
Sponsor: Sheriff's Office

Meeting Date: 6/24/2025

Title: Agreement with Network Communications International Corp.,
dba NCIC Correctional Services for Inmate Communication Services

File Number: 2025-212

Background and Rationale:

The Sheriff's Office operates the Adult Detention Center (ADC), commonly referred to as the Ramsey County jail, which is a pre-trial facility providing safe and secure detention services to individuals following arrest until a court disposition is reached. The ADC also houses individuals being held for probation and parole violations. While individuals are housed in the county's care and custody, a variety of services are provided, including educational programming, recreation time, mental health services, and medical and dental care. Additionally, individuals in-custody have access to commissary services, food service, telephone, and video visitation services.

While in-custody at any correctional facility in Minnesota, individuals must be provided access to a telephone during the admission or booking process and to maintain contact with family members or significant others. At the ADC, individuals in-custody are provided with free phone calls during the admission and booking process as well as for professional and privileged conversations, such as with an attorney, public defender, case workers, probation officer, etc.

Historically, the county, like other jurisdictions, charged fees for phone calling and video visitation services. The fees collected offset the cost of providing services. In recent years, with the support from the Ramsey County Board of Commissioners, the Sheriff's Office and the Safety & Justice Service Team have been exploring options to implement reduced or no fees for phone calling for individuals in-custody, consistent with the county's work to reduce and eliminate criminal fines and fees. This action will approve a new agreement for communication services that will still allow for no cost phone calling upon booking as well as the introduction of no cost phone calling at a rate of two free phone calls per day and one no cost video visit per day. The new agreement also provides for the inaugural use of tablets in the ADC to further expand programming and communication options.

On May 8, 2024, a Request for Proposals was released for advertisement for inmate communication services. Below is a competitive solicitation summary:

Request for Proposals (RFP Title): Inmate Communication Services
RFP Release Date: May 8, 2024
RFP Response Date: June 27, 2024
Number of Contractors Notified: 2,741
Respondents: Inmate Calling Solutions, LLC dba ICSolutions
Network Communications International Corp., dba NCIC
Correctional Services
Securus Technologies, LLC
Smart Communications Holding, LLC
TW Vending dba Turnkey Corrections

Proposal Evaluation Committee: Community Service Officer, Sheriff's Office
Correctional Officer II, Sheriff's Office

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Correctional Officer III, Sheriff's Office
Lieutenant, Sheriff's Office
Planning Manager, Sheriff's Office
Sergeant, Sheriff's Office

RFP Evaluation Criteria: Project Understanding and Approach
 Commission, Rates, and Fees
 Contractor and Key Personnel Qualifications
 Technical Support and Customer Service

Contractor Recommended: Network Communications International Corp., dba NCIC
 Correctional Services

The evaluation team evaluated the proposals based on the criteria identified in the solicitation and is recommending Network Communications International Corp., dba NCIC Correctional Services as the contractor to provide inmate communication services.

The full term of the agreement is June 24, 2025 through June 23, 2027 with the option to be renewed for three additional one-year periods for a total of five (5) years.

Recommendation:

The Ramsey County Board of Commissioners resolved to:

1. Approve the selection of and the agreement with Network Communications International Corp., dba NCIC Correctional Services, 607 East Whaley Street, Longview, Texas 75601 for inmate communication services for the period of June 24, 2025 through June 23, 2027 with the option to be renewed for three additional one-year periods for a total of five years, in accordance with the rates established in the agreement.
2. Authorize the Chair and Chief Clerk to execute the agreement.
3. Authorize the County Manager to execute amendments to the agreement in accordance with the County's procurement policies and procedures, provided the amounts are within the limits of available funding.

A motion to approve was made by Commissioner Miller, seconded by Commissioner Moran.
Motion passed.

Aye: - 7: Jebens-Singh, McGuire, McMurtrey, Miller, Moran, Ortega, and Xiong

By: 

Jason Yang, Interim Chief Clerk - County
Board