



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

July 2, 2019

Mr. Geoffrey Boyd
Securus Technologies
5021 NW 112 Dr
Coral Springs, FL 33076
Re: **RFQ # 1120657, Inmate Phone, Communication Systems and Related Services**

Dear Mr. Boyd:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ # 1120657 for Inmate Phone, Communication Systems and Related Services. This letter hereby notifies you of Metro's intent to award to Securus Technologies, contingent upon successful contract negotiations.

If the Procurement Nondiscrimination Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification.

Additionally the awardee will be required to submit evidence of participation of and contractor's payment to all Small, Minority, and Women Owned Businesses participation in any resultant contract. This evidence shall be submitted monthly and include copies of subcontracts or purchase orders, the Prime Contractor's Application for Payment, or invoices, and cancelled checks or other supporting payment documents. Should you have any questions concerning this requirement, please contact Jeremy Frye, BAO Representative, at 615-862-6638 or at Jeremy.Frye@nashville.gov.

The responses to the procurement solicitation and supporting award documentation can be made available either by SharePoint Link, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Terri Troup by email at terri.troup@nashville.gov Monday through Friday between 8:30am and 3:30pm.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

A handwritten signature in blue ink that reads "Michelle A. Hernandez Lane".

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. Right to Protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

RFQ # 1120657 - Inmate Phone, Communication Systems and Related Services

Scoring

<u>ROUND 1</u>					
Criteria/Offeror	Edovo	Global Tel Link	ICSolutions	Securus Technologies	Smart Communications Holding, Inc
Project Experience (20 Points)	9.00	15.00	14.00	20.00	13.00
Product Information (35 Points)	15.00	19.00	18.00	33.00	30.00
Methodology and Approach (35 Points)	18.00	33.00	25.00	34.00	18.00
Diversity Plan (10 Points)	1.75	1.75	1.00	1.50	3.00
Total Round 1 Points (100 Points)	43.75	68.75	58.00	88.50	64.00
<u>ROUND 2</u>					
Criteria/Offeror	Edovo	Global Tel Link	ICSolutions	Securus Technologies	Smart Communications Holding, Inc
Demonstration (50 Points)	N/A	27.00	N/A	47.00	20.00
Cost (50 Points)	N/A	50.00	N/A	31.87	46.96
Total Round 2 Points (100 Points)	Not shortlisted to Round 2	77.00	Not shortlisted to Round 2	78.87	66.96
<u>ROUND 1 & ROUND 2</u>					
Total Points (200 Points)	43.75	145.75	58.00	167.37	130.96

Max. RFP Cost Points		50
Offeror's Name	Bids	RFP Cost Point Distribution
Global Tel Link	\$ 1,304,351.50	50.00
Securus	\$ 2,046,641.50	31.87
Smart Communications	\$ 1,388,655.50	46.96

RFQ # 1120657 - Inmate Phone, Communication Systems and Related Services

Justification

Global Tel Link

Strengths – Proposal demonstrated strong project experience in detail providing the scope of services. Proposal included an opinionated audit finance report when financial statements were just requested. Proposal included a detailed implementation plan. Proposal demonstrated the ability to send call recordings via email link. Proposal demonstrated significant number of language options. Demonstration showed ability to choose whether inmate or friends/family initiated messaging contact. Demonstration showed that transcriptions are available as part of proposed solution. Proposed tablet and solution must be in dock for video to function. Terms and conditions for tablets are customizable.

Weaknesses – Proposed project experience stated that they were unable to complete state of New Hampshire Contract. On similar size facility reference lists submitted with proposal, failed to provide details as to the type of equipment, how long it has been web-based, and specifications used for the submitted project. Failed to provide response to how the project experience solution is directly linked to scope details provided within this solicitation. Submitted proposal included 14 blank pages in the middle of Product Information PDF that demonstrated lack of proofreading. Submitted proposal included references to Hampton Sheriff's office 6 times in one section of and reference to "the State" in a separate section which demonstrated lack of proofreading and boiler plate proposal. Proposal failed to include a response for the recommendation of ratio to tablet to inmate as requested. Proposal failed to include a response for the hardware refresh process for Inmate Telephone System and how many years is suggested for this refresh. Proposal failed to include a response for the hardware refresh process for Kiosks System and how many years is suggested for this refresh. Proposal failed to include a response for the hardware refresh process for Video Visitation System and how many years is suggested for this refresh. Proposed tablet manager solution for each facility presents space challenges. Proposal failed to include a response for information about the wired charging option for tablet. Proposal lacks detail regarding tablet inventory control. Proposal lacks detail regarding approval of entertainment options. Demonstrations showed much of the proposed solution as being in Beta Environment with outdated data. As part of the demonstrations there were some features like Data IQ Lite were not demonstrated. Offeror demonstrated confusion as to which tablet was brought to the demonstration. As part of the demonstrations, the choosing of some drop downs on phone query screen covered up part of fields. Email link of calls can only be sent to one person at a time which is inefficient for using department. Failed to provide a response related to the login options outside of OCA and MMDD as secondary pin. Failed to provide a response to the ability to remove book per agency request which was a question asked as part of the demonstrations. Offeror failed to demonstrate the electronic kill switch on main dashboard. Offeror failed to demonstrate ability to track the physical location of a tablet. Demonstration showed report builder is not part of the main query screen, but instead as a standalone feature in a different location. Offeror failed to show a report of an inmate's photos as part of demonstrations. Offeror demonstrated a lack of knowledge related to watchword inconsistency reported under current contract and was unable to show whether watchword inconsistency issue resolved. Offeror failed to demonstrate consistency between email link and downloaded player. RFDI in development but is not fully functional in production at this time.

Securus Technologies

Strengths – Proposal demonstrated extensive experience performing the scope of services while also demonstrating experience with government entities of similar or greater size. Proposal stated a \$670 million investment in emerging technology which demonstrated Offerors innovation in the industry. Proposal demonstrated an easily customizable solution. Proposal provided a clear plan to control and adjust tablet inventory. Proposal offered tablet option rather than having to use computer with internet access. Proposal offered free content for tablets. Proposal offered significant list of language options. Proposal included a detailed implementation and risk management plan. Proposal robust officer tablet controls as a solution. Proposal demonstrated the ability to send call recordings via email link and to multiple users at once.

RFQ # 1120657 - Inmate Phone, Communication Systems and Related Services

Weaknesses – Proposal stated that no video visitation on tablets. Proposal demonstrated a short time period to access call records post contract. Offeror has no solution for legal mail, only digital mail center for non-legal mail. Video visits not offered via tablets for security concerns, but may give agencies choice. Offeror currently does not have a solution that requires MMDD as secondary pin but will look at a solution for the future. Offeror failed to demonstrate report consistency between email link and downloaded player. Offeror failed to demonstrate a report of an inmate's photos as requested. RFDI in development but is not fully functional in production at this time.

Smart Communications Holding

Strengths – Proposal included the development of several modules that demonstrated emerging technology. Proposal offered free content for tablets. Proposal included a good training plan with details such as the various types offered, the proposed location and duration, and availability of online tutorials. Demonstration showed reentry videos specific to DCSO/Nashville area. Proposed MailGuard solution can be used for both legal and non-legal mail. Showed that video turns off if tablet removed from station, or rely on face "globe". Proposal system collects GPS, Meta data, and other info during transactions. Proposal solution could use mail alert features to completely revamp subpoena mail process. Displayed an oval is placed around each parties face during video visitation use.

Weaknesses – Project experience demonstrated that only two clients use all three proposed technology solutions. Project experience demonstrated limited experience with the phone system. Proposal demonstrated small years of experience performing complete scope of services. Project timeline not depicted using Gantt charts (or similar graphic depiction) as requested which leads to confusion about overall timeline. Proposal did not clearly state when the current vendor equipment is removed as part of the proposed approach. Proposal did not provide detailed information related to control lockdown options is possible per housing unit as well. Proposal did not provide details relate to control on-hand inventory. Proposal did not provide example of standard terms and conditions. Proposal failed to include example of export file. Proposal failed to provide lack of required training documentation. Response provided no additional information about phone, tablet, kiosk, or video visitation modules. Proposal failed to include the product information release schedule and product or system documentation. Demonstrations were more of a presentation than a demonstration of the full proposed solution. Only one tablet was brought and it was not a demo table that could be used to show the function of the solution due to an error on screen about Wi-Fi connection. Offeror failed to demonstrate phones or kiosks. Presentation mainly focused on mail which limited the time available to present or discussion other proposed platforms. During demonstrations there was initial confusion about single dashboard since live site in use was a Securus phone client, not SMART. Presenter accessed phone site via old standalone version without prior explanation. Other than the keywords and links to civilian info such as location or IP address, it was not clear what other investigative features were accessible via the single dashboard. Showed ability to create photo reports individually, but can't currently do it in bulk, though said it would be easy to add. Proposed a live operator at 511 inmate care number for assistance but is a concern for using department. Discouraged using departmental plans for only civilians initiating contact and for delayed messaging, though indicated both would be possible. Presenter referenced ability to send a "download set," but still not clear if can send bulk calls to multiple people at once. Offeror failed to demonstrate or convey a means to shut down tablets. Offeror failed to demonstrate a report of an inmate's photos. Offeror failed to demonstrate report consistency between email link and downloaded player. RFDI in development but is not fully functional in production at this time. Offeror stated that a solution would need to be looked at further for login that does require MMDD as secondary pin but did not provide any additional details related to the secondary pin.

RFQ # 1120657 - Inmate Phone, Communication Systems and Related Services

Edovo

Strengths – Proposal demonstrated a learning to earn educational concept.

Weaknesses - Proposal demonstrated a limit experience with all aspects of the scope of work and failed to demonstrate government entities, municipalities, or agencies of similar size. Provided financial statements were limited in information. Proposal demonstrated a strong focused on commissions which are not part of scope of services. Product information proposed did not include any wall mounted charging stations. Proposal demonstrated that calls could be emailed but no additional information regarding size limits, how, or to who was provided. Failed to provide user and administrator guides. Proposed stated that recording sample would be provided upon awarded of contract rather than as part of the solicitation process. Proposal provided links to service level agreement rather than providing a copy as requested. Overall proposal was difficult to follow and boiler plate response.

ICSolutions

Strengths – Proposal included a significant list of languages available for use. Proposed solution includes continual and uninterrupted online access to all call records and recordings indefinitely. Mail Guard postal elimination option proposed would eliminate paper and prohibit the introduction of contraband. Proposed resolution response time for call center was very efficient.

Weaknesses - Proposal demonstrated similar scoped services project experience but was limited as it relates to correctional facilities with 500+ inmates. Proposal failed to include requested financial information. Proposal included marketing template throughout proposal submission and not in specific criteria sections. Generic response to technology upgrades completed over last 3 years or more. Proposal recommended cordless phone instead of disposable phones. Proposal was not clear that all proposed platforms are available via a single dashboard. Typed Message of the Day or grievance response is then converted to voice recording as an option. Proposal solution is VRS PC-based rather than hardened device which can be problematic for the facility. Failed to provide a response as to whether tablets are configurable to certain locations or individual inmates. Proposal lacked details related to the proposed tablets. Method to share call recordings requires DCSO to exhaust more personnel resources and removes efficiency. Customization only works for emessages and not Terms and Conditions for tablets. Proposal failed to provide project specific examples related to risk management plan. Installation timeline proposed is not clear based on the information included with the submitted Gantt charts. Overall proposal was difficult to read since responses were scattered throughout other sections (i.e. ad hoc reports). Proposal suggested DCSO would be responsible for extra support costs. Proposal lacked detail approach to items such as adding/removing watchwords and provision of free games and/or books.

Proposer #	Commitment to SMWBE Participation on the project (4 pts)	Strategic Approach to maximizing SMWBE (3 pts)	Monitoring and Reporting of SMWBE participation (1pts)	Efforts ensure prompt payment (2 pts)	Total	Strength	Weakness
Edovo	1	0	0.25	0.5	1.75	Expressed commitment to SMWBE participation. Identified efforts to ensure prompt payment.	Overall plan lacked specific detail
Global Tel Link	1	0.25	0	0.5	1.75	Expressed commitment to SMWBE participation. Identified efforts to ensure prompt payment.	Overall plan lacked specific detail
ICSolutions	0	0	0	1	1		Overall plan lacked specific detail
Securus Technologies	1	0	0.5	0	1.5	Expressed commitment to SMWBE participation.	Overall plan lacked specific detail
Smart Communications Holding, Inc.	1.5	0.5	0.5	0.5	3	Expressed commitment to SMWBE participation. Identified efforts to ensure prompt payment. Identified monitoring and reporting of participation.	

BAO Small Business Assessment Sheet

BAO Specialist: Jeremy Frye
Contract Specialist: Terri Troup
Date: 07/01/2019

Department Name: Department of Corrections Sherriff's Office
RFP/ITB Number: Inmate Phone, Communication Systems and Related Services

Project Name: Inmate Phone, Communication Systems and Related Services

Primary Contractor*	Prime Bid Amount	Total Proposed SBE (\$)	SBE Subs approved?	Target SBE (%)	Comments
Securus Technologies	\$ 2,046,641.50	IDIQ	No	15%	The prime is not an approved SBE and acknowledged target of 15% DBE (SMWSDVB) participation in the delivery of the services necessary to meet the scope of work.

PNP Compliance Results Form

Department Name: Department of Corrections Sherriff's Office RFP/ITB Number: 1120657		
Procurement Name: Inmate Phone, Communication Systems and Related Services		
Primary Contractor	PNP Compliant (Yes/No)	Determination Comments/% of Participation Proposed or Bid
Securus Technologies	N/A	There was no Procurement Nondiscrimination Program requirements for the referenced project

*Denotes Contractor with whom follow up was required
 Date: 07/01/2019
 Metro Buyer: Terri Troup
 BAO Rep: Jeremy Frye