

AGENDA ITEM DEVELOPMENT REPORT

OFFICE OF THE COUNTY MANAGER
CLARK COUNTY, NEVADA

AIDR No.: 3722

KEVIN SCHLLER
County Manager

Date: 2/20/2024

Agenda Date: 3/19/2024

JESSICA L. COLVIN
Chief Financial Officer

Originating

Department: Finance /Purchasing

SAMUEL BATEMAN
Deputy County Manager

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ABIGAIL FRIERSON
Deputy County Manager

LISA KREMER
Deputy County Manager

**Issue: SELECTION AND AWARD OF
CONTRACT**

LES LEE SHELL
Deputy County Manager

Subject/Title:

RFP 606614-23 Video Visitation for Clark County Detention Center

Recommended Action:

Approve the selection of and the Contract with Global Tel*Link Corporation dba ViaPath Technologies, for RFP No. 606614-23, for Video Visitation for Clark County Detention Center; and authorize the Chief Financial Officer or her designee to sign the Contract; or take other action as appropriate. (For possible action)

Summary:

On April 27, 2023, Request for Proposal (RFP) No. 606614-23 was advertised on the Clark County Purchasing website and in the Las Vegas Review Journal. Proposals were requested for a video visitation system at the Clark County Detention Center.

Proposals were received from the following firms: Encartele, Inc. (LBE), Global Tel*Link Corporation dba ViaPath Technologies (LBE), NCIC Inmate Communications (LBE), Securus Technologies, LLC (LBE) and Smart Communications Holding, Inc. (LBE).

An Ad-Hoc Committee comprised of 5 individuals from Las Vegas Metropolitan Police Department reviewed and evaluated the proposals. After the evaluation, the Ad-Hoc Committee ranked the firms in the following order: Smart Communications Holding, Inc., Global Tel*Link Corporation dba ViaPath Technologies, Securus Technologies, LLC, NCIC Inmate Communications and Encartele, Inc.

Subsequent to the evaluation of the written proposals, 2 firms were selected for oral presentations. After the oral presentations, the Ad-Hoc Committee ranked these short-listed firms in the following order: Global Tel*Link Corporation dba ViaPath Technologies and Smart Communications Holding, Inc.

The Ad-Hoc Committee recommends the selection of Global Tel*Link Corporation dba ViaPath Technologies.

The selected firm will provide video visitation services for the Clark County Detention Center and North Valley Complex.

Following is the evaluation criteria and associated point values:

Written Evaluation Criteria	Score
Cover Letter	0
Organizational Information	5
Experience & Qualifications	12
Description of Proposed Project and Work Plan	73
Project Fees	5
Compliance with Clark County Standard Contract	5
Total Score	100

Oral Presentation Evaluation Criteria	Score
Provide a comprehensive list, with descriptions, of any services your firm is able to provide via the proposed VVS or tablets that were not specifically requested/required in the original RFP. Identify any fees for such offerings and if the fees are paid by the inmates, County, or the general public (ie family/friends).	15
Provide details on all security functions of the tablets to include security screws, correction grade screens or covers, tamper resistant functions. Provide detailed specifications for the proposed tablet to include size, weight, etc. Also state if your firm offers headphones for use with tablets, the cost of the headphones and details on cord length, breakaway functions, or whether the headphones have microphones or speakers built in. Provide specifications on the proposed charging stations for tablets including power requirements.	20
Describe in detail your plan for data storage including any redundancy to account for system or power failures. Describe capabilities of County staff to search for, view, and save any video visitations. What format will the stored videos use? Does your software include automatic notifications when any station is not recording non-legal visits? If so, what is your response time? Does your system automatically record all non-legal visits or are recordings random? For random systems, detail how the system determines which visits to record.	25
Provide details on your plan for hardware installation, software integration, and what you will require from County/LVMPD IT to complete integration. Do you agree to work in a collaborative manner with County/LVMPD IT to ensure a safe, secure, mutually agreed upon product? Will you require any assistance from County/LVMPD IT once the Go-Live data has passed and all initial tests are complete? If so, please provide details.	25
Provide your proposed project plan with milestones and durations for both VVS and Tablets. If you provided this in your original response, please review your submission, make any necessary revisions, and resubmit.	5

Overall product demonstration for inmate tablets and video visitation. Is the product user friendly. 1. Tablet Demo: Mental Health Programs, Grievance, Other Electronic communications (electronic mail, scanned mail, "texting") 2. VVS Demo: Scheduling, Administrative Management, Intel Search Functions	10
Total Score	100

In accordance with NRS 332.115.1 (b), the competitive bidding process is not required as the services to be performed are professional in nature. Pursuant to internal policies and procedures, Clark County solicited these services through the RFP process.



KEVIN SCHILLER
County Manager

Attachment No. 1 – Evaluation Summary
Attachment No. 2 – Ad-hoc Committee Members

RFP NO. 606614-23
VIDEO VISITATION FOR CLARK COUNTY DETENTION CENTER
ATTACHMENT 1
 Evaluation Summary

WRITTEN PROPOSAL:

Proposer	Evaluator A	Evaluator B	Evaluator C	Evaluator D	Evaluator E	Subtotal of Average Score	Local Presence	Compliance with Standard Contract	Total Average Score	Ranking
Encartele, Inc.	48.1	58.4	60.3	62.3	46.7	55.16	0	3	58.16	5
Global Tel*Link Corporation dba ViaPath Technologies	74.4	81.7	74.4	81.7	81.7	78.78	0	3	81.8	2
NCIC Inmate Communications	62.3	65.7	72	66.2	62.3	65.7	0	5	70.7	4
Securus Technologies	75.9	64.7	53	59.3	76.9	65.96	0	5	70.96	3
Smart Communications Holding, Inc.	81.7	82.7	80.3	75.4	72	78.42	0	5	83.42	1

ORAL PRESENTATION:

Proposer	Evaluator A	Evaluator B	Evaluator C	Evaluator D	Evaluator E	Evaluator F	Total Average Score	Ranking
Global Tel*Link Corporation dba ViaPath Technologies	77	85	85	86	82	79	82.3	1
Smart Communications Holding, Inc.	63	72	72	69	75	74	70.83	2

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ATTACHMENT 2
Ad-Hoc Committee Members

Evaluator A: Currently the Manager of the Administrative Operations Bureau with the Las Vegas Metropolitan Police Department's (LVMPD) Detention Services Division. Employed by the LVMPD for 24 years and has held several positions in various areas throughout the agency. Additionally, served as a grants peer reviewer for the U.S. Department of Justice, Office of Justice Programs since 2020. Lastly, received his master's degree in public administration from UNLV's School of Public Policy and Leadership and is a Certified Public Manager (CPM).

Evaluator B: Worked as an Information Technologies Bureau Manager or ITB Senior Analyst for 15 years and is currently assigned to the Detention Services Division of the Las Vegas Metropolitan Police Department. Prior to that, he worked for 20 years as a Programmer, Radar System Engineer, and Engineering Manager for USAF contracted companies. He has a bachelor's degree in electrical engineering and has completed many post-graduate technology classes and Project Management/Leadership courses. At LVMPD, has been the Project Manager and IT Lead for many projects including three for Video Visitation/Video Court.

Evaluator C: Currently an Analyst assigned to the Administrative Operations Bureau, Detention Services Division of the Las Vegas Metropolitan Police Department. Develops contract scopes of work and participates in the contract negotiations for vendor contracts for Detention Services Division. She holds a bachelor's degree in business management and is enrolled in her master's degree program pursuing a degree in Leadership. She has 20 years' experience in contract management, accounting, payroll, purchasing, and management experience. She has been an LVMPD employee for more than eight years.

Evaluator D: Currently serves as the Director of the Administrative Operations Bureau for the Detention Services Division of the Las Vegas Metropolitan Police Department. In this position, she oversees the food service contract, laundry operations, commissary operations, business and accounting functions, supply, inventory, construction projects and operational contracts for the facilities. She holds a bachelors' degree from UNLV. Her tenure at Las Vegas Metropolitan Police Department includes time as the Supply Supervisor at Clark County Detention Center.

Evaluator E: North Valley Complex Captain. Has over 25 years as a Corrections Officer for LVMPD. During that time has worked in all bureaus as both an officer and supervisor. Has overseen the Kitchen, Commissary, Library, Field Services/Fleet Operations, as well as other contracted vender operations. Received a bachelor's degree from Brigham Young University in 1997.

Evaluator F (ORAL PRESENTATIONS ONLY): A Senior Detention Services Technician assigned to the Clark County Detention Center. She has been employed by LVMPD for more than 15 years. She assists with public and professional visitation scheduling and has extensive experience and knowledge working with the current video visitation system.