



County of Monterey

Item No.

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Legistar File Number: A 24-023

January 30, 2024

Introduced: 1/17/2024

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

- a. Authorize the Contracts Purchasing Officer or their designee to execute a five-year no-cost Agreement between the Monterey County Probation Department and Smart Communications Holding, Incorporated based on the County's Request for Proposal (RFP) #10881 Telephone Services, Tablet Program, Video Visitation System for the Monterey County Sheriff's Office and County of Monterey Probation Department, effective upon execution for five (5) years from go live date, with consideration for Probation's services coming from the Agreement with Sheriff's Department; and
- b. Authorize the Contracts Purchasing Officer or their designee to sign two (2) one (1) year extensions and/or amendments where the scope of work does not significantly change; and
- c. Authorize the Contracts' Purchasing Officer or their designee to amend the agreement as necessary in order to meet Federal Communication Commission (FCC) and California Public Utilities Commission (CPUC) guidelines.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Authorize the Contracts Purchasing Officer or their designee to execute a five-year no-cost Agreement between the Monterey County Probation Department and Smart Communications Holding, Incorporated based on the County's Request for Proposal (RFP) #10881 Telephone Services, Tablet Program, Video Visitation System for the Monterey County Sheriff's Office and County of Monterey Probation Department, effective upon execution for five (5) years from go live date, with consideration for Probation's services coming from the Agreement with Sheriff's Department; and
- b. Authorize the Contracts Purchasing Officer or their designee to sign two (2) one (1) year extensions and/or amendments where the scope of work does not significantly change; and
- c. Authorize the Contracts' Purchasing Officer or their designee to amend the agreement as necessary in order to meet Federal Communication Commission (FCC) and California Public Utilities Commission (CPUC) guidelines.

SUMMARY/DISCUSSION:

The Monterey County Probation Department (Probation) and Monterey County Sheriff's Office (MCSO) presently have a common vendor for incarcerated persons/ward telephone and tablet systems. A collaborative RFP was completed to explore new options for incarcerated person/ward communications with their families and community, and for a comprehensive technology package.

The County of Monterey operates two juvenile correctional facilities, the Juvenile Hall and the Youth Center, both located in Salinas. The Monterey County Probation Department realizes and supports the value and importance of maintaining family and community connections through

communications.

RFP#10881 for Telephone Services, Tablet Program, and Video Visitation System for Incarcerated Individuals and Youth/Juveniles for Probation and MCSO, required vendors to supply a no-cost, turnkey solution for the departments. The RFP stated that the vendor will provide all equipment and any work needed to install this equipment, and that all maintenance, training, support, and equipment replacement will be at the vendor’s expense, including implementation, integration and testing of all required equipment and software relative to the new Telephone System for Incarcerated Individuals and Youth and related services, without impacting the normal daily operation of the existing Telephone System. Smart Communications Holding, Inc. was selected as the highest ranked vendor of the proposals received based on the evaluation standards contained within the RFP.

The initial term of the Agreement will be from date of execution to five years from go-live date (to allow time for implementation), with the option to extend for two additional one (1) year periods.

OTHER AGENCY INVOLVEMENT:

The Agreement has been approved by the Office of the County Counsel as to form and by the Auditor-Controller’s Office as to fiscal terms. Contracts Purchasing prepared the Request for Proposals, and assisted with vendor meetings and walkthroughs.

FINANCING:

There is no cost to the County General Fund associated with this recommendation. Consideration for the services provided to the Probation Department comes from the Agreement with the Sheriff’s Office with the same vendor. Should the Agreement with the Sheriff’s Office terminate, the Agreement with the Probation Department would also terminate, and a new Agreement would be required for the Probation Department to continue the services.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The recommendation to approve the Agreement with Smart Communications Holding, Inc. supports the Board of Supervisors Strategic Initiatives of Administration, Health & Human Services and Public Safety:

Administration:

- Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability and transparency.

Health & Human Services:

- Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.

Public Safety:

- Create a safe environment for people to achieve their potential, leading businesses and communities to thrive and grow by reducing violent crimes as well as crimes in general.

Prepared by: Wendi Reed, Management Analyst III, Ext. 3985
Approved by: Todd Keating, Chief Probation Officer, Ext. 3913

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Todd Keating
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Legistar File Number: A 24-023

Attachments:

Agreement between Monterey County Probation Department and Smart Communications Holding, Inc.

Exhibit A - Scope of Work

Exhibit B - Service Level Agreement

Exhibit C - RFP #10881, Addendums 1 and 2

Exhibit D - Smart Communications (redacted) response dated July 31, 2023.