

COUNTY of MONTEREY

County Administrative Office
Contracts & Purchasing Division



DATE: June 30, 2023

PROJECT: RFP #10881 – Telephone Services, Tablet Program, Video Visitation System for the Monterey County Sheriff’s Office and County of Monterey Probation Department

ADDENDUM #1

TO: All Interested Proposers

SUBJECT: Changes to Section 3.0 Calendar of Events

A signed copy of this addendum must be submitted along with your original bid proposal package to verify receipt of this Addendum #1.

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Company Representative

Date



County of Monterey
RFP 10881 Telephone, Tablet, Video Visitation System

This addendum changes the Proposal due date submission with a date extension, as well as adding a date for the top two selected vendor to provide a brief presentation.

CHANGES IN SECTION 3.0 CALENDAR OF EVENTS

- | | | |
|--------------|--|--|
| 3.4 | Proposal Submittal Deadline | 3:00 p.m., PST, Monday, July 31, 2023 |
| 3.4.1 | Short List Vendor Presentations | 8:00 a.m., PST, Tuesday August 15th 2023 |
| 3.5 | Estimated Notification of Selection | September 2023 |
| 3.6 | Estimated AGREEMENT Date | October 2023 |

ALL OTHER SECTIONS IN RFP REMAIN UNCHANGED

COUNTY of MONTEREY

County Administrative Office
Contracts & Purchasing Division



DATE: July 14, 2023

PROJECT: RFP #10881 – Telephone Services, Tablet Program, Video Visitation System for the Monterey County Sheriff’s Office and County of Monterey Probation Department

ADDENDUM #2

TO: All Interested Proposers

SUBJECT: Questions submitted prior to the deadline & Responses to these.

A signed copy of this addendum must be submitted along with your original bid proposal package to verify receipt of this Addendum #2.

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This addendum addresses all questions submitted prior to the deadline, and County of Monterey's associated responses to these questions.

1. ***Amend RFP to add Section 5.1.6.5 to RFP: "Sheriff's Office shall provide or partner with a provider to offer a Biometric Process to monitor the health of inmates and include a description and additional cost or financial impact to offer."***
2. ***Amend Section 6.1 of RFP to read: "The term of the AGREEMENT(s) will be for a period of five (5) years with the option to extend the AGREEMENT for two (2) Additional One (1)-Year Periods."***
3. ***Amend RFP to add Section 5.1.6.5: "Contractor shall provide Debit Release Cards that shall also function as credit cards that can be used outside of the facilities. Contractor shall disclose and provide the maximum period of time allowed after the incarcerated person's release, before fees are incurred. Contractor shall provide instruction sheets for card use, fees, and any other necessary information for the incarcerated person."***
4. ***Amend Section 5.2.1.1 to read: "Contractor shall provide tablets for Incarcerated Person's/Youth's education, rehabilitation, and reentry programs. The tablets shall also include access to ADA information and programs and Systems Law Library content."***
5. ***Amend Section 2.3.2 Probation Department Tablet Program and Video Visitation to add the sentence: "The Probation Department prefers a 1:1 Tablet to Youth ratio."***
6. ***Amend Section 10.2 to add "Offer" evaluation criteria component under "Video Visitation System."***
7. How much time can the Incarcerated Person use the phones or tablets, and can it be increased?

The phones and tablets are shut off between 11:00 pm and 7:00 am. This is sufficient time for phone or tablet use.

8. Docking Stations at Youth Center
 - How many current in all locations?
 - How many would Probation Department like?

There are currently five docking stations in Youth Center. Probation Department would like six double charging/docking stations (2 tablets per station) for the Youth Center: one in each of the four housing units, one in the day room, and one in the interview room (adjacent to the control room).

For Juvenile Hall there are currently five docking stations, and the Probation Department would like six double charging/docking stations (2 tablets per station) for the Juvenile Hall: one in each of the four housing units, one in the main day/visitation room, and one in the booking/holding area.

9. RFP p. 6 section 2.2.1 provides calls and minutes for 12 months. Could you please provide this information broken down by month and by call type, and also provide revenue information? Or, please fill out the table below.

The Sheriff's Office is unable to provide in time, the level of detail requested (usage data broken down by month and by call type, and revenue information). Since time is of the essence, the recent three months' calls and minutes broken down by call type, bill type, revenue, and commissions for the Sheriff's Office have been provided:

March 2023 Commissions Report

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	%Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	16,300	31.54%	186,594	35.16%	\$13,061.58	34.36%	\$0.010 per minute	\$1,865.94
Advance Pay Intrastate Interlata	361	0.70%	4,385	0.83%	\$306.95	0.81%	\$0.010 per minute	\$43.85
Advance Pay Intrastate Intralata	140	0.27%	2,019	0.38%	\$141.33	0.37%	\$0.010 per minute	\$20.19
Advance Pay Local	73	0.14%	934	0.18%	\$65.38	0.17%	\$0.010 per minute	\$9.34
Advance Pay Mexico	97	0.19%	438	0.08%	\$92.81	0.24%	\$0.010 per minute	\$4.38
Advance Pay One Call Interstate Interlata	1,298	2.51%	17,597	3.32%	\$1,231.79	3.24%	\$0.010 per minute	\$175.97
Advance Pay One Call Intrastate Interlata	11	0.02%	183	0.03%	\$12.81	0.03%	\$0.010 per minute	\$1.83
Advance Pay One Call Intrastate Intralata	7	0.01%	107	0.02%	\$7.49	0.02%	\$0.010 per minute	\$1.07
Collect Interstate Interlata	115	0.22%	726	0.14%	\$50.82	0.13%	\$0.010 per minute	\$7.26
Collect Intrastate Interlata	55	0.11%	323	0.06%	\$22.61	0.06%	\$0.010 per minute	\$3.23
Collect Intrastate Intralata	29	0.06%	126	0.02%	\$8.82	0.02%	\$0.010 per minute	\$1.26
Collect Local	14	0.03%	47	0.01%	\$3.29	0.01%	\$0.010 per minute	\$0.47
Debit Canada	14	0.03%	80	0.02%	\$16.87	0.04%	\$0.010 per minute	\$0.80
Debit Interstate Interlata	31,609	61.16%	302,087	56.92%	\$21,146.09	55.63%	\$0.010 per minute	\$3,020.87
Debit Intrastate Interlata	290	0.56%	2,173	0.41%	\$152.11	0.40%	\$0.010 per minute	\$21.73
Debit Intrastate Intralata	447	0.86%	5,466	1.03%	\$382.62	1.01%	\$0.010 per minute	\$54.66
Debit Local	280	0.54%	2,995	0.56%	\$209.65	0.55%	\$0.010 per minute	\$29.95
Debit Mexico	332	0.64%	2,290	0.43%	\$482.24	1.27%	\$0.010 per minute	\$22.90
Debit Other International	208	0.40%	2,156	0.41%	\$614.93	1.62%	\$0.010 per minute	\$21.56
Sum:	51,680	100.00%	530,726	100.00%	\$38,010.19	100.00%		\$5,307.26

April 2023 Commissions Report

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	%Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	16,132	28.78%	175,382	31.76%	\$12,276.74	31.02%	\$0.010 per minute	\$1,753.82
Advance Pay Intrastate Interlata	222	0.40%	2,352	0.43%	\$164.64	0.42%	\$0.010 per minute	\$23.52
Advance Pay Intrastate Intralata	282	0.50%	3,057	0.55%	\$213.99	0.54%	\$0.010 per minute	\$30.57
Advance Pay Local	70	0.12%	952	0.17%	\$66.64	0.17%	\$0.010 per minute	\$9.52
Advance Pay Mexico	93	0.17%	388	0.07%	\$82.25	0.21%	\$0.010 per minute	\$3.88
Advance Pay One Call Interstate Interlata	1,200	2.14%	15,646	2.83%	\$1,095.22	2.77%	\$0.010 per minute	\$156.46
Advance Pay One Call Intrastate Interlata	17	0.03%	117	0.02%	\$8.19	0.02%	\$0.010 per minute	\$1.17
Advance Pay One Call Intrastate Intralata	5	0.01%	74	0.01%	\$5.18	0.01%	\$0.010 per minute	\$0.74
Advance Pay One Call Local	41	0.07%	597	0.11%	\$41.79	0.11%	\$0.010 per minute	\$5.97
Collect Interstate Interlata	78	0.14%	488	0.09%	\$34.16	0.09%	\$0.010 per minute	\$4.88
Collect Intrastate Interlata	86	0.15%	491	0.09%	\$34.37	0.09%	\$0.010 per minute	\$4.91
Collect Intrastate Intralata	13	0.02%	97	0.02%	\$6.79	0.02%	\$0.010 per minute	\$0.97
Collect Local	24	0.04%	116	0.02%	\$8.12	0.02%	\$0.010 per minute	\$1.16
Debit Canada	4	0.01%	23	0.00%	\$4.85	0.01%	\$0.010 per minute	\$0.23
Debit Interstate Interlata	36,113	64.42%	336,748	60.99%	\$23,572.36	59.56%	\$0.010 per minute	\$3,367.48
Debit Intrastate Interlata	460	0.82%	3,872	0.70%	\$271.04	0.68%	\$0.010 per minute	\$38.72
Debit Intrastate Intralata	326	0.58%	3,552	0.64%	\$248.64	0.63%	\$0.010 per minute	\$35.52
Debit Local	309	0.55%	3,092	0.56%	\$216.44	0.55%	\$0.010 per minute	\$30.92
Debit Mexico	359	0.64%	2,842	0.51%	\$598.52	1.51%	\$0.010 per minute	\$28.42
Debit Other International	221	0.39%	2,271	0.41%	\$626.57	1.58%	\$0.010 per minute	\$22.71
Sum:	56,055	100.00%	552,157	100.00%	\$39,576.50	100.00%		\$5,521.57

May 2023 Commissions Report

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	%Revenue	Commission Rate	Commission
Advance Pay Interstate Interlata	15,537	25.26%	170,882	28.11%	\$11,961.74	27.54%	\$0.010 per minute	\$1,708.82
Advance Pay Intrastate Interlata	372	0.60%	3,803	0.63%	\$266.21	0.61%	\$0.010 per minute	\$38.03
Advance Pay Intrastate Intralata	139	0.23%	1,277	0.21%	\$89.39	0.21%	\$0.010 per minute	\$12.77
Advance Pay Local	114	0.19%	1,222	0.20%	\$85.54	0.20%	\$0.010 per minute	\$12.22
Advance Pay Mexico	46	0.07%	113	0.02%	\$23.89	0.05%	\$0.010 per minute	\$1.13
Advance Pay One Call Interstate Interlata	1,269	2.06%	16,671	2.74%	\$1,166.97	2.69%	\$0.010 per minute	\$166.71
Advance Pay One Call Intrastate Interlata	24	0.04%	315	0.05%	\$22.05	0.05%	\$0.010 per minute	\$3.15
Advance Pay One Call Intrastate Intralata	7	0.01%	78	0.01%	\$5.46	0.01%	\$0.010 per minute	\$0.78
Advance Pay One Call Local	10	0.02%	166	0.03%	\$11.62	0.03%	\$0.010 per minute	\$1.66
Collect Interstate Interlata	98	0.16%	756	0.12%	\$52.92	0.12%	\$0.010 per minute	\$7.56
Collect Intrastate Interlata	113	0.18%	448	0.07%	\$31.36	0.07%	\$0.010 per minute	\$4.48
Collect Intrastate Intralata	25	0.04%	137	0.02%	\$9.59	0.02%	\$0.010 per minute	\$1.37
Collect Local	33	0.05%	172	0.03%	\$12.04	0.03%	\$0.010 per minute	\$1.72
Debit Canada	6	0.01%	12	0.00%	\$2.53	0.01%	\$0.010 per minute	\$0.12
Debit Interstate Interlata	41,779	67.92%	393,053	64.66%	\$27,513.71	63.34%	\$0.010 per minute	\$3,930.53
Debit Intrastate Interlata	530	0.86%	4,773	0.79%	\$334.11	0.77%	\$0.010 per minute	\$47.73
Debit Intrastate Intralata	334	0.54%	3,461	0.57%	\$242.27	0.56%	\$0.010 per minute	\$34.61
Debit Local	427	0.69%	5,242	0.86%	\$366.94	0.84%	\$0.010 per minute	\$52.42
Debit Mexico	459	0.75%	3,452	0.57%	\$728.32	1.68%	\$0.010 per minute	\$34.52
Debit Other International	190	0.31%	1,821	0.30%	\$510.01	1.17%	\$0.010 per minute	\$18.21
Sum:	61,512	100.00%	607,854	100.00%	\$43,436.67	100.00%		\$6,078.54

The following are the recent three months' reports for Probation Department (Effective January 1, 2023, per legislation, all calls are free for Juveniles):

Month	Calls	Completed	Minutes	Coll_Attmp	Collect	Prepaid_Attmp	Prepaid	Pre_Dest	Adv_Pre	Vmail	Cred_Coll	Free
2023-03	19180	8856	99645.68	698	0	0	0	0	0	72	0	8784

Month	Calls	Completed	Minutes	Coll_Attmp	Collect	Prepaid_Attmp	Prepaid	Pre_Dest	Adv_Pre	Vmail	Cred_Coll	Free
2023-04	17613	8824	94671.73	650	0	0	0	0	0	70	0	8754

Month	Calls	Completed	Minutes	Coll_Attmp	Collect	Prepaid_Attmp	Prepaid	Pre_Dest	Adv_Pre	Vmail	Cred_Coll	Free
2023-05	17846	8906	96787.35	674	0	0	0	0	0	71	0	8835

10. RFP p. 8 section 2.3.1.4 provides usage data for tablet sessions and video sessions for 12 months. Could you please provide this information broken down by month and event type, and also provide revenue information? Or, please fill out the table below.

The Sheriff's Office and the Probation Department are unable to provide in time, the level of detail requested (data for tablet sessions and video sessions for 12 months in Section 2.3.1.4, broken down by month and event type, and revenue information). Since time is of the essence, the recent three months' tablet revenue and commissions for the Sheriff's Office and the Probation Department

have been provided. See Attachment i - Tablet Commission Report and Attachment ii - Calls from Wall Phones and Tablets for March, April, May, included in this document.

- **Standard profile is 0.05 cents per minute for premium entertainment content**
- **Promotional profile is 0.03 cents per minute for older movies, games, checking messages and photos, and audio books**
- **Friends and Family pay 0.25 cents per message**
- **Video Visitation is 0.25 cents per minute and can be paid by the friends and family or the adult in custody**

11. Please provide average monthly revenue data for any additional services offered under the current contract, such as voicemail, messaging, etc.

Please refer to responses to Questions #9 and #10.

12. In order to help us evaluate usage data and recognize additional revenue potential, it is very helpful to have the rates currently being charged to end-users under the current contract. Please provide the following information:

Please refer to the Monterey County Sheriff's Office website (<https://montereysheriff.org/prar/>) and follow the directions for Public Records Requests to obtain copy of current contract.

13. Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect? If so, what are the rates and fees charged for these calls?

Please refer to the response to Question #9.

14. Please outline the fees that are being charged to end-users:

- a. Bill Statement Fee
- b. PrePaid Account Funding Fee via Web
- c. PrePaid Account Funding Fee via IVR
- d. PrePaid Account Funding Fee via Live Operator
- e. Fees for Instant Pay Calls

Please refer to responses to Question #9, Question #10, and Question #18.

15. Section 2.3.1 of the RFP lists video visitation stations within the housing units. However, we understand that the County wants video visitation on tablets only. Please confirm that no video visitation kiosks are required for the inmate housing areas.

Video visitation stations will be tablets and not kiosks as specified in the RFP.

16. How many Lobby Kiosks are required?

Please refer to Section 5.1.6.1 of the RFP: "Contractor shall provide Intake/Booking Kiosks and Lobby Kiosks. The Sheriff's Office currently has two Intake/Booking Kiosks and one Lobby Kiosk.

17. How many Intake/Booking Kiosks are required?

Please refer to the response to Question #16.

18. Please Provide the Fee structure for all Trust Fund deposit methods:

- Phone
- Web/Mobile
- Kiosk
- Walk-in Retailer (Cash transactions)
- Other

The initial fees payable by end-user OR depositor for ITS services

- **Automated payment fees such as deposits using credit card or debit card made via telephone: 0 fee per CPUC.**
- **Live agent fee (Quick Connect): 0 fee per CPUC**
- **Paper bill fee: 0 fee per CPUC**
- **All third-party transaction fees such as MoneyGram, Western Union, and credit card processing fees shall be passed through to the depositor or end user without markup. This fee will not go above 6.95.**
- **All taxes and regulatory fees shall be passed through to the depositor or end user without mark up.**
- **The fee for a voice mail shall be \$1.50 per call.**
- **The fee for messages sent by a friend or family to a detainee shall be \$0.25 per message.**

The Initial fees for Commissary/Booking Load services are as follows: Commissary and Trust are done by Aramark

- **The fee for Operator-Accepted deposits using credit card or debit card made by telephone: \$2.99 per transaction plus 6% of the transaction amount. This fee is paid by the depositor.**
- **Cash deposited into the lobby/visitation area Kiosk: \$1.99 per transaction plus 4% of the transaction amount. This fee is paid by the depositor.**
- **Credit card and debit card deposits using web-based depositing options: \$2.99 per transaction plus 6% of the transaction amount. This fee is paid by the depositor.**
- **Cash deposited into the Booking area kiosk: no fees shall be assessed to any party.**
- **Credit card and debit card deposits into the booking area kiosk at time of booking: \$2.99 per transaction plus 6% of the transaction amount. This fee shall be paid by the depositor.**

19. Please provide 3 months of detailed Trust Fund transaction history for all patients or provide the information below:

- Average number of Trust Fund deposits per month
- Average amount of total dollars deposited per month

Trust Funds are done with the commissary provider, Aramark, which uses the TouchPay kiosk.

Site Name Monterey CA

Row Labels	Column Labels					
	Mar		Apr		May	
	#Trans	Deposits	#Trans	Deposits	#Trans	Deposits
INTAKE	358	\$53,581	405	\$77,653	405	\$73,913
TRUST	3,225	\$195,474	3,650	\$216,395	3,845	\$223,500
Grand Total	3,583	\$249,055	4,055	\$294,049	4,250	\$297,412

20. Does the County currently receive a commission on Trust Fund deposits? If so, what is it?

No.

21. During the pre-bid meeting it was emphasized that contractors respond to the new version of the RFP online. On 06/02/23, we downloaded a copy of the RFP from the County's website which contained the following text in the heading on page #2 "RFP 10881 Telephone Services, Tablet Program and Video Visitation Draft FINAL." On 06/20/23, we downloaded a copy of the RFP from the County's website which contained the following text in the file name "RFP 10881 Telephone Services, Tablet Program and Video Visitation Draft V5." To ensure that contractors respond to the appropriate version, would the County please clarify which file is the new/correct version?

The most recent RFP on the website, RFP 10881 Telephone Services, Tablet Program and Video Visitation Draft V5, is the correct and updated version.

22. During the pre-bid meeting it was mentioned that the County would like contractors to use the term "incarcerated person(s)" and the abbreviation "IP(s)" once established instead of the terms "prisoner(s)" or "inmate(s)." Would the County please clarify that the replacement of these terms should only be applied to the contractors' responses or should the replacements also be applied to the RFP document itself?

The term, "Incarcerated Person(s)" is already in the RFP, as well as the term, "Incarcerated Individual(s)." Either term shall be used in bidder responses. If bidder uses the abbreviation "IP(s)," or "IT(s), bidder shall ensure that there is a prior definition/clarification of the specific abbreviation used as one of the best practices in proposal and technical writing.

23. Would the County please provide a copy of the agreement/contract and all related amendments the County has executed with its incumbent Incarcerated Persons Telephone System (IPTS), Video Visitation System (VVS) and Incarcerated Persons (IP) Tablet/Miscellaneous provider(s)?

Please refer to response to Question #12.

24. Would the County please provide their current IPTS call and commission rates for each applicable call category/tariff type identified in the table below?:

Call Category/Tariff Type	Call Rate/Min.	Commission Rate Percentage
Local -- Collect		
IntraLata - Collect		
InterLata – Collect		
Interstate - Collect		
International - Collect		
Local -- Prepaid Collect		
IntraLata - Prepaid Collect		
InterLata – Prepaid Collect		
Interstate - Prepaid Collect		
International - Prepaid Collect		
Local -- PIN Debit		
IntraLata - PIN Debit		
InterLata – PIN Debit		
Interstate - PIN Debit		
International - PIN Debit		

Please refer to response to Question #9.

25. Would the County please provide the monthly Revenue/Commission Statements, relative to the IPTS, covering the most recent 3-Month period as well as the average daily population (ADP) for each month? Same as in the RFP.

Refer to response to Question #9 with regards to the Revenue/Commission Statements. The average daily population (ADP) in the most recent 6 months is 900-950 for the Sheriff's Office, and 61-68 (36-40 for Juvenile Hall and 25-28 for Youth Center) for the Probation Department.

26. How many IP telephone stations are currently installed?

The Probation Department currently has 11 for Juvenile Hall and 6 for Youth.

The Sheriff's Office currently has the following:

	Housing Unit	Phones	Max. Occupancy	Notes:
1	MHO Dayroom	1	1	1 IP uses this section at a time.
2	Receiving Cells	4		Population 5-100
3	Receiving Common Area	3		No more than 3 (at a time)
4	K-Block	5	72	double occupant cells
5	L-Block	5	72	double occupant cells
6	M-Block	5	72	double occupant cells
7	N-Block	5	72	double occupant cells
8	V-Block	5	72	double occupant cells
9	X-Block	5	72	double occupant cells
10	Y-Block	5	72	double occupant cells
11	Z-Block	5	72	double occupant cells
12	A-Dorm	4	60	Open dorm unit
13	B-Dorm	4	60	Open dorm unit
14	C-Dorm	4	60	Open dorm unit
15	D-Dorm	4	60	Open dorm unit
16	E-Dorm	2	15	Open dorm unit
17	A-Pod	1	15	Single occupant cells
18	B-Pod	1	15	Single occupant cells
19	C-Pod	1	12	Single occupant cells
20	D-Pod	2	23	Single/double occupant cells
21	E-Pod	2	42	Open dorm unit
22	F-Pod	2	42	Open dorm unit
23	G-Pod	2	23	Single/double occupant cells
24	H-Pod	2	23	Single/double occupant cells
25	I-Pod	2	23	Single/double occupant cells
26	J-Pod	2	23	Single/double occupant cells
27	K-Pod 4	2	24	Open dorm unit
28	K-Pod 5	2	24	Open dorm unit
29	K-Pod 16	2	24	Open dorm unit
30	K-Pod 17	2	24	Open dorm unit
31	Infirmary	4	4	Single occupant cells
32	Women's Common Area	1		Single occupant cells
33	Q-Pod	2	22	Open dorm unit

34	R-Pod	1	23	Single/double occupant cells
35	S-Pod	1	23	Single/double occupant cells
36	T-Pod	2	51	Open dorm unit
37	U-Pod	2	51	Open dorm unit
38	WHO	1	5	Single occupant cells
		105	1348	

Note: The Rehab section was not included in this calculation.

	Family Visiting Rooms	Phones	Max. Occupancy	Notes:
39	Main Jail 1	9*	9	*2 phones are needed per unit (IP speaks to family member on other end).
40	Main Jail 2	9*	9	
41	Main Jail 3	9*	9	
42	Women's 1	9*	9	
		0	36	

Interested Bidders also attended an in-depth site visit and walk-through during the Mandatory Pre-Bidders Meeting, on Friday June 16, 2023 to view the current layout and take notes on telephones and telephone stations.

27. How many IP telephone visitation handsets are currently installed?

Please refer to response to Question #26.

28. Would the County please provide their current VVS call and commission rates for each applicable call category/type identified in the table below?:

VVS Call Category/Type	Call Rate/Min.	Commission Rate	Percentage
On-site VVS			
Remote VVS			

Please refer to response to Question #10.

29. Would the County please provide the monthly Revenue/Commission Statements, relative to the VVS, covering the most recent 3-Month period as well as the average daily population (ADP) for each month? Refer to response to Question #11 with regards to the Revenue/Commission Statements. As indicated in Sections 2.1.1 and 2.1.1 of the RFP, the average daily population (ADP) is 900 with a capacity of 1,401 for the Sheriff's Office and 151 for the Probation Department.

Please refer to response to Question #10 with regards to the Revenue/Commission Statements. Please refer to response to Question #25 with regards to the average daily population (ADP).

30. Does the County require all "professional" (i.e. attorney, public defender, medical professionals, etc..) remote video visitation sessions to be provided at no charge?

Yes.

31. Are the devices used by IPs to participate in video visitation kiosks, wall-mounted tablets or both? How many IP video visitation kiosks and/or wall-mounted tablets are currently installed?

Video Visitation is currently and will continue to be via the Tablet Program, as indicated in the RFP. For the Sheriff's Office, please refer to Sections 2.3.1.1, 2.3.1.2, and 2.3.1.3 for video visitation tablets currently installed. For the Probation Department, there are five tablets and five charging stations.

32. Does the County allow IPs to participate in a video visitation session on tablet devices that are not mounted to the wall?

No.

33. Are devices available to allow public users to participate in an on-site video visitation session with an IP? If so, are these devices kiosks, wall-mounted tablets or both? How many public user kiosks and/or wall-mounted tablets are currently installed?

Yes, devices are available to allow public users to participate in an onsite video visitation session with an Incarcerated Person. Please refer to Section 2.3.1.1 of the RFP.

34. Would the County please provide the monthly Revenue/Commission Statements, relative to the Tablet/Miscellaneous services (i.e. electronic messaging, entertainment, rental/usage fees, etc...), covering the most recent 3-Month period as well as the average daily population (ADP) for each month?

Please refer to response to Question #10 with regards to the Revenue/Commission Statements. Please refer to response to Question #25 with regards to the average daily population (ADP).

35. How many IP tablet devices are currently in use? Does this quantity include wall-mounted tablet devices?

For the Sheriff's Office, please refer to Sections 2.3.1.1, 2.3.1.2, 2.3.1.3, and 5.2.1.17.1.1. For the Probation Department, there are currently 5 tablets in use.

36. Item #5.2.15 of the RFP states, "Contractor will work with Programs allowing our local education providers to add content to the tablet with no added cost, we should be able to track the progress of IP, and set up virtual classrooms with specific content with no added costs. Programs should have access to enroll IP in courses and assign courses as part of their sentencing through the tablet system." To assist contractors in providing an appropriate response to this requirement, please provide the following information:

- Who is the County's "local education providers?" Depends on what the classes are, and what they are educating them on
- Please provide a detailed list of all content provided by "local education providers" that is made available to IPs on the current tablet devices.
- Would the County please provide the "local education provider" point of contact information so contractors may reach out and establish a dialogue/discuss system/technology compatibility and interfaces?

The selected Contractor shall work with Programs. The classes and/or courses are dynamic, and the local education providers selected by Programs would be incumbent on the specific classes and/or courses.

37. Item #5.2.1.13 of the RFP states, "Tablets shall have capability to connect tablet-to-tablet (Controllable by Sheriff's Office and Probation Department)." Would the County please explain what purpose(s) "tablet-to-tablet" connectivity is to serve?

Amend Item #5.2.13 of the RFP to state: "The Commander/Administrator tablet is required to have the capability to shut down tablets remotely; and the capability to monitor the tablets."

38. How many administrative tablet devices are currently in use?

Please refer to Section 5.2.1.17.1.1 for the Sheriff's Office and Section 5.2.1.17.2.1 for the Probation Department.

39. What is the anticipated start date for this contract?

The estimated Agreement date is 10/2023. It is on Section 3.6 of Amendment 1 that was issued on 6/30/2023.

40. How many calendar days after contract signing does the County require the selected contractors' technologies and services to be installed and fully operational?

Reasonable implementation/installation timeframes will be mutually agreed upon by all parties for each of the services and associated services. If there is a longer than standard timeframe for services to be installed and operational (i.e., tablet deployment, IP Other Associated Services, etc.), the Bidder shall disclose this in the proposal, and once a Contractor is selected, any delays will be part of the Project Control Document (PCD) in the Project Management process.

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

If clarification is warranted on responses to previously submitted questions, the Sheriff's Office and the Probation Department will accept the requests for clarification.

42. Please provide a copy of all current contracts and amendments pertaining to all services under this RFP.

Please refer to response to Question #12.

43. Please provide the commission percentage currently received on inmate telephone revenue.

Please refer to response to Question #9.

44. Please provide the total average monthly commissions received for all services received over the past year from the current vendor.

Please refer to response to Question #9.

45. Does the County receive commissions on revenue generated by interstate calls today?

Yes, please refer to response to Question #9.

46. Does the County require that proposals include commissions on interstate calls?

It is up to the bidders to include commissions on interstate calls in their proposals. Please refer to Section 10 of the RFP.

47. Do commissions from this contract go to the Inmate Welfare Fund, the Sheriff's Office discretionary fund, or the County general fund?

Commissions from this contract go to the Inmate Welfare Fund.

48. 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.

Please refer to response to Question #26.

49. Would Monterey County please provide the monthly Revenue/Commission Statements (relative to the Inmate Telephone System) from the incumbent Provider, covering the most recent 6-Month period?

Please refer to response to Question #9.

50. Would Monterey County please provide the monthly Revenue/Commission Statements (relative to the Video Visitation / Tablet / Messaging System) from the incumbent Provider, covering the most recent 6-Month period?

Please refer to response to Question #10.

51. Would Monterey County please provide the ADP for the most recent 6-month period?

Please refer to response to Question #25.

52. Would Monterey County please provide a copy of the current Inmate Communications Agreement, including any Attachments, Amendments or Addendums?

Please refer to response to Question #12.

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

Monterey County Incarcerated Individuals/Persons are housed. The only other agencies housed are part of the JBCT program is with Santa Cruz and San Benito Counties.

54. Please provide the Probation ADP broken down by facility – Juvenile Hall and Youth Center.

For the Probation Department, 36-40 for Juvenile Hall and 25-28 for Youth Center.

55. What is the bed count for each the facility?

Please refer to Sections 2.1.1 for the Sheriff's Office and the bed count for Probation Department is 140 (80 for Juvenile Hall and 60 for the Youth Center).

56. Is the inmate trust account managed through the commissary system or the Jail Management System or other system? If other, please specify.

Trust is managed through the commissary, Aramark.

57. Commissary Integration – Please provide the name and contact information for the current commissary vendor.

***Aramark, Art Hal Yasa, Regional General Manager – California
M: 805.861.3028 EMAIL: yasa-hal@aramark.com***

58. Jail Management Integration – Please provide the name and contact information for the current JMS vendor.

***Tracnet, Pat Kelley, Vice President
patkelley@tracnet.org, (831) 676-0676***

59. Please provide the name and contact information for the current deposits services vendor.

***ViaPath Technologies, Lisa Steffel, Senior Director - Payment Solutions
Mobile 817-307-8001 EMAIL: lisa.steffel@viapath.com***

60. In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.

The successful bidder shall provide new equipment, and this applies to all potential bidders, including the incumbent.

61. Please provide the schedule in which the inmates have access to the inmate phones. Confirm but it was up to 18:00 pm and discretionary up to 0:00pm.

Please see response to Question #7.

62. How is commissary ordered today?

Via combination of hard copy (“bubble” sheets) and tablets.

63. 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.

Yes - please refer to responses to Question #9 and Question #18.

64. Are calling cards being used today? If so, how are they purchased and given to the inmate? What denominations are available?

Calling Cards are not currently being used.

65. What limits does the County place, if any, on use of the services in this RFP –maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit, etc?

For the Sheriff’s Office, there are no limits.

For the Probation Department Youth Center, there are no limits as to the number of calls, but there are limitations as to time periods during the day when the Probation Department permits the phone to be used. Generally, calls are limited to 15 minutes unless they are talking to their lawyer or no other youth wants to use the phone. For the Probation Department Juvenile Hall, there aren’t set limits to the number of telephone calls a Youth can make. Depending on how many are trying to use the phone, the Probation Department tries to limit it to 5-10 minutes per phone call so everyone on the unit gets a chance - but if others don’t want to they can stay on the phone for longer. There is typically about 4 hours a day of free time that all Youth on a housing unit must get their phone calls in.

66. Virtual Mailroom is a required service listed under #5.1.6.3. What is the average number of inmate mail pieces received daily? Of these, what percentage are legal mail?

For the Sheriff's Office, an average of 150 pieces of mail per week are received, and 15 of those pieces are legal mail.

For the Probation Department Youth Center, not a lot of mail is processed for Youth (not even 1 a day). An estimate of 1-3 letters a week are received for the Youth on average. Legal mail makes up less than 5% of that mail, as most of their legal business is conducted via phone or in person. For the Probation Department Juvenile Hall, anywhere between 5-10 pieces of mail are received per day. Less than 5% of the mail received is legal mail.

67. Historical calling data was furnished in the RFP #2.2.1. Will this historical data be used in the evaluation and assignment of points for calling rates? If not, please clarify and provide the estimated/projected call volumes that will be used in the evaluation and assignment of points for calling rates.

Section 2.2.1 contained historical data on call volumes for the Sheriff's Office, and was provided to assist bidders in preparing their proposals and offer. Responses to Question #9 and Question #10 provide data for March 2023, April 2023, and May 2023. Both of historical data provided in the RFP and historical data provided in this document were provided to assist in developing bidders' proposals and offers. Please refer to Section 10 of the RFP for the Selection Criteria for the evaluation details. The calculation of points related to the offer uses a standard, objective mathematical formula that factors in equal weights for commissions and rates/usage fees, and factors in each bidder's aggregate offer and the highest aggregate offer. The Sheriff's Office and the Probation Department will evaluate bidders' offers and select the best overall value and compliance with regulatory agencies (FCC, CPUC).

68. Of the points that will be awarded for "Offer" for each service, how many points will be allocated to rates, and how many will be allocated to commissions?

The calculation of points related to the offered commission versus rate/usage fees uses a standard, objective mathematical formula that factors in equal weights for commissions and rates/usage fees, and factors in each bidder's aggregate offer and the highest aggregate offer.

69. Please provide the quantities of standard wall-mounted inmate telephones currently installed. Specify the quantities of telephones required in this contract, if different than quantities currently installed.

Please refer to response in Question #26 for current telephones. The Bidders shall determine the optimal quantity of telephones to maximize benefits to the Incarcerated Individuals, Youth, and the respective agencies. The Bidders shall include in their proposals, the quantity of telephones proposed, the supporting documentation, technology, and justification and rationale for the proposed quantities of telephones.

70. Section 5.1.6.1 on p. 19 of the RFP states, "Contractor shall provide Intake/Booking Kiosks and Lobby Kiosks." We understand that deposit kiosks are provided as a required component of the commissary contract. Therefore, will the County accept proposals that offer to integrate with the existing kiosks rather than provide additional kiosks? If deposit kiosks are required, will deposit services be exclusive to this contract or shared with the commissary contract?

The Sheriff's Office will accept proposals that offer to integrate with existing kiosks. The Bidder proposing this may strategically partner with the existing kiosk service provider or another kiosk service provider if not partnering with existing kiosk service provider.

71. 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?

It is up to the vendors to determine what and how they pay commission amounts in their offers as they see fit and appropriate for applicable calls, including premium, prepaid, debit, and collect as long as they are in regulatory compliance.

72. 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?

Please see response to Question #41.

73. Within the evaluation criteria listed in Requirement 10.2 Selection Criteria, 30 percentage points are allocated for "Offer" within each category Telephone & Associated Services and Tablet Program and Tablets.

- What is the distribution of points related to the offered commission versus rates/usage fees and how are these points calculated?

Please see response to Question #68.

74. With respect to the scoring criteria for Video Visitation System, will the "Offer" be part of the scoring criteria as it is for Telephone & Associated Services and Tablet Program and Tablets? If so, What is the distribution of points related to the offered commission versus Video Visitation costs to users and how are these points calculated?

Yes, the evaluation sub-category "Offer" is part of the scoring criteria as it is for Telephone & Associated Services and Tablet Program and Tablets. Please refer to responses to Item #6 and Question #68.

75. Can the County please provide the number of points available for each of the specific criteria listed in the table in Requirement 10.2 Selection Criteria? For example, there are a maximum of 30 points possible for "Telephone and Associated Services."

- Please provide the breakdown of the 30 points possible for the (1) System Design, Features, Other Associated Services and Service Offerings, Technical and Integration Capabilities; (2) Project Management, Methodology and Support, Training, and Ongoing Services; and (3) Offer, and similarly for Tablet Program & Tablets and Video Visitation System.

The main categories Telephone and Associated Services, Tablet Program and Tablets, and Video Visitation System each carry 30 points. For each main category, the points are distributed equally at 10 points for each sub-category 1, 2, and 3 listed. For Telephone and Associated Services, the sub-categories (1) System Design, Features, Other Associated Services and Service Offerings, Technical and Integration Capabilities; (2) Project Management, Methodology and Support, Training, and Ongoing Services; and (3) Offer each carry 10 points. Similar distributions apply to the three sub-categories for the Tablet Program & Tablets and the Video Visitation System.

76. Page 45, Requirement 10.2 Selection Criteria states "NOTE: Per the Board approved Climate-Friendly Purchasing Policy, the Contracts/Purchasing office will include in the selection criteria "Climate-Friendly Business Practices which facilitate County's compliance with Climate-Friendly Purchasing Policy" and points will be awarded for 'Green Certified Businesses' as well as for climate-friendly business practices outlined in proposal which correlate with County's policy."

- Can the County provide the points that will be awarded for Green Certified Businesses, and will there be a checklist provided or are bidders to simply list their own Green policies within Section 5 of our response?

Please refer to the “COUNTY OF MONTEREY CLIMATE-FRIENDLY PURCHASING POLICY” which is available on the County website, (<https://www.co.monterey.ca.us/government/departments-a-h/administrative-office/contracts-purchasing/procurement-related-policies>), paying attention to Sections II and IV, and the related link contained in Section II (www.ca-ilq.org/climatepractices) for applicable checklist. Bidders with current green certifications that demonstrate their technical knowledge and commitment to climate-friendly sustainability shall submit their green certifications with the proposal and may also include their own Green policies. The County will accept any of the Green Business certifications listed in the policy, as well as legitimate Green Business certifications, including legitimate certifications for climate-friendly business practices. The County will award two (2) points after final tabulation of evaluation scores to Green Certified Businesses with appropriate certification.

77. Can the County confirm how results of the RFP will be provided once evaluations are complete and the intent to award and/or award has been made?

A short list will be determined based on evaluation of written proposals and bidder qualifications, and all bidders will be notified. After a bidder is selected from the short list subsequent to the short list vendor presentations, the successful bidder will be notified of award, as well as the other bidders.

78. Can vendors provide multiple rate/commission offers if our offers are clearly identified?

Bidders/Vendors shall each submit one rate/commission offer in conjunction with their proposed design and overall proposal.

79. Section 18.0 RIGHTS TO PERTINENT MATERIALS - Section 18.0 conflicts with Section 8.4, Confidential or Proprietary Content. First, each section provides slightly different language to use when marking confidential/proprietary information. Second, Section 18.0 states that “The County will not disclose proprietary information to the public, unless required by law; however, the County cannot guarantee that such information will be held confidential.” Section 8.4, however, states that the County will make best efforts to provide Contractor with notice of a CPRA request, but that to prevent disclosure, Contractor must obtain a protective order from the court or injunctive relief.

- Requesting the County to clarify which Section applies to the RFP.

There is no conflict between Section 18.0 Rights To Pertinent Material and Section 8.4 Confidential and Proprietary Content, and both sections apply to the RFP.

Section 18.0 states that “Any proprietary information in the submittal must be identified as such and marked “CONFIDENTIAL INFORMATION” or “PROPRIETARY INFORMATION.” Section 8.4 states that “If Contractor claims that specific information falls within one or more CPRA Exemptions, CONTRACTOR must clearly mark such information “CONFIDENTIAL AND PROPRIETARY,” and identify the specific lines containing the information.” The terms “CONFIDENTIAL INFORMATION, “PROPRIETARY INFORMATION,” AND “CONFIDENTIAL AND PROPRIETARY” are synonymous and shall be used interchangeably for purposes of the RFP.

Section 18.0 provides more detail regarding the California Public Records Act (CPRA) than Section 8.4, which mentions CPRA and “other public transparency laws.” Please refer to the CPRA for details. There are many sources to obtain the CPRA, and one source from the State of California, California Public Records Act | FTB.ca.gov, can be referenced.

80. Regarding Section 19.0 Piggyback Clause, this appears to be a yes or no question that Contractors need to respond to. What Section would our response to this question need to be provided in our proposal as listed in the outline in Requirement 8.2?

Under Section 8.2 Content and Layout, include in Section 7 - Exceptions in the Proposal or Qualifications Package Layout

81. Regarding Requirements 8.2.2.6 to 8.2.2.6.3, can the County confirm that they are asking for a list of our previous customers as well? If so, will two years' worth of information satisfy the requirement?

Yes, a list of previous customers (if applicable) are requested. List of current and/or previous Sheriffs County Offices and Probation Departments in California each, including the ADP and contact information, that are currently using or have used the Proposer's services (Telephone System, Associated Services and Other Services; Tablet Program and Tablets; and Video Visitation System) – as indicated in Section 8.2.2.6.

82. Can the County provide floor plans/maps for our wireless response?

Due to security constraints, floor plans/maps cannot be provided.

83. Regarding Requirement 5.2.1.17.1.1, can the County explain what the Commander tablets will be used for?

The uses for Commander tablets include but are not limited to administrative, management, monitoring, security, safety, and control purposes, in compliance with jail procedures and Title 15.

84. Regarding Requirement 5.2.1.13, can the County explain what they are looking for in having tablet-to-tablet connection by the Sheriff's Office and Probation Department?

Please refer to response to Question #37.

85. During the Monterey County site visit, it was brought up that Attorney's shall be allowed to visit for free. Can the County confirm this is for public attorneys only?

Public attorneys and attorneys of record, including private attorneys, shall be allowed to visit for free.

86. Can the County please clarify the proposal layout instructions stated in 8.0 Proposal/Qualifications Package Requirements. The items listed in 8.2 do not have a corresponding section in the Chart that follows. Can the County clarify where in the proposal sections the items listed in 8.2 should be provided? For example, 8.2.1 Executive Summary is not listed in the Sections.

Amend RFP to revise the "Proposal or Qualifications Package Layout" in Section 8.0 to "Submission Package Layout" as follows:

Submission Package Layout	
Organize and Number Sections as Follows:	
Section 1	COVER LETTER (INCLUDING CONTACT INFO)
	SIGNATURE PAGE
	RECEIPT OF SIGNED ADDENDA (IF ANY)
	DECLARATIONS (IF ANY)
	TABLE OF CONTENTS
Section 2	EXECUTIVE SUMMARY

	PRE-QUALIFICATIONS/LICENSING
	QUALIFICATIONS (AS LISTED IN SECTION 8.2.2 OF THE RFP)
	FOR SECTION 8.2.2.5 OF THE RFP, NOTICE OF PREVIOUS VIOLATIONS: CONTRACTOR shall submit copies of all notices of violations, corrective action notices, enforcement actions or orders, warning notices, writings, or other forms of permit violation/non-compliance documentation (such as OSHA) received by CONTRACTOR, or any business organization owned or operated by the CONTRACTOR which are its parent company and/or subsidiaries, from any public agency from 2018 up to and including the present day.
Section 3	TECHNICAL PROPOSAL (AS LISTED AND DESCRIBED IN SECTION 8.2.3 OF THE RFP)
Section 4	STATEMENT TO SERVICE ENTIRE COUNTY
Section 5	ENVIRONMENTALLY FRIENDLY PRACTICES
Section 6	OFFER (ATTACHMENT A) AS LISTED AND DESCRIBED IN SECTION 8.2.4 OF THE RFP, & WARRANTY: CONTRACTOR shall specify the warranty period for the materials and guarantee the workmanship of all items proposed. After the award, the CONTRACTOR shall promptly remedy all defects without cost to the County that may appear within this period. CONTRACTOR shall also specify if extended warranty is available and submit the extended warranty term period and associated cost.
Section 7	EXCEPTIONS AND OTHER RESPONSES TO CLAUSES
Section 8	APPENDIX

87. Can the County please clarify Requirement 8.3 Additional Requirements that states, "To be considered "responsive" submitted proposal packages shall adhere to one of the two following options:". There appears to be only one option for hardcopy and one electronic version to be submitted directly to the Contracts/Purchasing Office. Is this the only option for submittal or is there an upload possible in lieu of hard copies? If so, can you provide the upload instructions?

The only option is what are described in Requirement 8.3 Additional Requirements of the RFP. The uploading mechanism for this and consequently the option to upload, no longer exists.

88. Can the County please clarify Requirement 8.3.5.1 that states, "PLEASE NOTE: To use this option, CONTRACTORS are required to set up a free account prior to uploading proposals. This will take a few moments; therefore, set up your account at least 24 hours in advance of the bid deadline." Is there a website that we are required to be registered with and are uploaded proposals required?

Please refer to response to Question #87.

89. As protest procedures are not stated in the RFP, will the County please confirm that the protest procedures found on the County Administrative Office Contracts/Purchasing page title, County Administrative Protest Policy, is the process the County will follow for this RFP should a protest be filed by a vendor.

Protest procedures found on the County Administrative Office Contracts/Purchasing page title, County Administrative Protest Policy, is the process the County will follow for this RFP should a protest be filed by a vendor.

90. We respectfully request that Monterey County consider granting all vendors a two (2) week extension on the submittal deadline for this RFP due to the July 4th holiday and to ensure we receive responses to written

questions in time to accurately respond. This would ensure Monterey County receives the most comprehensive responses that bring the most benefit to the County, your incarcerated, and family/friends.

Please refer to Amendment 1, released June 30, 2023.

91. The instructions on p. 41 for proposal Section 6 say “CONTRACTOR shall submit pricing in a separate sheet.” By this, does the County mean that we should submit pricing in a separate volume (not in Section 6), sealed separately from the rest of the proposal? Or do you just want us to submit pricing in Section 6 using the Attachment A Pricing Schedule?

Please refer to response to Question #86. Offer (Attachment A) in Section 6 of the Submission Layout Package will be submitted as a separate sheet.

92. Paragraph 8.3.5.1 on p. 43 says “To use this option, CONTRACTORS are required to set up a free account prior to uploading proposals.” Is there an option to submit proposals electronically instead of shipping hard copies?

Please refer to response to Question #87.

93. Paragraph 5.2.1.5 states, “Contractor will work with Programs allowing our local education providers to ... set up virtual classrooms with specific content with no added costs.” What is meant by “virtual classrooms”? Are these live lectures?

Virtual classrooms can include a video conferencing tool (i.e., Zoom Microsoft Teams, etc.) where instructors and participants engage with each other and with the learning material.

94. Paragraph 5.2.1.13 states, “Tablets shall have capability to connect tablet-to-tablet (Controllable by Sheriff’s Office and Probation Department). What is the purpose of this functionality?”

Please refer to response to Question #37.

March

Column Labels

Row Labels	Inmate Telep	Wireless Tabl	Grand Total
Collect			
Count of DEVICE TYPE	2	2	4
Sum of CHARGE	0.28	0.14	0.42
Debit			
Count of DEVICE TYPE	16045	17136	33181
Sum of CHARGE	11829.51	14930.99	26760.5
Direct Billing			
Count of DEVICE TYPE	201	12	213
Sum of CHARGE	79.52	6.02	85.54
Free Call			
Count of DEVICE TYPE	2832	519	3351
Sum of CHARGE	0	0	0
Free Promotional			
Count of DEVICE TYPE	2439	1280	3719
Sum of CHARGE	0	0	0
Free Visitation			
Count of DEVICE TYPE	2754		2754
Sum of CHARGE	0		0
Prepay (Public)			
Count of DEVICE TYPE	8023	8964	16987
Sum of CHARGE	5608.21	8069.24	13677.45
Prepay APOC			
Count of DEVICE TYPE	832	487	1319
Sum of CHARGE	755.37	498.89	1254.26
Total Count of DEVICE TYPE	33128	28400	61528

April

	Column Labels		
Row Labels	Inmate Telep	Wireless Tabl	Grand Total
Collect			
Count of CALL TYPE	1		1
Sum of CHARGE	0.7		0.7
Debit			
Count of CALL TYPE	17954	19819	37773
Sum of CHARGE	11724.49	15891.17	27615.66
Direct Billing			
Count of CALL TYPE	168	32	200
Sum of CHARGE	72.24	10.5	82.74
Free Call			
Count of CALL TYPE	2804	446	3250
Sum of CHARGE	0	0	0
Free Promotional			
Count of CALL TYPE	2272	1284	3556
Sum of CHARGE	0	0	0
Free Visitation			
Count of CALL TYPE	3408		3408
Sum of CHARGE	0		0
Prepay (Public)			
Count of CALL TYPE	8301	8489	16790
Sum of CHARGE	5507.69	7279.54	12787.23
Prepay APOC			
Count of CALL TYPE	870	388	1258
Sum of CHARGE	747.04	397.18	1144.22
Total Count of CALL TYPE	35778	30458	66236
Total Sum of CHARGE	18052.16	23578.39	41630.55

May

	Column Labels		
Row Labels	Inmate Telep	Wireless Tabl	Grand Total
Collect			
Count of CALL TYPE	2		2
Sum of CHARGE	0.21		0.21
Debit			
Count of CALL TYPE	20893	22796	43689
Sum of CHARGE	13910.77	18126.5	32037.27
Direct Billing			
Count of CALL TYPE	220	51	271
Sum of CHARGE	91.91	15.96	107.87
Free Call			
Count of CALL TYPE	2606	478	3084
Sum of CHARGE	0	0	0
Free Promotional			
Count of CALL TYPE	2924	1439	4363
Sum of CHARGE	0	0	0
Free Visitation			
Count of CALL TYPE	2730		2730
Sum of CHARGE	0		0
Prepay (Public)			
Count of CALL TYPE	8447	7756	16203
Sum of CHARGE	5852.21	6574.14	12426.35
Prepay APOC			
Count of CALL TYPE	903	407	1310
Sum of CHARGE	801.64	403.2	1204.84
Total Count of CALL TYPE	38725	32927	71652



Monthly Tablet Commission Report

(03/01/2023 - 03/31/2023)

Monterey County Jail CA (9563)

1410 Natividad Road

Salinas, CA 93906

Month	Product	Product Type	Item Count	Minutes	Pricing Rate	Revenue	Commission Rate	Commission Amount
2023-03	Tablet Session	Free	49,034	157,848	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-03	Tablet Session	Phone Dialer	36,737	471,238	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-03	Tablet Session	Promotional	47,940	615,244	\$0.03 per minute	\$18,457.32	50.00% of Revenue	\$9,228.66
2023-03	Tablet Session	Religion	2,351	28,340	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-03	Tablet Session	Standard	19,281	397,062	\$0.05 per minute	\$19,853.10	50.00% of Revenue	\$9,926.55
2023-03	Tablet Video Visit	VVS Free	4,070	31,724	\$0.00 per minute	\$0.00	25.00% of Revenue	\$0.00
2023-03	Tablet Video Visit	VVS Paid	8,523	75,808	\$0.15 per minute	\$11,371.20	25.00% of Revenue	\$2,842.80
		Total	167,936	1,777,264		\$49,681.62		\$21,998.01



Monthly Tablet Commission Report

(03/01/2023 - 03/31/2023)

Monterey County Juvenile (9573)

1420 Natividad Road

Salinas, CA 93906

Month	Product	Product Type	Item Count	Minutes	Pricing Rate	Revenue	Commission Rate	Commission Amount
2023-03	Tablet Session	Free	250	1,597	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-03	Tablet Session	Standard	1	1	\$0.05 per minute	\$0.05	50.00% of Revenue	\$0.03
		Total	251	1,598		\$0.05		\$0.03



Monthly Tablet Commission Report

(04/01/2023 - 04/30/2023)

Monterey County Jail CA (9563)

1410 Natividad Road

Salinas, CA 93906

Month	Product	Product Type	Item Count	Minutes	Pricing Rate	Revenue	Commission Rate	Commission Amount
2023-04	Tablet Session	Free	48,873	150,752	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-04	Tablet Session	Phone Dialer	39,358	491,471	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-04	Tablet Session	Promotional	47,855	435,400	\$0.03 per minute	\$13,062.00	50.00% of Revenue	\$6,531.00
2023-04	Tablet Session	Religion	2,092	25,517	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-04	Tablet Session	Standard	25,197	534,759	\$0.05 per minute	\$26,737.95	50.00% of Revenue	\$13,368.98
2023-04	Tablet Video Visit	VVS Free	4,510	34,843	\$0.00 per minute	\$0.00	25.00% of Revenue	\$0.00
2023-04	Tablet Video Visit	VVS Paid	9,480	85,082	\$0.15 per minute	\$12,762.30	25.00% of Revenue	\$3,190.58
		Total	177,365	1,757,824		\$52,562.25		\$23,090.55



Monthly Tablet Commission Report

(04/01/2023 - 04/30/2023)

Monterey County Juvenile (9573)

1420 Natividad Road

Salinas, CA 93906

Month	Product	Product Type	Item Count	Minutes	Pricing Rate	Revenue	Commission Rate	Commission Amount
2023-04	Tablet Session	Free	433	4,664	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-04	Tablet Session	Standard	5	6	\$0.05 per minute	\$0.30	50.00% of Revenue	\$0.15
		Total	438	4,670		\$0.30		\$0.15



Monthly Tablet Commission Report

(05/01/2023 - 05/31/2023)

Monterey County Jail CA (9563)

1410 Natividad Road

Salinas, CA 93906

Month	Product	Product Type	Item Count	Minutes	Pricing Rate	Revenue	Commission Rate	Commission Amount
2023-05	Tablet Session	Free	46,638	150,132	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-05	Tablet Session	Free Inmate Carmona	1		\$0.00 per minute		50.00% of Revenue	
2023-05	Tablet Session	Phone Dialer	40,479	515,382	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-05	Tablet Session	Promotional	52,033	606,841	\$0.03 per minute	\$18,205.23	50.00% of Revenue	\$9,102.62
2023-05	Tablet Session	Purple.VRS	14	64	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-05	Tablet Session	Religion	1,813	21,954	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-05	Tablet Session	Standard	20,505	402,097	\$0.05 per minute	\$20,104.85	50.00% of Revenue	\$10,052.43
2023-05	Tablet Video Visit	VVS Free	5,675	41,864	\$0.00 per minute	\$0.00	25.00% of Revenue	\$0.00
2023-05	Tablet Video Visit	VVS Paid	10,336	90,584	\$0.15 per minute	\$13,587.60	25.00% of Revenue	\$3,396.90
		Total	177,494	1,828,918		\$51,897.68		\$22,551.94



Monthly Tablet Commission Report

(05/01/2023 - 05/31/2023)

Monterey County Juvenile (9573)

1420 Natividad Road

Salinas, CA 93906

Month	Product	Product Type	Item Count	Minutes	Pricing Rate	Revenue	Commission Rate	Commission Amount
2023-05	Tablet Session	Free	350	5,842	\$0.00 per minute	\$0.00	50.00% of Revenue	\$0.00
2023-05	Tablet Session	Standard	3	6	\$0.05 per minute	\$0.30	50.00% of Revenue	\$0.15
		Total	353	5,848		\$0.30		\$0.15