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DALLAS COUNTY PURCHASING DEPARTMENT

March 18, 2008

TO: Dallas County Commissioners Court

THROUGH: Shannon Brown, Purchasing Agent *SB*

FROM: Linda Boles, Purchasing Supervisor

SUBJECT: RFQ No. 2007-082-2822 Request for Qualifications for Inmate Phone Service Provider – Award Recommendation

Background/Issue

On May 10, 2007 and by authorization of the Commissioners Court, six (6) proposals were received and opened for the aforementioned RFQ. The six (6) firms submitting proposals were as follows: Consolidated Public Services, Digital Solutions, Inc., Global Tel*Link Corporation, Public Communications Services, Inc., Securus Technologies, and Unisys Solutions. Each firm's proposal was evaluated and scored based on the outlined rating criteria set forth in RFQ No. 2007-082-2822.

On June 12, 2007, the Purchasing Department briefed the Commissioners Court with the recommendation to render Global Tel*Link Corporation, Public Communications Services, Inc., Securus Technologies, and Unisys Solutions susceptible firms for award consideration and advancement to step two of the RFQ process. On June 19, 2007, Court Order No. 2007-1287 was authorized by the Commissioners Court advancing the aforementioned four firms to step two of the RFQ process. Step two of the RFQ process included rate/revenue considerations, interviews, and system overviews and technical compliance. Each firm's submitted a commission rate plan based on a percentage of gross revenues for calls placed (local, long distance and international) based on a cost per local call of \$1.00, \$2.00, \$3.00 and \$4.00. While each firm's proposed commission percentages varied depending on the cost per call and the anticipated call volume, the range was not wide spread enough to justify eliminating any firm from moving forward to step three of the process. As a result, on July 24, 2007, the Purchasing Department briefed the Commissioners Court with the recommendation to render the same four firms susceptible for advancement to Step No. 3 of the RFQ Process. On July 31, 2007, Court Order No. 2007-1549 was authorized by the Commissioners Court advancing the four firms to Step No. 3 of the RFQ process (Best and Final Offers, contract negotiations).

On October 23, 2007 the Purchasing Department briefed the Commissioners Court with the recommendation to render Global Tel*Link Corporation as the firm most susceptible for award consideration. However, due to concerns raised regarding the BAFO timeline and the addition of maintaining and/or recording inmate visitation phones, the Commissioners Court directed staff to

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allow the four short listed to revise their best and final offers (BAFOs). The purpose of this briefing is to present the Evaluation Committee's recommendation on the firm deemed susceptible for award consideration advancement to the contract negotiations.

Operational Impact

For the revised best and final offers (BAFOs), each vendor was requested to address the following areas.

Commission/Rate Structure

Each vendor was required to provide commission rates based on a flat rate of \$2.00 per 15 minute call for a local call and lowering the current call costs for Intralata, Interlata and Long Distance calls. In addition, the commission structure would address three (3) scenarios

- Installing, maintaining and providing the ability to record inmate visitor phones (option 1).
- Installing and maintaining inmate visitor phones (option 2).
- Deleting scenarios 1 and 2 (visitation phones) from your rate structure (option 3).

Call Analysis System

The revised BAFOs also requested that vendors provide detailed information on how their system will continue to analyze call volumes and contact called parties to insure they know the potential for high bills. This is a service provided in the current system Dallas County has determined is beneficial and wants to see continued in the future.

Contract Exceptions

A draft contract was provided by Dallas County, prepared by the District Attorney's Office, Civil Division. Each vendor was given the opportunity to have their legal advisers review the contract and make note of any exceptions to Dallas County's language.

M/WBE Participation

Vendors had the opportunity to update M/WBE vendor participation based on the three service scenarios for visitation phones or other changes to their proposal.

Key Personnel

Vendors were asked to identify changes to any key personnel proposed for this project.

Two (2) dates/times were set aside for the firms to conduct a site visit of the inmate visitation phones at the various jail facilities. All four firms participated in the site visit. Firms were given three (3) weeks from receipt of the BAFO letter to submit questions. The consolidated list of questions and the County's response were provided to each of the firms within six (6) calendar days thereafter with BAFO responses due eighteen (18) days later. Each firm acknowledged the timeline was adequate and responded accordingly.

Detailed information on the responses provided by the vendors in these areas is provided to Commissioners Court under separate cover. Per the requirements of the RFQ, specific information on the contents of the proposals will not be disclosed until a final contract is executed by Commissioners Court.

Strategic Plan Compliance

Implementation of this contract will support Vision 1, Strategy 1.3 of the Dallas County Strategic Plan by assisting in identifying opportunities for revenue.

Financial Impact

In FY2006, Dallas County received approximately \$3,199,300 in inmate phone revenues based on call rates of \$4.10 for a fifteen minute local call and approximately \$12.85 for long distance calls. With the reduction in the rate for local calls to \$2.00, annual revenue will decrease. However, the new rate structure and proposed commissions will be a suitable balance between call cost and revenue generation.

Legal Impact

The contract exceptions provided by each vendor have been forwarded to the District Attorney's office for their review.

Recommendation

The Purchasing Department, with the concurrence of the Evaluation Committee, recommends that the Commissioners Court move forward with the inclusion of the installation and maintenance of inmate visitation phones, but not the recording of those phones, as a part of final contract negotiations (option 2) and that Unisys Corporation be rendered as the vendor susceptible for contract award under RFQ No. 2007-082-2822 Request for Qualifications for Inmate Phone Service Provider. In the event a contract cannot be negotiated with Unisys Corporation in a reasonable period of time (not to exceed sixty (60) days), it is recommended that Dallas County then render Global Tel*Link as the vendor susceptible for award and commence contract negotiations.