



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

**Department Name:** Sheriff  
**Department No.:** 032  
**For Agenda Of:** February 02, 2016  
**Placement:** Administrative  
**Estimated Tme:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors  
**FROM:** Sheriff's Office Bill Brown (Ext. 4290)  
Contact Info: Lieutenant Tim McWilliams (Ext. 4047)

**SUBJECT:** Inmate Calling Solutions Contract for Inmate Telephone Services

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**County Counsel Concurrence**

As to form: Yes

Other Concurrence:

As to form: Risk

**Auditor-Controller Concurrence**

As to form: Yes

**Recommended Actions:**

- a) That the Board of Supervisors approve and authorize the Chair to enter into a contract on behalf of the County of Santa Barbara with Inmate Calling Solutions (ICSolutions) for the period effective from December 06, 2015 to December 05, 2018, with the option of two one-year extensions for inmate telephone services.
- b) Find that the proposed actions do not constitute a "Project" within the meaning of the California Environmental Quality Act (CEQA), pursuant to 14 CCR 15378(b)(5), in that they are government administrative activities that will not result in direct or indirect changes to the environment.

**Summary Text:**

This is a revenue contract, whereby ICSolutions installs, maintains and collects revenue from the use of telephones in County Custody Facilities. The Sheriff's Office receives a commission on the sales of inmate telephone services, which is placed into the Inmate Welfare Fund (Fund 0075) for the benefit of inmates. ICSolutions is our current vendor and this contract will extend their current service, albeit under different terms.

**Background:**

The Sheriff's Office, Custody Division has maintained inmate telephone privileges for many years. Vendors contracted to provide telephone services for persons incarcerated in the County Jail, must

provide all inside wiring for the inmate telephones and install the inmate telephones, the related hardware and software/firmware to enable inmate to make auto-collect local and long distance, prepaid local and long distance, and/or debit local, long distance and international calls. The vendor collects the revenue from the sales of prepaid cards and the use of the telephone system. The Sheriff's Office receives a commission on the sales incurred, which is placed into the Inmate Welfare Fund (Fund 0075). The money deposited in the Inmate Welfare Fund must be expended by the Sheriff primarily for the benefit, education and welfare of the inmates confined within the jail. An example of this is the Sheriff's Treatment Program, which is entirely funded through the Inmate Welfare Fund.

On April 27, 2015, the Santa Barbara County Sheriff's Office, in coordination with our inmate telephone services consultant, Praeses, LLC, distributed a Request for Proposal (RFP) for qualified, experienced vendors who could provide reliable, cost effective inmate telephone services.

Four vendors submitted responses to the RFP. Each of the proposals were evaluated by an evaluation team with the top three vendors invited to present a two hour demonstration of their services. After the demonstrations, the Sheriff's Office and our RFP consultant asked for best and final offers (BAFO) from the three remaining vendors. The evaluation team studied all BAFO's, rated each and those scores were added to all previous vendor ratings.

The evaluation team identified ICSolutions as the vendor that met the requirements of the RFP and provided the best service and value to the Sheriff's Office and upon award of the contract will adjust to the new lower calling rates.

A significant factor in our consideration of an inmate telephone services vendor was the proposed federal action involving inmate telephone services taken by the Federal Communications Commission last year. On October 26, 2015, the Federal Communications Commission made a proposed ruling regarding the rates for calls made from jails and prisons. Their ruling may become effective 160 days after being published. The new rates are a significant reduction in cost to the inmate and limit fees associated with calls. This contract meets those proposed, mandated rates.

Under this contract, the vendor will be responsible for providing, maintaining and operating all necessary equipment, as well as collecting and distributing fees for services.

**Performance Measure:**

**Fiscal and Facilities Impacts:**

Budgeted: Yes

**Fiscal Analysis:**

This is a revenue generating contract only. The Sheriff's Office Inmate Welfare Fund receives a portion of the revenue generated by the calls made by the inmates. Since this contract implements a new rating structure, the Annual revenues to the Inmate Welfare Fund are estimated to be between \$200,000 and \$240,000 per year. This is approximately a 60% decrease from previous years and will constitute about 50% of the revenue for the Inmate Welfare Fund. This is a non-General Fund account, but loss of funds due to the FCC rule change could cause a need for replacement funds. The reserves realized from FY 14/15 will help off-set the decreased revenue for the current fiscal year. Furthermore, the lower telephone rate may spur increased call volume and ultimately an increase in revenue from this estimate.

**Special Instructions:**

Clerk of the Board, Please send an executed copy of the contract to the Sheriff's Office, Attention Tim McWilliams

**Attachments:**

Original Contract

**Authored by:**

Tim McWilliams, Custody Lieutenant  
Santa Barbara County Sheriff's Office  
Custody Support Division

**cc:**