

# MILLS COUNTY, TEXAS

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## REQUEST FOR PROPOSALS

RFP No. RSO RFPC 2026

### **Inmate Telephone, Video Visitation, Electronic Messaging, Tablet, and Commissary Services for the Mills County Jail**

*Issued by*

**Mills County Sheriff's Office**

2111 Priddy Road • Goldthwaite, Texas 76844

Issue Date: 7-13-2026

Proposals Due: 8-14-2026 at 10:00a.m. local time

*Sealed proposals must be received by the date and time shown above.  
Late submissions will not be accepted.*

## RFP Summary

| Item                        | Detail                                                                                                                                                                          |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| RFP Number                  | <u>RSO RFPC 2026</u>                                                                                                                                                            |
| Issue Date                  | 7-13-2026                                                                                                                                                                       |
| Issuing Agency              | Mills County Sheriff's Office                                                                                                                                                   |
| Address                     | 2111 Priddy Road, Goldthwaite, Texas 76844                                                                                                                                      |
| Contact                     | Amanda Williams, Jail Admin., 325-648-2245,<br>Amanda.Williams@millscountytexas.gov                                                                                             |
| Proposal Due Date & Time    | 8-14-2026 at 10:00 a.m.                                                                                                                                                         |
| Estimated Inmate Population | Current average 27, capacity 32                                                                                                                                                 |
| Contract Term               | Five (5) years, with successive one (1) year automatic renewals unless either party provides written notice at least ninety (90) days prior to the end of the then-current term |

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## 1. Purpose

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The Mills County Sheriff's Office ("County") is requesting sealed proposals from qualified vendors to provide inmate telephone, video visitation, electronic messaging, tablet, and commissary services for the Mills County Jail under a single, fully integrated contract. The County seeks one vendor accountable for all services, delivering a reliable, transparent, and technology-driven program that benefits inmates and their families, reduces administrative burden on jail staff, and generates consistent commissions for the County.

The County has determined that operating inmate communications and commissary through separate vendors creates divided accountability, duplicative systems, redundant staff training, and reconciliation burdens between inmate trust, communications, and commissary accounts. Accordingly, this RFP is issued for a single combined award; proposals for only a portion of the scope of services will be deemed non-responsive.

## 2. Single-Vendor Integrated Solution Requirement

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- The County will award one contract to one vendor for all services described in this RFP. The awarded vendor shall assume prime and sole vendor responsibility and shall be the County's single point of contact and accountability for all systems, installation, fulfillment, maintenance, training, reporting, and support.
- All core service operations — including commissary order processing, inventory management, product fulfillment, packaging and delivery, inmate account management, commission reporting, installation, maintenance, and customer support — must be performed directly by the vendor and its own employees. Subcontracting, brokering, reselling, or revenue-sharing arrangements that delegate core service operations to a third-party operator are not acceptable and will render a proposal non-responsive. Teaming arrangements between separate communications and commissary companies submitted as a combined response will likewise be deemed non-responsive.
- Use of commercially licensed or leased software platforms is acceptable, provided the platform is administered, operated, and staffed directly by the vendor's own personnel and the vendor remains solely responsible to the County for its performance. Licensed software operated by the vendor shall not be considered third-party subcontracting for purposes of this section.
- The proposed solution should operate as one integrated program under a single vendor, with unified reporting across all revenue streams.

### 3. Scope of Services

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#### 3.1 Inmate Telephone Services

- Furnish, install, and maintain an inmate telephone system at no cost to the County, including all equipment, cabling, wiring, permits, and licenses.
- The system must support debit, prepaid, and collect calling; incoming calls shall not be accepted.
- All calling rates and fees must comply with current FCC regulations (47 CFR § 64.6000 et seq.) and applicable Texas requirements. Provide a complete rate table for all call types, including all fees and the commission to be paid to the County.
- Calls must be branded to clearly identify the caller as an inmate at the Mills County Jail.
- The system must record and monitor all calls, with automatic exemption of properly registered privileged/attorney numbers from recording and monitoring. Recordings shall be retained and searchable for a minimum of three (3) years.
- English and Spanish prompts are required; list all other available languages.
- The phone system must comply with all Americans with Disabilities Act (ADA) requirements, including TTY/TDD support and volume control.
- Jail staff must be able to set calling schedules, shut off phones by housing area, and block or unblock numbers.

#### 3.2 Video Visitation

- Provide remote video visitation, which may be offered at a per-session or per-minute rate disclosed in the rate table. On-site, in-person visitation will continue to be conducted by the County in accordance with Texas Commission on Jail Standards requirements and is outside the scope of this RFP.
- All non-privileged visits must be viewable in real time and recorded, with recordings retained for a minimum of three (3) years. Staff must be able to disable recording for privileged visits and to terminate any active session.
- Staff must be able to manage each inmate's contact list and approve or deny communication access.

#### 3.3 Electronic Messaging

- Provide secure electronic messaging between inmates and approved contacts, including photo attachments, with content-moderation tools to screen explicit or prohibited content.
- All messages must be stored and available to staff for review, with the ability to block any contact from sending or receiving messages.

### 3.4 Tablets and Digital Services

- Provide institutional-grade tablets at no cost to the County, with configurable permissions by inmate or housing group, no open internet access, and content subject to County approval.
- All inmate-facing hardware must be hardwired using power-over-ethernet (POE) or operate on a vendor-provided secure wireless network installed and guaranteed to function in all housing areas at no cost to the County. The vendor shall provide its own internet connectivity.
- Digital forms: inmates must be able to submit requests, grievances, and other forms electronically at no cost. Staff must be able to route submissions to notification groups, respond electronically, restrict submission quantities, and download or print any submission.
- Describe any additional services offered (education, law library, religious content, music, movies, games, books, job/life-skills programming). Identify all fees and who pays them. Value-added services will be considered in evaluation.

### 3.5 Commissary Services

- Provide a complete, turnkey commissary program, including a secure electronic ordering system for inmates (via tablet, kiosk, and/or staff entry), product supply, packaging, and delivery to the jail on a routine weekly schedule.
- **Direct fulfillment:** The vendor must own and operate its own fulfillment operation and warehouse and perform inventory management, picking, packaging, and delivery with its own employees. Orders shall be packaged and labeled individually by inmate name and housing assignment.
- Maintain a product menu appropriate to the facility, with pricing competitive with local retail. Menu and pricing are subject to County review and approval; describe your policy on substitutions (a no-substitution policy is preferred).
- Provide indigent inmate support and describe how hygiene and correspondence items are made available to indigent inmates.
- Comply with all applicable Texas laws, including Texas Local Government Code § 351.0415 and Texas Commission on Jail Standards requirements, and support the County's required commissary recordkeeping and annual reporting.

### 3.6 Deposits, Trust Accounting, and Kiosks

- Provide online, mobile, phone, and lobby-kiosk deposit options for family and friends to fund inmate accounts, with all deposit fees clearly disclosed in the rate table.
- The commissary and deposit systems must interface with inmate trust accounts at no cost to the County, eliminating manual reconciliation between systems.
- Provide real-time reporting dashboards for County staff covering sales, commissions, deposits, account balances, and trends, with transaction-level detail available on demand.

## 4. General System and Technical Requirements

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- All systems must be web-based; no on-site server may be required to store recorded data.
- The system must support restrictive permissions limiting individual inmates or groups to specific applications, adjustable by jail staff.
- The system must produce administrative and investigative reports covering inmate activity across all services (phones, video, messaging, forms, commissary).
- All inmate financial and communications data must be hosted securely with encryption in transit and at rest.
- All equipment, installation, maintenance, software licensing, upgrades, and training shall be provided at no cost to the County for the life of the contract.
- All recordings, documentation, reports, data, and forms are the property of the County and shall be provided to the County in a usable, searchable electronic format at no cost upon contract termination, with continued access for three (3) years thereafter.

## 5. Vendor Qualifications

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- A minimum of three (3) years' experience directly providing both inmate communications and commissary services as a single integrated provider in county correctional facilities. Experience delivering only one service line, or delivering the combined scope through partner or subcontractor arrangements, does not satisfy this requirement.
- References from at least three (3) county jail clients for which the vendor currently provides the combined communications and commissary scope, preferably in Texas or adjoining states. The County will evaluate the vendor's total active portfolio and depth of combined-service experience; no single-facility population threshold applies.
- Demonstrated financial stability and the technical expertise, facilities, and resources necessary to perform the work, described in a formal cover letter.
- Proof of all applicable licenses, certifications, and insurance.
- Familiarity with Texas jail standards, commissary statutes, and FCC inmate calling regulations.
- A list of any violations or fines imposed by any state within the last thirty-six (36) months relating to money transmission licensing; any such violations may be cause for disqualification.

## 6. Proposal Requirements

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To be considered responsive, each proposal must contain the following, in order:

- **Cover Letter & Executive Summary** — company overview, confirmation that the vendor will directly provide the full combined scope, and principal contact information.
- **Company Profile** — ownership, headquarters, years in business, number of correctional facilities served, and number of facilities where the vendor provides both communications and commissary.
- **Service Plan** — description of communications operations and commissary ordering, fulfillment, packaging, and delivery processes, including delivery frequency and staffing.
- **Technology Overview** — platform architecture, integration between commissary, deposits, and trust accounting, reporting capabilities, and security measures. Identify any licensed software components and confirm they are operated and administered by the vendor's own personnel.
- **Pricing & Commission Proposal** — complete rate table for all calls, messaging, video, tablet, and deposit fees; itemized commissary menu; proposed commission percentages by revenue category; and any other fees. No hidden fees will be accepted.
- **Implementation & Transition Plan** — timeline, installation approach, training, and coordination with the outgoing vendor(s), designed to minimize disruption to jail operations.
- **References** — at least three (3) current county jail clients receiving the combined scope, with contact names and phone numbers.
- **Insurance & Compliance** — proof of liability insurance and compliance certifications.
- **Exceptions** — any deviations from the requirements of this RFP must be clearly stated; unstated deviations will not be accepted after award.

## 7. Evaluation Criteria

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Selection will not be made on the basis of price alone. Proposals will be evaluated according to the best overall value to the County using the following weighted criteria:

| Evaluation Category                                                              | Weight |
|----------------------------------------------------------------------------------|--------|
| Integrated single-vendor solution, direct fulfillment, and accountability        | 25%    |
| Cost / commission return to County and fairness of rates to inmates and families | 25%    |
| Service model, reliability, and fulfillment capability                           | 20%    |
| Technology, reporting, and ease of use for County staff                          | 15%    |
| Vendor experience and references (combined-service portfolio)                    | 10%    |
| Value-added features and inmate programming                                      | 5%     |

The County has designated a team of staff to review each proposal. Following review, staff will make a recommendation to the Mills County Commissioners Court for approval. The County may, at its option, conduct interviews or request demonstrations from one or more vendors.

## 8. Contract Terms & Conditions

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- **Term:** five (5) years from the effective date, with successive one (1) year automatic renewals unless either party provides written notice at least ninety (90) days prior to the end of the then-current term.
- **Commissions:** paid monthly, accompanied by a monthly financial report showing total revenue by category and the County's share. The County reserves the right to audit and verify the vendor's records, and may elect to waive a portion of its commission in exchange for reduced costs to inmates and families or additional equipment or inmate programming.
- **Rates:** rates and commission percentages shall remain fixed for the life of the contract unless modified by mutual written agreement; any proposed increase in fees to inmates or their contacts is subject to County review and approval.
- **Compliance:** vendor shall comply with all federal, state, and local laws applicable to inmate communications and jail commissary operations, including FCC regulations, Texas Local Government Code § 351.0415, and Texas Commission on Jail Standards requirements.
- **Insurance:** vendor must maintain general liability, workers' compensation, and automobile coverage at levels acceptable to the County, with the County named as additional insured.
- **Background checks:** all vendor personnel entering the facility are subject to criminal background screening and may be denied access at the Sheriff's discretion.
- **Indemnification:** vendor shall indemnify and hold harmless Mills County, its officers, agents, and employees from any claims or damages arising from vendor operations.
- **Risk of loss:** risk of loss for all vendor equipment remains with the vendor at all times, including shipment, installation, and operation.

- **Records & audits:** all records related to communications and commissary transactions shall be made available to the County upon request.
- **Governing law:** the agreement will be governed by the laws of the State of Texas, with venue in Mills County.

## 9. Proposal Submission Instructions

Submit one (1) original and three (3) copies in a sealed envelope labeled "RFP — Inmate Communications & Commissary Services — Mills County Jail," delivered to: [Mills County Courthouse / Address 1011 4<sup>th</sup> St. Goldthwaite, Tx.]. An electronic copy in PDF format shall also be emailed to [Email]. Proposals are due by [Date 8-14-2026 at 10:00 a.m. Time]; late submissions will not be accepted.

All questions must be submitted in writing to [Contact Amanda.williams@millscountytexas.gov] by [Date 8-13-2026]. Responses and any addenda will be shared with all known prospective vendors. All proposals must remain valid for ninety (90) days after the proposal due date.

Mills County reserves the right to reject any and all submittals, to waive informalities, and to re-solicit proposals or change the closing date for any business reason. No reimbursement will be made for costs incurred in preparing a proposal. All information submitted will be considered public information on and after the date the County awards a contract or rejects all submittals, except as protected by law.

## 10. Tentative Timeline

| Event                                           | Date           |
|-------------------------------------------------|----------------|
| RFP Issued                                      | 7-13-2026      |
| Question Deadline                               | 8-13-2026      |
| Addenda / Responses Posted                      | _____          |
| Proposals Due                                   | 8-14-2026      |
| Evaluation Period                               | 8-14 thru 8-28 |
| On-Site Interviews / Demonstrations (if needed) | 7-21-2026      |
| Award Notification                              | 9-15-2026      |
| Contract Start Date                             | 10-21-2026     |

## 11. Attachments

- Attachment A: Proposal Acknowledgment Form
- Attachment B: Sample Commissary Menu (to be provided by vendor)
- Attachment C: Rate Table Format

Attachment A — Proposal Acknowledgment Form

I, the undersigned, on behalf of \_\_\_\_\_ (vendor name), hereby acknowledge as follows:

- 1. We have read and understand the Request for Proposals issued by Mills County and have submitted any questions deemed necessary to form a complete understanding of the County's requirements.
- 2. We have received and reviewed answers to all questions submitted and any addenda issued.
- 3. We confirm that our firm will directly provide all services described in this RFP as a single integrated provider, that no core service operations will be subcontracted to a third-party operator, and that any licensed software platforms used are operated and administered by our own personnel.
- 4. All rates, fees, and commissions stated in our proposal are complete, and no fees will be charged to the County, inmates, or their contacts other than those disclosed.

|       |              |
|-------|--------------|
| _____ | Signature    |
| _____ | Printed Name |
| _____ | Title        |
| _____ | Date         |