



# County of Monterey

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

## Board Report

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**File #: 16-1327, Version: 1**

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- a. Approve and authorize the Contracts/Purchasing Officer or the Contracts/Purchasing Supervisor to sign a three year Professional Services Agreement with TelMate, Inc., based on County's Request for Proposals (RFP) No. 10537-Providing Inmate/Ward Telephone Services for the Monterey County Sheriff's Office and Probation Department; and
- b. Authorize the Contracts/Purchasing Officer or the Contracts/Purchasing Supervisor to execute up to two (2) additional one-year extensions where the extensions do not significantly change the scope of services.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Contracts/Purchasing Officer or the Contracts/Purchasing Supervisor to sign a three year Professional Services Agreement with TelMate, Inc., based on County's Request for Proposals (RFP) #10537-Providing Inmate/Ward Telephone Services for the Monterey County Sheriff's Office and Probation Department; and
- b. Authorize the Contracts/Purchasing Officer or the Contracts/Purchasing Supervisor to execute up to two (2) additional one-year extensions where the extensions do not significantly change the scope of services.

### DISCUSSION:

The Sheriff's Office (MCSO) and Probation Department (Probation) presently have a common vendor for inmate/ward telephone systems. An RFP was created to explore new options for inmate/ward communication with their families and community. MCSO and Probation realize the value of keeping families in communication with incarcerated family members and pursued a review of options available to support this communication.

The RFP #10537- Providing Inmate/Ward Telephone Services for the Monterey County Sheriff's Office and Probation Department, required vendors to supply a "no cost to the County", turnkey, leave-behind solution for Probation and MCSO. 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 as requested by MCSO and Probation and was required to interface with the MCSO commissary and Jail inmate systems and the Probation information systems. TelMate, Inc. was chosen as the highest ranked vendor of the proposals received, based on the evaluation standards contained within the RFP. The initial term of the Agreement spans from the date of execution through and including three (3) years, with the option to extend it for two (2) additional one (1) year periods.

The Federal Communications Commission (FCC) has recently revised regulations regarding charges for telephone calls to inmates/wards and their families. These changes reduce the costs for inmates/wards and their families, but may reduce the funding generated from any inmate/ward telephone contract.

County Information Technology has reviewed this contract, and met with the vendor once in person and via telephone. They have added their comments in written format, and MCSO has attached them to this board report. This RFP has rather specific wording regarding when deliverables, such as drawings, are due from the vendor, and because this was a RFP process, the County is bound by the terms published in the RFP. These terms are spelled out in Section 2.15.7, which states all items are due upon effective date of agreement, not prior to contract signing.

Telmate has provided a list of equipment and the one subcontractor being used, Johnson Electric, is a vendor used in many county projects. MCSO shares Information Technology's concern about concurrent technology projects ongoing at the Jail; some are the result of legal actions and must be complied with. MCSO will work with County IT to reach an effective solution for all vendors and networks to share the limited space available at the Jail and to appropriately allocate and share bandwidth within the facility.

#### OTHER AGENCY INVOLVEMENT:

County Counsel has approved the agreement as to legal form, and the Auditor-Controller has reviewed for fiscal provisions. Information Technology has reviewed the contract and offered input and will assist MCSO with installation oversight. Contracts/Purchasing prepared the Request for Proposals, a rough draft of the contract and assisted with vendor meetings and walkthroughs. The Probation Department is a partner in this agreement and has been involved in all demonstrations, negotiation sessions and final contract language determination.

#### FINANCING-Monterey County Sheriff's Office

MCSO places all funds generated by this contract into the Inmate Welfare Fund (IWF), where they are used for inmate welfare programs. These funds are not used for general operational expenses of the Jail.

The FCC ruling and rate changes affect all inmate telephone system contracts, new or existing. The effect will probably be more pronounced in FY 2017-18, after a full year of system operation at the new revenue levels. In FY 2016-17, MCSO budgeted \$490,000 in revenue from the existing telephone contract and the projected income difference due to the FCC changes is unknown at this time.

#### FINANCING- Probation Department

Probation will place all funds generated by this agreement into the Juvenile Ward fund, with utilization of these funds for the benefit of juvenile wards according to code. The funding difference due to the FCC changes is unknown at this time.

Prepared by: Nina Ryan, Management Analyst II ext. 3708  
Approved by: Steve Bernal, Sheriff/Coroner ext. 3725  
Approved by: Marcia Parsons, Chief Probation Officer ext. 3913

Attachments: Professional Services Agreement, County Of Monterey and TelMate, LLC. , based  
On RFP #10537-Providing Inmate/Ward Telephone Services for the Monterey County Sheriff's  
Office and Probation Department

#### County Information Technology Statement

