



Houston County Commission
Purchasing Department

NOTICE OF INVITATION FOR BIDS

Bid Number HCCO-0900

Notice is hereby given that the Houston County Commission will receive sealed bids for “**Inmate Communication Services**”. Bids will be opened publicly at **2:00 PM** on **Thursday, July 16, 2026** in the Commission Chambers located on the third (3) floor of the Houston County Administration Building, 462 N. Oates Street, Dothan, AL 36303. This bid is scheduled to be awarded on **Monday, July 27, 2026**; however, this date is subject to change.

There will be a MANDATORY pre-bid conference held on Thursday, June 25, 2026 @ 9:30 AM at the Houston County Commission Chambers located on the third (3) floor of the Houston County Administration Building 462 North Oates Street, Dothan, AL

All terms and conditions below are part of this request, and no bid will be accepted unless all of the conditions have been complied with. The Houston County Commission reserves the right to waive informalities in any bid; to reject any or all bids, in whole or in part, and/or to accept the bid (s) that, in its judgments, is from the lowest responsible and responsive bidder (s). **Please submit an original and one (1) copy of your bid.** All other specifications are enclosed.

In accordance with Alabama State Law Act No. 2011-535, all parties entering into a contract with a state or local government entity, “shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien and shall attest to such, by sworn affidavit signed before a notary.” Additionally, the business entity “shall provide documentation establishing that [it] is enrolled in the E-Verify program” and that during the contract period, it “shall participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable federal rules and regulations.” Section 26(c) of the Act requires that, on or after January 1, 2012, a business entity or employer shall provide proof that it is enrolled and is participating in the E-Verify program before receiving a contract. Copies of Section 9 and Section 26 of the Act are attached along with an affidavit of compliance.

All bids to be considered must be in the possession of the Houston County Purchasing Department prior to **2:00 PM** on **Thursday, July 16, 2026**. Bids may be mailed to P.O. Box 6406, Dothan, AL 36302 or delivered to the sixth (6) floor of the Houston County Administration Building, Purchasing Department, in a sealed envelope clearly marked “**Inmate Communication Services**” with the time and date of the opening. If sending by a shipping firm, **the sealed envelope must be contained within the envelope provided by the shipping firm**, in order to be considered “sealed” and shipped to 462 N. Oates Street, Dothan, AL 36303. If a bid is received unsealed, it will be rejected. Regardless of the method of delivery, each bidder shall be responsible for his bid (s) being delivered on time, as the County assumes no responsibility for the same. Bids offered or received after the time set for bid opening will be rejected and returned unopened to the bidder(s). **The Purchasing Department is open Monday through Thursday from 6:30 A.M. until 5:30 P.M.**

Dated Tuesday, June 16, 2026
D. Brandon Shoupe
Chairman

Enclosures

Initial _____

BID SHEET

BID NUMBER HCCO-0900

We do hereby submit the attached as our official bid for “**Inmate Communication Services**”. We have read, understand, and agree to comply with all terms and conditions of this bid as stated in the *Invitation to Bid*, as well as in the *Specifications*, unless otherwise noted. We understand that this bid serves as our contract with Houston County Commission for the amount of time specified.

Company Name

Authorized Signature and Title

Date

Contact Person’s Name

Phone Number

Email Address

Fax Number

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Houston County Commission
Purchasing Department

Date: 6/16/2026

Dear (Contractor):

You may be aware that the Alabama Legislature enacted a new law on immigration during its 2012 Regular Session (Act No. 2012-491). Section 9 of the Act requires that as a condition of an award of a contract with a state or local governmental entity, the business entity “shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien and shall attest to such, by sworn affidavit signed before a notary.” Additionally, the business entity “shall provide documentation establishing that [it] is enrolled in the E-Verify program” and that during the contract period, it “shall participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable federal rules and regulations.” Section 26(c) of the Act requires that, on or after January 1, 2012, a business entity or employer shall provide proof that it is enrolled and is participating in the E-Verify program before receiving a contract. Copies of Section 9 and Section 26 of the Act are attached.

While there are still questions about proper implementation of this new law, it does appear that the documentation required in Section 26 must be provided as a condition of an award of *all* contracts with a state or local governmental entity. Therefore, it will be necessary for your company to provide this information. A sample affidavit containing the information is attached for your convenience. Please complete this form and return the notarized affidavit along with proof that your company is enrolled in the E-Verify Program to Martha Walker at mfwalker@houstoncountyal.gov or PO Box 6406 Dothan, AL 36302.

I apologize for any inconvenience this new requirement may cause. However, under Act No. 2012-491, these new procedures will be required for any contracts your company may have with a state or local governmental agency in Alabama.

Thank you for your cooperation with this matter. Please feel free to contact Martha Walker at 334-677-4773 if you have any questions about these new procedures or would like an electronic version of the affidavit.

Sincerely,

Martha Walker

Attachments

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AFFIDAVIT OF ALABAMA IMMIGRATION COMPLIANCE BY A CONTRACTOR OR AGENCY FUNDED BY THE HOUSTON COUNTY COMMISSION

In compliance with SECTIONS 9 (a) and (B) BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT (the "Act"); CODE OF ALABAMA, SECTIONS 31-13-9 (a) and (b), this Affidavit of Alabama Immigration Compliance is to be completed and signed by an officer or owner or agency head for which the Houston County Commission enters into a contract or provides funding. Contractors and agencies funded are to provide notice to their Subcontractors of their Alabama Immigration Compliance obligations.

Before me, a notary public, personally appeared _____ (print your name) who, is duly authorized by the business entity/employer or agency which appears below, being sworn, says as follows:

As a condition for being a contractor or receiving funding from the Houston County Commission, I hereby attest that in my capacity as _____ (your position) for _____ (name of contractor or agency), said Contractor or Agency does not knowingly employ, hire for employment, or continue to employ an unauthorized alien. Further, Contractor or Grantee affirms that it is providing notice to its subcontractors of their Alabama Immigration Compliance obligations.

I further attest that said Contractor or Grantee is enrolled in the E-Verify program and attached to this Affidavit is our E-Verify Memorandum of Understanding confirming such program enrollment. I have read this affidavit and swear and affirm that it is true and correct.

(Signature of Affiant)

Sworn to and subscribed before me on this _____ day of _____, 2_____. I certify that the affiant is known (or made known) to me to be the identical party he or she claims to be.

(Signature and Seal of Notary Public)

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Ala.Code 1975 § 31-13-9

§ 31-13-9. Verification of employment eligibility by employers seeking economic incentives.

(a) As a condition for the award of any contract, grant, or incentive by the state, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees, the business entity or employer shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama.

(b) As a condition for the award of any contract, grant, or incentive by the state, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees within the State of Alabama, the business entity or employer shall provide documentation establishing that the business entity or employer is enrolled in the E-Verify program. During the performance of the contract, the business entity or employer shall participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable federal rules and regulations.

(c) Any subcontractor on a project paid for by contract, grant, or incentive by the state, any political subdivision thereof, or any state-funded entity shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama and shall also enroll in the E-Verify program prior to performing any work on the project. Furthermore, during the performance of the contract, the subcontractor shall participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable federal rules and regulations. This subsection shall only apply to subcontractors performing work on a project subject to the provisions of this section and not to collateral persons or business entities hired by the subcontractor.

(d) A contractor of any tier shall not be liable under this section when such contractor contracts with its direct subcontractor who violates subsection (c) unless it is shown that the contractor knew or should have known that the direct subcontractor was in violation of subsection (c).

(e)(1) Upon a finding by a court of competent jurisdiction of a first violation of subsection (a) by any business entity or employer, including a subcontractor:

a. The business entity or employer shall be deemed in breach of contract and the state, political subdivision thereof, or state-funded entity may terminate the contract after providing notice and an opportunity to be heard.

b. The court shall do all of the following:

1. Order the business entity or employer to terminate the employment of every unauthorized alien.

2. Subject the business entity or employer to a three-year probationary period throughout the state. During the probationary period, the business entity or employer shall file quarterly reports with the Department of Labor of each new employee who is hired by the business entity or employer in the state.

3. Order the business entity or employer to file, subject to the penalty of perjury, a signed, sworn affidavit with the Department of Labor within three days after the order is issued by the court stating that the business entity or employer has terminated the employment of every unauthorized alien and the business entity or employer will not knowingly or intentionally employ an unauthorized alien in this state.

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c.1. If the court determines that the business entity or employer has a policy or practice that violates this section, the court shall direct the applicable state, county, or municipal governing bodies to suspend the business licenses or permits of the business entity or employer for a period not to exceed 60 days specific to the location or locations where the unauthorized alien performed work.

2. Before a business license or permit that has been suspended under this paragraph is reinstated, a legal representative of the business entity or employer shall submit to the court a signed, sworn affidavit stating that the business entity or employer is in compliance with the provisions of this subdivision and a copy of the Memorandum of Understanding issued to the business entity or employer at the time of enrollment in E-Verify.

(2) Upon a finding by a court of competent jurisdiction of a second violation of subsection (a) by a business entity or employer, including a subcontractor, awarded a contract by the state, any political subdivision thereof, or any state-funded entity that occurs within ten years of a finding by a court of competent jurisdiction of a first violation by the business entity or employer:

a. The business entity or employer shall be deemed in breach of contract and the state, political subdivision thereof, or state-funded entity shall terminate the contract after providing notice and an opportunity to be heard.

b. The court shall do all of the following:

1. Order the business entity or employer to terminate the employment of every unauthorized alien.

2. Subject the business entity or employer to a five-year probationary period throughout the state. During the probationary period, the business entity or employer shall file quarterly reports with the Department of Labor of each new employee who is hired by the business entity or employer in the state.

3. Order the business entity or employer to file, subject to the penalty of perjury, a signed, sworn affidavit with the Department of Labor within three days after the order is issued by the court stating that the business entity or employer has terminated the employment of every unauthorized alien and the business entity or employer will not knowingly or intentionally employ an unauthorized alien in this state.

c.1. If the court determines that the business entity or employer has a policy or practice that violates this section, the court shall direct the applicable state, county, or municipal governing bodies to suspend the business licenses or permits of the business entity or employer for a period not less than 60 days and not to exceed 120 days specific to the location or locations where the unauthorized alien performed work.

2. Before a business license or permit that has been suspended under this paragraph is reinstated, a legal representative of the business entity or employer shall submit to the court a signed, sworn affidavit stating that the business entity or employer is in compliance with the provisions of this subdivision and a copy of the Memorandum of Understanding issued to the business entity or employer at the time of enrollment in E-Verify.

d. A finding by a court of competent jurisdiction of a second violation of subsection (a) that does not occur within ten years of a first violation shall still be considered a second violation of subsection (a) by the business entity or employer, even though the penalty for the second violation shall be governed by subdivision (1).

(3) Upon a finding by a court of competent jurisdiction of a third violation of subsection (a) by a business entity or employer, including a subcontractor, awarded a contract by the state, any political subdivision thereof, or any state-funded entity:

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a. The business entity or employer shall be deemed in breach of contract and the state, political subdivision thereof, or state-funded entity shall terminate the contract after providing notice and an opportunity to be heard.

b. The court shall direct the applicable state, county, or municipal governing bodies to permanently revoke all business licenses or permits of the business entity or employer.

(f)(1) This section shall not be construed to deny any procedural mechanisms or legal defenses included in the E-Verify program or any other federal work authorization program.

(2) A business entity or employer that has enrolled in the E-Verify program and has used the program to verify the work authorization of an employee shall not be liable under this section for violations resulting from the hiring of that employee.

(g) The Secretary of State may adopt rules to administer this section and shall report any rules adopted to the Legislature.

(h) Compliance with this section may be verified by the contracting authority or any state or local law enforcement agency at any time to ensure a contractual agreement as provided for in this section is being met.

(i) Anything to the contrary notwithstanding, this section shall not apply to agreements by the state, any political subdivision thereof, or any state-funded entity relating to debt obligations by such entities.

(j) Any business entity or employer found in violation of this section that has had their business license or permit suspended shall not, for the duration of the suspension, be allowed, directly or indirectly, to procure or execute a license or permit similar to those that have been suspended.

(k) All contracts or agreements to which the state, a political subdivision, or state-funded entity are a party shall include the following clause: "By signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom."

(l) For purposes of this section, "contract" shall mean a contract awarded by the state, any political subdivision thereof, or any state-funded entity that was competitively bid or would, if entered into by the state or an agency thereof, be required to be submitted to the Contract Review Permanent Legislative Oversight Committee.

(m) All actions brought under this section shall be brought in circuit court.

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ACT NO. 2011-535
Section 26

(a)(1) The Alabama Department of Homeland Security shall establish and maintain an E-Verify employer agent service for any business entity or employer in this state with 25 or fewer employees to use the E-Verify program to verify an employee's employment eligibility on behalf of the business entity or employer. The Alabama Department of Homeland Security shall establish an E-Verify employer agent account with the United States Department of Homeland Security, shall enroll a participating business entity or employer in the E-Verify program on its behalf, and shall conform to all federal statutes and regulations governing E-Verify employer agents. The Alabama Department of Homeland Security shall not charge a fee to a participating business entity or employer for this service.

(2) The Alabama Department of Homeland Security E-Verify employer agent service shall be in place within 90 days after the effective date of this act. The service shall accommodate a business entity or employer who wishes to communicate with the Alabama Department of Homeland Security by internet, by electronic mail, by facsimile machine, by telephone, or in person, provided that such communication is consistent with federal statutes and regulations governing E-Verify employer agents.

(b) On or after January 1, 2012, before receiving any contract, grant, or incentive by the state, any political subdivision thereof, or any state-funded entity, a business entity or employer shall provide proof to the state, political subdivision thereof, or state-funded entity that the business entity or employer is enrolled and is participating in the E-Verify program, either independently or through the Alabama Department of Homeland Security E-Verify employer agent service.

(c) Every three months, the Alabama Department of Homeland Security shall request from the United States Department of Homeland Security a list of every business entity or employer in this state that is enrolled in the E-Verify program. On receipt of the list, the Alabama Department of Homeland Security shall make the list available on its website.

(d) A business entity or employer that is enrolled in the E-Verify program and that verifies the employment eligibility of an employee in good faith pursuant to this section, and acts in conformity with all applicable federal statutes and regulations is immune from liability under Alabama law for any action by an employee for wrongful discharge or retaliation based on a notification from the E-Verify program that the employee is an unauthorized alien.

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RFP for Inmate Communication Services

Introduction & Intent

Houston County, Alabama (Houston County) is soliciting proposals for its Community Corrections Inmate Communication System to include telephone calling, video visitation, messaging and inmate tablets.

RFP Contact

Any questions or concerns regarding this RFP shall be submitted to the assigned representative listed below:

Tony Weber
Director
teweber@houstoncountyal.gov

Pre-Proposal Conference

A mandatory Pre-Bid Conference is scheduled for June 25, 2026, at 9:30 AM and will be held at the Houston County Administrative Building, 462 North Oates Street in the 3rd Floor Commission Chambers. Site visit to follow if desired.

Questions

Submit questions by email to teweber@houstoncountyal.gov.

Submission Instructions

Proposals should be submitted in a sealed envelope including one (1) original and one (1) copy to:

Houston County Commission
Attention: Martha Walker
P.O. Box 6406
Dothan, AL 36302

Each Vendor shall use the following proposal format:

Cover Letter
Table of Contents
Executive Summary
References & Experience
Scope of Work
Financial Offer

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Tentative Procurement Schedule

RFP Issued	
Pre-Proposal Conference	
Questions/Requests for Clarification Deadline	
Responses to Questions/Requests for Clarification Returned	
Proposals Due	
Proposal Demonstrations (if applicable)	
Proposal Evaluations	
Anticipated Contract Award	
Start of Services	

Project Information

Services are required at the following location:

Houston County Community Corrections
 164 North Oates Street
 Dothan, AL 36303
 ADP: 99
 Rated Capacity: 192

Facility layout:

- Women’s Dormitory (2nd Floor Southside 24 Beds)
- Men’s Dormitory (2nd Floor Northside 24 Beds)
- Men’s Dormitory (3rd Floor 48 Beds)
- Men’s Dormitory (4th Floor 48 Beds)

JMS Vendor: CorrectTech
 Commissary Vendor: Keefe
 Inmate Accounting: Keefe

Contract Duration

The term will be for a single, three-year contract. This contract shall remain in full force and effect until all goods and services authorized have been satisfactorily delivered or performed.

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Evaluation and Award

A selection committee shall evaluate all proposals submitted to this RFP. After an initial screening process, the Vendor may be asked to make an oral presentation of its proposal. All arrangements and scheduling shall be coordinated by the RFP contact person.

1. Vendor shall identify all terms and conditions with which Vendor is not able to comply. Otherwise, it is assumed that all terms and conditions specified herein are accepted by the Vendor. These evaluation items will be used to compare Vendor’s product and service offerings. Vendor shall include in the proposal clarification of those terms and conditions with which they are not able to comply.
2. Houston County retains the right to reject all proposals submitted. Houston County is not required to select the proposal with the lowest pricing but shall take into consideration “best value” in accordance with other factors shown below and other relevant criteria. Houston County reserves the right to accept any proposal deemed advantageous to Houston County.
3. Proposals will be evaluated based on the following factors:
 - a. Vendor’s account support description and maintenance support
 - b. Financial Proposal
 - i. Cost of services (rates & fees)
 - ii. County compensation
 - c. Vendor experience, current customer references, financial stability
 - d. Proposed installation plan, scheduling and implementation
 - e. Equipment, Software and Future Enhancements
 - f. Innovative Alternatives

Equipment	Quantity	Required or Desired?
Standard inmate telephones	10	Required
TDD/TTY devices	0	
Cart phones	0	
Enclosures	0	
Workstations with printers	0	
Laptop computers	1	Desired
Inmate kiosks	4	Required
Handheld devices / tablets	1 to 1 ratio	Required
Cell phone detection devices	2	Desired
Other?		

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References and Experience

Houston County is requesting Proposals for Inmate Phones, Video Visitation System and an Inmate Tablet Program that will facilitate communication, commissary, accounting and education for inmates of the Houston County Work Release Program. The Vendor will provide all connectivity necessary to complete this task to include LAN and WAN, and any electrical (electrical contractor must be approved by Houston County Maintenance Manager), if needed.

1. Provide a brief description of your company's professional experience and capability, demonstrating relevant experience as a prime contractor with projects that are similar in nature, size and scope to that which is the subject of this RFP.
2. Describe background and qualifications of key personnel who will be involved in the project.
3. Provide a statement of your company's financial stability.
4. Disclose any current, pending, or historical litigation involving the company for the past five (5) years. This should include details about any lawsuits, legal disputes, or settlements that might have an impact on the company's financial health, operations, or reputation.
5. Disclose any bankruptcy filings made within the past five (5) years, and any such filings planned in the next twelve (12) months. This could include Chapter 7, Chapter 11 or other related filings and any actions taken since the filing.
6. Disclose information about any fines, censures, or citations issued by any regulatory bodies in the past five (5) years.
7. Provide at least three (3) references from corrections agencies that are comparable in size, complexity and scope, including contact information.

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Scope of Work

Vendor must provide complete *turnkey* services, requiring no items or services ordered by Houston County. Houston County will not be responsible for any costs related to service. Houston County will not provide labor, equipment or facilities to implement and maintain services. The Vendor must include the following services and equipment:

A. Service & Support

Vendor must provide twenty-four (24) hours per day telephone access with local or toll-free number for full maintenance support. All repairs must be performed at the Vendor's expense during the term of the contract, and extensions thereof, if any. Describe your plan for maintenance and ongoing support during the contract term, including method by which Houston County contacts the vendor; an escalation plan; remote diagnostics and preventative maintenance.

B. System Minimum Requirements

1. The system must use web-based software.
2. The proposed system must include a customizable permissions scheme assignable to each staff user.
3. The proposed system must be fully optimized for use on a mobile device. This includes the web-based technology used by staff, the technology used by contacts, and the technology used by inmates.
4. The proposed system must offer the staff a ticketing system where they can submit support tickets or ask questions twenty-four (24) hours a day, seven (7) days a week.
5. Commission reports for all commissionable tablet revenue must be delivered every month to the facility, along with a statement of gross revenue and commissions.
6. Vendor must operate a comprehensive service and support center that can manage questions from public users (friends and family members of inmates) so Community Corrections staff will be able to direct them to said center.
7. Public Users should be able to block all inmate communications, either through a phone call or the web portal.
8. The proposed system must enable inmates to fund a single communication account via a simple, real-time funds transfer from their trust account. Inmates must be available to execute funds transfers in any denomination.
9. The system must enable public users to fund all services with funds established in a single prepaid account, without the need to create separate accounts.

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C. Implementation Requirements

1. Vendor is responsible for coordinating the implementation of the proposed services, including determining all wiring and software requirements and costs associated with the conversion of service from current inmate communication system to the successful new service provider. Successful vendor shall coordinate all details of switching out services with the current vendor.
2. Vendor shall provide an implementation plan and schedule of events as part of the proposal submission.

D. Inmate Management Requirements

1. Vendor must integrate with existing commissary / JMS vendors to load inmates into the database and edit them as needed.
2. Inmates must enter a unique identifying number (PIN, Jacket Number, Vendor ID, etc.) to access the system or login to a device. This process will be subsequently referred to as "PIN Authentication."
3. Inmates must use PIN Authentication before calls, video visitations, and sending / reading messages.
4. Specific devices as selected by the facility may disable PIN Authentication (Intake phones).
5. Staff must be able to search through inmates and all their relevant activities through the system as outlined in Section E. Inmate Telephone System. Staff must have the ability to limit an inmate's system permissions. These tools may be used by staff to discipline inmates who disobey facility policies.

E. Inmate Telephone System

Houston County desires a reliable, state-of-the-art and user-friendly phone system to provide inmates, family, friends, jail staff and appropriate law enforcement agencies with quality experience including the following features.

1. The system must allow out-bound calls initiated by the inmate.
2. Staff must be able to live-monitor and terminate calls through their web-based software interface.
3. Staff must be able to play back recorded calls.
4. Staff must be able to download calls to easily review communications.

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5. The proposed system must allow staff to download individual call records or batches of call records in MP3 or WAV format.
6. The proposed system must allow staff to add notes to call records.
7. The system must allow for free calls from Intake devices and free calls to facility-designated phone numbers (attorneys, social workers, etc.).
8. The proposed system must allow staff to limit the maximum call duration. Please specify the maximum call duration your system allows.
9. System must natively block known “high-risk” numbers. These include 800, 900, hotline, live operator, and other such telephone numbers. In addition, system should natively block 3-way calling attempts, chain dialing, and other phone-phreaking techniques.
10. Systems must be compatible with existing voice biometrics / speaker ID / transcription products or have an in-house solution to meet these requirements.
11. System must be capable of billing communication costs directly to either end-user (inmate or contact). End users should be able to purchase a set amount of usage (defined either in minutes or bandwidth) and all audio communications should draw proportionately from that balance. In other words, all calling should be pre-paid.
12. Staff should be able to list numbers to block both per inmate and facility-wide (blocklist).
13. Instructional call prompts should be available in English and Spanish to inmates.
14. The proposed system must allow staff to designate certain calls, such as an Attorney, as free calls and private ones so as not to record the call.
15. The proposed system must allow staff to block destination phone numbers for either individual inmates or for every inmate.
16. The proposed system must allow the staff to dictate the days and times inmates may place outbound calls.
17. Phones must have the ability to be easily activated or disabled for an individual, device, site or entire facility.

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F. Inmate Tablets System

Vendor must provide a *turnkey* Inmate Tablet Program.

1. Tablet program must be administered by a single, web-based administrative platform.
2. Inmate access/use of tablets must be provided at no cost with no daily, weekly or monthly subscription fees and no per minute fees for access to documents, photographs, or electronic messages.
3. Tablet hardware must be a proprietary design specifically manufactured for use within the correctional environment.
4. Tablet body and case must be integrated as one with the tablet.
5. Vendor must utilize a shared tablet distribution model in which tablet devices are provided to inmates at no cost. Inmate Tablet Programs where inmates must purchase, lease or rent a tablet device will not be accepted. Houston County shall state specific minimum inmate to tablet ratio to be provided. Vendor must provide the facility with a pool of spare tablet devices to allow for a damaged or inoperable device to be immediately replaced at no cost.
6. Vendor's Inmate Tablet Program must meet the following technical requirements:
 - a. Inmate tablet devices must be Wi-Fi enabled.
 - b. Inmate tablet devices must be capable of being updated wirelessly in real time. All tablet device software updates must be provided at no cost.
 - c. Inmate Tablet devices must be equipped with a 3.5mm jack to allow for the connection to a facility-approved headphone/headset.
 - d. Inmate Tablet devices must be capable of being charged by a custom, wall-mountable charging station that can charge/store a minimum of ten (10) tablets simultaneously.
 - e. Tablet devices must be manufactured in the U.S.
7. For secure tablet distribution with minimal staff involvement, tablet devices must:
 - a. Utilize a deployment system that requires inmates to enter credentials before being able to access any tablet or remove it from the charging base deployment system.
 - b. Tablet charging stations must utilize metal to metal contact pins. Tablet charging stations that utilize magnetic induction or cords/cables will not be accepted.
 - c. Tablet deployment must not require staff assistance (passing out or collecting tablets, etc.)
 - d. Tablet deployment system must be placed in designated area as determined by the Facility.
 - e. Inmate Tablet devices must require an inmate to securely log in to the tablet before being able to access any application.

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- f. System must prevent an inmate from taking more than one tablet from the deployment system at a time.
 - g. Inmate Tablet must be able to display terms and conditions to users the first time they log in or for subsequent changes to the terms and conditions.
 - h. Inmate tablets must provide capability of restricting inmate usage to the specific housing units to which the inmate is assigned.
8. Inmate Tablet Program must meet the following security requirements:
- a. Provide the following security measures to harden the firmware on the tablets:
 - i. No option for inmates to change the settings.
 - ii. All NFC, Bluetooth and Cellular wireless radio have been disabled, except for Wi-Fi.
 - iii. Disable inmate's ability to install or uninstall applications.
 - iv. Push authorized applications to the tablet devices through an app state management process.
 - v. Provide no access to third-party application stores
 - b. To ensure inmates cannot access the Internet, Vendor's Inmate Tablet devices must feature a custom, proprietary operating system that will only allow the device to connect to a secure network.
 - c. Inmate Tablet device wireless network traffic must be routed through the Vendor's network system with no exception while providing firewall, transparent proxy, DHCP, DNS and routing services for the tablets.
 - d. Vendor must furnish a recent independent report from a certified provider of network and program security that no vulnerabilities were found.
 - e. Vendor must provide secure Internet Protocol communications by authenticating and encrypting each IP packet of a communication session.
9. Vendor's inmate tablet must interface with the inmate accounting system and other systems as applicable, used by Community Corrections. All interface services must be provided at no cost.
10. Inmate Tablet Program must offer the following minimum features/applications:
- a. Phone Call Application:
 - i. Tablet-based calls are billed at the same rate as calls placed through hardwired/wall mounted telephones.
 - ii. Tablet based calls must be subject to the same call safety, security, monitoring, recording and control functions/applications as hardwired/wall mounted telephones.
 - b. Video Visitation Application:
 - i. Tablet-based video visitation sessions must be subject to the same safety, security, monitoring, recording and control features as a kiosk-based system.
 - ii. For flexibility and mobility purposes, tablets must not require a docking station or charging cable to be used to participate in a video visitation session.

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- iii. Tablets must have filtering software that limits the viewing of nudity and lewd behavior on both inmate and visitor side.
- c. Messaging Application:
 - i. Family and Friends Messaging:
 - 1. Inmates must be able to exchange messages with family and friends at a rate not to exceed requirements of applicable law.
 - 2. Inmate, family and friend messages must be billed on a per message basis. To avoid excessive charges, messaging systems that charge a per minute access fee will not be accepted.
 - 3. For investigative purposes, all inmate, family and friends' messages must:
 - a. Automatically be saved in a keyword searchable database.
 - b. Provide keyword tracking in inmate digital general requests and medical requests.
 - c. Provide 3-way communication blocking and agency flagging notification with the electronic messaging system.
 - d. Provide graphic analysis of relationships based on communication events between inmates and outside users.
 - e. Database must be accessible to authorized facility staff by a secure, web-based administrative platform.
 - f. Allow authorized facility to set alerts whenever a message is sent or received by specific inmate or public user.
 - g. Allow authorized facility staff to set alerts whenever a message containing single or multiple keywords is contained within a message.
 - ii. Attorney Messaging:
 - 1. Inmate messaging application must include specialized Attorney Messaging feature to allow vetted attorneys to send confidential legal documents and exchange messages with inmates electronically.
 - 2. Information and correspondence must be exchanged and stored in an encrypted environment that is completely inaccessible to facility staff.
- d. Law Library Application:
 - i. Must be provided at no cost.
 - ii. Inmate access/use must be provided at no cost.
- e. Education and Re-Entry Programs:
 - i. Must be provided at no cost.
 - ii. Inmate access/use must be provided at no cost.
- f. Request and Grievances:
 - i. Must be provided at no cost.
 - ii. Inmate access/use must be provided at no cost.

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- iii. Must translate both sides of the request / response so that both inmates and staff may enter text using their native language. Translation features must support a minimum of 25 languages.
- g. Entertainment:
 - i. Must offer a wide variety of media choices including movies and television series, Internet radio stations and video games.
 - ii. Provide inmates with free access to eBooks or similar applications.
 - iii. To limit excessive charges and various issues/liabilities associated with ownership and transference of media upon the inmate's release from custody, media must be offered exclusively in a streaming format that is not capable of being stored within the tablet's internal memory. Entertainment/media options that are download or subscription based will not be accepted.
 - iv. Must provide authorized facility staff with complete control over what media/content is available to inmates.
- h. Documents Viewer Application (Inmate Handbooks, Re-Entry manuals, etc.)
 - i. Inmate access/use must be provided at no cost.
- i. Video Player Application (Facility Introduction, PREA, etc.)
 - i. Inmate access/use must be provided at no cost.

G. Video Visitation System

Houston County requires a video visitation that is accessible to inmates using portable tablets and wall-mounted kiosks.

1. All video visitation sessions must be subject to the same safety, security, monitoring, recording, and control features, regardless of whether an inmate uses a tablet or a kiosk.
2. For flexibility and mobility purposes, tablets must not require a docking station or charging cable to be used to participate in a video visitation session.
3. The system should be able to limit inmate video visitation to specific housing units, as designated by the staff.
4. Describe what types of fraudulent video visit activity the system will detect and how it prevents fraudulent video visit activity.
5. The system should have background filtering software to limit nudity or lewd content on both the inmate and the visitor side. Description of solutions should be detailed.
6. The proposed system must be easy to use for visitors and should work on all major smartphones, tablets, and computers (equipped with camera and microphone).
7. The proposed video visitation system should provide the visitor with a diagnostic test to check if their internet connection is capable of video visitation.

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8. Describe, in detail, the system's compatibility with consumer hardware and operating systems, including known limitations.
9. The video visitation system must be able to allow inmates to schedule visits, independent of staff. Vendor should describe in detail options for scheduling video visits.
10. All video visits, except for privileged communications, must be recorded, stored online, accessible, and downloadable by authorized staff for a minimum of one year from the date of the visit and at no charge to the County.
11. Staff must be able to search for visit recordings by inmate's name, date of visit, and location in facility where inmate was housed.
12. Visit recordings should be easily downloadable, by both individual recording and batch downloads of multiple recordings by shared criteria (e.g., inmate's name, date of visit, and housing unit).
13. Filenames of visit recordings should include identifying information (e.g., inmate's name and date of visit).
14. Video visit recordings must be downloadable to a common video format (mp4, mpeg, avi, etc.).
15. The proposed system should have an up to date, secure method of verifying the visit file is a true and accurate copy of the original. Describe the proposed system's method for authenticating a recorded visit.

H. Innovative Alternatives

Vendors are encouraged to quote other optional technologies and innovative equipment to improve efficiencies for facility operations. Describe any optional technology or service and specify what impact, if any, such products would have on the proposed financial offer.

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Financial Offer

Submit up to three (3) copies of the following sheets A-C. Copy as needed.

A. Inmate Calling & Video Visitation Rates:

CALL TYPE	Per-Minute Rate
Local	\$
IntraLATA	\$
InterLATA	\$
Interstate	\$
International	\$
Remote Video Visitation	\$

Indicate whether rates above include any rate additive that will be paid to the Vendor as a reimbursement for its costs of administering the phone and video visitation systems, as allowed for by FCC rules.

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B. Tablet Rates:

SERVICE TYPE	Usage Rate	Commission Rate
Electronic Messaging	\$ (per message)	%
Photo Sharing	\$ (per photo)	%
Music	\$ (per minute)	%
Movies / TV	\$ (per minute)	%
Games	\$ (per minute)	%
Education	\$ (per minute)	%
Other	\$ (per minute)	%

C. Other Additional Fees - When and if Applicable:

Fees such as deposit fees, Western Union fees, etc., that may pertain to tablet services must be listed below. It is understood that these fees are not commissionable and are borne by the users of the Inmate Communication System. However, in the interest of the public and the inmate population, we highly encourage all potential Vendors to exercise caution with exorbitant fees, as they too will be made part of the overall selection process. If a fee does not apply, mark it N/A.

<u>FEE/CHARGE</u>	<u>APPLIES WHEN</u>	<u>AMOUNT</u>
Sample Fee	Per Transaction	Example: \$ 00.00 or 14% or 5% of Call Amount, etc.
Certified checks mailed to the vendor for funding an inmate telephone account		
Money orders mailed to the vendor for funding an inmate telephone account		
Deposits sent to the vendor for funding an inmate telephone account via Western Union or other similar service. (These fees are borne by the consumer)		
Live operator deposit fee (These fees are borne by the public consumer)		

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Automated or web-based deposit fee (Credit Card) (Fees for usage of such services, although optional, are not to be passed on to inmate families)		
Other		

If a fee or charge is not indicated on the attached sheets above, and you are aware of its existence, you must disclose it here/below. If it is not disclosed, neither the County, nor the inmate or their family or friends will absorb it after the fact. The Vendor will assume responsibility for it.

	*Disclose the name of additional fee or charge not indicated in any other area of this response below. (Use additional sheets if necessary).	Disclose the fee or Charge amount here. (Use additional sheets if necessary).
1		
2		
3		
4		

*Taxes or fees “outside your ability to control” do not need to be listed. Such taxes and fees will not be borne by the County.

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