

Report of the Consultation

**Detainee Telephony Services and possible
additional services**

**Reference: IUC/DJI/IENEA/NO/2021-04
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1 Consultation report

The Custodial Institutions Agency in The Netherlands (DJI: Dienst Justitiële Inrichtingen) has held a consultation in the 2nd quarter of 2022 in order to obtain (additional) information about the possibilities of combining additional services to the Detainee Telephony Services system, such in preparation for a possible (European) tender procedure.

The following companies have participated in the market consultation (in alphabetical order):

- 24sessions.com B.V.
- Gerdes Communications GmbH
- Telio Nederland B.V.
- Unify Business Solutions

These four companies submitted answers to the questions DJI asked in the market consultation. DJI invited three of these companies for an additional explanation of the information they submitted. In general, in the following conversations the discussed subjects are:

- Additional answers to the questions in the consultation;
- Functionality of the Detainee Telephony Services (DTS);
- Financial model of the tender.

Based on all the information DJI received in the market consultation, the conclusions of the market consultation are the following.

2 Consultation conclusions

Based on all the information DJI received in the market consultation, DJI phrased the following conclusions:

Scope of tender and architecture

- The DTS (and system for video visit) can be purchased as separate independent solutions, however it is getting more and more common to implement a unified platform with more digital functions (i.e. telephony, video calling, video visit and even more).
- All participants in the consultation envision no significant technical downsides to directly include video visits and telephony within institutions with a higher level of security in the DTS tender procedure.
- Most DTS solutions are offered in the cloud, however (local) installation in a DJI datacentre is also possible. I.e. various deployment architectures are available: on-premises or private cloud. Centralised or decentralised DTS platforms is both possible.
- From a DTS architectural viewpoint, other countries do not distinguish between 'regular' institutions and institutions with a higher level of security, with the exception of local storage of voicerecordings within the location of such institutions and remote management constrains.
- The functionalities translation and transcription of calls made by detainees are all specialized third party solutions. Translation and transcription are not yet at a desired/workable level (immature).

Functionality

- All DTS functionality for DJI employees, including administration and voice logging, is available in a single webbased interface.
- The DTS can be set up flexible, based on settings that apply to all institutions, in a specific institution and/or the level of a specific detainee.
- The demonstrations have shown a large overlap of functionality in the DTS systems of the participants in the consultation. However for various use cases there are different configurations/solutions and of course the user interface is different.

Implementation

- It is possible to implement video visit later, as an extension to the DTS system, to decrease the workload during the implementation of the Detainee Telephony Services.
- Realizing interconnections is common business, however they all tend to be unique in at least some aspect (tailor made). Software nowadays in general can work with API's for interconnecting. Depending on the number and complexity of interconnections with other IT-systems/applications to be created, the lead time of the implementation could be nine to twelve months.
- Participants in the consultation advise the controlled implementation by institution (site by site), not a big bang.

Tender

- DJI is advised to focus in the tender procedure on development capabilities in general and the development of valuable interconnections. And also to pay attention to willingness and capabilities of DTS providers to continue development efforts (future proof).
- Several participants suggest to focus on quality and put the price (rate/minute) second.

Pricing Model

- There are several options to set up the pricing model. It depends on the investment DJI is willing to make. It is up to DJI to set up the pricing model.
- It's possible, however not very common, to use a pricing model based on bundles (volume) and/or regions (a single rate for all countries in a region). Other countries tend to follow what is common practice in that particular country outside institutions, i.e. a model that fits the market.
- The most common view of participants in the consultation is that calling rates don't decrease further, instead tend to rise for specific destinations. Calling to mobile numbers is still more expensive than calling to fixed telephony destinations (landlines). Historical data shows that detainees are increasingly calling mobile numbers. Video visits are usually charged to the detainees based on a fixed price per visit, volume based charging is also possible (rate/minute). Charges are independent of the destinations worldwide.
- A fitting term for the DTS agreement is at least five years, up to eight years.

We firmly believe that the information we have received contributes to a better elaboration of the tender. DJI would like to thank the participants in the consultation for their contribution.