




**BOARD OF SUPERVISORS  
AGENDA LETTER**

**Agenda Number:**

**Clerk of the Board of Supervisors**  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

Submitted on:  
(COB Stamp)

**Department Name:** Sheriff  
**Department No.:** 032  
**Agenda Date:** April 7, 2026  
**Placement:** Administrative Agenda  
**Estimated Time:** N/A  
**Continued Item:** No  
**If Yes, date from:** N/A  
**Vote Required:** Majority

**TO:** Board of Supervisors  
**FROM:** Department Director: Sheriff Bill Brown, Sheriff-Coroner   
Contact: Lieutenant Guillermo Ramirez  
**SUBJECT:** Service Agreement with Aramark LLC, for Inmate Commissary Services for Fiscal Year 2026-28

**County Counsel Concurrence**

As to form: Yes

**Other Concurrence:** Risk Management

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- a) Approve, ratify, and authorize the Chair to execute the Agreement with Aramark, LLC to provide commissary services at Sheriff’s Office Correctional Facilities for a period effective January 1, 2026, through December 31, 2028, with the option of (2) one-year extensions, for a total contract amount not to exceed \$7,000,000.00 over the initial (3) year term; and
- b) Determine that the activity is not a “Project” subject to California Environmental Quality Act (CEQA) review per CEQA Guideline Section 15378(b)(5), since the activity is an organizational or administrative activity of government that will not result in direct or indirect physical changes in the environment.

**Summary Text:**

This item is before the Board to approve the contract with Aramark Correctional Services LLC, to provide Commissary Services into County’s Correctional facilities. On June 2025, the Sheriff’s Office in cooperation with County Purchasing, released a Request for Proposal (RFP# 9180001) for a new commissary contract to provide inmate commissary services into Sheriff’s Office facilities located at the Northern Branch Jail in Santa Maria and at the Main Jail in Santa Barbara. On November 5, 2025,

a reviewing panel from the Sheriff's Office selected Aramark as the new vendor for inmate Commissary. This agreement will be for a period of three years, with the option of two one-year extensions.

**Discussion:**

The proposed agreement ensures continued commissary services within the Sheriff's Office correctional facilities and supports efficient daily operations. By contracting these services, the vendor manages ordering, inventory, packaging, and distribution, allowing custody and professional staff to focus on safety and security responsibilities.

The commissary system provides a controlled and accountable process for distributing approved items to the incarcerated population. Automated ordering and tracking improve financial oversight, reduce manual workload, and support compliance with auditing standards. Reliable commissary services also promote facility stability by providing regulated access to hygiene and supplemental items, which supports orderly housing unit operations. Approval of this agreement will prevent service disruption and avoid operational strain on Sheriff's Office staff.

Revenue generated under this agreement is deposited into the Inmate Welfare Fund (Fund 0075). In accordance with California Penal Code §4025, these funds are used primarily for the benefit, education, and welfare of incarcerated individuals. For example, the Sheriff's Treatment Program, which offers evidence-based services such as cognitive behavioral therapy, substance use disorder treatment, relapse prevention, and trauma-informed counseling, is partially supported by the Inmate Welfare Fund. The Sheriff's Office reconciles revenue with the vendor on a monthly basis in accordance with Penal Code §4025(d). Penal Code §4025 further requires that the Board receive and file information pertaining to the Inmate Welfare Fund annually. The most recent Inmate Welfare Fund annual report was received and filed by your Board in September 2025, and SBSO anticipates the next report will be filed in September 2026.

**Background:**

The Sheriff's Office, Custody Support Division, Resources Unit has provided oversight for inmate commissary services for many years. Vendors who are contracted to provide commissary services for incarcerated individuals in the County of Santa Barbara must provide adequate staffing, commissary order placement and timely delivery of the products. Commissary services play a crucial role in the proper management of incarcerated individuals by providing access to items that can improve quality of life, such as snacks, better hygiene products, and other personal care items. Having the ability to choose and buy items helps mimic the outside world's consumer choices and can contribute to a sense of normalcy among inmates. Commissary services provide a wider variety of food options, allowing inmates to supplement their diet with items that are not provided in the standard meals. Access to commissary privileges can also be used as an incentive for good behavior within the jail system, encouraging inmates to follow rules and regulations. Overall, commissary services contribute to the overall well-being of inmates and help maintain a more manageable and humane environment within County's correctional facilities.

The proposal to RFP # 9180001 submitted by Aramark Correctional Services LLC emphasizes several anticipated upgrades compared to the previous vendor. Aramark Correctional Services LLC intends to upgrade Commissary Services by providing competitive menu prices, by implementing new ways to generate revenue, by implementation of new technology, and by maintaining reasonable profit margins. Aramark offers a diverse range of name brand items at various price points to ensure all

inmates have the opportunity to make purchases. Their menu is designed to be competitively priced in line with local markets in Santa Barbara County.

The integration of core banking capabilities will streamline cashless payments, receipts, reporting, and record keeping. Electronic signature capture is another technological advancement designed to track deliveries, promote accountability, accurate record keeping, and minimize grievances. Aramark also offers compatibility and easy access to other technology partners such as ViaPath Technologies, the vendor who provides phone and tablet access to incarcerated people. Furthermore, the Compatibility and easy access with ATIMS, the Jail Management System, will allow for a smooth transaction process and maintenance of Inmate Custodial Accounts. The interconnectivity with these other vendors is done through a dedicated transition team which will ensure minimal disruption to the commissary services. Beyond operations, Aramark Commissary Services LLC is offering vocational training for incarcerated persons in the county jails.

Aramark offers a GoCart delivery system which, once implemented, will enable inmates to purchase commissary items in real time directly from the cart within their housing units. In addition, Aramark offers an IN2WORK vocational training program which provides incarcerated individuals with valuable skills in customer service, packaging, and record keeping. Through classroom instruction and hands-on work experience in areas such as culinary arts, food service, and warehouse operations, participants gain practical job skills, earn certifications, and develop workplace readiness. This includes teamwork, communication, and accountability to support post-release employment for a successful reentry. The Sheriff Office is working with Aramark staff on the best way to integrate these offerings into the commissary experience.

Based on the proposal and the agreement, Aramark will provide a 34% commission on all products sold in person, or online, with a one-time \$35,000.00 sign in bonus, and thirty Industrial Strength Microwaves at no cost to the county. Notwithstanding the commission, Aramark is offering a minimum annual guarantee of \$542,000.00. This is a revenue generating contract. All revenues generated from the purchase of inmate commissary are deposited into the Inmate Welfare Fund. The money deposited into this fund must be expended by the Sheriff's Office primarily for the benefit, education, and welfare of the inmates confined within the jail facilities. In accordance with California Penal Code Section 4025 (d), the Sheriff's Office Inmate Welfare Fund reconciles with the vendor monthly and records their portion of revenue. Inmate commissary revenues represent approximately 50% of the revenues deposited into the Inmate Welfare fund.

**Performance Measure:**

The Sheriff's Office regularly monitors the performance of Inmate Commissary Services, making sure that incarcerated persons receive the same level of service as dictated in the agreement. Also ensuring that the menu prices and profit margins are reasonable and within allotted parameters of the agreement and competitively priced in-line with local markets in Santa Barbara County. Furthermore, commissary operation will be closely monitored to ensure the following.

- Aramark Corrections Services LLC will maintain a 90% Delivery Schedule, guaranteeing that 90% of all scheduled orders on time and as ordered, with no more than 10% experiencing delays, shortages, or discrepancies in human errors.
- Provide a response to the grievances submitted within 5 days of the initial grievance.
- Offer steady updates of the menus throughout the year.
- Maintain a 100% transparency in billing and any other financial obligations.
- Screen and employ qualified staff who meet all background requirements.

- Minimize Wi-Fi outages and avoid service disruptions by implementing proactive network monitoring, performing routine maintenance to maintain connectivity, and coordinating closely with facility IT staff to quickly identify and resolve issues. Provide on time notifications for any delivery schedule change, delays, and/or inability to procure products dictated in the menu or agreement.

The Lieutenant assigned to the Resources Bureau will regularly monitor the delivery schedules, grievances, product suitability, and ensure product safety as dictated in the Title-15 guidelines.

**Contract Risk:**

Contract risks are low; the contract agreement contains an indemnification clause. As this contract is primarily a revenue contract, the consequences of contract failure would be that the Sheriff’s Office would have to terminate the contract and select another vendor for inmate commissary services. The agreement contains the County’s standard termination clause and suspension for convenience clause. The vendor has conducted business for more than twenty years and is a large vendor who provides commissary services.

**Fiscal Analysis:**

The Sheriff’s Office estimated commissary purchases by incarcerated persons for calendar year January 1, 2026, through December 31, 2028, is based on historical usage. The costs associated with commissary purchases are paid by incarcerated persons with amounts available within their custodial accounts. Following the acceptance of a purchase, the Sheriff’s Office transfers funds from the incarcerated person’s custodial account to the Inmate Welfare Fund. Monthly, the Contractor invoices the County for commissary purchases and payment is forwarded from the Inmate Welfare Fund to the Contractor for items purchased, minus a 34% commission that is retained by the County.

This is a revenue generating contract where commissions pay for the vendor’s services. No additional funds are needed to pay for the contract and there is no impact to the General Fund.

<b>Funding Source</b>	<b>Calendar year 01/01/26-12/31/26</b>	<b>Calendar year 01/01/27-12/31/27</b>	<b>Calendar year 01/01/28-12/31/28</b>	<b>Total</b>
General Fund				
State				
Federal				
Fees				
[Other Source]	\$2,250,000.00	\$2,250,000.00	\$2,250,000.00	\$6,750,000.00
<b>Total Est.</b>	<b>\$2,250,000.00</b>	<b>\$2,250,000.00</b>	<b>\$2,250,000.00</b>	<b>\$6,750,000.00</b>

\*This is the contractual not-to-exceed amount. Actual amounts paid to Aramark will be equal to 66% of the net revenue. The Board action authorizes a not-to-exceed amount of \$7,000,000, while the fiscal analysis reflects the current estimated commissary cost of \$6,750,000; the remaining balance provides contingency within the authorized limit.

**Special Instructions:**

Clerk of the Board: Please send two (2) copies of the official executed agreement and two (2) copies of the Minute Orders to the Sheriff's Office, Attention CFO Hope Vasquez, and Lieutenant Guillermo Ramirez.

**Attachments:**

**Attachment A** – Agreement with Aramark LLC

**Attachment B** – Mandatory requirements of Inmate Commissary Services with Aramark LLC

**Attachment C** – Contract Summary

**Attachment D** – Certification of Insurance

**Contact Information:**

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Hope Vasquez, CFO, Sheriff's Office, [hmv3606@sbsheriff.org](mailto:hmv3606@sbsheriff.org)