



David A. Clarke Jr.  
Sheriff

County of Milwaukee  
**Office of the Sheriff**

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Date: June 26, 2014

**To:** Supervisor Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors

**From:** Richard Schmidt, Inspector, Office of the Sheriff, Milwaukee County

**Subject:** **From the Office of the Sheriff, requesting to execute a Professional Service Contract with CenturyLink Correctional Communications Services to provide a video visiting system for the Milwaukee County Jail.**

#### Background

In March of 2014 the County Board Judiciary Committee tasked Milwaukee County Sheriff's Office with issuing an RFP to seek out vendors to bid on replacing the current video visiting system. The current system was installed and "operational" in 2003. The system was riddled with problems, but functional. Throughout the years, the severity and frequency of failures increased. The vendor went bankrupt and their business is closed. Replacement parts and software support is not available. In December 2013 the video portion of video visiting totally failed. Audio only visits have continued. Replacement video visiting system capital requests were submitted in 2010, 2011, 2012, 2013, and 2014. The project never made it to the approved capital improvement budget.

The RFP was published on March 18, 2014. The site visit was on April 1, 2014 and the responses were due April 28, 2014. The format of the RFP and specifications included were authored by IMSD for the CCFS video visiting project in 2011. An additional option of a no capital cost, revenue video visiting system was included.

Six individuals were invited to participate on the scoring committee, Dr. R Koltun, County Exec's office, Julie Esch DAS, Gerry Otto, Facilities Management (he was intimately involved in maintaining the old system), Babu Thomas, IMSD, Deputy Dennis O'Donnell and Deputy Inspector Kevin Nyklewicz. Four of the six accepted the invitation.

#### Overview of Vendor Responses

Four vendors submitted responses/bids— Securus Technologies, AVI Systems, Black Creek Integrated Systems Corp., and CenturyLink Correctional Communications Services. Below is a brief summary of the technical and cost responses. All vendors were informed that a minimum of 10 public visiting stations must

be available at MCJ at no cost for the public to visit. The RFP **required 2 visiting stations in each housing unit** except the special medical/mental health housing units; these housing units will share 2 visiting stations.

### **Securus Technologies**

- Securus will provide the video visitation terminals, and network equipment, for Milwaukee County Sheriff's Office (MCSO). Securus will use MCSO's existing electrical wiring and cabling. Securus will create its own Local Area Network using the existing cabling running between the existing video visitation stations and the existing network switches so traffic remains completely separate from MCSO's network traffic. There is no onsite server to operate the system or store recordings.
- The visiting schedule program does not allow for all the customizing needed by MCSO.
- Litigation history is more extensive than other vendors.
- On-site service/repair vendor is a DBE.
- Cost:
  - Option 1— Purchase \$352,955, annual maintenance \$11,940 and annual telecommunications expense \$33,540, starting year 3. Remote visits have a flat rate of \$10 for 30 minutes, 50% commission. The system has 12 months of storage.
  - Option 2— Vendor Subsidized- \$146,170 initial county contribution plus no commission until year 3, then a 40% commission. Annual maintenance \$11,940 and annual telecommunications expense \$33,540, starting year 3. The system has 12 months of storage.
  - Option 3—No cost to the County- reduction of inmate stations to 18, reduction of visitor stations to 6. The system provides only 3 months of storage. A flat rate of \$19.25 for a 30 minute call. 20% commission beginning after the system payoff or year 3. This does not meet the minimum 10-station requirement.
- Securus has its own customer-billing platform.
- Securus was the previous inmate phone software vendor, which had many unresolved negative issues, resulting in terminating the relationship.

### **AVI Systems**

- AVI uses the Renovo Video Visiting software platform. Renovo is a software development company focused video visitation and visitation management for the detention and corrections industry. AVI Systems provides the hardware and networking equipment using non-proprietary hardware. They have constructed custom conference rooms, meeting spaces, auditoriums, education classrooms, high-definition video conferencing rooms and high-end video display systems for since 1974.
- AVI will utilize all the current wiring and visiting booths.
- Equipment is configured off-site and **Milwaukee County is responsible** for modifications.
- AVI will adhere to all of IMSD's system requirements. **AVI defers responsibility of many components to the customer's IT department (IMSD).**
- MCSO must provide an Internet connection for AVI off-site maintenance.
- Includes only 2 years of Time Warner Cable Business Class Internet service, then the annual cost of internet service (approx. \$4588 annually) is the responsibility of the County.
- Remote visiting is available at a cost (not specified in their response as required) to the visitor.

- No DBE information was provided.
- Litigation History- none
- Total Cost \$251,008.80, which includes the first year system support.
- Annual support/maintenance after year 1 is \$11,994.
- Remote video visiting—The County must sign a separate agreement. After an initial 5% deduction for processing fees, the County will receive 50% commission per visit.

### **Black Creek**

- Black Creek's *IP Visitor*® Software Suite allows video visitation over the Internet from a home or off-site location, or from a visitor station located at the facility.
- Current customer base is in New York and a few southern states. No Midwest facility contracts exist.
- Black Creek's proposal includes a 3-year warranty covering all equipment Black Creek will provide Milwaukee County with 24/7/365 **telephone** support. Upon expiration of the 3-year warranty, Black Creek's Unlimited Support Plan is available for an annual fee (actual amount not provided in the RFP response).
- **Milwaukee County will expend resources for hardware support.**
- No litigation history
- No DBE information was provided.
- Cost Basis is a leasing proposal with \$17,250 quarterly lease payment deferred for 1 year on a 5-year lease. Total cost to county \$301,022.
- Optional necessary equipment Admin workstation \$2,000, DL Scanner \$995.00, Webcam \$225.00.
- Suggested cost per 20-minute visit was \$10.

### **CenturyLink**

- Partnering with HomeWAV, CenturyLink currently has video visitation units installed in over 30 facilities throughout the United States, with inmate populations ranging from 17 to 1,700 inmates. The concept is that a video visitation session is like a telephone conversation, except that the calling parties can view each other.
- Visitation is self-scheduled. An inmate accesses a session and views the availability of his/her visitors; s/he may "call" any of the available visitors thereby alleviating the need to schedule a visit.
- The system uses computer tablets securely installed in the facility and visitors can use computers, tablets, and smart phones. Advertising is supported on the inmate video visitation stations. The only hardware necessary in the facility is: Broadband Internet router and the 24 port 1 gigabyte Ethernet switches in the telephone room, wireless access points and media converters.
- All support and costs are borne by CenturyLink. **No MCSO staff is needed to run and maintain the system.**
- The paying party only pays for the number of minutes used.

- The system can be turned “on or off” by each housing unit. Individual inmates can be restricted. The monitoring officer can disconnect visits.
- DBE paperwork was complete, they project they will exceed the DBE requirement of 17%.Community Business Development Partners has approved this submission.
- Litigation— neither CenturyLink Public Communications, Inc. (CPCI) nor its parent CenturyLink, Inc. has been convicted of fraud, deceit, or unlawful business dealings.
- Cost per minute with no minimum visitation length \$.65 per minute.
- Fees— Inmate pays \$1.00 to set up their video visitation account through Pay Pal.
- No costs or charges to the Sheriff’s Office.
- **Maintenance will be provided at no charge to the Milwaukee County Sheriff’s Office for the life of the agreement. Each station works independent of all other stations, so a failure of one will not affect other stations.**
- **No cost equipment, maintenance, and software upgrades for the life of the contract.**

### Estimated Cost Comparison

Company	Number of "Free" public stations.	MC* Capital Cost	Bottom Line Entire System Costs 1st 2 years	Support Maintenance per year	Internet Service costs per year	Total Contract Cost to MC 5 yrs.	Projected costs to MC if system lasts 7 yrs.
Securus-Option 1	10	\$352,955.00	\$352,955.00	\$11,940.00	\$33,540.00	\$489,395.00	\$580,355.00
Securus - Option 2*	10	146170	\$367,170.00	\$11,940.00	\$33,540.00	\$503,610.00	\$698,570.00
Securus-Option 3**comm. begins yr. 3	6	0	\$636,400.00	\$11,940.00	\$33,540.00	\$772,840.00	\$1,192,200.00
Black Creek***	10	\$301,022	\$301,022.00	unk	\$4,588.00	\$314,786.00	\$323,962.00
AVI	24	\$251,008.80	\$263,002.80	\$11,994.00	\$4,588.00	\$312,748.80	\$345,912.80
CenturyLink	10	0	\$0.00	0.00	0.00	0.00	0

\*MC=Milwaukee County


All of the vendors **except** CenturyLink will need to utilize County Facilities Management and IMSD. This would increase the cost of the system to the County.

The evaluation committee scored all the responses. The scoring is as follows:

1. CenturyLink 389 points
2. Black Creek 354 points
3. AVI 312 points
4. Securus 303 points

**CenturyLink is the vendor with the most positive attributes.**

- **Milwaukee County will not need to expend any taxpayer dollars for a full functional system that is fully maintained for the life of the contract by CenturyLink at no cost to the taxpayers.**
- **The visitor is not penalized with a flat visiting fee. They only pay for the number of minutes actually used during the visit. Ten stations located at the CJF will available for no cost visits.**
- **They offer the convenience of visiting from any location at any time.**
- **A visitor at the jail must be 18 or older and only two visitors are allowed to participate in the visit. All family members will be able to participate in the remote visit.**
- **They meet the County DBE requirements.**



Richard R. Schmidt, Inspector  
Milwaukee County Office of the Sheriff

cc: Chris Able, County Executive  
Supervisor Theodore Lipscomb, Chairman Committee Judiciary, Safety & General Service  
Supervisor Mark Borkowski, Vice Chairman, Committee Judiciary, Safety & General Service  
Alexis Gassenhuber Committee Clerk  
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