

## WHAT IS IITS?

Incarcerated Individual Technology Services (IITS) includes a wide variety of services that benefit incarcerated individuals, their families, and friends. Services such as video visitation and phone calling help incarcerated individuals to stay in touch with family and friends. Entertainment services provide movie rentals, games, and music downloads. Educational programs for incarcerated individuals may also be selected.

By means of this procurement, the agency seeks to provide the highest level of services at the lowest cost to incarcerated individuals, their families, and friends.

## ABOUT THE PROJECT TEAM

The IITS project team includes:

- A member of the Statewide Family Council, representing the families of incarcerated individuals.
- The Director of the Office of the Corrections Ombuds.
- A Department of Enterprise Services Legal Services representative.
- Agency representatives from headquarters, 7 facilities, and a work release, covering a broad range of job classes.

### Additional project documents available:

Project Charter  
IITS Project Plan Sequencing  
Synopsis of Vendor Selection  
Requirements Documents (19)  
WEBS Vendor Notification  
Communications Plan  
Stakeholder Register  
Project Status Reports  
Project Team Meeting Minutes

## Client Services Procurement

The Department of Corrections seeks to acquire these products and services using a client services procurement. There are many benefits to this approach:

- More meaningful involvement from stakeholders. The client services approach allows DOC personnel and external stakeholders to assess portions of bids that are relevant to their areas of expertise.
- Greater flexibility to change requirements with any vendor at any time prior to execution of contract.
- Direct negotiation can occur with any vendor, at any time, regarding any element of the service, prior to signing a contract.

## Process Overview (June 2019-March 2020)

June, 2019 — Steering Committee established. Roles and responsibilities for individual members finalized. Subject matter experts identified for the project team.

July, 2019 — Project charter approved. Vendor notification posted to WEBS, giving potential vendors an overview of the project.

August 6-13, 2019 — Receive letters of interest from vendors. Conduct vendor reference checks. Project team decision sub-group identifies vendors to move on to the requirements phase of the project.

August 26-October 18, 2019 — Requirements documents sent to selected vendors. Vendor responses received and reviewed.

October 4-November 1, 2019 — Project team determines vendors to schedule product demonstrations. Stakeholder feedback and concern relating to demonstrated products and product services/requirements received.

November 4-15, 2019 — DOC group conducts on-site visit to vendor's references. Finalist vendors are selected.

November 18-December 31, 2019 — Finalist vendor(s) visit DOC locations. Pricing proposals received from vendor(s).

January 10, 2019 — Project Team decision sub-group selects preferred vendor. Direct vendor negotiations begin.

March 31, 2020 — Final contract executed. Implementation phase begins.

# CURRENT PHONE USAGE

Incarcerated Individuals currently pay 11 cents per minute for domestic phone calls in prison facilities. The Department chose to voluntarily comply with the Federal Communications Commission (FCC) cap of 11 cents, even though the cap was later rescinded. DOC's commission for intra-state calls is 56 percent. DOC receives no commission for inter-state or international calls.

## Fiscal Year 2019:

- There were over 7.1 million phone calls placed by incarcerated individuals in correctional facilities.
- Those calls lasted for a total of 77,530,224 minutes.
- The current vendor charges additional service charges for automated payment fees (\$3.00), live agent fees (\$5.95), and paper bill/statement fees (\$2.00). DOC does not receive a commission on additional service charges.

# REVENUE

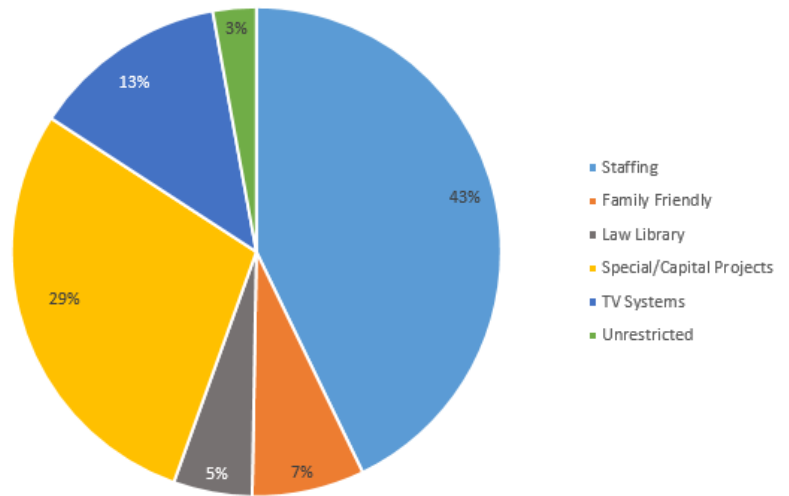
Revenue is deposited into the Institutional Welfare Betterment Account, or OBF. OBF will be used solely for offender betterment activities that enhance the security and orderly operation of a facility by reducing idleness and encouraging positive development of family and community ties.

## For Fiscal Year 2019:

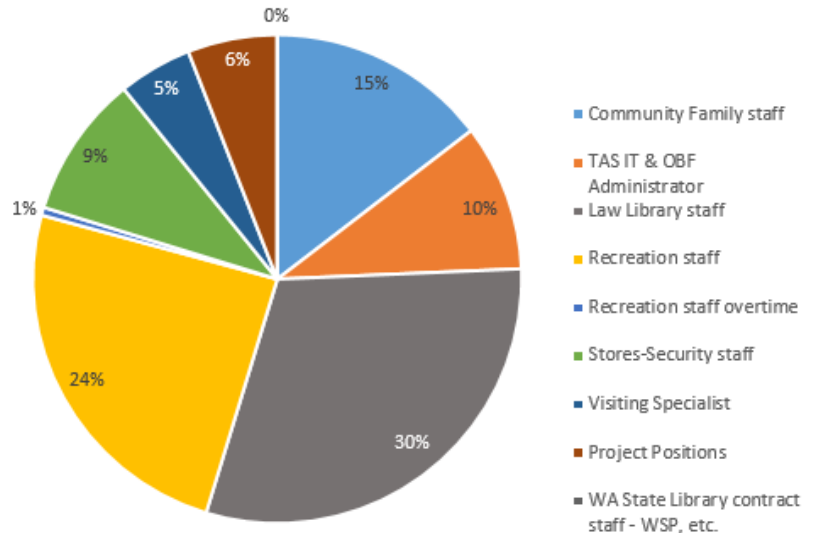
- Gross revenue from commissions for all products and services was \$5,383,728.
- Crime Victims Compensation was \$1,345,932, or 25 percent, of gross revenue. The Department of Labor and Industries manages those funds.
- Net revenue to OBF was a total of \$4,037,796.

# Expenditures

## OBF FY19 Actual Expenditures - \$5,013,359



## FY19 OBF Actual Staffing Expenditures - \$2,148,002



## FY19 OBF Actual Unrestricted Expenditures - \$143,547

