



County of San Mateo

Inter-Departmental Correspondence

Department: SHERIFF

File #: 21-733

Board Meeting Date: 9/14/2021

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Carlos G. Bolanos, Sheriff
Subject: Agreement with Smart Communications Holding, Inc.

RECOMMENDATION:

Adopt a resolution authorizing:

- A) The President of the Board to execute an agreement with Smart Communications Holding, Inc. for the provision of inmate tablet and video visitation services, and mail services for the Maguire Correctional Facility and the Maple Street Correctional Center for a three-year period beginning September 1, 2021 through August 31, 2024, with the option to extend for two years through August 31, 2026; and
- B) The Sheriff or Sheriff's designee to exercise the contractual option at the Sheriff's discretion and execute contract amendments which modify the contract term and/or services so long as the modified term or service is/are within the current or revised fiscal provisions.

BACKGROUND:

In May 2020, the Sheriff's Office ceased all in person visits within its correctional facilities as a measure to mitigate the risks presented by the Covid-19 pandemic. The closure of in-person visits combined with the County's shelter in place order resulted in the urgent need for video visitation services within the County's correctional facilities. The Sheriff's Office subsequently entered into an emergency one year agreement with Smart Communications Holding, Inc. for the provision of inmate video visitation services. In order to allow sufficient time for the Sheriff's Office to conduct a Request for Proposals (RFP), the agreement for video visitation services was extended for 60 days and will expire on August 31, 2021.

DISCUSSION:

In April 2021, the Sheriff's Office issued an RFP for inmate tablet and video visitation services. Three (3) proposals were received and evaluated based on the following criteria:

- Technical Specifications, Systems and Operational Requirements

- Rate Structure
- On-Going Service and Support Requirements
- Organizational Capacity and Experience
- Clarity and Completeness of Response
- Installation Requirements
- Value Added

Based on the evaluations, the RFP committee selected Smart Communications Holding, Inc. as the best qualified company to provide inmate tablet and video visitation services for the County.

Under the three-year agreement, Smart Communications will provide inmate tablet and video visitation services at no cost to the County. Additionally, it will provide its patented MailGuard™ Postal Mail Elimination System service which will further enhance safety and efficiency within the County's correctional facilities. Smart Communications services include two (2) free 45-minute video visitations per week per inmate; two (2) free electronic messages per week per inmate; and free access to a wide variety of media content including basic entertainment content, eBooks, a digital law library, educational content, employment resources, religious services, and commissary services. This ensures all inmates will have the ability to communicate with their family and friends as well as access to enriching media content regardless of their financial situation. Video visitation, electronic messaging, and media streaming services exceeding that which is provided for free will be offered at flat rates of \$0.05 per minute, \$0.50 per message, and \$0.01 per minute respectively.

The agreement and resolution have been reviewed and approved by County Counsel as to form.

FISCAL IMPACT:

The proposed agreement with Smart Communications Holding, Inc. will be for a three-year term commencing September 1, 2021 through August 31, 2024, with the option to extend for two years through August 31, 2026. This agreement is cost neutral. There is no Net County Cost associated with this service and no revenue is generated.