

PERFORMANCE REQUIREMENTS SUMMARY

| SPECIFIC PERFORMANCE REFERENCE | SERVICE STANDARDS | MONITORING METHOD | LIQUIDATED DAMAGES OR DEDUCTIONS/FEEES TO BE ASSESSED |
|--|--|---|---|
| <p>SOW: 3.1 – Develop a Project Control Document</p> | <p>Within thirty (30) calendar days of the effective date of the Agreement, the Contractor shall create, and deliver to County, Project Control Documents (PCD), one for the Sheriff's Department and one for the Probation Department, consistent with this Statement of Work. The contents of each PCD shall include the relevant elements of the following: 1. Introduction; 2. Executive Summary; 3. Project Mission & Objectives; 4. Project Scope; 5. Work Breakdown Structure; 6. Master Project Schedule; 7. Change Control Plan; 8. Project Team; 9. Risk Assessment & Management.</p> | <p>Inspection of the Project Control Document</p> | <p>\$ 100.00 per day for reports received late, unless prior approval for late delivery by Contractor has been granted by the concerned County Project Director.</p> |
| <p>SOW/3.5.3 – Response to System Problems, Outages and Other Deficiencies</p> | <p>Reporting of all System problems, outages and other Deficiencies shall be handled through Contractor's Technical Support Center, which shall be accessible online, toll-free telephone and fax numbers, and email. Contractor shall provide for 24 hours per day, 7 day per week on-call technical support staff to support the County and the Contractor's on-site technical staff in resolving System problems, outages and other Deficiencies. County will assign one of the following "Severity Levels" to each County service request submitted to Contractor's Technical Support Center: Contractor must respond to and resolve System problems, outages and other Deficiencies in accordance with the following timeframes, following the determination and/or notification of the problem, outage</p> | <p>Inspection of the monthly reports on system problems, outages and deficiencies</p> | <p>\$ 50.00 per hour for late response time past the specified Response Time for commencement of service, unless prior approval for the late service commencement by Contractor has been granted by the concerned County Project Director; and \$50.00 per hour for incompleteness of service and deficiency resolution past the specified Turnaround Time (TAT), unless prior approval for late completion by Contractor has been granted by the</p> |

| SPECIFIC PERFORMANCE REFERENCE | SERVICE STANDARDS | MONITORING METHOD | LIQUIDATED DAMAGES OR DEDUCTIONS/FEEES TO BE ASSESSED |
|--|---|--|---|
| SOW: 3.5.6.8 – Quality Assurance Inspections | The Contractor shall be required to schedule and conduct monthly quality assurance inspections to ensure that Inmate telephones at each of the Sheriff's Department Custody and Detention Facilities and each Probation Department Detention and Camp Facilities are maintained in good working order. These monthly inspections shall be documented in the Monthly Maintenance Reports. (See Attachment 5, Monthly Maintenance Report). | Inspection of monthly maintenance reports | \$ 300.00 for each failure to conduct monthly inspections unless prior approval for non-compliance by Contractor has been granted by the concerned County Project Director. |
| SOW: 3.5.6.9 – Regular Management Meetings | The Contractor Project Director or Contractor Project Manager shall attend regularly scheduled management meetings, including Title 15 Meetings, organized by Sheriff Project Director and Probation Project Director to discuss Inmate telephone services and related issues, including, but not limited to, telephone usage, billing, administration, Inmate complaints, and problems encountered by County and Contractor. | Inspection of management meeting records/reports | \$ 300.00 for each failure to attend such meetings unless prior approval for non-compliance by Contractor has been granted by the concerned County Project Director. |
| SOW: 3.5.7 – Investigation of Complaints and/or Billing Errors | Results of investigations and any corrective action taken shall be provided in writing to the concerned County Project Manager within seven (7) working days following the Contractor's notification of the complaint and/or billing error. The Contractor shall submit to the concerned County Project Manager copies of all Inmate complaints and resolutions monthly and shall maintain a historical record of such complaints and dispositions. | Inspection of monthly reports and service logs | \$ 100.00 per day for reports received late, unless prior approval for late delivery by Contractor has been granted by the concerned County Project Director. |