ALAMEDA COUNTY SHERIFF'S OFFICE
YESENIA SANCHEZ
SHERIFF-CORONER

March 23, 2026

Honorable Board of Supervisors
County of Alameda
1221 Oak Street, Suite 536
Oakland, CA 94612-4305

SUBJECT: AUTHORIZE AMENDMENT NO. 7 TO EXTEND THE CONTRACT WITH GLOBAL TEL*LINK CORPORATION FOR TELEPHONE SERVICES WITH SERVICE ENABLED TABLETS AT SANTA RITA JAIL; MASTER CONTRACT NO. 901510; PROCUREMENT CONTRACT NO. 15634

Dear Board Members:

RECOMMENDATIONS:

A. Authorize the Purchasing Agent, or her designee, to execute Amendment No. 7 to the contract (Master Contract No. 901510; Procurement Contract No. 15634) with Global Tel*Link Corporation (Principal: Jeffrey Haidinger; Location: Reston, Virginia) to continue providing telephone services with service-enabled tablets to the incarcerated individuals on behalf of the Alameda County Sheriff's Office, extending the current term of 11/1/18 – 4/30/26 to 4/30/28, with no change to the current contract amount of $400,000; and

B. Waive the County's competitive procurement process to extend the agreement for telephone services with service-enabled tablets, which were originally competitively bid, beyond the initial five-year term to ensure continuity of services.

DISCUSSION/SUMMARY:

On August 7, 2018, your Board approved (File No. 30160; Item No. 65) a three-year contract with Global Tel*Link Corporation to provide telephone services with service-enabled tablets to the incarcerated individuals on behalf of the Alameda County Sheriff's Office (ACSO) at no cost to the County. On September 2, 2020, your Board approved (File No. 30535, Item No. 91) a first amendment with no change to the term, creating Procurement Contract No. 20959, adding funds to the contract not to exceed $400,000. The first contract amendment added funds to temporarily provide telephone services free of charge to incarcerated people when Santa Rita Jail temporarily suspended in-person visitation in compliance with the "shelter in place" order for all residents to curb the rapid spread of COVID-19. Your Board approved five subsequent amendments (August 3, 2021, Item No. 86; October 18, 2022, File No. 30873, Item No. 55; July 11, 2023, Item No. 88;

April 16, 2024, File No. 39; April 1, 2025, Item No. 33) to this contract, extending the expiration date to April 30, 2026, with no increase to the contract amount.

Telephone services are paid on a commission basis to the ACSO Inmate Welfare Fund (IWF). The IWF functions to provide incarcerated people with services in conformity with the California Code of Regulations, Title 15, and within the scope of Penal Code 4025. The programs funded by the IWF are for the benefit and education of incarcerated people and are intended to provide positive intervention to reduce recidivism and encourage rehabilitation. The IWF receives funding from commissions generated from payphones, tablet services, and the commissary. One of the key incentives of the services provided is to enable incarcerated people to communicate with family, friends, and others in the community while also controlling usage and limiting the use of telephones or tablets for illicit activity.

ACSO is satisfied with the services currently provided by Global Tel*Link Corporation. Waiving competitive bidding is required because the proposed amendment extends the agreement beyond the original five-year contract term. General Services Agency – Procurement (GSA-Procurement) was facilitating a new solicitation for these services; however, during the solicitation process, the Federal Communications Commission (FCC) issued several rulings establishing limits on the rates that may be charged for telephone and tablet services, as well as on the commissions that may be paid. ACSO and GSA-Procurement determined that it was in the County's best interest to cancel the solicitation, extend the current contract while bringing it into compliance with the FCC rulings, and develop a new solicitation that aligns with the updated FCC regulations. The amendment will ensure continuity of services while the project is under review by ACSO to determine the structure and approach for continued services.

SELECTION CRITERIA/PROCESS:

*ACSO worked with GSA–Procurement to develop a Request for Proposal (RFP), which was issued on May 17, 2017, and resulted in three responses. Global Tel*Link Corporation was the highest-scoring vendor, met all requirements of the RFP, and received favorable references. During the initial term of the contract, Global Tel*Link subcontracted with Lighthouse Communications, a Certified Emerging Business: 17-00012 at the time of contract award, , to provide initial installation and service hardware. Lighthouse Communications completed all of the hardware and installation requirements during the initial term of the contract. After completion of the hardware installation and rollout, only telephone and tablet services have been provided, therefore no subcontracting opportunities are available. Small Local Emerging Business (SLEB) waiver No. 10646 for Global Tel*Link Corporation (valid through April 30, 2028) was granted by the Office of Acquisition Policy.*

FINANCING:

Commissions from the telephone service purchases are deposited into the ACSO-IWF at no cost to the County. No additional appropriations are required and there will be no increase in net County cost as a result of your approval.

VISION 2036 GOAL:

This amendment for telephone services with service enabled tablets meets the 10X goal pathway of a **Crime-Free County** in support of our shared vision of **Safe & Livable Communities**.

Respectfully submitted,

DocuSigned by:
Yesenia Sanchez
D7A375C24694430...
Yesenia Sanchez
Sheriff-Coroner

DocuSigned by:
Kimberly Gasaway
8D4CA131AA0B4C2...
Kimberly Gasaway
Director, General Services Agency

cc: County Administrator
Auditor-Controller
County Counsel

OFFICE OF AQUISITION POLICY (OAP)

28134

REQUEST FOR AUTHORIZATION TO WAIVE SLEB PROGRAM REQUIREMENTS

For Federal grant funds:

Procurements using Federal grant funds which prohibit geographical preferences require the Federal Grant Funds SLEB Waiver Request form to be completed and submitted for approval to the Auditor-Controller Office of Contract Compliance & Reporting (OCCR) prior to soliciting bids/proposals and awarding contracts. For further information contact OCCR at ACSLEBcompliance@acgov.org.

For ALL Requests over $3,000 and for Non-Federal SLEB waivers:

Requests must be completed and submitted online. The automated SLEB waiver requests can be found under the "For Work" section.
See "Online SLEB Waiver Request". Complete #1-#9 below, complete #10 if over $100,000 (First Source applies).
Attach supporting documentation including 2 quotes or approved Sole Source/Piggybacks (must have both the Questionnaire and Finding Memo).

For questions, or if you are unable to access/log in to the automated system, you can contact OAP at gsa-oapslebwaivers@acgov.org.

SLEB Waivers:

Procurement Policy and Procedures Overview (https://alcoweb.acgov.org/gsaapps/slebwaiver/ppp.htm)

PO Checklist (https://alcoweb.acgov.org/gsaapps/slebwaiver/po.htm)

SLEB Waiver Numbers will be issued as required to enter a Procurement Contract in ALCOLINK. Processed SLEB waivers will receive an automated email from OAP.

NOTE: All questions require a complete response. Enter "N/A" or "None", etc., as applicable. Do not leave blank lines.

1. Please check appropriate box and complete department/contact information below.

[ ] Requesting Department [X] GSA Procurement managing the competitive process

Department: Sheriff's Office

Primary	Yulia Margolin	Email	Yulia.Margolin@acgov.org	Telephone	(510)208-9615
(Optional) Secondary	Yulia Margolin	Email		Telephone	
GSA Procurement/Auditor: Contact Name:	GSA-Buyer	Email	GSA-Buyer@acgov.org	Telephone	(510)208-9600

2. Recommended Vendor Global Tel*Link Corporation PO#: NA **REQ#:** NA

Country United States

Street 12021 Sunset Hills Rd, St 100 **City** Reston **State:** VA **Zip:** 20190

3. Procurement Type (check all appropriate boxes below):

[ ] New Contract [ ] Renewal [X] Contract Amendment-Term [ ] Contract Amendment- [ ] Othe

4 Total PO/Contract Value (including increase, $400,000.00 **; Increase Value (if** $0.00

5. **Goods/Services Procurement Description:**

Inmate telephone with service enabled tablet services

6. **Brief explanation of why goods/services are**

To enable incarcerated persons to communicate with family, friends, and others in the community while also controlling incarcerated person telephone usage and limiting the use of telephones for illicit activity.

7. **Date Goods/Services Needed:** 05/01/2026

a. **What are the consequences if the date goods/services needed is**

Communication with incarcerated persons will be severely hampered

8. **Explanation of why the non-SLEB contractor/subcontractor (in #2 above) is being recommended and, if procurement over $25,000, why they are unable to subcontract with a SLEB(s) for a minimum of 20%:**

During the initial term of the contract, prime contractor was subcontracting with Lighthouse Communications to provide installation and service hardware. After this initial hardware installation and rollout were completed, there is only a service portion of the contract remaining. Therefore, no subcontracting opportunities are available.

9. **IF APPLICABLE:** **New Sole Source submitted to Procurement** ☐ **OR Existing Approved Exception on** ☐ **OR Not** ☒

10. **Explain what attempts were made to locate a SLEB prime or, if procurement over $25,000, SLEB subcontractor(s),**

☒ Copies of bids received and/or detailed statement of efforts made to contact and negotiate with certified businesses, including list of SLEBs contacted, names of individuals, addresses, phone numbers, dates contacted and bid prices attached. In the section

a. BL draft

b. NA

c. NA

Supporting Documents:

BL Amendment Template (Single, Extend and Increase, SLEB Waived).docx

11 **If the contract is over $100,000, is the recommended vendor able to comply with the First Source**

Yes: ☐ No: ☒ If No, NA

Expedite ☐ ***(Check this box to expedite processing)***

12. Department Certification: I certify to the accuracy of the preceding statements,

DDILLON	Detra Dillon	02/04/2026
Signature of Agency/Department Head or Designee or GSA Procurement Manager (if GSA Procurement managed the	**Print Name**	**Date**

OAP to complete below:

A. Request Approved: [X] **Waiver Valid Through:** 04/30/2027 **SLEB Waiver Number:** 10646

Reason:

B. Request Denied:

Reason:

C. Disregard:

Reason:

D. Other:

Reason:

JACKERMAN	02/04/2026
Signed by GSA-Office of Acquisition Policy (Required)	**Date**

*Primary Requestor - Main Contact **Secondary Requestor - Backup Contact