



County of San Mateo

Inter-Departmental Correspondence

Department: SHERIFF

File #: 18-375

Board Meeting Date: 5/8/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Carlos G. Bolanos, Sheriff

Subject: Agreement to enter into a three-year contract with IC Solutions to provide inmate telephone services to Maguire Correctional Facility and the Maple Street Correctional Center.

RECOMMENDATION:

Adopt a resolution authorizing an agreement with IC Solutions to provide and maintain inmate telephone services for the Maguire Correctional Facility and the Maple Street Correctional Center for a three year period beginning July 1, 2018 through June 30, 2021.

BACKGROUND:

Inmate telephone services for the County's two adult correctional facilities operated by the Sheriff's Office are currently provided by an outside vendor. The use of a vendor allows the Sheriff's Office to provide inmate telephone service while minimizing staff time for system maintenance and administration. The current 5-year inmate telephone service contract is set to expire in May 2018.

The use of an outside vendor is the most efficient way of delivering telephone service to the inmate population. The Sheriff's Office therefore sought proposals for the installation, programming, and maintenance of an inmate telephone system to continue to provide this service under contract. The Sheriff's Office requested a system that would provide reliable and cost-effective service to the San Mateo County inmate population, while allowing the Sheriff's Office to manage and report on inmate telephone usage.

Historically, the contracted inmate telephone service provider paid the Sheriff's Office an annual commission which was placed in the Inmate Welfare Trust Fund and used for inmate programming and services. The new service agreement does not include these commissions.

DISCUSSION:

Seven (7) proposals for inmate telephone services 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

After a panel review of the proposals and finalist presentations by the vendors, the committee selected IC Solutions as the company that best met the established criteria. The rate for all calls in the United States under this new contract will be \$0.045 per minute.

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

Approving this contract contributes to the County’s Shared Vision 2025 Outcome of a Healthy Community by ensuring that communication between inmates and their families, attorneys, and/or others continue without interruption.

PERFORMANCE MEASURES:

Measures	FY 2018-19 Projected
Interruptions involving 30% or more of system, housing unit phones become non-functional.	8 hour required resolution time
Service interruptions affecting 25% of inmates housed in a single unit.	24 hour required resolution time

FISCAL IMPACT:

This agreement is cost neutral. There is no Net County Cost associated with this service and no revenue is generated.