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County of El Dorado

Legislation Details (With Text)

File #:	17-1301 **Version:** 1		
Type:	Agenda Item	**Status:**	Approved
File created:	11/20/2017	**In control:**	Board of Supervisors
On agenda:	12/19/2017	**Final action:**	12/19/2017
Title:	Sheriff's Office recommending the Board: 1) Award RFP 17-915-013, Inmate Communication Services - El Dorado County Jails Placerville and South Lake Tahoe Facilities, to NCIC Inmate Communications; 2) Approve and authorize the Chair to sign the Agreement 283-F1811 with NCIC Inmate Communications to provide comprehensive Inmate Communication Services at the Placerville and South Lake Tahoe Jails; and 3) Authorize the Purchasing Agent to sign any amendments to the contract that do not affect the total dollar amount or term of the Agreement, contingent upon review and approval by County Counsel. FUNDING: Revenue generating agreement.		
Sponsors:			
Indexes:			
Code sections:			
Attachments:	1. A - Inmate Communications Agreement #283-F1811 12-11-17, 2. B - Blue Route - Agreement #283-F1811 12-19-17, 3. C - RFP 17-915-013 Inmate Comm Svcs 12-19-17, 4. Executed Agreement 283-F1811		

Date	Ver.	Action By	Action	Result
12/19/2017	1	Board of Supervisors	Approved	Pass

Sheriff's Office recommending the Board:
1) Award RFP 17-915-013, Inmate Communication Services - El Dorado County Jails Placerville and South Lake Tahoe Facilities, to NCIC Inmate Communications;
2) Approve and authorize the Chair to sign the Agreement 283-F1811 with NCIC Inmate Communications to provide comprehensive Inmate Communication Services at the Placerville and South Lake Tahoe Jails; and
3) Authorize the Purchasing Agent to sign any amendments to the contract that do not affect the total dollar amount or term of the Agreement, contingent upon review and approval by County Counsel.

FUNDING: Revenue generating agreement.

DEPARTMENT RECOMMENDATION

Sheriff's Office recommending the Board:
1) Award RFP 17-915-013, Inmate Communication Services - El Dorado County Jails Placerville and South Lake Tahoe Facilities, to NCIC Inmate Communications;
2) Approve and authorize the Chair to sign the Agreement 283-F1811 with NCIC Inmate Communications to provide comprehensive Inmate Communication Services at the Placerville and South Lake Tahoe Jails; and
3) Authorize the Purchasing Agent to sign any amendments to the contract that do not affect the total dollar amount or term of the Agreement, contingent upon review and approval by County Counsel.

DISCUSSION / BACKGROUND

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On November 4, 2016, the County released a Request for Proposal for comprehensive Inmate Communication Services for the Placerville and South Lake Tahoe Jail Facilities. The County received proposals from three vendors. Proposals were received on January 5, 2017. Once the proposals were received by the County an evaluation process was carried out by a selection committee. The respondents were scored based on the evaluation criteria in the RFP document. As part of the evaluation process, each of the three vendors that the County received proposals from presented their proposals in an Oral Interview in front of the selection committee on June 19, 2017. Following the initial evaluation process and the Oral Interview, a Best and Final Offer (BAFO) was released on July 24, 2017. County received proposals to the BAFO on August 1, 2017. The respondents to the BAFO were scored based on the evaluation criteria in the RFP document. The selection committee for the County was comprised of four individuals, including the Sheriff's Office Chief Fiscal Officer, Sheriff's Office Custody Captain, Sheriff's Office Custody Lieutenant and a representative from the Chief Administrative Office Procurement and Contracts Division. A representative from Praeses, a software development and services company under contract with El Dorado County, that has a Correctional Services Division that specializes in managing inmate communication technologies, was also present during the evaluation sessions and provided technical feedback in relation to the responses and BAFO, but did not provide input on the scoring.

The proposals were ranked by the selection committee in the following order:

1) NCIC Communications
2) ICS Solutions
3) GTL

The Inmate Communication Services package highlights that NCIC Inmate Communications is offering is as follows:

Compensation Package
An upfront supplemental payment of $35,000, a 53% revenue share of Gross Revenue generated from Inmate Telephone calls with a minimum guarantee of $183,000 annually, 20% revenue share of Gross Revenue generated from Video Visitation and Tablets.

Equipment Package
24 standard visitation booths, 54 standard telephones, 2 portable/cart telephones, 2 TDD machines, 2 Video Relay Services units, 2 booking kiosks, 2 Lobby visitation Scheduling and Payments Kiosks, 30 visitor and inmate Video Visitation Units, 1 video visitation monitoring workstation,120 Tablets, 3 portable tablet charging stations, 2 cell phone detection units and a Debit-Release Card Program.

Service Package
Value add continuous voice biometrics, increased availability for friend and family members to deposit funds into the trust, commissary and debit accounts, ability to order commissary via the inmate telephone system, external voicemail to inmates, approximately a -66% decrease in the average cost of a local call, approximately a -90% decrease in the average cost of an in-state call, removal of the third party fee to connect a pre-paid call, electronic inmate grievance filing and a value add law library.

Staff is recommending that the Board award the Inmate Communications Services contract to NCIC Communications and authorize the Board Chair to sign Agreement 218-F1811. Once the Agreement

is fully executed, the Sheriff's Office will issue a Notice to Proceed and the contractor will begin preparations to install equipment and provide services within 60-days of execution.

ALTERNATIVES
The Board could choose to not award the contract and the Sheriff's Office would ultimately be without an Inmate Communications provider after the contract with the existing vendor ends.

OTHER DEPARTMENT / AGENCY INVOLVEMENT
CAO Procurement & Contracts, County Counsel

CAO RECOMMENDATION
Approve as recommended.

FINANCIAL IMPACT
The Sheriff's Office negotiated a minimum annual guarantee of $183,000 and a 20% revenue share of Gross Revenue generated from Video Visitation and Tablets in this Agreement. The Sheriff's Office will realize a 100% increase in Inmate Communications revenue in this contract compared to what we observed on average, per Fiscal Year, in the three previous Fiscal Years (FY 2014/15 through FY 2016/17).

CLERK OF THE BOARD FOLLOW UP ACTIONS
Clerk of Board will obtain the Chair's signature on two (2) original copies of Agreement and return one (1) signed original to the Sheriff's Office for further processing.

STRATEGIC PLAN COMPONENT
Public Safety