



COMMISSIONERS COURT COMMUNICATION

REFERENCE NUMBER _____

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DATE: 08/06/2024

SUBJECT: **RFP NO. 2023-103 - ANNUAL CONTRACT FOR INMATE
COMMUNICATION SERVICES - SHERIFF'S OFFICE - SMART
COMMUNICATIONS HOLDING LLC**

COMMISSIONERS COURT ACTION REQUESTED

It is requested that the Commissioners Court approve contract termination for Smart Communications Holding LLC for RFP No. 2023-103, Annual Contract for Inmate Communication Services, grant permission to re-issue new RFP for this service.

BACKGROUND

On November 7, 2023, the Commissioners Court, through Court Order #142089, awarded RFP No. 2023-103, Annual Contract for Inmate Communication Services, for the Sheriff's Office, to Smart Communications Holdings LLC.

Ongoing performance deficiencies, persistent poor communication, and inadequate staffing to execute implementation has caused County stakeholders to lose confidence that Smart Communications Holding LLC will be able to fulfill its contractual obligation. To date, Smart Communications Holding LLC has installed all phones and tablet charging stations; however, no services have been provided.

Therefore, it is the joint recommendation of the Sheriff's Office, the Criminal District Attorney's Office, and Purchasing that the Commissioners Court approve contract termination of RFP No. 2023-103, Annual Contract for Inmate Communication Services, and grant permission to re-issue an RFP for this service.

FISCAL IMPACT

There is no fiscal impact associated with this item.

SUBMITTED BY:	Purchasing	PREPARED BY: APPROVED BY:	Elaine Johnson, CPPB Chris Lax, CPSM, CPSD, CPCP
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