

Issued: Monday, April 7th, 2025

REQUEST FOR PROPOSALS (“RFP”) FOR PROVIDING AN INMATE TELECOMMUNICATION SYSTEM TO THE COUNTY OF TEHAMA

The County of Tehama through its Sheriff’s Office and Purchasing Department, invites responses to an RFP to provide an inmate telecommunication system at the Tehama County Jail.

General Overview

- Responders must submit one (1) original and three (3) unbound copies** of the Proposal. Responses must be submitted in a sealed envelope and clearly labeled as “Jail Inmate Telecommunications System”.
- Those interested in submitting a proposal in response to this RFP are invited to attend an optional Jail Tour on Thursday, April 24th, 2025, 10:30 AM, at the Tehama County Jail, at 502 Oak Street, Red Bluff, Ca. 96080
- A Proposal submitted in response to this RFP must be signed, dated, and received by the Tehama County Sheriff’s Office located at 22840 Antelope Blvd, Red Bluff, CA 96080, no later than the Closing Date, Thursday, May 8th, 2025, 3:00 PM. **No postmarks, faxes, or emails will be accepted.**
- For questions, additional information, or to obtain a copy of this RFP, please contact Jennifer Crane, Accountant I, at jcrane@tehamaso.org

Timeline

Release of RFP – Monday, April 7th, 2025
Optional Jail Tour – Thursday, April 24th, 2025, 10:30 AM
Questions Deadline – Monday, April 28th, 2025, 5:00 PM Addendum
Issued – Thursday, May 1st, 2025, 3:00 PM
Response Submission Deadline/Closing Date – Thursday May 8th, 2025

COUNTY OF TEHAMA INMATE TELECOMMUNICATION SYSTEM

Specifications to provide an inmate telecommunication system at the Tehama County Jail.

Inmate Telecommunication System Specifications

- Inmate Telephone Systems (“ITS”) means the total system for providing calling services to inmates, which includes telephones, video visitation, and tablets, and the other services that are provided through the tablets. The system includes equipment including hardware, software, telephones and tablets.
- Inmate Telephone System Services (Services) means all of the services to be provided by the Vendor including the ITS, installation, connectivity, streaming services, maintenance, support services, storage, security, training, and all other services and items included in the RFP.
- Instruments means the telephones, video visitation related equipment, and tablets through which services are provided.
- Jail Management System (JMS) means the software management system in use at the Tehama County Jail. The current Tehama County Sheriff’s Office JMS is SALLYPORT, BLACKCREEK INTERGERATED SYSTEMS, run on IBM Series 7 RGB, a AS400 server.
- Key Number means the Tehama County Jail inmate personal identification number assigned by TCSO JMS.
- Payment Platform means the process and system to be established by the Vendor so inmates may pay for Telephone and Tablet services. The Payment Platform will include a process for payment with inmate funds, including transfer from their trust/commissary account and a process for receipt and payment using funds from call recipients or others that arrange for ‘prepayment’ for an Inmates calls or deposit of funds for Streaming Services.
- Restricted Numbers means phone numbers that are blocked from being able to be called on either a system-wide basis or a case-by-case basis, as verified by TCSO. These numbers are programmable into the ITS by the TCSO or Vendor upon request. Vendor shall not delete, add, or change any restricted number without approval of TCSO.
- Streaming Services means movies, books, music, games and other activities and services provided through the vendor provided intranet to the inmate.

- Tablets means a mobile computer with a touchscreen display that is service enabled to make telephone calls and provide free and fee based services including books, movies, music and games.
- Telecommunication Device for the Deaf (“TDD”) means an electronic device for text communication over a telephone line that is designed for use by persons with hearing or speech difficulties.
- Telephones means the telephones used by inmates for calls, including wall mounted, roll around, and Teletypewriter (TTY) phones.
- Unbillable Number means a phone number that Vendor has determined cannot receive collect calls because the accounts of the owner of the phone number are not in good standing for failure to pay. The call recipient and inmate shall be provided the opportunity to complete the call by a prepaid format, including through the inmates Payment Platform account. If both the call recipient and inmate decline to continue the call in a prepaid format, the service provider may stop the call from continuing.
- Unmonitored Numbers means phone numbers that have been specifically approved and identified by TCSO and when called cannot be audibly monitored; typically, these are phone numbers for attorneys and doctors.

It is the intent of these specifications, terms, and conditions to locate qualified Vendors who are interested and capable of providing ITS including telephones, video visitation services, and service-enabled tablets utilizing state-of-the-art technology and equipment for inmates in custody at the Tehama County Jail Facility.

The selected Vendor shall provide the services in the Tehama County Jail Facility at no cost to the TCSO or County. All cost for the services shall be the responsibility of the Vendor including but not limited to equipment, installation, connectivity, maintenance, storage, hardware, software, security, training, and any other implementation services necessary to furnish County with state-of-the-art technology and equipment to meet, or exceed, the specification herein. One of the key objectives of the services will be to enable inmates to communicate with family, friends and others in the community, while also controlling inmate telephone and video visitation usage and limiting the use of telephones and video visitation kiosks for illicit activity. A necessary part of the service, by using current technology, is to ensure the safety and security of staff, inmates, and the public.

The County intends to award a three-year contract (with options to renew for two additional one-year extensions. If the County elects to extend the term of the agreement, county must give vendor written notice not less than thirty (30) days before the end of the term) to the most responsible Vendor whose response meets or exceeds the County’s requirements.

The County anticipates no funding per fiscal year for the provision of the inmate telecommunication system. All funding for inmate phones, tablets, other instruments and any installation or upkeep of the system will be the responsibility of the Vendor.

A. POPULATIONS TO BE SERVED

The populations to be served are the inmates confined in the Tehama County Jail Facility including any expansions to the jail.

B. PROGRAM PLAN & SCOPE OF WORK

Vendor Qualifications

The Vendor must be able to safely and securely provide the Inmate Telephone System Services (Services). Services must include the ability for collect calls, prepaid calls and payment of calls and Streaming Services by the inmate through a Payment Platform. Vendor must be a reputable, qualified firm experienced in providing inmate telephone services in a corrections environment. Due to the complex nature and security concerns of corrections facilities, Vendors must meet the following minimum qualifications:

1. Vendor shall be regularly and continuously engaged in the business of providing and administering ITS and installation for the past five (5) years to a minimum of five (5) City, County, State, or Federal correctional facilities. Experience must be demonstrated by references provided by Vendor at the time of the bid, all references must include individuals working directly with or managing the day-to-day operations of the inmate telephone system.
2. Vendor shall provide at least three (3) currently installed, functioning, and operational. ITS contracts, one of which is a California correctional facility of similar inmate average daily population (ADP), having a minimum of 300 Tablets. Experience must be demonstrated by references provided by Vendor at the time of the bid.
3. Vendor's organization must have qualified and trained staff dedicated to the sole purpose of supporting the Telephone, Video Visitation, and Tablet system installed including, but not limited to, service technicians and technical support for the life of any contract awarded pursuant to this RFP.
4. Vendor must possess a license or valid title to all software, with the right to provide or license it to the County.
5. Vendor and subcontractors shall comply with all public works project payroll reporting requirements of the California Department of Industrial Relations pursuant to Labor Code section 1725.5 with exceptions from this requirement specified under Labor Code sections 1725.5(f), 1771.1(a) and 1771.19(n). This project is subject to compliance monitoring and enforcement by the Department of Industrial Relations.

6. The Vendor awarded a contract as a result of this RFP is solely responsible for all costs related to any and all claims, lawsuits and other proceedings related to the Services including, but not limited to, payment of all expenses and costs of investigation, reasonable attorney fees, expert witness fees, damages, and other litigation-related expenses.
7. Vendor shall possess, at the time the proposal is submitted and through the term of the contract, all permits, licenses and professional credentials necessary to supply product and perform services as specified under this RFP.

Integration

1. The ITS shall have the capability to accurately import the current call list from ICS the current TCSO inmate telephone system Vendor, which includes blocked, confidential, pre-programmed, and others as identified by TCSO. Vendor must successfully complete importation of the current call list prior to the ITS becoming operational.
2. Vendor shall provide a web-based platform via a single website for calls, video visits, text messages and any other tablet functions allowing County and other personnel access to the system from any computer terminal in the County. The web-based platform will require the support of Internet Explorer 11, at a minimum. Vendor shall not limit the number of logins the County can assign to County and other personnel to access the web-based platform. Proposals should include a description of how access will be provided and any levels of administration access, for example passwords and levels of customized access, such as for blocking numbers and making administrative changes, further specified in **User Applications, Records & Reporting** below.
3. All moves, add-ons, changes to and new installs of equipment, hardware and software (collectively Modifications) that occur during the contract term, will be the sole responsibility of the Vendor. All Modifications must be pre-approved by County and once approval is given, Vendor shall proceed with the Modifications at their own cost.

Schedule

1. Vendor shall plan, finance, and implement the integration and testing of all required equipment and software relative to the new ITS, without impacting the normal daily operation of the existing inmate telephone system.
2. Vendor shall submit a detailed schedule to TCSO for approval that includes plans and schedules for installation and operation and cutover of Telephones, Video Visitation equipment, and distribution of Tablets. The schedule shall be prepared and implemented to minimize impact to facility operations (zero down time).
3. The ITS shall become fully operational upon the successful completion of all system integration testing and acceptance by the County, including review and approval. System integration and acceptance test criteria shall include:
 - a. Telephones: All Telephones shall be tested and verified as operational and without deficiencies.

- b. Video Visitation: All Video Visitation equipment, shall be tested and verified as operational and without deficiencies.
- c. Tablets: All Tablets shall be tested and verified as operational and without deficiencies.
- d. Administrative Functions: There shall be a test run of administrative functions including TCSO passwords and access, the Payment Platform, reports, and analytical and query tools.
- e. Phone Numbers: A test to verify that the current call list, including blocked, confidential, pre-programmed, and others as identified by TCSO is fully imported and functional.
- f. Cutover must be successfully complete with zero down time.

System Requirements - Inmate Telephone System

The following are the minimum requirements for the services, including equipment, to be provided. Advanced or alternative technology that provides at least the levels of the specific functionality of the equipment and services described may be proposed with a description of how the alternative(s) meets or exceeds the specified requirements. All services are to be provided at no cost to the County.

1. Vendor shall provide a comprehensive inmate telephone system (ITS) package to the Tehama County Administration, located at 727 Oak Street, Red Bluff, CA. 96021. There are Sixteen (16) housing units (Cells and Dorms) they have potential capacity of up to Two Hundred Fifty Five (255) varying in size from 1-12 inmates or 48 inmates in one dorm. There is a medical unit, which holds two (2) inmates. Phones will also be placed at all visitation areas, currently we have 12 visitation phones. The booking area has Five (5) holding cells. The amount of phones needed is specified in Exhibit B. The system must be capable of future expansion, if necessary.
2. Vendor must provide a turnkey telephone system including collect, debit, and pre-paid collect calling.
3. The ITS shall be capable of providing all mentioned operational features and system requirements applicable to all calls placed through the system, including local, long-distance, and international calling. The ITS shall also be capable of providing all operational features and system requirements applicable to visitation video and audio recordings.
4. The ITS shall be capable of providing equipment with a stand-alone on-site host or central processor. There must be multi-level password security access with architecture that can be expandable to allow future growth.
5. Each call, having been identified as being placed through the Vendor's ITS, shall be delivered to the called party as a collect call, debit and/or pre-paid call, unless the call is a free call as specified in number 13 and 15 below. If the debit and/or pre-paid application is in effect and chosen as the means to place the call, the called party should be able to hear call process.

6. The Vendor agrees to install the quantity of telephones, enclosures, and/or booths required by the County specified in Exhibit B.
7. The ITS shall comply with all Federal Communication and or Utility Commissions regulations. The inmate telephone sets in all facilities shall be stainless steel and shall be sturdy, non-coin, vandal resistant and steel armored; the cord length for the inmate and visitation phones is specified in Exhibit B. In addition, the telephone sets shall be composed of durable, tamper free equipment suitable for a correctional/detention environment with placards containing dialing instructions. The telephones must contain no removable parts. The Vendor shall post calling rates near the inmate telephones sets.
8. All phones will be water resistant and fireproof.
9. Telephones shall have touch-tone keypads.
10. Telephones must be line powered such that the Telephone does not require separate electrical power at the device. Telephones shall be specifically designed for use in a correctional environment and must be approved by County before installation. Vendor shall not use converted coin phones.
11. The ITS shall have the capability for the Vendor and the County to turn all telephones on or off remotely. There shall also be manual on and off switches in multiple locations within the Tehama County Jail. Switch locations shall be subject to the approval of the County.
12. The ITS shall support numerous languages other than English. The inmate must be able to select the preferred language utilizing a simple code. During the call set up process, the ITS shall provide a pre-recorded announcement identifying: The call is coming from Tehama County Jail; the call is coming from the specified inmate; the call may be monitored and recorded.
13. Vendor shall have the capability to allow a designated number of free, local telephone calls per inmate. The County requires that the ITS allow free local calls from each of the intake/booking inmate telephones.
14. The ITS shall provide a recording at the beginning of any call that clearly identifies the call is collect, debit, free, etc. This recording must be free of any charges. Charges shall not begin accruing unless and until the party being called accepts the call.
15. Vendor shall provide a line for informants that will be free of charge to report crimes, such as reporting line that complies with the Prison Rape Elimination Act (PREA) of 2003. This line will be free of charge.
16. The ITS will have the capability for two-way voicemail.
17. The ITS will have the capability to limit calls to various minute increments (specified in Exhibit B). Configurations can apply to call duration, location, inmate account, PIN or by

telephone. The inmate and end caller will be notified of any limit in advance of termination of call.

18. The ITS shall have the capability to perform remote diagnostics to the ITS to identify any problem(s) that needs attention.
19. The ITS shall be capable of taking an individual station out of service without affecting other stations or units.
20. The ITS shall have the capability of allowing calls to specified numbers at specified times during the day.
21. The Vendor shall have the capability to interface with the County's Booking/Jail Management System (JMS) so that the inmate personal identification numbers (key number) will automatically be transferred, activated, and deactivated in the ITS based on the inmates custody status. The current management system, is BlackCreek/Sallyport run on IBM Series 7 RGB, a AS400 server. It will be the Vendor's responsibility to identify the requirements necessary to interface with either Jail Management System to ensure the Vendor will be able to meet the requirements for installation. The County shall not be responsible for paying any amounts associated with the required interface, including any charges that may be payable to BlackCreek/Sallyport to implement any required interface.
22. The ITS shall have the capability to assign and use Personal Identification Number (PIN) management. The PIN will provide collect, debit and pre-paid station to station calling for the inmate using the PIN. PINs will be stored in a database and accessible to Jail Staff depending upon staff user level.
23. Vendor shall ensure that all inmate and visitation telephones are operable no less than 98% of the time on a monthly basis ("in-service ratio") per facility. The in-service ratio excludes downtime associated with regularly scheduled maintenance/upgrades, facility lock-downs or power outages beyond the Vendor's control, which require the inmate and visitation telephones to be shut off.
24. The ITS shall provide booking and lobby kiosks at no additional cost to the County. Kiosks shall provide services such as deposits made onto the inmates pre-paid collect or debit account using cash, credit or debit card. ITS must interface with the Tehama County Jail's current commissary provider (Keefe Commissary Network) at no additional cost to County.
25. The Vendor shall provide accommodations necessary to comply with Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs, and providing systems that are compatible with Telecommunications Devices for the Deaf (TDD). Vendor will also provide a minimum of two "Teletypewriter" (TTY) devices for inmates requiring said service. The amount of TDD and TTY to TTY devices is specified in Exhibit B.

26. Vendor will install additional telephones (inmate and visitation) and monitoring and recording equipment as needed at no cost to the County. This includes expansion to the existing facility and any newly constructed facilities.
27. Vendor will provide pamphlets to the County at no cost to the County for inmates as requested to describe the applicable features and functionalities of the ITS.

System Requirements – Inmate Tablets

1. The Vendor shall be responsible for providing County with tablets at no cost to the County or its inmates. All funding for the inmate tablets will be the responsibility of the Vendor.
2. Vendor shall provide sufficient tablets to accommodate the entirety of the inmate population in each housing unit from the effective date of the Contract and throughout the life of the contract. Vendor shall have backup inventory available in the event there is an increase in demand or population at the Tehama County Jail including the jail expansion. The estimated number of tablets is located in Exhibit B.
3. Vendor shall provide secure Wi-Fi network, which will not conflict with existing County Wi-Fi systems, for main jail including but not limited to the number of hotspots specified in Exhibit B and all necessary/related cabling. All applications must be intranet-based and run on Vendor's internal network. Tablets shall not allow inmates access to the internet.
4. Vendor shall be responsible for providing and maintaining separate internet and phone connections dedicated to the ITS, which shall meet the bandwidth needs of the system.
5. Vendor shall be responsible for all required labor, network, network management, wiring, and related equipment at no cost to the County.
6. Vendor will provide no less than seven (7) staff tablets providing administrative functions.
7. Tablets shall meet the following minimum requirements:
 - a. Comprehensive learning management system and associated licenses, including a General Education Development (GED) program.
 - b. Streaming Services that minimally include music, books, and games.
 - c. The option for video visitation.
 - d. Each inmate shall receive a unique login and password to receive their content.
 - e. The capability to make phone calls through Vendor's ITS in the same manner as a landline. The phone calls completed via the Tablets must conform to all requirements and mandatory features for the ITS as set forth in this RFP.
 - f. Inmates will not be assigned a particular tablet. Inmates will receive valid credentials that shall work on all tablets.
 - g. Preloaded features, which minimally shall include a calendar, a calculator, and a dictionary.
 - h. A PDF viewer or other document viewing application. The documents must be able to be organized by tabs or files for easy viewing. Vendor shall preload

documents provided by County at start of contract and as requested throughout the term of the contract at no cost.

- i. Tablet specifications are listed in Exhibit B.
7. If so requested by County, the tablet shall be capable of integrating with other County technologies for other functions, such as inmate handbook uploads, inmate requests, medical requests, grievances, and commissary ordering. Preference will be given to Vendors that provide a law library by Legal Research Associates (LRA) for the tablets.
8. Tablets shall have security features so that inmates cannot load anything on the tablet, access anything other than approved content through the intranet or modify any items on or through the tablet. The security features must ensure that contents on any tablet cannot be shared with other tablets or devices.
9. Tablets shall have a security feature that immediately shuts down the tablet and sends an alert to the County and Vendor if an inmate attempts to access system settings or administrative functions. The inmate's log-in shall automatically be locked to prevent any use or access until cleared by County.
10. Tablets shall be clearly identified by using a numbering system that includes the Housing Unit numbers, housing group, or other identifying marks as designated by County.
11. All content in the Streaming Services must be preapproved by County. Vendor is responsible for providing a sufficient description of the content to allow County to approve without the necessity of viewing each item.
12. Proposals must include a description of any services that will be available, how the purchasing system will work and all applicable costs. Allow for a messaging application so that the tablet costs do not get passed to the County through reductions in commissions or increases in call rates or both. Allow messaging on the tablets to offset costs
13. Tablets and streaming content shall be free of any marketing and advertisements, unless otherwise expressed with the written consent of County.
14. Vendor shall provide replacement tablets and batteries as deemed necessary, as they become damaged or loss of functionality.
15. Vendor shall provide all tablets in a detention and corrections grade tamper proof case.
16. Vendor shall provide mobile charging carts for the tablets, which have the capability to hold a minimum of 32 tablets or charging stations. Carts or charging stations must be approved by County.
17. Vendor shall provide tablets designed for use by the hearing impaired and in accordance with all applicable laws. Provisions for the deaf must comply with Americans with Disabilities Act (ADA), and Telecommunications Devices for the Deaf (TDD) regulations and standards.

18. The Vendor will provide the ability for County to monitor and track inmate usage and activity on tablets. This includes the ability to analyze, run queries and search usage by factors including date, time, location, content type, inmate, or other parameters as may be requested by the County.

USER System Requirements – Video Visitation

1. The Vendor shall provide a video visitation option for inmates at no additional cost to the County. The specifications for video visitation are outlined in Exhibit B.
2. Video visitation functions shall include visitation scheduling, user management, and policy management software.
3. Video visitation must be web based and allow for County to administer visitation sessions and visitation operations based on County Policy.
4. Video visitations must connect automatically and without intervention from the County.
5. Video visitation system shall be located in all housing units and visitation locations in the Tehama County Jail Facility. (Further specified in Exhibit B)
6. Video visitation system must display visitation calendar or authorized visitation schedule to County and to those in custody.
7. Video visitation system must be able to provide a web-based scheduling system that is easy to operate. This web-based platform will require the support of Internet Explorer 11, at a minimum with the ability to upgrade, if necessary.
8. Visitors must be able to pay for video visitation by debit or credit card.
9. Video visitation scheduling system must be able to conduct conflict resolution and only display times that are available for visitation.
10. Video visitation system must be able to customize duration times for visitations, for example; personal visits are to be a maximum of thirty (30) minutes, one (1) hour for inmate workers.
11. Video visitation system must provide different levels of administrative functionality to Jail facility staff based on user type.
12. Video visitation system must have security features, such as cancellation and interruption of visitations that may be controlled remotely by County.
13. Video visitation system must allow for video visitation recording. Video visitation recordings will be stored at a length of time determined by state law.

14. Video visitation system must have a provision for hosted video visitation. Terminal specifics are outlined in Exhibit B.

System Requirement – Other

1. Vendor will provide a pre-recorded answering system/phone tree for public callers to obtain inmate information, such as; charges, bail, visitation schedule and first court appearance.

Installation, Maintenance and Repair

1. All electrical equipment must be installed in compliance with all applicable code requirements. All telephones must be securely fastened to the wall with security hardware approved by the County. The County reserves the right to pre-approve mounting and installation.
2. Installing contractor(s) shall possess all necessary licensing for the work performed, and shall be responsible for any necessary permits and inspections. Contractor shall comply with all codes, ordinances, rules, regulations, orders and other legal requirements of public authorities which bear on the performance of the work.
3. All materials and workmanship performed by the Contractor or his Subcontractor shall be in accordance with standard industry products and practices.
4. Vendor will be responsible for all costs associated with installation, maintenance, support and repair of all software and equipment. Vendor will obtain County's written permission before proceeding with any work that requires cutting into or through girders, beams, concrete, tile floors, partitions or ceilings, or any work that may impair fire proofing or moisture proofing, or potentially cause any structural damage.
5. Install, operate and maintain Jail inmate telephones and related equipment. Provide all inside wiring for the inmate and visitation telephones, install inmate and visitation telephones, install all related hardware, software, firmware or anything otherwise required to enable inmates at the Jail facility to make free, speed dial, collect, pre-paid, and debit local, long distance and international calls from the Jail facility as well as the completion of visitation sessions.
6. Vendor will be responsible for all associated costs with ITS, including purchase of equipment, installations, service, maintenance, voice network and transmission, data network, and day-to-day operation. This will include but may not be limited to all wiring, new electrical circuit installations, cables, parts, software, and physical installation at the Tehama County Jail.
7. Use of existing or in-place conduit; raceways, cableways, cable, inside wiring, telephone set mountings, switches, terminal boxes and terminals within the facility are at the risk of the Vendor and shall be approved by the County prior to use. No exposed wiring will be

permitted. Ownership of any wiring or conduit placement under the agreement by the Vendor becomes the County's property upon termination and or expiration of the agreement. If cabling work is required, new cable or fiber will be used. Preference may be given to Vendors who utilize fiber due to its greater strength, flexibility, durability, higher pulling tension, and greater efficiency in confined conduit. CAT 6 cable minimum.

8. Vendor shall provide an uninterrupted power supply source to ensure that there is no loss of recordings or real time call data in the event of a power failure.
9. Vendor shall install adequate surge and lightning protection equipment on all equipment used for the ITS. The Vendor shall be responsible for maintaining, replacing or upgrading the surge and lightning protection at no cost to County.
10. Vendor shall ensure that, if county property is damaged, Vendor will restore to original condition. Including repairs to walls, ceilings, etc.
11. Vendor shall exhibit a best effort approach to the completion of repairs or replacement during the first twenty-four (24) hours following notification of a problem. The County will be notified of progress or delays with progress until there is a resolution to the problem.
12. Vendor shall have protocols in place for reporting any misuse, destruction, damage, vandalism, liability, etc. to the ITS.
13. The ITS shall provide for continuous on-line diagnostics and supervision, as well as remote access for advanced programing and diagnostics. Access to the built-in advanced diagnostics and program control shall be accessible via modem by service center personnel and shall provide failure reports, service history and other diagnostics.
14. Prior to all ITS software upgrades, Vendor must provide the County with written notice and receive written permission from County before scheduling or proceeding with any functionality changes to the ITS. After the introduction of any new software or new features the County must be given written documentation of new upgrades or new features available.
15. Vendor's Installation Site Security Responsibilities:
 - a. Protect work, stored materials, tools and vehicles from loss, theft and unauthorized entry.
 - b. Storage of materials onsite and inside the security perimeter will be coordinated with the County.
 - c. Keep existing driveways, entrances and exits serving the premises clear and available for use at all times. Do not use these areas for parking or storage of materials.
 - d. Devise and initiate a security program in coordination with the County's existing security program for review at the pre-installation conference. Security program must include an all-inclusive personnel list for Contractor and his employees, all

subcontractors and their employees, and any other individuals that will be entering the Jail building for work on the project. This personnel list shall be submitted to the County at the pre-installation conference. Any Contractor's employees or subcontractor's employees or other persons not included on this list shall not gain entry to the facility.

- e. Devise and initiate a program, in coordination with the County, to protect the confidentiality of any information pertaining to inmates that Contractor or its employees or subcontractors may incidentally acquire in the performance of the work.
- f. Working hours shall be coordinated with the County.
- g. Jail staff will give installation personnel and installation deliveries top priority with regard to ingress and egress. However, delays, regardless of their nature, frequency or duration, shall not be cause for extra compensation or an extension of time for the work.
- h. Passenger cars, trucks and motorized construction equipment, when parked and unattended, shall be locked and the ignition key removed. Do not leave any such vehicle with the motor running.

16. Project Site Entry Control

- i. All installation personnel may be subject to search each time they enter or leave the existing perimeter and buildings, and shall carry a driver's license or other government issued picture identification
- j. Officers of the Tehama County Jail may deny entry to any personnel not previously cleared by security or for any suspicious behavior.
- k. Upon entry into the secure perimeter, all installation personnel must follow security procedures as directed by the Jail staff.

Payment, Charges & Billing

1. Proposals must include a proposed Payment Platform with a discussion of what it will include and how it will interface with the systems utilized by County. The proposal should explain how the inmates will access the Payment Platform, and how funds in and out of the Payment Platform will be tracked for the inmate.
2. Vendor shall pay County a commission rate for the ITS applied on gross revenue. The County Revenue Share, which is a percentage of the Vendor's Total Gross Revenue, defined as the sum of all charges for use (including fees), whether collected or uncollected, less any applicable federal, state or local taxes and legitimate refunds.
3. Gross revenues, generated by and through the proposed ITS and through additional contracted ITS services, consists of all compensation, earnings, gain, income, generated revenues, payment, proceeds or receipts paid to or received by the Vendor that are in any ways connected to the provision of service pursuant to this agreement. Gross Revenues include, by way of example and not limitation, all the following: all surcharges, per minutes fees and any additional fees and/or charges generated by the completion of all calls

(including any combination of free, collect, debit, and pre-paid local, intralata/intrastate, and international calls), additional fees and/or charges added to the total cost of a call or added to the called party's bill or any other compensation received by the Vendor.

4. Vendor is responsible for the billing and collection of all inmate calls in accordance with FCC and CPUC recorded and approved tariff rates and the contract. Vendor is responsible for revising and updating billing and collection practices to comply with changes in law, including regulations, and with court orders and decisions.
5. A call is deemed complete, and considered part of gross revenues when a connection is made between inmate and the called party, whether such a connection is established by positive acceptance or by live automated machine pick-up (e.g.: when the ITS considers a tone from an answering machine, voicemail, etc. as acceptance). The call shall be deemed complete and commissionable regardless if the Vendor can bill or collect revenues on the call. Pre-paid calls include, but are not limited to, those calls completed by using a pre-paid card as well as all calls which have been pre-paid by any person or entity and by any method of payment.
6. Vendor shall provide, without limitation, the following combination of bill types: collect, pre-paid collect, debit and free. In no event shall Vendor remove the provision of any bill type without prior written approval of the County.
7. Vendor shall not reduce total gross revenues for any deductions associated with unbillable calls, bad debt, uncollectible calls, fraudulent calls, LEC adjustments or any other Vendor expense.
8. Any additional fees or charges in the approved fees to be added to the called party's bill or paid by the calling or called party (including those associated with establishing/funding pre-paid collect accounts) for the inmate telephone calls from the facility must be approved by the County prior to implementation.
9. County shall not be liable for any of the Vendor's costs including, but not limited to, taxes, shipping charges, network charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages or any other Vendor costs.
10. Vendor shall pay commission on the total gross revenues before any deductions are made for unbillable calls, bad debt, uncollectible calls, fraudulent calls, LEC adjustments, or any other Vendor expense. Commission for debit calls shall be based upon the total gross revenues generated from debit call usage and is payable to the County. Commission for pre-paid cards shall be based on the face value of the pre-paid cards. Any calls from the free call list supplied by the County shall not generate revenues for the Vendor and shall not be commissionable to the County.
11. Vendor will submit a request in writing to the county and receive the County's written approval before any new calling rate increases or decreases are implemented. The County will respond in writing to the Vendor's request. If Vendor decreases the calling rates

without the express written approval of the County, the Vendor shall be responsible for paying commissions on the gross revenues as determined by applying the calling rates prior to the unapproved change (see section 14 for FCC regulatory changes). The County will not be responsible for paying any commission refund for any unapproved rate changes. Any rate change without approval from the County shall be grounds for termination of contract.

12. Vendor shall provide refunds at no cost to end-users for any pre-paid funds remaining in any prepaid account upon the end user's request whether the account is active or inactive.
13. Vendor shall submit detailed call traffic reports each month with the monthly commission check from the prior months call traffic. The report and invoice will consist of all pre-paid card orders processed during the traffic month to include (at a minimum) the order date, invoice number, invoice date, gross amount of the order, commission rate and commission total.
14. Should material change in the rules or policies of the FCC, or other regulatory body applicable to ITS, occur following the execution of the agreement, which change effects of either: ITS rates permitted to be charged by the Vendor to inmates under the agreement or the ability of the Vendor to pay to County site commissions, fees or other ITS cost recovery mechanisms, then at the Vendor request, the Vendor and county will negotiate in good faith an amendment to the agreement reasonably acceptable to County that enables County to fully recover its ITS costs in a manner compliant with the change in the regulatory body's or the FCC's ITS rules or policies. If the County and or Vendor are unable to mutually agree on such an agreement amendment, then County may terminate the agreement at its sole discretion and without penalty or liability to County, and County may select another ITS provider.
15. The pre-paid and/or debit application shall work with the ITS provided:
 - a. The ITS shall provide the inmate with the balance of their debit and/or pre-paid account at the time of the call.
 - b. The ITS shall allow international calls using the pre-paid and/or debit application.
 - c. The prepaid and/or debit application shall have the capability to terminate a debit account and refund monies to the inmate or end user.
 - d. The ITS will interface with the County's commissary and/or banking software to process real-time Debit calling time purchases. This interface must allow inmates to place Debit calls using funds in their inmate trust account, without the need to establish a separate Debit calling account. Sufficient funds to place a phone call must be verified and placed on hold before each call is connected, and then transferred from the trust account to the ITS in real time, immediately upon completion of each call, and in the exact amount of the call. Rounding or transferring funds in whole-dollar increments will not be permitted, except in the event that the actual cost of an completed call is a whole dollar amount. In no case will funds be transferred before the conclusion of the phone call, and there must never be a need to issue a refund from the ITS to the inmate trust account for unused funds.

Security and Control

1. The ITS shall provide as a minimum the following security and control features:
 - a. Prohibit direct-dialed or incoming calls of any type.
 - b. Deny access to any 800, 888, 877, 411, 55-1212, 900, 911, 950+1, 976 or 10-10xxx numbers/services. Allow the blocking of specific telephone numbers such as victims, witnesses, judges and county staff.
 - c. Prohibit access to a live operator for any type of call.
 - d. Prohibit access to “411” information services.
 - e. Be able to shut down quickly and selectively. The County must be able to shut down the ITS by cut-off switches at several locations. Locations shall be subject to approval by the County.
 - f. Prevent three-way or conference calls.
 - g. Prevent “chain-dialing,” and “hook-switch dialing”
 - h. Allow investigators to be alerted to calls, and allow real time listening.
 - i. Not allow the inmate to hear the recipient, or the recipient to hear the inmate, until the call is accepted
 - j. Disable the telephone keypad during a call.
 - k. Permit a called party to block all future calls from the Tehama County Jail.
 - l. Flag, archive, and generate alert reports for unauthorized call attempts, including attempts to Restricted Numbers.
 - m. Provide the ability for authorized County staff to selectively monitor call activity in real time and to immediately terminate any call.
 - n. Retrieve and generate inmate unauthorized call activity logs for call periods as specified by the County.
 - o. Provide for all calls to be monitored, recorded, and archived, with the exception of calls made to Unmonitored Numbers. Phone numbers for Criminal defense attorneys, including the County Public Defender, California Bar list and Alternate Public Defender will be identified as Unmonitored Numbers. Phone numbers for criminal defense attorneys must be verified by TCSO and shall be programmable by the Vendor or TCSO into the ITS. Vendor shall not delete, add or change any Unmonitored Number without approval of TCSO.
 - p. Have the capability to record the content of all telephone connections. The recorded call must be stored for retrieval for a period of at least 13 months after the call is placed, and the system must have the capability to transfer the recorded calls to a removable media for archiving, or review. Vendor must have the ability to search and access stored calls and deliver the call at the request of TCSO or pursuant to a court order, which shall be done at no cost to County. In the event, 13 month storage requirement is not met, the vendor must add additional storage at no cost to the County.
 - q. The system shall allow multiple approved County staff and designees to simultaneously access the system without compromising security or prevention of unauthorized use and access to the system.
 - r. Vendors should be prepared to discuss their technology, capabilities and practices related to prevention of fraud and abuse.

Analytical Tools

1. Vendor shall include, at minimum, the following query and analytical tools within the system:
 - a. Analytical and query features for linkages, relationships, associations, and mapping of data points; data mining, data analytics, data visualization; and predictive modeling.
 - b. Voice biometric identification features that match the caller to the caller's PIN number.
 - c. Continuous voice biometrics to identify the inmate on the call and identify if the call is passed to another inmate or if the end user passes on a call.
 - d. Features to trace calls, detail call history, allow for call monitoring without inmate or other party detection while recording, and include other call detail capabilities that can be used to aid investigations related to the detention facilities.
 - e. Vendor shall provide a software or other capabilities for County to continue to query, search and access recordings after termination of the contract.
2. Proposals will include a list and description of any additional investigative tools available with the system.

User Applications, Records & Reporting

1. Websites and web applications provided by the vendor are subject to approval of the Sheriff.
2. All records, data, and administration functions for inmate telephones, video visitation, and tablets shall be accessible to Jail staff using a single user interface, with a single set of log-in credentials.
3. Vendor shall be responsible for maintenance support on a twenty-four (24) hours per day, seven (7) days per week basis. All support personnel must be capable of completing a security screening prior to admittance to the facility. The phone support shall be available to accept calls regarding maintenance twenty-four (24) hours a day, seven (7) days a week.
4. Vendor shall provide end-users with multiple channels of communication with Vendor including but not limited to: 24x7x365 customer service via telephone, online account access and email. Vendor's telephone option shall allow the end user to reach a live Vendor representative at any time.
5. Vendor shall provide end-users with an automated method for blocking their telephone number for calls from the facility during the call acceptance process.
6. Vendor will store all call data and records, including all attempted and completed calls for the life of the agreement. The County will have access to all call records from all workstations and remote access computers, based on user access levels. Phone call and video visitation recordings will be stored at a length of time determined by state law.

7. All call records, call and visitation recordings, documentation, reports, data, etc., contained in ITS are property of the County. The Vendor will ensure that workstations shall become the property of the County after expiration, cancellation, or termination of the agreement so that the County will continue to have access to all the call records, visitation recordings, documentation, reports, data, etc. The Vendor shall provide the information (call records, visitation recordings, documentation, reports, data, etc.) to the County in a workable, software compatible format at no cost to the County.
8. Vendor will work with the county, its designated agent, and the incumbent Vendor to ensure an orderly transition of services and responsibilities under the agreement to ensure the continuity of the services required by the county.
9. The ITS shall provide the capability to copy the conversations onto a CD/DVD or other storage device in audio or MP3/data format with tamper free capabilities.
10. The ITS shall have the ability to allow County to query, print, download, and e-mail reports by any combination of, at minimum, the following: location, PIN, phone, number dialed, time/date, duration, call type, and call status
11. The ITS user application shall allow any query results and reports to be exported in a format selected by the county. (PDF, Microsoft Excel, CSV, XML, or other)
12. The ITS user application shall allow the following search criteria and filters to be applied to the call log inquiries:
 - a. Inmate name (First, and/or Last)
 - b. Inmate Key Number or Personal Identification Number
 - c. Record Identifier
 - d. Date Range
 - e. Called Number
 - f. Originating number
 - g. Station Port
 - h. Station Names
 - i. Call type
 - j. Bill Type
 - k. Duration
 - l. Call Amount
 - m. Flagged calls
 - n. Monitored Calls
 - o. Recording Calls
 - p. Recording Type
 - q. Completion Type
 - r. Termination Type
 - s. Validation Result
 - t. Pre-aid card ID Number
 - u. Phone Group (s)

v. Custom Search

13. The Vendor's application (user interface) shall at a minimum support:
 - a. The creation and deactivation of user accounts
 - b. The creation and deactivation of inmate accounts
 - c. The creation and modification of telephone numbers in the ITS
 - d. The modification of which phones may be used by an inmate
 - e. Locating and accessing a specific recording by utilizing a unique recording/call identifier
 - f. The ability to retrieve call detail data for a single phone
 - g. Reverse look-up from the call records including the name, address and aerial location for the called party
 - h. The ability to retrieve the recording for a single call
 - i. Block/unblock telephone numbers without the assistance of the Vendor
 - j. Configure an alert that will detect and prohibit a call made to a restricted number, a call using a restricted PIN, or a call made from a restricted telephone.

14. Vendor will provide call traffic detail reports that include a detailed breakdown of all traffic, including but not limited to all collect, debit pre-paid calls and voicemails for each inmate telephone or inmate telephone station at the facilities. Traffic detail shall include, at a minimum, each of the following items for each inmate telephone and video visitation station broken down by collect, debit, and pre-paid call types:
 - a. Facility name
 - b. Identification number
 - c. Automatic number identifier
 - d. Inmate telephone station port/identifier
 - e. Inmate telephone location name
 - f. Local calls, minutes, gross revenues
 - g. Interlata/interstate calls, minutes, gross revenues
 - h. International calls, minutes, gross revenues
 - i. Number or voicemails, voicemails minutes, gross revenues
 - j. Commission rate
 - k. Total calls, voicemails, minutes, revenues, and commission amount (per inmate telephone)
 - l. Traffic periods and dates

15. ITS reports that can be provided or sorted by any or all of the following criteria:
 - a. Call detail report
 - b. Amount charged per call
 - c. Gross revenue
 - d. Daily statistics
 - e. Monthly statistics
 - f. Called party/number accepting report
 - g. Fraud/Velocity report
 - h. Total calls
 - i. Calls by date

- j. Pre-paid card report
 - k. Bill and call type distribution
 - l. Time of day
 - m. Length of call
 - n. Calls being denied by validation
 - o. Number of movies, books, music or other streaming service downloaded
16. The ITS user application shall be equipped, at a minimum, to generate the following standard reports in addition to the phone call queries:
- a. Call statistics by date range
 - b. Frequently called numbers
 - c. Frequently used personal identification numbers
 - d. Call detail report
 - e. Gross Revenue report by date range
 - f. Facility totals and statistics
 - g. Called party/number accepting report
 - h. Fraud/Velocity report
 - i. Total calls
 - j. Calling list (PAN) report
 - k. Pre-paid card report
 - l. Debit usage report
 - m. Debt balance and funding report
 - n. Pre-paid card balance report
 - o. Bill and call type distribution
 - p. Phone usage
 - q. Reverse Look-Up
 - r. User Audit Trail
 - s. Voice Verification
 - t. Summary of streaming services

Training

1. Provide onsite training to County's staff. Additional training (onsite or via the web) shall be provided to new staff at no cost to the County. Training manuals shall be provided to the County's staff at all training meetings and will become the property of the County. Full documentation for all of the ITS features will be available for the county. Vendor shall provide, at minimum, the following trainings:
 - a. Initial training: The first trainings must occur no later than 14 days prior to the "go-live" date. Ample trainings must be provided to accommodate all work shifts obtaining training prior to the "go-live" date.
 - b. Annual training: Annual training on the ITS, including any safety or security risk related to the use of Telephones and Tablets. If requested by County, ample trainings must be provided to accommodate all work shifts.
 - c. Upgrades. Trainings prior to upgrades of the ITS or any of its components.

- d. Query and Analytical Tools: Trainings, to individuals identified by TCSO, in the query and analytical tools and reports functions of the ITS. This training will be provide as requested by TCSO.

Other Requirements

1. Vendor shall appoint a single person who shall act as a single point of contact for all inmate telephone-related activities, inquirers, service, requests, and issues. The Vendor will provide a toll free number, for ITS issues. The Vendor will also provide a fax number and email address in its response to this RFP.
2. Vendor shall ensure that the County and its designated agent is provided with a list of telephone numbers, station identifiers, equipment specifications, and locations of each unit.

Track Record

1. Describe all instances in the past 2 years in which a contract was awarded to your company, but said award was subsequently rescinded and awarded to another vendor. Include the reason for rescinding the contract and any / all other pertinent details.
2. Describe all instances in the past 2 years in which a customer cancelled your contract in advance of the planned contract end. Include name of facility, contract end date and contract termination date.
3. Describe all instances in the past 2 years in which a customer has provided you with notice that you were in breach of contract. Describe the nature of the breach and whether or not the breach was cured to the customer's satisfaction. Include name of facility and contact person.
4. Describe all instances in the past 2 years in which the bidder has lost a call recording or call data; in which the security of a call recording or call data was compromised; and/or in which the vendor was discovered to have incorrectly recorded privileged phone calls, such as attorney calls.
5. Describe any system outages during the past 2 years that affected more than one customer, including the cause of the outage, quantity and percentage of customers affected, how long customers were affected, and why the vendor's backup/failover technologies did not prevent the outage.

C. PERFORMANCE/OUTCOME MEASURES AND EVALUATION

As part of the process used to select the Vendor, the County will assess the methods whereby a Responder intends to measure and evaluate the extent to which the services to be provided have actually been delivered. Those methodologies must be included in the Proposal. Examples of such methodologies include, but are not limited to, sample work plans, timetables for targets, and evaluations by the recipients of services, a schedule for self-evaluations, and a schedule of County evaluations.

II. CONTRACT INFORMATION

If the County chooses to proceed with the inmate telecommunication system, it will enter into a Contract with the selected Vendor. The County intends to use its standard County Standard Agreement, attached to this RFP as Exhibit A as a template for the Contract. Certain terms of the County's standard Agreement template are subject to negotiation and completion once the successful Responder(s) is/are selected. The County may, in its sole discretion, agree to modify a term that is otherwise not subject to negotiation.

The Contract will be for an initial term of three (3) years and may contain a provision for an extension of the initial term for two (2) additional one (1) year renewals. Exercise of the letter to extend the term of the Contract will be based on continued funding, the results of an evaluation of the services provided, and the County's subjective satisfaction with the Vendor's performance.

III. RFP PROCESS, PROPOSAL FORMAT & GENERAL INFORMATION

A. OPTIONAL JAIL TOUR

Those intending to submit a Proposal are **invited** to attend an optional Jail Tour. The tour will be held on Thursday, April 24th, 2025, 10:30 AM, at the Tehama County Jail, 502 Oak Street, Red Bluff, CA 96080

B. SUBMISSION OF PROPOSALS

1. A Responder may submit no more than one Proposal. Each Proposal must be submitted in a separate, **sealed** envelope, plainly marked "Jail Inmate Telecommunications System" and must be delivered to:

Tehama County Sheriff's Office
Attention: Jennifer Crane, Accountant I
22840 Antelope Blvd
Red Bluff, CA 96080

2. **Proposals must be received on or before 3:00 p.m., May 8th, 2025. Late Proposals will not be considered. Each Proposal must include one (1) original and three (3) unbound copies of the Proposal. County may, in its sole discretion, determine that a Proposal is non-responsive if the proper number of copies are not included and may result in rejection of the Proposal. Postmarks, faxes or emails will **NOT** be accepted.**
3. A proposal may be withdrawn by written request received from the Responder prior to the Closing Date.
4. Responder warrants and represents that the information and costs provided for in their Proposal will remain unchanged for 90 days after the closing date. Responder

acknowledges that County will be relying on the information contained in their Proposal. Proposals submitted shall contain the Responder's best and final offer. No modifications of proposal price will be accepted after the Closing Date, Thursday May 8th, 2025, at 3:00 p.m.

C. PROPOSAL FORMAT & CONTENT

Each Proposal must include the following:

1. A completed Attachment A, Proposal Summary and Certifications
2. A completed Attachment B, Request for Proposal Specifications
3. A completed Attachment C, Statement of Experience
4. A description of the proposed inmate telecommunications system, including but not limited to:
 - a. A description of each of the services to be provided; and
 - b. A description of the personnel to be used in providing each of the services;
 - c. A description of the Payment Platform for users and inmates.
5. A schedule/timeline for the implementation of the Inmate Telecommunication System provided as identified in the Proposal.
6. Copies of insurance policies, binders, or certificates evidencing as listed in Exhibit A of the example agreement included

D. EVALUATION CRITERIA AND PROCEDURE

1. The Contract, if awarded, will be awarded to the Responder submitting the Proposal deemed, by the County, in its sole discretion, to be in the best interest of the County. The County is not required to enter into a Contract with the particular Responder who submits the Proposal with the highest paid commission and/or lowest cost of phone calls to users.
2. Failure to fully comply with all of the requirements of this RFP and to provide all requested information may result in the Proposal being rejected and given no consideration. The

determination of compliance with the terms and conditions of this RFP will be in the County’s sole judgment and its judgment will be final and conclusive.

3. Should more than one Responder submit a Letter of Intent and a Proposal, the following evaluation process will be used to select the Consultant. The factors such as, but not limited to, the following will be considered in the evaluation process:

	Points
Technical Approach/Understanding of Project	20
Effectiveness of Responder’s Approach to Providing Services	20
Responder’s Background and Experience in Providing Similar Services	20
Completeness of Response	15
Financial Proposal	10
-Cost of phone calls to users (5)	
-Revenue Share (5)	
Implementation/Cutover Plan and Schedule	10
Services Beyond Minimum Requirements	5
Total Points 100	

4. After receiving the Proposals, the County may schedule interviews at its sole discretion with some or all of the Responders, and may establish a ranked list of the Responders evaluated. The Responder receiving the highest ranking may be asked to enter into the contract negotiation stage.
5. If an agreement to enter into a Contract cannot be reached with the Responder receiving the highest ranking, then the negotiations with that Responder will be terminated. Negotiations may then be opened with the next ranked Responder and the process repeated, or the County may elect at any time to reject all submitted Proposals and terminate this RFP process. Once negotiations with a particular Responder are terminated, the County will not reopen negotiations with that Responder.
6. Notwithstanding anything to the contrary in this RFP, the County reserves the right to award the Contract to the Responder(s) whose Proposal is determined by the County, in its sole discretion, to be in the best interest of the County. The County is not required to award the Contract to the Responder that submits the least costly Proposal.
7. Any protest or objection will be considered and resolved by the Purchasing Agent, in his/her sole discretion and whose decision shall be final and conclusive. The Contract may be executed by the County after the expiration of the time period to protest or object, or after a final decision on any protest or objection, whichever is later.

E. USE AND DISCLOSURE OF PROPOSALS

1. The County reserves the right to retain all Proposals that are submitted and to use any ideas in a Proposal regardless of whether a Proposal results in a Contract to provide the inmate telecommunications system. All Proposals will become the sole property of the County.
2. Initiation of this RFP does not commit the County to finalize a Contract with a Responder, to enter into a Contract with the Responder submitting the least costly Proposal, or to pay any costs associated with the preparation of any Proposal.
3. Notwithstanding any other provisions, the County reserves the right, in its sole discretion to:
 - a. Accept or reject any or all Proposals, or any part(s) thereof;
 - b. Reject any Proposal for failure to submit the Proposal in conformity with the requirements, or the terms and conditions, of this RFP;
 - c. Waive any informalities or irregularities in a Proposal, or to waive any deviations from the requirements, or terms and conditions of this RFP, if deemed to be in the best interest of the County;
 - d. Negotiate with a Responder or Responders; or
 - e. Terminate the RFP process.
5. Any Responder submitting a Proposal understands and agrees that submission of his/her/its Proposal shall constitute acknowledgment and acceptance of, and intent to comply with, all the requirements, and terms and conditions of this RFP.
6. The County shall not be liable for, and by submitting a Proposal the Responder agrees not to make any claims for, or have any right to, damages because of any misunderstanding or misrepresentation of the requirements, or terms and conditions, of this RFP, or because of any misinformation or lack of information.
7. In the event it becomes necessary to revise any part of this RFP, an addendum will be posted on the County web page.

F. INQUIRIES

1. To make inquiries regarding this RFP, Responders are directed to contact:

Jennifer Crane

Accountant I

22840 Antelope Blvd

Red Bluff, CA 96080

Phone: (530) 528-8979 Ext 2

E-Mail: jcrane@tehamaso.org

2. Any Responder who attempts to influence the RFP process by interfering or colluding with other Responders and/or with any County officer, employee, or agent; or who deviates from the RFP process as set forth in the requirements, or terms and conditions, of the RFP, **may be disqualified at any time from further participation in the RFP process.**

Responders may contact only the individual identified above and are specifically directed not to contact other County officer, employee, or agent on any matter related to this RFP. Failure to comply with the preceding sentence may result in a Responder being barred from consideration under this RFP. No questions regarding this RFP will be answered by other County officers, employees or agents. For purposes of this section of this RFP, the word “officer” does not include a member of the Tehama County Board of Supervisors.

3. Questions to County shall be submitted in an E-mail to the individual listed above. The answers will be sent via e-mail and posted on the County web page. The County will not respond to any questions submitted after Monday, April 28th, 2025, at 5:00 p.m. Answers will be provided no later than Friday, May 1st, 2025, at 3:00 p.m.

Proposal Summary and Certifications

RFP Issue Date: April 7th, 2025
RFP Submission Deadline: May 8th, 2025

Proposal must be submitted in a separate, **sealed** envelope, plainly marked “Jail Inmate Telecommunications System” and delivered by 3:00 p.m. on Thursday, May 8th, 2025, to:

Tehama County Sheriff’s Office Attention:
Jennifer Crane, Accountant I,
22840 Antelope Blvd
Red Bluff, Ca. 96080

Questions regarding this RFP should be directed to:

Jennifer Crane, Accountant I
(530) 528-8979 Ext 2
jcrane@tehamaso.org

Vendor Authorized Representative

Company Name: _____
Representative Name: _____
Title: _____
Phone: _____ Fax: _____
Email: _____
Address: _____
Federal Tax ID No.: _____

RFP Contact Information (if different from above)

Contact Person: _____
Title: _____
Phone: _____ Fax: _____
Email: _____

Certifications:

1. Do you agree to comply with specifications, RFP instructions, draft contract requirements and other pertinent references contained in this RFP?

YES NO

2. Do you agree that the information and costs provided in the proposal will remain unchanged and will not be withdrawn for a period of 90 days after the submission deadline?

YES NO

3. Do you certify that all statements contained within the submitted Proposal are true, and acknowledge that if the Proposal is found to contain any false statements, the County may declare any contract or agreement made as a result of the Proposal to be void?

YES NO

4. Do you agree to provide the County with any other information the County determines is necessary for accurate determination of your qualifications to provide the requested services?

YES NO

5. Do you certify that the proposal includes all costs incident to the proposed contract?

YES NO

I certify that to the best of my knowledge, my responses to the above statements are true and correct.

Authorized Representative: _____

(Printed Name)

Signature: _____

Date: _____

Inmate Telecommunications System Minimum Requirements & Pricing

Tehama County Purchasing
727 Oak Street
Red Bluff, Ca. 96080
(530) 225-5346

Vendor: _____
Address: _____

Telephone: _____
Contact: _____

ATTACHMENT B MUST BE COMPLETED AND SUBMITTED WITH THE PROPOSAL

NOTES:

- a. For all requirements, vendor to place a check mark in the appropriate column for each requirement.
- b. Vendor to supply full and complete explanation of any deviation from requirement in Column provided.
- c. Any attachment with additional information must reference the appropriate minimum qualification.

Minimum Requirements	Requirement Met?		Deviations / Explanation
	Yes	No	
A. Responder Requirements			
Successful Responder(s) will, pursuant to a contract with the County, be required to:			
1. If requested by County, Responders shall provide demonstrations of proposed inmate telephones, tablets and/or visitation devices and/or participate in an interview prior to County completing the selection process.			
2. All inmate telecommunications system provided must comply with federal, state, and local requirements. Proof of such compliance may be required.			
3. Responders shall be required to be insured in amounts specified by County and to provide certificates of insurance evidencing such insurance. See Section 12 of Attachment C of this RFP.			
4. Responder has completely reviewed and agrees with all Contract requirements obtained in Exhibit A, attached hereto and incorporated herein. Any non-acceptable terms must be addressed in the deviation column. A separate sheet may be attached if necessary.			
B. Minimum Requirements			
Successful Responder(s) will, pursuant to a contract with the County, be required to:			
1. Provide a detailed summary of experience demonstrating/including:			
a. Five (5) years of providing inmate telephone services			

Minimum Requirements	Requirement Met?		Deviations / Explanation
	Yes	No	
b. Service to a minimum of three (3) city, state, county or federal correctional facilities. Please provide references.			
c. At minimim, at least one (1) contract providing tablets in a correctional facility.			
2. Provide an integration plan and schedule that includes:			
a. Interfacing with current Jail Management System (JMS)			
b. A summary of provided web-based platform access that will be provided to staff, including administrative access.			
3. Provide a detailed summary of the inmate telephone system that will be provided (further explained in the System Requirements- Inmate Telephone System section of the RFP packet)			
4. Provide a detailed summary of the inmate tablets that will be provided (further explained in the System Requirements- Inmate Tablets section of the RFP packet)			
5. Provide a detailed summary of the inmate video visitation sytem that will be provided (further explained in the System Requirements- Video Visitation section of the RFP packet)			
6. Provide a summary of the pre-recorded answering system/phone tree for public			
7. Provide a summary of your installation, maintenance and repair procedures including: (further explained in the Installation, Maintenance and Repair section of the RFP)			
a. Installation schedule			
8. Provide a summary of the Security and Control measures that will be provided (further explained in the Security and Control section of the RFP)			
9. Provide a summary of the analytical tools that will be provided, including additional tools not listed in the minimum required tools in the Analytical Tools section of the RFP.			
10. Provide a summary of the user applications, reporting features and the records services provided (further explained in the User Applications, Records & Reporting section of the RFP)			
11. Provide a list of trainings offered to County staff, including onsite and offsite training (further explained in the Training section of the RFP)			
12. Provide a contact list for support, equipment information specialist and escalation.			

B. Pricing / Billing Requirements

Successful Responder(s) will, be required to:

1. Provide a proposed payment platform (PP) with a discussion of what it will include and how it will interface with the County and systems of other vendors. This PP will explain who the inmates will access the payment platform, and how funds going in and out of the PP will be tracked for the inmate.

2. Provide a charge rate for the following call types:
a. Local:
Pre-Paid First Minute
Pre-Paid Per Minute
Collect First Minute
Collect Per Minute
b. International:
Pre-Paid First Minute
Pre-Paid Per Minute
Collect First Minute
Collect Per Minute
c. Intralata/Intrastate:
Pre-Paid First Minute
Pre-Paid Per Minute
Collect First Minute
Collect Per Minute
d. Intralata/Interstate:
Pre-Paid First Minute
Pre-Paid Per Minute
Collect First Minute
Collect Per Minute
e. Interlata/Interstate:
Pre-Paid First Minute
Pre-Paid Per Minute
Collect First Minute
Collect Per Minute
f. Interlata/Intrastate:
Pre-Paid First Minute
Pre-Paid Per Minute
Collect First Minute
Collect Per Minute
g. Other payment methods
h. Are there rates that apply during different time periods, explain:

3. Provide a detailed list of fees that are associated with calling services.
4. Provide a detailed list of available streaming services, user fees, and proposed revenue share.
5. Provide a proposal with one rate fee and revenue shared bid. No alternative rates and revenue shared options.
Note: further explained in the Payment, Charges & Billing section of the RFP packet.

STATEMENT OF EXPERIENCE

SECTION A

Business Name: _____ Phone: _____

Address: _____

City: _____ State: _____ ZIP: _____

Business Status:

- Non Profit Corporation Corporation General Partnership Limited Partnership
 Sole Proprietorship Other: _____

Name and title of officer or owner authorized to sign this proposal and any contract with the county that may result.

Name: _____ Title: _____

SECTION B

Number of years in business under present business name?: _____

Other Business Name(s): _____

Number of years under prior name?: _____

SECTION C

Number of years experience providing required, equivalent, or related services?: _____

SECTION D

Contracts completed during the last five years?

Year	Services	\$ Amount	Location	Contracting Agency
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____

(Add additional pages if needed)

SECTION E

Have you, or your agency failed or refused to complete a contract? Yes No

If yes, explain: _____

(Add additional pages if needed)

SECTION F

Do you or your agency hold a controlling interest in any other organization, or is this agency or business owned or controlled by another organization or agency? Yes No

If yes, explain: _____

(Add additional pages if needed. Section F does not apply to government agencies.)

SECTION G

Do you, or does your agency, hold or have a financial interest in any other business? Yes No

If yes, explain (unless you are the individual personally performing contracted services or a governmental agency):

(Add additional pages if needed)

SECTION H

Names of persons with whom you or your agency have been associated in business as partners or business associates in the last five years. (Governmental agencies are exempt)

(Add additional pages if needed)

SECTION I

Explain any litigation involving you, your agency, or any principle officer(s) thereof:

SECTION J

Provide a description of experience in the services to be provided, and the experience of principle individuals who will be performing services.

(Add additional pages if needed)

SECTION K

List of major equipment to be used for the direct provision of services:

(Add additional pages if needed)

SECTION L

Please attach a copy of your most recent audited financial statement, for a fiscal period not more than 18 months old at time of submission, by an independent certified public accountant.

See California Department of Social Services, Manual of Policies and Procedures, Section 23-610 (c) (15)(L) for full details of this requirement.

SECTION M

Please attach a copy of the most current financial statement.

Do you or your agency agree, at the request of the County, to provide letters of credit, and guarantor letters from related entities? Yes No

SECTION N

Please provide a list of commitments, and potential commitments which may impact assets, lines of credit, guarantors letters, or otherwise affect your or your agency's ability to perform.

(Add additional pages if needed)

SECTION O

If the nature of the services requires business or professional licenses, are such licenses held by you and/or your agency and its staff? Yes No

Please list each required business or professional license:

License Number	Type	Expiration Date

SECTION P

Do you and your agency agree to provide additional information as required by the County to make an informed determination of qualifications? Yes No

SECTION Q

Do you and your agency agree to permit the County, State and Federal governments to audit financial and other records pertinent to the services to be provided? Yes No

By signing this Statement of Experience, you are certifying that all information provided on this form and contained within your proposal are true, and you acknowledge that if the proposal contains any false statements, the County may declare any contract or agreement made as a result of the proposal to be void.

Signed: _____ Date: _____

Title: _____

Standard Form of Agreement

**AGREEMENT BETWEEN THE COUNTY OF TEHAMA SHERIFF’S DEPARTMENT
AND**

This agreement is entered into between the County of Tehama Sheriff’s Department (“County”) and ----- (“Contractor”) for the purpose of providing an Inmate Telecommunication System at the Tehama County Jail.

1. **RESPONSIBILITIES OF CONTRACTOR**

During the term of this agreement, Contractor shall provide an Inmate Telecommunication system and Tablets as specified in the “County of Tehama Request for Proposal, Inmate Telecommunication System,” attached hereto as Exhibit B, and the Proposal submitted by Contractor, dated _____, attached hereto as Exhibit C.

Services shall include, but not limited to, the inmate telephone system, inmate telephone system services, instruments, integration into the jail management system, key numbers, payment platform, restricted numbers, streaming services, tablets, telecommunication devices for the deaf, telephones, unbillable numbers, and unmonitored numbers.

2. **RESPONSIBILITIES OF THE COUNTY**

County shall compensate Contractor for said services pursuant to Section 3 and 4 of this agreement.

3. **COMPENSATION**

Contractor shall not be entitled to any compensation or reimbursement whatsoever from County under this agreement. Contractor’s sole consideration for the services performed under this Agreement shall be Contractor’s Portion of the proceeds of the sales of the jail inmate telecommunication services as set forth in the Proposal, attached hereto as Exhibit C.

Contractor shall pay County a commission equal to the amount set forth in the Proposal, attached hereto as Exhibit C. Such commission shall be deposited into the County’s Inmate Welfare Fund.

4. **TERM OF AGREEMENT**

This agreement shall commence on the date of signed by both parties and shall remain in effect for three (3) years, with an option to extend the contract term for up to two (2) additional one (1) year periods, unless terminated due to the conditions set forth herein.

5. **TERMINATION OF AGREEMENT**

If Contractor fails to perform his/her duties to the satisfaction of the County, or if Contractor fails to fulfill in a timely and professional manner his/her obligations under this agreement, or if Contractor violates any of the terms or provisions of this agreement, then the County shall have the right to terminate this agreement effective immediately upon the County giving written notice thereof to the Contractor. Either party may terminate this agreement on 30 days' written notice. County may terminate this agreement immediately upon oral notice should funding cease or be materially decreased, or should the Tehama County Board of Supervisors fail to appropriate sufficient funds for this agreement in any fiscal year.

The County's right to terminate this agreement may be exercised by the Sheriff.

6. **ENTIRE AGREEMENT; MODIFICATION**

This agreement for the services specified herein supersedes all previous agreements for these services and constitutes the entire understanding between the parties hereto. Contractor shall be entitled to no other benefits other than those specified herein. No changes, amendments or alterations shall be effective unless in writing and signed by both parties. Contractor specifically acknowledges that in entering into and executing this agreement, Contractor relies solely upon the provisions contained in this agreement and no other oral or written representation.

7. **NONASSIGNMENT OF AGREEMENT**

Inasmuch as this agreement is intended to secure the specialized services of Contractor, Contractor may not assign, transfer, delegate or sublet any interest herein without the prior written consent of the County.

8. **EMPLOYMENT STATUS**

Contractor shall, during the entire term of this agreement, be construed to be an independent contractor and nothing in this agreement is intended nor shall be construed to create an employer-employee relationship, a joint venture relationship, or to allow County to exercise discretion or control over the professional manner in which Contractor performs the services which are the subject matter of this agreement; provided always, however, that the services to be provided by Contractor shall be provided in a manner consistent with the professional standards applicable to such services. The sole interest of the County is to insure that the services shall be rendered and performed in a competent, efficient and satisfactory manner. Contractor shall be fully responsible for payment of all taxes due to the State of California or the Federal government, which would be withheld from compensation of Contractor, if Contractor were a County employee. County shall not be liable for deductions for any amount for any purpose from Contractor's compensation. Contractor shall not be eligible for coverage under County's Workers Compensation Insurance Plan nor shall Contractor be eligible for any other County benefit.

9. **INDEMNIFICATION**

Contractor shall defend, hold harmless, and indemnify Tehama County, its elected officials, officers, employees, agents, and volunteers against all claims, suits, actions, costs, expenses (including but not limited to reasonable attorney's fees of County), damages, judgments, or decrees by reason of any person's or persons' injury, including death, or property (including property of County) being damaged, arising out of contractor's performance of work hereunder or its failure to comply with any of its obligations contained in this agreement, whether by negligence or otherwise. Contractor shall, at its own expense, defend any suit or action founded upon a claim of the foregoing. Contractor shall also defend and indemnify County against any adverse determination made by the Internal Revenue Service or the State Franchise Tax Board and/or any other taxing or regulatory agency against the County with respect to Contractor's "independent contractor" status that would establish a liability for failure to make social security or income tax withholding payments, or any other legally mandated payment.

10. **INSURANCE**

Contractor shall procure and maintain insurance pursuant to Exhibit A, “Insurance Requirements For Contractor,” attached hereto and incorporated by reference.

11. **PREVAILING WAGE**

Contractor certifies that it is aware of the requirements of California Labor Code Sections 1720 et seq., as well as California Code of Regulations, Title 8, Section 16000 et seq. (Prevailing Wage Laws), which require the payment of prevailing wage rates and the performance of other requirements on certain public works and maintenance projects. Contractor shall pay, at least, the general prevailing wage rates, as determined by the Director of the Department of Industrial Relations of the State of California, for all work hereunder. Contractor further agrees to fully comply with and to require its subcontractor to fully comply with such Prevailing Wage Laws. County will maintain the general prevailing rate of per diem wages and other information set forth in Labor Code Section 1773 at its principal office, and will make this information available to any interested party upon request. Contractor shall defend, indemnify and hold the County, its elected officials, officers, employees and agents free and harmless from any claims, liabilities, costs, penalties, or interest arising out of any failure or alleged failure of the Contractor or its subcontractors to comply with the Prevailing Wage Laws.

Contractor acknowledges the requirements of Labor Code sections 1725.5 and 1771.1 which provide that no contractor or subcontractor may be listed on a bid proposal or be awarded a contract for a public works project unless registered with the Department of Industrial Relations pursuant to Labor Code section 1725.5 with exceptions from this requirement specified under Labor Code sections 1725.5(f), 1771.1(a) and 1771.1(n).

Contractor acknowledges that this project is subject to compliance monitoring and enforcement by the Department of Industrial Relations.

12. **STANDARDS OF THE PROFESSION**

Contractor agrees to perform its duties and responsibilities pursuant to the terms and conditions of this agreement in accordance with the standards of the profession for which Contractor has been properly licensed to practice.

13. **NON-DISCRIMINATION**

Contractor shall not employ discriminatory practices in the treatment of persons in relation to the circumstances provided for herein, including assignment of accommodations, employment of personnel, or in any other respect on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation.

14. **GREEN PROCUREMENT POLICY**

Tehama County Resolution No. 49-2002, the Green Procurement Policy (available upon request) supports recycling and waste reduction, and promotes the purchase of products made with recycled materials when product fitness and quality are equal and they are available at no more than the total cost of non-recycled products. Contractor is encouraged to conform to this policy.

15. **COMPLIANCE WITH LAWS AND REGULATIONS**

All services to be performed by Contractor under to this Agreement shall be performed in accordance with all applicable federal, state, and local laws, ordinances, rules, and regulations. Any change in status, licensure, or ability to perform activities, as set forth herein, must be reported to the County immediately.

16. **LAW AND VENUE**

This agreement shall be deemed to be made in, and shall be governed by and construed in accordance with the laws of the State of California (excepting any conflict of laws provisions which would serve to defeat application of California substantive law). Venue for any action arising from this agreement shall be in Tehama County, California.

17. **AUTHORITY**

IN WITNESS WHEREOF, County and Contractor have executed this agreement on the day and year set forth below.

COUNTY OF TEHAMA

Date: _____

----- **(Bold & Capital letters)**

Date: _____

Vendor Number

Approved as to form by
Tehama County Counsel

By: -----

Standard Form of Agreement – Services adopted 4-27-10

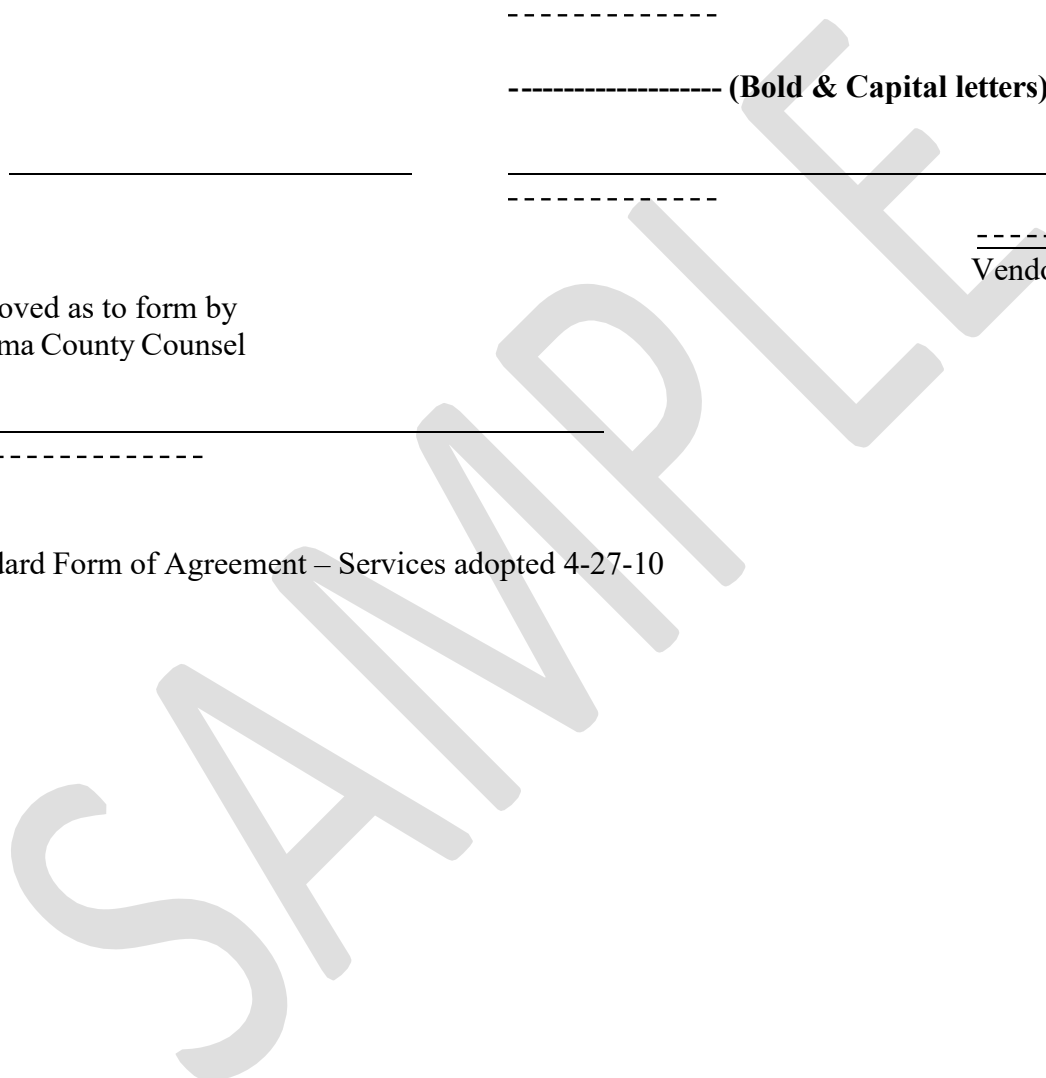


Exhibit A

INSURANCE REQUIREMENTS FOR CONTRACTOR

Contractor shall procure and maintain, for the duration of the contract, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work described herein and the results of that work by Contractor, his/her agents, representatives, employees or subcontractors. At a minimum, Contractor shall maintain the insurance coverage, limits of coverage and other insurance requirements as described below.

Commercial General Liability (including operations, products and completed operations) \$1,000,000 per occurrence for bodily injury, personal injury and property damage. If coverage is subject to an aggregate limit, that aggregate limit will be twice the occurrence limit, or the general aggregate limit shall apply separately to this project/location.

Automobile Liability

Automobile liability insurance is required with minimum limits of \$1,000,000 per accident for bodily injury and property damage, including owned and non-owned and hired automobile coverage, as applicable to the scope of services defined under this agreement.

Workers' Compensation

If Contractor has employees, he/she shall obtain and maintain continuously Workers' Compensation insurance to cover Contractor and Contractor's employees and volunteers, as required by the State of California, as well as Employer's Liability insurance in the minimum amount of \$1,000,000 per accident for bodily injury or disease.

Professional Liability (Contractor/Professional services standard agreement only)

If Contractor is a state-licensed architect, engineer, contractor, counselor, attorney, accountant, medical provider, and/or other professional licensed by the State of California to practice a profession, Contractor shall provide and maintain in full force and effect while providing services pursuant to this contract a professional liability policy (also known as Errors and Omissions or Malpractice liability insurance) with single limits of liability not less

than \$1,000,000 per claim and \$2,000,000 aggregate on a claims made basis. However, if coverage is written on a claims made basis, the policy shall be endorsed to provide coverage for at least three years from termination of agreement.

If Contractor maintains higher limits than the minimums shown above, County shall be entitled to coverage for the higher limits maintained by Contractor.

All such insurance coverage, except professional liability insurance, shall be provided on an “occurrence” basis, rather than a “claims made” basis.

Endorsements: Additional Insureds

The Commercial General Liability and Automobile Liability policies shall include, or be endorsed to include “Tehama County, its elected officials, officers, employees and volunteers” as an additional insured.

The certificate holder shall be “County of Tehama.”

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions of \$25,000 or more must be declared to, and approved by, the County. The deductible and/or self-insured retentions will not limit or apply to Contractor’s liability to County and will be the sole responsibility of Contractor.

Primary Insurance Coverage

For any claims related to this project, Contractor’s insurance coverage shall be primary insurance as respects the County, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees or volunteers shall be excess of Contractor’s insurance and shall not contribute with it.

Coverage Cancellation

Each insurance policy required herein shall be endorsed to state that “coverage shall not be reduced or canceled without 30 days’ prior written notice certain to the County.”

Acceptability of Insurers

Contractor's insurance shall be placed with an insurance carrier holding a current A.M. Best & Company's rating of not less than A:VII unless otherwise acceptable to the County. The County reserves the right to require rating verification. Contractor shall ensure that the insurance carrier shall be authorized to transact business in the State of California.

Subcontractors

Contractor shall require and verify that all subcontractors maintain insurance that meets all the requirements stated herein.

Material Breach

If for any reason, Contractor fails to maintain insurance coverage or to provide evidence of renewal, the same shall be deemed a material breach of contract. County, in its sole option, may terminate the contract and obtain damages from Contractor resulting from breach. Alternatively, County may purchase such required insurance coverage, and without further notice to Contractor, County may deduct from sums due to Contractor any premium costs advanced by County for such insurance.

Policy Obligations

Contractor's indemnity and other obligations shall not be limited by the foregoing insurance requirements.

Verification of Coverage

Contractor shall furnish County with original certificates and endorsements effecting coverage required herein. All certificates and endorsements shall be received and approved by the County prior to County signing the agreement and before work commences. However, failure to do so shall not operate as a waiver of these insurance requirements.

The County reserves the right to require complete, certified copies of all required insurance policies, including endorsements effecting the coverage required by these specifications at any time.

Exhibit B

Tehama County Inmate Telecommunications System FACILITY SPECIFICATIONS

Facility Statistics

Average Daily Population	197
Number of Beds	227
Average Bookings Per Day	9

Facility Specifications

Call Time Limit	30 min- 1 hour
Voicemail Limit	30 seconds
Visitation Limit	30 min - 1 hour
Electronic Message	5,000 characters
Inmate Telephones Required	
Booking	2
Housing Units	14
<i>Note: Two (2) phones affixed to wall and one (1) cordless phone per housing unit</i>	
Visitation Booths	3
Interview Rooms	Optional 2
TDD Units Required	2
Cord Length Requirements	12-18 inches
Workstation and Printers Required	1
Lobby Kiosk	1
Booking Kiosk	1
Tablet Screen Size	10-15 inches
Number of Tablets	as needed to meet the needs of inmates, up to 227
Portable Carts for Tablets	required, number negotiable
Hot Spots for Wi-Fi	as required for full coverage of the facility
Video Visitation Lobby Terminals	1

Exhibit C

**Tehama County Inmate Telecommunications System
TELEPHONE CALL REPORT LOG**

For Date Range: 07/01/2016-06/30/2017	
Completed Calls With Charge	73,285
Completed Calls Without Charge	8,032
Incompleted Calls	359,659
Energy Detected Calls	
Invalid Pin	
Invalid Pan	
Admin Block	
LEC Block	
HighToll Block	
No Trunk	
No Funds	
No Rate	
Refused	2,911
Blocked	136,979
SIT Tone	183
No Answer	1561
Busy	930
Total:	

For Date Range: 07/01/2015-06/30/2016	
Completed Calls With Charge	56,335
Completed Calls Without Charge	10,263
Incompleted Calls	535,341
Energy Detected Calls	
Invalid Pin	0
Invalid Pan	0
Admin Block	
LEC Block	
HighToll Block	
No Trunk	
No Funds	
No Rate	
Refused	12,176
Blocked	237,465
SIT Tone	
No Answer	3,074
Busy	1,808
Total:	