



**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: September 23, 2025
Placement: Administrative Agenda
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: Department Director: Bill Brown, Sheriff-Coroner
Contact: Selim Celmeta, Custody Lieutenant
SUBJECT: Third Amendment with Telmate LLC for Inmate Communication Services

County Counsel Concurrence

As to form: Yes

Other Concurrence: Purchasing

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 a Third Amendment to an Agreement with Telmate LLC to continue providing inmate communication services at Sheriff's Office facilities for a period effective from September 1, 2025 through December 31, 2025, with no other changes to the contract terms; and
- b) Determine that the activity is not a "Project" subject to California Environmental Quality Act (CEQA) review per CEQA Guideline Sections 15378(b)(4) and 15378(b)(5), since the activity is an organizational or administrative activity of government and governmental fiscal activities or funding mechanisms that will not result in direct or indirect physical changes in the environment and which do not involve any commitment to any specific project which may result in a potentially significant impact on the environment.

Summary Text:

This item is before your Board to request to extend the Sheriff's Office existing contract with Telmate LLC (Telmate) by four months, to provide additional time for the Sheriff's Office to select a new vendor through the formal bid process. Telmate provides inmate communications services within the County jail facilities.

Discussion:

Telmate, a wholly owned subsidiary of Global Tel*Link (GTEL), currently provides inmate communication services for the Sheriff's Office. Telmate facilitates inmate communications services and associated account funding including inmate telephones, a friends and family web-based account portal, an inmate telephone web-based platform with Sheriff's Office access to call data, reports, and recordings, inmate video visitation at Northern Branch Jail, and correctional-grade inmate tablets at both the Main Jail and Northern Branch Jail. The most recent contract with Telmate expired on August 31, 2025. This four-month extension (Attachment D) is requested to allow additional time for completion of the request for proposals (RFP) process. The Sheriff's Office and General Services Purchasing issued an RFP for inmate communication services in May 2025 with a deadline for proposals in June 2025. The Sheriff's Office is in the process of evaluating proposal responses and expects to begin contract negotiations with the selected vendor in September 2025. Due to the complex nature and scope of this project, which requires the potential replacement of all inmate telephones (over 300) and infrastructure, the Sheriff's Office anticipates returning to your Board with a new contract in October 2025, with an implementation date of January 1, 2026.

Background:

On September 28, 2018, the Sheriff's Office entered into an agreement (Attachment A) with Telmate to provide inmate communications services for the County's jail facilities.

On September 1, 2021, the Sheriff's Office and Telmate entered into a first amendment (Attachment B) extending the contract by two years through August 30, 2023. At that time, the Sheriff's Office negotiated with Telmate for implementing correctional-grade tablets at no cost to the Sheriff's Office.

On May 1, 2023, Telmate began implementation of tablets in both County jails; this project was completed in June 2023. Use of electronic tablets in the jail facilities has proven to be a very effective tool for the inmate population, by allowing incarcerated individuals to maintain their family and social ties and participate in educational offerings and entertainment offerings while incarcerated. These activities are crucial for inmates' well-being, reducing feelings of isolation and increasing chances of successful reintegration into society.

On September 19, 2023, the Sheriff's Office and Telmate entered into a second amendment (Attachment C) extending the contract by two years through August 31, 2025.

In coordination with County Purchasing, the Sheriff's Office issued an RFP for Inmate Communication Services on May 18, 2025. Due to the time required to complete the review process, the Sheriff's Office is now requesting a third contract extension (Attachment D) for an additional four months, until the RFP process is finalized and a new agreement is executed.

Performance Measure:

Telmate provides essential telecommunications services to the incarcerated population within jail facilities. The most essential measure of their performance is relative to maintaining equipment that functions effectively for the population, minimizing telephone and tablet outages and ensuring that they provide appropriate responses and troubleshooting should an outage occur. During the period of the contract, Telmate has provided service responses to outages in compliance with the service escalation matrix within the agreement. Telephone and internet outages have occurred rarely and for short durations of time, allowing inmates to utilize the service consistently.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Santa Barbara County Four Months Summary of Anticipated Revenue		
	Main Jail and North Branch Jail	TOTAL
Estimated Commission on Inmate Communications Services	\$60,000.00	\$60,000.00
Total		\$60,000.00

This is a revenue generating contract only, and the Sheriff's Office's Inmate Welfare Fund receives a portion of the revenue generated by services offered. For this proposed amendment, there is no fiscal impact as the County's portion of the revenue remains the same. In addition to the phone service, Telmate provides one-on-one tablets for inmates, which enable them to connect with their family, friends, and corrections staff. Tablets also grant access to educational resources, entertainment, and other support services, significantly improving inmates' quality of life within correctional facilities.

Inmates, as well as their friends and family, can purchase telephone and entertainment services directly from approved vendors or through the contracted commissary provider. Each inmate has an institutional account where funds can be deposited under their name to cover the cost of goods and services. When inmates make purchases, payments are transferred from their institutional accounts to the vendor by the Sheriff's Office. For those without funds in their custodial accounts, a variety of apps such as FM radio, the Edovo education platform, commissary access, e-books, religious materials, dictionaries, calculators, and games like sudoku and crossword puzzles are available free of charge. In compliance with California Penal Code Section 4025(d), the Sheriff's Office Inmate Welfare Fund conducts monthly reconciliations with the vendor and records their portion of the revenue.

Funds generated from this agreement are deposited into the Inmate Welfare Fund (Fund 0075). The revenue deposited into the Inmate Welfare Fund is statutorily required to be expended by the Sheriff's Office primarily for the benefit, education and welfare of the inmates confined within the jail, pursuant to California Penal Code §4025(e). An example of this is the Sheriff's Treatment Program, which is partially funded through the Inmate Welfare Fund.

Special Instructions:

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

Attachments:

Attachment A: Original Agreement with Telmate;

Attachment B: First Amendment for Service of Agreement with Independent Contractor;

Attachment C: Second Amendment for Service of Agreement with Independent Contractor;

Attachment D: Third Amendment for Service of Agreement with Independent Contractor

Contact Information:

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