



City of Denton

City Hall
215 E. McKinney Street
Denton, Texas
www.cityofdenton.com

AGENDA INFORMATION SHEET

DEPARTMENT: Procurement
ACM: Christine Taylor
DATE: March 4, 2025

SUBJECT

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager to execute a contract with Crown Correctional Telephone, Inc., for inmate telephone service, software, maintenance, and support for the Denton Police Department; providing for the expenditure of funds therefor; and providing an effective date (RFP 8710 – awarded to Crown Correctional Telephone, Inc., for a three (3) year term, with the option for two (2) additional one (1) year extensions, in the total five (5) year term).

STRATEGIC ALIGNMENT

This action supports Key Focus Area: Support Healthy and Safe Communities.

INFORMATION/BACKGROUND

The provisions of this service contract will continue to provide inmate telephone services within the Denton Police Department Detention Center. It covers the required equipment, infrastructure, and ongoing maintenance for calling services in accordance with Texas Administrative Code Title 37, Part 9, Chapter 291, which mandates that inmate communication services shall be available immediately upon booking. Services will be available on either a prepaid or collect basis.

Request for Proposals was sent to 170 prospective suppliers, including six (6) Denton firms. In addition, specifications were placed on the Procurement website for prospective suppliers to download and advertised in the local newspaper. Three (3) proposals were received, references were checked, and proposals were evaluated based upon published criteria including financial transparency, company profile, system functionality, transition/implementation plan and schedule, and price. Best and Final Offers (BAFO) were requested from the top firm. Based upon this evaluation, Crown Correctional Telephone, Inc. was ranked the highest and determined to be the best value for the City.

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| NIGP Code Used for Solicitation: | 839-Telephone Equipment, Accessories & Supplies |
| Notifications sent for Solicitation sent in IonWave: | 170 |
| Number of Suppliers that viewed Solicitation in IonWave: | 10 |
| HUB-Historically Underutilized Business Invitations sent out: | 26 |
| SBE-Small Business Enterprise Invitations sent out: | 71 |
| Responses from Solicitation: | 3 |

RECOMMENDATION

Award a contract with Crown Correctional Telephone, Inc., for inmate telephone service, software, maintenance, and support for the Denton Police Department, in a three (3) year, with the option for two (2) additional one (1) year extensions, in the total five (5) year term.

PRINCIPAL PLACE OF BUSINESS

Crown Correctional Telephone, Inc.
Clifton, TX

ESTIMATED SCHEDULE OF PROJECT

This is an initial three (3) year contract with options to extend the contract for two (2) additional one (1) year periods, with all terms and conditions remaining the same.

FISCAL INFORMATION

There is no expense related to this contract. The commission received from these services will be deposited in 1000.5918 – Police Phone Commission.

EXHIBITS

Exhibit 1: Agenda Information Sheet
Exhibit 2: Pricing Evaluation
Exhibit 3: Ordinance and Contract

Respectfully submitted:
Lori Hewell, 940-349-7100
Purchasing Manager

For information concerning this acquisition, contact: Shanika Mayo, 940-349-7935.

Legal point of contact: Marcella Lunn at 940-349-8333.