



**TARRANT COUNTY PURCHASING DEPARTMENT**

100 E. Weatherford St. #303 • Fort Worth, TX 76196 • (817) 884-1414 • (817) 884-2629 (Fax)

Melissa Lee, C.P.M., A.P.P.  
Purchasing Agent

Chris Lax, CPSM, CPCP, CPSD  
Assistant Purchasing Agent

July 29, 2024

Jon Logan  
Smart Communications Holding LLC  
10491 72<sup>nd</sup> St.  
Seminole, FL 33777

RE: TARRANT COUNTY RFP 2023-103 – ANNUAL CONTRACT FOR INMATE COMMUNICATION SERVICES

Dear Mr. Logan:

This letter serves as official notice that the Tarrant County Purchasing Department is placing the termination of the above-referenced contract before the Commissioners Court's on August 6, 2024 because of Smart Communications' deficient performance since the contract commenced on November 7, 2023. There have been ongoing discussions to set up infrastructure to provide services under the contract, but your company's promises have not been fulfilled, and no services have yet been provided.

There have been persistent failures in the following areas:

- Poor, untimely communication
- Lack of adequate staffing for implementation
- Lack of training provided to jail staff
- Equipment deliveries late, to the wrong location, or not at all

All the above have contributed to significant delays in implementation. The Sheriff has lost confidence that your company will be able to fulfill the requirements of this contract.

We are willing to work with you to allow reasonable access so that you may de-install whatever infrastructure you have installed in County facilities. It will be necessary for Tarrant County to coordinate removal of telephone units that you have installed with installation of telephones from another vendor so that inmate phone service can continue without interruption. If necessary, Tarrant County may remove your phone units and store them safely until arrangements can be made for you to pick up your equipment.

Sincerely,

A handwritten signature in cursive script that reads "Elaine Johnson".

Elaine Johnson  
Senior Contracts Administrator