



JACKSON COUNTY

OFFICE OF THE SHERIFF

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Gary R. Schuette
Sheriff

Christopher A. Simpson
Undersheriff

TO: Public Safety & Transportation Committee
Board of Commissioners

FROM: Gary Schuette, Sheriff

SUBJECT: Corrections Telephone Contracts

DATE: November 1, 2021

Motion Requested

The Sheriff is requesting approval to accept a contract from Smart Communications for Corrections Telephone Systems.

I. Background

- A.** Jackson County Corrections Division provides services to all inmates of phone calls, video visitation, and inmate tablet access.
- B.** Providing Inmates with the above mentioned resources helps strengthen the penological interests of the Corrections Division.
- C.** The safety of Corrections Deputies and inmates are vital to the mission of the organization.
- D.** The telephonic services provided to inmate dramatically increases revenue to agency, while reducing costs to families.
- E.** The telephonic services keep the inmate in touch and current with family, clergy, attorney, and court proceedings/hearings and maintains the standard of due process.

II. Current Situation

- A.** The Jackson County jail has had a longstanding business agreement with Securus Technologies.
- B.** Securus has severed a long time account manager and the customer support of technical and tablet issues increased tremendously.
- C.** Tablets provided by Securus continually are unserviceable to the inmates, as they have connectivity issues, malfunctions, and unreliable after inmates have purchased service of the tablets.
- D.** Securus has let issues of technical support tickets linger for extended periods of times that video and tablets were down for six weeks before the ticket was answered and the problems addressed.
- E.** Inmates have voiced their frustration for services that were paid for but not delivered; reimbursements were inevitably granted but the equipment remained unserviceable.
- F.** Securus has offered a generous proposal but the two tier proposal has the County losing \$100,000 if we elect to have an on-site technician to fix the issues with their system that is always problematic
- G.** GTL submitted a fair proposal, their offer was the lowest revenue source of the three proposals. They offer complimentary systems that are up to date and efficient, but not cost effective from a revenue source.
- H.** Smart Communications offer a generous proposal that dramatically increase revenue to agency reducing cost to families
- I.** Smart Communications streamline internal operations throughout our agency and can migrate our jail system towards a true paperless and automated environment.
- J.** Smart Communications can drive the investigative intelligence capabilities of our agency on to an entirely new level, while eliminating 100% of all contraband and narcotics from entering our agency through conventional inmate postal and privileged mail (legal mail)
- K.** Smart Communications will provide each inmate one free 5 minute call per week
- L.** Smart Communications will provide AIS Tree for our agency at zero cost

M. Smart will deliver:

- a. \$156,215.42 more revenue annually, \$300,000 in total commissions
- b. \$468,646.25 more revenue over three (3) years, \$900,000 in total commissions
- c. \$781,077.09 more revenue over five (5) years, \$ 1.5 million in total commissions
- d. Smart Communications is offering a five year contract of \$300,000 per year with the first year paid up front.

III. Analysis

- A. Strategic:** Community Safety and policing is a priority within the County's Strategic plan. Providing new working equipment is essential to the daily duties of the Corrections Division.
- B. Financial:** The cost of this project is \$0.00 Smart Communications will inherit all startup costs and installation of all equipment needed.
- C. Legal:** In accordance with County policy, this project must be approved by the Board of Commissioners.
- D. Timing:** This project will take several months to complete while the current equipment continues to age but is operable until we implement the new vendor, therefore the Sheriff is requesting immediate approval.

IV. Alternative

- A.** The Board of Commissioners could delay the approval. The Jackson County Sheriff's Office administrators feels this is an urgent need. Any delay would be detrimental to the operations of the Sheriff's Office Jail facilities and to the safety of our inmates.
- B.** The Board of Commissioners could deny the request for approval. However, continuing with Securus Technologies is not cost effective from a revenue standpoint as well as more costly to the inmates that are housed in our jail

V. Recommendation

The Sheriff requests your approval to enter into a 5 year contract with Smart Communications.

November 1, 2021

Smart Comm. Contract

Attachments:

- STAFF REPORT
- ATTACHMENT SMART COMMUNICATIONS
- ATTACHMENT SECURUS TECHNOLOGIES
- ATTACHMENT GTL
- ATTACHMENT VENDOR ANALYSIS