


Memorandum



Date: April 5, 2022

To: Jose "Pepe" Diaz, Chairman
and Members, Board of County Commissioners

From: Daniella Levine Cava
Mayor 

Subject: Detainee Electronic Communications and Media Solution

Miami-Dade Corrections and Rehabilitation Department (MDCR) has reached out to brief the Commissioners and worked diligently with the Internal Services Department to develop a Request for Proposal (RFP) for Detainee Electronic Communications and Media Solution to replace the contract which is scheduled to expire on July 31, 2022. **The intent of this RFP is to be cost neutral to the County, and the services outlined below will not be provided if there is an associated cost to the County.** The RFP includes significant security features to ensure there is no inmate access to the internet or world wide web, approval requirements by MDCR for all content, and security controls requiring the recipient of calls to either accept or block the phone call. Additionally, MDCR will continue to monitor all inmate communications with an enhanced security platform offered by the tablet. Inmates not complying with established rules and regulations associated with the tablet program can have their access limited to pre-approved telephone numbers. The RFP will be released on April 6, 2022, and provides that each inmate receives their own tablet. There are significant benefits to MDCR and the inmates in its custody. The intent of this RFP is to be cost neutral to the County. Increased engagement in meaningful activities and access to family and loved ones are expected to improve inmate behavior and reduce violence resulting in a healthy and safe environment for staff. After hearing concerns, below is a summary of our recommendations:

Communication Services

The RFP includes increased availability of communication between inmates and their families and loved ones which will encourage family engagement and increase the likelihood of re-entry to the community. It also ceases the introduction of inmate mail, which will provide enhanced security measures as paper products may be a conduit for contraband items, such as synthetic drugs, and a potential fire hazard. Offering limited free phone calls and electronic mail reduces the financial burden on family and loved ones.

- 90 minutes of phone calls per day
- 2 hours of video visitation per week
- 5 electronic messages per week
- Unlimited receipt of digitized personal mail
- Unlimited receipt of digitized privileged (legal) mail
- All non-privileged communications will be monitored by Corrections staff.

Increased Access to Educational Materials

- Inmates will have access to over 50,000 e-books and magazines from the provider's library.

Enhanced Reentry Initiatives

- Inmates will have increased access to educational programming, life skills courses, and vocational resources including General Equivalency Diploma, college courses, anger management, and job employability skills such as interviewing and resume building.
- This will significantly increase the access of reentry and educational programs to all inmates as minimal programming space and availability of community programs have limited the ability to offer such programs systemwide.

Access to Religious Materials

- Inmates will have increased access to religious materials, texts, and podcasts.

Miscellaneous

Inmates will be able to submit their legal research to the existing vendor through the Inmate Tablet as well as access a legal library not previously available. Inmates will also be able to submit inmate requests electronically allowing for more timely resolutions.

- Access to Legal Materials
- Access to Internal Request Systems
 - Inmate Grievances
 - Inmate Medical Requests
 - Inmate Requests
 - Legal Research Associates

MDCR is committed to improving its overall operations and working towards the goal of providing "no cost" telephone services to inmates.

Should you have any questions or need further information, please contact Interim Director Cassandra Jones, Miami-Dade Corrections and Rehabilitation Department, at (786) 263-6010.

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