

MAY 09 2016

**REQUEST FOR AGENDA PLACEMENT FORM**

Submission Deadline - Tuesday, 12:00 PM before Court Dates

**SUBMITTED BY: Ralph McBroom**  
**TODAY'S DATE: April 29, 2016**

**DEPARTMENT: Purchasing**

**SIGNATURE OF DEPARTMENT HEAD:**

**REQUESTED AGENDA DATE: May 9, 2016**

**SPECIFIC AGENDA WORDING: Presentation and discussion by Corby Kenter with GTL on the current Inmate Telephone System Contract and pending laws that may affect it.**

**PERSON(S) TO PRESENT ITEM:**

**Corby Kenter Account Executive – Sales, GTL**

**SUPPORT MATERIAL:**

**TIME: 30 min**

**ACTION ITEM:**  
**WORKSHOP: X**  
**CONSENT:**  
**EXECUTIVE:**

**STAFF NOTICE:**

**COUNTY ATTORNEY: X**  
**AUDITOR:**  
**PERSONNEL:**  
**BUDGET COORDINATOR:**

**IT DEPARTMENT:**  
**PURCHASING DEPARTMENT:**  
**PUBLIC WORKS:**  
**OTHER:**

**\*\*\*\*\*This Section to be completed by County Judge's Office\*\*\*\*\***

ASSIGNED AGENDA DATE: \_\_\_\_\_

REQUEST RECEIVED BY COUNTY JUDGE'S OFFICE \_\_\_\_\_

COURT MEMBER APPROVAL \_\_\_\_\_ Date \_\_\_\_\_

# GTL Partnership

## Benefits of a continued partnership with GTL:

- **Current Agreement**
  - *Originally signed with Johnson County in 2006 (was SBC before that)*
  - *approved by commissioners courts, new contract awarded 2011*
  - *still in effect today through September 2016*
- **Not required to go to RFP**
  - *No state statutes or local government codes that we are aware of require bid*
  - *County receives funds – no expenditures*
  - *Professional services*
- **Continued easy access to existing call recordings**
  - *Johnson County investigators have access to current recordings, for the last several years.*
  - *Other vendors cannot do so – they must request a Leave Behind System from GTL; will be at a cost and most don't want to pay for it leaving you without crucial call recording history for your investigators and their cases*
- **No transition to a new system**
  - *No down time – No learning curve needed*
  - *Inmates and family members are already familiar with our systems*
  - *No real changes that would cause confusion for staff, inmates or friends and family members*
- **Current Interfaces**
  - *Multiple interfaces with other vendors are in place currently- this is not an easy process*
    - *Commissary*
      - *Commissary by phone*
      - *Automated deposits through GTL kiosks and web-site to inmate accounts, no staff handling money*
    - *Jail Management System – NetData now, will make the transition to Odyssey when it is live at the jail (we are already in contact with the Tyler team).*
      - *With Inmate Phone System – PINS*
      - *With GTL Visitation Management (Scheduling of visitation)*
      - *GTL Automated Facility Secretary (external IVR)*
  - *Inmates and family members are already familiar with the GTL systems*
  - *No real changes that would cause confusion for staff, inmates or friends and family members*
- **Data in the current phone system**
  - *Blocked/allowed call lists, private numbers, speed dials, PINS, debit accounts, notes, suspensions, etc.*
  - *All current data feeds the Data IQ investigative product*



# GTL Partnership

- **EXPERIENCE - TX based service support team already familiar with Johnson County and located in close proximity**
  - *Support/Customer Service organization located in Fort Worth area*
  - *Corby Kenter – Account Executive – Midlothian, TX*
    - *Over 10 years telecommunications experience and 18 years in corrections*
    - *Johnson County representative since 2002 (both phones and commissary).*
  - *Eric Hoffman – Fort Worth - continues as Field Service Manager*
  - *Eric Powell - Service Technician located in Waco – familiar with facility and staff requirements*
- **No unnecessary changes for family, friends and inmates**
  - *All prepaid accounts remain intact*
  - *No closing accounts, no requesting refunds, no opening new accounts, no new telephone numbers or websites to learn*
  - *Friends & Family are familiar and comfortable with GTL*
  - *One web-site for families for Inmate phones, commissary deposits and visitation scheduling*
- **Current solutions provided by GTL**
  - *Inmate Phone System*
  - *External IVR for friends and family members*
  - *Lobby kiosk for commissary and phone deposits*
  - *ConnectNetwork.com for commissary and phone deposits*
  - *Visitation Scheduling (web and lobby kiosk)*
  - *Data IQ – Investigative software tracking phone records, deposit records and visitor information in one program*
  - *Call IQ – Keyword search technology*
  - *Commissary By Phone*
    - *Along with interface for deposit services*
  - *PIN Interface with JMS Provider (Net Data, soon to be Tyler)*
- **In Summary – moving forward**
  - *No real “changes” - Same company, Same account executive and Same service technician*
  - *New contract **provides all wiring and hardware for Video visitation and expanded phone system, at no cost to Johnson County***
  - *Enhanced technologies, features, functions from a company you’ve come to trust*
  - *Superior, reliable service from a technician who knows your facility and staff- no security issues*
  - *No State mandate to issue an RFP, this is not a system Johnson is buying, GTL is providing our services at no-cost*



# GTL Johnson County FCC Offering

CURRENT BLENDED CALL RATES FOR INTRASTATE CALLING - \$0.521/MINUTE		GTL Option 1	GTL Option 2
<b>GTL Calling Rates/Fees</b>			
Rate Charged Per Minute (Intrastate)		\$0.52	\$0.52
Rate Charged Per Minute (Interstate) - Collect (no change)		\$0.25	\$0.25
Rate Charged Per Minute (Interstate) - AdvancePay/Debit (no change)		\$0.21	\$0.21
Convenience Fee to Deposit Funds - Current rate \$8.95		\$3.00	\$3.00
<b>Johnson County Compensation</b>			
Per Minute Compensation to Johnson Intrastate Only		\$0.14/minute	\$0.12/minute
<b>GTL Products/Services Offered</b>			
ICMV Inmate Telephone System		✓	
GTL Visitation scheduling (Lobby kiosk and web scheduling available)		✓	
Automated PIN Interface with JMS		✓	
Commissary by phone		✓	
GTL Payment Services (lobby kiosk and web deposits)		✓	
GTL Virtual Receptionist		✓	
GTL Data IQ - Data linking software		✓	
GTL Call IQ2 - Keyword/Keyphrase search - valued at \$25,000		✓	
GTL Called Party IQ - Detects two or more inmates calling the same number, across all GTL serviced locations - valued at \$15,000			
GTL Intake Kiosk for booking area			
GTL Video Visitation + additional inmate phones in new facility (to include all software, hardware, wiring and labor) - valued at \$300,000			
GTL Inspire Wireless Inmate Tablets (Includes additional wiring for wireless network. Features will include: inmate calling, music, messaging, games, facility management services, and optional educational services and vocational training capabilities) - valued at \$225,000			
<b>Historical Phone Usage</b>			
Jan - Dec 2015 Phone Minutes of Use - Total		1,738,368	
Jan - Dec 2015 Phone Minutes of Use - Interstate		241,928	
Jan - Dec 2015 Phone Minutes of Use - Intrastate and International Only		996,440	
<b>Projected Outcomes</b>			
Commission to Johnson County		Monthly Estimates	Monthly Estimates
GTL Value added services (Includes all wiring, tablets, video, additional phones and added investigative features)		\$1,625.13	\$1,537,000
Total Projected Payments & Value to Johnson County		\$1,627.52	\$1,639,000.00
<b>Commissions Paid to Johnson - January - December 2015</b>			
Change in Payments & Value to Johnson County		\$28,179.08	\$28,179.08
		-\$26,551.56	-\$26,551.56
<b>Proposed Contract Expiration Date</b>			
		9/26/2016	9/26/2019