



WOOD COUNTY TEXAS

RFP#002-2025

**REQUEST FOR PROPOSAL
FOR
INMATE COMMUNICATION SERVICES**

**Due Date: April 2, 2025
By 2:00 P.M.**

Section 1: Introduction

I. Overview

This document is a Request for Proposal (RFP). It is the intent of these specifications to obtain proposals from qualified vendors to provide inmate telephone services (further referred to as ITS), including a recording system, monitoring system, equipment for the inmates, and other potential ancillary services at the following Wood County facilities:

Wood County Justice Center
402 South Stephens St
Quitman, TX 75783

Any item not specifically mentioned, but necessary for the delivery and operation of ITS and other ancillary services shall be included in your response. The requirements listed herein should be met by all Vendors. In instances where your system differs from these requirements, you must note the difference and describe in detail how the system will meet the County's needs without including this specific requirement. Failure to meet these requirements may be cause for rejection of the vendor's bid at the County's discretion. No pre-proposal meetings will be provided however questions may be directed to the Sheriff's Office. The County and Sheriff's Office reserves the right to request clarification for any proposal submitted and enter into negotiations that are in the best interest of the county. Questions concerning this RFP and any request to tour the facility must be directed to:

Captain Louis Dahlman
Wood County Justice Center
402 South Stephens Street
Quitman, TX 75783
ldahlman@mywoodcounty.com
903-763-2201

II. Schedule

The schedule for the Invitation to Bid is as follows:

Bid Submission deadline:	April 2, 2025 at 2:00 pm local time
Bids to be Opened:	April 2, 2025 at 2:00 pm local time
Contract Award:	April 8, 2025 at 9:00 am local time
Contract Effective Date:	April 24, 2025

III. Submission

The Original and five (5) copies of the RFP response must be in a sealed envelope or package plainly marked on the outside **Inmate Communication Services RFP response**, and must be returned no later than 2:00 PM local time on April 2, 2025 to the following address:

Wood County Justice Center
402 South Stephens St
Quitman, TX 75783

RFP responses not received by this time and date will be automatically disqualified from consideration and sent back to the Vendor unopened. Original proposal must be clearly marked "**ORIGINAL**" and contain all original signatures of Vendor submitting the response.

IV. Definitions

For the purpose of this Invitation, the terms "Vendor" and "Offerer" refer to the provider of equipment and services. The word "County" will refer to Wood County. The "system" will be referred to as the ITS's individual method for providing all services requested.

The words "must" and "shall" indicate mandatory requirements. Taking exception to any mandatory requirement may be grounds for rejection for the proposal. There may be other requirements that the County finds important but not mandatory. It is important to respond in a concise manner to each requirement in this document.

Wood County reserves the right to reject, in whole or in part, any and all bids received by reason of the Request for Proposals (RFP). Wood County will not pay for any information herein requested, nor will Wood County be responsible for any cost incurred by the Provider. All proposals shall become the property of Wood County upon submission. Wood County reserves the right to negotiate the final price subsequent to the submission of bids, from the selected qualified Provider.

V. Contract term

The contract will be for a period of five (5) years with automatic 2-year renewals until notice of termination is received.

VI. Selection Process

The selection of a winning Provider for contract will be made using the following three-step process:

1. In order to initially selected, the Provider(s) must meet the "Minimum Qualifications of the Providers" as included in this RFP, and their proposal must satisfy both the "Mandatory Requirements for All Proposals" and the "Objectives of the RFP", also contained in this RFP.
2. After the conditions outlined in #1 are met, Provider(s) will be ranked based on quality of the response to this RFP, experience in jails of like size and complexity, price, and references.
3. One or more of the Providers may be invited to make oral presentations to a selection committee or to the Commissioners, or to answer questions.

If a final award is made, such award will be made to the Provider who meets the above stated selection sequences and is judged best able to provide inmate communication services at the Justice Center. The County reserves the right to award the bid to the Provider who best fits the needs of the County; this may or may not be the lowest bidder.

Any and all exceptions taken by the Provider must be listed and prominently displayed in proposal materials.

Proposals which do not meet the mandatory requirements will be considered non-compliant and rejected. After the evaluation of the proposals and the selection of the successful contractor, all Providers will be notified in writing of the selected firm.

VII. Termination

The obligation to provide further service under the terms of the resulting agreement may be terminated by the County upon sixty (60) days written notice in the event of material breach by the successful bidder to perform in accordance the terms hereof. In the event that County chooses to discontinue this contract, the Vendor warrants that it will remove all its equipment from the facilities without charge. Service and equipment will not be removed until another Vendor has been identified. The removal of equipment and disconnecting of the present system will occur during the implementation of the new system with minimal interruption of service to the County. It will be necessary that the current vendor cooperate with the new vendor during the implementation of the new system.

VIII. Damage and repair Liability

The County will have no liability to the Vendor for fraud, theft, vandalism, damage, or loss of the Vendor's phone equipment inflicted by the inmates or the public. All costs associated with the repair of phone will be the responsibility of the Vendor. Other ancillary services may require hardware that falls outside of this stipulation.

Vendor warrants that all repairs will be made at its expense. Vendors shall make all reasonable efforts to ensure that the calling service is operational and repaired as quickly as possible.

IX. Insurance

Bidder shall provide the County with Certificate of Insurance, both Workman's Compensation Insurance and General Liability Insurance coverage for work at the various county facilities with limits of not less than \$100,000/\$300,000/\$100,000 with excess umbrella of \$1,000,000.

Successful Vendor must submit copies of insurance certificates to the County before any work can be started.

X. Negotiations

Negotiations may be conducted with prospective vendors who submit proposals. County reserves the right to reject any and all proposals or waive portions thereof and to choose the proposal which best meets the needs and requirements of the County. Wood County reserves the right to require the Vendor to provide demonstrations or samples as part of negotiations.

Section 2: Vendor Qualifications

Experience

Wood County is contacting prospective vendors who have an interest in or are known to do business relevant to this RFP for ITS and ancillary services. The vendor must be an experienced, reputable firm providing the requested system. Vendors not currently involved with these systems will not be considered for this contract.

Vendor Offices and Locations

Vendor must own and operate a fully staffed call center. The Call Center must be staffed by live operators 24/7/365.

Platforms Provided and Demonstrated

Vendor must own, operate and support the ITS, Video Visitation, Messaging, Ticketing, Mail Scanning, Educational System, Voice Biometric and Transcription Platforms that will be provided and demonstrated to the County.

References

Vendor must provide three references of similar size including name, location and size of facility, date of installation, and a contact person and phone number.

Section 3: Inmate Telephone System Requirements

I. System Security

- a. The proposed system must be web based with tiered security access levels so employees can access the platform from outside the jail location. If there are functions that cannot be performed remotely, Vendor must clearly describe any limitations.
- b. The system shall be a Web-based, easy to use application that is available securely from anywhere at any time remotely.
- c. The proposed system must be programmed for auto shut off at times designated by the County.
- d. The county personnel must be able to manually shut down the service in case of emergency.
- e. The proposed system shall be password protected to permit only appropriate County personnel access to the service.
- f. The system must have the capability to enable and disable any phone at the County from any secured computer.
- g. For security purposes, the system must be a centralized non-premise system that will keep all records secure and not require the need to be maintained at the facility. Describe your system and how your system will meet this requirement.
- h. System can set a maximum call length for calls made by inmates. In response, describe the range of time and increments that calls can be limited to.
- i. System can shut down all or subsets of inmate telephones (by floor, block or other grouping).

II. Fraud Management

- a. The proposed system must be able to detect potentially fraudulent telephone activity and at the County's discretion disconnect calls automatically. Describe the types of fraudulent telephone activity Vendor's system will detect and the method by which it is detected.
- b. The proposed system shall prevent the inmate from receiving a second dial tone, or "chain-dialing".
- c. The proposed system shall prevent extra digits dialed by the inmate after the party has accepted the call. Please describe process.
- d. The proposed system shall continue to play the brand recording at random intervals throughout the call.
- e. The proposed system shall guard against "hook-switch-dialing" and other fraudulent activities. Please describe.
- f. The inmate shall not communicate with the called party until the call has been accepted.
- g. The system shall detect the difference between an accepted call, an answering machine, busy

signal, and other telephone activity. Please describe.

- h. The proposed system shall also have the ability to assign approved calling numbers according to a specific inmate.
- i. The proposed system shall permit the called party to block all future calls from a correctional facility.

III. Call Recordings

- a. The proposed system shall maintain all call recordings centrally, on disk storage, using RAID technology and not use tape drives for storage or call recordings.
- b. All call recordings for 2 years shall be stored online and available through the online user interface.
- c. Facility personnel must be able to search call recordings by dialed number, date, time inmate account, or site ID.
- d. Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.
- e. Call recordings must be accessible by the County for a minimum of 2 years. Upon request, call recordings must be made available to the County at no charge for 2 years after contract expiration even if the Jail decides to use another inmate phone system provider.
- f. Recorded calls must be backed up and geographically disparate to minimize the risk of lost calls due to a catastrophic system failure. Please describe Vendor's system backup plan and system redundancy.

IV. Investigative Features

- a. The proposed system shall have capability to remotely survey inmate calls and be able to transfer specific calls in progress to investigators.
- b. The system will need to be equipped with a remote conferencing feature and e-mail feature for those numbers that are under surveillance by the investigative unit. The feature will need to allow authorized personnel to monitor a call and receive e-mail notification from a designated remote location, while the call is in progress. The call will need to be automatically conferenced to a predetermined investigator's telephone number in listen mode only once the call is accepted by the called party in progress.
- c. The proposed system must allow for all calls remotely conferenced to investigators to be accepted by the investigator with a unique PIN.
- d. Additional investigative features are discussed in section XIV.

V. Call Acceptance

- a. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.
- b. The proposed system shall include user prompts in English and Spanish.

- c. The called party must actively accept the call.
- d. The inmate cannot communicate nor hear the called party until the call has been accepted.
- e. Billing does not begin until the call is accepted.
- f. System allows County to enable some telephone numbers to be called without any charge, i.e. to Public Defenders, at County's discretion

VI. Reports

- a. The vendor shall supply a method to retrieve call detail reports to the County. The reports shall contain a variety of call information and be customizable to suit the County's needs.
- b. Vendor shall attach samples of their call detail and other standard reports.
- c. Vendor shall provide a secure access to all calling activity within the facility via the internet/web.

VII. Service and Maintenance

- a. Vendor shall provide 24-hour, toll-free service number.
- b. Vendor shall address all major service outages within four (4) hours.
- c. Vendor shall provide service policies and procedures as an attachment to this proposal.
- d. Describe the maintenance and quality assurance programs for telephones to be installed.
- e. Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.
- f. Provide a contact person who will be responsible for ongoing account management and support.
- g. Vendor must have Texas Based Technicians and Account Manager.

VIII. Training

- a. Vendor shall provide initial onsite training to the County staff in system administration, operation and reporting. Training thereafter can be remote or, if requested by the County, onsite.
- b. Describe the training program, include a description of topics covered and any applicable documents.

IX. Installation and Cut-over

- a. The Vendor will provide inmate phone sets, an automated inmate call control system, visitation recording sets, remote system access and all other ancillary services requested in the system and insure they are working properly.

- b. Vendor shall submit a complete and detailed schedule of the time frame required for installation including utility coordination, internet service provider installation, training, cut-over and testing. The service must be installed in a manner and under a timeframe designed to minimize disruption of normal function of the County.
- c. Any delay in the implementation of the Vendor's schedule that is caused by the County will increase the Vendor's time allowance to complete installation, but the Vendor must submit a complete and detailed schedule of additional time required.
- d. The risk of loss and/or damage will be assumed by the Vendor during shipment/travel, unloading and installation.
- e. Quantity: There are currently 33 inmate telephones installed

X. Calling Options

- a. Vendor must fully describe all available calling options.
- b. Describe all points-of-sale that will accept payments for all proposed services.
- c. All deposit methods, whether provided by the Vendor or a third party, must be thoroughly described.
- d. All associated fees (whether to the depositor or to the inmate) must be fully disclosed for all proposed deposit methods in Vendor's RFP response. No fees will be allowed to be charged once the contract is negotiated that are not already disclosed in Vendor's RFP response.
- e. Describe any automated promotional programs that allow calls to be connected and paid for instantly by nontraditional means.
 - i. What is the cost of a call that is connected by the described programs?
 - ii. Disclose the total cost, call fees, transaction fees, and any third-party fees that are charged to the end user when utilizing the proposed promotional programs.
 - iii. Fully describe the commission/compensation that the county will receive on the calls that are connected through the proposed promotional programs.
 - iv. The following chart must be filled out to describe all programs offered.

Product/ Promotional Program	Payment Method	Consumer Cost	All Fees	Facility Compensation

XI. Commission

- a. The system shall have the capability to inform the called party of the call cost prior to acceptance.
- b. Vendor billing to called parties must include the vendor information and a toll-free telephone number to resolve billing disputes.

- c. Billing charges shall begin at the time of the call acceptance when the calling party is connected to the called party and shall be terminated when either party hangs up. Incomplete calls such as network intercept recordings, busy signals, no answers, refusal of calls, answering machine pick-ups, etc. shall not be billed.
- d. Vendor shall include a detailed analysis as to how they determine commissionable revenue including examples of consumer deposits from all points-of-sale, the fees they pay, the dollar amount available for a call given the deposit, and the amount that the County is commissioned after the dollar amount has been used from an accepted call.

XII. Consumer Fees

The County believes in providing fair and affordable services to friends and family. The Vendor must disclose all possible consumer fees if the Vendor's proposal is selected. This includes Vendor fees and third-party fees. County may reject proposals if all potential fees are not fully disclosed. This would include, but is not limited to, any and all deposit fees, transfer fees, refund fees, account maintenance fees, billing fees, paper bill fees, monthly access fees, etc.

XIII. Video Visitation

- a. System should allow for remote and onsite video visitations to occur.
- b. Vendor must state the amount of bandwidth (upload and download) required to run one remote visit on the proposed platform.
- c. Vendor must state the amount of bandwidth (upload and download) required to run an onsite visit (inmate terminal to visitor terminal) on the proposed system.
- d. Vendor must be responsible for all costs associated with installation, maintenance, and system upgrades, for the length of the agreement.
- e. Vendor must describe, in detail, the proposed video visitation solution and the cost of the system.
- f. Vendor will not be allowed to deduct from commission due to the Vendor's predetermined functionality benchmarks. For example: If County doesn't generate enough remote visits, Vendor will not deduct from inmate calling commission.
- g. Vendor must allow, at County's request, to maintain face-to-face visitation sets in County facility.
- h. Vendor may not limit the number of onsite video visitation time-slots in order to force more remote visitations to occur.
- i. Vendor shall agree to work closely with current commissary provider to insure all required interfaces are provided at no cost to the county.
- j. Vendor shall agree to work closely with current commissary provider to insure a seamless transition.

XIV. Additional Investigator Tools and Services (Please provide description and details of

each).

- a. System must use Voice Print Technology including continuous voice identification. Voice prints should be able to be determined from multiple sources and languages.
- b. System must use a covert enrollment process where the voice print is created without the inmate's knowledge. This requires no voice verification enrollment process.
- c. System should have a visual link analysis diagram that shows calling patterns and relationships;
- d. System can identify inmate PIN/ID sharing events
- e. System can process both mono and stereo audio inputs. It will be capable of splitting the caller's voice from the called party's voice.
- f. Vendor must be able to provide mail scanning that they own, operate and service in the State of Texas.
- g. Vendor must be able to provide and Educational Platform at no cost to they county, family or inmate that they own, operate and service.
- h. Vendor must be able to provide 8 inch hand-held tablets as well as wireless charging carts and stations at no cost to the county, family or inmate.

COMMISSION

Please identify all call types that the county will receive a commission on, along with the proposed calling rates, in the following format (No Up Front Commissions or Bonuses will be allowed).

Proposed Call Type: Prepaid-Pin Debit

Commission percentage to County: _____ %

	First Minute (connect + per minute charge)	Subsequent Minutes
Local		
IntraLATA		
InterLATA		
InterState		

Proposed Call Type: Prepaid-Collect Calling

Commission percentage to County: _____ %

	First Minute (connect + per minute charge)	Subsequent Minutes
Local		
IntraLATA		
InterLATA		
InterState		

Proposed Call Type: Collect Calling (if offered)

Commission percentage to County: _____%

	First Minute (connect + per minute charge)	Subsequent Minutes
Local		
IntraLATA		
InterLATA		
InterState		

Proposed Messaging Rates:

Commission percentage to County: _____%

First Message Cost:	Subsequent Message Cost:

Proposed Video Visitation Rates:

Commission percentage to County: _____%

First Minute (connect + per minute charge)	Subsequent Minutes

Additional Services Fees, Rates and Costs to the County, Family or Inmate:

Commission percentage to County: _____%

Mail Scanning:	
Educational Content:	

PROPOSAL SIGNATURE FORM

The undersigned agrees this Proposal becomes the property of Wood County after the official opening.

The undersigned affirms that they are duly authorized to execute a contract, that this Proposal has not been prepared in collusion with any other Respondent, nor any employee of Wood County, and that the contents of this Proposal have not been communicated to any other Respondent or to any employee of Wood County prior to the official opening.

The undersigned affirms that they have read and do understand the specifications and any attachments contained in this RFP package. Failure to sign and return this form will result in the rejection of the entire Proposal.

Signature:

Authorized Representative

NAME AND ADDRESS OF COMPANY:

Date: _____

Name: _____

Title: _____

Tel. No. _____

Fax No. _____

E-Mail Address: _____

THIS FORM MUST BE SIGNED

EXHIBIT "A"

CERTIFICATION OF ELIGIBILITY

(This provision applies if the anticipated contract exceeds \$25,000)

By submitting a Proposal in response to this solicitation, the Respondent certifies that at the time of submission, he/she is **NOT** on the **State of Texas** or the **Federal Government's** list of suspended, ineligible, or debarred proposers.

In the event of placement on the list between the time of Proposal submission and time of award, the Respondent will notify the Wood County Auditor. Failure to do so may result in terminating this contract for default.

Signature

X _____

Authorized Representative

COMPLIANCE WITH FEDERAL AND STATE LAWS HB 1295

CERTIFICATION OF ELIGIBILITY

By submitting a bid or proposal in response to this solicitation, the bidder/proposer certifies that at the time of submission, he/she is not on the Federal Government's list of suspended, ineligible, or debarred contractors.

In the event of placement on the list between the time of bid/proposal submission and time of award, the bidder/proposer will notify the Wood County Auditor's Office. Failure to do so may result in terminating this contract for default.

DISCLOSURE OF INTERESTED PARTIES

By submitting a bid or proposal in response to this solicitation, the Bidder/Respondent agrees to comply with HB 1295, Government Code 2252.908. Bidder/Respondent agrees to provide the Wood County Auditor the "Certificate of Interested Parties," Form 1295 as required, within **ten (10)** business days from notification of pending award, renewal, amended or extended contract.

Visit https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm for more information.

Signature

VENDOR REFERENCES

Please list references of past and current customers who can verify the quality of service your company provides. The County prefers customers of similar size and scope of work to this proposal. ***THIS FORM MUST BE RETURNED WITH YOUR PROPOSAL.***

REFERENCE ONE:

GOVERNMENT /COMPANY/BUSINESS NAME:	
ADDRESS/CITY/STATE/ZIP:	
CONTACT NAME/TITLE:	
BUSINESS PHONE/FAX:	
CONTRACT PERIOD:	SCOPE OF WORK:

REFERENCE TWO:

GOVERNMENT /COMPANY/BUSINESS NAME:	
ADDRESS/CITY/STATE/ZIP:	
CONTACT NAME/TITLE:	
BUSINESS PHONE/FAX:	
CONTRACT PERIOD:	SCOPE OF WORK:

REFERENCE THREE:

GOVERNMENT /COMPANY/BUSINESS NAME:	
ADDRESS/CITY/STATE/ZIP:	
CONTACT NAME/TITLE:	
BUSINESS PHONE/FAX:	
CONTRACT PERIOD:	SCOPE OF WORK:

