



County of San Mateo

Inter-Departmental Correspondence

Department: SHERIFF

File #: 21-734

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 Inmate Calling Solutions, Inc.

RECOMMENDATION:

Adopt a resolution authorizing:

- A) The President of the Board to execute an agreement with Inmate Calling Solutions, Inc. (IC Solutions) for the provision of inmate telephone 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:

Inmate telephone services for the County's two adult correctional facilities operated by the Sheriff's Office are currently provided by an outside vendor. Contracting out for these services is the most efficient way of delivering telephone services to the inmate population as it minimizes the staff time needed for system maintenance and administration and is provided to the County at no cost. The current three-year inmate telephone services contract is set to expire on September 1, 2021.

DISCUSSION:

In April 2021, the Sheriff's Office issued a Request for Proposals for inmate telephone services. Three (3) proposals were received and evaluated by an RFP committee 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 IC Solutions as the best qualified company to provide inmate telephone services for the County.

IC Solutions will provide a fully operational, secure, and reliable inmate telephone system within the Maguire Correctional Facility and Maple Street Correctional Center at no cost to the County. All costs associated with providing inmate telephone services will be the responsibility of IC Solutions including, but not limited to, equipment, installation, connectivity, software, storage, maintenance, and any other services necessary to furnish and maintain a fully functional inmate telephone system within the County's correctional facilities. The rate for all calls in the United States under this new contract will be \$0.019 per minute.

The primary objective of the services provided by IC Solutions is to give inmates the ability to communicate with family, friends, attorneys, and the community, while also limiting the use of telephones for illegal activity using state of the art technology.

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

FISCAL IMPACT:

The proposed agreement with Inmate Calling Solutions 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.