

**BOARD OF BIDS AND CONTRACTS MAY 28, 2009**

**4. INMATE TELEPHONE SERVICE -- SHERIFF'S OFFICE**

**FUNDING -- SHERIFF'S OFFICE**

(Request for Proposal sent to twenty-four [24] vendors)

RFP 09-0022

	Public Communications Services, Inc		Evercom Systems d/b/a Securus Technologies		Evercom Systems d/b/a Securus Technologies		Evercom Systems d/b/a Securus Technologies	
			Option A		Option B		Option C	
Commission Rate Received by County	Collect/Prepaid 56%/Debit 30%		56.20%		56.20%		56.30%	
Amount of Prepaid Commission	\$100,000.00		\$100,000.00		\$100,000.00		\$100,000.00	
Calling Rates	<b>Based on 20 minute call</b>	<b>Cost per minute</b>	<b>Based on 20 minute call</b>	<b>Cost per minute</b>	<b>Based on 20 minute call</b>	<b>Cost per minute</b>	<b>Based on 20 minute call</b>	<b>Cost per minute</b>
<b>Collect</b>								
Local Calls	\$4.00	\$0.20	\$3.75 surcharge to connect	\$0.00	\$3.75 surcharge to connect	\$0.00	\$4.05 surcharge to connect	\$0.00
In State Long Distance-Intralata	\$4.00	\$0.20	\$3.00 surcharge to connect	\$0.35	\$3.00 surcharge to connect	\$0.35	\$3.70 surcharge to connect	\$0.16
In State Long Distance-Interlata	\$4.00	\$0.20	\$4.42 surcharge to connect	\$0.69	\$4.42 surcharge to connect	\$0.69	\$3.00 surcharge to connect	\$0.65
Out of State Long Distance	\$4.00	\$0.20	\$3.95 surcharge to connect	\$0.89	\$3.95 surcharge to connect	\$0.89	\$3.00 surcharge to connect	\$0.85
International Long Distance	N/A	N/A	\$1.00 surcharge to connect	\$1.00	\$1.00 surcharge to connect	\$1.00	\$1.00 surcharge to connect	\$1.00
<b>Prepaid</b>								
Local Calls	\$4.00	\$0.20	\$3.75 surcharge to connect	\$0.00	\$3.75 surcharge to connect	\$0.00	\$4.05 surcharge to connect	\$0.00
In State Long Distance-Intralata	\$4.00	\$0.20	\$3.00 surcharge to connect	\$0.35	\$3.00 surcharge to connect	\$0.35	\$3.70 surcharge to connect	\$0.16
In State Long Distance-Interlata	\$4.00	\$0.20	\$4.42 surcharge to connect	\$0.69	\$4.42 surcharge to connect	\$0.69	\$3.00 surcharge to connect	\$0.65
Out of State Long Distance	\$4.00	\$0.20	\$3.95 surcharge to connect	\$0.89	\$3.95 surcharge to connect	\$0.89	\$3.00 surcharge to connect	\$0.85
International Long Distance	N/A	N/A	\$1.00 surcharge to connect	\$1.00	\$1.00 surcharge to connect	\$1.00	\$1.00 surcharge to connect	\$1.00
<b>Debit</b>								
Local Calls	\$2.00	\$0.10	N/A	N/A	N/A	N/A	N/A	N/A
In State Long Distance-Intralata	\$2.00	\$0.10	N/A	N/A	N/A	N/A	N/A	N/A
In State Long Distance-Interlata	\$2.00	\$0.10	N/A	N/A	N/A	N/A	N/A	N/A
Out of State Long Distance	\$2.00	\$0.10	N/A	N/A	N/A	N/A	N/A	N/A
<b>Annual Prepaid Commission- Years 2-5</b>	\$25,000.00		\$25,000		one time payment of \$100,000.00 and the annual \$25,000.00		\$25,000	

**BOARD OF BIDS AND CONTRACTS MAY 28, 2009**

	Jail Phone Services Co		Global Tel Link Corp Option 1		Global Tel Link Corp Option 2		City Tele Coin, Inc	
Commission Rate Received by County	58%		56%		57.30%		55%	
Calling Rates	<b>Based on 20 minute call</b>	<b>Cost per minute</b>	<b>Based on 20 minute call</b>	<b>Cost per minute</b>	<b>Based on 20 minute call</b>	<b>Cost per minute</b>	<b>Based on 20 minute call</b>	<b>Cost per minute</b>
Amount of Prepaid Commission	\$100,000.00		<b>\$400,000.00</b>		\$100,000.00		\$100,000.00	
<b>Collect</b>								
Local Calls	\$4.25	\$0.00	<b>\$4.05</b>	N/A	\$4.05	\$4.05	\$4.05	N/A
In State Long Distance-Intralata	\$3.99	\$0.20	<b>\$6.90</b>	<b>\$3.70 surcharge + \$0.16</b>	\$6.90	\$3.70 surcharge + \$0.16	N/A	N/A
In State Long Distance-Interlata	\$4.25	\$0.65	<b>\$16.00</b>	<b>\$3.00 surcharge + \$0.65/min</b>	\$16.00	\$3.00 surcharge + \$0.65/min	\$17.75	\$0.69
Out of State Long Distance	\$3.99	\$0.89	<b>\$20.00</b>	<b>\$3.00 surcharge + \$0.85/min</b>	\$20.00	\$3.00 surcharge + \$0.85/min	\$21.75	\$0.89
International Long Distance	\$3.99	\$1.25	<b>See Attached Chart</b>		See Attached Chart		See Note*	\$1.20
<b>Prepaid</b>								
Local Calls	N/A	N/A	<b>\$4.05</b>	<b>\$4.05</b>	\$4.05	\$4.05	N/A	N/A
In State Long Distance-Intralata	N/A	N/A	<b>\$6.90</b>	<b>\$3.70 surcharge + \$0.16</b>	\$6.90	\$3.70 surcharge + \$0.16	N/A	N/A
In State Long Distance-Interlata	N/A	N/A	<b>\$16.00</b>	<b>\$3.00 surcharge + \$0.65/min</b>	\$16.00	\$3.00 surcharge + \$0.65/min	N/A	N/A
Out of State Long Distance	N/A	N/A	<b>\$20.00</b>	<b>\$3.00 surcharge + \$0.85/min</b>	\$20.00	\$3.00 surcharge + \$0.85/min	N/A	N/A
International Long Distance	N/A	N/A	<b>See Attached Chart</b>		See Attached Chart		N/A	N/A
<b>Debit</b>								
Local Calls	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
In State Long Distance-Intralata	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
In State Long Distance-Interlata	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Out of State Long Distance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
International Long Distance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Annual Pre-paid Commission- Years 2-5</b>	\$25,000.00		<b>\$100,000.00</b>		\$25,000.00		\$35,000.00	

**BOARD OF BIDS AND CONTRACTS MAY 28, 2009**

	EMBARQ Option 1**		EMBARQ Option 2**		Value Added Communications		
Commission Rate Received by County	51%		54% (collect,		60% on Gross Revenue		
Amount of Prepaid Commission	\$100,000.00		\$100,000.00		\$100,000.00		
Calling Rates	<b>Based on 20 minute call</b>	<b>Cost per minute</b>	<b>Based on 20 minute call</b>	<b>Cost per minute</b>	<b>Based on 20 minute call</b>	<b>Cost per minute</b>	<b>Per Call Surcharge</b>
<b>Collect</b>							
Local Calls	\$4.05	N/A	\$4.05	N/A	\$4.05	N/A	\$4.05
In State Long Distance-Intralata	\$6.90	\$0.06	\$6.90	\$0.16	\$6.90	\$0.16	\$3.70
In State Long Distance-Interlata	\$16.00	\$0.65	\$16.00	\$0.65	\$16.00	\$0.65	\$3.00
Out of State Long Distance	\$20.00	\$0.85	\$20.00	\$0.85	\$20.00	\$0.85	\$3.00
International Long Distance	N/A	N/A	N/A	N/A	\$23.95	\$1.00	N/A
<b>Prepaid</b>							
Local Calls	\$4.05	N/A	\$4.05	N/A	\$4.05	N/A	\$4.05
In State Long Distance-Intralata	\$6.90	\$0.06	\$6.90	\$0.16	\$6.90	\$0.16	\$3.70
In State Long Distance-Interlata	\$16.00	\$0.65	\$16.00	\$0.65	\$16.00	\$0.65	\$3.00
Out of State Long Distance	\$20.00	\$0.85	\$20.00	\$0.85	\$20.00	\$0.85	\$3.00
International Long Distance	\$20.00 (prepaid only)	\$0.85 (prepaid only)	\$20.00 (prepaid only)	\$0.85 (prepaid only)	\$23.95	\$1.00	\$3.95
<b>Debit</b>							
Local Calls	N/A	N/A	\$3.44	N/A	\$4.05	N/A	\$4.05
In State Long Distance-Intralata	N/A	N/A	\$5.87	\$0.16	\$6.90	\$0.16	\$3.70
In State Long Distance-Interlata	N/A	N/A	\$13.60	\$0.65	\$16.00	\$0.65	\$3.00
Out of State Long Distance	N/A	N/A	\$17.00	\$0.85	\$20.00	\$0.85	\$3.00
International Long Distance	N/A	N/A	N/A	N/A	\$23.95	\$1.00	\$3.95
<b>Annual Prepaid Commission- Years 2-5</b>	\$25,000.00		\$25,000.00		\$25,000.00		

## BOARD OF BIDS AND CONTRACTS MAY 28, 2009

On behalf of the Sheriff's Department, recommend to **accept the proposal from Global Tel Link Option 1 and establish contract pricing for three (3) years with two (2) one (1) year options to renew.**

A review committee comprised of Major Glenn Kurtz and Captain Larry Bragg-Sheriff's Department, and Kimberly Lee-Purchasing, evaluated the responses and short listed three vendors, Global Tel Link, Public Communications Services, and Evercomm. An analysis and financial review was done between the short listed vendors to ascertain impacts to revenue with each vendor. It was concluded that Global Tel Link offered the best balance between revenue and cost to the customer (the friends and family of the inmates). Global Tel Link also offered the highest first year prepaid commission and the highest annual prepaid technology commission.

Global Tel Link offered one of the most aggressive commission options along with call charges that balance County revenue with affordability for the customer. Global Tel Link also offered the highest first year prepaid commission and the highest annual prepaid technology commission. The call rates offered are the same rates as the previous contract and commission rates have increased 2%. Global Tel Link is the current vendor for this service.

Note-Vendors were given the option to price debit card calls and the approach to manage a program. All programs offered are managed through a Commissary system (Sheriff's department manages the County's Commissary), or inmate assigned PINS and pin numbers. At this time, the Sheriff's department does not wish to implement this options as it would require more work from the Sheriff staff to sell and keep track of the cards and the department considers debit cards to be problematic to manage as they could be used by inmates for bad intentions and handled like money.

Jail Phone Services offered a higher commission rate and a lower call cost. This would impact the County's revenue adversely.

\*City Tele Coin requires inmates to purchase a debit card from the commissary in order to place international calls.

\*\*Embarq took exception to the contract term stated in the RFP by stating they would recalculate commission and call rates based up average daily population at the facility. If the ADP were to drop 15% or more, the vendor would request rate changes.

Discussion was held regarding what the process for service consists of, why service is provided, and how decision was made for award. The process is a standard process used in detention facilities around the country. Sedgwick County uses the simplest technology to meet needs. The calling system is used as a connection to family and friends, helps reduce boredom and isolation, and is a management tool for behavior. The system consists of phone availability from 8:00am to 10:00 pm for inmates and is collect call only system that is managed and monitored by the successful vendor. The end user receives a message identifying the call as a collect call from the facility and gives the customer options for cost in advance of acceptance and the option to accept the call or not. There are calls in the facility that are free, i.e. when first booked, when contacting public defenders office and when us pre-trial services.

There are 191 telephones in the facility and the vendor is responsible for troubleshooting, maintenance and support of the phones, equipment for processing phone calls, reporting and coordination of billing and any bad debt resulting from calls in the detention facility. The cost for the service comes from the rates awarded, along with a commission to the county. The prepaid commission is intended to be used by the Sheriff's office to fund technology and the rest of the commission goes to the general fund.

Comment was made by bid board that this is a user fee service and without this process, in order to provide the service to inmates would require the cost to be picked up by the taxpayer.