



County of Monterey

Item No.

Board Report

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

Legistar File Number: A 24-014

January 30, 2024

Introduced: 1/11/2024

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

- a. Authorize the Contracts Purchasing Officer or their designee to execute a five year revenue generating Agreement (revenue generated goes to Inmate Welfare Fund and to pay Smart Communications Holding, Inc.) between the Sheriff's Office and Smart Communications Holding, Inc., 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, to provide telephone and tablet services to incarcerated people within the County of Monterey Jail, effective upon execution for five (5) years from go live date; and
- b. Authorize the Contracts Purchasing Officer or their designee to sign two (2) one (1) year amendments, where the scope of work does not significantly change.
- 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 revenue generating Agreement (revenue generated goes to Inmate Welfare Fund and to pay Smart Communications Holding, Inc.) between the Sheriff's Office and Smart Communications Holding, Inc., 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, to provide telephone and tablet services to incarcerated people within the County of Monterey Jail, effective upon execution for five (5) years from go live date; and
- b. Authorize the Contracts Purchasing Officer or their designee to sign two (2) one (1) year amendments, where the scope of work does not significantly change.
- 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/youth telephone and tablet systems. A collaborative Request for Proposals (RFP) was completed to explore new options for incarcerated person/ward communications with their families and community, and for a comprehensive technology package.

The Monterey County Sheriff operates one local detention facility known as the Monterey County

Corrections facility or County Jail located in Salinas. The Monterey County Sheriff realizes the value of keeping families in communication with their incarcerated family members and pursued a review of options available to support and expand this communication.

Request for Proposals (RFP) #10881 required vendors to supply a “no cost to the County”, turnkey solution. The RFP stated that all equipment provided, and any work done to install this equipment, and all maintenance, training, support, and equipment replacement was at vendor’s expense. There was a Service Level Agreement included, with penalty assessments, binding the day-to-day performance of the system. The system needed to have multiple safety and security features and was required to interface with the Monterey County Sheriff commissary and Jail inmate systems. Smart Communications Holding, Inc., was selected.

This report is to ask the Board of Supervisor to approve the resulting contract from the Request for Proposal (RFP) #10881 for Telephone Service, Tablet Program and Video Visitation System for the Monterey County Sheriff’s Office and Monterey County Probation Department. This Agreement is only for the Monterey County Sheriff’s Office. The Probation Department will be doing their own agreement off RFP #10881.

The initial term of the agreement will be five (5) years from go live date (to allow time for implementation), with the option to extend for two (2) additional one (1) year periods.

OTHER AGENCY INVOLVEMENT:

The Office of County Counsel has reviewed and advised on this Agreement as to legal form. The Auditor-Controller has reviewed and approved the Agreement as to fiscal provisions. Contracts Purchasing prepared the Request for Proposals (RFP) and assisted with vendor meetings and walkthroughs. County Information Technology Department has reviewed the Agreement.

FINANCING:

This agreement is at no cost to the County General Fund. All revenue generated by this contract will go into the Inmate Welfare Fund (IWF), and subsequently used for inmate welfare programs, and to pay Smart Communications Holding, Inc. for the services. These funds are not used for general operational expenses of the Jail.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Mark a check to the related Board of Supervisors Strategic Initiatives

Economic Development

Administration

Health & Human Services

Infrastructure

Public Safety

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Approved by: Tina Nieto, Sheriff/Coroner, Extension #3750

Attachments:

Board Report

Standard Agreement

Exhibit A_Scope of Work

Exhibit B_Service Level Agreement

RFP#10881

Addendum 1 & 2

Smart Communication (redacted) response to RFP