



City of Santa Ana
20 Civic Center Plaza, Santa Ana, CA 92701
Staff Report
September 20, 2022

TOPIC: Santa Ana Jail Inmate Communication and Digital Services

AGENDA TITLE:

Approve Agreement with Smart Communications Holdings, Inc. to Provide Inmate Communication and Digital Services (Non-General Fund)

RECOMMENDED ACTION

Authorize the City Manager to execute an agreement with Smart Communications Holdings, Inc. to provide inmate communication and digital services to the Santa Ana Jail for a five-year period, from November 1, 2022 through October 31, 2027, with an option for two, one-year extensions, in the amount of \$650,000, subject to non-substantive changes approved by the City Manager and City Attorney.

DISCUSSION

The State of California Board of State and Community Corrections requires all jails and correctional facilities within the state to provide reasonable access to a telephone beyond those calls which are required by Section 851.5 of the Penal Code. The Federal inmate housing agreements entered into by the City also require inmate access to telephones. Industry standards are increasingly leveraging technology to expand opportunities for inmate communication with friends and family through text and video platforms. The adoption of a tablet-based digital device network will markedly expand the City's ability to deliver communication, educational, religious, and entertainment content to persons who are incarcerated.

On March 23, 2022 the Police Department issued a request for proposals (RFP #22-049) for inmate communications and digital services. On April 19, 2022 a pre-proposal conference was conducted, and on May 20, 2022 the City received proposals from five firms, of which four were responsive. An evaluation committee reviewed and rated the proposals for the following criteria:

- Company/Team Experience (15%)
- Financial Proposal (30%)
- Proposed Solution (35%)
- Overall Benefit to the City (20%)

The results of the RFP evaluation are as follows:

Proposer	Location	Score
Smart Communications	Seminole, FL	383
Inmate Calling Solutions	San Antonio, TX	364
NCIC	Longview, TX	335
ViaPath Technologies	Falls Church, VA	309
400 Points Possible		

Smart Communications received the highest score as the most comprehensive solution. Their proposal specifies the lowest overall telephone calling rates at \$0.07 per minute across all call types: local, long distance, and international. Smart Communications' proposed video visitation rate of \$0.15 per minute is 40 percent less than each of the other proposers, and the paid entertainment content rate of \$0.01 per minute is 80 percent less than other proposals containing paid content.

The five-year term specified in the City's RFP and this agreement was designed to deliver the best possible final product at the lowest possible cost to both the City and persons incarcerated. Implementation of this project requires significant infrastructure improvements to the Jail facility, including network servers and other related hardware, Wi-Fi access points, installation of new conduits and facility-wide cabling, and as many as 400 tablet devices. Smart Communications' proposal assigns 100 percent of these costs to the vendor, while also delivering services at the lowest overall cost to the inmate population.

Smart Communications' proposal provides for significant no-charge entertainment content, as well as weekly no-charge telephone calling, video visitation, and messaging allotments for all persons incarcerated. The proposal also includes outstanding educational programming opportunities, incorporating full-suite courses from publishers including Khan Academy and i-Pathways. Smart Communications' educational software also supports the ability for our local education partner, Santa Ana College, to upload full courses including text content, video and multimedia content, and test and quizzes for delivery on-demand. All educational, legal, and religious content is provided without cost of any kind.

The inmates housed in the Santa Ana Jail pay for calls beyond mandated allowances and any applicable fees or additional services. Therefore, the City does not anticipate any expenses to be incurred during the period of this agreement. The agreement includes provisions for the inmate communication services provider to pay the City a percentage of inmate gross billable revenue.

Revenues from this agreement are estimated at \$130,000 annually, based on average telephone usage for calendar years 2019 and 2020 and anticipated digital content engagement. This revenue is composed of the following:

- 60% of gross billed telephone revenue
- 50% of digital content purchases

The total anticipated revenue over the five-year term of the agreement is \$650,000.

ENVIRONMENTAL IMPACT

There is no environmental impact associated with this action.

FISCAL IMPACT

Revenues from this agreement will be deposited in the Jail Inmate Welfare Fund, Inmate Recovery account (no. 02314002-57403). Revenue estimates by fiscal year are as follows:

Fiscal Year	Accounting Unit – Account No.	Fund Description	Accounting Unit – Account No. Description	Amount
FY 22-23	02314002-57403	Inmate Welfare Fund	Inmate Welfare Fund, Inmate Recovery	\$86,667
FY 23-24	02314002-57403	Inmate Welfare Fund	Inmate Welfare Fund, Inmate Recovery	\$130,000
FY 24-25	02314002-57403	Inmate Welfare Fund	Inmate Welfare Fund, Inmate Recovery	\$130,000
FY 25-26	02314002-57403	Inmate Welfare Fund	Inmate Welfare Fund, Inmate Recovery	\$130,000
FY 26-27	02314002-57403	Inmate Welfare Fund	Inmate Welfare Fund, Inmate Recovery	\$130,000
FY 27-28	02314002-57403	Inmate Welfare Fund	Inmate Welfare Fund, Inmate Recovery	\$ 43,333
Total				\$650,000

These funds will be included in each respective fiscal year budget for anticipated expenditures that benefit the inmates housed at the Santa Ana Jail.

EXHIBIT

1. Agreement with Smart Communications

Submitted By: David Valentin, Police Chief

Approved By: Kristine Ridge, City Manager