



Interoffice Memorandum

March 2, 2021

TO: Mayor Jerry L. Demings
-AND-
County Commissioners

FROM: Carrie Mathes, CFCM, NIGP-CPP, CPPO, C.P.M., Manager,
 Procurement Division

CONTACT: Rafael Mena, Chief Information Officer, Information Systems and
Services Division
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SUBJECT: Approval of Contract Y21-1008-TJ, Inmate Management System
(IMS) Maintenance and Support

ACTION REQUESTED:

Approval of Contract Y21-1008-TJ, Inmate Management System (IMS) Maintenance and Support, with DSI-ITI, Inc., in the amount of \$1,329,068.78 for a three-year term.

PROCUREMENT:

This contract will provide critical, 24/7 software and maintenance support for the Inmate Management System (IMS) at the jail. The IMS is a comprehensive system that was implemented in 2005 as a result of the Jail Oversight Committee recommendation and subsequent CIP funding.

FUNDING:

A delivery order will be issued on an annual basis.

APPROVALS:

The Information Systems and Services Division concurs with this recommendation.

REMARKS:

The County has been utilizing this IMS system under contract since 2006. The maintenance and support system is proprietary to DSI-ITI, Inc. The IMS software tracks inmate data from time of booking until release from custody and includes a wide range of incarceration functions such as classification, inmate accounting, sentence, housing, medication dispensation, and incident reporting. IMS data is shared electronically with all local, criminal justice partners (e.g., Orange County Sheriff's Office, municipal police departments, Clerk of Courts, State Attorney, Public Defender) as well as state agencies (e.g., Florida Department of Law Enforcement, Florida Highway Patrol). The IMS is a key component within the Integrated Criminal Justice Information System.

Approval of Contract Y21-1008-TJ, Inmate Management System (IMS)
Maintenance and Support

Annual maintenance and support services enables ongoing 24/7 technical support, version updates based on hardware, database, and operating system requirements, and new releases with added functionality.

The contract amount is considered reasonable based on past history and market research performed on similar Orange County/ISS large-system maintenance and support contracts, whereas the average annual increase for similar services ranged from 2% to 5%. Since the time of inception, the vendor has not increased his prices more than 5% annually.