



Board Agenda Item 26

DATE: August 11, 2026

TO: Board of Supervisors

SUBMITTED BY: John Zaroni, Sheriff-Coroner-Public Administrator

SUBJECT: Retroactive Agreement with TouchPay Holdings, LLC to provide incarcerated person money-handling kiosk services

RECOMMENDED ACTION(S):

Approve and authorize the Chairman to execute a Retroactive Agreement with TouchPay Holdings, LLC to provide kiosk services to incarcerated persons and visitors of the Fresno County Jail Facilities, effective May 1, 2026, not to exceed five consecutive years, which includes a three-year base contract and two additional twelve (12) month automatic extensions (\$0).

There is no Net County Cost associated with the recommended action. Approval of the recommended action will allow the Sheriff's Office and local police agencies to use TouchPay's kiosk system to process incarcerated person cash. TouchPay's sole consideration for entering into the recommended agreement shall be the fees collected from processing these transactions for incarcerated person(s); these fees are established in the recommended agreement. This item is countywide.

ALTERNATIVE ACTION(S):

If the recommended action is not approved, the Sheriff's Office will be unable to provide money handling kiosk services to incarcerated people and visitors in its jail facilities.

RETROACTIVE AGREEMENT:

This recommended agreement is retroactive due to the length of time required for the RFP process. The RFP was awarded on May 13, 2026. The agreement is being brought to your Board in accordance with agenda processing timelines

FISCAL IMPACT:

There is no Net County Cost associated with the recommended action. Under the recommended agreement, TouchPay is responsible for receiving and distributing all revenues from TouchPay's kiosk system, and in exchange, TouchPay is authorized by the recommended agreement to collect transaction processing fees from the depositors of funds for each incarcerated person. In addition, TouchPay provides complete technical support and equipment at no cost to the County.

DISCUSSION:

RFP No. 26-046 was issued on February 26, 2026, with the first addendum released on March 3, 2026, to revise Page 4. A second addendum was issued on March 20, 2026, to provide responses to vendor questions and add the Rates Page to the RFP. On April 28, 2026, an evaluation committee consisting of

Sheriff's Office personnel, with oversight from the Purchasing Division and the General Services Department Facilities Division, met to review and evaluate the proposals received. Two proposals were submitted in response to the RFP, and following the evaluation process, TouchPay was ranked as the highest-scoring proposer based on the committee's assessment of each vendor's experience, references, ability to provide the services outlined in the Scope of Work, and cost proposal.

Under the recommended agreement, TouchPay will provide an incarcerated person(s) money-handling kiosk system for the Fresno County Jail Facilities that automates initial deposits made at intake/booking, deposits made by family and friends by several different methods, withdrawals from incarcerated person accounts upon inmate release from custody, withdrawals requested by incarcerated person's family and friends approved by the incarcerated person, and deposits made to an incarcerated person's Legacy phone account. TouchPay will deposit revenues in the Inmate Trust Fund based on the total amount of withdrawals on a weekly basis. TouchPay will guarantee the accuracy of all deposits into the system, and all payments out of the system. TouchPay's kiosk system must be available in English and Spanish, at a minimum, with other languages provided upon request by County.

The County shall pay no compensation to TouchPay for providing these services. TouchPay's sole consideration for entering into the recommended agreement shall be the fees collected from processing these transactions for inmates. The County shall pre-fund an account designated by TouchPay with \$50,000 with funds from the Inmate Trust Fund, to be used as a reserve, and TouchPay shall provide County a weekly summary of the activity of the prefund account and refund this deposit back to the County within 30 days of the termination date of the recommended agreement.

The recommended agreement provides that TouchPay may subcontract with Numi Financial, who shall issue the debit cards released to incarcerated person(s).

There are no fees associated with the initial cash funds deposited to the inmate's trust account at the time of booking, when money is returned to them upon release, or when the incarcerated person elects to release the funds to a person not in custody for the first transaction. Thereafter, any cash transactions made to the incarcerated person's accounts will be charged as follows:

For each deposit credit/debit transaction, TouchPay will charge the depositor the base fee as listed, plus 3.5% of the face amount of each deposit.

DEPOSITS (including cash):

Amount	Lobby Kiosk	Telephone	Online
\$0 - \$20	\$2.95	N/A	N/A
\$20.01 - \$100.00	\$4.45	N/A	N/A
\$100.01 - \$300.00	\$5.95	N/A	N/A

DEPOSITS (including credit card and debit cards):

Amount	Lobby Kiosk	Telephone	Online
\$0.00 - \$20.00	\$2.95 + 3.5%	\$2.95 + 3.5%	\$2.95 + 3.5%
\$20.01 - \$100.00	\$4.45 + 3.5%	\$4.45 + 3.5%	\$4.45 + 3.5%
\$100.01 - \$300.00	\$5.95 + 3.5%	\$5.95 + 3.5%	\$5.95 + 3.5%

These deposits can also be utilized by the incarcerated person(s) to purchase goods at the commissary.

OTHER DEPOSITS via inmate's Legacy Phone account:

Amount	Lobby Kiosk	Telephone	Online
\$0.00 - \$20.00	\$3.00	\$3.00 + 3.5%	\$3.00 + 3.5%
\$20.01 - \$100.00	\$5.00	\$5.00 + 3.5%	\$5.00 + 3.5%
\$100.01 - \$300.00	\$6.00	\$6.00 + 3.5%	\$6.00 + 3.5%

These deposits can be utilized by the incarcerated person(s) to make telephone calls.

When an incarcerated person is released from the jail, they are provided with their debit card, and can choose to either cash this out in the jail lobby ATM, or keep a balance on the debit card. There are no fees associated with the initial withdrawal upon the incarcerated person(s) release in the form of a debit card. The first point of sale transaction is free to the cardholder, enabling them to obtain access to their funds at no cost or fees. Service fees can only be assessed if the incarcerated person being released from the facility takes the debit card instead of cashing it out in the lobby at the ATM/kiosk. The debit card will then incur account maintenance fees of \$6.95, starting thirty days after activation.

The recommended agreement includes a nonstandard indemnification provision requiring TouchPay to indemnify the County for claims arising from TouchPay's negligence or willful misconduct, except to the extent that any damages are caused by County's negligence or willful misconduct. The Sheriff's Office believes the benefits of entering into the recommended agreement outweigh any potential risks, as a prudent business decision.

REFERENCE MATERIAL:

BAI #23, May 11, 2021

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Agreement with TouchPay Holdings, LLC

CAO ANALYST:

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