NEW YORK STATE
CORRECTIONS AND COMMUNITY SUPERVISION

REQUEST FOR PROPOSALS 2016-02
For an
Inmate Telephone System
November 2016

BIDDERS' CONFERENCE
Correctional Services Training Academy
1134 New Scotland Road
Albany, New York
December 8, 2016
1:00 P.M.
ATTENDEES

NYS DEPARTMENT OF CORRECTIONS & COMMUNITY SUPERVISION:

Deputy Commissioner Daniel Martuscello - Executive
Assistant Commissioner Jim O'Gorman, Executive
Deputy Commissioner Jeff McKoy, Executive
Associate Commissioner Robert Kennedy, Executive
Suzanne Cristo, Office of Counsel
Frank Arpey, CPU
Velma Berry, CPU
Director Patti Bartlett, Support Operations
Stefan Kousakis, Program Management
Marie Josee Washington, M/WBE

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Julie Bashant, GCOM Software, Inc.
Jim Mahar, DiRAD Technologies, Inc.
Jeffrey Sargent, CenturyLink
Adam Mercer, Securus Technologies, Inc.
Roy Davis, Unisys
Mike Spadoni, Unisys
Tim Nichols, IC Solutions
Jeffrey Harris, IC Solutions
Greg Stroman, IC Solutions
Brad Coens, IC Solutions

Verbatim Record by:

Ellen J. Frankovitch, Shorthand Reporter/Notary Public

eScribers, LLC
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DEPUTY COMMISSIONER MARTUSCELLO: Good afternoon, everyone. I appreciate your patience. I was trying to wait a few more minutes before we start to give one or two other vendors some time to arrive, but we're going to get started.

I would like to first start by introducing myself. My name is Dan Martuscello. I'm the Deputy Commissioner for Administrative Services for DOCCS. I'm going to introduce the key DOCCS staff members that are present here today very quickly.

We have Assistant Commissioner James O'Gorman. Associate Commissioner Robert Kennedy. Suzanne Cristo from our counsel's office. Frank Arpey from our Contract Procurement Unit. Velma Berry, Contract Procurement Unit. Patti Bartlett, our Director of Support Operations. Stefan Kousakis, from ITS Program Management. And Francis Grant from our Contract Procurement Unit from our M/WBE Section, as well as Marie Washington, also Contract Procurement Unit.

Just a couple of housekeeping issues
before we get started. Restrooms, so if you
go out this door, take a left, the men's room
is on your right-hand side. Women's room,
again, out this door, take a right and go up
the stairs and take a right and it's down the
hall on the left-hand side.

For fire exits, similarly we'll go out
this door, take a right, get to the hallway,
we're going to take a right and a left and up
the first flight of stairs and then exit to
the exterior of the building.

Cell phones, I just ask that you silence
your cell phones throughout the presentation.

As we'll see in the front, we are
providing a transcription of this prebid
conference today, so I would ask that if
during the presentation, both for DOCCS staff
as well as anyone from the vendor community,
if you're speaking if you could first provide
your name and the company you're with, or your
title in the case of DOCCS staff, it will be
helpful for the transcriptionist. If you
forget, we'll remind you but hopefully you
won't.

Questions and responses at the
conference, I know we've accepted a few questions in advance. If they are not answered here today throughout my presentation, certainly, as outlined in the RFP, we'll provide our official responses in writing to the entire vendor community as present here at the prebid conference, which is a mandatory prebid conference.

At the conclusion of today's presentation, if you have questions that you would like to submit in writing, Velma Berry, from our Contract Procurement Unit, will be accepting those questions and will get the answers out as our official responses. Throughout today, if we do provide answers as outlined in the RFP, those are unofficial responses. The official responses will come in the form of a written response to your formal questions, and we will provide that to all parties present today.

With that, I am going to get started. Again, I want to thank you for coming to the mandatory prebid conference for the Inmate Telephone System. I want to start with providing an overview of the RFP and walk you
through some of the key sections. It's a pretty lengthy solicitation; I'm not going to cover every single aspect of it; some of it I will provide you brief highlights, but others I will give a little more context. So I'll start with the introduction of our existing telephone system.

Pursuant to Correction Law 623, DOCCS currently has an inmate telephone service provider that manages the Inmate Call Home Program. It allows inmates to place telephone calls to family and friends. Pre-established numbers in the system that were pre-registered with the counselor of the assigned inmate.

The system is a customized network comprised of premise-based communication equipment and centralized call processing and data collection and storage device.

It supports approximately 3,685 inmate phones currently. They range from as few as four phones at a facility to upwards of 180. And just so you have a context, we currently have in the system 54 correctional facilities that we operate geographically dispersed throughout the State of New York.
The telephone instruments are wired with standard category 3 cables. DOCCS does not guarantee the number of facilities, other locations, number of phones at any facility or other locations.

DOCCS maintains a mainframe application by which we administer a lot of our administrative authorizations and activities, such as registering the inmate phone numbers that they're allowed to call, placing blocks on the system, as well as some investigative tools that we currently utilize in monitoring live conversation and/or recording conversation.

DOCCS -- obviously, the inmate phone program for inmates is a vital tool for them to connect to their families and their friends. It provides them a means of contact with the outside world and it really fosters that reunification upon when we return them back to society hopefully so they don't return to us. So we are interested in a contract for a comprehensive full-featured ITS solution that serves all of our facilities all at the same time, supports the related administrative
and investigatory activities as described in
the RFP.

As vital as this service is to our
population, it's as vital to us. We can glean
a lot of intelligence from the inmate phone
system, whether it be pre-incident and we can
avert an incident from occurring because of
our monitoring activities, and/or
post-incident, to understand what the driving
force behind that was and how we can avert
future disturbances that may occur subsequent
to those activities.

Again, we intend to implement an
enterprise solution that can be deployed
statewide and managed off of a single
platform. And more important to this bullet
is the smooth migration from our existing
solution to the new platform that we're going
to go with, and that migration should occur
within 90 calendar days of the contract
approval with no disruption in service.

And, as outlined in the RFP, where we
have existing callers in our current contract,
that allows for that smooth transition and
continuity of service in that final for the
operation of our facilities.

A little information about the call volume. Over a six-month average, 7.7 million calls, 112 million minutes of traffic, again, both administrative, operational and support services at a variety of levels as described in the RFP, with provisioning deployment and ongoing support of the equipment, again, leading to that smooth transition in how we continue to maintain those telephones and the operation.

Part of the RFP is a requirement that it's an environment that ensures all information will remain within the United States, and specific procedures relative to training and tools necessary to operate, back up the system or recover it in the event there are issues with that.

Again, key to it is migration of the current system, as I talked about, and the customer service forum.

Schedule of Events: Key dates that were outlined in the RFP. The mandatory bidders' conference, which is today.

Final written questions due from the
bidders on 12/16 of '16. So if you have
questions that you would like to submit at the
conclusion of today, you still have the
opportunity to continue to do so until 12/16.

Official responses, which will be the
final responses and the official. And we also
want to discuss in terms of unofficial answers
today, if that were to occur and there would
be a conflict, the official written responses
would be the final agency responses.

The closing date for receipt of
proposals: Thursday, January 19th.

Bid opening: January 24th.

On-site or real-time demonstration:
Again, to be determined. It's going between
February 17th and February 26th is
anticipated.

Selection of the contractor: 3/1.
And contract signed by DOCCS and the
vendor: 3/22.


Project initiation meeting: 7/5, with an
implementation date -- or implementation
completion date of 10/2.

Okay. So Section 2 of the RFP, the
Bidder Information. The agreement's going to run for a five-year period, October 1st of '17 through September 30th of 2022, contingent upon approval of the Office of the State Comptroller, as with any procurement for New York State executive agencies.

Bidders must submit proposals describing the complete range of services as outlined in the RFP. Ensure all mandatory sections are addressed in your bid submissions.

Scope of Service, Section 3. System Architecture: Any proposed architecture must meet the general business requirements needed for DOCCS, and will be evaluated based on its merits, based on your submissions, including in some of those topics the scalability, the network services, recording and monitoring.

I wanted to highlight that above the investigative support. The RFP requires that the vendor shall provide live real-time investigative analysis that allows authorized users employed by both you, as the vendor, as well as DOCCS, or the Department, to view and analyze a percentage of call data to establish links between selected inmates and called
parties, to include activities such as gang, drug, victimization, extortion and other nefarious activities; provide reports on call-pattern analysis and call-volume distortions in real time.

This I highlight because, as I mentioned early on, this is a very important piece to the intelligence that helps us operate safe and secure facilities for the 52,000 offenders that we currently incarcerate.

Scope of Service addresses the storage, the retrieval, the equipment and the network access, the access to the recordings, call monitoring suppression, fault management, the configuration, account management, as well as performance indicators, which we outlined in the RFP.

Section 3, continues. Some of the mandatory functions that are listed in the RFP, the bidder must describe in detail and provide a detailed call-flow diagram where specified, illustrating how its proposed solution will meet DOCCS' requirements as outlined in the RFP.

The alert groups, pre-recorded names,
access to the rape crisis programs, the access to the toll-free assistant lines, and the announcements to the system, the automated number identification, the billing name and address lookup, class of restriction.

The mandatory features are required elements to the Inmate Telephone System. Again, in the proposal you need to discuss specifically how this connection is going to address those specific areas as outlined in the RFP and provide the same functionality for each of the features.

Again, harassment blocks -- which we talked about as an administrative function where we can block certain numbers.

Call termination and number control. The personal allowed numbers; that's an administrative function we register up to 15 numbers.

The personal identification number in order to access that phone list and make calls.

The ability to detect third-party call detection.

Our standard operating hours that we make
our phones available to inmates, 7:00 a.m. to 11:00 p.m., and a maximum call duration of one half hour.

Testing.

Language: In New York State there's an Executive Order to ensure that we provide services to a multitude of languages as outlined in the RFP.

The ANI verification. Relay services. Call-pattern analysis and alerting.

Voice recognition, identification and analysis, which we'll talk about a little later in the presentation.

And the emergency shutdown procedures.

Equipment, whether it be the telephones, the portable phones, the pedestals and the enclosures and the tablets. Today at the conclusion and as part of the RFP, we asked that you bring a sample of your tablet so that we can review it and have our security staff take a look at the device specifications. You can describe it, but we also want to touch and feel it and do the work as well. And that's the sample tablets.

And new to this is we have acquired up to
approximately 5,000 tablets which we will deploy into our restricted housing. That can be anywhere from our special housing units to our regional mental health units, our regional medical units, but it would be deployed in those type areas.

Again going on to equipment, we talk about the wiring, the compliance, the restoration, the inventory, the environmental, the servers, the equipment. And how we'll replace all equipment -- all existing premise-based equipment between the main distribution frame and the network point of presence, as well as software enhancements and upgrades when they're available to the general community, and how it would impact the Department.

Maintenance. It outlines responsibility of maintenance of the contract, when damage occurs who's responsible. The maintenance window, center location, the staff experience, preventive maintenance, remedial maintenance and maintenance request reports.

In Transition/Migration, the RFP outlines that the vendor is going to assume all
responsibilities for all inmate phone services effective on a specified date as set by DOCCS prior to the official contract award and acts as DOCCS' agent to ensure uninterrupted Inmate Telephone System operations.

The vendor shall be responsible for establishing that agreement between the previous vendor and the new awardee. Again, our previous contract allows for or requires for those types of relationships to occur, but it's up to whoever is being awarded the contract to actually promulgate agreements with the previous vendor.

The existing vendor has committed to deliver to DOCCS a phase-out plan 80 days prior to the contract completion or termination and maintain contract compliance during the period leading up to the expiration.

Again, through this we have outlined with specificity on project management to ensure a smooth transition which, again, as I said earlier, is vital to our operation and safe operation of our facilities. Without phones it can lead to countless incidents that I
don't want to think about.

Data exchange, the information ownership and the security of such, the phase-out plan and training, documentation and reporting.

Customer Service: Particularly, customer service comes in twofold for this. We have customer service as outlined in the RFP both for DOCCS as the agency, which actually manage the correctional facilities and have certain requirements that are to be met for our customer service to us, as the owner, if you will, as well as the support services to the customers: the inmate families and friends that are using these systems to contact their loved ones and continue to build on that family reunification.

On the DOCCS side, principal technical support reps, the toll-free access, as well as certain reps that are authorized DOCCS' reps. Certainly the gate clearance system in terms of when you need to come to a facility.

The ticketing system is allowed so we can make sure to troubleshoot and resolve issues.

And the DOCCS access to the customer information.
In terms of the customers themselves, toll-free access.

The customer account access, in detail how you want the customer to be able to access their accounts.

Customer outreach.

The notification of call blocking.

The various vendor account policies and policy changes and the risk to the customer.

And the aggregated billing account for DOCCS-approved organizations.

Performance Standards: As outlined in the RFP, there's certain performance standards which we outlined, which are: Service objectives over the facility and the customer level, as well as in the area of resolution of reported problems, particularly as deals with Priority Level 5.

Escalation requirements, as well as ongoing performance reviews to ensure that we're getting that level of service as we expect.

Vendor Qualifications: As outlined in the RFP, the bidders shall submit evidence that it has at least three years current
experience providing ITS production systems
and services for commercial or government
clients.

This next bullet is very important. In a
nutshell: Basically, New York State DOCCS
will not be a test site to test technology.
We want evidence that what you're proposing to
us is something that you have already outlined
or have working in this type of environment,
and that we don't want the ground -- entering
at ground level to test something that you
think may work. We want a proven solution
that -- moving forward.

Onsite or real-time demonstration of the
technology must be provided prior to
finalization of the scoring for this
procurement. It goes back to the time
schedule during that to-be-determined time
frame, where we're meeting with the vendors
and scheduling you to come in and show us a
live demonstration of actually seeing
something in real time, not something stored
on the computer in a virtual scenario. We
want to see a live demonstration of your
system at work when you walk us through the
various aspects of what you're proposing and
telling us you already have working in another
environment. It supports us not being a test
case.

  Past performance.

  Staff qualifications, the numbers and
disqualifications and staff resignations, as
well as the vendor responsibility, the
requirements and the previous complaint
history.

  Section 7 on the rates and fees. As most
of you are aware -- if you're not, I'll go
over it quickly.

  Under Correction Law, New York State is
prohibited from collecting commissions on our
phone rates, so that's something that our RFP
reflects, that we will not be accepting
commissions.

  The rate structure, as you have seen in
the RFP, you have to set the call rate for
domestic calls at a maximum rate not to exceed
0.050.

  The international calls, DOCCS currently
does not allow for international calls to
occur. In the event that our policy changes,
we do provide you the ability to submit to us,
as part of this procurement, a rate for
international calls.

Requirements.
Ancillary service charges.
Call patterns.
Billing to occur both via collect as well
as prepaid accounts.

DOCCS is not liable for any of the
accounts that are not reconciled with any of
the end users.

And the financial stability.

The last thing I want to mention, and
then I'm going to turn it over to our Contract
Procurement Unit to go over more on the
Section 8 and 9 information.

Also in Section 8, you will see the
Inmate Secure Messaging Option. We outlined
in this section that DOCCS is interested in
exploring secure inmate messaging and
utilizing the infrastructure as you described
in your submissions on how, in the future if
we so desire to engage in that type of
activity and contractual relationship, that we
would utilize the current -- or the
infrastructure that you recommended to us through this procurement process to then roll out or explore a secure messaging.

So that's an important feature we're very interested in potentially for a future phase.

I'm way ahead of schedule, because I do talk quick.

So Velma.

I'm going to introduce Velma Berry from our Contract Procurement Unit. She's going to go over some of the more technical contract procurement type of activities.

MS. BERRY: Well, basically Sections 8 and 9, they outline the requirements that may be new for some of you when it comes to the insurance requirements. You want to cover those thoroughly so that you understand that if you are the successful bidder that you have everything you need. And review the information about the performance payment bond, too.

The Section 9 is addresses proposal submission. It's very important that your cost proposals be separate from your technical proposals, packaged separately and labeled as
such. You can include the Diversity practices, the Appendix M with your technical proposal.

Basically, that's about it. If you have any questions about location, they're all in the RFP. We want to receive everything, and it's the bidder's responsibility, by the due date and time as listed there at the address as specified for delivery.

And I guess that's about all I have to say.

But I would like to introduce our M/WBE liaison to speak a little bit about the compliance for the M/WBE goals, Marie-Josee Washington who will speak a little bit about that and take a look at women and minority diversity practices since that's really in your obligations.

I want to mention that I'm going to send everyone in attendance at conference an addendum that I will ask you to sign. And it's the new language from the Governor's Office. It's a simple two-page document. You can review it and sign it and mail it back to me.
MS. WASHINGTON:  My name is Marie-Josee Washington and I am one of the Minority Business Specialists at DOCCS. I am here to assist you in obtaining firms to meet your M/WBE and SDVOB goals, and also to make sure that you are compliant with Article 15-A and 17-B of the Executive Law which governs the M/WBE and SDVOB programs, respectively.

Each New York State procurement is assessed for M/WBE and SDVOB goals based on the availability of M/WBE and SDVOB certified vendors. The M/WBE goals for the Inmate Telephone System RFP is set at 30 percent; that's 15 percent for minority business enterprises, and 15 percent for women business-owned enterprises. The SDVOB goal is set at 6 percent.

You're required to obtain New York State certified firms to fulfill these goals. If there are any firms that you are already familiar with and that are New York State Certified, you may contract with them, or you are free to search the M/WBE database at www.ny.newyorkcontracts.com. You can find the directory by clicking on the "M/WBE Database"
link at the right of the website. There is another directory for SDVOB. You can find that at the OGS services website. The address is http://www.ogs.ny.gov/Core/SDVOBA.asp, and then click on the link for the List of Certified New York State Service-Disabled Veteran-Owned Businesses. It's like an Excel spreadsheet. You click on the link and it will take you to the database.

So we've identified two areas in the RFP where you can have some possible participation for M/WBE and SDVOB. The areas are: Cable and other equipment installation. The purchase of cable and equipment, including telephones, landlines and portable telephones, wiring and tablets.

Any item or service that you do not have personnel to perform or supply is an opportunity to subcontract to an M/WBE or SDVOB.

Once the tentative award has been made -- or awards, we will reach out to your designated person and work with them one-on-one regarding utilization. We will send them all the forms that need to be
completed per Appendix C of the RFP. We will discuss the reports that will need to be filed and at what frequency.

If it is determined there are no subcontracting possibilities, or that the total percentages of utilization cannot be fulfilled, then and only then will I request you complete a waiver form which in turn will be sent to the Executive Chamber for approval.

This is separate from the M/WBE program, but there's a Diversity Practice Questionnaire. It's important to fill out and complete and return with your technical proposal. It's a requirement and it will be factored into your technical score. The Diversity Practice Questionnaire can be found in Appendix M of the RFP.

If awarded a contract, you will be required to submit a quarterly workforce utilization report EEO-1, which will be sent to you upon tentative award.

If you have any questions or need any assistance with M/WBE Utilization, Diversity Practices or EEO-1 Reports, I can be reached at (518)436-7886, extension 3140.
A VOICE: Would you repeat that again, please.

MS. WASHINGTON: Sure. (518)436-7886 extension 3140. Or via email, and the email is marie-josee.washington@doccs.ny.gov.

If you need any help searching the database, we can assist, because you have to do many searches in order to find potential vendors to work with. We can make suggestions of lists for you to work from.

DEPUTY COMMISSIONER MARTUSCELLO: Before we do questions, real quick, I just want to -- I breezed over something pretty quickly that I meant to cover.

In Section 3 about the Voice Recognition Identification and Analysis, I just want to go over this quick. The solution that we're seeking is provided by voice biometrics for identification, it will create and store voice prints for all inmates and compare the caller's voice to the stored voice print using a set of measurements and comparison methods at the beginning of the call as well as throughout the duration of the call.

So I just want to comment on that real
quick because, again, that goes into our intelligence as well as some of the administrative things we're looking for on the investigative side.

At this time I would open it up to questions. What I will tell you is that because this is such a complex RFP and to go all from memory on our responses, we're hoping to take in the questions, make sure we get them recorded, and then we'll provide you the official response in writing. But certainly, again I would remind you that if you do have a question, if you could just state your name and the company you're for, and if we are to respond by email and by name, if you can just also say your name and your title so our transcriptionist can make sure she has accurate records.

Any questions?

MR. DAVIS: Roy Davis, Unisys Corporation.

So the design implications of the biometrics voice recognition, what's the DOCCS plan for providing details to allow us to do a network design for a wireless network?
DEPUTY COMMISSIONER MARTUSCELLO: Again, the only -- I'll just respond. Once the contract is awarded and we do on-site visits and we do appropriate configurations to ensure that we have the continuity of service, deliver phones via the tablet application once the solicitation is awarded.

MR. DAVIS: So that seems to be a major cost component of every bidder's solution, so you're not going to be able to determine appropriate coverage, you have yet to provide the number of sites or the specific number of devices in the specific sites. And once you do that you need to determine what type of coverage you need to be able to establish a wireless network to provide the service that you need. So there's going to have to be some type of design process before the bids are submitted to allow the bidders to be able to do appropriate costing on what it would take to build up that number.

DEPUTY COMMISSIONER MARTUSCELLO: We'll get back to you with an additional response to this.

MS. BASHANT: Julie Bashant, GMOM
Software. Are you able to share the prebid attendee list for today?

DEPUTY COMMISSIONER MARTUSCELLO: Prebid attendee list?

MS. BERRY: It's not a public document but it can be FOIL'd.

DEPUTY COMMISSIONER MARTUSCELLO: We have no problem sharing the list, but we will follow up with an official response.

Is your request that you would like a copy of the attendees? We would provide that to all parties and we'll get back to you with an official response.

Sir?

MR. SARGENT: Jeff Sargent, with CenturyLink. Who owns the phones, are they state-owned phones or the incumbent firm or the current provider?

DEPUTY COMMISSIONER MARTUSCELLO: All of the -- as outlined in the current RFP, all of the phones are now owned by the state.

MR. SARGENT: They're owned by the state?

DEPUTY COMMISSIONER MARTUSCELLO: Yes.

Again, this is all subject to verification on our official response.
MR. SARGENT: Same thing with the pedestals and enclosures; is that correct?

DEPUTY COMMISSIONER MARTUSCELLO: The RFP outlines that DOCCS reserves the right to allow the bidder to utilize pedestals currently in place or to replace them. We'll point you to the section of the RFP and in the official response, and we will provide a response for you.

MR. SARGENT: Do you guys have visitation booths and are they recorded and monitored? Or do you just have phones that are recorded for visitation?

DEPUTY COMMISSIONER MARTUSCELLO: This RFP is just for the inmate telephone system, not for any type of video visitation. That's not part of it.

MR. SARGENT: But do you have a phone and you talk through the window, type of thing, to the person? Not video.

DEPUTY COMMISSIONER MARTUSCELLO: Okay, no. I misunderstood your question.

MR. SARGENT: That's all I have for now. I'll have more later.

DEPUTY COMMISSIONER MARTUSCELLO: Okay,
just submit them by the date indicated.

Anyone else?

MR. MERCER: Adam Mercer, Securus Technologies. And I may be jumping ahead a bit, but in the Calling Patterns section it says that the bidders will be provided with six months of calling patterns at the bidders' conference. Will we be provided with that today?

It's on page 37.

DEPUTY COMMISSIONER MARTUSCELLO: We'll be getting those out to all bidders, not today, but we will provide them to those present here today.

I want to take the opportunity to thank all of you for attending our mandatory prebid conference. This is a very important procurement for DOCCS. As I said earlier on, our Inmate Phone Network is critical in continuing to build family ties and unification of family upon return, as well as providing us with very important intelligence in order to make sure we take corrective action when necessary to ensure that we run safe and secure facilities. We look forward
to receiving any further questions that you have. And I know there were a number of questions that were submitted that will also be responded to that were received prior to the conference, and any future questions, as long as they're submitted by the date which is official following written questions due from bidders, December 16, 2016. And we'll supply our responses by January 5, 2017.

Again, thank you very much, and that concludes today's mandatory bidders conference.

MR. DAVIS: Roy Davis, Unisys.

The response to the questions, it is a one-time response only, or will you respond to them incrementally?

DEPUTY COMMISSIONER MARTUSCELLO: We're going to give a one-time response on the date indicated.

MR. DAVIS: And clarifications after those answers come out so if there's an answer that -- there's a secondary question --

DEPUTY COMMISSIONER MARTUSCELLO: If you have clarification, you can send it to the contact as listed in the RFP, and we'll get
out a clarification and send it to the entire vendor community to ensure that everyone has a clear understanding of the follow-up question as well as the response.

Okay, thank you all very much. Have a good day.

Velma Berry will be collecting the tablets at the conclusion. Thank you very much.

(Meeting concluded 1:49 p.m.)

* * * * *
CERTIFICATION

I, ELLEN J. FRANKOVITCH, Shorthand Reporter and Notary Public in and for the State of New York, do hereby CERTIFY that the foregoing record taken by me at the date and place noted in the heading hereof is a true and accurate transcript of same, to the best of my ability and belief.

ELLEN J. FRANKOVITCH

Dated: December 19, 2016