

STATEMENT OF WORK

A. OBJECTIVES

This Statement of Work ("Agreement") outlines the paging device, tracking system, training, and technical assistance to be provided by the potential Contractor to the California Department of Corrections and Rehabilitation's (CDCR's), Division of Adult Institutions (DAI).

To be considered for this Request for Quote (RFQ), the potential Contractor must agree to the terms and conditions stated in this RFQ. Potential Contractors who submit their terms and conditions will be disqualified.

The CDCR considers the terms "shall," "will," and "must" mandatory. The terms "may" or "can" are optional and at the discretion of the CDCR.

B. BACKGROUND

The CDCR aims to ensure that effective communication is made with incarcerated persons who are Deaf and Hard of Hearing (D/HoH) regarding Public Address (PA) announcements and reporting instructions, including those relating to visiting, yard release and recall, count, lock-up, unlock, and more. Currently, CDCR relies on staff to personally deliver notifications, which can cause delays, inconsistencies, and human errors.

A paging device is a small, wireless communication device used to receive short messages or alerts.

C. PERIOD OF PERFORMANCE

This Agreement shall be effective on July 1, 2026, or upon the date the Purchase Order is signed by the authorizing Procurement Official.

If it is determined to be in the best interest of the CDCR, the resulting Agreement may be amended to lengthen the term up to 1- additional year, and/or increase the funding consistent with the original Scope of Services and Terms and Conditions, and at the rates as listed in the Cost Worksheet. The total value of the Amendment shall not exceed ten (10) percent of the initial contract value.

D. SCOPE OF SERVICES

The Contractor shall provide paging device, tracking system, training, and technical assistance to the CDCR. The Contractor must meet the minimum requirements for paging device and fulfill the services needs outlined below. Failure to meet these

requirements may result in a bid response to being rejected and deemed non-responsive.

1. Minimum Requirements for Paging Devices

- i. Network Type: Closed, proprietary radio frequency (RF)
- ii. Range: 1 mile
- iii. Wireless Connectivity: No internet or cellular connectivity allowed.
- iv. Security Features:
 1. Tamper-resistant.
 - a. Goal of tamper-resistance is to prevent incarcerated individuals from breaking the parts to make a conceal contraband, fashioning makeshift weapons, attempting self-harm, or defeating paging system.
 2. Tamper-evident
 3. Sealed battery so battery cannot be removed.
 4. Administrative menus are not accessible to the incarcerated population on the watch.
- v. Hardware Specifications:
 1. Wristwatch format.
 2. Rubber watchband.
 3. Rechargeable battery with individual charging stations.
 4. Device Charger.
 5. Water resistant (IPX3/4 and 5 ATM).
- vi. Alert Types:
 1. Strong vibration alerts.
 2. Visual alerts on screen.
- vii. Message types:
 1. Real-time.
 2. Alphanumeric messages.
 3. Pre-set and full text.
- viii. Recipient Options:
 1. Individual
 2. Group
- ix. One year manufacturer's warranty
 1. Warranty period is per device.
 2. Warranty period for a device will restart if defects are found or when a device is replaced.

2. Desirable Qualifications

- i. Neon Colored wristbands
- ii. Ability to locate the paging device with a ringer or alternative solution should it go missing.

3. Tracking System:

- i. Ability to audit/confirm all messages sent within a specified time frame

- ii. Ability to maintain the history of pages sent to each registered person for audit purposes
- iii. Ability to export the reports to printable or readable documents (i.e. XLSX, PDF)

4. Training

- i. Physical training materials for staff and incarcerated persons
 - 1. Quick guides
 - 2. Detailed instruction manual
 - 3. Available in multiple accessible formats (i.e., print and ASL)
- ii. On-site training to staff and incarcerated population
 - 1. Contractor staff will require gate clearance prior to training date
 - 2. Up to 4 training sessions to occur.
 - 3. Training will occur at Substance Abuse Treatment Facility at Corcoran State Prison in Corcoran, California.
- iii. Training Schedule
 - 1. In coordination with CDCR Program Manager and Vendor, training to occur at time deployment of paging device at each institution, to ensure hands on training with the device.
 - 2. CDCR and Vendor will meet after delivery of all pagers to coordinate the training sessions.

5. Technical Assistance

- i. Help Desk available 24/7 via phone or email. Response to be received within 24 hours.
- ii. Remote technical assistance is available prior to sending device in for repairs.
- iii. Accelerated repair/replacement turnaround (2-3 business days not to include mail delivery/return). Vendor responsible for all shipping costs.

E. CONTRACTOR ROLES AND RESPONSIBILITIES

The Contractor shall perform and/or provide the following:

- 1. Provide all devices/ machines within 45 days after receipt of Purchase Order.
- 2. Provide pager system consistent with the minimum requirements listed in Section D.
- 3. Provide experienced Contractor Staff with the skill and knowledge appropriate to facilitate on-site, hands on training to staff and the incarcerated population.
- 4. Ensure Contractor Staff possess the following to ensure the ability to provide consistent technical assistance for the pager devices:
 - i. Telephone and email capability

5. Provide any applicable software compatible with CDCR-network to support the pager system.
6. Contractor Staff engaging in services to the CDCR as related to this SOW and the resulting contract are required to exercise security precautions for any confidential CDCR information with which they may come in contact.

F. CDCR ROLES AND RESPONSIBILITIES

The CDCR shall perform and/or provide the following:

1. The CDCR will help resolve and escalate contract/project issues within the CDCR organization, as necessary.
2. The CDCR Program Manager will coordinate the scheduling of deployment and training before the Contractor Staff can commence work.
3. The CDCR Program Manager, or a selected representative, will review and approve all work products.
4. The CDCR will provide staff availability for all meetings.

G. AGREEMENT COMPLETION CRITERIA

The CDCR Program Manager, or selected representative, will perform status monitoring and acceptance of detailed activities and tasks as outlined in Section D, Training.

H. AGREEMENT CONDITIONS

1. Any Contractor or sub-contractor working remotely must work from a remote location within the United States. Remote work locations outside of the United States are prohibited
2. The CDCR' normal business hours are 8 A.M. to 5 P.M., Monday through Friday, except for State Holidays. Maintenance that may disrupt connectivity must occur during non-business hours. It is expected that the Contractor will be available during implementations that are scheduled within these windows.
3. The CDCR and the Contractor staff are mutually obligated to keep open and regular channels of communication to ensure the successful execution of this contract. Both parties are responsible for communicating any potential problem or issue to the CDCR Program Manager and the Contractor staff, respectively, within forty-eight (48) hours of becoming aware of said problem.

I. TRAVEL

No travel pay will be allowed under this Agreement.

J. CONTACT LIST

CDCR PROGRAM MANAGER

Name/Title: Lourdes White, Associate Warden

Department/Unit: Division of Adult Institutions

Address: 9272 Laguna Springs Dr, Elk Grove, 95758

Phone: (916) 835-5679

Email: Lourdes.White@cdcr.ca.gov

VENDOR CONTRACTOR

Name/Title: TBD

Department/Unit:

Address:

Phone:

Email: