

Request for Proposal:
Inmate Communication Services

COUNTY OF TULARE FOR
TULARE COUNTY SHERIFF'S OFFICE

RFP No.: 20200909

Release Date:
09/09/2020

Proposal Due Date:
10/13/2020

RFP Contact:
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1. INTRODUCTION

1.1. Request for Proposal

- 1.1.1. The County of Tulare for the Tulare County Sheriff's Office ("COUNTY") invites responses to this Request for Proposal (RFP) from qualified, experienced Contractors who can provide a comprehensive, reliable inmate communication solutions including inmate and visitation telephones, video visitation and correctional-grade tablet services that meet the requirements described in this RFP and **Attachment 1, Section L (Facility Specifications)** at the following Facilities:

Bob Wiley Detention Facility ("BWDF")
36712 Rd. 112, Visalia, CA 93291

Pre-Trial Facility ("PTF")
36650 Rd. 112, Visalia, CA 93291

South County Detention Facility ("SCDF")
1960 W. Scranton Ave, Porterville, CA 93257

Sequoia Field Program Facility ("SFPF")
(pending location specifics and tentatively scheduled for 2023)

- 1.1.2. Details about the required equipment and inmate population of each Facility are found in the **Attachment 1, Section L (Facility Specifications)**. COUNTY is seeking an experienced Contractor to provide, install and maintain various inmate communication solutions inclusive of an inmate and visitation telephone system (ITS), video visitation solution (VVS), and correctional-grade tablets (Tablets) at the Facilities. Contractor shall provide all inmate communication services to the inmates in accordance with the requirements and provisions set forth in this RFP and to all of the Facilities listed in **Attachment 1, Section L (Facility Specifications)**.
- 1.1.3. In addition, COUNTY is seeking an experienced Contractor that is capable of providing intake and lobby kiosk and electronic funding and payment services (Kiosks). Contractor shall provide all Kiosks and related services in accordance with **Attachment 1, Section K (Kiosk Requirements)**.
- 1.1.4. COUNTY may engage third party consultants both in the process of this procurement and in the management of the day-to-day operations of the selected Contractor. If a consultant or agent ("Designated Agent") is engaged, Contractor will cooperate with the Designated Agent as directed by COUNTY, including following instructions found in this RFP, and if awarded, the operation of the ITS, VVS and Tablets. Throughout this RFP, COUNTY shall be deemed to include both COUNTY and the COUNTY's Designated Agent or consultant, if any.
- 1.1.5. COUNTY is anticipating the construction of an additional Facility. The Sequoia Field Program Facility is tentatively scheduled for 2023. Location specifics are still pending. The awarded Contractor will be required to provide inmate communications services and Kiosks as described in this RFP at the new Facility prior to its opening.

2. PROPOSAL INSTRUCTIONS, FORMAT, CONTENT AND SUBMISSION

2.1. RFP Format

- 2.1.1. The RFP is inclusive of the following documents:
- 2.1.1.1. **Main RFP Document.** The main RFP document provides instructions for the RFP process. The RFP document also includes several sections and numbered items where Contractor must provide additional information or documentation.
 - 2.1.1.2. **Attachment 1 – Mandatory Requirements.** **Attachment 1** includes mandatory specifications, which must be met for Contractor to be considered. Contractor shall indicate whether Contractor will comply with the requirement, as written. Contractor shall specify, “Read and Agree” or “Read and Do Not Agree” in the CONTRACTOR RESPONSE space. Items answered with “Read and Do Not Agree” require a statement from the Contractor in the CONTRACTOR COMMENT space as to why the requirement cannot be met and an explanation of how the Contractor proposes to meet COUNTY’s needs without the required item. All statements where Contractor responded with “Read and Do Not Agree” must be listed in **Attachment 1, Section N (Exceptions to RFP)**. Contractor comments will be evaluated in accordance with **Attachment 1, Section C (Evaluation & Selection and Section C.1 (Evaluation Criteria))**. Detailed requirement sections outlined in **Attachment 1 – Mandatory Requirements** are as follows:
 - 2.1.1.2.1. Section A - Contractor Instructions
 - 2.1.1.2.2. Section B - Instructions & Format
 - 2.1.1.2.3. Section B.1 – Proposal Order
 - 2.1.1.2.4. Section C - Evaluation & Selection
 - 2.1.1.2.5. Section C.1 – Evaluation Criteria
 - 2.1.1.2.6. Section D - General Conditions
 - 2.1.1.2.7. Section E - User Billing & Payments
 - 2.1.1.2.8. Section F – Customer Service
 - 2.1.1.2.9. Section G - General Installation Requirements
 - 2.1.1.2.10. Section H - ITS Requirements
 - 2.1.1.2.11. Section I - VVS Requirements
 - 2.1.1.2.12. Section J -Tablet Requirements
 - 2.1.1.2.13. Section K - Kiosk Requirements
 - 2.1.1.2.14. Section L - Facility Specifications
 - 2.1.1.2.15. Section M- Rates, Fees and Revenue Share
 - 2.1.1.2.16. Section N - Exceptions to RFP
 - 2.1.1.2.17. Section O - Exceptions to Agreement Terms
 - 2.1.1.2.18. Section P - Receipt of Addenda
 - 2.1.1.2.19. Section Q - Site Evaluation Registration Form
 - 2.1.1.3. **Attachment 2 – Agreement Terms.** Contractor is required to review the standard agreement in its entirety and indicate any exceptions in **Attachment 1, Section O (Exceptions to Agreement Terms)**. Contractor shall include an explanation of how Contractor proposes to meet COUNTY’s needs without the required item.
 - 2.1.1.4. COUNTY shall create an agreement resulting from this RFP that shall incorporate **Attachment 1 – Mandatory Requirements, Attachment 2 –Agreement Terms** Contractor’s RFP response and Contractor’s BAFO response (if applicable) (“Agreement”).

2.2. Schedule of Events

- 2.2.1. The following is COUNTY’s best estimate of the schedule of events (“Schedule of Events”). COUNTY reserves the right to revise the Schedule of Events. Unless otherwise specified, the times provided are Pacific Standard Time (PST).
- 2.2.2. Proposals must be received no later than **5:00 p.m. PST on 10/13/2020** (“Proposal Due Date”) at the location specified in **Section 2.6 – Questions or Comments**.

Table 1 - Schedule of Events

Event	Date
Release of the RFP	9/9/2020
Deadline for Site Evaluation Registration Forms	9/15/2020
Mandatory Site Evaluations – starting at Pre-Trial at 9:00 a.m. PST	9/22/2020
Deadline for Written Questions from Contractors	9/29/2020
Dissemination of Answers to Written Questions	10/6/2020
Proposal Due Date	10/13/2020

2.3. Format Requirements

- 2.3.1. Contractor’s proposal shall follow the order specified in **Attachment 1, Section B.1 (Proposal Order)**. Contractor’s proposal shall include the original RFP language where specified. The original text from each section and numbered requirement of the **Main RFP** document shall be inserted into Contractor’s proposal document to be immediately followed by a complete response provided by the Contractor.
- 2.3.2. Contractor’s proposal includes specified sections and numbered items in the **Main RFP** document that require additional explanation. Contractor shall provide specific, concise responses that fully address the question/information requested in that section. Include only those exhibits and/or images that are clearly relevant to the specific section and numbered item.
- 2.3.3. If Contractor is in full compliance with the RFP section or requirement number, Contractor’s response shall be, “Read and Agree.” Otherwise, Contractor’s response shall be, “Read and Do Not Agree” and considered an exception (“Exception”). Exceptions to any section or numbered requirement must be listed in **Attachment 1, Section N (Exceptions to RFP)**.
- 2.3.4. Additional format requirements are provided in **Attachment 1, Section B (RFP Instructions & Format)**.

2.4. Submission of Proposal

- 2.4.1. Contractor shall deliver one (1) original copy, four (4) paper copies, and two (2) complete electronic copies. The electronic version shall include all of the required documents and attachments and shall be sent on a labeled CD or USB on or before the Proposal Due Date. Proposals must be directed to the RFP contact specified in **Section 2.6 – Questions or Comments**.
- 2.4.2. The electronic version shall be in a searchable format and shall follow the order specified in **Attachment 1, Section B.1 (Proposal Order)**. Non-searchable documents may be considered non-compliant. Contractor is responsible for ensuring the electronic version and the chosen media are free from any viruses, malware or malicious code. Electronic versions so compromised will be considered non-compliant.

- 2.4.3. The outside of the proposal (including the electronic version) must be labeled **INMATE COMMUNICATION SERVICES PROPOSAL**, and include the RFP number.

2.5. **Mandatory Site Evaluation**

- 2.5.1. COUNTY requires the Contractor attend the site evaluation on the date specified in the **Schedule of Events** and will begin at 9:00 a.m. at the Pre-Trial Facility located at 36650 Rd. 112, Visalia, CA 93291, followed by walk-throughs of the remaining Facilities. It is mandatory for Contractor to attend the site evaluation to submit a proposal. COUNTY requires that Contractor be available to travel to multiple sites.
- 2.5.2. To attend the site evaluation, Contractor must complete and email **Attachment 1, Section Q (Site Evaluation Registration Form)** to the RFP contact specified in **Section 2.6 – Questions or Comments** on or before the date specified in **Table 1- Schedule of Events**. Each Contractor will be limited to two (2) representatives at the site evaluation. Contractor must confirm attendance via email to the RFP contact at least five (5) business days prior to the site evaluation. This will be the only time available for Contractor to visit the Facilities during the RFP process.
- 2.5.3. Oral responses to questions during the site evaluation shall be considered nonbinding on COUNTY. Contractor's questions regarding the site evaluation and/or this RFP must be submitted by Contractor in writing as specified in **Section 2.6 – Questions or Comments** on or before the date specified in the Schedule of Events.

2.6. **Questions or Comments**

- 2.6.1. Contractor must direct all questions and/or comments to the RFP contact listed below. All questions must be written and submitted electronically and in a comprehensive document.
- 2.6.2. Questions should include the RFP section number title, subsection and page of the corresponding RFP document.
- 2.6.3. COUNTY shall deliver the answers to the questions and/or comments received on or before the date specified in the Schedule of Events.
- 2.6.4. RFP questions or comments shall be emailed to:

Lauren Mann
lauren.mann@praeses.com
318-424-8125 ext. 3217
Senior National Account Manager
330 Marshall Street, Suite 800
Shreveport, LA 71101

3. PROPOSAL EVALUATION AND SELECTION

3.1. Evaluation Factors

- 3.1.1. COUNTY expressly reserves the right to accept or reject any or all proposals, with or without cause. COUNTY may modify, alter, waive any technicalities or provisions, or to accept the proposal which, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of technology, revenue share offered and other evaluation factors set forth in this RFP. COUNTY may to award an Agreement to the next most qualified Contractor if the successful Contractor does not execute an Agreement within thirty (30) days after the award of the Agreement.
- 3.1.2. Further information on the proposal evaluation and selection process is covered in **Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).**

4. CORE TECHNOLOGIES – INMATE COMMUNICATION SERVICES

4.1. Equipment and Installation Requirements

- 4.1.1. Mandatory Equipment and Installation requirements applicable to all systems are outlined in **Attachment 1, Section G (General Installation Requirements)**.
- 4.1.2. Contractor shall submit a preliminary implementation plan which shall include a proposed installation schedule for the Facilities for ITS, VVS and Tablets.
- 4.1.3. Contractor shall indicate any environmental conditions required for the proposed ITS, VVS and Tablets. Include minimum and maximum operating temperatures and humidity levels.
- 4.1.4. Contractor shall indicate the number of hours of back-up power that the provided UPS components supply to the ITS, VVS and Tablets.
- 4.1.5. Contractor shall indicate whether Contractor proposes any changes to COUNTY's communication rooms at the Facilities.
- 4.1.6. **ITS**
 - 4.1.6.1. Specific mandatory ITS Equipment and Installation requirements are outlined in **Attachment 1, Section H (ITS Requirements)**.
 - 4.1.6.2. Contractor shall supply details of Contractor's proposed, ITS which shall include, but not be limited to system version (if Contractor uses multiple ITS versions and/or releases), system design, technical specifications, software applications, hardware architecture and networking capabilities.
 - 4.1.6.3. Contractor shall include a diagram demonstrating the proposed ITS solution.
 - 4.1.6.4. Contractor must indicate the physical size of the ITS equipment to be installed at the Facilities including information on height, depth, width, weight, abuse tolerances and any limitations.
 - 4.1.6.5. Contractor shall include a description, as well as images, of the inmate and visitation telephone sets, TDD and/or video relay service units, and cart/portable sets proposed for installation at the Facilities.
- 4.1.7. **VVS**
 - 4.1.7.1. Specific mandatory VVS Equipment and Installation requirements are outlined in **Attachment 1, Section I (VVS Requirements)**.
 - 4.1.7.2. Contractor shall supply details of Contractor's proposed VVS that shall include, but not be limited to hardware components, operating system, default applications, power options, proposed cabling, and bandwidth parameters.
 - 4.1.7.3. Contractor shall include a diagram demonstrating the proposed VVS solution.
 - 4.1.7.4. Contractor shall indicate whether its proposed VVS is premise-based or centralized.
 - 4.1.7.5. Contractor must indicate the physical size of the VVS equipment to be installed at the Facilities including information on height, depth, width, weight, abuse tolerances and any limitations.
 - 4.1.7.6. Contractor shall include a description, as well as images, of the proposed video visitation stations (inmate, visitor and mobile) proposed for installation at the Facilities.
- 4.1.8. **Tablets**
 - 4.1.8.1. Mandatory Tablet Equipment and Installation requirements are outlined in **Attachment 1, Section J (Tablet Requirements)**
 - 4.1.8.2. Contractor shall provide a detailed description of its Tablets, including security features for the corrections industry, screen size, device size, battery specifications, charging options.
 - 4.1.8.3. Contractor shall include a diagram demonstrating the Tablet solution.
 - 4.1.8.4. Contractor shall specify if the speakers on the Tablets can be disabled/enabled at COUNTY's discretion.

- 4.1.8.5. Contractor shall specify if clear, see-through earbuds are provided with the Tablets.
- 4.1.8.6. Contractor shall indicate how Tablets work for hearing impaired inmates.

4.2. Technology Features and User Applications

4.2.1. ITS

- 4.2.1.1. Mandatory ITS and User Application Specifications are outlined in **Attachment 1, Section H (ITS Requirements)**.
- 4.2.1.2. Contractor shall provide information on how the proposed ITS is capable of recognizing and distinguishing standard or irregular busy signals, standard or irregular ringing signals, answering machines, digital voicemail, cellular telephones, ring-back tones, chain dialing.
- 4.2.1.3. Contractor shall provide a script of the call acceptance information provided to the called party.
- 4.2.1.4. Contractor shall indicate the number of times the ITS plays the call acceptance information to the called party and whether the called party may interrupt the prompts by selecting a digit on the keypad.
- 4.2.1.5. The ITS shall process calls on a selective bilingual basis in English and Spanish. Contractor shall indicate whether the called party (in addition to the inmate) will be able to select the preferred language for call prompts.
- 4.2.1.6. Contractor shall provide a list of all available languages that can be added for selection within the ITS call menu.
- 4.2.1.7. For calls that are not completed, the ITS shall play a recorded message to the inmate detailing why the call was not completed. Contractor shall provide a list of the available recordings as well as a complete description of each.
- 4.2.1.8. Contractor shall specify if the number of free calls is assigned globally or if the number of free calls can be assigned to the inmate.
- 4.2.1.9. Contractor shall provide information on any security configurations available within the ITS to prevent fraud relative to automated phone trees (e.g. inmates pressing digits and getting to a live operator).
- 4.2.1.10. Contractor shall provide detailed information on the frequency Contractor performs remote diagnostics and troubleshooting processes, which shall include failure reports, alarms, service history and other steps taken.
- 4.2.1.11. The ITS shall comply with the Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones and video relay units which are accessible to persons in wheelchairs and providing devices, including video relay units, that are compatible with Telephone Devices for the Deaf (TDD).
 - 4.2.1.11.1. Contractor must indicate how the TDDs work with the proposed ITS.
 - 4.2.1.11.2. Contractor shall provide detail on how TDD calls can be recorded and monitored via the ITS.
 - 4.2.1.11.3. Contractor shall provide detail relative to its capability to provide a Video Relay System (VRS) to the Facilities at no cost to the COUNTY.
 - 4.2.1.11.4. Contractor shall provide detail on how call controls configured in the ITS are preserved for calls placed using the VRS (e.g. branding, blocked telephone numbers).

4.2.2. VVS

- 4.2.2.1. Mandatory VVS Features, Functionalities, and User Application Specifications are found in **Attachment 1, Section I (VVS Requirements)**.
- 4.2.2.2. Contractor shall detail any unique or distinctive features regarding the proposed VVS, including the capability for the inmate to initiate video visitation sessions.

- 4.2.2.2.1. If Contractor does not have the capability for the inmate to initiate video visitations sessions, provide information on Contractor’s research and development progress.
- 4.2.2.3. Contractor shall indicate whether it proposes an alternative number of video visitation stations to the quantity specified in **Attachment 1, Section L (Facility Specifications)**.
- 4.2.2.4. Contractor shall list the requirements for a visitor to complete remote video visitation sessions, including but not limited to minimum bandwidth, equipment, software, browser type.
- 4.2.2.5. Contractor shall specify whether the VVS provides a countdown clock timer on the video visitation station.
- 4.2.2.6. Contractor shall specify its proposed process for providing information on upcoming video visits, including reports available in the VVS user application.
- 4.2.2.7. Contractor shall provide a list of all available reports in the VVS user application.
- 4.2.3. **Tablets**
 - 4.2.3.1. Mandatory Tablet Features, Functionalities, and User Application Specifications are found in **Attachment 1, Section J (Tablet Requirements)**.
 - 4.2.3.2. Contractor shall detail any unique or distinctive features regarding the proposed Tablets, including all available options for inmates to access the Tablets (e.g. assigned model compared to a shared model).
 - 4.2.3.3. Contractor shall indicate whether it proposes an alternative number of Tablets to the quantity specified in **Attachment 1, Section L (Facility Specifications)**.
 - 4.2.3.4. Contractor shall describe its capability to deliver a comprehensive inmate education solution on the Tablets including all available courses.
 - 4.2.3.5. Contractor shall describe how data associated with usage on the Tablets is stored.
 - 4.2.3.6. Contractor shall indicate if its Tablet user application has the capability of live monitoring.
 - 4.2.3.7. Contractor shall provide a list of all available reports in the Tablets user application.
 - 4.2.3.8. Tablets shall include an electronic messaging application. Contractor shall provide an overview of this technology with specifics information on the following items.
 - 4.2.3.8.1. Whether the technology accommodates outbound electronic messages in addition to inbound.
 - 4.2.3.8.2. How COUNTY staff monitor the electronic messaging application.
 - 4.2.3.8.3. The method of capturing, storing and retrieving electronic messaging for investigative purposes.
 - 4.2.3.8.4. Describe security features of the electronic messaging application.
 - 4.2.3.8.5. Describe any required interfaces.

4.3. Security Features

- 4.3.1. Mandatory ITS Security Features requirements are outlined in **Attachment 1, Section H (ITS Requirements)**.
- 4.3.2. **ITS**
 - 4.3.2.1. Contractor shall provide a detailed explanation of the information displayed on the called party’s caller ID each time a call from the Facilities is placed (e.g. unknown number, Contractor’s customer service number, dummy ANI).
 - 4.3.2.2. Relative to Contractor’s fraud prevention feature, provide a list of the available pre-recorded announcements. Contractor shall describe its process for adjusting

the duration of the call or excluding the pre-recorded announcements from the cost of a call.

4.3.2.3. Specify the method used by Contractor to detect three-way calls, specifically if the called party is utilizing a cell phone to place the three-way call.

4.3.2.3.1. Upon detection of a three-way call, indicate whether the ITS is capable of playing a message to the inmate and/or the called party prior to terminating the call.

4.3.3. **VVS**

4.3.3.1. Contractor shall describe its registration and scheduling processes including:

4.3.3.1.1. Capability to capture the visitor's photo or identification without manual input from the visitor.

4.3.3.1.2. Capability to verify the visitor's identity.

4.3.3.1.3. Capability to run a warrant search on the visitor.

4.3.3.1.4. Create automated/custom restrictions for the inmate and/or visitor including restricting a specific inmate or visitor from conducting a video visitation session at the same time as another specific inmate or visitor;

4.3.3.1.5. Process for designating a visitor to receive confidential/privileged video visits.

4.3.3.1.6. Capability to require a visitor to be approved based on the visitor class or relationship to an inmate. (i.e. attorney or other professional visitor requesting to schedule a non-recorded confidential/privileged video visits with a specific inmate(s) at the Facility.

4.3.3.1.7. All methods available for visitors to register and schedule a video visit including the use of a mobile application.

4.3.3.1.8. Method for avoiding scheduling conflicts.

4.3.3.2. Contractor shall indicate whether the VVS can accommodate a manually facilitated video visit created by COUNTY.

4.3.3.3. Contractor shall indicate whether the VVS has the capability to allow COUNTY to reassign a scheduled or live video visit to another video visitation station, manually changing the station from what was initially assigned by the VVS.

4.3.3.4. Contractor shall describe the process for shutting down the VVS.

4.3.4. **Tablets**

4.3.4.1. Contractor shall specify the type, model and operating system of the proposed Tablets.

4.3.4.2. Contractor shall specify the modifications to the physical device as well as the operating system that ensure correctional-grade security.

4.3.4.3. Contractor shall specify how mobile device management is handled.

4.3.4.4. Contractor shall detail its security and installation approach to ensure inmates cannot access an external wireless network.

4.4. Monitoring, Recording and Data Requirements

4.4.1. Contractor shall provide detailed information on its data storage locations, data redundancy practices, and the processes used when copying and storing all data.

4.4.2. ITS

4.4.2.1. Mandatory Monitoring, Recording and Data Requirements are outlined in **Attachment 1, Section H (ITS Requirements)**.

4.4.3. Contractor shall include detailed information on the ITS alert application. The description shall include, at a minimum, the types of alerts available (cell phone, SMS text, email) and whether a security PIN for accessing the live call/visitation session is required.

- 4.4.3.1. Contractor shall provide a detailed description of the process for copying/exporting recordings. Include information on date/time stamps and how the ITS prevents tampering with a recording.
- 4.4.3.2. Contractor shall describe its capabilities to allow authorized users of the ITS application to share call recordings (single and bulk) without copying recordings onto a CD or other storage medium.
- 4.4.3.3. Provide a listing of all available file types for ITS data including reports and recordings.
- 4.4.4. **VVS**
 - 4.4.4.1. Mandatory Monitoring, Recording and Data Requirements are outlined in **Attachment 1, Section I (VVS Requirements)**.
 - 4.4.4.2. Contractor shall include detailed information on the VVS alert application. The description shall include, at a minimum, the types of alerts available (cell phone, SMS text, email) including.
 - 4.4.4.3. Contractor shall specify if the VVS allows the user to stop, pause and restart a live video visitation.
 - 4.4.4.4. Contractor shall indicate whether the VVS has the capability to scan and display random live video visitations.
 - 4.4.4.5. Contractor shall indicate whether the user can customize the view for playback of video visitations and/or add comments to the video visitation recording.

4.5. Kiosks

- 4.5.1. COUNTY requires intake and lobby kiosks and electronic funding and payment services as a part of this RFP. Specific mandatory requirements for Kiosks are outlined in **Attachment 1, Section K (Kiosk Requirements)**.
 - 4.5.1.1. Describe Contractor's cash collection process including how Contractor monitors the kiosks' currency balance to determine when collection is needed or the frequency of pick up from the kiosks.
 - 4.5.1.2. Specify whether Contractor utilizes its field technician or other employee for cash collection from the kiosks or if Contractor will subcontract a third-party cash transit service indicate which company will be responsible for pick-up from the Facilities.
 - 4.5.1.3. County requires debit release cards be provided at no cost to County to accommodate returning funds to an inmate at the time of release. Contractor shall provide an overview of its debit release card program.
 - 4.5.1.4. Explain how funds are applied to the debit release card by facility staff and how the card can be used by the inmate after release.
 - 4.5.1.5. Provide a detail fee sheet of all fees and surcharges associated with the inmate's use of the card as an **Exhibit** to its RFP response and as outlined in **Attachment 1, Section B.1 (Proposal Order)**.
 - 4.5.1.6. Contractor must provide two (2) references of facilities where this technology has been implemented for at least six (6) months. References shall include facility name and address, contact name, contact number and contact email.
- 4.5.2. **Intake kiosks**
 - 4.5.2.1. Contractor shall describe the proposed intake kiosks and provide technical specifications for the units including but not limited to dimensions, weight, printing capabilities, photographic capabilities and the maximum number of bills and coins that the device can accept in one transaction.
 - 4.5.2.2. Indicate whether the proposed intake kiosk has the capability to allow inmates to use their own credit/debit card or cash to post bail or add funds to their commissary or debit account.

- 4.5.2.3. Indicate any minimum or maximum deposit amounts per transaction, if applicable.
- 4.5.3. **Lobby Kiosks**
 - 4.5.3.1. Contractor shall describe the proposed lobby kiosks and provide technical specifications for the units including but not limited to dimensions, weight, printing capabilities, photographic capabilities, the maximum number of bills that the device can accept in one transaction and credit cards accepted.
 - 4.5.3.2. Contractor shall detail what data is on the visitor receipts and indicate if its customer service number is printed on the receipts.
 - 4.5.3.3. Contractor shall specify if its lobby kiosks can perform multiple functions such as inmate trust/commissary account deposits, deposits to a prepaid collect or inmate debit account, self-release/bail and child support payments.

4.6. **Additional Technology**

- 4.6.1. COUNTY is interested in additional technology products that can be provided as part of the Contractor's proposal offering for this RFP. COUNTY, at its sole option, may elect to implement any of the following proposed Additional Technologies throughout the life of the Agreement. If Contractor is interested in providing information for additional technology products and services it should supply information on the following items, and where applicable, include any rates, fees, costs and/or proposed revenue share in **Attachment 1 Section M (Rates, Fees and Revenue Share)**.
- 4.6.2. Commissary ordering via the ITS (no cost to COUNTY): Contractor shall provide an overview of this technology which shall include details on the process for selecting and ordering commissary items. Refer to **Attachment 1, Section L (Facility Specifications)** for information on the commissary services provider.
 - 4.6.2.1. Contractor must provide two (2) references of facilities where this technology has been implemented for at least six (6) months. References shall include facility name and address, contact name, contact number and contact email.
- 4.6.3. ITS voice biometric technology (no cost to COUNTY): Contractor shall provide an overview of the technology, detail the enrollment process and indicate whether the technology performs an initial verification and/or continuous verification of the inmate's voice. This feature must be an integrated part of the ITS and must include analytical tools and reporting. COUNTY will not be a "beta test site" for unproven technology:
 - 4.6.3.1. Contractor must provide two (2) references of facilities where this technology has been implemented for at least six (6) months. References shall include facility name and address, contact name, contact number and contact email.
- 4.6.4. Automated Information Technology System (AITS) (no cost to COUNTY): Contractor shall describe its AITS feature, which shall provide both inmates and external users with information relative to the facility or to a specific inmate. COUNTY will not be responsible for the cost of any required interfaces
 - 4.6.4.1. Contractor should specify the hours that the AITS is available for use.
 - 4.6.4.2. Contractor should indicate how data is obtained and uploaded to the AITS and the frequency of updates.
 - 4.6.4.3. Contractor must provide two (2) references of facilities where this technology has been implemented for at least six (6) months. References shall include facility name and address, contact name, contact number and contact email.
- 4.6.5. Internal electronic messaging feature (no cost to COUNTY): Contractor shall provide information on an available internal messaging feature to allow inmates to file grievances, request medical/dental, file telephone complaints or receive broadcast messages from COUNTY (per inmate, group of inmates or facility).
 - 4.6.5.1. Confirm the ITS is capable of recording and storing all messages.

- 4.6.5.2. Contractor must provide two (2) references of facilities where this technology has been implemented for at least six (6) months. References shall include facility name and address, contact name, contact number and contact email.
- 4.6.6. Inbound, automated voicemail via the ITS: Contractor shall provide an overview of this technology specifying whether the technology accommodates outbound voicemails in addition to inbound.
 - 4.6.6.1. Describe all security features for voicemail messaging and how the voicemail services preserve the call controls configured in the ITS.
 - 4.6.6.2. Confirm the ITS is capable of recording and storing all messages.
 - 4.6.6.3. Detail all charges for voicemail messages and the method of revenue-share with COUNTY.
 - 4.6.6.4. Contractor must provide two (2) references of facilities where this technology has been implemented for at least six (6) months. References shall include facility name and address, contact name, contact number and contact email.
- 4.6.7. Cellphone Contraband Technology: Contractor shall provide an overview of both its mobile and stationary cellphone detection technology. If Contractor has been authorized by the FCC to operate a managed access system (MAS) at a correctional facility, Contractor shall also include an overview of its proposed managed access system and technology.
 - 4.6.7.1. Detail any costs associated with this technology; and
 - 4.6.7.2. Contractor must provide two (2) references of facilities where this technology has been implemented for at least six (6) months. References shall include facility name and address, contact name, contact number and contact email.
- 4.6.8. Voice-to-text technology: Contractor shall provide an overview of the technology specifying how the technology is capable of converting recordings to text:
 - 4.6.8.1. Detail any costs associated with this technology; and
 - 4.6.8.2. Contractor must provide two (2) references of facilities where this technology has been implemented for at least six (6) months. References shall include facility name and address, contact name, contact number and contact email.
- 4.6.9. Any additional Contractor technology or optional features: Provide a description of any additional technology that may be of interest to COUNTY (e.g. keyword search, internal/external data integration mining, offsite paper mail processing, onsite mail scanning equipment, officer check-in/bed check tools). Provide detailed information on each application, production and the functionalities of each as well as a complete description of the features proposed.
 - 4.6.9.1. Detail any cost associated with the technology or features and/or any revenue share proposed.
 - 4.6.9.2. Contractor must provide two (2) references of facilities where this technology has been implemented for at least six (6) months. References shall include facility name and address, contact name, contact number and contact email.

5. FINANCIAL TRANSPARENCY

5.1. Contractor Information

- 5.1.1. Contractor shall supply the following in its proposal:
 - 5.1.1.1. Documentation that Contractor is registered to do business in the state of California.
 - 5.1.1.2. Documentation that all necessary requirements of the Federal Communications Commission (FCC) for the ITS are met.
 - 5.1.1.3. Contractor's current annual report and its two (2) most recent Dun and Bradstreet or similar reports.
 - 5.1.1.4. If Contractor has operated under a different name, or affiliate, in the past three (3) years, provide names, dates, addresses and state where incorporated.
 - 5.1.1.5. If Contractor has participated in an acquisition or merger in the last six (6) months, provide information about the acquiring company or the company to be acquired and information regarding the stage of negotiations.
 - 5.1.1.6. A synopsis of any and all inmate communications (ITS, VVS, Tablets) RFP or contract related protests in within the last three (3) years. Include location and outcome of the protest.
 - 5.1.1.6.1. A response indicating this information is confidential and/or proprietary will be considered an Exception.
 - 5.1.1.7. A synopsis of any and all litigation(s) within the last five (5) years where Contractor or Contractor's ITS, VVS, Tablets or Kiosks was a party. Include venue, style of case and status of litigation.

5.2. Validation

- 5.2.1. **ITS**
 - 5.2.1.1. Contractor shall describe its call validation methods, indicating if real-time.
 - 5.2.1.1.1. Identify all other methods used for call validation.
- 5.2.2. **VVS**
 - 5.2.2.1. Specify Contractor's process for restricting visitors for any fraudulent activity or credit card chargebacks.
- 5.2.3. **Tablets**
 - 5.2.3.1. Specify Contractor's process for capturing any orders for the device, media or communication.
 - 5.2.3.2. Confirm the timeframe for processing inmate orders and making the purchased media or communication available to the inmate.
 - 5.2.3.3. Detail Contractor's process for validating the inmate's available balance at the time of purchase request.

5.3. Available Options

- 5.3.1. **ITS - Calling Options**
 - 5.3.1.1. If available, describe the collect calling option of the ITS.
 - 5.3.1.1.1. Contractor shall specify the name and phone number of the billing company used to bill collect calls on its behalf.
 - 5.3.1.1.2. Provide a diagram demonstrating the collect calling process.
 - 5.3.1.2. Contractor must specify its process for maximizing call completion especially for calls that would otherwise be blocked because of cell phones and other unbillable issues. Contractor shall also identify the average percentage of calls that fail validation because of cell phones and unbillable issues.
 - 5.3.1.2.1. Provide a diagram demonstrating each additional calling option.

- 5.3.1.2.2. Relative to prepaid collect, specify the timeframe for a prepaid account to become dormant/expire. If applicable, Contractor shall state whether the timeframe is configurable.
 - 5.3.1.2.2.1. Describe the refund process including how a refund should be requested and the timeframe associated with processing a refund.
 - 5.3.1.2.3. Specify the minimum amount required on a prepaid collect account to complete a call.
 - 5.3.1.2.4. Describe in detail what happens when an inmate attempts a call to a prepaid collect account that has insufficient funds.
 - 5.3.1.2.5. Relative to debit accounts, describe the process for accommodating real-time refunds.
 - 5.3.1.2.6. Relative to prepaid cards, specify the process for allowing access to unused funds once an inmate is released.
- 5.3.1.3. Describe billing options available to professional called parties such as attorneys and bail bondsmen in the event they cannot receive collect calls.
- 5.3.2. **VVS – Available Applications**
- 5.3.2.1. Contractor shall specify if additional/external applications, text or information, as approved by COUNTY, can be added to the VVS and displayed on the video visitation station(s).
- 5.3.3. **Tablets – Available Applications**
- 5.3.3.1. Contractor shall provide a list of all available applications, features and functionalities available on Tablets.

5.4. End-User Payment Options

- 5.4.1. Provide a detailed description of all payment/deposit methods and the process for applying payments for the purpose of any of the inmate communication services specified in this RFP.
- 5.4.2. Describe the process by which end-users can make pre-payments for a specific phone number, prepaid collect account or inmate account for any of the inmate communication services specified in this RFP.
- 5.4.3. Indicate the timeframe it takes for funds to post and become available for use by the inmate or end-user/visitor.
- 5.4.4. Describe how taxes and fees are applied to all payments.

5.5. Contractor References

- 5.5.1. Provide a list of agreements not renewed, lost or prematurely cancelled in the last five (5) years.
 - 5.5.1.1. If applicable, include the reason for non-renewal and/or cancellation(s) of the agreement(s). A response indicating this information is confidential and/or proprietary will be considered an exception.
- 5.5.2. Provide a list of clients/agencies who have notified Contractor of unauthorized fees/charges, overbillings or revenue share owed within the last three (3) years and the status of resolution of those claims.
 - 5.5.2.1. A response indicating this information is not monitored, confidential and/or proprietary will be considered an Exception.
- 5.5.3. Provide 3 client references for facilities where Contractor provides the equipment and services comparable to the requirements in this RFP.
 - 5.5.3.1. References provided must be currently under contract with Contractor and have been operating under that contract for at least six (6) months.

5.5.3.2. Contractor shall ensure updated references and accurate contact information is provided.

5.5.3.3. References may be contacted at any time during the RFP process.

5.5.4. Using the format in

~~5.5.5.~~ **Table 2**

5.5.5. Customer Name:	
Contact Person and Title:	
Telephone Number(s):	
Email Address:	
City, State:	
Number of Facilities:	
ADP:	
Agreement Effective Date:	
Total Number of Inmate Phones:	
Total Number Visitation Phones:	
Total Number of VVS stations:	
Total Number of Tablets:	
Total Number of Kiosks (Booking and Lobby)	

~~5.5.6.~~

~~5.5.7.~~ **5.5.6. Table 2 (Contractor Reference Format)**, provide the requested information for each reference.

Table 2 - Contractor Reference Format

Customer Name:	
Contact Person and Title:	
Telephone Number(s):	
Email Address:	
City, State:	
Number of Facilities:	
ADP:	
Agreement Effective Date:	
Total Number of Inmate Phones:	
Total Number Visitation Phones:	
Total Number of VVS stations:	
Total Number of Tablets:	
Total Number of Kiosks (Booking and Lobby)	

6. SERVICE

6.1. Disaster Recovery Plan

- 6.1.1. Contractor shall detail its Disaster Recovery Plan (DRP). This plan should provide the Contractor processes, policies and procedures relating to the recovery of services and data requirements as specified in this RFP preceding and/or following a natural or human-induced disaster.
- 6.1.2. The DRP shall address the Contractor’s recovery processes following a natural or human-induced disaster for these scenarios.
 - 6.1.2.1. A localized event affecting only the Contractor’s facilities, infrastructure, and personnel;
 - 6.1.2.2. A localized affecting only the COUNTY’s facilities, infrastructure, and personnel;
 - 6.1.2.3. A broad geographic event affecting both the Contractor and the COUNTY; and

6.2. Contractor Personnel

- 6.2.1. Contractor shall provide the names of Contractor’s employees, consultants, and subcontractors that will be involved in providing the requirements in this RFP and the Agreement using format of the table below. Contractor may add additional rows to the table as necessary.

Table 3 - Contractor Personnel

Full Name	Employee/ Contractor OR Consultant	Title/Position	Contact Phone Number	Email Address

- 6.2.2. Contractor shall supply resumes for all employees (including maintenance technicians), consultants and subcontractors that will be working under the terms of this RFP and Agreement. There are no limits on the number of resumes that Contractor may submit. Resumes shall be included in Contractor’s proposal as indicated in **Attachment 1, Section B.1 (Proposal Order)**. All resumes shall be no more than two (2) pages and include the following information.
 - 6.2.2.1. Each shall contain the name, position, qualifications, certifications, years of experience, and educational background information.
 - 6.2.2.2. The amount of time that the individual will devote to work related to the requirements outlined in this RFP. Indicate clearly whether the given response is being expressed in hours per month or a percentage of time per month.
 - 6.2.2.3. Two (2) related, past performance references for projects of comparable size and complexity where the team member has performed duties similar to the ones outlined in this RFP.
 - 6.2.2.3.1. Contractor must include a contact name, number and email address of someone who has knowledge of the team member’s work for that project.
 - 6.2.2.4. Work experience for no more than the last ten (10) years. List relevant current/recent work experience, employers, dates and duties in reverse chronological order.

- 6.2.3. Contractor shall provide information regarding the required on-site administrator who will assigned to perform the duties as specified in **Attachment 1, Section D (General Conditions)** at County’s South County Detention Facility (SCDF). If said administrator is already an employee, Contractor shall provide his/her resume. If this is not possible, Contractor will provide a job description and an example of the training plan that will be used to train the individual before he/she is assigned to the position.
- 6.2.4. Contractor shall provide information regarding maintenance personnel for the ITS using the format provided in **Table 4 (Contractor Technicians)**.
 - 6.2.4.1. Indicate the number of technicians directly employed by Contractor as well as the number of technicians, which will be subcontracted for service at the Facilities.
 - 6.2.4.2. Indicate the names, company, primary physical work location, telephone numbers, and proximity to the Facilities for the technicians who will be maintaining, servicing and performing work under the Agreement.

Table 4 - Contractor Technicians

Technician Name	Company	Location (Address, City, State)	Contact Phone Number	Proximity (In Miles)

- 6.2.5. Contractor shall disclose, with percentages clearly shown, the specific work tasks for the Facilities that will be subcontracted and the specific work tasks that will be performed by Contractor employees.

6.3. Customer Service

- 6.3.1. Provide the following information regarding Contractor’s processes for handling inmate/end-user service matters for any of the inmate communication and Kiosk services specified in this RFP.
 - 6.3.1.1. Describe procedure(s) for handling inmate/end-user complaints including the contact options available for end-users to request assistance from Contractor;
 - 6.3.1.2. Indicate whether Contractor’s customer service center defaults to an Interactive Voice Response (IVR) or a live customer service representative;
 - 6.3.1.3. The hours during which live customer service representatives are available to speak with end-users via telephone;
 - 6.3.1.4. Indicate the average on-hold time to reach a live representative; and
 - 6.3.1.5. Describe procedure(s) for handling inmate or end-user refund requests and the timeframe for completing such requests.

6.4. Maintenance

- 6.4.1. Contractor shall provide COUNTY with the escalation procedures for handling customer support issues including, but not limited to, maintenance, outages and reporting issues for the ITS, VVS, Tablets and Kiosks. Procedure description shall include the contact names, contact numbers, email addresses and level of authority for the person(s) responsible for escalated issues.

- 6.4.2. Contractor shall provide COUNTY with the proposed process for handling maintenance and service issues surrounding Tablets including warranty timeframe, replacement process and storage of spare Tablets.
- 6.4.3. Contractor shall provide the on-site response time, priority levels and escalation schedule for emergency outage/service issues at and/or related to the Facilities as an exhibit to its RFP response and as outlined in **Attachment 1, Section B.1 (Proposal Order)**.
- 6.4.4. Contractor shall describe its detailed approach to routine and emergency maintenance as an exhibit to its RFP response and as outlined in **Attachment 1, Section B.1 (Proposal Order)**.
- 6.4.5. Contractor shall provide a synopsis of all ITS, VVS, Tablet and Kiosk outages lasting longer than six (6) hours in a single day for the past six (6) months. Include reason and outcome of the outage.
 - 6.4.5.1. A response indicating this information is confidential and/or proprietary will be considered an Exception.



COUNTY OF TULARE FOR
TULARE COUNTY SHERIFF'S OFFICE

Request for Proposal:
Inmate Communication Services

ADDENDUM #1

RFP No.: 20200909

Date: 10/02/2020

All clarifications and/or changes outline in this Addendum #1 are hereby incorporated into the RFP requirements. Addendum #1 addresses changes to the Schedule of Events as well as results issues with locked cells in Attachment 1 – Mandatory Requirements of RFP #20200909.

1. SCHEDULE OF EVENTS

1.1. Section 2.2 of Main RFP# 20200909 is hereby deleted in its entirety and replaced with the following:

2.2. Schedule of Events

- 2.2.1. The following is COUNTY's best estimate of the schedule of events ("Schedule of Events"). COUNTY reserves the right to revise the Schedule of Events. Unless otherwise specified, the times provided are Pacific Standard Time (PST).
- 2.2.2. Proposals must be received no later than **5:00 p.m. PST on 10/27/2020** ("Proposal Due Date") at the location specified in **Section 2.6 – Questions or Comments**.

Table 1 - Schedule of Events

Event	Date
Release of the RFP	9/9/2020
Deadline for Site Evaluation Registration Forms	9/15/2020
Mandatory Site Evaluations – starting at Pre-Trial at 9:00 a.m. PST	9/22/2020
Deadline for Written Questions from Contractors	9/29/2020
Dissemination of Answers to Written Questions	10/13/2020
Proposal Due Date	10/27/2020

2. AMENDED SECTION OF THE RFP

- 2.1. The following sections of **Attachment 1 – Mandatory Requirements** of the RFP are hereby deleted in their entirety and replaced with the attached corrected sections of Addendum # 1 of the RFP to address locked cells where Contractors response is required:
- 2.1.1. **Section B - RFP Instructions & Format**
 - 2.1.2. **Section C - Evaluation & Selection**
 - 2.1.3. **Section E - User Billing & Payments**
 - 2.1.4. **Section N - Exceptions to RFP**
 - 2.1.5. **Section O - Exceptions to Agreement Terms**
 - 2.1.6. **Section P - Receipt of Addenda**



COUNTY OF TULARE FOR
TULARE COUNTY SHERIFF'S OFFICE

Request for Proposal:
Inmate Communication Services

ADDENDUM #2

RFP No.: 20200909

Date: 10/06/2020

All clarifications and/or changes outline in this Addendum #2 are hereby incorporated into the RFP requirements. Addendum #2 addresses changes to the Schedule of Events for RFP #20200909.

1. SCHEDULE OF EVENTS

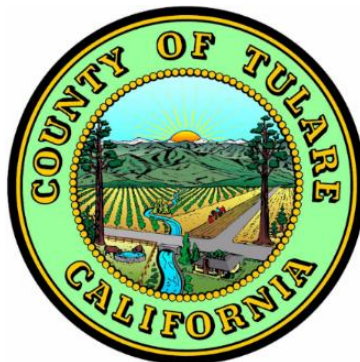
1.1. Section 2.2 of Main RFP# 20200909 is hereby deleted in its entirety and replaced with the following:

2.2. Schedule of Events

- 2.2.1. The following is COUNTY's best estimate of the schedule of events ("Schedule of Events"). COUNTY reserves the right to revise the Schedule of Events. Unless otherwise specified, the times provided are Pacific Standard Time (PST).
- 2.2.2. Proposals must be received no later than **5:00 p.m. PST on 11/10/2020** ("Proposal Due Date") at the location specified in **Section 2.6 – Questions or Comments**.

Table 1 - Schedule of Events

Event	Date
Release of the RFP	9/9/2020
Deadline for Site Evaluation Registration Forms	9/15/2020
Mandatory Site Evaluations – starting at Pre-Trial at 9:00 a.m. PST	9/22/2020
Deadline for Written Questions from Contractors	9/29/2020
Dissemination of Answers to Written Questions	10/27/2020
Proposal Due Date	11/10/2020



COUNTY OF TULARE FOR TULARE COUNTY SHERIFF'S OFFICE

Request for Proposal: Inmate Communication Services

ADDENDUM #3

RFP No.: 20200909

Date: 10/27/2020

This Addendum chronicles the questions received by the Deadline for Submitting Written Questions and prior to the Deadline for Proposals as outline in RFP #20200909. All clarifications and/or scope changes outline in this Addendum #3 are hereby incorporated into the RFP requirements.

1. QUESTIONS AND ANSWERS

The following questions were received on or before September 29, 2020:

- 1. Please provide several recent commission reports for the County, showing calls, minutes and revenue (or at minimum calls and minutes). This data is necessary to estimate costs and potential revenues. The current vendor has access to this information, so distributing the information to other vendors in a timely fashion will ensure a level playing field for all bidders.**
 - A. A copy of the last 12 months commission reports showing calls, minutes and revenue are attached to this Addendum #3. Revenue share will be required on all Gross Revenue as defined in Attachment 1, Section D (General Conditions) of the RFP.
- 2. Please provide a copy of all current contracts and amendments pertaining to all services under this RFP.**
 - B. A copy of the requested inmate services agreements are attached to this Addendum #3.
- 3. Please provide the commission percentage currently received on inmate telephone revenue.**
 - A. \$0.21 per minute on all call types excluding interstate.
- 4. Does the County receive commissions on revenue generated by interstate calls today?**
 - A. No.

- 5. **Does the County require that proposals include commissions on interstate calls?**
 - A. Yes.
- 6. **Do commissions from this contract go to the Inmate Welfare Fund, the Sheriff's Office discretionary fund, or the County general fund?**
 - A. Inmate Welfare Fund.
- 7. **Please provide a breakdown by housing unit of the inmate capacity and the number of phones each. The inmate capacity for each cell block is necessary for determining network requirements and charging stations needed to support the tablets.**
 - A. Contractors were provided the number of beds, phones, and video visitation stations required in each inmate module at each facility during the Mandatory Site Evaluation. The County will provide housing unit lists and bed counts upon award of the contract.

Attachment 1, Mandatory Requirements, Section J (Tablet Requirements) and Section L (Facility Specifications) as amended by this Addendum #3, Section 2 includes a breakdown of the equipment totals required at each facility, clarification on the required number of tablets of a 1:4 ratio (1 tablet for every 4 inmates), and the most current month's ADP.

- 8. **Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency.**

A.

Facility	Local	DOC	Other Agency
Bob Wiley (BWDF)	85%	15%	0%
Pre-Trial (PTF)	97%	3%	0%
South County (SCDF)	84%	16%	0%

- 9. **Attachment 2 p. 3 mentions a Porterville Substation at 379 N 3rd St, Porterville, CA 93257 where 1 lobby kiosk is required. Is this facility part of this RFP? Is any other equipment required at this location?**
 - A. The Porterville Substation requires one (1) lobby kiosk be installed with the lobby kiosk services outline in Attachment 1, Section K (Kiosk Requirements). No other equipment is required at this location.
- 10. **How is commissary ordered today?**
 - A. Bubble sheets.
- 11. **Does the current vendor provide debit calling? If so, how are debit accounts funded – e.g., through an inmate's trust account, lobby kiosk, phone / website payments, etc.? Please list all available methods.**
 - A. Debit is not a current calling option, but is required as a part of the RFP.
- 12. **For the current video visitation system, what kind of wiring connects the kiosks to the equipment room at each facility?**
 - A. Cat 5 Ethernet cable
- 13. **For the current video visitation system, please provide recent usage information. Approximately how many remote visits take place each month?**
 - A. Average monthly remote visits = 1,287.

- 14. Please provide average monthly revenue data for any additional services offered under the current contract, such as voicemail, messaging and deposits.**
- B. The County does not currently have voicemail or messaging services under the current inmate communication services contract. Average monthly kiosk deposit revenue is \$181,012.18.
- 15. The evaluation criteria in Attachment 1 Section C.1 allots 20% to the Cost Proposal. The Cost Proposal includes rates, fees, revenue share, and alternative/additional proposal. What are the relative weights of each? Will one be evaluated more highly than the others?**
- A. Weighted amounts are collectively applied to the Considered Items for all evaluation criteria included within each.
- 16. What is the anticipated start date for this contract?**
- A. TCSO anticipates negotiating and starting a new contract as soon as practically possible post award of this RFP.
- 17. Attachment 1 Section L requires a total of 63 visitation phones. Are these phones wired to the inmate telephone system for recording and monitoring today?**
- A. There are a total of 31 sets (62 phones) required at BWDF and 16 sets (32 phones) at PTF. The visitation telephones are wired to the ITS for recording and monitoring; however, there are currently no keypads on the visitation phones. County requires that all visitation telephones include keypads in order to capture the inmates information on the call record/recording in the ITS.
- 18. Some vendors provide alternate payment options, such as the ability to purchase a one-time phone call using a credit or debit card, without the necessity of setting up a prepaid account, and typically pay little to no commission on these calls. Will the County please confirm that vendors are required to pay the same commission amount for all calls, including premium, prepaid, debit and collect?**
- A. Contractor will be required to pay the same commission percentage on all call/bill types.
- 19. The RFP requires financial statements to be submitted with the proposal but does not address how these statements will be protected from public disclosure. As a privately held company, our financial statements are exempt from public disclosure. The RFP includes a few confidentiality excerpts but nothing pertaining to financial information, and the State of California does not include protection in its Open Records Act. Therefore, would the County confirm that that the financial statements of privately held companies will be kept confidential? Would the County agree to sign a non-disclosure agreement prior to us issuing our financial statement? Or, alternatively, will the County accept non-confidential financial information to verify our financial position in lieu of the financial statement, such as a Dun & Bradstreet report or a letter from a third-party creditor attesting to our financial capability?**
- A. Requirement No. 5.1.1.3. of the Main RFP requires *“Contractor’s current annual report and its two (2) most recent Dun and Bradstreet or similar reports.”* Contractor should also refer to Attachment 1, Section B, Subsection 5. Confidentiality for instructions on marking information provided as confidential and/or proprietary.
- 20. Exhibit C states, “CONTRACTOR shall provide and maintain insurance for the duration of this Agreement against claims for injuries to persons and damage to property which may arise for, or in connection with, performance under the Agreement by the CONTRACTOR, his agents, representatives, employees and subcontractors, if applicable.” Will the County allow subcontractors to provide their own insurance coverage as our insurance vendors do not cover subcontractors?**

- A. The County's agreement will be exclusively with the awarded Contractor and not Contractor's subcontractor(s). Therefore Contractor's insurance will be considered the primary insurance for any claims or liability arising from the work performed under the scope of the Agreement. This includes any work performed by subcontractor(s) on behalf of Contractor. Please see Exhibit C, Section B. - Specific Provisions of the Certificate for additional provisions required for Contractor's insurance endorsements.

21. After the first round of questions is answered, will the County accept additional questions if clarification is needed for any of the County's responses?

- A. The County will only deliver answers to written questions, received by the due date specified in the RFP, with this Addendum #3 to the RFP. Should a Contractor be awarded, clarifications will be made during the negotiation phase of the contract.

22. Attachment 1 Section L requires "ID Card Readers (including licenses)." What is the purpose of these readers? What function are they expected to serve?

- A. ID Card Readers are currently used to swipe visitors' state issued ID which automatically populates their information into the JMS visitor database. This is done for any person checking in at any of the County's facilities as a visitor for an inmate housed at the facility. Attachment 1, Section L (Facility Specifications) as amended by this Addendum #3 includes the required number of ID card readers.

23. Requirement #4.5.1.3 on RFP p. 12 requires debit release cards. Does the county currently have a debit release card program? If so, who is the vendor and what is the current fee structure.

- A. Yes. Debit release cards are currently provided under the County's kiosk/financial services agreement with Touchpay Holdings d/b/a GTL Financial Services. A copy of the County's Financial Services Agreement is attached to Addendum #3.

24. How many debit release card stations does the county require?

- A. The County requires a total of three (3) debit release card stations, one in the intake area at each of the facility. Attachment 1, Section L (Facility Specifications) as amended by this Addendum #3 includes the required number of Debit Release Card readers/scanning equipment.

25. What method of deposits are currently accepted with the current booking kiosks?

- A. Cash, coins, and cards.

26. Who is currently responsible for handling money from the current booking kiosks?

- A. GTL.

27. Attachment 1 Section L requires 4 Intake Kiosks. Would the County be willing to consider proposals for a more advanced solution that would more efficiently process inmates with less facility involvement and fewer kiosks?

- A. County is open to receiving information on other solutions as long as the alternative meets the requirements outlined in Attachment 1, Section K (Kiosk Requirements).

28. Attachment 1, Section J, Requirement 2.006 requires that the Contractor provide "the number of mobile charging stations as outlined in Attachment 1, Section L." However, Section L does not specify a required number of charging stations. Moreover, the number of charging stations depends upon housing unit configuration and the capacity of each station, which can vary. Will the County remove this requirement, or revise it to provide "the number of mobile charging stations required to provide a charging port for every tablet required in Attachment 1, Section L"?

A. Attachment 1, Section J (Tablet Requirements), Requirement No. 2.006 as amended by this Addendum #3, Section 2 includes the additional clarification.

29. Attachment 1, Section I, Requirement 1.003 requires 2 onsite video visitation sessions at no cost to the public visitor or the inmate. Is this 2 free visits per inmate each week, or some other criterion/interval?

A. The County requires two (2) free 30-minute onsite visits per inmate, per week and per visitor, per week. Excessive onsite visits are charge in 30-minute blocks at the same rate as remote visits.

30. Attachment 1 Section L lists 31 visitation telephones at Bob Wiley and 32 at the Pre-Trial Facility. Are these visitation phone pairs, for a total of 62 handsets at BWDF and 64 handsets at PTF?

A. BWDF requires 31 sets (62 phones) and PTF requires 16 sets (32 phones). Please refer to the revised Attachment 1, Section L (Facility Specifications) for the updated equipment counts.

31. Per the Schedule of Events, answers to written questions will be disseminated Oct. 6. To guarantee proposal delivery by the Oct. 13 due date, vendors must ship their proposals by Oct. 9. This leaves a very short window for reviewing answers to vendor questions and incorporating this critical information into their proposals. We request an extension of the proposal due date to 2 weeks after the date answers to questions are distributed.

A. Please refer to the revised Schedule of Events as amended by Addendum #2 to the RFP.

32. Will the County please provide an updated Attachment 1, there are issues with the locked cells in Tabs B, C, E, M, N, O, P.

A. Revised Attachment 1 – Mandatory Requirements, as amended by Addendum #3, Section 2 resolves any issues with locked cells.

33. Will the County please clarify what date range the provided average monthly calling statistics are from?

A. A breakdown of the average monthly call statistics by both bill type and call type for traffic months August 2019 - July 2020 are provided in the revised Attachment 1, Section L (Facility Specifications), Subsection 3 – Average Monthly Statistics as amended by Addendum #3, Section 2 to the RFP. These will be the only statistics provided.

34. Will the County please provide 12 months of calling data broken down by month and associated ADP during that range?

A. Please refer to the answer provided in question 1 and 33. The past 14 months ADP is provided below.

Month/Year	8/19	9/19	10/19	11/19	12/19	1/20	2/20
ADP	1,650	1576	1524	1461	1425	1446	1400
Month/Year	3/20	4/20	5/20	6/20	7/20	8/20	9/20
ADP	1296	995	1010	1062	1082	1183	1207

35. What is the average number of booking and releases daily?

A. The average daily bookings for all 3 facilities is 35 inmates per day and the average daily releases is 22 inmates per day.

36. Will the County please clarify what the highlighted values are below in the provided Attachment 1, Tab L (Facility Specifications)? Is that usage in addition to the Direct Bill, Debit and Prepaid?

A. The values referred to in this questions are no longer included in the revised Attachment 1 as amended by this Addendum #3.

- 37. Will the County confirm that we are allowed to remove all of the lobby payphones and replace with standard inmate telephones allowing free 5 minute in state calls?**
- A. Correct.
- 38. Will the County require that Video Visitation be scheduled in advance, and not allow a reduced cost and commissioned outbound Video Calling product?**
- A. Yes. All visits must be scheduled in advance.
- 39. Given the extremely high cost to install Video Visitation and to store all aspects of Video Visitation, will the County consider reducing the length of time vendors are required to store all recorded Video Visitations to 6 months or less?**
- A. Attachment 1, Section I (VVS Requirements), Requirement No. 5.008 as amended by this Addendum #3, Section 2 requires the most recent one-hundred-eighty (180) days video visitation recordings to be stored offline for the life of the Agreement plus one-hundred-eighty (180) days after the expiration or termination of the contract.
- 40. Please confirm the accuracy of “Current ITS Call Rates & Average Monthly Statistics” provided on Section L “Facility Specifications.” When we calculate telephone revenue based upon the current rates and average monthly minutes provided, we are showing the Average Total Annual ITS Revenue to be approx. \$365k. However, the RFP is requiring bidders to agree to provide a Minimum Annual Guarantee (MAG) of \$650k, which is substantially more than current ITS revenue. If the “Current ITS Call Rates & Average Monthly Statistics” are inaccurate or is missing information, please provide detail the correct/updated information.**
- A. Attachment 1, Section M (Rates, Fees and Revenue Share) as amended by this Addendum #3, Section 2 requires a MAG amount of \$560,000.
- 41. Who is the County’s incumbent Video Visitation System (VVS) service provider?**
- A. GTL.
- 42. What are the current remote VVS rates?**
- A. County’s current VVS rates are provided in Attachment 1, Section L, Subsection 5 (Current VVS Rates).
- 43. Does the County receive a commission on VVS revenue? If so, what is the commission rate?**
- A. Yes. 40%.
- 44. What is the total number of remote VVS minutes used during the past 6 months?**
- A. Remote visits are charged per 30-minute visit and not per minute. Please refer to the answer provided in question 13 for the average monthly remote visits.
- 45. Who is the County’s incumbent Inmate Electronic Messaging System (EMS) service provider?**
- A. The County is currently piloting a solution, but there is no long term contract in place and the information will not be disclosed at this time. County is seeking a permanent messaging solutions per the terms of the RFP.
- 46. What are the current EMS service rates?**
- A. This information will not be disclosed at this time.
- 47. Does the County receive a commission on EMS revenue? If so, what is the commission rate?**

- A. This information will not be disclosed at this time.
- 48. How many messages have been sent through the EMS during the past 6 months?**
- A. This information will not be disclosed at this time.
- 49. So that each vendor can provide the most accurate quote/financial offer, can you please provide a housing breakdown by facility housing unit, along with the current ADP for each housing unit, average population, and its respective maximum capacity?**
- A. Please refer to the answer provided in questions 7 and 34. The total number of beds at each facility is provided in Attachment 1, Section L (Facility Specifications).
- 50. In the RFP it lists several areas where “a response indicating this information is confidential and/or proprietary will be considered an exception.” Many of these items requested are protected under the California public record law. If vendors label this information as such and still provide the information to the Tulare County for evaluation purposes only, will this still be considered an exception?**
- A. No. If considered confidential and/or proprietary, Contractor may label and provide as such. However, stating confidential and/or proprietary and not providing the requested information would be considered an exception.
- 51. Per Section 5.1.1.6.1, 5.5.1.1, 5.5.2.1, 6.4.5, of the Main RFP, it states, “A response indicating this information is confidential and/or proprietary will be considered an Exception.” Please confirm a response marked as ‘confidential’, yet the vendor still provides the information and marks the response as “Read and Agree”, is not considered an exception? Please also confirm that when a vendor elects to not provide the requested information due to a response of confidentiality this would then be considered an exception?**
- A. Please refer to the answer provided for question 50.
- 52. On Attachment 1 Mandatory Requirements - Section J Electronic Messaging via the Tablets - 3.005 states Bidder shall offer a default dictionary in regard to electronic messaging on tablets. Will the County please clarify if this means a dictionary of pre-loaded keywords/phrases or as keywords are added by end users?**
- A. County requires both a dictionary of pre-loaded keywords/phrases and the capability for end-users to add keywords, phrases and colloquialisms.
- 53. Do the existing inmate kiosks use Cat 5 or Cat 6 cable? Will the successful vendor be able to reuse this working for the vendor’s in pod kiosk solution?**
- A. The current video visitation kiosk use Cat 5 cable. Contractor will be permitted to reuse the existing cable at all 3 facilities, but is required to reimburse County for its costs for the cabling and wiring work completed at the South County Detention Facility needed for installation of the phones and video visitation kiosks. Please refer to Attachment 1, Section H (ITS Requirements), Requirement 1.009 and Section I (VVS Requirements), Requirement 1.010 for details related to this requirement.
- 54. Is it acceptable to provide submit additional pricing proposals in addition to [Option 1 and Option 2] in the Attachment 1 Mandatory Requirements?**
- A. No, the County wants pricing proposals for Option 1 and Option 2 only. Any additional pricing proposals may be requested should County choose to request a Best and Final Offer (BAFO).
- 55. In light of Covid-19 and various states' stay at home orders, would Tulare County agree to accept an electronic signature for this proposal response in lieu of an ink signature, from an Executive Vice President who is authorized to bind the company?**
- A. Electronic signatures will be accepted.

56. **Attachment 1 - Mandatory Requirements; TAB C.1** Within the evaluation criteria, 20 points are allocated for Cost/Price. What is the distribution of points related to the cost to the consumer and how are these points calculated? What is the distribution of points related to the offered commission versus rates and how are these points calculated?
- A. Please refer to the answer provided for question 15.
57. **Some of the requirements in Attachment 1 will not allow a section from the drop down to be chosen. (ex: Tab B; 1.001 Format Requirements). Please provide Attachment 1 with all requirements unlocked.**
- A. Please refer to the answer provided for question 32.
58. **On page 2 of Attachment 2 Agreement Terms for Inmate Communications under Section IV Negotiated Term, # 4 Surety Bond requires a Surety Bond of \$85,000.00. These types of bonds are generally used when a customer is purchasing equipment from a vendor. In relation to this RFP, the selected vendor will be providing and maintaining millions of dollars' worth of equipment at no cost to Tulare County. We respectfully request that the requirement for a surety bond be made optional or removed given the winning vendor's investment in equipment and technology under this RFP.**
- A. This will remain a requirement of the RFP
59. **In Attachment 2, Agreement Terms for Inmate Communication Services under Section IV Negotiated Terms, # 5 Minimum Annual Guarantee states the " Contractor shall pay County a Minimum Annual Guarantee (MAG) in the amount of \$650,000.00 for each year under this agreement." Given the decline of inmate populations across California and the United States due to the Covid-19 pandemic, and the threat by Governor Newsom to close prisons and budget cuts, there is no guarantee that the inmate populations will return to pre-pandemic levels. We respectfully request that the County make the requirement for a Minimum Annual Guarantee of \$650,000.00 optional or remove this requirement and all vendors to provide the best possible financial offer based on current circumstances.**
- A. Please refer to the answer provided for question 40.
60. **Pg. 11 and 12 of RFP 20200909 Inmate Communication Services Attachment 2 – Agreement Terms, Section 37 Liquidated Damages states "CONTRACTOR's failure to meet Agreement requirements both correctly and on time may result in substantial injury the COUNTY; the amount of damages resulting from such failure may not always be quantified with certainty. Each failure to meet a requirement, both correctly and on time, may be subject to fines and liquidated damages as outlined herein. Any enforced fines/liquidated damages will be invoiced by COUNTY to CONTRACTOR. Payments due COUNTY for the invoiced amount(s) shall be due within thirty (30) days of CONTRACTOR's receipt of the invoice." There is tremendous scrutiny in our industry by the FCC and the DOJ. The FCC is currently weighing in on lowering rates yet again. External prison advocacy groups such as Prison Phone Justice and others continue to push and advocate for lower communication costs to inmates and their family and friends. Given the current climate towards lowering inmate communication costs from a regulatory perspective and from the broader community perspective, the cost of liquidated damages described in section 37 will ultimately add additional costs to providing inmate communications at an affordable rate. We respectfully request that the Liquidated Damages section removed from the agreement, the RFP and the Attachment 1 Mandatory Requirements in its entirety.**
- A. This will remain a requirement of the Agreement.
61. **Please provide monthly commission statements for the past 12 months that provide a breakdown of the gross revenue, commission rate percentage, and commission earned in dollars by call type. Your current vendor will have an unfair advantage without this data.**

- A. Please refer to the answer provided in question 1.
- 62. Please provide call detail reports for the past 12 months that provide the number of calls, number of minutes used for all call types. Your current vendor will have an unfair advantage without this data.**
- A. Please refer to the answer provided in question 7. County currently receives \$0.21 per minute on all call types excluding interstate. County requires a revenue share on all call/bill types with this RFP.
- 63. Does the county currently have “Premium calls” and if so, is the county receiving the same commission as all other call types? Your current vendor will have an unfair advantage without this data.**
- A. County currently offers a single-call bill type option and receives the same revenue share as all other call types.
- 64. Is the county willing to have the new vendor purchase the onsite visitation handsets from the incumbent?**
- A. County requires all new VVS equipment and handsets be installed.
- 65. The RFP states that the Contractor shall provide all kiosks and related services. Does this include inmate banking “Trust Fund Accounting”?**
- A. Kiosks include electronic funding and money transfer services which will require Contractor establish all necessary interfaces with County’s JMS, inmate banking, and/or commissary provider. Please refer to Attachment 1, Section K (Kiosk Requirements), Subsection 2 for all requirements related to electronic funding and funds transfer services.
- 66. An interface with ADSI will be necessary prior to your new contract with Motorola. Does the county know the costs associated with interfacing with both companies? Please provide contact information for ADSI.**
- A. The interface contact for ADSi is now included in Attachment 1, Section L, Subsection 2 (Interface Contact Information). Limited interfacing will be required with ADSi in order to continue services for the phones, VVS, Tablets and Kiosk services in which costs are unknown at this time. County anticipates efforts for transitioning to the new Motorola JMS will likely continue through September 2021 in which the cost associated with the required interfaces for the phones, VVS, and kiosks will be covered under County’s agreement with Motorola which will be discussed in further detail with the awarded Contractor during the agreement negotiations.
- 67. The Sequoia Field facility scheduled to open in 2023 will be under this contract. What will the ADP be and when is it anticipated that inmates would move in? Will any of the current facilities close when the Sequoia Field facility opens?**
- A. All current facilities are expected to remain open. The ADP and date of opening are TBD.
- 68. The RFP mentions Cellphone Contraband Technology yet during the walkthrough there was a cellphone detection unit. Is there a need to include this technology?**
- A. Main RFP, Section 4.6 Additional Technology provides the option for Contractors to propose Cellphone Contraband Technology, but it is not a requirement of the RFP.
- 69. Are vendors allowed to submit more than one proposal?**
- A. County will only accept one proposal submission per Contractor.
- 70. Are vendors allowed to offer cost proposals in addition to Option 1 and Option 2 on Attachment 1 Mandatory Requirements Section M Rates, Fees, and Revenue Share?**
- A. Please refer to the answer provided for question 54.

- 71. On Attachment 1 Mandatory Requirements, Section H ITS Requirements Section 1, # 1.009 Installation Requirements states “Within 90 days of the award of the Agreement, Contractor shall provide an estimate to County for the cost of the work for all cabling work and wiring for installation of the inmate telephones that has already been completed by an independent party for the County at the County’s South Detention Facility. Following receipt of the estimate and upon written request from the County, Contract shall reimburse County for this cost and remit payment within 30 days of receipt of County’s request. Please provide an itemized invoice or statement from the independent party showing a breakdown of all materials used/installed at the South Detention Facility and all labor charges for this installation.**
- A. An itemized invoice or statement is not available at this time.
- 72. Was this cost already absorbed by your current telephone vendor?**
- A. No.
- 73. Based on the minutes you provided, your usage is lower than average. What times do the inmates have access to the phones at all three facilities? Please specify the on/off times. Is the county willing to change this to more access? If so, can you please provide what those hours might be? (The more access, the more usage, the more revenue generated).**
- A. Access to the phones varies by Facility and housing unit.
- 74. You have an existing management company who is the main contact for this RFP. If they are compensated 9.95% on the revenue from the phones for local, long distance, prepaid and debit calls, wouldn’t they have a vested interest to help select a company that will be generating more revenue to the county no matter what the evaluation percentages are?**
- A. Information regarding a separate contract will be not taken into consideration with this RFP or the RFP evaluation. Contractors can refer to Section 1.1.4 for any information regarding TCSO’s use of a designated agent through this RFP process.
- 75. Please clarify your management company’s role in this RFP process.**
- A. Information regarding a separate contract will be not taken into consideration with this RFP or the RFP evaluation. Contractors can refer to Section 1.1.4 for any information regarding TCSO’s use of a designated agent through this RFP process.
- 76. Your management company is compensated 33 1/3% of all historical reconciliation compensation to Tulare County, would they not have a vested interest to choose a company who has been notably and publicly accused of not being transparent? Isn’t this a conflict of interest?**
- A. Information regarding a separate contract will be not taken into consideration with this RFP or the RFP evaluation. Contractors can refer to Section 1.1.4 for any information regarding TCSO’s use of a designated agent through this RFP process.
- 77. Will the county provide one year’s worth of video visitation minutes and revenue to the county? Your current vendor will have an unfair advantage without this data.**
- A. Please refer to the answer provided in question 44.
- 78. Will the county provide how many free video visits inmates given per week and how much time is allowed per visit?**
- A. Please refer to the answer provided in question 29.
- 79. With the possibility of SB 555 passing, will the county be willing to renegotiate the contract based on new rates enforced by the passing of this bill?**
- A. SB-555 was vetoed on 9/21/2020.

80. Based on the usage provided in Attachment 1 along with current revenue share info from the GTL contract, ITS usage looks to be around \$25/inmate/month which seems way too low for three facilities that have around 1277 inmates post COVID. We kindly encourage the county to provide call detail records for all call types and commission reports broken down by call types, for a one year period. Without this information it would be incredibly unequitable for all vendors besides the incumbent, as accurate and valid data is not available to put together a fair and viable response. This could actually cause most vendors, besides the incumbent, to bid lower commissions based on these figures. This would be favorable to your incumbent as they are the only ones who have this information and would eliminate the concept of a fair process.

A. Please refer to the answer provided in question 1.

2. AMENDED SECTION OF THE RFP

2.1. **Attachment 1 – Mandatory Requirements** of RFP #20200909 is hereby deleted in its entirety and replaced with the revised Attachment 1, in which the following Sections have been amended as follows:

2.1.1. **Section I (VVS Requirements), Requirement 5.008 – VVS Monitoring and Recording Requirements** is hereby amended to read as follows:

The VVS shall store the most recent one-hundred-eighty (180) days video visitation sessions offline for the life of the Agreement plus one-hundred-eighty (180) days after the expiration or termination of the contract.

2.1.2. **Section J (Tablet Requirements), Requirement 2.006 – Tablet Installation Requirements** is hereby amended for clarification and shall read as follows:

Contractor shall provide COUNTY with the number of charging stations required to provide a charging port for each tablet required as outlined in Attachment 1, Section L (Facility Specifications).

2.1.3. **Section J (Tablet Requirements), Requirement 2.007 – Tablet Installation Requirements** is hereby amended for clarification and shall read as follows:

At no cost to the COUNTY, Contractor shall install additional Tablets and related equipment as needed using a tablet to inmate ration of 1:4 (1 tablet for every 4 inmate), within thirty (30) days of request. This includes newly constructed, repopulated or expanded buildings and Facilities. If Contractor fails to provide and install the Tablets within thirty (30) days the Contractor shall be liable for liquidated damages as described in Attachment 2 - Agreement Terms.

2.1.4. **Section K (Kiosk Requirements), Requirement 2.012 - Electronic Funding/Funds Transfer** is hereby amended for clarification and shall read as follows:

Contractor shall provide and supply at no cost to COUNTY inmate debit release cards with a MasterCard/Visa logo and the required number of card readers/scanning equipment specified in Attachment 1, Section L (Facility Specifications) for loading the entire balance of funds in the inmate's account onto the release card at the time of inmate's release from the Facility.

2.1.5. **Section L (Facility Specifications)** is hereby amended to reflect the current month's facility ADP, the required equipment totals and the most recent 12 months average monthly calling statistics (August 2019 - July 2020) broken out by bill type and call type.

2.1.6. **Section M (Rates, Fees, and Revenue Share)** is hereby amended to address a change to the ITS Minimum Annual Guarantee (MAG) required in **Subsection 1 – ITS Revenue Share (Option 1)**; for correction to the 30-minute remote video visit rate required in **Subsection 2 – VVS Rates, Fees, and Revenue Share (Option 1)**; and to include a breakdown of Kiosk Revenue Share by fee type in **Subsection 4 – Kiosk Fees and Revenue Share**.

2.2. **Attachment 2 – Agreement Terms** of RFP #20200909 is hereby deleted in its entirety and replaced with the revised Attachment 2, which amends **Section 5. Minimum Annual Guarantee** to read as follows:

5. **MINIMUM ANNUAL GUARANTEE:** CONTRACTOR shall pay COUNTY a Minimum Annual Guarantee (MAG) in the amount of \$560,000.00 for each year under this Agreement. If the total revenue share paid to COUNTY for Gross Revenues from ____ through ____ of each year of the Agreement, and any renewal terms, are less than the MAG, the difference shall be due to the COUNTY or its Designated Agent on or before ___ of each year.