIONALITY

The Contractor shall use each inmate's pre-existing PIN and shall issue PINs for new inmates. PINs for new inmates shall include the 6-digit DOC issued inmate identification number and a 4-digit number randomly assigned by the Contractor's system.

M. INMATE PIN SUSPENSION / TERMINATION / RE-ACTIVATION

The Contractor's inmate telephone service shall:

1. provide DOC the ability to suspend or terminate an inmate's PIN and automatically reactivate a suspended PIN based on the pre-determined date or time period.
2. provide DOC the ability to recognize and re-activate an inmate's previously assigned PIN and approved call list.

N. INMATE ALLOWED CALL LIST

1. The Contractor shall import the current inmate PIN and associated Personal Allowed Number (PAN) list from the current provider, Global TelLink (GTL), using a secure established data transfer process.
2. The Contractor's inmate telephone service shall be able to identify the type of number and whether it is landline, wireless or privileged.
3. The Contractor's inmate telephone service shall not allow recording and monitoring of identified legal representation

O. INTERNAL CONFIDENTIAL SECURITY CALLS

The Contractor's inmate telephone service shall provide internal, confidential security call lines that support the current number format (*9999#) in use at DOC facilities. These calls shall be recorded, and the inmate shall not be required to use their PIN or any other identifying number when placing these calls.

P. SYSTEM ADMINISTRATION

The Contractor's inmate telephone service shall provide un-detected monitoring of real-time inmate conversations, instant playback with no interruption in recordings and replay of historical conversations with the option of storing to removable media. The inmate telephone service shall preserve and lock a call

placed on the inmate telephone service so that neither the audio or video recording can be deleted or purged from the inmate telephone service by either deliberate or accidental means.

Q. DOC FACILITY AND OFF-SITE ADMINISTRATION

The Contractor's inmate telephone service shall provide DOC the ability to perform authorized administrative functions from locations either on the inmate telephone system network or remotely utilizing secure web-based access.

R. CALL RECORDINGS

1. The Contractor shall store all call recordings for access online immediately after call completion for a required period of one year. Critical recordings, identified to Contractor by DOC personnel, shall be preserved and locked and remain available throughout the life of the Agreement.

2. The Contractor shall provide DOC or its designee a full copy of any recordings.

3. At the conclusion of the Agreement, the Contractor shall make all accumulated recorded data available to DOC, or its designee, on a mutually agreeable user platform and shall preserve the chain of evidence.

S. CALL RECORDING DUPLICATION

The Contractor shall provide DOC authorized staff the ability to copy recordings, on Contractor provided electronic media, CD and/or DVD, of up to a maximum of two thousand five hundred (2,500) electronic media per year to ensure the chain of evidence is maintained.

T. INMATE TELEPHONE CALL DETAIL RECORD (CDR)

1. The Contractor's inmate telephone service shall collect and store all call detail records in real-time at a secure central location. The Contractor shall replicate these records in the database.

2. The records shall be available immediately upon completion of the call.

3. The Contractor shall maintain these records during the life of the Agreement and, prior to Agreement expiration, shall provide the data in its entirety.

U. CALL CONTROL CAPABILITIES

The Contractor's inmate telephone service shall provide call control for all inmate telephones including but not limited to:

- Centralized storage of user identification to allow ease of inmate movement between facilities;
- Hot number alert and monitoring;
- Flagged number lists;
- Flagged activity notification (alert to third party call activity);
- Voice prompt warnings (detecting a third-party call attempt);
- Individual restrictions on phone usage;
- Specific telephone number blocking;
- Individual allowable telephone number lists;
- Controlled call duration, call allotment, system access hours, and system shutoff are required on a system wide basis, however, individual control is also required;
- Termination of call in progress;
- System speed dials programmable by DOC.

V. INMATE TRACKING

The Contractor shall continue to use the file transfer protocol (FTP) feed from the inmate tracking system to update and synchronize all inmate location activity including additions, transfers, and discharges until replaced by another or updated process.

W. INMATE NAME IDENTIFIER

1. The Contractor's inmate telephone service shall require the inmates record their names once when their PINs are first used and this recorded name shall be played on all future calls the inmate makes with his/her PIN.

2. The Contractor's inmate telephone service shall provide DOC Security the capability to re-set the pre-recorded name.

X. EXPERT WITNESS TESTIMONY

1. The Contractor shall provide affidavits as required to support any legal proceedings with regards to the inmate telephone service and shall provide expert witness testimony when needed.

2. The Contractor shall ensure that qualified personnel are available to provide such expert testimony and those personnel respond timely and/or appear as stipulated in the request and/or legal subpoena.

3. The Contractor shall immediately notify DOC Director of Security, or his/her designee, upon receipt of any subpoenas related to this Agreement for expert witness testimony or related documents.

Y. DOC BACKGROUND CHECKS

1. The Contractor shall submit all DOC background check forms at least fourteen (14) days prior to anticipated access to DOC facilities, buildings, or grounds.

2. Background checks shall be required annually.

3. DOC reserves the right to deny access and/or revoke security clearance of any Contractor's employee or subcontractor.

4. The Contractor shall immediately notify DOC Director of Security, or his/her designee, upon learning any one of its employees or subcontractor's employees approved to access DOC facilities have been taken into custody or been arrested.

SECTION 2 – ADMINISTRATION

A. INVENTORY

The Contractor shall maintain a current inventory report of all equipment, components and network installed and/or utilized at Department locations and shall provide the inventory to the DOC Security Division or DAS upon request.

B. COMMERCIAL POWER OUTAGES

1. The Contractor's network, including the network operating center and all other network elements under the control and management of the Contractor, shall survive interruptions in commercial power.

2. The Contractor shall provide ninety (90) minutes of Uninterruptible Power Supply (UPS) for all network integrated access device equipment at the DOC's facilities.

3. The Contractor's network shall be capable of full recovery from a power outage automatically once commercial power is restored.

C. SINGLE CLOCK SOURCE

1. The Contractor shall ensure that inmate call processing equipment, call detail recording, video recordings and recorded conversations shall be synchronized from a single time of day clock source for all of the DOC locations at Eastern Standard Time (EST) including Eastern Daylight Time (EDT).

2. Such equipment shall automatically update the time when time changes occur between EST and EDT. All reports from this system shall be adjusted to reflect the accurate EST/EDT.

D. POSTINGS FOR INMATES AND VISITORS

The Contractor shall provide written postings/notifications, approved by DOC, and stencils in both English and Spanish in the quantities requested by DOC.

E. INTERFACE WITH DOC NEW OFFENDER MANAGEMENT SYSTEM

The Contractor's inmate telephone service shall interface with DOC's new Offender Based Management System, when it becomes available. The interface shall be accomplished within thirty (30) days after Contractor's receipt of written notice from DOC that said Offender Based Management System is available.

F. INTERNAL SECURITY CALLS

The Contractor's inmate telephone service shall be capable of connecting internal security calls from inmate confidential sources, as determined by DOC. These calls shall not be counted against an inmate's daily call allowances, but shall be recorded.

G. CUSTOMER ACCOUNT ACCESS

The Contractor shall provide paying customers, excluding inmates, with secure web based access to account information including billing, payment and blocked call status and history.

H. PHASE-OUT PLAN

1. At the end of the Agreement, the Contractor shall:

- a. transfer ownership to DOC of the then current telephones (inmate, visitor, processing/admitting, TTY/TDD, and test telephone in DOC Security area), hardware, PC/laptop software and associated licenses (except for the Contractor's proprietary inmate telephone system Licensed Software) and all associated cabling included in the inmate telephone service; and
- b. provide continued on-line access to all recordings, subject to the standard recording purging practice in place at the time the Agreement ends or is terminated. All recordings that have been downloaded by the DOC in the Contractor's proprietary format shall continue to meet chain of custody standards.

2. At the end of this Agreement or termination thereof, if the inmate telephone service is awarded to a new provider, the Contractor shall provide all of the following information to the State's newly awarded inmate telephone service provider in an electronic format, such as Excel, PDF, CSV file, that shall allow it to import the following information to the respective platform:

- Existing PIN list (active)
- Existing PAN list
- Global allowed list
- Global blocked call list
- Call restrictions by PIN, facility, housing unit, time of day, and day of week
- Speed dial list
- Existing call notes

In accordance with DOC regulation Sec. 18-81-45 Access to and Retention of Recordings of Telephone Calls, the Contractor shall provide DOC authorized staff access to the inmate recorded calls for three (3) years. Any recording containing information leading to administrative, investigative or legal action shall be accessible by authorized DOC authorized staff for the duration of those proceedings. The Contractor shall provide DOC authorized staff the ability to obtain copies of recordings that ensure the chain of evidence is maintained.

I. CONTRACTOR'S SUB-CONTRACTOR(S)

Exhibit 2 – Project Implementation Document

The Contractor shall not utilize any sub-Contractor(s) until the sub-Contractor is approved in writing by the State.

J. CONTACT PERSON CONTRACTOR'S REPRESENTATIVE

The Contractor shall provide the State the name, title, address, e-mail address, fax number and telephone number of the individual who shall be responsible for the management of this Agreement and on-going communications with DAS regarding this Agreement.

K. REMOVAL OF PERSONNEL

The State shall have the right to require the Contractor to remove any individual assigned to the account upon its written request to the Contractor.

L. REPORTS FOR DAS AND DOC

The Contractor shall provide reports to DAS/Communications Services which shall contain usage, revenue, commission pre-paid account information, and other ad hoc reports as needed. The Contractor shall also provide reports to DOC containing authorized user, investigative, security, intelligence analysis, usage information, and other ad hoc reports as needed.

M. DOCUMENTATION

The Contractor shall provide full, complete and up-to-date documentation specific to DOC implementation no later than the beginning of implementation. The documentation shall include at a minimum:

- Detailed flowchart(s) depicting the entire inmate call process from the moment an inmate picks up the receiver to the completion of the call. The flow chart(s) shall include the time intervals for each phase of call completion.
- Network diagrams and documentation of all circuits, routers, switches and other components (if requested by DOC)
- Documentation of security and operational procedures
- User documentation for administrators
- User documentation for investigators
- Training information for inmates (English and Spanish)
- Information for called parties (English and Spanish)

N. SCALABILITY

All current and future locations, expansions, and added agency access requirements relating to the inmate telephone system due to the growth of the DOC will be provided by Contractor under this Agreement.

SECTION 3 – SYSTEM/NETWORK

A. CALL QUALITY

The Contractor shall provide telephone reception quality of at least equal to the quality offered to the general public and shall meet telecommunication industry standards for service quality.

B. SYSTEM TRUNKING

The Contractor's system shall be engineered to ensure that all outbound calls are totally non-blocked. The system shall reserve separate bandwidth or channels for each phone without impacting the required bandwidth for the operational characteristics of the system.

C. SIMULTANEOUS ACCESS

1. The Contractor's inmate telephone service shall allow up to 250 simultaneous DOC personnel to listen to previously-recorded calls.

2. The Contractor shall provide at least 284K bandwidth for each workstation supported to access reports, listen to a previously-recorded call simultaneously. The Contractor shall adjust this bandwidth as required by the DOC Director of Security or his/her designee

D. INMATE TELEPHONE NETWORK SERVICE

The Contractor's inmate telephone service shall restrict the inmate telephones from access to incoming calls as well as to all information services, toll free numbers, 900 numbers, direct access to other carriers, and 911 emergency calls.

E. AUTOMATIC NUMBER IDENTIFIER (ANI)

The Contractor's inmate telephone service shall have an identifiable telephone number and the name of the specific correctional facility which shall be displayed to the called party.

F. ENGLISH AND SPANISH CAPABILITY

The Contractor's inmate telephone service shall be capable of responding to English and Spanish speaking inmates and individuals receiving the inmate's calls. The Contractor shall provide dialing instructions, postings, warnings, and messages in English and Spanish. The translation from English to Spanish is the Contractor's responsibility.

G. CALLED PARTY NOTIFICATION

The Contractor's inmate telephone service shall:

1. notify by voice recording all called parties prior to call connection that the call they are about to accept is being initiated from a Connecticut correctional facility, shall identify the specific facility's name and disclose the call will be recorded. The specific language of the verbal notifications shall be provided to the Contractor by DOC. Contractor is responsible for pre-recording such notifications.
2. provide the called party the ability to terminate the call without incurring any cost by hanging up immediately following the recorded announcement.
3. allow the called party to press a button to block all calls from all Connecticut Correctional Facilities prior to hanging up the call.

H. CALL RECORDING NOTIFICATION

The Contractor's inmate telephone service shall comply with Section 52-570d of the Connecticut General Statutes, DOC Directive 10.7 Inmate Communications, as it may be amended, and any other applicable law or directive.

I. COLLECT CALLS

1. The Contractor's inmate telephone service shall allow the inmates the capability to place collect calls in the U.S. International calls shall be made with pre-paid collect accounts only.

2. The Contractor shall not institute any call limitations on the inmate other than those established by the DOC's Inmate handbook.

J. DISCOUNTED PRE-PAID SERVICE

The Contractor shall provide:

1. a discounted pre-paid service with a minimum 25% discount off of the non-discounted inmate collect call rates;
2. no restriction on the account holder from receiving the full dollar amount of services up to the balance held by the Contractor;

3. return to the customer of all un-used, prepaid funds due to account closures regardless of whether the closure was initiated by the customer or the Contractor;
4. qualifying customers the option to revert to the non-discount rates after utilizing the discounted rate service and shall provide to qualifying customers the option to revert back;
5. no administrative fee for establishing or replenishing accounts;
6. fully disclose terms and conditions for the discounted service to all account customers upon enrollment; and
7. thirty (30) days notification to customers and the State prior to implementing any changes to the discounted service terms and conditions.

K. PRIVILEGED CALLS

The Contractor's inmate telephone service shall allow inmates to place privileged calls, including those to the State's Public Defenders, on an inmate telephone which:

1. prevents recording and/or monitoring;
2. allow a privileged call without the call counting against the inmate's daily call allowance;
3. include the call detail information;
4. include a per day/month limit per inmate; and
5. identify a number as privileged on an inmate's allowable call list.

L. CALLS AT NO MONETARY COST

The Contractor's inmate telephone service shall process free calls to the State Public Defenders, internal security calls from confidential sources, calls placed from test accounts and other calls determined by the State.

M. INTAKE FACILITY TELEPHONE SERVICE

The Contractor's inmate telephones located in the admitting and processing areas shall have audio recording capabilities and require no inmate PIN for collect calling. The service shall also:

1. commence recording when the telephone goes off-hook;
2. notify the called party as required in Section G above;
3. restrict the admitting and processing telephones from access to incoming calls as well as all information services, toll free numbers, 900 numbers and 911 emergency calls;
4. establish a global call blocking table which immediately prevents inmates from making calls to specific numbers, which include but are not limited to numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses; and
5. allow a called party to block their number prior to accepting a call.

N. INTAKE FACILITY VIDEO CAPABILITIES

1. The Contractor's inmate telephone service, in the admitting and processing areas, shall video record conversations as part of the inmate telephone service. The video recordings shall contain date and time stamps which correspond to the audio recording of the same calls.

2. The Contractor shall use an external video camera, in a tamper-proof housing, which allows for continuous streaming video. This camera shall record the audio and video of all inmate telephone calls, including capturing the video recording 20 seconds prior to telephone going off hook. This camera shall allow DOC to monitor the audio and video live with the same control and features as the inmate telephones. The video recordings shall be in sync with the time and date stamp of the audio recordings.

The Contractor shall provide DOC with capability to pull historical recordings and call detail records. Up to twelve (12) units shall be installed in eight (8) or more DOC locations as determined by DOC. This number may be increased at the request of DOC, at its discretion.

O. VISITOR TELEPHONE SERVICE

The Contractor shall provide telephones for the visitors and inmates with the ability for DOC Security, or a DOC approved designee, to listen and record visitor telephone conversations. These conversations shall be fully integrated with the inmate telephone calls and with the same call control and limitation features as the inmate telephones.

P. TELEPHONE SETS FOR TESTING

The Contractor shall provide an inmate telephone installed at DOC's Security Division for testing purposes with the capability to simulate actual inmate telephone functionality at various DOC facilities. The Contractor shall establish several test accounts to be made available for the purpose of evaluating call quality, security call control, and billing verification.

Q. CALL BLOCKING

The Contractor shall notify customers within 48 hours of initiating a block on calls. The Contractor shall provide an explanation to the customer as to why the block is being initiated and the action required by the customer to remove the block.

SECTION 4 –EQUIPMENT/WIRING

A. CALL MONITORING AND RECORDING EQUIPMENT

The Contractor shall provide thirty three (33) new laptops and thirty (30) new printer/scanner/fax machines, not previously used or refurbished, and software as part of the conversion to the Contractor's inmate telephone service under this Agreement. This number may increase based on the expansion of the use of Contractor's inmate telephone service, as determined solely by DOC Director of Security or his/her designee.

The Contractor shall maintain such equipment and replace or repair inoperable or damaged equipment within twenty-four (24) hours of a request from DOC. The Contractor shall supply DOC with additional hardware and related software upon request for the duration of the Agreement.

B. LAPTOPS

1. The Contractor shall obtain DOC prior written approval of the standard laptop and associated hardware configurations as well as any future changes and/or upgrades prior to implementation.

2. The Contractor shall ensure all mobile devices are in compliance with the State policies including but not limited to the "Policy on Security for Mobile Computing and Storage Devices" (<http://www.ct.gov/doit/cwp/view.asp?a=1245&q=394672>).

3. The Contractor shall supply the following for each laptop:

- a. at minimum, a 17" monitor, mouse and keyboard;
- b. CD/DVD creator software;
- c. wireless Headset with noise cancellation (one per telephone monitor);
- d. color All-In-One Laser Printer/Scanner/Fax, associated cable(s) and replacement ink cartridges for the duration of the Agreement; and
- e. surge protector (UPS 900 VA 120V or comparable alternative).

4. The Contractor shall provide software that is consistent with the State's most recent contract award in existence at the time such hardware/software is being installed and shall remain in compliance with the most current State's architectural standards,

5. The Contractor shall replace all laptops with new equipment and upgrade all software, at a minimum, every two (2) years after the initial equipment installation. The Contractor shall retain ownership of the replaced equipment, minus the hard drives, upon the end of this Agreement or termination thereof. Ownership of the final equipment shall transfer to the State at the end of this Agreement or termination thereof.

C. Additional Software

1. The Contractor shall provide analytical Securus Leads Generator software to assist with investigation and intelligence analysis of all of the inmate call data.

2. The Contractor shall provide the optional inmate voice biometric verification software when requested by DOC, pricing and implementation to be effectuated through a Product Schedule Update.

3. Each laptop provided to DOC under this Agreement shall contain a licensed copy of the latest Microsoft Office, including, at a minimum, Microsoft Word and Excel. In addition, one laptop shall also contain a licensed copy of the latest Microsoft Project. All provided Microsoft software and replacement of defective software shall be the responsibility of the Contractor. Basic technical support for requested Microsoft software shall be the responsibility of the State.

D. BACK UP CALL RECORDINGS

The Contractor shall provide backup storage at a data center location as directed by the DOC to back up all data and recordings on a daily basis. The Contractor shall be responsible for providing connectivity to this device(s) as well as remote monitoring/alerting system.

E. INMATE TELEPHONE EQUIPMENT

The Contractor shall provide all new telephone sets, which are in compliance with the American Disability Act, of durable quality designed to resist abuse and shall incorporate features that adapt it for use in a correctional facility, as determined by DOC in its directives. The Contractor shall provide these telephones for the inmate housing units, medical facilities, intake facilities' admitting and processing areas, visiting areas, for the hearing impaired (TTY/TDD), the DOC Security Division and at future locations to be determined by DOC. The telephones for medical facilities shall be portable/wireless and plug into standard jacks. The Contractor shall obtain prior written DOC approval prior to installation of any telephone equipment. These telephones shall include sound dampening handsets, volume control and variable handset cords to a maximum length of 36 inches.

F. HARDWARE/SOFTWARE REPLACEMENT

The Contractor shall at all times maintain a complete set of replacement parts for all hardware and software components of the service and three "hot spare" laptops at DOC Central Office.

SECTION 5 –IMPLEMENTATION/INSTALLATION

A. WIRING - COORDINATION WITH THE STATE

1. Where new wiring and/or conduit is needed as determined in writing by DOC, and such wiring is clearly related directly and only to the Contractor's services as defined elsewhere within this Agreement subsequent to completion of site surveys by the Contractor, the Contractor shall furnish and install new wiring at a Category 6 or greater and/or conduit. Wiring shall be in compliance with the most current Telecommunication Industry Association (TIA/EIA) Telecommunications Building Wiring Standards.

2. The Contractor shall obtain the DOC Project Manager's prior written approval for all wiring and conduit installations, including wire placement, cable category, and conduit type-plastic/metal as part of the Exhibit 3. Contractor shall not use any existing DOC infrastructure without prior written approval of DOC.

B. INSTALLATIONS

The Contractor shall furnish all new necessary cables, wire, hardware and labor along with such other items as necessary to complete the installation of its inmate telephone service, while utilizing any existing DOC cables, raceway, conduit and hardware.

C. RESTORATION

The Contractor shall protect, replace or restore to original or better condition, any architectural or landscape features disturbed or altered by the Contractor or sub-Contractors. Any damage is the sole responsibility of the Contractor and the repair thereof shall be at the Contractor's expense. The Contractor shall be held strictly responsible for, and shall make good at its own expense, any and all damage to the work of others resulting from the delivery and/or completion of its work.

D. CUT CABLES

The Contractor shall repair or replace, at its expense, any cable(s) and/or equipment damaged from on the part of the Contractor or any of its sub-Contractors.

E. CLEAN WORK AREA

The Contractor shall, at all times, remove from its work area any waste materials and rubbish, and shall account for all tools and materials. If the Contractor fails to remove the waste materials and rubbish as requested, DOC may perform that task and charge the associated cost to the Contractor.

F. INSTALLATION GUIDELINES

The Contractor shall be in strict conformance with all applicable building, fire, and electrical codes including but not limited to establishing the fire resistance ratings of wall, floor, and any other potential penetrations that are either created by the installation of, or already existed for the purpose of telecommunications wire/cable access. All assembly penetrations shall be fire stopped to a rating equal to that of the surrounding assembly. The Contractor shall obtain prior written approval from the DOC Project Manager prior to performing penetration work. No floors, walls, ceilings, or structural elements of the existing finished or unfinished work may be drilled, cut, or in any way defaced without DOC's approval.

G. TELECOMMUNICATIONS BUILDING WIRING STANDARDS

1. The Contractor shall use unshielded twisted pair 24 AWG cable for all station wiring, with a mid range, Category 6 cable or higher, for voice and data wiring, unless otherwise specified in writing by the DOC Project Manager.
2. The Contractor shall install and test all cable, and supply the DOC Project Manager with a copy of the test results in a format acceptable to the DOC Project Manager.
3. The Contractor shall provide all new station wiring, where needed and shall install wire in accordance with the current editions of the Telecommunications Building Wiring Standards, including all Technical Service Bulletins (TSB), adopted by TIA/EIA in accordance with the American National Standards Institute (ANSI).
4. The Contractor is responsible for the labeling of all station jacks and all terminal blocks in accordance with DOC pre-established numbering schemes. The Contractor shall consult with the DOC Project Manager for specific details.

H. STATION WIRING

1. The Contractor shall install, where needed, new station wiring consisting of a mid range Category 6 cable or higher that is approved in writing by the DOC Project Manager, terminating in 8 PIN modular RJ-45 jacks. All eight (8) conductors shall be punched down on RJ-45 jacks per the TIA/EIA Telecommunications Building Wiring Standards utilizing the 568A pin configuration. The Contractor shall install connecting hardware that is of the same category as the cable and has been tested together with the cable. The Contractor shall provide the DOC Project Manager copies of the testing. The RJ-45 modular jacks shall be made to close tolerances so that the plug fits snugly into the jack. At the Main Distribution Frame (MDF) and Intermediate Distribution Frame (IDF) ends, all voice pairs shall terminate

on 110-type standard cross-connecting blocks, or equivalent, unless otherwise specified in writing by the DOC Project Manager.

2. At the MDF and IDF ends, all data jacks shall terminate on an RJ-45 type patch panel, unless otherwise specified in writing by the DOC Project Manager. The maximum data station cable drop length is 90 meters. The drop length is measured from the termination block in the wiring closet to the station faceplate.

3. At the time of installation, if the specification set above is less than the industry standard, the Contractor shall install all wiring and associated hardware in compliance with the standards as described in the TIA/EIA Telecommunications Building Wiring Standards.

I. SYSTEMS FURNITURE WIRING

The Contractor shall replace any equipment that may have been temporarily removed or relocated during cable installation. Telecommunications cable and electrical cable shall be installed in separate channels, with proper shielding of the cable. If it is necessary to use the same channel, telecommunications and electrical cable shall be physically isolated from each other with a metal septum. Unless otherwise specified, the Contractor shall provide an extra twenty feet of cable slack for each cable, properly secured, in the ceiling above the furniture.

J. STATION JACKS

1. Station jacks are to be flush mounted. Both flush mounted and surface mounted jacks are to be installed a minimum of twelve (12) inches above finished floors, or to match pre-existing jack configuration. Surface mounted jacks shall be avoided and utilized only with the written approval of the DOC Project Manager. Any deviation shall be approved in writing by the DOC Project Manager.

2. All as-built drawings as well as any MAC work are a mandatory requirement for each site and shall be provided to the DOC Project Manager prior to acceptance of the site installation and service activation. As-built drawings shall be in the latest version of AutoCAD.

K. GROUNDING REQUIREMENTS

The Contractor shall ensure that bonding and grounding of cables and raceways is performed according to the National Electrical Code and TIA/EIA standards, and according to the manufacturer's grounding and bonding requirements.

L. INTERMEDIATE DISTRIBUTION FRAMES (IDF)

1. All cross connect blocks for station wiring shall contain patch panels and the local data and voice equipment should terminate in a DOC designated IDF closet.

2. Cross connections shall be completed in a neat and organized fashion, and shall be installed using the appropriate means to keep them sufficiently taut and free from movement.

M. LIGHTNING PROTECTION

1. All head end equipment shall include surge protection.

2. The Contractor shall install 3/4" finished-grade plywood backboards (painted with two coats fire resistant paint with color specified by the DOC Project Manager) in the IDF, and shall be securely fastened to the wall, placed vertically (unless local conditions preclude it), 18 inches above the finished floor. Ladder racks are to be used whenever possible.

N. VOICE AND DATA PATCH PANEL ASSEMBLIES

1. The Contractor shall use modular 110-type patch panels on the distribution side of the network where the workstation cables are terminated to the backside of the panel, and cross-connects are done on the front side. The Contractor shall use modular patch panel (copper) wiring installing it to an eight (8)-pin configuration where all 4-pair UTP conductors are punched down in accordance with the TIA/EIA 568A cabling standard. The Contractor shall provide horizontal and vertical wire managers for all patch panel assemblies.

2. The Contractor shall ensure that all products associated with the patch panel assemblies are physically and electrically compatible with each other. The Contractor shall number and mechanically label each patch panel jack for easy identification of terminal/phone station locations and distribution ports from host equipment (i.e. computer controller or voice/data switch). The Contractor shall ensure patch panels for both copper and fiber optic architectures are UL listed and in compliance with all local, state, or federal codes.

O. ELECTRICAL POWER

The Contractor is responsible for providing the DOC Project Manager the electrical specifications required to power its systems. The Contractor may utilize existing outlets with prior DOC approval.

P. FASTENERS

The Contractor shall use security type screws that match DOC facility requirements, for all exposed fasteners in common areas.

Q. CONDUIT STRAPS

The Contractor shall use conduit straps that are two hole cast metal type in all areas. The Contractor shall install straps every 18 inches.

R. RACEWAYS

The Contractor shall install metal raceways for all station wiring and shall be a minimum of three quarter inch.

S. IMPLEMENTATION

DOC requires that the Contractor convert one DOC site at a time to the new system in accordance with priorities defined by DOC. The final approved schedule shall be at the discretion of DOC. It is the intent of DOC to achieve full statewide implementation according to the project plan approved by DOC. An acceptance test shall be required for each DOC installation facility or site. DOC shall be the sole determinant of the success of these acceptance tests. As it is the intent of DOC to minimize the disruption of service, DOC may choose to use non-standard work schedules at some or all facilities for system transition to expedite the conversion.

T. CONTRACTOR'S PROJECT MANAGER

Within ten (10) days of the effective date of the Agreement, the Contractor shall provide a full time on-site project manager for the duration of the implementation until DOC has accepted in writing all system components and services. The project manager shall be responsible for the management and implementation of the project plan, all transition requirements and acceptance testing.

U. IMPLEMENTATION PLAN

The implementation plan shall include expected time frames, Contractor's and DOC staff requirements, an explanation of system downtime, and limitations or interruptions to be encountered during the implementation process. Installation, testing and acceptance at DOC Central Office (Security Division) shall occur first. Once the DOC Project Manager has accepted the testing at DOC Central Office, installation shall begin at the next identified facility or site within one week of such acceptance. The order of site installation shall be determined by DOC. This process shall continue until installation, testing, acceptance and activation has occurred at all DOC facilities. If an acceptance testing fails, the installation at other DOC facilities shall cease until the issue is resolved and re-testing is successful. The site acceptance testing may need to be performed without 100% of the inmate telephones installed and operational. The Contractor shall submit a proposed project plan in MS Project. The Plan shall be specific with regards to time frames for installation, testing, acceptance and activation. This Plan shall include at least the following elements:

- Implementation plan:
 - Transition from the current Contractor,
 - Wiring installation where required,

Exhibit 2 – Project Implementation Document

- Network installations,
- Laptops and associated hardware and software
- Inmate telephone installations,
- Risk management and mitigation plan
- Acceptance test plan (required for each individual site)
- Training plan
- Communications plan for DOC
- Communications plan for the Public
- Communications plan for the Inmates
- Performance and service level plan
- Project reporting process and mechanisms
- Change management process
- Configuration management plan

V. DOC APPROVED IMPLEMENTATION PLAN

1. The Contractor shall perform site surveys at all DOC facilities/sites, coordinating this effort with the DOC Project Manager. These surveys shall commence within 30 days of the effective date of the master agreement.

2. The Contractor's project manager shall submit updated implementation plans within 10 days of each site survey, accounting for actual work to be performed, to the DOC Project Manager.

3. The DOC Project Manager shall respond to the Contractor's project manager, approving and/or making recommend changes to the plan. The implementation shall commence within 15 days of the DOC Project Manager's approval.

W. EXISTING EQUIPMENT

The Contractor shall be responsible for the removal, inventory creation/validation, storage and coordination of the return of all existing GTL equipment, except for such GTL equipment that the State determines is required to remain in place, no later than forty-five (45) days after the successful completion of a facilities acceptance test. The Contractor provided storage location shall be approved by DOC Project Manager. The Contractor shall provide the DOC Project Manager the equipment inventory along with the signed GTL receipt for the removed equipment.

SECTION 6 – TRAINING

A. DOC STAFF TRAINING

The Contractor shall provide all initial and on-going training through online instructor-led classes or onsite one-on-one and classroom training sessions, including all applicable instruction materials, to ensure all DOC Security staff (users and administrators) are proficient in the use of the Contractor's inmate telephone service. The type and schedule of training shall be determined by DOC Director of Security or his/her designee.

B. INMATE TELEPHONE TRAINING

The Contractor shall provide instruction materials for the inmate population describing the use and functions of the inmate telephones. During the life of the Agreement, the Contractor shall provide additional instruction materials and updates as requested by DOC. The final draft of these materials, in

both English and Spanish, shall be reviewed and approved in writing by the DOC Director of Security, or his/her designee, prior to Contractor printing and delivering the instruction materials.

SECTION 7 – MAC/MAINTENANCE

A. REPAIR, MAINTENANCE AND MAC WORK

1. The Contractor is solely responsible for the maintenance and support for all of its system components including but not limited to telephones, pedestals, circuits, network components, software, call processors and all other elements of its service. The Contractor is responsible for the repair or replacement of all equipment/wiring damaged regardless of the cause.

2. The Contractor shall notify the DOC project manager one (1) hour in advance of any site visit.

B. TROUBLE REPORTING

The Contractor's electronic trouble ticket system shall allow authorized DOC users to create, manage and search service tickets and generate reports. This system shall generate an auto tracking number or other unique identifier immediately upon initiation into the system.

C. SYSTEM AUTO-MONITORING

The Contractor's network operations center shall be staffed 24 hours a day, 7 days a week, 365 days a year with administrators trained to monitor, diagnose and resolve any potential system or network abnormality, or escalate the issue to appropriate support personal.

D. NOTIFICATION OF SYSTEM FAILURES

The Contractor shall provide DOC Director of Security or his/her designee and with real time contact notification of all Priority 1 system alerts and alarms as set out in Exhibit 5 SLA, including the final resolution of all incidents. In addition, the Contractor shall notify the affected facility shift commander and DOC Director of Security of any failure and provide an estimated time of service restoration. For extended outages, the Contractor shall provide a detailed plan of repair, including how the Contractor shall provide alternative service during an extended disruption of service. DOC Director of Security shall provide the Contractor with a list of individuals to be notified under this section.

E. PREVENTIVE MAINTENANCE

At least quarterly, the Contractor shall perform preventive maintenance, on-site inspections, test routines, and diagnostics on the systems as recommended from the manufacturer and at the completion of such, shall provide a report identifying the preventative items actually performed, the results of testing completed, and any changes and/or updates to either the equipment or software to the DOC Director of Security or designee. The Contractor shall notify the DOC Director of Security or his/her designee twenty-four (24) hours in advance of all site visits. Preventive maintenance, that may disrupt service to the users, may be required to be done outside of normal business hours, Monday – Friday, 7am – 4pm eastern time excluding state holidays.

F. MOVE, ADD AND CHANGE (MAC) WORK

The Contractor shall provide electronic ordering system to initiate moves adds and changes (MAC) tickets that tracks the real-time status, provides current and historical reports of those tickets, and also generates an automatic tracking number upon initiation. All updates to open tickets shall be sent in real-time electronically to the DOC authorized staff that originated the MAC order as well as to the DOC Director of Security or his/her designee. The Contractor's technicians or authorized DOC staff may initiate a MAC order.

G. MAC WORK TOLL FREE TELEPHONE NUMBER

The Contractor shall provide, for MAC activity, a dedicated toll free telephone number for DOC that shall reach a live contact located within the continental United States, Alaska or Hawaii, and be available 24 hours a day, 7 days a week, 365 days a year.

H. REPAIR, MAINTENANCE AND MAC REPORTS

The Contractor shall furnish the DOC Director of Security, or his/her designee, with a monthly report, in a format approved by DOC, of all repair, maintenance and MAC work requests.

I. PERFORMANCE REVIEWS

The Contractor shall agree to provide a face-to-face review, every month or quarter, at DOC's discretion, to discuss performance indicators and trends and a summary of service issues.

J. SUPPORT SERVICES FOR DOC

1. The Contractor's customer support personnel shall be located within the continental United States, Alaska or Hawaii, unless the Contractor has received the prior written approval of DAS.

2. The Contractor shall identify the locations of its customer service centers for the public.

K. CUSTOMER SERVICE CAPABILITY

The Contractor shall provide and publish a dedicated international toll free telephone number (for selected countries) for access to knowledgeable customer service staff (multilingual Spanish and English) and an interactive voice response (IVR) system, both accessible 24 hours a day, 7 days a week.

EXHIBIT 3

PROJECT IMPLEMENTATION SCHEDULE

See Attached

ID	Task Name	Predecessor	Duration	Start	Finish
1	SECURUS Inmate Telephones Installation Schedule - CT DOC		230.13 days	Wed 9/7/11	Wed 8/1/12
2	Inmate Phone System Installation & Cut-Over		230.13 days	Wed 9/7/11	Wed 8/1/12
3	Project Initiation Phase		11.63 days	Mon 10/17/11	Tue 11/1/11
4	Welcome to Securus!		4 days	Mon 10/17/11	Thu 10/20/11
5	Upon contract execution - Securus Account Executive to call Connecticut DOC		0.38 days	Mon 10/17/11	Mon 10/17/11
6	Arrange face-to-face meeting on-site at Connecticut DOC location		1 hr	Mon 10/17/11	Mon 10/17/11
7	Project Manager Introduction with Connecticut DOC (conference call)		0.25 days	Mon 10/17/11	Mon 10/17/11
8	Identify point of contact and contact information for each correctional facility location	6	1 hr	Mon 10/17/11	Mon 10/17/11
9	Facility address verification and telecom demarcation verification	8	1 hr	Mon 10/17/11	Mon 10/17/11
10	On Site Kick-Off meeting with Connecticut DOC & Securus Account Team		1.88 days	Wed 10/19/11	Thu 10/20/11
11	Review:		1.88 days	Wed 10/19/11	Thu 10/20/11
12	Project Team structure for Securus and Connecticut DOC	6FS+2 days	1 hr	Wed 10/19/11	Wed 10/19/11
13	Preliminary project plan & implementation schedule review	12	3 hrs	Wed 10/19/11	Wed 10/19/11
14	Establish meeting schedule and communication plans	13	1 hr	Wed 10/19/11	Wed 10/19/11
15	Integrations & PIN/PAN data management	14	3 hrs	Wed 10/19/11	Thu 10/20/11
16	Review field service access/scheduling & telecom vendor scheduling options	15	2 hrs	Thu 10/20/11	Thu 10/20/11
17	Site Survey access and scheduling	16	2 hrs	Thu 10/20/11	Thu 10/20/11
18	Distribution of informational literature/collateral for public & inmates	17	1 hr	Thu 10/20/11	Thu 10/20/11
19	Review preliminary scheduling & options for Voice Biometrics	18	2 hrs	Thu 10/20/11	Thu 10/20/11
20	Submit Initial Telecom & Equipment Orders (Preliminary Engineering & Design)		3 days	Mon 10/17/11	Thu 10/20/11
21	Submit orders to Telecom Vendors for MPLS T1 transport (based on RFP engineering)	9	1.5 days	Mon 10/17/11	Tue 10/18/11
22	Submit orders for hardware to warehouse and vendors (vendor managed inventories)	9	3 days	Mon 10/17/11	Thu 10/20/11
23	Site Surveys conducted by Securus Field Services Team		6 days	Mon 10/24/11	Tue 11/1/11
24	DOC Central Office		1 day	Mon 10/24/11	Tue 10/25/11
25	Demarc & Inmate Telephones Location inspection	17FS+2 days	2 hrs	Mon 10/24/11	Mon 10/24/11
26	Inmate telephone locations - survey	25	4 hrs	Mon 10/24/11	Tue 10/25/11
27	Voice Biometrics - environmental evaluation & testing	26	2 hrs	Tue 10/25/11	Tue 10/25/11
28	John Dempsey Hospital		1 day	Mon 10/24/11	Tue 10/25/11
29	Demarc & Inmate Telephones Location inspection	17FS+2 days	2 hrs	Mon 10/24/11	Mon 10/24/11
30	Inmate telephone locations - survey	29	4 hrs	Mon 10/24/11	Tue 10/25/11
31	Voice Biometrics - environmental evaluation & testing	30	2 hrs	Tue 10/25/11	Tue 10/25/11
32	Hartford Correctional Center		1 day	Mon 10/24/11	Tue 10/25/11
33	Demarc & Inmate Telephones Location inspection	17FS+2 days	2 hrs	Mon 10/24/11	Mon 10/24/11
34	Inmate telephone locations - survey	33	4 hrs	Mon 10/24/11	Tue 10/25/11
35	Voice Biometrics - environmental evaluation & testing	34	2 hrs	Tue 10/25/11	Tue 10/25/11
36	Walker RSMU		1 day	Mon 10/24/11	Tue 10/25/11
37	Demarc & Inmate Telephones Location inspection	17FS+2 days	2 hrs	Mon 10/24/11	Mon 10/24/11
38	Inmate telephone locations - survey	37	4 hrs	Mon 10/24/11	Tue 10/25/11

ID	Task Name	Predecessor	Duration	Start	Finish
39	Voice Biometrics - environmental evaluation & testing	38	2 hrs	Tue 10/25/11	Tue 10/25/11
40	MacDougall Correctional Institution		1 day	Mon 10/24/11	Tue 10/25/11
41	Demarc & Inmate Telephones Location inspection	17FS+2 days	2 hrs	Mon 10/24/11	Mon 10/24/11
42	Inmate telephone locations - survey	41	4 hrs	Mon 10/24/11	Tue 10/25/11
43	Voice Biometrics - environmental evaluation & testing	42	2 hrs	Tue 10/25/11	Tue 10/25/11
44	Robinson Correctional Institution		1 day	Tue 10/25/11	Wed 10/26/11
45	Demarc & Inmate Telephones Location inspection	24FS+2 hrs	2 hrs	Tue 10/25/11	Wed 10/26/11
46	Inmate telephone locations - survey	45	4 hrs	Wed 10/26/11	Wed 10/26/11
47	Voice Biometrics - environmental evaluation & testing	46	2 hrs	Wed 10/26/11	Wed 10/26/11
48	Enfield Correctional Institution		1 day	Tue 10/25/11	Wed 10/26/11
49	Demarc & Inmate Telephones Location inspection	28FS+2 hrs	2 hrs	Tue 10/25/11	Wed 10/26/11
50	Inmate telephone locations - survey	49	4 hrs	Wed 10/26/11	Wed 10/26/11
51	Voice Biometrics - environmental evaluation & testing	50	2 hrs	Wed 10/26/11	Wed 10/26/11
52	Willard Correctional Institution		1 day	Tue 10/25/11	Wed 10/26/11
53	Demarc & Inmate Telephones Location inspection	32FS+2 hrs	2 hrs	Tue 10/25/11	Wed 10/26/11
54	Inmate telephone locations - survey	53	4 hrs	Wed 10/26/11	Wed 10/26/11
55	Voice Biometrics - environmental evaluation & testing	54	2 hrs	Wed 10/26/11	Wed 10/26/11
56	Osborn Correctional Institution		1 day	Tue 10/25/11	Wed 10/26/11
57	Demarc & Inmate Telephones Location inspection	36FS+2 hrs	2 hrs	Tue 10/25/11	Wed 10/26/11
58	Inmate telephone locations - survey	57	4 hrs	Wed 10/26/11	Wed 10/26/11
59	Voice Biometrics - environmental evaluation & testing	58	2 hrs	Wed 10/26/11	Wed 10/26/11
60	Northern Correctional Institution		1 day	Tue 10/25/11	Wed 10/26/11
61	Demarc & Inmate Telephones Location inspection	40FS+2 hrs	2 hrs	Tue 10/25/11	Wed 10/26/11
62	Inmate telephone locations - survey	61	4 hrs	Wed 10/26/11	Wed 10/26/11
63	Voice Biometrics - environmental evaluation & testing	62	2 hrs	Wed 10/26/11	Wed 10/26/11
64	Cybulski Correctional Institution		1 day	Thu 10/27/11	Fri 10/28/11
65	Demarc & Inmate Telephones Location inspection	44FS+2 hrs	2 hrs	Thu 10/27/11	Thu 10/27/11
66	Inmate telephone locations - survey	65	4 hrs	Thu 10/27/11	Thu 10/27/11
67	Voice Biometrics - environmental evaluation & testing	66	2 hrs	Thu 10/27/11	Fri 10/28/11
68	Bergin Correctional Institution		1 day	Thu 10/27/11	Fri 10/28/11
69	Demarc & Inmate Telephones Location inspection	48FS+2 hrs	2 hrs	Thu 10/27/11	Thu 10/27/11
70	Inmate telephone locations - survey	69	4 hrs	Thu 10/27/11	Thu 10/27/11
71	Voice Biometrics - environmental evaluation & testing	70	2 hrs	Thu 10/27/11	Fri 10/28/11
72	Brooklyn Correctional Institution		1 day	Thu 10/27/11	Fri 10/28/11
73	Demarc & Inmate Telephones Location inspection	52FS+2 hrs	2 hrs	Thu 10/27/11	Thu 10/27/11
74	Inmate telephone locations - survey	73	4 hrs	Thu 10/27/11	Thu 10/27/11
75	Voice Biometrics - environmental evaluation & testing	74	2 hrs	Thu 10/27/11	Fri 10/28/11
76	Corrigan Correctional Institution		1 day	Thu 10/27/11	Fri 10/28/11
77	Demarc & Inmate Telephones Location inspection	56FS+2 hrs	2 hrs	Thu 10/27/11	Thu 10/27/11
78	Inmate telephone locations - survey	77	4 hrs	Thu 10/27/11	Thu 10/27/11

ID	Task Name	Predecessor	Duration	Start	Finish
79	Voice Biometrics - environmental evaluation & testing	78	2 hrs	Thu 10/27/11	Fri 10/28/11
80	RadgoWorkstationki Correctional Center		1 day	Thu 10/27/11	Fri 10/28/11
81	Demarc & Inmate Telephones Location inspection	60FS+2 hrs	2 hrs	Thu 10/27/11	Thu 10/27/11
82	Inmate telephone locations - survey	81	4 hrs	Thu 10/27/11	Thu 10/27/11
83	Voice Biometrics - environmental evaluation & testing	82	2 hrs	Thu 10/27/11	Fri 10/28/11
84	Gates Correctional Institution		1 day	Fri 10/28/11	Mon 10/31/11
85	Demarc & Inmate Telephones Location inspection	64FS+2 hrs	2 hrs	Fri 10/28/11	Fri 10/28/11
86	Inmate telephone locations - survey	85	4 hrs	Fri 10/28/11	Mon 10/31/11
87	Voice Biometrics - environmental evaluation & testing	86	2 hrs	Mon 10/31/11	Mon 10/31/11
88	York-West Correctional Institution		1 day	Fri 10/28/11	Mon 10/31/11
89	Demarc & Inmate Telephones Location inspection	68FS+2 hrs	2 hrs	Fri 10/28/11	Fri 10/28/11
90	Inmate telephone locations - survey	89	4 hrs	Fri 10/28/11	Mon 10/31/11
91	Voice Biometrics - environmental evaluation & testing	90	2 hrs	Mon 10/31/11	Mon 10/31/11
92	York-East Correctional Institution		1 day	Fri 10/28/11	Mon 10/31/11
93	Demarc & Inmate Telephones Location inspection	72FS+2 hrs	2 hrs	Fri 10/28/11	Fri 10/28/11
94	Inmate telephone locations - survey	93	4 hrs	Fri 10/28/11	Mon 10/31/11
95	Voice Biometrics - environmental evaluation & testing	94	2 hrs	Mon 10/31/11	Mon 10/31/11
96	New Haven Correctional Center		1 day	Fri 10/28/11	Mon 10/31/11
97	Demarc & Inmate Telephones Location inspection	76FS+2 hrs	2 hrs	Fri 10/28/11	Fri 10/28/11
98	Inmate telephone locations - survey	97	4 hrs	Fri 10/28/11	Mon 10/31/11
99	Voice Biometrics - environmental evaluation & testing	98	2 hrs	Mon 10/31/11	Mon 10/31/11
100	Garner Correctional Institution		1 day	Fri 10/28/11	Mon 10/31/11
101	Demarc & Inmate Telephones Location inspection	80FS+2 hrs	2 hrs	Fri 10/28/11	Fri 10/28/11
102	Inmate telephone locations - survey	101	4 hrs	Fri 10/28/11	Mon 10/31/11
103	Voice Biometrics - environmental evaluation & testing	102	2 hrs	Mon 10/31/11	Mon 10/31/11
104	Bridgeport Correctional Center		1 day	Mon 10/31/11	Tue 11/1/11
105	Demarc & Inmate Telephones Location inspection	84FS+2 hrs	2 hrs	Mon 10/31/11	Mon 10/31/11
106	Inmate telephone locations - survey	105	4 hrs	Mon 10/31/11	Tue 11/1/11
107	Voice Biometrics - environmental evaluation & testing	106	2 hrs	Tue 11/1/11	Tue 11/1/11
108	Cheshire Correctional Institution		1 day	Mon 10/31/11	Tue 11/1/11
109	Demarc & Inmate Telephones Location Inspection	88FS+2 hrs	2 hrs	Mon 10/31/11	Mon 10/31/11
110	Inmate telephone locations - survey	109	4 hrs	Mon 10/31/11	Tue 11/1/11
111	Voice Biometrics - environmental evaluation & testing	110	2 hrs	Tue 11/1/11	Tue 11/1/11
112	Manson Youth Institution		1 day	Mon 10/31/11	Tue 11/1/11
113	Demarc & Inmate Telephones Location inspection	92FS+2 hrs	2 hrs	Mon 10/31/11	Mon 10/31/11
114	Inmate telephone locations - survey	113	4 hrs	Mon 10/31/11	Tue 11/1/11
115	Voice Biometrics - environmental evaluation & testing	114	2 hrs	Tue 11/1/11	Tue 11/1/11
116	Project Planning Phase		23.35 days	Fri 10/21/11	Wed 11/23/11
117	Project Plan Preperation		7.1 days	Fri 10/21/11	Tue 11/1/11
118	Contact Telecom Vendor for estimated delivery dates on MPLS T1 orders	21FS+5 days	0.5 hrs	Tue 10/25/11	Tue 10/25/11

ID	Task Name	Predecessors	Duration	Start	Finish
119	Obtain estimated delivery dates for Inmate Telephones hardware materials	21FS+7 days	0.5 hrs	Thu 10/27/11	Thu 10/27/11
120	Update Implementation Plan - All ITS: network, wiring, IAD, telephones, workstations, & training activities	118,119	1.67 days	Thu 10/27/11	Mon 10/31/11
121	Draft Incumbent Exit Strategy	10	1 day	Fri 10/21/11	Fri 10/21/11
122	Update preliminary communications plan (DOC, Public, and Inmate communications)	121	0.5 days	Mon 10/24/11	Mon 10/24/11
123	Draft Performance and Service Level Plan	122	0.89 days	Mon 10/24/11	Tue 10/25/11
124	Update Project Monitoring/Controlling procedures document	123	1 day	Tue 10/25/11	Wed 10/26/11
125	Draft Acceptance Test Plan (Project Acceptance and Individual Site Acceptance)	124	0.5 days	Wed 10/26/11	Wed 10/26/11
126	Update Change Management and Configuration Management documentation	125	0.33 days	Wed 10/26/11	Thu 10/27/11
127	Update the Preliminary Risk Management and Mitigation Plan	120	0.5 days	Mon 10/31/11	Tue 11/1/11
128	Engineering Schematics, Bill of Materials, and Manual of Procedure (Manual of Procedure) Updates		6.83 days	Tue 11/1/11	Thu 11/10/11
129	Use site survey data to update preliminary site design / bill of materials	23	1.67 days	Tue 11/1/11	Thu 11/3/11
130	Produce & execute change orders if necessary	129	3 days	Thu 11/3/11	Tue 11/8/11
131	Produce finalized engineering and Manual of Procedure documentation	130	1.67 days	Tue 11/8/11	Wed 11/9/11
132	Host Securus Project Team review meeting to review updated Manual of Procedure and timelines	131	4 hrs	Wed 11/9/11	Thu 11/10/11
133	Securus Project Team Meeting (Internal) - Project Plan Review		5.25 days	Tue 11/1/11	Tue 11/8/11
134	Review Implementation Schedule and Voice Biometrics Scheduling/Enrollment Plans	117	2 hrs	Tue 11/1/11	Tue 11/1/11
135	Review telecom and hardware delivery schedules	134	2 hrs	Tue 11/1/11	Tue 11/1/11
136	Review Project Plan Materials	135	2 days	Tue 11/1/11	Thu 11/3/11
137	Project Plan Assignments / Actions	136	1 day	Thu 11/3/11	Fri 11/4/11
138	Final Project Plan Review	137	1 day	Fri 11/4/11	Mon 11/7/11
139	Implementation Schedule & Project Plan Approval	138	0.25 days	Mon 11/7/11	Mon 11/7/11
140	Produce finalized schedule and project plan for review with Connecticut DOC Team	139	0.5 days	Mon 11/7/11	Tue 11/8/11
141	Securus & Connecticut DOC Project Team Meeting - Touch Point / Final Project Plan Sign-Off		11 days	Tue 11/8/11	Wed 11/23/11
142	Review Securus Approved Implementation Schedule & Project Plan	133	3 days	Tue 11/8/11	Fri 11/11/11
143	Manage change requests	142	2 days	Fri 11/11/11	Tue 11/15/11
144	Update Implementation Schedule & Project Plan based on approved changes	143	1.5 days	Tue 11/15/11	Wed 11/16/11
145	Review Implementation Schedule and Project Plan Updates	144	2 days	Wed 11/16/11	Fri 11/18/11

ID	Task Name	Predecessor	Duration	Start	Finish
146	Connecticut DOC Sign-Off on final plans	145	2 days	Fri 11/18/11	Tue 11/22/11
147	Confirm building access & schedules for Securus Installation Teams	146	4 hrs	Tue 11/22/11	Wed 11/23/11
148	Project Execution Phase		230 days	Wed 9/7/11	Tue 7/31/12
149	Pre-Install Preparation		13.9 days	Thu 11/10/11	Fri 12/2/11
150	Customer Provisioning		6.83 days	Thu 11/10/11	Mon 11/21/11
151	Provisioning requirements/features for each Site - Inmate Telephones Customer Configuration	128	1.67 days	Thu 11/10/11	Mon 11/14/11
152	Submit Customer Configurations to Install Support	151	1 day	Mon 11/14/11	Tue 11/15/11
153	Equipment Provisioned to Site requirements/features	152	1.67 days	Tue 11/15/11	Wed 11/16/11
154	Quality Control Checkpoint - Customer Provisioning	153	2.5 days	Wed 11/16/11	Mon 11/21/11
155	Customer Data Management		3.06 days	Mon 11/21/11	Mon 11/28/11
156	Retrieve customer specific data (block number lists, free calling lists, etc) from DOC or Incumbent	141	1 day	Wed 11/23/11	Mon 11/28/11
157	Site specific voice prompts & tag lines	141	1 day	Wed 11/23/11	Mon 11/28/11
158	Upload blocked number files	150	0.5 hrs	Mon 11/21/11	Mon 11/21/11
159	Upload free and privileged number files	150	0.5 hrs	Mon 11/21/11	Mon 11/21/11
160	Offender Management System/E-Imports Integration Planning		5 days	Wed 11/23/11	Fri 12/2/11
161	Inmate PIN account creation and management	141	1 wk	Wed 11/23/11	Fri 12/2/11
162	Inmate PAN account creation and management	141	1 wk	Wed 11/23/11	Fri 12/2/11
163	Automated file delivery for account management and debit funds management	141	1 wk	Wed 11/23/11	Fri 12/2/11
164	Produce data migration plan for debit accounts and debit balances - coordinate transfers as each facility is migrated	141	0.5 hrs	Wed 11/23/11	Wed 11/23/11
165	Local Exchange Carrier (LEC) access for MPLS T1 installation.		15.25 days	Thu 11/3/11	Mon 11/28/11
166	Confirm LEC access schedules with Connecticut DOC contacts (LEC access only. Securus Technicians not required to be onsite)	20FS+10 days	1 hr	Thu 11/3/11	Thu 11/3/11
167	LEC MPLS T1 Installations:		0.25 days	Mon 11/28/11	Mon 11/28/11
168	DOC Central Office - 1 Test Phone, 1 TDD & 7 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
169	Garner Correctional Institution - 60 Inmate Telephones, 32 Visitation Phones, 15 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
170	Bridgeport Correctional Center - 79 Inmate Telephones, 124 Visitation Phones, 20 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
171	New Haven Correctional Center - 72 Inmate Telephones, 26 Visitation Phones, 18 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
172	Bergin Correctional Institution - 57 Inmate Telephones, 15 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11

ID	Task Name	Predecessors	Duration	Start	Finish
173	Brooklyn Correctional Institution - 30 Inmate Telephones, 18 Visitation Phones, 8 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
174	Hartford Correctional Center - 114 Inmate Telephones, 108 Visitation Phones, 29 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
175	John Dempsey Hospital - 4 Inmate Telephones, 1 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
176	MacDougall Correctional Institution - 113 Inmate Telephones, 36 Visitation Phones, 29 TDD & 1	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
177	Walker RSMU - 26 Inmate Telephones, 22 Visitation Phones, TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
178	Willard Correctional Institution - 28 Inmate Telephones, TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
179	Cybulski Correctional Institution - 30 Inmate Telephones, 8 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
180	Enfield Correctional Institution - 36 Inmate Telephones, 9 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
181	Osborn Correctional Institution - 94 Inmate Telephones, 24 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
182	Northern Correctional Institution - 30 Inmate Telephones, 64 Visitation Phones, 8 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
183	Robinson Correctional Institution - 70 Inmate Telephones, 26 Visitation Phones, TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
184	Cheshire Correctional Institution - 183 Inmate Telephones, 80 Visitation Phones, 46 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
185	Manson Youth Institution - 61 Inmate Telephones, 58 Visitation Phones, 16 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
186	Corrigan Correctional Institution - 107 Inmate Telephones, 80 Visitation Phones, 27 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
187	RadgoWorkstationki Correctional Center - 38 inmate Telephones, 64 Visitation Phones, TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
188	Gates Correctional Institution - 69 Inmate Telephones, 18 TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
189	York-West Correctional Institution - 146 Inmate Telephones, 8 Visitation Phones, TDD & 1 Workstation	20FS+25 days	2 hrs	Mon 11/28/11	Mon 11/28/11
190	Securus & Connecticut DOC Project Team Meeting - Pre-Installation Touch Point		0.63 days	Mon 11/28/11	Tue 11/29/11
191	Review current progress	167	1 hr	Mon 11/28/11	Mon 11/28/11
192	Confirm LEC T1 Installations complete	167	0.5 hrs	Mon 11/28/11	Mon 11/28/11
193	Confirm hardware Shipments received at each facility	167	0.5 hrs	Mon 11/28/11	Mon 11/28/11
194	Review and confirm Securus Installation Team schedules and facility access	193	1 hr	Mon 11/28/11	Mon 11/28/11
195	Review and confirm Securus Integration Plan	194	1 hr	Mon 11/28/11	Mon 11/28/11
196	Review and confirm Incumbent Exit Schedule / Strategy	195	2 hrs	Mon 11/28/11	Tue 11/29/11
197	Review remaining actions for project plan	196	0.5 hrs	Tue 11/29/11	Tue 11/29/11
198	Offender Management System/E-Import Integration		20 days	Tue 11/29/11	Thu 12/29/11
199	Test integration for PIN account creation and management	190	1 wk	Tue 11/29/11	Tue 12/6/11
200	Test integration for PAN account creation and management	190	1 wk	Tue 11/29/11	Tue 12/6/11
201	Test integration for automated file delivery	200	1 wk	Tue 12/6/11	Tue 12/13/11
202	Certify integration	201	1 wk	Tue 12/13/11	Tue 12/20/11
203	Produce plan for integration / SCP installation - coordinate integration to complete when site is migrated to SCP	202	1 wk	Tue 12/20/11	Thu 12/29/11
204	ITS Installation & Transition Activities		183.19 days	Wed 9/7/11	Mon 5/28/12
205	DOC Central Office		3 days	Wed 11/30/11	Mon 12/5/11
206	Pre-Installation		0.44 days	Wed 11/30/11	Thu 12/1/11
207	Receipt & Pre-Install Inmate Telephones Tasks		0.19 days	Wed 11/30/11	Wed 11/30/11
208	Receive Shipment at Site	193FS+2 days	0.5 hrs	Wed 11/30/11	Wed 11/30/11
209	Verify shipment Content to Pick List	208	0.5 hrs	Wed 11/30/11	Wed 11/30/11
210	Telephone room preparation & wiring	208	0.5 hrs	Wed 11/30/11	Wed 11/30/11
211	Pre-Install Securus Inmate Telephones equipment	210	0.5 hrs	Wed 11/30/11	Wed 11/30/11

ID	Task Name	Predecessor	Duration	Start	Finish
212	Install Inmate Telephones Phones		0.13 days	Wed 11/30/11	Wed 11/30/11
213	Phone room wiring and installation activity	211	0.5 hrs	Wed 11/30/11	Wed 11/30/11
214	Facility wiring and cross connections	211	0.5 hrs	Wed 11/30/11	Wed 11/30/11
215	Telephone replacements/installation in dormitories	209	0.5 hrs	Wed 11/30/11	Wed 11/30/11
216	Quality Control Checkpoint: Customer Pre-Installation		0.13 days	Wed 11/30/11	Wed 11/30/11
217	Verify equipment inventory & installation location	211	0.5 hrs	Wed 11/30/11	Wed 11/30/11
218	Verify electrical, network/telecom, and telephone installations meet or exceed standards	211	0.5 hrs	Wed 11/30/11	Wed 11/30/11
219	Complete Field Technician Checklist & return to Project Manager	212	0.5 hrs	Wed 11/30/11	Wed 11/30/11
220	MPLS Test & Turn-up Activities with AT&T		0.25 days	Wed 11/30/11	Wed 11/30/11
221	MPLS T1 turned up with ATT	193FS+2 days	1 hr	Wed 11/30/11	Wed 11/30/11
222	MPLS T1 connected to Securus equipment	221	0.5 hrs	Wed 11/30/11	Wed 11/30/11
223	Installation Support confirmation that Securus equipment on-line	222	0.5 hrs	Wed 11/30/11	Wed 11/30/11
224	Quality Control Checkpoint: Equipment Testing / Functional Validation		0.13 days	Wed 11/30/11	Wed 11/30/11
225	Verify all Features working properly	211	0.5 hrs	Wed 11/30/11	Wed 11/30/11
226	Verify phones work, port assignments/call groups set	215	0.5 hrs	Wed 11/30/11	Wed 11/30/11
227	Complete Test & Validation Checklist and return to Project Manager	226	0.5 hrs	Wed 11/30/11	Wed 11/30/11
228	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Thu 12/1/11	Thu 12/1/11
229	Review installation progress & quality control documentation for DOC Central Office	227	0.5 hrs	Thu 12/1/11	Thu 12/1/11
230	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	229	0.5 hrs	Thu 12/1/11	Thu 12/1/11
231	Installation		2.13 days	Thu 12/1/11	Mon 12/5/11
232	Cut-Over to Securus		2.13 days	Thu 12/1/11	Mon 12/5/11
233	Re-Verify all Features working properly	227	0.5 hrs	Thu 12/1/11	Thu 12/1/11
234	Re-Verify phones work, port assignments/call groups set	227	0.5 hrs	Thu 12/1/11	Thu 12/1/11
235	Post Cutover QA Checklist & Test Calls Completed	227	0.5 hrs	Thu 12/1/11	Thu 12/1/11
236	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	235	0.5 hrs	Thu 12/1/11	Thu 12/1/11
237	Cut Sheet distributed to Securus Project Team	235	0.5 hrs	Thu 12/1/11	Thu 12/1/11
238	Complete and certify integration with Offender Management System & Commissary Vendor	237	2 days	Thu 12/1/11	Mon 12/5/11
239	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	237	0 days	Thu 12/1/11	Thu 12/1/11
240	Quality Control Checkpoint: Customer Acceptance		0.13 days	Thu 12/1/11	Thu 12/1/11
241	Customer walk through at facility	235	0.5 hrs	Thu 12/1/11	Thu 12/1/11
242	Customer review of Quality Control documentation	241	0.5 hrs	Thu 12/1/11	Thu 12/1/11
243	Post Cut-over Activities		2.06 days	Thu 12/1/11	Mon 12/5/11
244	Final installation diagrams (datacom, electrical, and equipment diagrams)	232	0.5 hrs	Mon 12/5/11	Mon 12/5/11
245	Site Cutover Preparation Complete - Ready for Training	237	0.5 hrs	Thu 12/1/11	Thu 12/1/11
246	Distribute Implementation Customer Satisfaction Survey	232	0.5 hrs	Mon 12/5/11	Mon 12/5/11
247	Training		0.25 days	Thu 12/1/11	Thu 12/1/11
248	Onsite Customer Inmate Telephones Instructor Led Training	237	1 hr	Thu 12/1/11	Thu 12/1/11
249	Complete and distribute Training Review forms	248	1 hr	Thu 12/1/11	Thu 12/1/11

ID	Task Name	Predecessors	Duration	Start	Finish
250	Customer Acceptance for DOC Central Office	243	4 hrs	Mon 12/5/11	Mon 12/5/11
251	Garner Correctional Institution - 60 Inmate Telephones, 32 Visitation Phones, 15 TDD & 1 Workstation		6.94 days	Tue 12/6/11	Thu 12/15/11
252	Pre-Installation		6.13 days	Tue 12/6/11	Wed 12/14/11
253	Receipt & Pre-Install Inmate Telephones Tasks		4.06 days	Tue 12/6/11	Mon 12/12/11
254	Receive Shipment at Site	250FS+1 day	0.5 hrs	Tue 12/6/11	Tue 12/6/11
255	Verify shipment Content to Pick List	254	0.5 hrs	Tue 12/6/11	Tue 12/6/11
256	Telephone room preparation & wiring	254	2 days	Tue 12/6/11	Thu 12/8/11
257	Pre-Install Securus Inmate Telephones equipment	256	2 days	Thu 12/8/11	Mon 12/12/11
258	Install Inmate Telephones Phones		5.94 days	Tue 12/6/11	Wed 12/14/11
259	Phone room wiring and installation activity	257	2 days	Mon 12/12/11	Wed 12/14/11
260	Facility wiring and cross connections	257	2 days	Mon 12/12/11	Wed 12/14/11
261	Telephone replacements/installation in dormitories	255	1 day	Tue 12/6/11	Wed 12/7/11
262	Quality Control Checkpoint: Customer Pre-Installation		2.06 days	Mon 12/12/11	Wed 12/14/11
263	Verify equipment inventory & installation location	257	0.5 hrs	Mon 12/12/11	Mon 12/12/11
264	Verify electrical, network/telecom, and telephone installations meet or exceed standards	257	0.5 hrs	Mon 12/12/11	Mon 12/12/11
265	Complete Field Technician Checklist & return to Project Manager	258	0.5 hrs	Wed 12/14/11	Wed 12/14/11
266	MPLS Test & Turn-up Activities with AT&T		0.25 days	Tue 12/6/11	Tue 12/6/11
267	MPLS T1 turned up with ATT	250FS+1 day	1 hr	Tue 12/6/11	Tue 12/6/11
268	MPLS T1 connected to Securus equipment	267	0.5 hrs	Tue 12/6/11	Tue 12/6/11
269	Installation Support confirmation that Securus equipment on-line	268	0.5 hrs	Tue 12/6/11	Tue 12/6/11
270	Quality Control Checkpoint: Equipment Testing / Functional Validation		3 days	Wed 12/7/11	Mon 12/12/11
271	Verify all Features working properly	257	0.5 hrs	Mon 12/12/11	Mon 12/12/11
272	Verify phones work, port assignments/call groups set	261	0.5 hrs	Wed 12/7/11	Wed 12/7/11
273	Complete Test & Validation Checklist and return to Project Manager	272	0.5 hrs	Wed 12/7/11	Wed 12/7/11
274	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Wed 12/7/11	Thu 12/8/11
275	Review installation progress & quality control documentation for Garner Correctional Institution	273	0.5 hrs	Wed 12/7/11	Wed 12/7/11
276	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	275	0.5 hrs	Thu 12/8/11	Thu 12/8/11
277	Installation		5.13 days	Wed 12/7/11	Thu 12/15/11
278	Cut-Over to Securus		5.13 days	Wed 12/7/11	Thu 12/15/11
279	Re-Verify all Features working properly	273	0.5 hrs	Wed 12/7/11	Wed 12/7/11
280	Re-Verify phones work, port assignments/call groups set	273	0.5 hrs	Wed 12/7/11	Wed 12/7/11
281	Post Cutover QA Checklist & Test Calls Completed	273	0.5 hrs	Wed 12/7/11	Wed 12/7/11
282	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	281	0.5 hrs	Thu 12/8/11	Thu 12/8/11
283	Cut Sheet distributed to Securus Project Team	281	0.5 hrs	Thu 12/8/11	Thu 12/8/11
284	Complete and certify integration with Offender Management System & Commissary Vendor	283	2 days	Thu 12/8/11	Mon 12/12/11
285	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	283	5 days	Thu 12/8/11	Thu 12/15/11
286	Quality Control Checkpoint: Customer Acceptance		0.13 days	Thu 12/8/11	Thu 12/8/11

ID	Task Name	Predecessor	Duration	Start	Finish
287	Customer walk through at facility	281	0.5 hrs	Thu 12/8/11	Thu 12/8/11
288	Customer review of Quality Control documentation	287	0.5 hrs	Thu 12/8/11	Thu 12/8/11
289	Post Cut-over Activities		5.06 days	Thu 12/8/11	Thu 12/15/11
290	Final installation diagrams (datacom, electrical, and equipment diagrams)	278	0.5 hrs	Thu 12/15/11	Thu 12/15/11
291	Site Cutover Preparation Complete - Ready for Training	283	0.5 hrs	Thu 12/8/11	Thu 12/8/11
292	Distribute Implementation Customer Satisfaction Survey	278	0.5 hrs	Thu 12/15/11	Thu 12/15/11
293	Training		0.25 days	Thu 12/8/11	Thu 12/8/11
294	Onsite Customer Inmate Telephones Instructor Led Training	283	1 hr	Thu 12/8/11	Thu 12/8/11
295	Complete and distribute Training Review forms	294	1 hr	Thu 12/8/11	Thu 12/8/11
296	Customer Acceptance for Garner Correctional Institution	289	4 hrs	Thu 12/15/11	Thu 12/15/11
297	Bridgeport Correctional Center - 79 Inmate Telephones, 124 Visitation Phones, 20 TDD & 1 Workstation		9.19 days	Fri 12/16/11	Tue 1/3/12
298	Pre-Installation		9.19 days	Fri 12/16/11	Tue 1/3/12
299	Receipt & Pre-Install Inmate Telephones Tasks		5.06 days	Fri 12/16/11	Tue 12/27/11
300	Receive Shipment at Site	289FS+1 day	0.5 hrs	Fri 12/16/11	Fri 12/16/11
301	Verify shipment Content to Pick List	300	0.5 hrs	Fri 12/16/11	Fri 12/16/11
302	Telephone room preparation & wiring	300	4 days	Fri 12/16/11	Thu 12/22/11
303	Pre-Install Securus, Inmate Telephones equipment	302	1 day	Thu 12/22/11	Tue 12/27/11
304	Install Inmate Telephones Phones		8.94 days	Fri 12/16/11	Tue 1/3/12
305	Phone room wiring and installation activity	303	4 days	Tue 12/27/11	Tue 1/3/12
306	Facility wiring and cross connections	303	2 days	Tue 12/27/11	Thu 12/29/11
307	Telephone replacements/installation in dormitories	301	2 days	Fri 12/16/11	Tue 12/20/11
308	Quality Control Checkpoint: Customer Pre-Installation		4.13 days	Tue 12/27/11	Tue 1/3/12
309	Verify equipment inventory & installation location	303	1 hr	Tue 12/27/11	Tue 12/27/11
310	Verify electrical, network/telecom, and telephone installations meet or exceed standards	303	1 hr	Tue 12/27/11	Tue 12/27/11
311	Complete Field Technician Checklist & return to Project Manager	304	1 hr	Tue 1/3/12	Tue 1/3/12
312	MPLS Test & Turn-up Activities with AT&T		0.25 days	Fri 12/16/11	Fri 12/16/11
313	MPLS T1 turned up with ATT	289FS+1 day	1 hr	Fri 12/16/11	Fri 12/16/11
314	MPLS T1 connected to Securus equipment	313	0.5 hrs	Fri 12/16/11	Fri 12/16/11
315	Installation Support confirmation that Securus equipment on-line	314	0.5 hrs	Fri 12/16/11	Fri 12/16/11
316	Quality Control Checkpoint: Equipment Testing / Functional Validation		3.19 days	Tue 12/20/11	Tue 12/27/11
317	Verify all Features working properly	303	2 hrs	Tue 12/27/11	Tue 12/27/11
318	Verify phones work, port assignments/call groups set	307	2 hrs	Tue 12/20/11	Tue 12/20/11
319	Complete Test & Validation Checklist and return to Project Manager	318	2 hrs	Tue 12/20/11	Tue 12/20/11
320	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Tue 12/20/11	Tue 12/20/11
321	Review installation progress & quality control documentation for Bridgeport Correctional Center	319	0.5 hrs	Tue 12/20/11	Tue 12/20/11
322	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	321	0.5 hrs	Tue 12/20/11	Tue 12/20/11
323	Installation		1.13 days	Tue 12/20/11	Wed 12/21/11

ID	Task Name	Predecessor	Duration	Start	Finish
324	Cut-Over to Securus		1.13 days	Tue 12/20/11	Wed 12/21/11
325	Re-Verify all Features working properly	319	2 hrs	Tue 12/20/11	Tue 12/20/11
326	Re-Verify phones work, port assignments/call groups set	319	0.5 hrs	Tue 12/20/11	Tue 12/20/11
327	Post Cutover QA Checklist & Test Calls Completed	319	0.5 hrs	Tue 12/20/11	Tue 12/20/11
328	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	327	0.5 hrs	Tue 12/20/11	Tue 12/20/11
329	Cut Sheet distributed to Securus Project Team	327	0.5 hrs	Tue 12/20/11	Tue 12/20/11
330	Complete and certify integration with Offender Management System & Commissary Vendor	329	1 day	Tue 12/20/11	Wed 12/21/11
331	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	329	1 day	Tue 12/20/11	Wed 12/21/11
332	Quality Control Checkpoint: Customer Acceptance		0.13 days	Tue 12/20/11	Tue 12/20/11
333	Customer walk through at facility	327	0.5 hrs	Tue 12/20/11	Tue 12/20/11
334	Customer review of Quality Control documentation	333	0.5 hrs	Tue 12/20/11	Tue 12/20/11
335	Post Cut-over Activities		1.06 days	Tue 12/20/11	Wed 12/21/11
336	Final installation diagrams (datacom, electrical, and equipment diagrams)	324	0.5 hrs	Wed 12/21/11	Wed 12/21/11
337	Site Cutover Preparation Complete - Ready for Training	329	0.5 hrs	Tue 12/20/11	Tue 12/20/11
338	Distribute Implementation Customer Satisfaction Survey	324	0.5 hrs	Wed 12/21/11	Wed 12/21/11
339	Training		0.25 days	Tue 12/20/11	Wed 12/21/11
340	Onsite Customer Inmate Telephones Instructor Led Training	329	1 hr	Tue 12/20/11	Tue 12/20/11
341	Complete and distribute Training Review forms	340	1 hr	Wed 12/21/11	Wed 12/21/11
342	Customer Acceptance for Bridgeport Correctional Center	335	1 day	Wed 12/21/11	Thu 12/22/11
343	New Haven Correctional Center - 72 Inmate Telephones, 26 Visitation Phones, 18 TDD & 1 Workstation		7.13 days	Fri 12/16/11	Thu 12/29/11
344	Pre-Installation		7.13 days	Fri 12/16/11	Thu 12/29/11
345	Receipt & Pre-Install Inmate Telephones Tasks		5.06 days	Fri 12/16/11	Tue 12/27/11
346	Receive Shipment at Site	289FS+1 day	0.5 hrs	Fri 12/16/11	Fri 12/16/11
347	Verify shipment Content to Pick List	346	0.5 hrs	Fri 12/16/11	Fri 12/16/11
348	Telephone room preparation & wiring	346	3 days	Fri 12/16/11	Wed 12/21/11
349	Pre-Install Securus Inmate Telephones equipment	348	2 days	Wed 12/21/11	Tue 12/27/11
350	Install Inmate Telephones Phones		6.94 days	Fri 12/16/11	Thu 12/29/11
351	Phone room wiring and installation activity	349	2 days	Tue 12/27/11	Thu 12/29/11
352	Facility wiring and cross connections	349	1 day	Tue 12/27/11	Wed 12/28/11
353	Telephone replacements/installation in dormitories	347	1 day	Fri 12/16/11	Mon 12/19/11
354	Quality Control Checkpoint: Customer Pre-Installation		2.06 days	Tue 12/27/11	Thu 12/29/11
355	Verify equipment inventory & installation location	349	0.5 hrs	Tue 12/27/11	Tue 12/27/11
356	Verify electrical, network/telecom, and telephone installations meet or exceed standards	349	0.5 hrs	Tue 12/27/11	Tue 12/27/11
357	Complete Field Technician Checklist & return to Project Manager	350	0.5 hrs	Thu 12/29/11	Thu 12/29/11
358	MPLS Test & Turn-up Activities with AT&T		0.25 days	Fri 12/16/11	Fri 12/16/11
359	MPLS T1 turned up with ATT	289FS+1 day	1 hr	Fri 12/16/11	Fri 12/16/11
360	MPLS T1 connected to Securus equipment	359	0.5 hrs	Fri 12/16/11	Fri 12/16/11
361	Installation Support confirmation that Securus equipment on-line	360	0.5 hrs	Fri 12/16/11	Fri 12/16/11

ID	Task Name	Predecessor	Duration	Start	Finish
362	Quality Control Checkpoint: Equipment Testing / Functional Validation		4 days	Mon 12/19/11	Tue 12/27/11
363	Verify all Features working properly	349	0.5 hrs	Tue 12/27/11	Tue 12/27/11
364	Verify phones work, port assignments/call groups set	353	0.5 hrs	Mon 12/19/11	Mon 12/19/11
365	Complete Test & Validation Checklist and return to Project Manager	364	0.5 hrs	Mon 12/19/11	Mon 12/19/11
366	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Mon 12/19/11	Mon 12/19/11
367	Review installation progress & quality control documentation for New Haven Correctional Center	365	0.5 hrs	Mon 12/19/11	Mon 12/19/11
368	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	367	0.5 hrs	Mon 12/19/11	Mon 12/19/11
369	Installation		2.13 days	Mon 12/19/11	Wed 12/21/11
370	Cut-Over to Securus		2.13 days	Mon 12/19/11	Wed 12/21/11
371	Re-Verify all Features working properly	365	0.5 hrs	Mon 12/19/11	Mon 12/19/11
372	Re-Verify phones work, port assignments/call groups set	365	0.5 hrs	Mon 12/19/11	Mon 12/19/11
373	Post Cutover QA Checklist & Test Calls Completed	365	0.5 hrs	Mon 12/19/11	Mon 12/19/11
374	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	373	0.5 hrs	Mon 12/19/11	Mon 12/19/11
375	Cut Sheet distributed to Securus Project Team	373	0.5 hrs	Mon 12/19/11	Mon 12/19/11
376	Complete and certify integration with Offender Management System & Commisary Vendor	375	2 days	Mon 12/19/11	Wed 12/21/11
377	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	375	2 days	Mon 12/19/11	Wed 12/21/11
378	Quality Control Checkpoint: Customer Acceptance		0.13 days	Mon 12/19/11	Mon 12/19/11
379	Customer walk through at facility	373	0.5 hrs	Mon 12/19/11	Mon 12/19/11
380	Customer review of Quality Control documentation	379	0.5 hrs	Mon 12/19/11	Mon 12/19/11
381	Post Cut-over Activities		2.06 days	Mon 12/19/11	Wed 12/21/11
382	Final installation diagrams (datacom, electrical, and equipment diagrams)	370	0.5 hrs	Wed 12/21/11	Wed 12/21/11
383	Site Cutover Preparation Complete - Ready for Training	375	0.5 hrs	Mon 12/19/11	Mon 12/19/11
384	Distribute Implementation Customer Satisfaction Survey	370	0.5 hrs	Wed 12/21/11	Wed 12/21/11
385	Training		0.25 days	Mon 12/19/11	Mon 12/19/11
386	Onsite Customer Inmate Telephones Instructor Led Training	375	1 hr	Mon 12/19/11	Mon 12/19/11
387	Complete and distribute Training Review forms	386	1 hr	Mon 12/19/11	Mon 12/19/11
388	Customer Acceptance for New Haven Correctional Center	381	4 hrs	Wed 12/21/11	Thu 12/22/11
389	Bergin Correctional Institution - 57 Inmate Telephones, 15 TDD & 1 Workstation		6.19 days	Tue 12/27/11	Thu 1/5/12
390	Pre-Installation		6.19 days	Tue 12/27/11	Thu 1/5/12
391	Receipt & Pre-Install Inmate Telephones Tasks		4.06 days	Tue 12/27/11	Tue 1/3/12
392	Receive Shipment at Site	388FS+1 day	0.5 hrs	Tue 12/27/11	Tue 12/27/11
393	Verify shipment Content to Pick List	392	1 hr	Tue 12/27/11	Tue 12/27/11
394	Telephone room preparation & wiring	392	2 days	Tue 12/27/11	Thu 12/29/11
395	Pre-Install Securus Inmate Telephones equipment	394	2 days	Thu 12/29/11	Tue 1/3/12
396	Install Inmate Telephones Phones		5.88 days	Tue 12/27/11	Thu 1/5/12
397	Phone room wiring and installation activity	395	2 days	Tue 1/3/12	Thu 1/5/12
398	Facility wiring and cross connections	395	2 days	Tue 1/3/12	Thu 1/5/12

ID	Task Name	Predecessor	Duration	Start	Finish
399	Telephone replacements/installation in dormitories	393	1 day	Tue 12/27/11	Wed 12/28/11
400	Quality Control Checkpoint: Customer Pre-Installation		2.13 days	Tue 1/3/12	Thu 1/5/12
401	Verify equipment inventory & installation location	395	1 hr	Tue 1/3/12	Tue 1/3/12
402	Verify electrical, network/telecom, and telephone installations meet or exceed standards	395	1 hr	Tue 1/3/12	Tue 1/3/12
403	Complete Field Technician Checklist & return to Project Manager	396	1 hr	Thu 1/5/12	Thu 1/5/12
404	MPLS Test & Turn-up Activities with AT&T		0.25 days	Tue 12/27/11	Tue 12/27/11
405	MPLS T1 turned up with ATT	388FS+1 day	1 hr	Tue 12/27/11	Tue 12/27/11
406	MPLS T1 connected to Securus equipment	405	0.5 hrs	Tue 12/27/11	Tue 12/27/11
407	Installation Support confirmation that Securus equipment on-line	406	0.5 hrs	Tue 12/27/11	Tue 12/27/11
408	Quality Control Checkpoint: Equipment Testing / Functional Validation		2.94 days	Wed 12/28/11	Tue 1/3/12
409	Verify all Features working properly	395	0.5 hrs	Tue 1/3/12	Tue 1/3/12
410	Verify phones work, port assignments/call groups set	399	0.5 hrs	Wed 12/28/11	Wed 12/28/11
411	Complete Test & Validation Checklist and return to Project Manager	410	0.5 hrs	Wed 12/28/11	Wed 12/28/11
412	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Wed 12/28/11	Wed 12/28/11
413	Review installation progress & quality control documentation for Bergin Correctional Institution	411	0.5 hrs	Wed 12/28/11	Wed 12/28/11
414	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	413	0.5 hrs	Wed 12/28/11	Wed 12/28/11
415	Installation		2.13 days	Wed 12/28/11	Fri 12/30/11
416	Cut-Over to Securus		2.13 days	Wed 12/28/11	Fri 12/30/11
417	Re-Verify all Features working properly	411	0.5 hrs	Wed 12/28/11	Wed 12/28/11
418	Re-Verify phones work, port assignments/call groups set	411	0.5 hrs	Wed 12/28/11	Wed 12/28/11
419	Post Cutover QA Checklist & Test Calls Completed	411	0.5 hrs	Wed 12/28/11	Wed 12/28/11
420	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	419	0.5 hrs	Wed 12/28/11	Wed 12/28/11
421	Cut Sheet distributed to Securus Project Team	419	0.5 hrs	Wed 12/28/11	Wed 12/28/11
422	Complete and certify integration with Offender Management System & Commissary Vendor	421	2 days	Wed 12/28/11	Fri 12/30/11
423	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	421	2 days	Wed 12/28/11	Fri 12/30/11
424	Quality Control Checkpoint: Customer Acceptance		0.13 days	Wed 12/28/11	Wed 12/28/11
425	Customer walk through at facility	419	0.5 hrs	Wed 12/28/11	Wed 12/28/11
426	Customer review of Quality Control documentation	425	0.5 hrs	Wed 12/28/11	Wed 12/28/11
427	Post Cut-over Activities		2.06 days	Wed 12/28/11	Fri 12/30/11
428	Final installation diagrams (datacom, electrical, and equipment diagrams)	416	0.5 hrs	Fri 12/30/11	Fri 12/30/11
429	Site Cutover Preparation Complete - Ready for Training	421	0.5 hrs	Wed 12/28/11	Wed 12/28/11
430	Distribute Implementation Customer Satisfaction Survey	416	0.5 hrs	Fri 12/30/11	Fri 12/30/11
431	Training		0.25 days	Wed 12/28/11	Wed 12/28/11
432	Onsite Customer Inmate Telephones Instructor Led Training	421	1 hr	Wed 12/28/11	Wed 12/28/11
433	Complete and distribute Training Review forms	432	1 hr	Wed 12/28/11	Wed 12/28/11
434	Customer Acceptance for Bergin Correctional Institution	427	4 hrs	Fri 12/30/11	Tue 1/3/12

ID	Task Name	Predecessor	Duration	Start	Finish
435	Brooklyn Correctional Institution - 30 Inmate Telephones, 18 Visitation Phones, 8 TDD & 1 Workstation		5.94 days	Wed 1/4/12	Wed 1/11/12
436	Pre-Installation		3.13 days	Wed 1/4/12	Mon 1/9/12
437	Receipt & Pre-Install Inmate Telephones Tasks		2.06 days	Wed 1/4/12	Fri 1/6/12
438	Receive Shipment at Site	434FS+1 day	0.5 hrs	Wed 1/4/12	Wed 1/4/12
439	Verify shipment Content to Pick List	438	0.5 hrs	Wed 1/4/12	Wed 1/4/12
440	Telephone room preparation & wiring	438	1 day	Wed 1/4/12	Thu 1/5/12
441	Pre-Install Securus Inmate Telephones equipment	440	1 day	Thu 1/5/12	Fri 1/6/12
442	Install Inmate Telephones Phones		2.94 days	Wed 1/4/12	Mon 1/9/12
443	Phone room wiring and installation activity	441	1 day	Fri 1/6/12	Mon 1/9/12
444	Facility wiring and cross connections	441	1 day	Fri 1/6/12	Mon 1/9/12
445	Telephone replacements/installation in dormitories	439	1 day	Wed 1/4/12	Thu 1/5/12
446	Quality Control Checkpoint: Customer Pre-Installation		1.06 days	Fri 1/6/12	Mon 1/9/12
447	Verify equipment inventory & installation location	441	0.5 hrs	Fri 1/6/12	Fri 1/6/12
448	Verify electrical, network/telecom, and telephone installations meet or exceed standards	441	0.5 hrs	Fri 1/6/12	Fri 1/6/12
449	Complete Field Technician Checklist & return to Project Manager	442	0.5 hrs	Mon 1/9/12	Mon 1/9/12
450	MPLS Test & Turn-up Activities with AT&T		0.25 days	Wed 1/4/12	Wed 1/4/12
451	MPLS T1 turned up with ATT	434FS+1 day	1 hr	Wed 1/4/12	Wed 1/4/12
452	MPLS T1 connected to Securus equipment	451	0.5 hrs	Wed 1/4/12	Wed 1/4/12
453	Installation Support confirmation that Securus equipment on-line	452	0.5 hrs	Wed 1/4/12	Wed 1/4/12
454	Quality Control Checkpoint: Equipment Testing / Functional Validation		1 day	Thu 1/5/12	Fri 1/6/12
455	Verify all Features working properly	441	0.5 hrs	Fri 1/6/12	Fri 1/6/12
456	Verify phones work, port assignments/call groups set	445	0.5 hrs	Thu 1/5/12	Thu 1/5/12
457	Complete Test & Validation Checklist and return to Project Manager	456	0.5 hrs	Thu 1/5/12	Thu 1/5/12
458	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Thu 1/5/12	Thu 1/5/12
459	Review installation progress & quality control documentation for Brooklyn Correctional Institution	457	0.5 hrs	Thu 1/5/12	Thu 1/5/12
460	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	459	0.5 hrs	Thu 1/5/12	Thu 1/5/12
461	Installation		4.13 days	Thu 1/5/12	Wed 1/11/12
462	Cut-Over to Securus		4.13 days	Thu 1/5/12	Wed 1/11/12
463	Re-Verify all Features working properly	457	0.5 hrs	Thu 1/5/12	Thu 1/5/12
464	Re-Verify phones work, port assignments/call groups set	457	0.5 hrs	Thu 1/5/12	Thu 1/5/12
465	Post Cutover QA Checklist & Test Calls Completed	457	0.5 hrs	Thu 1/5/12	Thu 1/5/12
466	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	465	0.5 hrs	Thu 1/5/12	Thu 1/5/12
467	Cut Sheet distributed to Securus Project Team	465	0.5 hrs	Thu 1/5/12	Thu 1/5/12
468	Complete and certify integration with Offender Management System & Commissary Vendor	467	2 days	Thu 1/5/12	Mon 1/9/12
469	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	467	4 days	Thu 1/5/12	Wed 1/11/12
470	Quality Control Checkpoint: Customer Acceptance		0.13 days	Thu 1/5/12	Thu 1/5/12

ID	Task Name	Predecessor	Duration	Start	Finish
471	Customer walk through at facility	465	0.5 hrs	Thu 1/5/12	Thu 1/5/12
472	Customer review of Quality Control documentation	471	0.5 hrs	Thu 1/5/12	Thu 1/5/12
473	Post Cut-over Activities		4.06 days	Thu 1/5/12	Wed 1/11/12
474	Final installation diagrams (datacom, electrical, and equipment diagrams)	462	0.5 hrs	Wed 1/11/12	Wed 1/11/12
475	Site Cutover Preparation Complete - Ready for Training	467	0.5 hrs	Thu 1/5/12	Thu 1/5/12
476	Distribute Implementation Customer Satisfaction Survey	462	0.5 hrs	Wed 1/11/12	Wed 1/11/12
477	Training		0.25 days	Thu 1/5/12	Thu 1/5/12
478	Onsite Customer Inmate Telephones Instructor Led Training	467	1 hr	Thu 1/5/12	Thu 1/5/12
479	Complete and distribute Training Review forms	478	1 hr	Thu 1/5/12	Thu 1/5/12
480	Customer Acceptance for Brooklyn Correctional Institution	473	4 hrs	Wed 1/11/12	Wed 1/11/12
481	Hartford Correctional Center - 114 Inmate Telephones, 108 Visitation Phones, 29 TDD & 1 Workstation		11.25 days	Thu 1/12/12	Fri 1/27/12
482	Pre-Installation		11.25 days	Thu 1/12/12	Fri 1/27/12
483	Receipt & Pre-Install Inmate Telephones Tasks		8.13 days	Thu 1/12/12	Tue 1/24/12
484	Receive Shipment at Site	480	1 hr	Thu 1/12/12	Thu 1/12/12
485	Verify shipment Content to Pick List	484	1 hr	Thu 1/12/12	Thu 1/12/12
486	Telephone room preparation & wiring	484	5 days	Thu 1/12/12	Thu 1/19/12
487	Pre-Install Securus Inmate Telephones equipment	486	3 days	Thu 1/19/12	Tue 1/24/12
488	Install Inmate Telephones Phones		10.88 days	Thu 1/12/12	Fri 1/27/12
489	Phone room wiring and installation activity	487	3 days	Tue 1/24/12	Fri 1/27/12
490	Facility wiring and cross connections	487	1 day	Tue 1/24/12	Wed 1/25/12
491	Telephone replacements/installation in dormitories	485	1 day	Thu 1/12/12	Fri 1/13/12
492	Quality Control Checkpoint: Customer Pre-Installation		3.13 days	Tue 1/24/12	Fri 1/27/12
493	Verify equipment inventory & installation location	487	1 hr	Tue 1/24/12	Tue 1/24/12
494	Verify electrical, network/telecom, and telephone installations meet or exceed standards	487	1 hr	Tue 1/24/12	Tue 1/24/12
495	Complete Field Technician Checklist & return to Project Manager	488	1 hr	Fri 1/27/12	Fri 1/27/12
496	MPLS Test & Turn-up Activities with AT&T		0.25 days	Thu 1/12/12	Thu 1/12/12
497	MPLS T1 turned up with ATT	480	1 hr	Thu 1/12/12	Thu 1/12/12
498	MPLS T1 connected to Securus equipment	497	0.5 hrs	Thu 1/12/12	Thu 1/12/12
499	Installation Support confirmation that Securus equipment on-line	498	0.5 hrs	Thu 1/12/12	Thu 1/12/12
500	Quality Control Checkpoint: Equipment Testing / Functional Validation		6.94 days	Fri 1/13/12	Tue 1/24/12
501	Verify all Features working properly	487	0.5 hrs	Tue 1/24/12	Tue 1/24/12
502	Verify phones work, port assignments/call groups set	491	0.5 hrs	Fri 1/13/12	Fri 1/13/12
503	Complete Test & Validation Checklist and return to Project Manager	502	0.5 hrs	Fri 1/13/12	Fri 1/13/12
504	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Fri 1/13/12	Fri 1/13/12
505	Review installation progress & quality control documentation for Hartford Correctional Center	503	0.5 hrs	Fri 1/13/12	Fri 1/13/12
506	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	505	0.5 hrs	Fri 1/13/12	Fri 1/13/12
507	Installation		7.13 days	Fri 1/13/12	Tue 1/24/12

ID	Task Name	Predecessor	Duration	Start	Finish
508	Cut-Over to Securus		7.13 days	Fri 1/13/12	Tue 1/24/12
509	Re-Verify all Features working properly	503	0.5 hrs	Fri 1/13/12	Fri 1/13/12
510	Re-Verify phones work, port assignments/call groups set	503	0.5 hrs	Fri 1/13/12	Fri 1/13/12
511	Post Cutover QA Checklist & Test Calls Completed	503	0.5 hrs	Fri 1/13/12	Fri 1/13/12
512	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	511	0.5 hrs	Fri 1/13/12	Fri 1/13/12
513	Cut Sheet distributed to Securus Project Team	511	0.5 hrs	Fri 1/13/12	Fri 1/13/12
514	Complete and certify integration with Offender Management System & Commissary Vendor	513	2 days	Fri 1/13/12	Tue 1/17/12
515	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	513	7 days	Fri 1/13/12	Tue 1/24/12
516	Quality Control Checkpoint: Customer Acceptance		0.13 days	Fri 1/13/12	Fri 1/13/12
517	Customer walk through at facility	511	0.5 hrs	Fri 1/13/12	Fri 1/13/12
518	Customer review of Quality Control documentation	517	0.5 hrs	Fri 1/13/12	Fri 1/13/12
519	Post Cut-over Activities		7.13 days	Fri 1/13/12	Tue 1/24/12
520	Final installation diagrams (datacom, electrical, and equipment diagrams)	508	1 hr	Tue 1/24/12	Tue 1/24/12
521	Site Cutover Preperation Complete - Ready for Training	513	1 hr	Fri 1/13/12	Fri 1/13/12
522	Distribute Implementation Customer Satisfaction Survey	508	1 hr	Tue 1/24/12	Tue 1/24/12
523	Training		0.25 days	Fri 1/13/12	Fri 1/13/12
524	Onsite Customer Inmate Telephones Instructor Led Training	513	1 hr	Fri 1/13/12	Fri 1/13/12
525	Complete and distribute Training Review forms	524	1 hr	Fri 1/13/12	Fri 1/13/12
526	Customer Acceptance for Hartford Correctional Center	519	4 hrs	Tue 1/24/12	Wed 1/25/12
527	John Dempsey Hospital - 4 Inmate Telephones, 1 TDD & 1 Workstation		3.94 days	Wed 1/25/12	Tue 1/31/12
528	Pre-Installation		1.38 days	Wed 1/25/12	Thu 1/26/12
529	Receipt & Pre-Install Inmate Telephones Tasks		0.81 days	Wed 1/25/12	Wed 1/25/12
530	Receive Shipment at Site	526	0.5 hrs	Wed 1/25/12	Wed 1/25/12
531	Verify shipment Content to Pick List	530	0.5 hrs	Wed 1/25/12	Wed 1/25/12
532	Telephone room preperation & wiring	530	4 hrs	Wed 1/25/12	Wed 1/25/12
533	Pre-Install Securus Inmate Telephones equipment	532	2 hrs	Wed 1/25/12	Wed 1/25/12
534	Install Inmate Telephones Phones		1 day	Wed 1/25/12	Thu 1/26/12
535	Phone room wiring and installation activity	533	2 hrs	Wed 1/25/12	Thu 1/26/12
536	Facility wiring and cross connections	533	1 hr	Wed 1/25/12	Thu 1/26/12
537	Telephone replacements/installation in dormitories	531	1 day	Wed 1/25/12	Thu 1/26/12
538	Quality Control Checkpoint: Customer Pre-Installation		0.38 days	Wed 1/25/12	Thu 1/26/12
539	Verify equipment inventory & installation location	533	0.5 hrs	Wed 1/25/12	Wed 1/25/12
540	Verify electrical, network/telecom, and telephone installations meet or exceed standards	533	0.5 hrs	Wed 1/25/12	Wed 1/25/12
541	Complete Field Technician Checklist & return to Project Manager	534	0.5 hrs	Thu 1/26/12	Thu 1/26/12
542	MPLS Test & Turn-up Activities with AT&T		0.19 days	Wed 1/25/12	Wed 1/25/12
543	MPLS T1 turned up with ATT	526	0.5 hrs	Wed 1/25/12	Wed 1/25/12
544	MPLS T1 connected to Securus equipment	543	0.5 hrs	Wed 1/25/12	Wed 1/25/12
545	Installation Support confirmation that Securus equipment on-line	544	0.5 hrs	Wed 1/25/12	Wed 1/25/12

ID	Task Name	Predecessor	Duration	Start	Finish
546	Quality Control Checkpoint: Equipment Testing / Functional Validation		0.44 days	Wed 1/25/12	Thu 1/26/12
547	Verify all Features working properly	533	0.5 hrs	Wed 1/25/12	Wed 1/25/12
548	Verify phones work, port assignments/call groups set	537	0.5 hrs	Thu 1/26/12	Thu 1/26/12
549	Complete Test & Validation Checklist and return to Project Manager	548	0.5 hrs	Thu 1/26/12	Thu 1/26/12
550	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Thu 1/26/12	Thu 1/26/12
551	Review installation progress & quality control documentation for John Dempsey Hospital	549	0.5 hrs	Thu 1/26/12	Thu 1/26/12
552	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	551	0.5 hrs	Thu 1/26/12	Thu 1/26/12
553	Installation		2.13 days	Thu 1/26/12	Mon 1/30/12
554	Cut-Over to Securus		2.13 days	Thu 1/26/12	Mon 1/30/12
555	Re-Verify all Features working properly	549	0.5 hrs	Thu 1/26/12	Thu 1/26/12
556	Re-Verify phones work, port assignments/call groups set	549	0.5 hrs	Thu 1/26/12	Thu 1/26/12
557	Post Cutover QA Checklist & Test Calls Completed	549	0.5 hrs	Thu 1/26/12	Thu 1/26/12
558	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	557	0.5 hrs	Thu 1/26/12	Thu 1/26/12
559	Cut Sheet distributed to Securus Project Team	557	0.5 hrs	Thu 1/26/12	Thu 1/26/12
560	Complete and certify integration with Offender Management System & Commissary Vendor	559	2 days	Thu 1/26/12	Mon 1/30/12
561	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	559	2 days	Thu 1/26/12	Mon 1/30/12
562	Quality Control Checkpoint: Customer Acceptance		0.13 days	Thu 1/26/12	Thu 1/26/12
563	Customer walk through at facility	557	0.5 hrs	Thu 1/26/12	Thu 1/26/12
564	Customer review of Quality Control documentation	563	0.5 hrs	Thu 1/26/12	Thu 1/26/12
565	Post Cut-over Activities		2.06 days	Thu 1/26/12	Mon 1/30/12
566	Final installation diagrams (datacom, electrical, and equipment diagrams)	554	0.5 hrs	Mon 1/30/12	Mon 1/30/12
567	Site Cutover Preperation Complete - Ready for Training	559	0.5 hrs	Thu 1/26/12	Thu 1/26/12
568	Distribute Implementation Customer Satisfaction Survey	554	0.5 hrs	Mon 1/30/12	Mon 1/30/12
569	Training		0.25 days	Thu 1/26/12	Thu 1/26/12
570	Onsite Customer Inmate Telephones Insructor Led Training	559	1 hr	Thu 1/26/12	Thu 1/26/12
571	Complete and distribute Training Review forms	570	1 hr	Thu 1/26/12	Thu 1/26/12
572	Customer Acceptance for John Dempsey Hospital	565	4 hrs	Mon 1/30/12	Tue 1/31/12
573	MacDougall Correctional Institution - 113 Inmate Telephones, 36 Visitation Phones, 29 TDD & 1 Workstation		10.5 days	Tue 1/31/12	Tue 2/14/12
574	Pre-Installation		6.13 days	Tue 1/31/12	Wed 2/8/12
575	Receipt & Pre-Install Inmate Telephones Tasks		4.06 days	Tue 1/31/12	Mon 2/6/12
576	Receive Shipment at Site	572	0.5 hrs	Tue 1/31/12	Tue 1/31/12
577	Verify shipment Content to Pick List	576	0.5 hrs	Tue 1/31/12	Tue 1/31/12
578	Telephone room preperation & wiring	576	2 days	Tue 1/31/12	Thu 2/2/12
579	Pre-Install Securus Inmate Telephones equipment	578	2 days	Thu 2/2/12	Mon 2/6/12
580	Install Inmate Telephones Phones		5.94 days	Tue 1/31/12	Wed 2/8/12
581	Phone room wiring and installation activity	579	2 days	Mon 2/6/12	Wed 2/8/12
582	Facility wiring and cross connections	579	2 days	Mon 2/6/12	Wed 2/8/12

ID	Task Name	Predecessor	Duration	Start	Finish
583	Telephone replacements/installation in dormitories	577	2 days	Tue 1/31/12	Thu 2/2/12
584	Quality Control Checkpoint: Customer Pre-Installation		2.06 days	Mon 2/6/12	Wed 2/8/12
585	Verify equipment inventory & installation location	579	0.5 hrs	Mon 2/6/12	Mon 2/6/12
586	Verify electrical, network/telecom, and telephone installations meet or exceed standards	579	0.5 hrs	Mon 2/6/12	Mon 2/6/12
587	Complete Field Technician Checklist & return to Project Manager	580	0.5 hrs	Wed 2/8/12	Wed 2/8/12
588	MPLS Test & Turn-up Activities with AT&T		0.38 days	Tue 1/31/12	Tue 1/31/12
589	MPLS T1 turned up with ATT	572	1 hr	Tue 1/31/12	Tue 1/31/12
590	MPLS T1 connected to Securus equipment	589	1 hr	Tue 1/31/12	Tue 1/31/12
591	Installation Support confirmation that Securus equipment on-line	590	1 hr	Tue 1/31/12	Tue 1/31/12
592	Quality Control Checkpoint: Equipment Testing / Functional Validation		2.19 days	Thu 2/2/12	Mon 2/6/12
593	Verify all Features working properly	579	2 hrs	Mon 2/6/12	Mon 2/6/12
594	Verify phones work, port assignments/call groups set	583	2 hrs	Thu 2/2/12	Thu 2/2/12
595	Complete Test & Validation Checklist and return to Project Manager	594	2 hrs	Thu 2/2/12	Thu 2/2/12
596	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.25 days	Thu 2/2/12	Thu 2/2/12
597	Review installation progress & quality control documentation for MacDougall Correctional Institution	595	1 hr	Thu 2/2/12	Thu 2/2/12
598	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	597	1 hr	Thu 2/2/12	Thu 2/2/12
599	Installation		7.25 days	Thu 2/2/12	Mon 2/13/12
600	Cut-Over to Securus		7.25 days	Thu 2/2/12	Mon 2/13/12
601	Re-Verify all Features working properly	595	1 hr	Thu 2/2/12	Thu 2/2/12
602	Re-Verify phones work, port assignments/call groups set	595	1 hr	Thu 2/2/12	Thu 2/2/12
603	Post Cutover QA Checklist & Test Calls Completed	595	1 hr	Thu 2/2/12	Thu 2/2/12
604	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	603	1 hr	Thu 2/2/12	Thu 2/2/12
605	Cut Sheet distributed to Securus Project Team	603	1 hr	Thu 2/2/12	Thu 2/2/12
606	Complete and certify integration with Offender Management System & Commissary Vendor	605	2 days	Thu 2/2/12	Mon 2/6/12
607	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	605	7 days	Thu 2/2/12	Mon 2/13/12
608	Quality Control Checkpoint: Customer Acceptance		0.13 days	Thu 2/2/12	Thu 2/2/12
609	Customer walk through at facility	603	0.5 hrs	Thu 2/2/12	Thu 2/2/12
610	Customer review of Quality Control documentation	609	0.5 hrs	Thu 2/2/12	Thu 2/2/12
611	Post Cut-over Activities		7.13 days	Thu 2/2/12	Tue 2/14/12
612	Final installation diagrams (datacom, electrical, and equipment diagrams)	600	1 hr	Mon 2/13/12	Tue 2/14/12
613	Site Cutover Preparation Complete - Ready for Training	605	1 hr	Thu 2/2/12	Fri 2/3/12
614	Distribute Implementation Customer Satisfaction Survey	600	1 hr	Mon 2/13/12	Tue 2/14/12
615	Training		0.25 days	Thu 2/2/12	Fri 2/3/12
616	Onsite Customer Inmate Telephones Instructor Led Training	605	1 hr	Thu 2/2/12	Fri 2/3/12
617	Complete and distribute Training Review forms	616	1 hr	Fri 2/3/12	Fri 2/3/12
618	Customer Acceptance for MacDougall Correctional Institution	611	4 hrs	Tue 2/14/12	Tue 2/14/12
619	Walker RSMU - 26 Inmate Telephones, 22 Visitation Phones, TDD & 1 Workstation		6.06 days	Tue 2/14/12	Wed 2/22/12

ID	Task Name	Predecessor	Duration	Start	Finish
620	Pre-Installation		3.13 days	Tue 2/14/12	Fri 2/17/12
621	Receipt & Pre-Install Inmate Telephones Tasks		2.06 days	Tue 2/14/12	Thu 2/16/12
622	Receive Shipment at Site	618	0.5 hrs	Tue 2/14/12	Tue 2/14/12
623	Verify shipment Content to Pick List	622	0.5 hrs	Tue 2/14/12	Tue 2/14/12
624	Telephone room preparation & wiring	622	1 day	Tue 2/14/12	Wed 2/15/12
625	Pre-Install Securus Inmate Telephones equipment	624	1 day	Wed 2/15/12	Thu 2/16/12
626	Install Inmate Telephones Phones		2.94 days	Tue 2/14/12	Fri 2/17/12
627	Phone room wiring and installation activity	625	1 day	Thu 2/16/12	Fri 2/17/12
628	Facility wiring and cross connections	625	1 day	Thu 2/16/12	Fri 2/17/12
629	Telephone replacements/installation in dormitories	623	1 day	Tue 2/14/12	Wed 2/15/12
630	Quality Control Checkpoint: Customer Pre-Installation		1.06 days	Thu 2/16/12	Fri 2/17/12
631	Verify equipment inventory & installation location	625	1 hr	Thu 2/16/12	Thu 2/16/12
632	Verify electrical, network/telecom, and telephone installations meet or exceed standards	625	0.5 hrs	Thu 2/16/12	Thu 2/16/12
633	Complete Field Technician Checklist & return to Project Manager	626	0.5 hrs	Fri 2/17/12	Fri 2/17/12
634	MPLS Test & Turn-up Activities with AT&T		0.25 days	Tue 2/14/12	Tue 2/14/12
635	MPLS T1 turned up with ATT	618	1 hr	Tue 2/14/12	Tue 2/14/12
636	MPLS T1 connected to Securus equipment	635	0.5 hrs	Tue 2/14/12	Tue 2/14/12
637	Installation Support confirmation that Securus equipment on-line	636	0.5 hrs	Tue 2/14/12	Tue 2/14/12
638	Quality Control Checkpoint: Equipment Testing / Functional Validation		1.06 days	Wed 2/15/12	Thu 2/16/12
639	Verify all Features working properly	625	1 hr	Thu 2/16/12	Thu 2/16/12
640	Verify phones work, port assignments/call groups set	629	1 hr	Wed 2/15/12	Wed 2/15/12
641	Complete Test & Validation Checklist and return to Project Manager	640	1 hr	Wed 2/15/12	Wed 2/15/12
642	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Wed 2/15/12	Thu 2/16/12
643	Review installation progress & quality control documentation for Walker RSMU	641	0.5 hrs	Wed 2/15/12	Wed 2/15/12
644	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	643	0.5 hrs	Thu 2/16/12	Thu 2/16/12
645	Installation		4.13 days	Wed 2/15/12	Wed 2/22/12
646	Cut-Over to Securus		4.13 days	Wed 2/15/12	Wed 2/22/12
647	Re-Verify all Features working properly	641	1 hr	Wed 2/15/12	Thu 2/16/12
648	Re-Verify phones work, port assignments/call groups set	641	0.5 hrs	Wed 2/15/12	Wed 2/15/12
649	Post Cutover QA Checklist & Test Calls Completed	641	0.5 hrs	Wed 2/15/12	Wed 2/15/12
650	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	649	0.5 hrs	Thu 2/16/12	Thu 2/16/12
651	Cut Sheet distributed to Securus Project Team	649	0.5 hrs	Thu 2/16/12	Thu 2/16/12
652	Complete and certify integration with Offender Management System & Commissary Vendor	651	2 days	Thu 2/16/12	Mon 2/20/12
653	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	651	4 days	Thu 2/16/12	Wed 2/22/12
654	Quality Control Checkpoint: Customer Acceptance		0.13 days	Thu 2/16/12	Thu 2/16/12
655	Customer walk through at facility	649	0.5 hrs	Thu 2/16/12	Thu 2/16/12
656	Customer review of Quality Control documentation	655	0.5 hrs	Thu 2/16/12	Thu 2/16/12
657	Post Cut-over Activities		4.06 days	Thu 2/16/12	Wed 2/22/12

ID	Task Name	Predecessor	Duration	Start	Finish
658	Final installation diagrams (datacom, electrical, and equipment diagrams)	646	0.5 hrs	Wed 2/22/12	Wed 2/22/12
659	Site Cutover Preparation Complete - Ready for Training	651	0.5 hrs	Thu 2/16/12	Thu 2/16/12
660	Distribute Implementation Customer Satisfaction Survey	646	0.5 hrs	Wed 2/22/12	Wed 2/22/12
661	Training		0.25 days	Thu 2/16/12	Thu 2/16/12
662	Onsite Customer Inmate Telephones Instructor Led Training	651	1 hr	Thu 2/16/12	Thu 2/16/12
663	Complete and distribute Training Review forms	662	1 hr	Thu 2/16/12	Thu 2/16/12
664	Customer Acceptance for Walker RSMU	657	4 hrs	Wed 2/22/12	Wed 2/22/12
665	Willard Correctional Institution - 28 Inmate Telephones, TDD & 1 Workstation		4.94 days	Wed 2/22/12	Wed 2/29/12
666	Pre-Installation		3.19 days	Wed 2/22/12	Mon 2/27/12
667	Receipt & Pre-Install Inmate Telephones Tasks		2.06 days	Wed 2/22/12	Fri 2/24/12
668	Receive Shipment at Site	664	0.5 hrs	Wed 2/22/12	Wed 2/22/12
669	Verify shipment Content to Pick List	668	0.5 hrs	Wed 2/22/12	Wed 2/22/12
670	Telephone room preparation & wiring	668	1 day	Wed 2/22/12	Thu 2/23/12
671	Pre-Install Securus Inmate Telephones equipment	670	1 day	Thu 2/23/12	Fri 2/24/12
672	Install Inmate Telephones Phones		2.94 days	Wed 2/22/12	Mon 2/27/12
673	Phone room wiring and installation activity	671	1 day	Fri 2/24/12	Mon 2/27/12
674	Facility wiring and cross connections	671	1 day	Fri 2/24/12	Mon 2/27/12
675	Telephone replacements/installation in dormitories	669	1 day	Wed 2/22/12	Thu 2/23/12
676	Quality Control Checkpoint: Customer Pre-Installation		1.13 days	Fri 2/24/12	Mon 2/27/12
677	Verify equipment inventory & installation location	671	1 hr	Fri 2/24/12	Fri 2/24/12
678	Verify electrical, network/telecom, and telephone installations meet or exceed standards	671	1 hr	Fri 2/24/12	Fri 2/24/12
679	Complete Field Technician Checklist & return to Project Manager	672	1 hr	Mon 2/27/12	Mon 2/27/12
680	MPLS Test & Turn-up Activities with AT&T		0.25 days	Wed 2/22/12	Wed 2/22/12
681	MPLS T1 turned up with ATT	664	1 hr	Wed 2/22/12	Wed 2/22/12
682	MPLS T1 connected to Securus equipment	681	0.5 hrs	Wed 2/22/12	Wed 2/22/12
683	Installation Support confirmation that Securus equipment on-line	682	0.5 hrs	Wed 2/22/12	Wed 2/22/12
684	Quality Control Checkpoint: Equipment Testing / Functional Validation		1.06 days	Thu 2/23/12	Fri 2/24/12
685	Verify all Features working properly	671	1 hr	Fri 2/24/12	Fri 2/24/12
686	Verify phones work, port assignments/call groups set	675	0.5 hrs	Thu 2/23/12	Thu 2/23/12
687	Complete Test & Validation Checklist and return to Project Manager	686	0.5 hrs	Thu 2/23/12	Thu 2/23/12
688	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Thu 2/23/12	Thu 2/23/12
689	Review installation progress & quality control documentation for Willard Correctional Institution	687	0.5 hrs	Thu 2/23/12	Thu 2/23/12
690	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	689	0.5 hrs	Thu 2/23/12	Thu 2/23/12
691	Installation		3.13 days	Thu 2/23/12	Tue 2/28/12
692	Cut-Over to Securus		3.13 days	Thu 2/23/12	Tue 2/28/12
693	Re-Verify all Features working properly	687	1 hr	Thu 2/23/12	Thu 2/23/12
694	Re-Verify phones work, port assignments/call groups set	687	1 hr	Thu 2/23/12	Thu 2/23/12
695	Post Cutover QA Checklist & Test Calls Completed	687	0.5 hrs	Thu 2/23/12	Thu 2/23/12

ID	Task Name	Predecessor	Duration	Start	Finish
696	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	695	0.5 hrs	Thu 2/23/12	Thu 2/23/12
697	Cut Sheet distributed to Securus Project Team	695	0.5 hrs	Thu 2/23/12	Thu 2/23/12
698	Complete and certify integration with Offender Management System & Commissary Vendor	697	2 days	Fri 2/24/12	Mon 2/27/12
699	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	697	3 days	Fri 2/24/12	Tue 2/28/12
700	Quality Control Checkpoint: Customer Acceptance		0.13 days	Thu 2/23/12	Fri 2/24/12
701	Customer walk through at facility	695	0.5 hrs	Thu 2/23/12	Thu 2/23/12
702	Customer review of Quality Control documentation	701	0.5 hrs	Fri 2/24/12	Fri 2/24/12
703	Post Cut-over Activities		3.06 days	Fri 2/24/12	Wed 2/29/12
704	Final installation diagrams (datacom, electrical, and equipment diagrams)	692	0.5 hrs	Wed 2/29/12	Wed 2/29/12
705	Site Cutover Preparation Complete - Ready for Training	697	0.5 hrs	Fri 2/24/12	Fri 2/24/12
706	Distribute Implementation Customer Satisfaction Survey	692	0.5 hrs	Wed 2/29/12	Wed 2/29/12
707	Training		0.25 days	Fri 2/24/12	Fri 2/24/12
708	Onsite Customer Inmate Telephones Instructor Led Training	697	1 hr	Fri 2/24/12	Fri 2/24/12
709	Complete and distribute Training Review forms	708	1 hr	Fri 2/24/12	Fri 2/24/12
710	Customer Acceptance for Willard Correctional Institution	703	4 hrs	Wed 2/29/12	Wed 2/29/12
711	Cybulski Correctional Institution - 30 Inmate Telephones, 8 TDD & 1 Workstation		4.94 days	Wed 2/29/12	Wed 3/7/12
712	Pre-Installation		3.13 days	Wed 2/29/12	Mon 3/5/12
713	Receipt & Pre-Install Inmate Telephones Tasks		2.06 days	Wed 2/29/12	Fri 3/2/12
714	Receive Shipment at Site	710	0.5 hrs	Wed 2/29/12	Wed 2/29/12
715	Verify shipment Content to Pick List	714	0.5 hrs	Wed 2/29/12	Wed 2/29/12
716	Telephone room preparation & wiring	714	1 day	Wed 2/29/12	Thu 3/1/12
717	Pre-Install Securus Inmate Telephones equipment	716	1 day	Thu 3/1/12	Fri 3/2/12
718	Install Inmate Telephones Phones		2.94 days	Wed 2/29/12	Mon 3/5/12
719	Phone room wiring and installation activity	717	1 day	Fri 3/2/12	Mon 3/5/12
720	Facility wiring and cross connections	717	1 day	Fri 3/2/12	Mon 3/5/12
721	Telephone replacements/installation in dormitories	715	1 day	Wed 2/29/12	Thu 3/1/12
722	Quality Control Checkpoint: Customer Pre-Installation		1.06 days	Fri 3/2/12	Mon 3/5/12
723	Verify equipment inventory & installation location	717	2 hrs	Fri 3/2/12	Fri 3/2/12
724	Verify electrical, network/telecom, and telephone installations meet or exceed standards	717	2 hrs	Fri 3/2/12	Fri 3/2/12
725	Complete Field Technician Checklist & return to Project Manager	718	0.5 hrs	Mon 3/5/12	Mon 3/5/12
726	MPLS Test & Turn-up Activities with AT&T		0.25 days	Wed 2/29/12	Wed 2/29/12
727	MPLS T1 turned up with ATT	710	1 hr	Wed 2/29/12	Wed 2/29/12
728	MPLS T1 connected to Securus equipment	727	0.5 hrs	Wed 2/29/12	Wed 2/29/12
729	Installation Support confirmation that Securus equipment on-line	728	0.5 hrs	Wed 2/29/12	Wed 2/29/12
730	Quality Control Checkpoint: Equipment Testing / Functional Validation		1.06 days	Thu 3/1/12	Fri 3/2/12
731	Verify all Features working properly	717	1 hr	Fri 3/2/12	Fri 3/2/12
732	Verify phones work, port assignments/call groups set	721	0.5 hrs	Thu 3/1/12	Thu 3/1/12
733	Complete Test & Validation Checklist and return to Project Manager	732	0.5 hrs	Thu 3/1/12	Thu 3/1/12

ID	Task Name	Predecessors	Duration	Start	Finish
734	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Thu 3/1/12	Thu 3/1/12
735	Review installation progress & quality control documentation for Cybulski Correctional Institution	733	0.5 hrs	Thu 3/1/12	Thu 3/1/12
736	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	735	0.5 hrs	Thu 3/1/12	Thu 3/1/12
737	Installation		3.13 days	Thu 3/1/12	Tue 3/6/12
738	Cut-Over to Securus		3.13 days	Thu 3/1/12	Tue 3/6/12
739	Re-Verify all Features working properly	733	1 hr	Thu 3/1/12	Thu 3/1/12
740	Re-Verify phones work, port assignments/call groups set	733	0.5 hrs	Thu 3/1/12	Thu 3/1/12
741	Post Cutover QA Checklist & Test Calls Completed	733	0.5 hrs	Thu 3/1/12	Thu 3/1/12
742	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	741	0.5 hrs	Thu 3/1/12	Thu 3/1/12
743	Cut Sheet distributed to Securus Project Team	741	0.5 hrs	Thu 3/1/12	Thu 3/1/12
744	Complete and certify integration with Offender Management System & Commissary Vendor	743	2 days	Thu 3/1/12	Mon 3/5/12
745	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	743	3 days	Thu 3/1/12	Tue 3/6/12
746	Quality Control Checkpoint: Customer Acceptance		0.13 days	Thu 3/1/12	Thu 3/1/12
747	Customer walk through at facility	741	0.5 hrs	Thu 3/1/12	Thu 3/1/12
748	Customer review of Quality Control documentation	747	0.5 hrs	Thu 3/1/12	Thu 3/1/12
749	Post Cut-over Activities		3.06 days	Thu 3/1/12	Tue 3/6/12
750	Final installation diagrams (datacom, electrical, and equipment diagrams)	738	0.5 hrs	Tue 3/6/12	Tue 3/6/12
751	Site Cutover Preparation Complete - Ready for Training	743	0.5 hrs	Thu 3/1/12	Thu 3/1/12
752	Distribute Implementation Customer Satisfaction Survey	738	0.5 hrs	Tue 3/6/12	Tue 3/6/12
753	Training		0.25 days	Thu 3/1/12	Fri 3/2/12
754	Onsite Customer Inmate Telephones Instructor Led Training	743	1 hr	Thu 3/1/12	Fri 3/2/12
755	Complete and distribute Training Review forms	754	1 hr	Fri 3/2/12	Fri 3/2/12
756	Customer Acceptance for Cybulski Correctional Institution	749	4 hrs	Wed 3/7/12	Wed 3/7/12
757	Enfield Correctional Institution - 36 Inmate Telephones, 9 TDD & 1 Workstation		5.19 days	Wed 3/7/12	Wed 3/14/12
758	Pre-Installation		5.19 days	Wed 3/7/12	Wed 3/14/12
759	Receipt & Pre-Install Inmate Telephones Tasks		3.06 days	Wed 3/7/12	Mon 3/12/12
760	Receive Shipment at Site	756	0.5 hrs	Wed 3/7/12	Wed 3/7/12
761	Verify shipment Content to Pick List	760	0.5 hrs	Wed 3/7/12	Wed 3/7/12
762	Telephone room preparation & wiring	760	2 days	Wed 3/7/12	Fri 3/9/12
763	Pre-Install Securus Inmate Telephones equipment	762	1 day	Fri 3/9/12	Mon 3/12/12
764	Install Inmate Telephones Phones		4.94 days	Wed 3/7/12	Wed 3/14/12
765	Phone room wiring and installation activity	763	2 days	Mon 3/12/12	Wed 3/14/12
766	Facility wiring and cross connections	763	1 day	Mon 3/12/12	Tue 3/13/12
767	Telephone replacements/installation in dormitories	761	1 day	Wed 3/7/12	Thu 3/8/12
768	Quality Control Checkpoint: Customer Pre-Installation		2.13 days	Mon 3/12/12	Wed 3/14/12
769	Verify equipment inventory & installation location	763	1 hr	Mon 3/12/12	Mon 3/12/12
770	Verify electrical, network/telecom, and telephone installations meet or exceed standards	763	1 hr	Mon 3/12/12	Mon 3/12/12

ID	Task Name	Predecessor	Duration	Start	Finish
771	Complete Field Technician Checklist & return to Project Manager	764	1 hr	Wed 3/14/12	Wed 3/14/12
772	MPLS Test & Turn-up Activities with AT&T		0.38 days	Wed 3/7/12	Wed 3/7/12
773	MPLS T1 turned up with ATT	756	1 hr	Wed 3/7/12	Wed 3/7/12
774	MPLS T1 connected to Securus equipment	773	1 hr	Wed 3/7/12	Wed 3/7/12
775	Installation Support confirmation that Securus equipment on-line	774	1 hr	Wed 3/7/12	Wed 3/7/12
776	Quality Control Checkpoint: Equipment Testing / Functional Validation		2.06 days	Thu 3/8/12	Mon 3/12/12
777	Verify all Features working properly	763	1 hr	Mon 3/12/12	Mon 3/12/12
778	Verify phones work, port assignments/call groups set	767	1 hr	Thu 3/8/12	Thu 3/8/12
779	Complete Test & Validation Checklist and return to Project Manager	778	1 hr	Thu 3/8/12	Thu 3/8/12
780	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Thu 3/8/12	Thu 3/8/12
781	Review installation progress & quality control documentation for Enfield Correctional Institution	779	0.5 hrs	Thu 3/8/12	Thu 3/8/12
782	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	781	0.5 hrs	Thu 3/8/12	Thu 3/8/12
783	Installation		2.13 days	Thu 3/8/12	Mon 3/12/12
784	Cut-Over to Securus		2.13 days	Thu 3/8/12	Mon 3/12/12
785	Re-Verify all Features working properly	779	1 hr	Thu 3/8/12	Thu 3/8/12
786	Re-Verify phones work, port assignments/call groups set	779	0.5 hrs	Thu 3/8/12	Thu 3/8/12
787	Post Cutover QA Checklist & Test Calls Completed	779	0.5 hrs	Thu 3/8/12	Thu 3/8/12
788	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	787	0.5 hrs	Thu 3/8/12	Thu 3/8/12
789	Cut Sheet distributed to Securus Project Team	787	0.5 hrs	Thu 3/8/12	Thu 3/8/12
790	Complete and certify integration with Offender Management System & Commisary Vendor	789	2 days	Fri 3/9/12	Mon 3/12/12
791	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	789	2 days	Fri 3/9/12	Mon 3/12/12
792	Quality Control Checkpoint: Customer Acceptance		0.13 days	Thu 3/8/12	Fri 3/9/12
793	Customer walk through at facility	787	0.5 hrs	Thu 3/8/12	Thu 3/8/12
794	Customer review of Quality Control documentation	793	0.5 hrs	Fri 3/9/12	Fri 3/9/12
795	Post Cut-over Activities		2.06 days	Fri 3/9/12	Tue 3/13/12
796	Final installation diagrams (datacom, electrical, and equipment diagrams)	784	0.5 hrs	Tue 3/13/12	Tue 3/13/12
797	Site Cutover Preparation Complete - Ready for Training	789	0.5 hrs	Fri 3/9/12	Fri 3/9/12
798	Distribute Implementation Customer Satisfaction Survey	784	0.5 hrs	Tue 3/13/12	Tue 3/13/12
799	Training		0.25 days	Fri 3/9/12	Fri 3/9/12
800	Onsite Customer Inmate Telephones Instructor Led Training	789	1 hr	Fri 3/9/12	Fri 3/9/12
801	Complete and distribute Training Review forms	800	1 hr	Fri 3/9/12	Fri 3/9/12
802	Customer Acceptance for Enfield Correctional Institution	795	4 hrs	Tue 3/13/12	Tue 3/13/12
803	Osborn Correctional Institution - 94 Inmate Telephones, 24 TDD & 1 Workstation		9.5 days	Tue 3/13/12	Tue 3/27/12
804	Pre-Installation		7.31 days	Tue 3/13/12	Thu 3/22/12
805	Receipt & Pre-Install Inmate Telephones Tasks		5.06 days	Tue 3/13/12	Tue 3/20/12
806	Receive Shipment at Site	802	0.5 hrs	Tue 3/13/12	Tue 3/13/12
807	Verify shipment Content to Pick List	806	0.5 hrs	Tue 3/13/12	Tue 3/13/12

ID	Task Name	Predecessor	Duration	Start	Finish
808	Telephone room preparation & wiring	806	3 days	Tue 3/13/12	Fri 3/16/12
809	Pre-Install Securus Inmate Telephones equipment	808	2 days	Fri 3/16/12	Tue 3/20/12
810	Install Inmate Telephones Phones		6.94 days	Tue 3/13/12	Thu 3/22/12
811	Phone room wiring and installation activity	809	2 days	Tue 3/20/12	Thu 3/22/12
812	Facility wiring and cross connections	809	2 days	Tue 3/20/12	Thu 3/22/12
813	Telephone replacements/installation in dormitories	807	2 days	Tue 3/13/12	Thu 3/15/12
814	Quality Control Checkpoint: Customer Pre-Installation		2.25 days	Tue 3/20/12	Thu 3/22/12
815	Verify equipment inventory & installation location	809	2 hrs	Tue 3/20/12	Tue 3/20/12
816	Verify electrical, network/telecom, and telephone installations meet or exceed standards	809	2 hrs	Tue 3/20/12	Tue 3/20/12
817	Complete Field Technician Checklist & return to Project Manager	810	2 hrs	Thu 3/22/12	Thu 3/22/12
818	MPLS Test & Turn-up Activities with AT&T		0.25 days	Tue 3/13/12	Tue 3/13/12
819	MPLS T1 turned up with ATT	802	1 hr	Tue 3/13/12	Tue 3/13/12
820	MPLS T1 connected to Securus equipment	819	0.5 hrs	Tue 3/13/12	Tue 3/13/12
821	Installation Support confirmation that Securus equipment on-line	820	0.5 hrs	Tue 3/13/12	Tue 3/13/12
822	Quality Control Checkpoint: Equipment Testing / Functional Validation		3.19 days	Thu 3/15/12	Tue 3/20/12
823	Verify all Features working properly	809	2 hrs	Tue 3/20/12	Tue 3/20/12
824	Verify phones work, port assignments/call groups set	813	2 hrs	Thu 3/15/12	Thu 3/15/12
825	Complete Test & Validation Checklist and return to Project Manager	824	2 hrs	Thu 3/15/12	Fri 3/16/12
826	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Fri 3/16/12	Fri 3/16/12
827	Review installation progress & quality control documentation for Osborn Correctional Institution	825	0.5 hrs	Fri 3/16/12	Fri 3/16/12
828	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	827	0.5 hrs	Fri 3/16/12	Fri 3/16/12
829	Installation		6.25 days	Fri 3/16/12	Mon 3/26/12
830	Cut-Over to Securus		6.25 days	Fri 3/16/12	Mon 3/26/12
831	Re-Verify all Features working properly	825	1 hr	Fri 3/16/12	Fri 3/16/12
832	Re-Verify phones work, port assignments/call groups set	825	1 hr	Fri 3/16/12	Fri 3/16/12
833	Post Cutover QA Checklist & Test Calls Completed	825	1 hr	Fri 3/16/12	Fri 3/16/12
834	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	833	1 hr	Fri 3/16/12	Fri 3/16/12
835	Cut Sheet distributed to Securus Project Team	833	1 hr	Fri 3/16/12	Fri 3/16/12
836	Complete and certify integration with Offender Management System & Commisary Vendor	835	2 days	Fri 3/16/12	Tue 3/20/12
837	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	835	6 days	Fri 3/16/12	Mon 3/26/12
838	Quality Control Checkpoint: Customer Acceptance		0.5 days	Fri 3/16/12	Fri 3/16/12
839	Customer walk through at facility	833	2 hrs	Fri 3/16/12	Fri 3/16/12
840	Customer review of Quality Control documentation	839	2 hrs	Fri 3/16/12	Fri 3/16/12
841	Post Cut-over Activities		6.13 days	Fri 3/16/12	Mon 3/26/12
842	Final installation diagrams (datacom, electrical, and equipment diagrams)	830	1 hr	Mon 3/26/12	Mon 3/26/12
843	Site Cutover Preparation Complete - Ready for Training	835	1 hr	Fri 3/16/12	Fri 3/16/12
844	Distribute Implementation Customer Satisfaction Survey	830	1 hr	Mon 3/26/12	Mon 3/26/12

ID	Task Name	Predecessor	Duration	Start	Finish
845	Training		0.25 days	Fri 3/16/12	Fri 3/16/12
846	Onsite Customer Inmate Telephones Instructor Led Training	835	1 hr	Fri 3/16/12	Fri 3/16/12
847	Complete and distribute Training Review forms	846	1 hr	Fri 3/16/12	Fri 3/16/12
848	Customer Acceptance for Osborn Correctional Institution	841	4 hrs	Mon 3/26/12	Tue 3/27/12
849	Northern Correctional institution - 30 Inmate Telephones, 64 Visitation Phones, 8 TDD & 1 Workstation		5.13 days	Tue 3/27/12	Tue 4/3/12
850	Pre-Installation		3.19 days	Tue 3/27/12	Fri 3/30/12
851	Receipt & Pre-Install Inmate Telephones Tasks		2.06 days	Tue 3/27/12	Thu 3/29/12
852	Receive Shipment at Site	848	0.5 hrs	Tue 3/27/12	Tue 3/27/12
853	Verify shipment Content to Pick List	852	0.5 hrs	Tue 3/27/12	Tue 3/27/12
854	Telephone room preparation & wiring	852	1 day	Tue 3/27/12	Wed 3/28/12
855	Pre-Install Securus Inmate Telephones equipment	854	1 day	Wed 3/28/12	Thu 3/29/12
856	Install Inmate Telephones Phones		2.94 days	Tue 3/27/12	Fri 3/30/12
857	Phone room wiring and installation activity	855	1 day	Thu 3/29/12	Fri 3/30/12
858	Facility wiring and cross connections	855	1 day	Thu 3/29/12	Fri 3/30/12
859	Telephone replacements/installation in dormitories	853	1 day	Tue 3/27/12	Wed 3/28/12
860	Quality Control Checkpoint: Customer Pre-Installation		1.13 days	Thu 3/29/12	Fri 3/30/12
861	Verify equipment inventory & installation location	855	1 hr	Thu 3/29/12	Thu 3/29/12
862	Verify electrical, network/telecom, and telephone installations meet or exceed standards	855	1 hr	Thu 3/29/12	Thu 3/29/12
863	Complete Field Technician Checklist & return to Project Manager	856	1 hr	Fri 3/30/12	Fri 3/30/12
864	MPLS Test & Turn-up Activities with AT&T		0.38 days	Tue 3/27/12	Tue 3/27/12
865	MPLS T1 turned up with ATT	848	1 hr	Tue 3/27/12	Tue 3/27/12
866	MPLS T1 connected to Securus equipment	865	1 hr	Tue 3/27/12	Tue 3/27/12
867	Installation Support confirmation that Securus equipment on-line	866	1 hr	Tue 3/27/12	Tue 3/27/12
868	Quality Control Checkpoint: Equipment Testing / Functional Validation		1.06 days	Wed 3/28/12	Thu 3/29/12
869	Verify all Features working properly	855	1 hr	Thu 3/29/12	Thu 3/29/12
870	Verify phones work, port assignments/call groups set	859	1 hr	Wed 3/28/12	Wed 3/28/12
871	Complete Test & Validation Checklist and return to Project Manager	870	1 hr	Wed 3/28/12	Wed 3/28/12
872	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.25 days	Wed 3/28/12	Wed 3/28/12
873	Review installation progress & quality control documentation for Northern Correctional Institution	871	1 hr	Wed 3/28/12	Wed 3/28/12
874	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	873	1 hr	Wed 3/28/12	Wed 3/28/12
875	Installation		3.13 days	Wed 3/28/12	Mon 4/2/12
876	Cut-Over to Securus		3.13 days	Wed 3/28/12	Mon 4/2/12
877	Re-Verify all Features working properly	871	1 hr	Wed 3/28/12	Wed 3/28/12
878	Re-Verify phones work, port assignments/call groups set	871	0.5 hrs	Wed 3/28/12	Wed 3/28/12
879	Post Cutover QA Checklist & Test Calls Completed	871	0.5 hrs	Wed 3/28/12	Wed 3/28/12
880	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	879	0.5 hrs	Wed 3/28/12	Wed 3/28/12
881	Cut Sheet distributed to Securus Project Team	879	0.5 hrs	Wed 3/28/12	Wed 3/28/12

ID	Task Name	Predecessor	Duration	Start	Finish
882	Complete and certify integration with Offender Management System & Commisary Vendor	881	2 days	Wed 3/28/12	Fri 3/30/12
883	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	881	3 days	Wed 3/28/12	Mon 4/2/12
884	Quality Control Checkpoint: Customer Acceptance		0.13 days	Wed 3/28/12	Wed 3/28/12
885	Customer walk through at facility	879	0.5 hrs	Wed 3/28/12	Wed 3/28/12
886	Customer review of Quality Control documentation	885	0.5 hrs	Wed 3/28/12	Wed 3/28/12
887	Post Cut-over Activities		3.13 days	Wed 3/28/12	Mon 4/2/12
888	Final installation diagrams (datacom, electrical, and equipment diagrams)	876	1 hr	Mon 4/2/12	Mon 4/2/12
889	Site Cutover Preperation Complete - Ready for Training	881	1 hr	Wed 3/28/12	Wed 3/28/12
890	Distribute Implementation Customer Satisfaction Survey	876	1 hr	Mon 4/2/12	Mon 4/2/12
891	Training		0.25 days	Wed 3/28/12	Wed 3/28/12
892	Onsite Customer Inmate Telephones Insructor Led Training	881	1 hr	Wed 3/28/12	Wed 3/28/12
893	Complete and distribute Training Review forms	892	1 hr	Wed 3/28/12	Wed 3/28/12
894	Customer Acceptance for Northern Correctional Institution	887	4 hrs	Mon 4/2/12	Tue 4/3/12
895	Robinson Correctional Institution - 70 Inmate Telephones, 26 Visitation Phones, TDD & 1 Workstation		7.06 days	Tue 4/3/12	Thu 4/12/12
896	Pre-Installation		6.19 days	Tue 4/3/12	Wed 4/11/12
897	Receipt & Pre-Install Inmate Telephones Tasks		4.06 days	Tue 4/3/12	Mon 4/9/12
898	Receive Shipment at Site	894	0.5 hrs	Tue 4/3/12	Tue 4/3/12
899	Verify shipment Content to Pick List	898	0.5 hrs	Tue 4/3/12	Tue 4/3/12
900	Telephone room preperation & wiring	898	2 days	Tue 4/3/12	Thu 4/5/12
901	Pre-Install Securus Inmate Telephones equipment	900	2 days	Thu 4/5/12	Mon 4/9/12
902	Install Inmate Telephones Phones		5.94 days	Tue 4/3/12	Wed 4/11/12
903	Phone room wiring and installation activity	901	2 days	Mon 4/9/12	Wed 4/11/12
904	Facility wiring and cross connections	901	2 days	Mon 4/9/12	Wed 4/11/12
905	Telephone replacements/installation in dormitories	899	2 days	Tue 4/3/12	Thu 4/5/12
906	Quality Control Checkpoint: Customer Pre-Installation		2.13 days	Mon 4/9/12	Wed 4/11/12
907	Verify equipment inventory & installation location	901	1 hr	Mon 4/9/12	Mon 4/9/12
908	Verify electrical, network/telecom, and telephone installations meet or exceed standards	901	1 hr	Mon 4/9/12	Mon 4/9/12
909	Complete Field Technician Checklist & return to Project Manager	902	1 hr	Wed 4/11/12	Wed 4/11/12
910	MPLS Test & Turn-up Activities with AT&T		0.25 days	Tue 4/3/12	Tue 4/3/12
911	MPLS T1 turned up with ATT	894	1 hr	Tue 4/3/12	Tue 4/3/12
912	MPLS T1 connected to Securus equipment	911	0.5 hrs	Tue 4/3/12	Tue 4/3/12
913	Installation Support confirmation that Securus equipment on-line	912	0.5 hrs	Tue 4/3/12	Tue 4/3/12
914	Quality Control Checkpoint: Equipment Testing / Functional Validation		2.06 days	Thu 4/5/12	Mon 4/9/12
915	Verify all Features working properly	901	1 hr	Mon 4/9/12	Mon 4/9/12
916	Verify phones work, port assignments/call groups set	905	1 hr	Thu 4/5/12	Thu 4/5/12
917	Complete Test & Validation Checklist and return to Project Manager	916	1 hr	Thu 4/5/12	Thu 4/5/12
918	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Thu 4/5/12	Thu 4/5/12

ID	Task Name	Predecessor	Duration	Start	Finish
919	Review installation progress & quality control documentation for Robinson Correctional Institution	917	0.5 hrs	Thu 4/5/12	Thu 4/5/12
920	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	919	0.5 hrs	Thu 4/5/12	Thu 4/5/12
921	Installation		4.13 days	Thu 4/5/12	Wed 4/11/12
922	Cut-Over to Securus		4.13 days	Thu 4/5/12	Wed 4/11/12
923	Re-Verify all Features working properly	917	1 hr	Thu 4/5/12	Thu 4/5/12
924	Re-Verify phones work, port assignments/call groups set	917	0.5 hrs	Thu 4/5/12	Thu 4/5/12
925	Post Cutover QA Checklist & Test Calls Completed	917	0.5 hrs	Thu 4/5/12	Thu 4/5/12
926	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	925	0.5 hrs	Thu 4/5/12	Thu 4/5/12
927	Cut Sheet distributed to Securus Project Team	925	0.5 hrs	Thu 4/5/12	Thu 4/5/12
928	Complete and certify integration with Offender Management System & Commissary Vendor	927	2 days	Thu 4/5/12	Mon 4/9/12
929	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	927	4 days	Thu 4/5/12	Wed 4/11/12
930	Quality Control Checkpoint: Customer Acceptance		0.13 days	Thu 4/5/12	Thu 4/5/12
931	Customer walk through at facility	925	0.5 hrs	Thu 4/5/12	Thu 4/5/12
932	Customer review of Quality Control documentation	931	0.5 hrs	Thu 4/5/12	Thu 4/5/12
933	Post Cut-over Activities		4.06 days	Thu 4/5/12	Wed 4/11/12
934	Final installation diagrams (datacom, electrical, and equipment diagrams)	922	0.5 hrs	Wed 4/11/12	Wed 4/11/12
935	Site Cutover Preparation Complete - Ready for Training	927	0.5 hrs	Thu 4/5/12	Thu 4/5/12
936	Distribute Implementation Customer Satisfaction Survey	922	0.5 hrs	Wed 4/11/12	Wed 4/11/12
937	Training		0.25 days	Thu 4/5/12	Thu 4/5/12
938	Onsite Customer Inmate Telephones Instructor Led Training	927	1 hr	Thu 4/5/12	Thu 4/5/12
939	Complete and distribute Training Review forms	938	1 hr	Thu 4/5/12	Thu 4/5/12
940	Customer Acceptance for Robinson Correctional Institution	933	4 hrs	Wed 4/11/12	Thu 4/12/12
941	Cheshire Correctional Institution - 183 Inmate Telephones, 80 Visitation Phones, 46 TDD & 1 Workstation		13.31 days	Thu 4/12/12	Tue 5/1/12
942	Pre-Installation		13.31 days	Thu 4/12/12	Tue 5/1/12
943	Receipt & Pre-Install Inmate Telephones Tasks		10.06 days	Thu 4/12/12	Thu 4/26/12
944	Receive Shipment at Site	940	0.5 hrs	Thu 4/12/12	Thu 4/12/12
945	Verify shipment Content to Pick List	944	0.5 hrs	Thu 4/12/12	Thu 4/12/12
946	Telephone room preparation & wiring	944	6 days	Thu 4/12/12	Fri 4/20/12
947	Pre-Install Securus Inmate Telephones equipment	946	4 days	Fri 4/20/12	Thu 4/26/12
948	Install Inmate Telephones Phones		12.94 days	Thu 4/12/12	Tue 5/1/12
949	Phone room wiring and installation activity	947	3 days	Thu 4/26/12	Tue 5/1/12
950	Facility wiring and cross connections	947	2 days	Thu 4/26/12	Mon 4/30/12
951	Telephone replacements/installation in dormitories	945	2 days	Thu 4/12/12	Mon 4/16/12
952	Quality Control Checkpoint: Customer Pre-Installation		3.25 days	Thu 4/26/12	Tue 5/1/12
953	Verify equipment Inventory & installation location	947	2 hrs	Thu 4/26/12	Thu 4/26/12
954	Verify electrical, network/telecom, and telephone installations meet or exceed standards	947	2 hrs	Thu 4/26/12	Thu 4/26/12
955	Complete Field Technician Checklist & return to Project Manager	948	2 hrs	Tue 5/1/12	Tue 5/1/12

ID	Task Name	Predecessor	Duration	Start	Finish
956	MPLS Test & Turn-up Activities with AT&T		0.38 days	Thu 4/12/12	Thu 4/12/12
957	MPLS T1 turned up with ATT	940	1 hr	Thu 4/12/12	Thu 4/12/12
958	MPLS T1 connected to Securus equipment	957	1 hr	Thu 4/12/12	Thu 4/12/12
959	Installation Support confirmation that Securus equipment on-line	958	1 hr	Thu 4/12/12	Thu 4/12/12
960	Quality Control Checkpoint: Equipment Testing / Functional Validation		8.19 days	Mon 4/16/12	Thu 4/26/12
961	Verify all Features working properly	947	2 hrs	Thu 4/26/12	Thu 4/26/12
962	Verify phones work, port assignments/call groups set	951	2 hrs	Mon 4/16/12	Mon 4/16/12
963	Complete Test & Validation Checklist and return to Project Manager	962	2 hrs	Mon 4/16/12	Mon 4/16/12
964	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.5 days	Mon 4/16/12	Tue 4/17/12
965	Review installation progress & quality control documentation for Cheshire Correctional Institution	963	2 hrs	Mon 4/16/12	Tue 4/17/12
966	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	965	2 hrs	Tue 4/17/12	Tue 4/17/12
967	Installation		6.25 days	Mon 4/16/12	Wed 4/25/12
968	Cut-Over to Securus		6.25 days	Mon 4/16/12	Wed 4/25/12
969	Re-Verify all Features working properly	963	1 hr	Mon 4/16/12	Mon 4/16/12
970	Re-Verify phones work, port assignments/call groups set	963	1 hr	Mon 4/16/12	Mon 4/16/12
971	Post Cutover QA Checklist & Test Calls Completed	963	1 hr	Mon 4/16/12	Mon 4/16/12
972	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	971	1 hr	Tue 4/17/12	Tue 4/17/12
973	Cut Sheet distributed to Securus Project Team	971	1 hr	Tue 4/17/12	Tue 4/17/12
974	Complete and certify integration with Offender Management System & Commissary Vendor	973	1 day	Tue 4/17/12	Wed 4/18/12
975	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	973	6 days	Tue 4/17/12	Wed 4/25/12
976	Quality Control Checkpoint: Customer Acceptance		0.25 days	Tue 4/17/12	Tue 4/17/12
977	Customer walk through at facility	971	1 hr	Tue 4/17/12	Tue 4/17/12
978	Customer review of Quality Control documentation	977	1 hr	Tue 4/17/12	Tue 4/17/12
979	Post Cut-over Activities		6.13 days	Tue 4/17/12	Wed 4/25/12
980	Final installation diagrams (datacom, electrical, and equipment diagrams)	968	1 hr	Wed 4/25/12	Wed 4/25/12
981	Site Cutover Preparation Complete - Ready for Training	973	1 hr	Tue 4/17/12	Tue 4/17/12
982	Distribute Implementation Customer Satisfaction Survey	968	1 hr	Wed 4/25/12	Wed 4/25/12
983	Training		0.25 days	Tue 4/17/12	Tue 4/17/12
984	Onsite Customer Inmate Telephones Instructor Led Training	973	1 hr	Tue 4/17/12	Tue 4/17/12
985	Complete and distribute Training Review forms	984	1 hr	Tue 4/17/12	Tue 4/17/12
986	Customer Acceptance for Cheshire Correctional Institution	979	4 hrs	Wed 4/25/12	Wed 4/25/12
987	Manson Youth Institution - 61 Inmate Telephones, 58 Visitation Phones, 16 TDD & 1 Workstation		6.25 days	Wed 4/25/12	Thu 5/3/12
988	Pre-Installation		5.19 days	Wed 4/25/12	Wed 5/2/12
989	Receipt & Pre-Install Inmate Telephones Tasks		4.06 days	Wed 4/25/12	Tue 5/1/12
990	Receive Shipment at Site	986	0.5 hrs	Wed 4/25/12	Wed 4/25/12
991	Verify shipment Content to Pick List	990	0.5 hrs	Wed 4/25/12	Wed 4/25/12
992	Telephone room preparation & wiring	990	2 days	Wed 4/25/12	Fri 4/27/12

ID	Task Name	Predecessor	Duration	Start	Finish
993	Pre-Install Securus Inmate Telephones equipment	992	2 days	Fri 4/27/12	Tue 5/1/12
994	Install Inmate Telephones Phones		4.94 days	Wed 4/25/12	Wed 5/2/12
995	Phone room wiring and installation activity	993	1 day	Tue 5/1/12	Wed 5/2/12
996	Facility wiring and cross connections	993	1 day	Tue 5/1/12	Wed 5/2/12
997	Telephone replacements/installation in dormitories	991	1 day	Wed 4/25/12	Thu 4/26/12
998	Quality Control Checkpoint: Customer Pre-Installation		1.13 days	Tue 5/1/12	Wed 5/2/12
999	Verify equipment inventory & installation location	993	1 hr	Tue 5/1/12	Tue 5/1/12
1000	Verify electrical, network/telecom, and telephone installations meet or exceed standards	993	1 hr	Tue 5/1/12	Tue 5/1/12
1001	Complete Field Technician Checklist & return to Project Manager	994	1 hr	Wed 5/2/12	Wed 5/2/12
1002	MPLS Test & Turn-up Activities with AT&T		0.38 days	Wed 4/25/12	Thu 4/26/12
1003	MPLS T1 turned up with ATT	986	1 hr	Wed 4/25/12	Wed 4/25/12
1004	MPLS T1 connected to Securus equipment	1003	1 hr	Wed 4/25/12	Wed 4/25/12
1005	Installation Support confirmation that Securus equipment on-line	1004	1 hr	Thu 4/26/12	Thu 4/26/12
1006	Quality Control Checkpoint: Equipment Testing / Functional Validation		3.06 days	Thu 4/26/12	Tue 5/1/12
1007	Verify all Features working properly	993	1 hr	Tue 5/1/12	Tue 5/1/12
1008	Verify phones work, port assignments/call groups set	997	1 hr	Thu 4/26/12	Thu 4/26/12
1009	Complete Test & Validation Checklist and return to Project Manager	1008	1 hr	Fri 4/27/12	Fri 4/27/12
1010	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Fri 4/27/12	Fri 4/27/12
1011	Review installation progress & quality control documentation for Manson Youth Institution	1009	0.5 hrs	Fri 4/27/12	Fri 4/27/12
1012	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	1011	0.5 hrs	Fri 4/27/12	Fri 4/27/12
1013	Installation		4.25 days	Fri 4/27/12	Thu 5/3/12
1014	Cut-Over to Securus		4.25 days	Fri 4/27/12	Thu 5/3/12
1015	Re-Verify all Features working properly	1009	1 hr	Fri 4/27/12	Fri 4/27/12
1016	Re-Verify phones work, port assignments/call groups set	1009	1 hr	Fri 4/27/12	Fri 4/27/12
1017	Post Cutover QA Checklist & Test Calls Completed	1009	1 hr	Fri 4/27/12	Fri 4/27/12
1018	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	1017	1 hr	Fri 4/27/12	Fri 4/27/12
1019	Cut Sheet distributed to Securus Project Team	1017	1 hr	Fri 4/27/12	Fri 4/27/12
1020	Complete and certify integration with Offender Management System & Commissary Vendor	1019	2 days	Fri 4/27/12	Tue 5/1/12
1021	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	1019	4 days	Fri 4/27/12	Thu 5/3/12
1022	Quality Control Checkpoint: Customer Acceptance		0.25 days	Fri 4/27/12	Fri 4/27/12
1023	Customer walk through at facility	1017	1 hr	Fri 4/27/12	Fri 4/27/12
1024	Customer review of Quality Control documentation	1023	1 hr	Fri 4/27/12	Fri 4/27/12
1025	Post Cut-over Activities		4.13 days	Fri 4/27/12	Thu 5/3/12
1026	Final installation diagrams (datacom, electrical, and equipment diagrams)	1014	1 hr	Thu 5/3/12	Thu 5/3/12
1027	Site Cutover Preparation Complete - Ready for Training	1019	1 hr	Fri 4/27/12	Fri 4/27/12
1028	Distribute Implementation Customer Satisfaction Survey	1014	1 hr	Thu 5/3/12	Thu 5/3/12
1029	Training		0.25 days	Fri 4/27/12	Fri 4/27/12
1030	Onsite Customer Inmate Telephones Instructor Led Training	1019	1 hr	Fri 4/27/12	Fri 4/27/12

ID	Task Name	Predecessor	Duration	Start	Finish
1031	Complete and distribute Training Review forms	1030	1 hr	Fri 4/27/12	Fri 4/27/12
1032	Customer Acceptance for Manson Youth Institution	1025	4 hrs	Thu 5/3/12	Thu 5/3/12
1033	Corrigan Correctional Institution - 107 Inmate Telephones, 80 Visitation Phones, 27 TDD & 1 Workstation		10 days	Fri 5/4/12	Thu 5/17/12
1034	Pre-Installation		8.38 days	Fri 5/4/12	Wed 5/16/12
1035	Receipt & Pre-Install Inmate Telephones Tasks		6.13 days	Fri 5/4/12	Mon 5/14/12
1036	Receive Shipment at Site	1032	1 hr	Fri 5/4/12	Fri 5/4/12
1037	Verify shipment Content to Pick List	1036	1 hr	Fri 5/4/12	Fri 5/4/12
1038	Telephone room preparation & wiring	1036	3 days	Fri 5/4/12	Wed 5/9/12
1039	Pre-Install Securus Inmate Telephones equipment	1038	3 days	Wed 5/9/12	Mon 5/14/12
1040	Install Inmate Telephones Phones		7.88 days	Fri 5/4/12	Wed 5/16/12
1041	Phone room wiring and installation activity	1039	2 days	Mon 5/14/12	Wed 5/16/12
1042	Facility wiring and cross connections	1039	2 days	Mon 5/14/12	Wed 5/16/12
1043	Telephone replacements/installation in dormitories	1037	2 days	Fri 5/4/12	Tue 5/8/12
1044	Quality Control Checkpoint: Customer Pre-Installation		2.25 days	Mon 5/14/12	Wed 5/16/12
1045	Verify equipment inventory & installation location	1039	2 hrs	Mon 5/14/12	Mon 5/14/12
1046	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1039	2 hrs	Mon 5/14/12	Mon 5/14/12
1047	Complete Field Technician Checklist & return to Project Manager	1040	2 hrs	Wed 5/16/12	Wed 5/16/12
1048	MPLS Test & Turn-up Activities with AT&T		0.38 days	Fri 5/4/12	Fri 5/4/12
1049	MPLS T1 turned up with ATT	1032	1 hr	Fri 5/4/12	Fri 5/4/12
1050	MPLS T1 connected to Securus equipment	1049	1 hr	Fri 5/4/12	Fri 5/4/12
1051	Installation Support confirmation that Securus equipment on-line	1050	1 hr	Fri 5/4/12	Fri 5/4/12
1052	Quality Control Checkpoint: Equipment Testing / Functional Validation		4.13 days	Tue 5/8/12	Mon 5/14/12
1053	Verify all Features working properly	1039	2 hrs	Mon 5/14/12	Mon 5/14/12
1054	Verify phones work, port assignments/call groups set	1043	2 hrs	Tue 5/8/12	Tue 5/8/12
1055	Complete Test & Validation Checklist and return to Project Manager	1054	2 hrs	Tue 5/8/12	Tue 5/8/12
1056	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.5 days	Tue 5/8/12	Wed 5/9/12
1057	Review installation progress & quality control documentation for Corrigan Correctional Institution	1055	2 hrs	Tue 5/8/12	Tue 5/8/12
1058	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	1057	2 hrs	Wed 5/9/12	Wed 5/9/12
1059	Installation		6.5 days	Tue 5/8/12	Thu 5/17/12
1060	Cut-Over to Securus		6.5 days	Tue 5/8/12	Thu 5/17/12
1061	Re-Verify all Features working properly	1055	2 hrs	Tue 5/8/12	Tue 5/8/12
1062	Re-Verify phones work, port assignments/call groups set	1055	2 hrs	Tue 5/8/12	Tue 5/8/12
1063	Post Cutover QA Checklist & Test Calls Completed	1055	2 hrs	Tue 5/8/12	Tue 5/8/12
1064	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	1063	2 hrs	Wed 5/9/12	Wed 5/9/12
1065	Cut Sheet distributed to Securus Project Team	1063	2 hrs	Wed 5/9/12	Wed 5/9/12
1066	Complete and certify integration with Offender Management System & Commisary Vendor	1065	2 days	Wed 5/9/12	Fri 5/11/12

ID	Task Name	Predecessor	Duration	Start	Finish
1067	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	1065	6 days	Wed 5/9/12	Thu 5/17/12
1068	Quality Control Checkpoint: Customer Acceptance		0.25 days	Wed 5/9/12	Wed 5/9/12
1069	Customer walk through at facility	1063	1 hr	Wed 5/9/12	Wed 5/9/12
1070	Customer review of Quality Control documentation	1069	1 hr	Wed 5/9/12	Wed 5/9/12
1071	Post Cut-over Activities		6.25 days	Wed 5/9/12	Thu 5/17/12
1072	Final installation diagrams (datacom, electrical, and equipment diagrams)	1060	2 hrs	Thu 5/17/12	Thu 5/17/12
1073	Site Cutover Preperation Complete - Ready for Training	1065	2 hrs	Wed 5/9/12	Wed 5/9/12
1074	Distribute Implementation Customer Satisfaction Survey	1060	2 hrs	Thu 5/17/12	Thu 5/17/12
1075	Training		0.25 days	Wed 5/9/12	Wed 5/9/12
1076	Onsite Customer Inmate Telephones Insructor Led Training	1065	1 hr	Wed 5/9/12	Wed 5/9/12
1077	Complete and distribute Training Review forms	1076	1 hr	Wed 5/9/12	Wed 5/9/12
1078	Customer Acceptance for Corrigan Correctional Institution	1071	4 hrs	Thu 5/17/12	Thu 5/17/12
1079	RadgoWorkstationki Correctional Center - 38 Inmate Telephones, 64 Visitation Phones, TDD & 1 Workstation		6.19 days	Fri 5/18/12	Mon 5/28/12
1080	Pre-Installation		6.19 days	Fri 5/18/12	Mon 5/28/12
1081	Receipt & Pre-Install Inmate Telephones Tasks		4.06 days	Fri 5/18/12	Thu 5/24/12
1082	Receive Shipment at Site	1078	0.5 hrs	Fri 5/18/12	Fri 5/18/12
1083	Verify shipment Content to Pick List	1082	0.5 hrs	Fri 5/18/12	Fri 5/18/12
1084	Telephone room preperation & wiring	1082	2 days	Fri 5/18/12	Tue 5/22/12
1085	Pre-Install Securus Inmate Telephones equipment	1084	2 days	Tue 5/22/12	Thu 5/24/12
1086	Install Inmate Telephones Phones		5.94 days	Fri 5/18/12	Mon 5/28/12
1087	Phone room wiring and installation activitiy	1085	2 days	Thu 5/24/12	Mon 5/28/12
1088	Facility wiring and cross connections	1085	1 day	Thu 5/24/12	Fri 5/25/12
1089	Telephone replacements/installation in dormitories	1083	1 day	Fri 5/18/12	Mon 5/21/12
1090	Quality Control Checkpoint: Customer Pre-Installation		2.13 days	Thu 5/24/12	Mon 5/28/12
1091	Verify equipment inventory & installation location	1085	1 hr	Thu 5/24/12	Thu 5/24/12
1092	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1085	1 hr	Thu 5/24/12	Thu 5/24/12
1093	Complete Field Technician Checklist & return to Project Manager	1086	1 hr	Mon 5/28/12	Mon 5/28/12
1094	MPLS Test & Turn-up Activities with AT&T		0.25 days	Fri 5/18/12	Fri 5/18/12
1095	MPLS T1 turned up with ATT	1078	1 hr	Fri 5/18/12	Fri 5/18/12
1096	MPLS T1 connected to Securus equipment	1095	0.5 hrs	Fri 5/18/12	Fri 5/18/12
1097	Installation Support confirmation that Securus equipment on-line	1096	0.5 hrs	Fri 5/18/12	Fri 5/18/12
1098	Quality Control Checkpoint: Equipment Testing / Functional Validation		3.06 days	Mon 5/21/12	Thu 5/24/12
1099	Verify all Features working properly	1085	1 hr	Thu 5/24/12	Thu 5/24/12
1100	Verify phones work, port assignments/call groups set	1089	1 hr	Mon 5/21/12	Mon 5/21/12
1101	Complete Test & Validation Checklist and return to Project Manager	1100	1 hr	Mon 5/21/12	Mon 5/21/12
1102	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.25 days	Mon 5/21/12	Mon 5/21/12
1103	Review installation progress & quality control documentation for Radgowski Correctional Center	1101	1 hr	Mon 5/21/12	Mon 5/21/12

ID	Task Name	Predecessor	Duration	Start	Finish
1104	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	1103	1 hr	Mon 5/21/12	Mon 5/21/12
1105	Installation		3.25 days	Mon 5/21/12	Thu 5/24/12
1106	Cut-Over to Securus		3.25 days	Mon 5/21/12	Thu 5/24/12
1107	Re-Verify all Features working properly	1101	1 hr	Mon 5/21/12	Mon 5/21/12
1108	Re-Verify phones work, port assignments/call groups set	1101	1 hr	Mon 5/21/12	Mon 5/21/12
1109	Post Cutover QA Checklist & Test Calls Completed	1101	1 hr	Mon 5/21/12	Mon 5/21/12
1110	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	1109	1 hr	Mon 5/21/12	Mon 5/21/12
1111	Cut Sheet distributed to Securus Project Team	1109	1 hr	Mon 5/21/12	Mon 5/21/12
1112	Complete and certify integration with Offender Management System & Commissary Vendor	1111	2 days	Mon 5/21/12	Wed 5/23/12
1113	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	1111	3 days	Mon 5/21/12	Thu 5/24/12
1114	Quality Control Checkpoint: Customer Acceptance		0.13 days	Mon 5/21/12	Mon 5/21/12
1115	Customer walk through at facility	1109	0.5 hrs	Mon 5/21/12	Mon 5/21/12
1116	Customer review of Quality Control documentation	1115	0.5 hrs	Mon 5/21/12	Mon 5/21/12
1117	Post Cut-over Activities		3.13 days	Mon 5/21/12	Thu 5/24/12
1118	Final installation diagrams (datacom, electrical, and equipment diagrams)	1106	1 hr	Thu 5/24/12	Thu 5/24/12
1119	Site Cutover Preperation Complete - Ready for Training	1111	1 hr	Mon 5/21/12	Mon 5/21/12
1120	Distribute Implementation Customer Satisfaction Survey	1106	1 hr	Thu 5/24/12	Thu 5/24/12
1121	Training		0.25 days	Mon 5/21/12	Mon 5/21/12
1122	Onsite Customer Inmate Telephones Insructor Led Training	1111	1 hr	Mon 5/21/12	Mon 5/21/12
1123	Complete and distribute Training Review forms	1122	1 hr	Mon 5/21/12	Mon 5/21/12
1124	Customer Acceptance for Radgowski Correctional Center	1117	4 hrs	Thu 5/24/12	Fri 5/25/12
1125	Gates Correctional Institution - 69 Inmate Telephones, 18 TDD & 1 Workstation		6.19 days	Wed 9/7/11	Thu 9/16/11
1126	Pre-Installation		5.19 days	Wed 9/7/11	Wed 9/14/11
1127	Receipt & Pre-Install Inmate Telephones Tasks		4.06 days	Wed 9/7/11	Tue 9/13/11
1128	Receive Shipment at Site		0.5 hrs	Wed 9/7/11	Wed 9/7/11
1129	Verify shipment Content to Pick List	1128	0.5 hrs	Wed 9/7/11	Wed 9/7/11
1130	Telephone room preperation & wiring	1128	2 days	Wed 9/7/11	Fri 9/9/11
1131	Pre-Install Securus Inmate Telephones equipment	1130	2 days	Fri 9/9/11	Tue 9/13/11
1132	Install Inmate Telephones Phones		4.94 days	Wed 9/7/11	Wed 9/14/11
1133	Phone room wiring and installation activitiy	1131	1 day	Tue 9/13/11	Wed 9/14/11
1134	Facility wiring and cross connections	1131	1 day	Tue 9/13/11	Wed 9/14/11
1135	Telephone replacements/installation in dormitories	1129	1 day	Wed 9/7/11	Thu 9/8/11
1136	Quality Control Checkpoint: Customer Pre-Installation		1.13 days	Tue 9/13/11	Wed 9/14/11
1137	Verify equipment inventory & installation location	1131	1 hr	Tue 9/13/11	Tue 9/13/11
1138	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1131	1 hr	Tue 9/13/11	Tue 9/13/11
1139	Complete Field Technician Checklist & return to Project Manager	1132	1 hr	Wed 9/14/11	Wed 9/14/11
1140	MPLS Test & Turn-up Activities with AT&T		0.25 days	Wed 9/7/11	Wed 9/7/11
1141	MPLS T1 turned up with ATT		1 hr	Wed 9/7/11	Wed 9/7/11

ID	Task Name	Predecessor	Duration	Start	Finish
1142	MPLS T1 connected to Securus equipment	1141	0.5 hrs	Wed 9/7/11	Wed 9/7/11
1143	Installation Support confirmation that Securus equipment on-line	1142	0.5 hrs	Wed 9/7/11	Wed 9/7/11
1144	Quality Control Checkpoint: Equipment Testing / Functional Validation		3.06 days	Thu 9/8/11	Tue 9/13/11
1145	Verify all Features working properly	1131	1 hr	Tue 9/13/11	Tue 9/13/11
1146	Verify phones work, port assignments/call groups set	1135	1 hr	Thu 9/8/11	Thu 9/8/11
1147	Complete Test & Validation Checklist and return to Project Manager	1146	1 hr	Thu 9/8/11	Thu 9/8/11
1148	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.13 days	Thu 9/8/11	Thu 9/8/11
1149	Review installation progress & quality control documentation for Gates Correctional Institution	1147	0.5 hrs	Thu 9/8/11	Thu 9/8/11
1150	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	1149	0.5 hrs	Thu 9/8/11	Thu 9/8/11
1151	Installation		4.25 days	Thu 9/8/11	Wed 9/14/11
1152	Cut-Over to Securus		4.25 days	Thu 9/8/11	Wed 9/14/11
1153	Re-Verify all Features working properly	1147	1 hr	Thu 9/8/11	Thu 9/8/11
1154	Re-Verify phones work, port assignments/call groups set	1147	1 hr	Thu 9/8/11	Thu 9/8/11
1155	Post Cutover QA Checklist & Test Calls Completed	1147	1 hr	Thu 9/8/11	Thu 9/8/11
1156	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	1155	1 hr	Thu 9/8/11	Thu 9/8/11
1157	Cut Sheet distributed to Securus Project Team	1155	1 hr	Thu 9/8/11	Thu 9/8/11
1158	Complete and certify integration with Offender Management System & Commissary Vendor	1157	2 days	Thu 9/8/11	Mon 9/12/11
1159	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	1157	4 days	Thu 9/8/11	Wed 9/14/11
1160	Quality Control Checkpoint: Customer Acceptance		0.13 days	Thu 9/8/11	Thu 9/8/11
1161	Customer walk through at facility	1155	0.5 hrs	Thu 9/8/11	Thu 9/8/11
1162	Customer review of Quality Control documentation	1161	0.5 hrs	Thu 9/8/11	Thu 9/8/11
1163	Post Cut-over Activities		4.06 days	Thu 9/8/11	Wed 9/14/11
1164	Final installation diagrams (datacom, electrical, and equipment diagrams)	1152	0.5 hrs	Wed 9/14/11	Wed 9/14/11
1165	Site Cutover Preparation Complete - Ready for Training	1157	0.5 hrs	Thu 9/8/11	Thu 9/8/11
1166	Distribute Implementation Customer Satisfaction Survey	1152	0.5 hrs	Wed 9/14/11	Wed 9/14/11
1167	Training		0.25 days	Thu 9/8/11	Thu 9/8/11
1168	Onsite Customer Inmate Telephones Instructor Led Training	1157	1 hr	Thu 9/8/11	Thu 9/8/11
1169	Complete and distribute Training Review forms	1168	1 hr	Thu 9/8/11	Thu 9/8/11
1170	Customer Acceptance for Gates Correctional Institution	1163	4 hrs	Wed 9/14/11	Thu 9/15/11
1171	York-West Correctional Institution - 146 Inmate Telephones, 8 Visitation Phones, TDD & 1 Workstation		8.19 days	Thu 9/15/11	Tue 9/27/11
1172	Pre-Installation		7.19 days	Thu 9/15/11	Mon 9/26/11
1173	Receipt & Pre-Install Inmate Telephones Tasks		5.06 days	Thu 9/15/11	Thu 9/22/11
1174	Receive Shipment at Site	1170	0.5 hrs	Thu 9/15/11	Thu 9/15/11
1175	Verify shipment Content to Pick List	1174	0.5 hrs	Thu 9/15/11	Thu 9/15/11
1176	Telephone room preparation & wiring	1174	3 days	Thu 9/15/11	Tue 9/20/11
1177	Pre-Install Securus Inmate Telephones equipment	1176	2 days	Tue 9/20/11	Thu 9/22/11
1178	Install Inmate Telephones Phones		6.94 days	Thu 9/15/11	Mon 9/26/11

ID	Task Name	Predecessor	Duration	Start	Finish
1179	Phone room wiring and installation activity	1177	2 days	Thu 9/22/11	Mon 9/26/11
1180	Facility wiring and cross connections	1177	2 days	Thu 9/22/11	Mon 9/26/11
1181	Telephone replacements/installation in dormitories	1175	2 days	Thu 9/15/11	Mon 9/19/11
1182	Quality Control Checkpoint: Customer Pre-Installation		2.13 days	Thu 9/22/11	Mon 9/26/11
1183	Verify equipment inventory & installation location	1177	1 hr	Thu 9/22/11	Thu 9/22/11
1184	Verify electrical, network/telecom, and telephone installations meet or exceed standards	1177	1 hr	Thu 9/22/11	Thu 9/22/11
1185	Complete Field Technician Checklist & return to Project Manager	1178	1 hr	Mon 9/26/11	Mon 9/26/11
1186	MPLS Test & Turn-up Activities with AT&T		0.25 days	Thu 9/15/11	Thu 9/15/11
1187	MPLS T1 turned up with ATT	1170	1 hr	Thu 9/15/11	Thu 9/15/11
1188	MPLS T1 connected to Securus equipment	1187	0.5 hrs	Thu 9/15/11	Thu 9/15/11
1189	Installation Support confirmation that Securus equipment on-line	1188	0.5 hrs	Thu 9/15/11	Thu 9/15/11
1190	Quality Control Checkpoint: Equipment Testing / Functional Validation		3.06 days	Mon 9/19/11	Thu 9/22/11
1191	Verify all Features working properly	1177	1 hr	Thu 9/22/11	Thu 9/22/11
1192	Verify phones work, port assignments/call groups set	1181	1 hr	Mon 9/19/11	Mon 9/19/11
1193	Complete Test & Validation Checklist and return to Project Manager	1192	1 hr	Mon 9/19/11	Mon 9/19/11
1194	Securus & Connecticut DOC Project Team Meeting - Touch Point		0.25 days	Mon 9/19/11	Mon 9/19/11
1195	Review installation progress & quality control documentation for York-West Correctional Institution	1193	1 hr	Mon 9/19/11	Mon 9/19/11
1196	Discuss other ongoing and upcoming activities for remaining Connecticut DOC installations	1195	1 hr	Mon 9/19/11	Mon 9/19/11
1197	Installation		5.25 days	Mon 9/19/11	Mon 9/26/11
1198	Cut-Over to Securus		5.25 days	Mon 9/19/11	Mon 9/26/11
1199	Re-Verify all Features working properly	1193	1 hr	Mon 9/19/11	Mon 9/19/11
1200	Re-Verify phones work, port assignments/call groups set	1193	1 hr	Mon 9/19/11	Mon 9/19/11
1201	Post Cutover QA Checklist & Test Calls Completed	1193	1 hr	Mon 9/19/11	Mon 9/19/11
1202	Notify Facility Inmate Telephones is prepared for cutover and functioning correctly	1201	1 hr	Mon 9/19/11	Mon 9/19/11
1203	Cut Sheet distributed to Securus Project Team	1201	1 hr	Mon 9/19/11	Mon 9/19/11
1204	Complete and certify integration with Offender Management System & Commissary Vendor	1203	2 days	Mon 9/19/11	Wed 9/21/11
1205	Voice Biometrics & cut-over activities by Dorm/Inmate Housing Locations	1203	5 days	Mon 9/19/11	Mon 9/26/11
1206	Quality Control Checkpoint: Customer Acceptance		0.13 days	Mon 9/19/11	Mon 9/19/11
1207	Customer walk through at facility	1201	0.5 hrs	Mon 9/19/11	Mon 9/19/11
1208	Customer review of Quality Control documentation	1207	0.5 hrs	Mon 9/19/11	Mon 9/19/11
1209	Post Cut-over Activities		5.06 days	Mon 9/19/11	Mon 9/26/11
1210	Final installation diagrams (datacom, electrical, and equipment diagrams)	1198	0.5 hrs	Mon 9/26/11	Mon 9/26/11
1211	Site Cutover Preparation Complete - Ready for Training	1203	0.5 hrs	Mon 9/19/11	Mon 9/19/11
1212	Distribute Implementation Customer Satisfaction Survey	1198	0.5 hrs	Mon 9/26/11	Mon 9/26/11
1213	Training		0.25 days	Mon 9/19/11	Tue 9/20/11
1214	Onsite Customer Inmate Telephones Instructor Led Training	1203	1 hr	Mon 9/19/11	Mon 9/19/11
1215	Complete and distribute Training Review forms	1214	1 hr	Mon 9/19/11	Tue 9/20/11

ID	Task Name	Predecessor	Duration	Start	Finish
1216	Customer Acceptance for York-West Correctional Institution	1209	4 hrs	Mon 9/26/11	Tue 9/27/11
1217	Implement Intake Telephone / Video System	6	0 days	Tue 7/31/12	Tue 7/31/12
1218	Distribute Information / Stakeholder Updates / Report Performance		120.25 days	Fri 12/2/11	Wed 5/23/12
1219	Project Stakeholder Meeting	141FS+1 wk	2 hrs	Fri 12/2/11	Fri 12/2/11
1220	Project Stakeholder Meeting	1219SS+1 wk	2 hrs	Fri 12/9/11	Fri 12/9/11
1221	Project Stakeholder Meeting	1220SS+1 wk	2 hrs	Fri 12/16/11	Fri 12/16/11
1222	Project Stakeholder Meeting	1221SS+1 wk	2 hrs	Tue 12/27/11	Tue 12/27/11
1223	Project Stakeholder Meeting	1222SS+1 wk	2 hrs	Wed 1/4/12	Wed 1/4/12
1224	Project Stakeholder Meeting	1223SS+1 wk	2 hrs	Wed 1/11/12	Wed 1/11/12
1225	Project Stakeholder Meeting	1224SS+1 wk	2 hrs	Wed 1/18/12	Wed 1/18/12
1226	Project Stakeholder Meeting	1225SS+1 wk	2 hrs	Wed 1/25/12	Wed 1/25/12
1227	Project Stakeholder Meeting	1226SS+1 wk	2 hrs	Wed 2/1/12	Wed 2/1/12
1228	Project Stakeholder Meeting	1227SS+1 wk	2 hrs	Wed 2/8/12	Wed 2/8/12
1229	Project Stakeholder Meeting	1228SS+1 wk	2 hrs	Wed 2/15/12	Wed 2/15/12
1230	Project Stakeholder Meeting	1229SS+1 wk	2 hrs	Wed 2/22/12	Wed 2/22/12
1231	Project Stakeholder Meeting	1230SS+1 wk	2 hrs	Wed 2/29/12	Wed 2/29/12
1232	Project Stakeholder Meeting	1231SS+1 wk	2 hrs	Wed 3/7/12	Wed 3/7/12
1233	Project Stakeholder Meeting	1232SS+1 wk	2 hrs	Wed 3/14/12	Wed 3/14/12
1234	Project Stakeholder Meeting	1233SS+1 wk	2 hrs	Wed 3/21/12	Wed 3/21/12
1235	Project Stakeholder Meeting	1234SS+1 wk	2 hrs	Wed 3/28/12	Wed 3/28/12
1236	Project Stakeholder Meeting	1235SS+1 wk	2 hrs	Wed 4/4/12	Wed 4/4/12
1237	Project Stakeholder Meeting	1236SS+1 wk	2 hrs	Wed 4/11/12	Wed 4/11/12
1238	Project Stakeholder Meeting	1237SS+1 wk	2 hrs	Wed 4/18/12	Wed 4/18/12
1239	Project Stakeholder Meeting	1238SS+1 wk	2 hrs	Wed 4/25/12	Wed 4/25/12
1240	Project Stakeholder Meeting	1239SS+1 wk	2 hrs	Wed 5/2/12	Wed 5/2/12
1241	Project Stakeholder Meeting	1240SS+1 wk	2 hrs	Wed 5/9/12	Wed 5/9/12
1242	Project Stakeholder Meeting	1241SS+1 wk	2 hrs	Wed 5/16/12	Wed 5/16/12
1243	Project Stakeholder Meeting	1242SS+1 wk	2 hrs	Wed 5/23/12	Wed 5/23/12
1244	Project Monitor & Control		159.9 days	Mon 11/21/11	Mon 7/9/12
1245	Perform Quality Control		159.9 days	Mon 11/21/11	Mon 7/9/12
1246	Integration Interface Quality Control		4.5 days	Tue 12/20/11	Wed 12/28/11
1247	Perform quality control integration interface	202	0.5 wks	Tue 12/20/11	Thu 12/22/11
1248	Perform Production testing on integration interface	1247	2 days	Thu 12/22/11	Wed 12/28/11
1249	Installation Quality Control Checkpoint 1: Customer Provisioning	150	3 days	Mon 11/21/11	Mon 11/28/11
1250	Installation Quality Control Checkpoint 2:Customer Pre-Installation	149	3 days	Fri 12/2/11	Wed 12/7/11
1251	Installation Quality Control Checkpoint 3: Equipment Testing / Functional Validation	204	5 days	Mon 5/28/12	Mon 6/4/12
1252	Installation Quality Control Checkpoint 4: Customer Acceptance - Site Admins	204	5 days	Mon 5/28/12	Mon 6/4/12

ID	Task Name	Predecessors	Duration	Start	Finish
1253	Installation Quality Control Checkpoint 5: Customer Acceptance - Contract Admin / DOC Project Manager	204	5 days	Mon 5/28/12	Mon 6/4/12
1254	Installation Quality Control Checkpoint 6: Initiate Post Implementation Site Engineering Monitoring (remote monitoring: 30 days)	204	30 days	Mon 5/28/12	Mon 7/9/12
1255	Perform Integrated Change Control		31.75 days	Fri 12/2/11	Fri 1/20/12
1256	Change control for promoting intergration interface to Production environment	1247	4 hrs	Thu 12/22/11	Tue 12/27/11
1257	Project Plan updates (risk register, issues log, schedule updates)	141FS+1 wk	2 hrs	Fri 12/2/11	Fri 12/2/11
1258	Project Plan updates (risk register, issues log, schedule updates)	1257FS+1 wk	2 hrs	Fri 12/9/11	Fri 12/9/11
1259	Project Plan updates (risk register, issues log, schedule updates)	1258FS+1 wk	2 hrs	Fri 12/16/11	Mon 12/19/11
1260	Project Plan updates (risk register, issues log, schedule updates)	1259FS+1 wk	2 hrs	Wed 12/28/11	Wed 12/28/11
1261	Project Plan updates (risk register, issues log, schedule updates)	1260FS+1 wk	2 hrs	Thu 1/5/12	Thu 1/5/12
1262	Project Plan updates (risk register, issues log, schedule updates)	1261FS+1 wk	2 hrs	Thu 1/12/12	Thu 1/12/12
1263	Project Plan updates (risk register, issues log, schedule updates)	1262FS+1 wk	2 hrs	Thu 1/19/12	Fri 1/20/12
1264	Project Close		190.5 days	Tue 11/1/11	Wed 8/1/12
1265	Close Project Phase		190.5 days	Tue 11/1/11	Wed 8/1/12
1266	Close Project Initiation	3	1 hr	Tue 11/1/11	Tue 11/1/11
1267	Close Project Planning	116	1 hr	Wed 11/23/11	Wed 11/23/11
1268	Close Project Execution	148	1 hr	Wed 8/1/12	Wed 8/1/12
1269	Close Project Monitor & Control	1244	1 hr	Mon 7/9/12	Mon 7/9/12
1270	Close Procurements	1271	1 day	Mon 7/9/12	Tue 7/10/12
1271	Securus & CA CDCR Project Team Meeting - Touch Point : Customer Acceptance & Account Team Transition		0.5 days	Mon 7/9/12	Mon 7/9/12
1272	Confirm resolution of any open issues on issues log	1254	1 hr	Mon 7/9/12	Mon 7/9/12
1273	Technical Support and Field Service Management Review	1272	1 hr	Mon 7/9/12	Mon 7/9/12
1274	Sales Account Team review	1273	1 hr	Mon 7/9/12	Mon 7/9/12
1275	Estbalish ongoing meeting schedules	1274	1 hr	Mon 7/9/12	Mon 7/9/12

EXHIBIT 4

PRODUCT SCHEDULE

Exhibit 4 -- Product Schedule (PS)

MASTER AGREEMENT NUMBER: 10ITZ0119					DAS APPROVAL DATE:				
VENDOR NAME: Securus Technologies, Inc.					[REDACTED]				
SERVICE NAME: Inmate Telephone Service (Commission to the State)									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit	Commission Rate		
Add	12/15/11	[REDACTED]	1		Years 1 and 2 Commission Rate on Commissionable Revenue (as defined in the master agreement)		68.75%		
Add	12/15/11	[REDACTED]	1		Remaining Years Commission Rate on Commissionable Revenue (as defined in the master agreement)		68%		

MASTER AGREEMENT NUMBER: 10 ITZ0119 DAS APPROVAL DATE:

VENDOR NAME: Securus Technologies, Inc.

SERVICE NAME: Inmate Telephone Service (Standard and Discounted Call Rates)

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit	Cost per Unit
Add	12/15/11		1		Standard Per Minute Call Rate (local, IntraLATA, InterLATA, Interstate)	min.	\$0.3245
Add	12/15/11		2		Discounted Per Minute Call Rate (local, IntraLATA, InterLATA, Interstate)	min.	\$0.2433
					Discounted International Per Minute Call Rates:		
Add	12/15/11		3		Afghanistan	min.	\$1.50
Add	12/15/11		4		Albania	min.	\$1.00
Add	12/15/11		5		Algeria	min.	\$1.50
Add	12/15/11		6		American Samoa	min.	\$1.00
Add	12/15/11		7		Andorra	min.	\$1.00
Add	12/15/11		8		Angola	min.	\$1.50
Add	12/15/11		9		Anguilla	min.	\$1.50
Add	12/15/11		10		Antarctica (Casey, Davis, Mawson and Macquarie Island)	min.	\$2.00
Add	12/15/11		11		Antarctica (Scott Base)	min.	\$2.00
Add	12/15/11		12		Antigua (Barbuda)	min.	\$1.00
Add	12/15/11		13		Argentina	min.	\$1.00
Add	12/15/11		14		Armenia	min.	\$1.00
Add	12/15/11		15		Aruba	min.	\$1.00
Add	12/15/11		16		Ascension Island	min.	\$2.00
Add	12/15/11		17		Australia (including Tasmania)	min.	\$1.00
Add	12/15/11		18		Austria	min.	\$1.00
Add	12/15/11		19		Azerbaijan	min.	\$1.50
Add	12/15/11		20		Bahamas	min.	\$1.50
Add	12/15/11		21		Bahrain	min.	\$1.50
Add	12/15/11		22		Bangladesh	min.	\$1.50
Add	12/15/11		23		Barbados	min.	\$1.50
Add	12/15/11		24		Belarus	min.	\$1.50
Add	12/15/11		25		Belgium	min.	\$1.00
Add	12/15/11		26		Belize	min.	\$1.50
Add	12/15/11		27		Benin	min.	\$1.50
Add	12/15/11		28		Bermuda	min.	\$1.50
Add	12/15/11		29		Bhutan	min.	\$1.50
Add	12/15/11		30		Bolivia	min.	\$1.00
Add	12/15/11		31		Bosnia-Herzegovina	min.	\$1.50
Add	12/15/11		32		Botswana	min.	\$1.50
Add	12/15/11		33		Brazil	min.	\$0.75
Add	12/15/11		34		British Virgin Islands	min.	\$1.50
Add	12/15/11		35		Brunei	min.	\$1.50
Add	12/15/11		36		Bulgaria	min.	\$1.50
Add	12/15/11		37		Burkina Faso	min.	\$1.50
Add	12/15/11		38		Burundi	min.	\$1.00
Add	12/15/11		39		Cambodia	min.	\$1.50
Add	12/15/11		40		Cameroon	min.	\$1.50
Add	12/15/11		41		Canada	min.	\$0.50
Add	12/15/11		42		Cape Verde Islands	min.	\$1.50
Add	12/15/11		43		Cayman Islands	min.	\$1.50

VENDOR NAME: Securus Technologies, Inc.

SERVICE NAME: Inmate Telephone Service (Standard and Discounted Call Rates)

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit	Cost per Unit
Add	12/15/11		44		Central African Republic	min.	\$1.50
Add	12/15/11		45		Chad	min.	\$1.50
Add	12/15/11		46		Chile	min.	\$1.00
Add	12/15/11		47		China	min.	\$1.00
Add	12/15/11		48		Christmas Island	min.	\$1.50
Add	12/15/11		49		Cocos Islands	min.	\$1.50
Add	12/15/11		50		Colombia	min.	\$0.75
Add	12/15/11		51		Comorros	min.	\$1.50
Add	12/15/11		52		Congo	min.	\$1.00
Add	12/15/11		53		Cook Islands	min.	\$1.50
Add	12/15/11		54		Costa Rica	min.	\$0.75
Add	12/15/11		55		Croatia	min.	\$1.00
Add	12/15/11		56		Cuba	min.	\$2.00
Add	12/15/11		57		Cyprus	min.	\$1.00
Add	12/15/11		58		Czech Republic	min.	\$1.50
Add	12/15/11		59		Denmark	min.	\$0.75
Add	12/15/11		60		Diego Garcia	min.	\$2.00
Add	12/15/11		61		Djibouti	min.	\$2.00
Add	12/15/11		62		Dominica	min.	\$1.50
Add	12/15/11		63		Dominican Republic	min.	\$1.00
Add	12/15/11		64		Easter Island	min.	\$2.00
Add	12/15/11		65		Ecuador	min.	\$1.50
Add	12/15/11		66		Egypt	min.	\$1.50
Add	12/15/11		67		El Salvador	min.	\$1.00
Add	12/15/11		68		Equatorial Guinea	min.	\$1.50
Add	12/15/11		69		Eritrea	min.	\$1.50
Add	12/15/11		70		Estonia	min.	\$1.50
Add	12/15/11		71		Ethiopia	min.	\$1.50
Add	12/15/11		72		Faeroe Islands	min.	\$1.50
Add	12/15/11		73		Falkland Islands	min.	\$2.00
Add	12/15/11		74		Fiji Islands	min.	\$2.00
Add	12/15/11		75		Finland	min.	\$0.75
Add	12/15/11		76		France	min.	\$0.75
Add	12/15/11		77		French Antilles (including Martinique, St. Barthelemy & St. Martin)	min.	\$1.00
Add	12/15/11		78		French Guiana	min.	\$1.00
Add	12/15/11		79		French Polynesia	min.	\$1.50
Add	12/15/11		80		Gabon	min.	\$1.50
Add	12/15/11		81		Gambia	min.	\$1.50
Add	12/15/11		82		Georgia	min.	\$1.50
Add	12/15/11		83		Germany	min.	\$0.75
Add	12/15/11		84		Ghana	min.	\$1.00
Add	12/15/11		85		Gibraltar	min.	\$1.50
Add	12/15/11		86		Greece	min.	\$1.00
Add	12/15/11		87		Greenland	min.	\$1.50
Add	12/15/11		88		Grenada (including Carriacou)	min.	\$1.50
Add	12/15/11		89		Guadeloupe	min.	\$1.50
Add	12/15/11		90		Guantanamo Bay	min.	\$2.00
Add	12/15/11		91		Guatemala	min.	\$1.50
Add	12/15/11		92		Guinea	min.	\$1.50

VENDOR NAME: Securus Technologies, Inc.

SERVICE NAME: Inmate Telephone Service (Standard and Discounted Call Rates)

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit		Cost per Unit
Add	12/15/11		93		Guinea Bissau	min.		\$2.00
Add	12/15/11		94		Guyana	min.		\$1.50
Add	12/15/11		95		Haiti	min.		\$1.50
Add	12/15/11		96		Honduras	min.		\$1.50
Add	12/15/11		97		Hong Kong	min.		\$0.75
Add	12/15/11		98		Hungary	min.		\$1.00
Add	12/15/11		99		Iceland	min.		\$1.00
Add	12/15/11		100		India	min.		\$1.00
Add	12/15/11		101		Indonesia	min.		\$1.50
Add	12/15/11		102		Iran	min.		\$1.50
Add	12/15/11		103		Iraq	min.		\$1.50
Add	12/15/11		104		Ireland	min.		\$0.75
Add	12/15/11		105		Israel	min.		\$1.00
Add	12/15/11		106		Italy	min.		\$0.75
Add	12/15/11		107		Ivory Coast	min.		\$1.50
Add	12/15/11		108		Jamaica	min.		\$1.50
Add	12/15/11		109		Japan	min.		\$0.75
Add	12/15/11		110		Jordan	min.		\$1.00
Add	12/15/11		111		Kazakhstan	min.		\$1.50
Add	12/15/11		112		Kenya	min.		\$1.50
Add	12/15/11		113		Kiribati	min.		\$2.00
Add	12/15/11		114		Korea, Democratic People's Republic of	min.		\$2.00
Add	12/15/11		115		Korea, Republic of	min.		\$0.75
Add	12/15/11		116		Kuwait	min.		\$1.50
Add	12/15/11		117		Kyrgyzstan	min.		\$1.50
Add	12/15/11		118		Laos	min.		\$1.50
Add	12/15/11		119		Latvia	min.		\$1.50
Add	12/15/11		120		Lebanon	min.		\$1.50
Add	12/15/11		121		Lesotho	min.		\$1.50
Add	12/15/11		122		Liberia	min.		\$1.50
Add	12/15/11		123		Libya	min.		\$2.00
Add	12/15/11		124		Liechtenstein	min.		\$1.00
Add	12/15/11		125		Lithuania	min.		\$1.50
Add	12/15/11		126		Luxembourg	min.		\$1.00
Add	12/15/11		127		Macao	min.		\$1.00
Add	12/15/11		128		Macedonia	min.		\$1.50
Add	12/15/11		129		Madagascar	min.		\$2.00
Add	12/15/11		130		Malawi	min.		\$1.50
Add	12/15/11		131		Malaysia	min.		\$1.00
Add	12/15/11		132		Maldives	min.		\$1.50
Add	12/15/11		133		Mali	min.		\$1.50
Add	12/15/11		134		Malta	min.		\$1.50
Add	12/15/11		135		Marshall Islands	min.		\$1.50
Add	12/15/11		136		Mauritania	min.		\$2.00
Add	12/15/11		137		Mauritius	min.		\$2.00
Add	12/15/11		138		Mayotte Island	min.		\$2.00
Add	12/15/11		139		Mexico	min.		\$0.75
Add	12/15/11		140		Micronesia	min.		\$1.50
Add	12/15/11		141		Moldova	min.		\$1.50
Add	12/15/11		142		Monaco	min.		\$1.00

VENDOR NAME: Securus Technologies, Inc.

SERVICE NAME: Inmate Telephone Service (Standard and Discounted Call Rates)

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit	Cost per Unit
Add	12/15/11		143		Mongolia	min.	\$1.50
Add	12/15/11		144		Montserrat	min.	\$1.50
Add	12/15/11		145		Morocco	min.	\$1.50
Add	12/15/11		146		Mozambique	min.	\$1.50
Add	12/15/11		147		Mynamar	min.	\$1.50
Add	12/15/11		148		Namibia	min.	\$1.50
Add	12/15/11		149		Nauru	min.	\$3.00
Add	12/15/11		150		Nepal	min.	\$1.50
Add	12/15/11		151		Netherlands	min.	\$0.75
Add	12/15/11		152		Netherlands Antilles	min.	\$1.00
Add	12/15/11		153		Nevis	min.	\$1.50
Add	12/15/11		154		New Caledonia	min.	\$2.00
Add	12/15/11		155		New Zealand	min.	\$0.75
Add	12/15/11		156		Nicaragua	min.	\$1.00
Add	12/15/11		157		Niger	min.	\$1.50
Add	12/15/11		158		Nigeria	min.	\$1.50
Add	12/15/11		159		Niue Island	min.	\$3.00
Add	12/15/11		160		Norfolk Island	min.	\$3.00
Add	12/15/11		161		Norway	min.	\$0.75
Add	12/15/11		162		Oman	min.	\$1.50
Add	12/15/11		163		Pakistan	min.	\$1.50
Add	12/15/11		164		Palau	min.	\$2.00
Add	12/15/11		165		Panama	min.	\$0.75
Add	12/15/11		166		Papua New Guinea	min.	\$2.00
Add	12/15/11		167		Paraguay	min.	\$1.00
Add	12/15/11		168		Peru	min.	\$1.00
Add	12/15/11		169		Philippines	min.	\$1.00
Add	12/15/11		170		Poland	min.	\$1.00
Add	12/15/11		171		Portugal (including Azores & Madeira Islands)	min.	\$0.75
Add	12/15/11		172		Qatar	min.	\$1.50
Add	12/15/11		173		Reunion Island	min.	\$2.00
Add	12/15/11		174		Romania	min.	\$1.50
Add	12/15/11		175		Russia	min.	\$1.00
Add	12/15/11		176		Rwanda	min.	\$1.50
Add	12/15/11		177		San Marino	min.	\$1.00
Add	12/15/11		178		Sao Tome	min.	\$3.00
Add	12/15/11		179		Saudi Arabia	min.	\$1.50
Add	12/15/11		180		Senegal	min.	\$2.00
Add	12/15/11		181		Seychelles Islands	min.	\$2.00
Add	12/15/11		182		Sierra Leone	min.	\$2.00
Add	12/15/11		183		Singapore	min.	\$0.75
Add	12/15/11		184		Slovakia	min.	\$1.00
Add	12/15/11		185		Slovenia	min.	\$1.00
Add	12/15/11		186		Solomon Islands	min.	\$3.00
Add	12/15/11		187		Somalia	min.	\$1.50
Add	12/15/11		188		South Africa	min.	\$1.00
Add	12/15/11		189		Spain (including Balearic Islands, Canary Islands, Ceuta, & Melilla)	min.	\$0.75
Add	12/15/11		190		Sri Lanka	min.	\$1.50

VENDOR NAME: Securus Technologies, Inc.

SERVICE NAME: Inmate Telephone Service (Standard and Discounted Call Rates)

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit		Cost per Unit
Add	12/15/11		191		St Helena	min.		\$3.00
Add	12/15/11		192		St Kitts	min.		\$1.50
Add	12/15/11		193		St Lucia	min.		\$1.50
Add	12/15/11		194		St Pierre/Miquelon	min.		\$1.50
Add	12/15/11		195		St Vincent/Grenadines	min.		\$1.50
Add	12/15/11		196		Sudan	min.		\$1.50
Add	12/15/11		197		Suriname	min.		\$1.50
Add	12/15/11		198		Swaziland	min.		\$1.50
Add	12/15/11		199		Sweden	min.		\$0.75
Add	12/15/11		200		Switzerland	min.		\$0.75
Add	12/15/11		201		Syria	min.		\$1.50
Add	12/15/11		202		Taiwan	min.		\$0.75
Add	12/15/11		203		Tajikistan	min.		\$1.50
Add	12/15/11		204		Tanzania	min.		\$2.00
Add	12/15/11		205		Thailand	min.		\$1.00
Add	12/15/11		206		Togo	min.		\$2.00
Add	12/15/11		207		Tonga	min.		\$2.00
Add	12/15/11		208		Trinidad/Tobago	min.		\$2.00
Add	12/15/11		209		Tunisia	min.		\$2.00
Add	12/15/11		210		Turkey	min.		\$1.00
Add	12/15/11		211		Turkmenistan	min.		\$1.50
Add	12/15/11		212		Turks and Caicos Islands	min.		\$1.50
Add	12/15/11		213		Tuvalu	min.		\$2.00
Add	12/15/11		214		Uganda	min.		\$1.50
Add	12/15/11		215		Ukraine	min.		\$1.50
Add	12/15/11		216		United Arab Emirates	min.		\$1.50
Add	12/15/11		217		United Kingdom	min.		\$0.75
Add	12/15/11		218		Uruguay	min.		\$1.00
Add	12/15/11		219		Uzbekistan	min.		\$1.50
Add	12/15/11		220		Vanuatu	min.		\$3.00
Add	12/15/11		221		Vatican City	min.		\$0.75
Add	12/15/11		222		Venezuela	min.		\$0.75
Add	12/15/11		223		Vietnam	min.		\$1.50
Add	12/15/11		224		Wallis & Futuna	min.		\$3.00
Add	12/15/11		225		Western Samoa	min.		\$2.00
Add	12/15/11		226		Yemen, Republic of	min.		\$1.50
Add	12/15/11		227		Yugoslavia	min.		\$1.50
Add	12/15/11		228		Zaire	min.		\$1.50
Add	12/15/11		229		Zambia	min.		\$1.50
Add	12/15/11		230		Zimbabwe	min.		\$1.50

Exhibit 4 – Product Schedule (PS)

MASTER AGREEMENT NUMBER: 10ITZ0119						DAS APPROVAL DATE		
VENDOR NAME: Securus Technologies, Inc.						[REDACTED]		
SERVICE NAME: Inmate Telephone Service (Alternate - Standard and Discounted Call Rates)								
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit		Cost per Unit
Add	12/15/11		1		Standard Per Minute Call Rate (local, IntraLATA, InterLATA, Interstate)	min.		\$0.0753
Add	12/15/11		2		Discounted Per Minute Call Rate (local, IntraLATA, InterLATA, Interstate)	min.		\$0.0564
					Discounted International Per Minute Call Rates:			
Add	12/15/11		3		Afghanistan	min.		\$1.00
Add	12/15/11		4		Albania	min.		\$0.50
Add	12/15/11		5		Algeria	min.		\$0.75
Add	12/15/11		6		American Samoa	min.		\$0.50
Add	12/15/11		7		Andorra	min.		\$0.50
Add	12/15/11		8		Angola	min.		\$0.75
Add	12/15/11		9		Anguilla	min.		\$0.75
Add	12/15/11		10		Antarctica (Casey, Davis, Mawson and Macquarie Island)	min.		\$1.00
Add	12/15/11		11		Antarctica (Scott Base)	min.		\$1.00
Add	12/15/11		12		Antigua (Barbuda)	min.		\$0.50
Add	12/15/11		13		Argentina	min.		\$0.50
Add	12/15/11		14		Armenia	min.		\$0.50
Add	12/15/11		15		Aruba	min.		\$0.50
Add	12/15/11		16		Ascension Island	min.		\$1.00
Add	12/15/11		17		Australia (including Tasmania)	min.		\$0.50
Add	12/15/11		18		Austria	min.		\$0.50
Add	12/15/11		19		Azerbaijan	min.		\$0.75
Add	12/15/11		20		Bahamas	min.		\$0.75
Add	12/15/11		21		Bahrain	min.		\$0.75
Add	12/15/11		22		Bangladesh	min.		\$0.75
Add	12/15/11		23		Barbados	min.		\$0.75
Add	12/15/11		24		Belarus	min.		\$0.75
Add	12/15/11		25		Belgium	min.		\$0.50
Add	12/15/11		26		Belize	min.		\$0.75
Add	12/15/11		27		Benin	min.		\$0.75
Add	12/15/11		28		Bermuda	min.		\$0.75
Add	12/15/11		29		Bhutan	min.		\$0.75
Add	12/15/11		30		Bolivia	min.		\$0.50
Add	12/15/11		31		Bosnia-Herzegovina	min.		\$0.75
Add	12/15/11		32		Botswana	min.		\$0.75
Add	12/15/11		33		Brazil	min.		\$0.50
Add	12/15/11		34		British Virgin Islands	min.		\$0.75
Add	12/15/11		35		Brunei	min.		\$0.75
Add	12/15/11		36		Bulgaria	min.		\$0.75
Add	12/15/11		37		Burkina Faso	min.		\$0.75
Add	12/15/11		38		Burundi	min.		\$0.50
Add	12/15/11		39		Cambodia	min.		\$0.75
Add	12/15/11		40		Cameroon	min.		\$0.75
Add	12/15/11		41		Canada	min.		\$0.25
Add	12/15/11		42		Cape Verde Islands	min.		\$0.75
Add	12/15/11		43		Cayman Islands	min.		\$0.75

Exhibit 4 – Product Schedule (PS)

VENDOR NAME: Securus Technologies, Inc.									
SERVICE NAME: Inmate Telephone Service (Alternate - Standard and Discounted Call Rates)									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit			Cost per Unit
Add	12/15/11		44		Central African Republic	min.			\$0.75
Add	12/15/11		45		Chad	min.			\$0.75
Add	12/15/11		46		Chile	min.			\$0.50
Add	12/15/11		47		China	min.			\$0.50
Add	12/15/11		48		Christmas Island	min.			\$0.75
Add	12/15/11		49		Cocos Islands	min.			\$0.75
Add	12/15/11		50		Colombia	min.			\$0.50
Add	12/15/11		51		Comoros	min.			\$0.75
Add	12/15/11		52		Congo	min.			\$0.50
Add	12/15/11		53		Cook Islands	min.			\$0.75
Add	12/15/11		54		Costa Rica	min.			\$0.50
Add	12/15/11		55		Croatia	min.			\$0.50
Add	12/15/11		56		Cuba	min.			\$1.00
Add	12/15/11		57		Cyprus	min.			\$0.50
Add	12/15/11		58		Czech Republic	min.			\$0.75
Add	12/15/11		59		Denmark	min.			\$0.50
Add	12/15/11		60		Diego Garcia	min.			\$1.00
Add	12/15/11		61		Djibouti	min.			\$1.00
Add	12/15/11		62		Dominica	min.			\$0.75
Add	12/15/11		63		Dominican Republic	min.			\$0.50
Add	12/15/11		64		Easter Island	min.			\$1.00
Add	12/15/11		65		Ecuador	min.			\$0.75
Add	12/15/11		66		Egypt	min.			\$0.75
Add	12/15/11		67		El Salvador	min.			\$0.75
Add	12/15/11		68		Equatorial Guinea	min.			\$0.75
Add	12/15/11		69		Eritrea	min.			\$0.75
Add	12/15/11		70		Estonia	min.			\$0.75
Add	12/15/11		71		Ethiopia	min.			\$0.75
Add	12/15/11		72		Faeroe Islands	min.			\$0.75
Add	12/15/11		73		Falkland Islands	min.			\$1.00
Add	12/15/11		74		Fiji Islands	min.			\$1.00
Add	12/15/11		75		Finland	min.			\$0.50
Add	12/15/11		76		France	min.			\$0.50
Add	12/15/11		77		French Antilles (including Martinique, St. Barthelemy & St. Martin)	min.			\$0.50
Add	12/15/11		78		French Guiana	min.			\$0.50
Add	12/15/11		79		French Polynesia	min.			\$0.50
Add	12/15/11		80		Gabon	min.			\$0.75
Add	12/15/11		81		Gambia	min.			\$0.75
Add	12/15/11		82		Georgia	min.			\$0.75
Add	12/15/11		83		Germany	min.			\$0.50
Add	12/15/11		84		Ghana	min.			\$0.50
Add	12/15/11		85		Gibraltar	min.			\$0.75
Add	12/15/11		86		Greece	min.			\$0.50
Add	12/15/11		87		Greenland	min.			\$0.75
Add	12/15/11		88		Grenada (including Carriacou)	min.			\$0.75
Add	12/15/11		89		Guadeloupe	min.			\$0.75
Add	12/15/11		90		Guantanamo Bay	min.			\$1.00
Add	12/15/11		91		Guatemala	min.			\$0.75
Add	12/15/11		92		Guinea	min.			\$0.75

Exhibit 4 - Product Schedule (PS)

VENDOR NAME: Securus Technologies, Inc.

SERVICE NAME: Inmate Telephone Service (Alternate - Standard and Discounted Call Rates)

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit	Cost per Unit
Add	12/15/11		93		Guinea Bissau	min.	\$1.00
Add	12/15/11		94		Guyana	min.	\$0.75
Add	12/15/11		95		Haiti	min.	\$0.75
Add	12/15/11		96		Honduras	min.	\$0.75
Add	12/15/11		97		Hong Kong	min.	\$0.50
Add	12/15/11		98		Hungary	min.	\$0.50
Add	12/15/11		99		Iceland	min.	\$0.50
Add	12/15/11		100		India	min.	\$0.50
Add	12/15/11		101		Indonesia	min.	\$0.75
Add	12/15/11		102		Iran	min.	\$0.75
Add	12/15/11		103		Iraq	min.	\$0.75
Add	12/15/11		104		Ireland	min.	\$0.50
Add	12/15/11		105		Israel	min.	\$0.50
Add	12/15/11		106		Italy	min.	\$0.50
Add	12/15/11		107		Ivory Coast	min.	\$0.75
Add	12/15/11		108		Jamaica	min.	\$0.75
Add	12/15/11		109		Japan	min.	\$0.50
Add	12/15/11		110		Jordan	min.	\$0.75
Add	12/15/11		111		Kazakhstan	min.	\$0.75
Add	12/15/11		112		Kenya	min.	\$0.75
Add	12/15/11		113		Kiribati	min.	\$1.00
Add	12/15/11		114		Korea, Democratic People's Republic of	min.	\$1.00
Add	12/15/11		115		Korea, Republic of	min.	\$0.50
Add	12/15/11		116		Kuwait	min.	\$0.75
Add	12/15/11		117		Kyrgyzstan	min.	\$0.75
Add	12/15/11		118		Laos	min.	\$0.75
Add	12/15/11		119		Latvia	min.	\$0.75
Add	12/15/11		120		Lebanon	min.	\$0.75
Add	12/15/11		121		Lesotho	min.	\$0.75
Add	12/15/11		122		Liberia	min.	\$0.75
Add	12/15/11		123		Libya	min.	\$0.75
Add	12/15/11		124		Liechtenstein	min.	\$0.50
Add	12/15/11		125		Lithuania	min.	\$0.50
Add	12/15/11		126		Luxembourg	min.	\$0.50
Add	12/15/11		127		Macao	min.	\$0.50
Add	12/15/11		128		Macedonia	min.	\$0.75
Add	12/15/11		129		Madagascar	min.	\$0.75
Add	12/15/11		130		Malawi	min.	\$0.75
Add	12/15/11		131		Malaysia	min.	\$0.50
Add	12/15/11		132		Maldives	min.	\$0.75
Add	12/15/11		133		Mali	min.	\$0.75
Add	12/15/11		134		Malta	min.	\$0.75
Add	12/15/11		135		Marshall Islands	min.	\$0.75
Add	12/15/11		136		Mauritania	min.	\$1.00
Add	12/15/11		137		Mauritius	min.	\$1.00
Add	12/15/11		138		Mayotte Island	min.	\$1.00
Add	12/15/11		139		Mexico	min.	\$0.50
Add	12/15/11		140		Micronesia	min.	\$0.75
Add	12/15/11		141		Moldova	min.	\$0.75
Add	12/15/11		142		Monaco	min.	\$0.50

Exhibit 4 – Product Schedule (PS)

VENDOR NAME: Securus Technologies, Inc.

DDP# 75272011

SERVICE NAME: Inmate Telephone Service (Alternate - Standard and Discounted Call Rates)

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit		Cost per Unit
Add	12/15/11		143		Mongolia	min.		\$0.75
Add	12/15/11		144		Montserrat	min.		\$0.75
Add	12/15/11		145		Morocco	min.		\$0.75
Add	12/15/11		146		Mozambique	min.		\$0.75
Add	12/15/11		147		Mynamar	min.		\$0.75
Add	12/15/11		148		Namibia	min.		\$0.75
Add	12/15/11		149		Nauru	min.		\$1.50
Add	12/15/11		150		Nepal	min.		\$0.75
Add	12/15/11		151		Netherlands	min.		\$0.50
Add	12/15/11		152		Netherlands Antilles	min.		\$0.50
Add	12/15/11		153		Nevis	min.		\$0.75
Add	12/15/11		154		New Caledonia	min.		\$1.00
Add	12/15/11		155		New Zealand	min.		\$0.50
Add	12/15/11		156		Nicaragua	min.		\$0.75
Add	12/15/11		157		Niger	min.		\$0.50
Add	12/15/11		158		Nigeria	min.		\$0.75
Add	12/15/11		159		Niue Island	min.		\$1.50
Add	12/15/11		160		Norfolk Island	min.		\$1.50
Add	12/15/11		161		Norway	min.		\$0.50
Add	12/15/11		162		Oman	min.		\$0.75
Add	12/15/11		163		Pakistan	min.		\$0.75
Add	12/15/11		164		Palau	min.		\$1.00
Add	12/15/11		165		Panama	min.		\$0.50
Add	12/15/11		166		Papua New Guinea	min.		\$1.00
Add	12/15/11		167		Paraguay	min.		\$0.50
Add	12/15/11		168		Peru	min.		\$0.50
Add	12/15/11		169		Philippines	min.		\$0.50
Add	12/15/11		170		Poland	min.		\$0.50
Add	12/15/11		171		Portugal (including Azores & Madeira Islands)	min.		\$0.50
Add	12/15/11		172		Qatar	min.		\$0.75
Add	12/15/11		173		Reunion Island	min.		\$1.00
Add	12/15/11		174		Romania	min.		\$0.75
Add	12/15/11		175		Russia	min.		\$0.50
Add	12/15/11		176		Rwanda	min.		\$0.75
Add	12/15/11		177		San Marino	min.		\$0.50
Add	12/15/11		178		Sao Tome	min.		\$1.50
Add	12/15/11		179		Saudi Arabia	min.		\$0.75
Add	12/15/11		180		Senegal	min.		\$1.00
Add	12/15/11		181		Seychelles Islands	min.		\$1.00
Add	12/15/11		182		Sierra Leone	min.		\$1.00
Add	12/15/11		183		Singapore	min.		\$0.50
Add	12/15/11		184		Slovakia	min.		\$0.50
Add	12/15/11		185		Slovenia	min.		\$0.50
Add	12/15/11		186		Solomon Islands	min.		\$1.50
Add	12/15/11		187		Somalia	min.		\$0.75
Add	12/15/11		188		South Africa	min.		\$0.50
Add	12/15/11		189		Spain (including Balearic Islands, Canary Islands, Ceuta, & Melilla)	min.		\$0.50
Add	12/15/11		190		Sri Lanka	min.		\$0.75

Exhibit 4 – Product Schedule (PS)

VENDOR NAME: Securus Technologies, Inc.

VENDOR ID: [REDACTED]

SERVICE NAME: Inmate Telephone Service (Alternate - Standard and Discounted Call Rates)

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit		Cost per Unit
Add	12/15/11		191		St Helena	min.		\$1.50
Add	12/15/11		192		St Kitts	min.		\$0.75
Add	12/15/11		193		St Lucia	min.		\$0.75
Add	12/15/11		194		St Pierre/Miquelon	min.		\$0.50
Add	12/15/11		195		St Vincent/Grenadines	min.		\$0.75
Add	12/15/11		196		Sudan	min.		\$0.75
Add	12/15/11		197		Suriname	min.		\$0.75
Add	12/15/11		198		Swaziland	min.		\$0.75
Add	12/15/11		199		Sweden	min.		\$0.50
Add	12/15/11		200		Switzerland	min.		\$0.50
Add	12/15/11		201		Syria	min.		\$0.75
Add	12/15/11		202		Taiwan	min.		\$0.50
Add	12/15/11		203		Tajikistan	min.		\$0.75
Add	12/15/11		204		Tanzania	min.		\$0.75
Add	12/15/11		205		Thailand	min.		\$0.50
Add	12/15/11		206		Togo	min.		\$1.00
Add	12/15/11		207		Tonga	min.		\$1.00
Add	12/15/11		208		Trinidad/Tobago	min.		\$1.00
Add	12/15/11		209		Tunisia	min.		\$1.00
Add	12/15/11		210		Turkey	min.		\$0.50
Add	12/15/11		211		Turkmenistan	min.		\$0.75
Add	12/15/11		212		Turks and Caicos Islands	min.		\$0.75
Add	12/15/11		213		Tuvalu	min.		\$1.00
Add	12/15/11		214		Uganda	min.		\$0.75
Add	12/15/11		215		Ukraine	min.		\$0.75
Add	12/15/11		216		United Arab Emirates	min.		\$0.75
Add	12/15/11		217		United Kingdom	min.		\$0.50
Add	12/15/11		218		Uruguay	min.		\$0.50
Add	12/15/11		219		Uzbekistan	min.		\$0.75
Add	12/15/11		220		Vanuatu	min.		\$1.50
Add	12/15/11		221		Vatican City	min.		\$0.50
Add	12/15/11		222		Venezuela	min.		\$0.50
Add	12/15/11		223		Vietnam	min.		\$0.75
Add	12/15/11		224		Wallis & Futuna	min.		\$1.50
Add	12/15/11		225		Western Samoa	min.		\$1.00
Add	12/15/11		226		Yemen, Republic of	min.		\$0.75
Add	12/15/11		227		Yugoslavia	min.		\$0.75
Add	12/15/11		228		Zaire	min.		\$0.75
Add	12/15/11		229		Zambia	min.		\$0.75
Add	12/15/11		230		Zimbabwe	min.		\$0.75

EXHIBIT 5

SERVICE LEVEL AGREEMENT

SECTION 1: REPAIR PRIORITY LEVELS AND PERFORMANCE REQUIREMENTS

The Contractor shall adhere to the following service levels:

Priority Level	Characteristics	Performance Requirement
1 (P1)	Loss of critical functionality as determined by DOC	Immediate response / 2 hour resolution See Notification Procedure below.
	Complete system failure	
	Complete loss of recording functions at a DOC site	
	Complete loss of call monitoring capabilities at a DOC site	
	Complete loss of administrative or investigative access or function at a DOC site	
2 (P2)	Loss of significant functionality as determined by DOC	1 hour response/ 8 hour resolution See Notification Procedure below.
	Loss of call monitoring capabilities at a DOC site (other than a complete loss)	
	Data back-up failure	
	When 50% or less of inmate telephones are not working in a specific area / housing unit	
3 (P3)	Loss of non-significant functionality as determined by DOC	2 hour response/ 24 hour resolution See Notification Procedure below.
	Software fixes not critical to operations	
	Loss of trouble ticket system	

Notification Procedure:

- a. If Contractor becomes aware of the occurrence of any of the above failures, Contractor shall notify DOC of the occurrence and nature of the failure through the email distribution provided to Contractor by DOC Director of Security. If a field technician is required, Contractor's Dispatch or Field Technician shall contact the affected facility's supervisor or designated contact with an estimated time of arrival. Notification of resolution of the failure and how resolved shall be provided to DOC through the email distribution. Response and resolution times shall be pursuant to the table above.
- b. If DOC becomes aware of the occurrence of the any of the above failures, and has not received notification from Contractor, DOC shall notify Contractor of the occurrence and nature of the failure by calling the toll free telephone number

provided by Contractor. Said telephone line shall be manned 24 hours a day by live personnel. If a field technician is required, Contractor's Dispatch or Field Technician shall contact the affected facility's supervisor or designated contact with an estimated time of arrival. Notification of resolution of the failure shall be provided by Contractor directly to the DOC individual who reported the failure and by email distribution provided to Contractor by DOC Director of Security. The email notification shall state how the failure was resolved. Response and resolution times shall be pursuant to the table above.

SECTION 2: ESCALATION PROCEDURE

The Contractor and the State shall adhere to the following escalation procedure:

Service Priority Level	Service Priority Description	Escalation Initiated	Escalations
P1	<p>A P1 is the highest service level which is defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access inmate telephone service, all phones down.</p>	<p>Failure of Contractor to respond immediately and/or failure of Contractor to resolve failure(s) within 2 hours (or other time as consented to by DOC Director of Security)</p>	<p>The following departments and/or personnel of the Contractor shall be available to assist DOC Director of Security, or his/her designee:</p> <ul style="list-style-type: none"> • Technical Support Department • Technical Support Manager • Technical Support Director <p>Contractor shall provide DOC Director of Security with email addresses and direct telephone numbers for the above.</p>
P2	<p>A P2 is defined as 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items such as work station, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.</p>	<p>Failure of Contractor to respond within 1 hour and/or failure of Contractor to resolve failure(s) within 8 hours (or other time as consented to by DOC Director of Security)</p>	<p>The following departments and/or personnel of the Contractor shall be available to assist DOC Director of Security, or his/her designee:</p> <ul style="list-style-type: none"> • Technical Support Department • Technical Support Manager • Technical Support Director <p>Contractor shall provide DOC Director of Security with email addresses and direct telephone numbers for the above.</p>

Exhibit 5 – Service Level Agreement (SLA)

<p>P3</p>	<p>A P3 assignment is defined as less the 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cut off switches not working, and inability to generate reports.</p>	<p>Failure of Contractor to respond within 2 hours and/or failure of Contractor to resolve failure(s) within 24 hours (or other time as consented to by DOC Director of Security)</p>	<p>The following departments and/or personnel of the Contractor shall be available to assist DOC Director of Security, or his/her designee:</p> <ul style="list-style-type: none">• Technical Support Department• Technical Support Manager• Technical Support Director• Regional Field Manager• Executive Director of Service <p>Contractor shall provide DOC Director of Security with email addresses and direct telephone numbers for the above. VP Service & Operations</p>
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