

Invitation to Submit Proposals



Request for Proposal (RFP) on Inmate

Communications and Tablet Program

at Scott County Detention Center

MARCH 19, 2026

1. Overview

May 5th

The Scott County Detention Center (SCDC) is seeking sealed proposals from qualified vendors, until ~~April 21st~~ 2026 at 2:00 pm, for the supply, installation, and maintenance of an inmate communication system. All proposals include secure inmate phones, video visitation, in-person visitation, tablet program, and an off-site inmate mail scanning service. Proposals received after the deadline will be deemed non-compliant and disposed of. The proposal should be designed to enhance inmate communication, education, and rehabilitation efforts while ensuring full compliance with security protocols. The proposal shall meet all local, state and federal standards and regulations.

It's the intent of SCDC to enter an initial four (4) year term contract with the winning bidder. If both parties agree, in writing, at least 90 days before the end of the initial four (4) year term, the term can be extended for an additional one (1) year term, up to four (4) times. The Average Daily Population at SCDC is 122.

2. Scope of Work

The selected vendor will be responsible for providing, installing, and maintaining a system of hardware, software and services that provides inmate communication services including inmate phone calls, visitation phones, kiosks, tablets, and mail copying service. The system must be expandable to accommodate future growth and change outs. The system must provide new, industry standard, state-of-the-art equipment with administrative access capabilities via a secure Web Interface and work in real-time for monitoring and reporting.

- **Supply and Delivery of Equipment (must meet correctional industry standards)**
Provide secure, rugged, vandal resistant and tamper-resistant kiosks, phones and tablets designed for use within a correctional facility setting. The kiosks, phones and tablets should meet all industry security standards to prevent unauthorized access and activities. Tablet ratio to inmates shall be 1 tablet for each inmate (1:1), assigned model. Vendor shall provide SCDC with two hundred and fifty (250) clear, lightweight earbuds per month for distribution to new inmates.
- **Software and Content Management**
Providing and installing a software platform that offers controlled access to various content types (e.g., educational materials, legal resources, messaging systems, entertainment, etc.) while ensuring the platform is fully integrated into the facility's security system. The system shall allow SCDC to monitor and control the content, access levels of each communication service and the hardware. The system shall store data, requests and grievances, as well as phone calls and messages, for a minimum of three (3) years. Post separation, SCDC shall have access to the stored data for an additional two (2) years.

- **Installation and Integration**

Installation of all phones, tablets, software, and necessary hardware, including the setup of communication interfaces and tablet charging stations. Full integration with existing Jail Management Software (JMS) and commissary provider, is required. Installation crews may be required to pass a background check prior to the start of installation.

- **Maintenance and Support**

Providing ongoing technical support, software updates, and maintenance for the duration of the contract at no additional cost to SCDC. This includes troubleshooting, device repair/replacement, and software updates at no cost to SCDC. All maintenance and support requests shall be responded to within seventy-two (72) hours. Maintenance and support requests shall be resolved within one hundred and sixty-eight (168) hours, unless SCDC and vendor agree to an extended time to resolve the issue.

- **Security Features**

The tablets must include security measures such as disabling internet browsing, email services, social media apps, or any feature that could facilitate communication with other persons (inside or outside SCDC) or compromise the safety of the facility.

- **Inmate Communications**

Providing communication features (e.g., phone, messaging, video visitation, mail scanning) that allow inmates to connect with approved contacts, while maintaining the security and privacy of the system. Video visitations shall be conducted via the tablet or kiosk. Vendor shall provide seven (7) visitation terminals with recorded handsets for in person lobby visitation. One additional pair of unrecorded handsets that can be activated and deactivated by SCDC for attorney visits. Vendor shall include a described proposed solution for off-site mail scanning for inmates to read their mail on the tablets or kiosk and for "in-house" inmate/SCDC communications (general, medical, grievance, PREA complaint, suicide alerts, requests, etc.). Vendor shall describe investigative features as well as how staff can monitor, review, and download inmate communications, as well as run reports, set alerts, and send notifications to inmates. Vendors must meet the following minimum standards for each product:

3. Inmate Communications

KIOSKS – the proposed kiosks must be designed for the correctional environment.

- Proposals shall include at least one (1) kiosk in each dorm (11 dorms) for inmate use.
- Inmates shall be able to:
 - communicate electronically with SCDC using forms on kiosks and tablets (e.g. grievances, sick calls, requests, etc.) These inmate communications shall be forwarded to appropriate SCDC staff with the ability for SCDC staff to answer them electronically, sending them back to the inmate, preferably saved in the inmate e-file in the JMS. The recipient of these communications shall be notified when they receive a communication. These communications shall be trackable and stored.
 - conduct video visits;
 - access communication account and commissary (to place orders or review balance) account
- SCDC shall have the ability to: remotely edit content of kiosks and provide notifications for inmates.
- Vendor shall provide two rolling kiosks for inmates being isolated away from tablet or kiosk access.
- Each dorm kiosk shall consist of a minimum:

- a. 15” touch screen monitor
- b. Integrated High-Definition Camera
- c. Institutionally approved handset
- d. Institutionally approved enclosure made of corrections grade glass
- e. Power over ethernet or 110 compatible
- o f. Background filtering feature available with facial detection capabilities.
- o g. Remote system management (turning on, off, adding notifications, documents, diagnose maintenance issues, monitoring, etc.)
- Vendor shall provide required network infrastructure to distribute high speed internet to each kiosk location

TABLETS – the proposed tablets must be designed for the correctional environment.

- Approximately 8” tablets
- Durable and tamper-proof
- Fully customizable permissions for administrators and inmates
- Security through a multi-layer management software and customized firmware
- Complete remote system management (enable, disable, add notifications, diagnose maintenance issues, monitoring, etc.)
- Charging stations may be located inside or outside the housing assignment pod.
- Staff should have option of manually locking tablets into charging station.
- Background filtering feature available with facial detection capabilities.
- Religious resources, educational tools, vocational training content and entertainment options that meet the specific needs of inmates, including GED preparation, language learning, and rehabilitation programs shall be available. Content shall be approved by SCDC and have the capability to be tailored to meet inmate educational levels, progress, and needs. Inmates shall have access to education materials for up to 1 year post release from SCDC, via the internet, to complete programs.

SEVEN VISITATION TERMINALS – the proposed in-person visitation terminals must: be designed for the correctional environment; be recorded; give SCDC ability to monitor, playback, and save terminal conversations on external drives; provide one inmate wheelchair accessible station. One additional pair of unrecorded handsets that can be activated and deactivated by SCDC for attorney visits.

OFF-SITE MAIL SCANNING SERVICE – the proposed mail scanning service shall be located off-site from SCDC. Inmates shall have their mail sent to the scanning service. The scanning service shall scan mail making it available through the inmate communications account for viewing.

Access to Reports and Analytics

SCDC shall have administrative review access to detailed reporting and analytics from phone, video visit, and tablet usage, including activity logs, content access, and communication reports.

Vendor shall provide SCDC:

- reporting with querying methods and capabilities, which provide maximum flexibility, with user friendly interface.
- access to activity, call detail and user log-in reports. Call detail reports shall include at a minimum Facility name, inmate name, time begin, time end, date, originating device, called party number, type of call;

- ability to customize reports;
- ability to approve access to inmate communication records and calls for outside agencies;
- access to daily, monthly, and yearly usage records
- access to inmate account information.

4. Vendor and Proposal Requirements

Vendors must meet the following minimum qualifications:

- Five (5) years minimum of proven experience in providing inmate communication, video visitation and tablet solutions to correctional facilities.
- Ability to provide comprehensive software and content management solutions.
- Compliance with all federal, state, and local regulations regarding rates, inmate privacy, security, and data protection.
- Not currently be in bankruptcy or in the process of filing bankruptcy and must not have filed bankruptcy or defaulted on loans in the last five (5) years.
- References from at least 3 (three) correctional facilities of similar size to SCDC, or larger, where the vendor provided inmate communication, video visitation and tablet solutions for at least four (4) years.
- Must attend mandatory in-person pre-bid site visit to SCDC, 130 North Court Street Georgetown, KY 40324, on April 7th at 10:00 a.m. All interested bidding vendors are required to attend.

Vendors must submit the following information with their proposal:

- A detailed description of the proposed phone, video visitation, messaging, kiosk, tablet hardware, software, and services, including investigative features and inmate mail scanning options.
- Pricing breakdown for all services including replacement tablet costs, any costs for software, installation or software updates, any ongoing maintenance fees, and commissions. Pricing must be FCC compliant.
- Timeline for implementation, including delivery, installation, and staff training.
- A description of the security measures in place to prevent unauthorized access or misuse of communication services.
- Support and warranty information, including response times and issue resolution protocols.

5. Submission Instructions

Vendors should submit three (3) written proposal copies in binders, as well as a thumb drive copy. Proposals may be submitted in person Monday through Friday 9:00 am to 4:00 pm, or mailed requiring a signature of receipt. Proposals must be received by 2:00 PM EST on ~~April 21st~~, 2026, addressed to the following contact:

May 5th

Scott County Judge Executive
 County Judge Joe Pat Covington
 101 East Main Street, Suite 210
 Georgetown, KY 40324

After review of proposals, in-person presentations may be scheduled with selected vendors, for a demonstration and question/answer session.

Questions regarding this RFP may be submitted via email to Jailer Broyles at derran.broyles@scottky.gov no later than 4:00 p.m., April 10th. Responses shall be sent out within 72 hours via email of receiving the question.

6. Evaluation Criteria

Proposals will be evaluated on the basis of which proposal best fits the needs, and is the best value, for SCDC. Some of the criteria used for this evaluation are the following:

- Compliance with the scope of work, security feature requirements, criteria of this Request for Proposal.
- Proposed solutions & features.
- FCC compliant financial proposal.
- Vendor qualifications, including experience with similar projects.
- Ongoing support and service.
- Additional options for equipment and services offered in proposal.

7. Additional System Requirements and Conditions

- shall provide for positive identification of inmate and visitor with a unique identifier (e.g. PIN, passwords, biometrics, etc.).
- shall have mobile apps for Apple and Android devices.
- shall allow for accounts to be funded via online or through their commissary account.
- shall allow for all collection and refunds of charges without intervention of SCDC staff.
- all calls and video visits shall display a countdown timer or give an audible indicator or automated voice message notification to both call parties advising one minute to call termination, because of call end time approaching or SCDC disabling phones/devices.
- shall provide real time monitoring by third parties or SCDC using PCs or smart devices.
- shall provide for blocking of calls or phone numbers in real-time by SCDC.
- shall provide telephone service quality equal to, or better, than general public telephone service.
- shall provide all operational features and system requirements applicable to all calls placed through the system including local and long-distance calls.
- shall require the called party to positively accept the call before the inmate can communicate with them. No call shall result in a charge without positive acceptance by the called party.
- all calls shall be processed through an automated system and not allow access to a live operator.
- all calls shall be outbound. No inbound calling shall be allowed.
- all calls must clearly announce the type of call and identify as a call from an inmate at SCDC
- shall notify inmates of the balance of their account during each call.
- shall meet telecommunications industry standards for service quality
- shall provide for immediate call interruption by SCDC.
- shall provide for the immediate suspension of all calls or video visits by SCDC.
- shall provide for the capability to record all calls, messaging, and video visits with playback, download and notation capabilities.
- shall provide capability for searching playback of recorded calls by call type, date, inmate or visitor/called party, or inmate number.
- shall provide SCDC the ability to set a maximum call or video visitation length.
- shall provide SCDC the ability to control times when calls or video visits can take place.
- shall provide SCDC access to registered visitor information and ability to approve video visits.

- shall provide SCDC the ability to not record calls or video visits to certain numbers.
- shall provide SCDC the ability to select individual kiosks or tablets to disable.

8. Terms and Conditions

- This invitation to present does not commit SCDC to award a contract or pay any costs incurred in the preparation of a proposal and/or demonstration.
- SCDC reserves the right to reject any or all proposals.
- SCDC reserves the right to negotiate with the selected vendor to arrive at the best possible solution for the Inmate Communications and Tablet Program.
- SCDC, in its sole discretion, reserves the right to select the vendor that will best serve the needs of Scott County and its citizens.
- Selection will not be based entirely on the financial aspects of the offer, but rather the value of the entire solution proposed.
- Vendors may not contact any member of the SCDC staff, or any member or staff of the Scott County Fiscal Court, after the release of this RFP, until after an award has been announced, to discuss this RFP.
- Vendors agree that all information in their proposals shall remain valid for a minimum of 90 days from submission deadline date.
- The vendor shall provide proof of professional liability insurance of a minimum \$1,000,000.00 and workers' compensation insurance.
- Vendor shall list financial requirement for SCDC in the event the county chooses to close SCDC as a "full service" status facility.
- Payment terms shall be specified in the bid response, including any discounts for early payment. All payments will be after receipt of service and/or products, and SCDC's approval of conformance with specifications, including completion of final punch list items.
- After the bid is awarded, all proposals are subject to the open records law.

9. Attachments

Attached to this RFP are the following:

- Housing breakdown with current inmate population and maximum capacity of each housing unit.
- Number of phones kiosks, and tablets in each housing unit.
- Last 6 months of phone and video visit history.

10. Training

- Vendor shall provide comprehensive training to SCDC staff for the system's administration, operation and reporting within 10 days of installation.
- Vendor shall provide "hands on" training for SCDC administrative staff and corrections officers.
- Vendor shall provide all technical assistance that may be essential during the installation and initial use of the system equipment, including operational training for staff.
- All manuals, instruction materials, and available technical assistance phone numbers shall be shared with SCDC for staff upon completion of installation.

Scott County Detention Center-Inmate Communications RFP, Attachment 1

Housing Breakdown	<u>Cell #</u>	<u>Current Pop.</u>	<u>Beds in Cell</u>	<u>Max. Capacity</u>	<u># Kiosks</u>	<u># Tablets</u>
	104	5	4	5	1	0
	106	7	6	8	1	0
	107	9	6	10	1	0
	206	13	11	15	1	0
	207	14	11	15	1	0
	210	6	6	9	1	0
	214	7	6	9	1	0
	231	7	6	11	1	0
	235	7	6	11	1	0
	242	14	11	15	1	0
	243	14	11	15	1	0

Combined CDR Summary Report

Search Criteria

Query String	General Video Visitation
CDR Type	Scott County Detention Ctr, KY
Facility	Scott County Detention Center, KY
Site(s)	10/01/25 12:00:00 AM ET
Start Date/Time	03/16/26 11:59:00 PM ET
End Date/Time	Combined CDR Summary
Export Type	

Filters

Communication Status Complete

Summary

Attempts	28
Complete	28
Incomplete	0
Duration (seconds)	21,489
Duration (minutes)	358.15
Average Call Length (seconds)	767.46
Total Debit Minutes	0.00
Total Debit Complete Calls	0
Total Debit Incomplete Calls	0
Total Debit Charges (excluding taxes & fees)	\$0.00
Number of selected records :	28
Total number of records :	28
Exported number of records :	28

SSP-001 Call Totals and Minutes

Customer Selected : SCOTT COUNTY DETENTION CENTER

Revenue Period Range: 202510 Through 202603

Call Summary by Revenue Period

Revenue Period	Call Count	Call Minutes
202510	8,481	67,632
202511	10,030	79,987
202512	10,147	80,030
202601	12,713	103,469
202602	10,886	87,699
202603	5,869	44,961

Call Summary by Revenue Period and Call Type

Revenue Period	Call Type	Call Count	Call Minutes
202510	AdvanceConnect	3,229	32,979
202510	Direct Bill	101	393
202510	Free Call	368	1,225
202510	SCP Debit	4,699	31,923
202510	TPS Debit	84	1,112
202511	AdvanceConnect	4,177	40,681
202511	Direct Bill	175	643
202511	Free Call	405	1,291
202511	SCP Debit	5,209	36,805
202511	TPS Debit	64	567
202512	AdvanceConnect	4,637	42,060
202512	Direct Bill	152	559
202512	Free Call	383	1,322
202512	SCP Debit	4,962	35,971
202512	TPS Debit	13	118
202601	AdvanceConnect	5,507	53,415
202601	Direct Bill	156	551
202601	Free Call	351	1,037
202601	SCP Debit	6,644	47,880
202601	TPS Debit	55	586
202602	AdvanceConnect	4,135	38,038
202602	Direct Bill	173	699
202602	Free Call	411	1,342
202602	SCP Debit	6,122	47,276
202602	TPS Debit	45	344
202603	AdvanceConnect	2,205	19,943
202603	Direct Bill	88	382
202603	Free Call	294	899
202603	SCP Debit	3,244	23,415
202603	TPS Debit	38	322