



PIMA COUNTY SHERIFF'S DEPARTMENT

Mark D. Napier, Sheriff

M E M O R A N D U M

ADDENDUM MATERIAL

DATE 8-17-20 ITEM NO. ADD#8

Date: August 12, 2020
To: Pima County Board of Supervisors
From: Lieutenant Elsa Navarro #5594 *[Signature]*
Subject: GTL Contract

The purpose of this memo is to explain the reason this contract is being replaced before the expiration date. During the COVID-19 pandemic we have encountered a few difficulties. One of those difficulties relates directly to the communication options readily available to our inmate population at the Pima County Adult Detention Complex. Through our contract with Global Tel Link (GTL) we have been able to provide on-site as well as remote video visitation. Due to the risks associated with the spread of COVID we made difficult decision to close down all on-site visits for the public at the corrections facility. The only option left for visitation is to offer them remotely. Unfortunately there are limitations with this option. Due to the type of inmate communication service (wifi) we utilize in the facility we are only able to conduct up to eight (8) video visits at any given time for the entire facility. We recognize how important it is for our detainees to be able to visit with and receive support from their loved ones. We approached our vendor (GTL) with this dilemma and the solution they offered is to transition the entire corrections facility to a new LTE system. The technology in this system is similar to that of a cellular network. It is a safe, secure and reliable system. The system will allow us to accommodate over 800 visits simultaneously in our corrections facility. The change from our current service to the LTE service can be accomplished at no additional cost to Pima County, detainees or their families.

REC-1470000226 HCC/KCF-BD
[Signature]

In addition, while working out the particulars with this contract change we were informed that Maricopa County has recently negotiated a contract with GTL to provide guaranteed annual compensation. With this change we decided to replace the current contract and enter into a co-operative agreement with this vendor in an effort to not only better our service but also to maximize the revenue generated from this contract. The new compensation plan is generous and does not rely on the amount of usage detainees put toward phone calls or the purchase of other ancillary services available on the inmate communication devices. The revenue generated will be deposited into the Inmate Welfare fund and will be used towards providing enhancements and improvements for our detainees at the corrections facility.