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SHERIFF OF ERIE COUNTY

September 2, 2026

The Honorable
Erie County Legislature
92 Franklin Street
Buffalo, N.Y. 14202

Re: Incarcerated Individual Tablet Contract

Honorable Members:

Attached, please find a proposed resolution and accompanying memorandum requesting authorization to award RFP #2025-048VF to Inmate Calling Solutions, LLC (d.b.a. ICSolutions) and enter into agreement with ICSolutions to provide tablet services for incarcerated individuals detained at the Erie County Holding Center and Erie County Correctional Facility.

Representatives of the Sheriff's Office will be made available upon request to answer any questions you may have.

Very Truly Yours,

John C. Garcia
Sheriff of Erie County

Attachments

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Erie County Sheriff's Office
Re: Incarcerated Individual Tablet Contract
Date: September 2, 2026

Summary of Recommended Action

The Erie County Sheriff's Office recommends awarding RFP #2025-048VF to Inmate Calling Solutions, LLC (d.b.a. ICSolutions). This resolution also authorizes the Erie County Sheriff's Office to enter into an agreement with ICSolutions to provide tablet services for incarcerated individuals detained at the Erie County Holding Center and Erie County Correctional Facility. Four proposals were submitted, with ICSolutions being the recommended awardee.

Fiscal Implications of Proposal

Entering into an agreement with ICSolutions to provide tablet services for incarcerated individuals carries no cost for county taxpayers. Incarcerated individuals will be charged the following rates for service:

Remote video visitation: \$0.19/minute
Streaming tablet content: \$0.05/minute
Email/text/photo sharing: \$0.25/message

Incarcerated individuals will be offered two free messages per week and one free video visitation session per week.

The Sheriff's Office will be reimbursed 18% of any services fees collected by ICSolutions for tablet messaging and streaming content. Additionally, the County will be reimbursed \$0.02/minute for remote video visitation sessions.

Reasons for Recommendation

While ICSolutions presently provides tablets to some individuals in Erie County Sheriff's Office custody, RFP #2025-048VF was issued to ensure that we were utilizing the best product possible in a manner that is most efficient for taxpayers.

A summary of scores from the RFP committee is below.

RFP #2025-048VF Vendor Evaluations

Evaluator: Jeffrey Hartman
ICSolutions: 80
Securus: 86
Viapath Technologies: 83

NCIC Correctional Services: 55

Evaluator: Thomas Diina

ICSolutions: 90

Securus: 70

Viapath Technologies: 70

NCIC Correctional Services: 67

Evaluator: William Whalen

ICSolutions: 90

Securus: 80

Viapath Technologies: 81

NCIC Correctional Services: 78

Total Scores:

- 1) ICSolutions: $80 + 90 + 90 = 260$
- 2) Securus: $86 + 70 + 80 = 236$
- 3) Viapath Technologies: $83 + 70 + 81 = 234$
- 4) NCIC Correctional Services: $55 + 67 + 78 = 200$

Recommended Award: ICSolutions

Consequences of Negative Action

The Erie County Sheriff's Office would be unable to enter into an agreement with ICSolutions to provide tablet services for incarcerated individuals.

Steps Following Approval of Measure

Certified copies of this resolution shall be forwarded to the Erie County Executive, the Purchasing Department, the County Attorney, the Erie County Comptroller, the Division of Budget and Management and the Erie County Sheriff's Office.

A RESOLUTION SUBMITTED BY:
ERIE COUNTY SHERIFF'S OFFICE

Re: Incarcerated Individual Tablet Contract

WHEREAS, it is the mission of the Erie County Sheriff's Office to provide quality public safety services to our community by promoting a safe environment through police and citizen interaction, with an emphasis on integrity, fairness and professionalism; and

WHEREAS, the Erie County Sheriff's Office wishes to procure tablets for use by incarcerated individuals at the Erie County Holding Center and Erie County Correctional Facility; and

WHEREAS, RFP #2025-048VF was issued seeking a vendor to provide tablet services for incarcerated individuals in Erie County Sheriff's Office custody; and

WHEREAS, evaluators considered four proposals; and

WHEREAS, after evaluation of the responses, the RFP committee awarded the highest score to Inmate Calling Solutions, LLC (d.b.a. ICSolutions); and

WHEREAS, the Erie County Sheriff's Office recommends awarding RFP #2025-048VF to ICSolutions; and

WHEREAS, this agreement will not require the expenditure of any county tax dollars;

NOW, THEREFORE, BE IT

RESOLVED, the Erie County Legislature awards RFP #2025-048VF to Inmate Calling Solutions, LLC, 2200 Danbury Street, San Antonio, TX 78217; and be it further

RESOLVED, the County Executive and Sheriff are authorized to enter into an agreement with Inmate Calling Solutions, LLC, 2200 Danbury Street, San Antonio, TX 78217 to provide tablet services for incarcerated individuals at the Erie County Holding Center and Erie County Correctional Facility; and be it further

RESOLVED, revenues associated with this agreement shall be allocated in the Erie County Sheriff's Office, Jail Management Division operating budget (Fund 110, Funds Center 11610); and be it further

RESOLVED, the Director of Budget and Management is authorized to make any technical adjustments necessary to effectuate the allocation; and be it further

RESOLVED, certified copies of this resolution shall be forwarded to the Erie County Executive, the Purchasing Department, the County Attorney, the Erie County Comptroller, the Division of Budget and Management and the Erie County Sheriff's Office.

FISCAL IMPACT: As Indicated