



INMATE TELEPHONE SYSTEMS FOR DCSSO #249-15 RFP

Work Session – April 24, 2015

Overview



- One of the functions of the Sheriff is to provide a means of communication for individuals in his custody.
- Current contract has expired
 - ▣ \$60,000 signing bonus
 - ▣ 26% commission rate
- All funds currently accounted for in the Inmate Welfare Fund
 - ▣ Inmate Welfare Fund: This fund is used to account for funds collected from sale of goods and services to inmates. These monies are legally restricted for the benefit of detainees in the County Jail.

Scope of Work

- Telephones:
 - 25 inmate telephones, 2 booking telephones, 1 ADA phone and 1 lobby payphone
- Kiosks:
 - Lobby and booking for users to put money on inmate account
- Software:
 - Online portal accessible from any computer, unlimited user licenses, user friendly and customizable programming and reports, investigative tools, software updates and upgrades as applicable, all recordings stored on vendor servers
- Ongoing training for staff:
 - Option of on site training, online tutorials, webinars or combination thereof, all at no charge
- Local and long distance services
- Voicemail services for inmates (new option not currently offered)
- 24/7 Customer Service for staff, inmates and family/friends

Acquisition Strategy – Methodology



- ❑ Advertised in Legal Organ
- ❑ Posted on County Website
- ❑ Posted on GLGA Marketplace
- ❑ Posted on Georgia Procurement Registry
- ❑ Notification through GA Sheriff's Association Vendor list
- ❑ Notification through County's Facebook and Twitter accounts
- ❑ Notification through Chamber of Commerce
- ❑ Mandatory pre-bid meeting held February 6, 2015
- ❑ 7 vendors attended
- ❑ 6 bids received

Evaluation Process

□ Evaluation Committee:

Maj. Jeff Johnson, DCSSO, Detention Center	Lt. David Lingerfelt, DCSSO, Detention
Lt, Anne Martin, DCSSO, Detention	Dauida Simpson, Purchasing Director (Facilitator)

□ Items considered:

Company Experience & Staff Backgrounds	Methodology & Approach to Scope of Work
Price Proposal	Schedule for Implementation
Financial Stability & Business Litigation	References

Price Proposals

Vendor	Collect Call % to Vendor	Annual Signing Bonus	Implementation	Warranty
AmTel	46.20%	\$10,000 Pin Debit Credits only	60 days	N/A
ICSolutions - OPTION A	50%	\$20,000/ year for 5 years	45 days from NTP	Full warranty
ICSolutions - OPTION B	60%	\$10,000/year for 5 years	45 days from NTP	Full warranty
ICSolutions - OPTION C	75%	-	45 days from NTP	Full warranty
Infinity Networks, Inc. - OPTION A	52%	\$10,000 Pin Debit Credits only	Based on scope of work	Term of contract
Infinity Networks, Inc. - OPTION B	97%*	-	Based on scope of work	Term of contract
Lattice Inc.	67%	\$20,000	45 days from NTP	Support & Replacement for life of contract
Pay Tel Communications Inc	53%	\$10,000/ contract year	45 days from NTP	Service & Technology for life of contract and renewals
Securus - OPTION A (Incumbent)	65%	\$10,000 One time payment		Term of contract
Securus - OPTION B (Incumbent)	70%	\$20,000/year for 3 years		Term of contract

Evaluation Committee Results

Company	Points Allowed	AMTEL /ATN Inc.	ICSolutions	Infinity Networks	Lattice	PayTel Comm	Securus Tech (Incumbent)
Company Experience & Staff Backgrounds	20	17	20	17	19	18.333	15.666
Methodology & Approach to Scope of Work	25	19	23	16.666	20.333	21.333	16.666
Price Proposal	25	16	23	12.666	19.333	19.666	14.666
Schedule	10	11	10	8.333	8.333	8.333	9.333
References	10	6	10	6.666	7.333	9.333	8.666
Financial Stability & Business Litigation	10	8	9	10	10	10	8.333
Total Points	100	75.67	95.33	71.33	84.33	87	73.333

Red highlight denotes interview

ICSolutions Fee Schedule

- Postal (Flat) Rates:
 - ▣ 18¢/minute for anywhere in USA
 - ▣ 50¢/minute for International calls
- Option A – 50% Commission and \$100,000*
- Option B – 60% Commission and \$50,000*
- Option C – 75% Commission
- Voicemail Rates:
 - ▣ \$1.00 charge for each voicemail/50¢ commission on each

*Total over life of 5 year contract paid in equal installments at each contract renewal

Department Comments



- ❑ ICSolutions is a branch of Keefe (KCN), our current commissary provider
- ❑ Vendor has good history with providing direct inmate telephone services to local jails and state prison systems in GA and across the USA
- ❑ Calling rates are more straightforward than other providers
- ❑ Fees to inmates and families are less than most providers
- ❑ KCN representative has office at DCSO making it a smooth change over to ICS
- ❑ Integration with KCN Commissary and Banking Systems (Inmate Accounts)
- ❑ KCN reported a 9.5% increase in commissions in commissary commissions if we brought in ICSolutions
- ❑ Higher signing bonus will pay for unfunded mandates from the State (LiveScan fingerprint machine)

References

- ❑ IC Solutions references were all extremely positive
- ❑ Provides services to the following GA Law Enforcement Agencies

City of Atlanta	Floyd County Jail
Bulloch County	Jackson County
Coweta County	Mitchell County
Floyd County Correctional Institute	Terrell County
Any many more jails and prisons across the United States	

Recommendation



Staff is respectfully requesting Board of Commissioners to approve Bid #249-15 RFP Inmate Telephone Systems for DCSO to the most responsible, responsive bidder Inmate Calling Solutions (ICS) out of San Antonio, TX and approve the contract with Option A as submitted beginning May 8, 2015. Additionally, all commissions and the signing bonus of \$100,000 (5 equal installations) will be accounted for in the Sheriff's Inmate Welfare Account.