



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Sheriff's Office



**Date:** March 7, 2013  
**Board Meeting Date:** April 9, 2013  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Sheriff Greg Munks  
**Subject:** Agreement for Inmate Telephone Services

**RECOMMENDATION:**

Adopt a Resolution authorizing an agreement with Securus Technologies for the provision of inmate telephone services for a term beginning April 9, 2013 and ending three years from the date of cutover, in exchange for a minimum annual guaranteed commission revenue of \$820,000 to fund inmate welfare services.

**BACKGROUND:**

In 2007, the County awarded the Inmate Telephone Service contract to Global Tel\*Link (GTL) for an initial period of 3 years. In 2010, the County exercised its option to renew the contract with GTL for an additional 2 years, 4 months. This contract is scheduled to expire on March 31, 2013, but will be extended until cutover to the new provider is completed.

In November, 2012 the Sheriff's Office issued a Request For Proposals (RFP) for the provision of inmate telephone systems. Eleven inmate telephone service providers were contacted by e-mail or telephone. They were provided with web links to the RFP. In addition to posting the RFP on the Sheriff's Office website and County Purchasing website, notices were posted in local print media. A facility tour and pre-proposal conference were held in November and December of 2012 respectively. Representatives from six prospective vendors attended both the tour and conference. Proposals were due on January 3, 2013.

**DISCUSSION:**

Six proposals were received in response to the RFP. These were from Securus Technologies; Global Tel-Link; ICSolutions; Paytel Communications; Legacy Communications, Inc.; and Telmate. A proposal review panel consisting of representatives from County Purchasing; Information Services Department; senior managers of the Sheriff's Corrections Division; and Assistant Sheriff, Trisha Sanchez

evaluated all six proposals closely. The panel reviewed each of the written proposals that were submitted and also listened to in-person presentations made by the three finalists. The committee determined Securus Technologies, Inc. to be the recommended provider of this service. A period of contract negotiations ensued, which was recently completed in March 2013.

Securus Technologies offered the best overall services and financial terms, and will provide the facility with state of the art inmate telecommunications equipment and technology.

Pursuant to Penal Code section 4025, the Inmate Welfare Trust Fund is designated as the recipient of the commission to be paid over the term of the contract. Among the programs that will benefit from these funds are the Choices program, the general education program provided by the County Office of Education, and Mental Health Services.

The Agreement and Resolution have been reviewed and approved by County Counsel as to form. Contractor meets insurance certification requirements. The contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

Approving this agreement contributes to the 2025 Vision Outcome of a Healthy Community by ensuring that communication between inmates and their families, attorneys, and/or others continue without interruption and by ensuring that inmate programming provided by the Inmate Welfare Trust Fund continues.

**PERFORMANCE MEASURE(S):**

<b>Measure</b>	<b>FY 2011-12 Actual</b>	<b>FY 2012-13 Projected</b>
Number of Inmates that participated in the Choices program	1,078	1,000
Number of Inmates that participated in the general education program provided by the Office of Education	364	350
Number of inmates that received mental health services.	336	300

**FISCAL IMPACT:**

In exchange for the exclusive license to operate inmate telephones within Sheriff's existing Correctional facilities, Securus Technologies, Inc. will provide commission at the rate of 82.3% of all local, long distance and prepaid calls into the Inmate Welfare Fund. A minimum annual commission of \$820,000 is guaranteed and is payable in advance of each year. Annually there will be a true-up, with revenues in excess of the minimum annual commission sent to the County. There is no Net County Cost associated with this agreement.

## REQUEST FOR PROPOSAL PROCESS MATRIX

1.	General description of RFP	To seek proposals from vendors interested in providing Inmate Telephone service in the County's correctional facilities
2.	List key evaluation criteria	Key evaluation factors included:- Technical & Operational Specifications; Commission revenue to Inmate Welfare Trust Fund; Experience in similar size jail clients; On-going service and support requirements; and Cost of service and proposed rate structure
3.	Where advertised	San Mateo County Times, Sheriff's Website, County Purchasing Dept Website
4.	In addition to any advertisement, list others to whom the RFP announcement was sent	Eleven inmate telephone service providers throughout the Country were contacted either through their e-mail address or telephone.
5.	Total number of RFP's sent to prospective proposers	Actual RFP's were not sent out to prospective proposers. They were referred to either the Sheriff's web-site or the County Purchasing Dept Web-site to access and download the RFP.
6.	Number of proposals received	Six
7.	Who evaluated the proposals	<u>Sheriff's Office Representation</u> <ul style="list-style-type: none"> <li>• Assistant Sheriff</li> <li>• Acting Captain of Corrections Division</li> <li>• Lieutenant – Alternative Sentencing Bureau</li> </ul> <u>County Representation</u> <ul style="list-style-type: none"> <li>• Buyer from the County's Purchasing Dept</li> <li>• Finance Manager from the County's Information Services Dept (ISD)</li> </ul>

8.	In alphabetical order, names of proposers (or finalists, if applicable) and location	Global Tel*Link, Mobile, Alabama ICSolutions, San Antonio, Texas Legacy Communications, Inc. Cypress, California Pay Tel Communications, Greensboro, NC Securus Technologies, Inc., Dallas, Texas Telmate, San Francisco, California
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