



SUPPLEMENTAL AGENDA ITEM AGENDA STAFF REPORT

Control: 26001655

MEETING DATE: 08/11/2026

LEGAL ENTITY TAKING ACTION: Board of Supervisors

BOARD OF SUPERVISORS DISTRICT(S): District 2 and District 3

SUBMITTING AGENCY/DEPARTMENT: Sheriff-Coroner

DEPARTMENT CONTACT PERSON(S): Nathan Wilson, 714-647-1833
Candice Aubuchon, 714-939-4848

REASON ITEM IS SUPPLEMENTAL: Negotiations of proposed Amendment Number Three to the Global Tel*Link Corporation dba ViaPath Technologies contract were extensive due to having to renegotiate new rates, fees and commission based off of the California Public Utilities Commission. The Agenda Staff Report and attachments were finalized after the filing deadline to the Clerk of the Board.

JUSTIFICATION: The Sheriff-Coroner Department is requesting this item be placed on the August 11, 2026, Board agenda since we would be out of compliance with the Federal Communications Commission regulations.

SUBJECT: Approve Amendment No. 3 for Inmate Communication Services

CEO CONCUR	COUNTY COUNSEL REVIEW	CLERK OF THE BOARD
Concur	Approve agreement to form	DISCUSSION
		3 Votes Board Majority

Budgeted: N/A	Current Year Cost: N/A	Annual Cost: N/A
Staffing Impact: No		Sole Source: No
Current Fiscal Year	Funding Source: Other: (Revenue):	County Audit in Last 3
Revenue: N/A	100%	years: No
Levine Act Review		
Completed? Yes		

Prior Board Action: 3/24/2026 #S31G, 6/27/2023 #49, 5/24/2022 #15, 11/2/2021 #S22G

RECOMMENDED ACTION(S):

Authorize County Procurement Officer or Deputized designee to execute Amendment Number Three with Global Tel*Link Corporation dba ViaPath Technologies for the provision of Inmate Communication Services, to amend Attachment A - Scope of Work, Attachment B - Rates and Fees, Attachment C - Revenue Sharing and Cost Recoupment, and to extend the current term. The intrastate voice communication rate cap required under the 2026 California Public Utilities Commission Order shall become effective June 29, 2026, through May 23, 2030. All other modifications set forth in this Amendment Number Three shall become effective upon Board of Supervisors approval through May 23, 2030.

SUMMARY:

Approval of Amendment Number Three to revenue contract with Global Tel*Link Corporation dba ViaPath Technologies will allow the Sheriff-Coroner Department to continue to provide telephone services for County inmates and to generate revenue for the Inmate Welfare Fund.

BACKGROUND INFORMATION:

The Orange County Jail System requires communication services for their inmates and have historically contracted out for these services. Inmates are legally entitled by Title 15, Section 1067 (See Attachment C) to receive communication services. This contract has historically been a revenue-generating contract for the Inmate Welfare Funds.

In the Spring of 2018, the Sheriff-Coroner Department (Sheriff) through its Inmate Services Division, identified a need to provide additional forms of communication beyond telephone services for its inmate population and be able to provide new technology such as tablets, inmate visitation phones, and kiosks and advertised a Request for Information (RFI). Once the RFI was reviewed, a scope of work was developed, and a Request for Proposal (RFP) was generated. On March 24, 2020, the Board of Supervisors (Board) approved the RFP and a one-year extension of the term of the current contract to allow time to complete the RFP process.

The RFP, developed in consultation with the Sheriff's inmate telephone system consultant Praeses LLC, included inmate telephone services and new technologies such as tablets, inmate visitation phones and kiosks. One of the key objectives of the Inmate Telephone Services (ITS) is to enable inmates to communicate more easily with family, friends and others in the community while also limiting the use of the ITS, Video Visitation Solution (VVS), and Tablets for illicit activity. A necessary part of the service is to ensure the safety and security of staff, inmates, and the public through the use of current technology.

Three proposals were received on August 25, 2020, in response to the RFP. The initial evaluation panel meeting was held on October 27, 2020, in which proposals were distributed to the evaluation panel members. The evaluation panel meeting was held on December 22, 2020, to evaluate oral presentations and demonstrations. The subsequent panel meeting to score proposals was held on April 14, 2021, and the Memorandum of Recommendation was signed by all five evaluation panel members. Negotiations with the highest ranked vendor began. On July 28, 2021, the California Public Utilities Commission (CPUC) as well as the Federal Communications Commission's (FCC) adopted its final ruling regarding rates and fees for interstate inmate calling services. On August 26, 2021, the County requested Best and Final Offers (BAFO) from all proposers who submitted a proposal in response to the RFP. The proposers were allowed to only adjust the revenue/cost portion of their proposal impacted by the CPUC fee changes. The BAFOs were received and scored by the evaluation panel chairperson. Negotiations with the highest ranked vendor began on November 2, 2021. The RFP was evaluated based on several criterion. The Orange County Preference Policy (OCP) was applicable and incorporated into this solicitation, although no OCP qualified proposals were submitted.

On May 24, 2022, the Board approved the new contract with ViaPath for the provision of Inmate Communication Services.

The following table details the recent revenue contract history with the current service provider, ViaPath, for the provision of Inmate Communication Services.

Board of Supervisors (Board) Approved	Amendment Number or Contract	Contract Term	Contract Amount	Comments
5/24/22	Contract	5/24/22 - 5/23/25	\$360,000	New contract was approved by the Board.
6/27/23	One	5/24/22 – 5/23/27	\$1.4 million	Amendment Number One modified certain terms and conditions, added the James A. Musick facility (JAMF), removed the Probation Department as required by a Welfare and Institution Code 208.1 was approved by the Board, and extended the contract term for two years, although the number of renewal years was reduced from seven additional one-year terms to five additional one-year terms, so that the length of the entire potential contract is the same. This longer initial contract term was requested by ViaPath due to their investment in the installation at JAMF. Finally, various amendments were made to the contract's Definition section, Attachment A - Scope of Work, Attachment B - Rates and Fees, and Attachment C - Revenue Sharing and Cost Recoupment.
3/24/26	Two	5/24/22 – 5/23/27	\$2 million	Amendment Number Two modified certain terms and conditions of the Original Contract to address changes mandated by the Federal Communications Commission's ("FCC") final Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking FCC25-75 released on November 6, 2025 (the "2025 FCC Order") to implement the provisions of the Martha Wright-Reed Just and Reasonable Communications Act of 2022 ("MWR Act") governing incarcerated people's communications services ("IPCS"). Additionally, it amended the Definitions section, Attachment A - Scope of Work, Attachment B - Rates

				and Fees, and Attachment C - Revenue Sharing and Cost Recoupment.
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Sheriff now requests Board approval of Amendment Number Three for Inmate Communication Services, including telephone service, tablets, inmate visitation phones, and kiosks. Amendment Number Three modifies certain terms and conditions of the Original Contract to address changes mandated by the CPUC Adopting Permanent Rate Relief for Incarcerated Persons Calling Services, Rulemaking 20-10-002 released April 13, 2026, (the “2026 CPUC Order”) to implement a permanent intrastate voice communication rate cap of \$0.045 per minute. Sheriff will have more tablet availability at a minimum of a 1:1 inmate to tablet ratio at the Central Jail Complex, Theo Lacy, and the James A Musick Facilities by extending the current term of the contract through May 23, 2030. This amendment is submitted for Board approval less than 30 days prior to the effective date of the amendment due to extended negotiations of terms and conditions mandated by the FCC.

The Contractor's performance has been confirmed as satisfactory and issues that previously arose have since been rectified. As a preventative measure, additional contract provisions, including vendor staff assignments, were previously added to the contract. Moreover, upon the exercise of due diligence, it was discovered that, generally, inmate communication services vendors have a history of similar issues and other concerns. Sheriff has verified there are no concerns that must be addressed with respect to Contractor's ownership/name, litigation status or conflicts with County interests.

FINANCIAL IMPACT:

There is no Financial Impact with this amendment.

STAFFING IMPACT:

N/A

REVIEWING AGENCIES/DEPARTMENTS:

N/A

ATTACHMENTS:

Attachment A - Amendment Number Three to Contract MA-060-21011490

Attachment B - Contract Summary Form

Attachment C - Title 15