



Snohomish County Council

Committee: Committee of the Whole
ECAF: 2021-0563
Proposal: Motion 21-374

Analyst: Deb Evison Bell
Date: October 20, 2021

Consideration:

The proposed motion would authorize the County Executive to execute Amendment No. 5 to the master software and services agreement between Snohomish County and Global TEL*LINK Corporation (GTL) for turnkey public phone system services.

Background:

In 2004 Snohomish County selected GTL, formerly A.T.&T, through bid 74-04, following established Federal, State and County policies to provide turnkey public access phone systems. This includes public pay phones located at various County property locations such as the Airport, Fairgrounds, the County campus, and includes jail inmate phones, DJJC and Sheriff precincts. In 2014 the contract was first amended to extend the service for five years and negotiate a higher commission rate. The contract was amended again in 2016 to establish an FCC compliant commission rate. The contract was amended a third time in 2018 to extend the contract for an additional two years, and in 2020 the contract was again amended to extend the contract until November 23, 2021.

In addition to paying commissions, GTL is responsible for payment of two inmate technology programs, VINES and Looking Glass Analytics, totaling approximately \$85,000.00 annually.

REVENUE:	CURRENT YR
002-3383106990 (Corrections)	\$31,000
002-3301139000 (Precincts)	\$60
002-33674086990 (DJJC)	\$1,200
505-3148806990 (IS)	\$1,250
505-3148806990 (VINES & LGA)	\$85,000
All Other Departments	\$4
TOTAL	\$118,514

Current Proposal:

Scope: The proposed amendment would allow for a one-year extension to the contract under the current fee schedule and allow time for a new solicitation to replace the services. In addition, the amendment addresses two urgent needs for Corrections; GTL will provide an Ultraviolet C disinfection unit and begin inmate mail processing services, both linked to the GTL inmate tablet program, at no cost to the County.

Duration: The term of this amendment is from November 24, 2021 to November 23, 2022.

Fiscal Implications: NA

ORIGINAL	START	11/2004	END	11/2007
EXTENSION 1	START	11/2007	END	11/2010
EXTENSION 2	START	11/2010	END	11/2013
AMENDMENT 1 (Motion 13-516) ¹	START	11/2013	END	11/2018
AMENDMENT 2 (Motion 16-326) ²	START	06/20/2016	END	11/30/2018
AMENDMENT 3 (Motion 18-256) ³	START	11/24/2018	END	11/23/2020
AMENDMENT 4 (Motion 20-470) ⁴	START	11/24/2020	END	11/23/2021
AMENDMENT 5 (Motion 21-374)	START	11/24/2021	END	11/23/2022

2021 Budget: Yes.

Future Budget Impacts: Estimated income of \$118,514.00 from November 2021-November 2022.

Handling: EXPEDITE (Expedited handling is required due to the current agreement expiration date of 11/23/2021. Contract amendment negotiation began in June 2021 and suffered multiple delays by the vendor.)

Approved-as-to-form: YES

Risk Management: APPROVE

Executive Recommendation: APPROVE

Analysis: The proposed contract amendment allows for the continued revenue stream while replacement services are sought, in addition to providing Ultraviolet C disinfection and inmate mail processing services, linked to the GTL inmate tablet program at no cost to the County.

Requests: For council to consider taking action at the Administration Session October 25, 2021.

¹ [Operations Committee - Jan 14th, 2014 \(granicus.com\)](#)

² [Operations Committee - Aug 9th, 2016 \(granicus.com\)](#)

³ [Operations Committee - Aug 28th, 2018 \(granicus.com\)](#)

⁴ [Administrative Session - Nov 16th, 2020 \(granicus.com\)](#)