



Travis County Commissioners Court Agenda Request

Meeting Date: August 19, 2014

Prepared By/Phone Number: Scott Wilson/X-41182

Elected/Appointed Official/Dept. Head: Cyd Grimes

Commissioners Court Sponsor: Judge Biscoe

Agenda Language: Approve Modification No. 13 to Contract No. 4500000031 (H.T.E. Contract No. 07T00173VC), Securus Technologies, Inc., for inmate pay phone services.

- **Purchasing Recommendation and Comments:** Purchasing concurs with department and recommends approval of requested action. This procurement action meets the compliance requirements as outlined by the statutes.

On August 28, 2007, the Commissioner's Court approved a contract with Securus Technologies, Inc., for inmate and public pay phone services. The initial term of the contract was October 1, 2007 through September 30, 2008. On October 30, 2012, the Commissioner's Court approved a contract modification which added an Inmate Video Visitation Service that was expected to generate additional revenue amounts based on 23% of the gross revenue. Each video session was projected to last up to twenty-five (25) minutes and the cost to friends and family was \$20.

At this time, Travis County Sheriff's Office (TCSO), through Information Technology Services (ITS) and Securus Technologies recommends offering a promotion to friends and family of inmates housed in Travis County facilities to use the Video Visitation Service at a reduced cost for up to one-hundred thirty-one (131) days. The proposed promotional period would be from August 22, 2014 through December 31, 2014 and the cost of a twenty-five (25) minute remote visit would be reduced from \$20 to \$10. During this promotional period, Travis County would continue to receive 23% of gross revenue from the video visitation sessions, receiving \$2.30 from each at-home visit.

The goals of this promotion are to reduce traffic in visitation during the upcoming scheduled construction and remodeling of the Visitation

Center at the Travis County Correctional Complex in Del Valle and to increase at-home visits.

Modification No. 12, approved by Commissioner's Court on April 1, 2014 was to temporarily reduce the cost of a video visitation from \$20 to \$5.

Modification No. 11, approved by the Purchasing Agent on October 3, 2013, extended the contract through October 31, 2014.

Modification No. 10, approved by Commissioner's Court on July 30, 2013, was to temporarily reduce the cost of a video visitation from \$20 to \$10.

Modification No. 9, approved by the Purchasing Agent on October 23, 2012, extended the contract through October 31, 2013.

Modification No. 8, approved by Commissioner's Court on October 30, 2012, added an Inmate Video Visitation Service.

Modification No. 7, approved by Commissioner's Court on April 17, 2012, added an Automated Information Services (AIS) Solution.

Modification No. 6, approved by the Purchasing Agent on October 27, 2011, extended the contract through October 31, 2012.

Modification No. 5, approved by Commissioner's Court on October 19, 2010, extended the contract for another twelve (12) months through October 31, 2011 and add the FCC2 functionality.

Modification No. 4, approved by the Purchasing Agent on September 27, 2010, extended the contract through October 31, 2010.

Modification No. 3, approved by the Purchasing Agent on September 29, 2009, extended the contract through September 30, 2010.

Modification No. 2, approved by Commissioner's Court on November 25, 2008, lowered the Annual Guarantee Revenue from \$1,600,000 to \$1,100,000.

Modification No. 1, approved by the Purchasing Agent on September 24, 2008, extended the contract through September 30, 2009.

MODIFICATION OF CONTRACT NO. 4500000031 (H.T.E. Contract No. 07T00173VC) for Inmate Pay**Phone Services****PAGE 1 OF 3 PAGES**

ISSUED BY: PURCHASING OFFICE 700 LAVACA ST. STE 800 AUSTIN, TX 78701	PURCHASING AGENT ASST: Scott Wilson TEL. NO: (512) 854-9700 FAX NO: (512) 854-9185	DATE PREPARED: August 6, 2014
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ISSUED TO: Securus Technologies, Inc. Attn: Robert Pickens 14651 Dallas PKWY, Ste. 600 Dallas, Texas 75254	MODIFICATION NO.: 13	EXECUTED DATE OF ORIGINAL CONTRACT: August 28, 2007
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ORIGINAL CONTRACT TERM DATES: <u>October 1, 2007 through September 30, 2008</u>	CURRENT CONTRACT TERM DATES: <u>November 1, 2013 through October 31, 2014</u>
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FOR TRAVIS COUNTY INTERNAL USE ONLY:
Original Contract Amount: \$ _____ Current Modified Amount \$ _____

DESCRIPTION OF CHANGES: Except as provided herein, all terms, conditions, and provisions of the document referenced above as heretofore modified, remain unchanged and in full force and effect.

This modification is by Securus Technologies, Inc. ("Contractor") and Travis County, Texas ("County").

Recitals

Under Modification 8 to that contract, Contractor implemented Video Visitation in the Travis County Jail System. County and Contractor would again like to offer users of Video Visitation a reduced fee on a short term basis to encourage additional use of this functionality. Now, therefore, the Contractor and County agree as follows:

Amendment

1. Pursuant to Attachment D, section 12, effective August 15, 2014, section 13B.5 as stated in Modification 12 is deleted in full and the following sections 13B.51 through 13B.56 are inserted in its place.

13B.51 General Rates and Conditions During this contract unless a special rates has been offered by Securus and accepted by County, the rate for VIDEO VISITATION shall be a fee of \$20.00 for a 25 minute visitation for each remote visitation unless the rate is modified in compliance with this section 13B and is charged to the person scheduling the visitation. Visitation sessions may be scheduled by friends or family. On premises visitations are provided free of charge. Attorney video visitations are provided free of charge from 9:00 am to 3:00 pm on Monday through Friday. All other visits by attorneys will be charged at standard visitation rate. However; until functionality is fully developed and implemented, attorney visits will be free of charge. The time parameter functionality will be developed within 12 months of signing of contract and Statement of Work.

Note to Vendor:

Complete and execute (sign) your portion of the signature block section below for all copies and return all signed copies to Travis County.
 DO NOT execute and return to Travis County. Retain for your records.

LEGAL BUSINESS NAME: _____	<input type="checkbox"/> DBA <input type="checkbox"/> CORPORATION <input type="checkbox"/> OTHER
BY: _____ SIGNATURE	
BY: _____ PRINT NAME	DATE: _____
TITLE: _____ ITS DULY AUTHORIZED AGENT	
TRAVIS COUNTY, TEXAS	DATE: _____
BY: _____ CYD V. GRIMES, C.P.M., CPPO, TRAVIS COUNTY PURCHASING AGENT	
TRAVIS COUNTY, TEXAS	DATE: _____
BY: _____ SAMUEL T. BISCOE, TRAVIS COUNTY JUDGE	

MODIFICATION OF CONTRACT NO. 450000031 for Inmate Pay Phone Services
PAGE 2 OF 3 PAGES

13B.52 Initial Special Rate. During the installation period and the first three months after completion of installation of video visitation equipment in all buildings, inmates may receive one free video visitation. To receive the free visitation, inmates must enter their unique PIN number so Contractor can track which inmates have received the free visitation. After all video visitation system equipment has been installed for three (3) months, all video visitations are charged at standard rates.

13B.53 Special 2013 Promotional Rate. Where a fee applies, the rate for VIDEO VISITATION shall be a fee of \$10.00 for a 25 minute visitation for each remote visitation from August 1, 2013 to September 30, 2013 inclusive.

13B.54 Special Spring 2014 Promotional Rate. In addition, for visits scheduled from April 1, 2014 to May 31, 2014, Contractor has offered and County has accepted the following promotional pricing rates:

\$5.00 for a video visitation lasting from 15 to 30 minutes
\$10.00 for a video visitation lasting from 45 to 60 minutes
The \$5.95 transaction fee does not apply to these visits.

Contractor shall ship promotional mini-posters (8.5 inches by 11 inches) to the County jail at least two days before the promotion begins and Contractor shall add Secure Call Platform prompts to educate the inmates and the public about the promotional pricing rates during the promotion period. Prompts will include the following wording:

Friends & Family Prompt (~15 seconds):

April 1st through May 31st, Visit an inmate from the comfort of your home for only \$5. Take advantage of this promotion now by going to www.securustech.net/videovisitatoin and scheduling your remote visit today!

Inmate Prompt (~15 seconds):

For a limited time, your friends & family can now visit with you from their house for only \$5! Tell them to visit www.securustech.net/videovisitatoin to schedule their visit today!

13B.55 Special Autumn 2014 Promotional Rate. In addition, for visits scheduled from August 15, 2014 through December 31, 2014, Contractor has offered and County has accepted the following promotional pricing rates:

\$10.00 for a video visitation lasting for 25 minutes or less
The \$5.95 transaction fee does not apply to these visits.

MODIFICATION OF CONTRACT NO. 4500000031 for Inmate Pay Phone Services
PAGE 3 OF 3 PAGES

Contractor shall ship promotional mini-posters (8.5 inches by 11 inches) to the County jail at least two days before the promotion begins and Contractor shall add Secure Call Platform prompts to educate the inmates and the public about the promotional pricing rates during the promotion period. Prompts will include the following wording:

Friends & Family Prompt (~15 seconds):

August 15th through December 31st, Visit an inmate from the comfort of your home for only \$10. Take advantage of this promotion now by going to www.securustech.net/videovisitoin and scheduling your remote visit today!

Inmate Prompt (~15 seconds):

For a limited time, your friends & family can now visit with you from their house for only \$10! Tell them to visit www.securustech.net/videovisitoin to schedule their visit today!

13B.56 Special Promotional Campaign Rates. For special promotional campaign rates offered by Contractor after December 31, 2014, if acceptance of the promotional rate is recommended by the Contract Administrator, the County Purchasing Agent may execute a modification accepting the rate and detailing the other conditions applicable to the promotional campaign.

2.0 INCORPORATION OF CONTRACT AND RATIFICATION. Contractor and County hereby incorporate this amendment into the contract as amended by Modifications One, Two, Three, Four, Five, Six, Seven, Eight, Nine, Eleven and Twelve as amended in this modification. Contractor and County hereby ratify all of the terms and conditions of the Contract as amended.



Travis County Courthouse, Austin, Texas

TRAVIS COUNTY INFORMATION TECHNOLOGY SERVICES

Tanya Acevedo, Chief Information Officer

700 Lavaca, Suite 501A, Austin, TX 78701 (512) 854-8685 Fax (512) 854-4401

MEMORANDUM

DATE: August 13, 2014

TO: Cyd Grimes, C.P.M.-Travis County Purchasing Agent

FROM: Tanya Acevedo, Chief Information Officer *TA*

SUBJECT: Recommendation to offer a promotion to reduce the cost of Inmate Video Visitation from \$20.00 to \$10.00 through December 31, 2014 to allow friends and family an opportunity to use the service at a reduced cost

Proposed Motion:

Recommendation to offer an opportunity for inmate friends and families to use remote Video Visitation for up to four and one half months at a reduced cost of \$10.00 for a 25 minute visit.

Summary and Staff Recommendation:

Travis County Sheriff Office, through ITS and Securus, recommends offering a promotion to the friends and families of inmates housed in Travis County facilities to use the Securus Video Visitation system at a reduced cost for up to four months. The proposed promotional trial period would be from 8/22/14 through 12/31/14. TCSO and Securus have offered to reduce the price of a 25 minute remote visit from \$20.00 to \$10.00 during this promotional period. The goal of this promotion is to reduce facility costs and pedestrian traffic at visitation areas by increasing remote video visits.

There is a recommended modification to the contract that any promotion to reduce the video visitation rates after December 31, 2014 may be executed by the Travis County Purchasing Agent, through a contract modification accepting the new reduced rates and providing the details of the conditions of the promotion. However, if Securus requests to increase rates for video visitation, that action would require the approval of the Commissioner's Court.

Budgetary and Fiscal Impact:

During this four and one half month promotional period, Travis County will continue to receive 23% of revenue from video visitations. At-home visits will cost \$10.00 per 25 minute visit giving Travis County \$2.30 per each \$10.00 at-home visit.

Issues and Benefits:

The promotional period will offer friends and families an opportunity to visit inmates from the visitor's home or other designated place at a 50% reduced rate. Staff analysis shows that at the current \$20.00 rate, friends and families are not able to reap the benefit of what the video visitation program offers for the inmates. The average number of monthly video visits increases substantially when rates are reduced. In addition to reducing facility costs in transporting inmates and travel costs for friends and families, video visits can be prescheduled, reducing time that friends and families have to wait for a visit.

Altogether, having more video visits will increase communications between inmates and family members, a valid strategy for reducing recidivism, and decrease civilian traffic flow at Travis County correctional facilities.

Background:

Securus has served Travis County as its inmate phone vendor for more than 10 years. The current agreement was approved by Commissioners Court on August 28, 2007 pursuant to RFP # P070173-VC issued on April 2, 2007. The agreement provides Travis County with an annual guaranteed payment from prepaid commissions for inmate phone services, commissions from pay phones and video visitation sessions at County facilities, and funding for a Contract Liaison employee. This service provides telephone access privileges for Travis County inmates and additionally serves as a management tool for inmate populations. The last reduced-rate promotion period for Securus Video Visitation (75% reduction) approved by Commissioners Court in March 2014.

Required Authorizations:

LEGAL:	Barbara Wilson, County Attorneys Office
PURCHASING:	Bonnie Floyd, Scott Wilson, Purchasing Department
BUDGET:	Katie Gipson, Alan Miller, Planning and Budget Office

Cc: Sheriff Greg Hamilton, TCSO; Major Wes Priddy, TCSO; Captain Lisa Brown, TCSO; Walter LaGrone, Bruni Cruz, Leticia Marquez, Jon Haenning, ITS