

PRODIGY SOLUTIONS

RFP: INMATE TELEPHONES, VIDEO
VISITATION & TABLET SERVICES

BROWN COUNTY SHERIFF'S OFFICE
ATTN: LES KARNES

Respectfully Submitted by:
Clint Hammonds
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September 2, 2025
(Exhibit #8)



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BROWN COUNTY, TEXAS

REQUEST FOR PROPOSAL

INMATE TELEPHONE SYSTEM

Attn: Les Karnes

Brown County Sheriff's Office
1050 W Commerce
Brownwood, TX 76801
325-641-2202

August 12, 2025



BROWN COUNTY SHERIFF'S OFFICE

INMATE PHONE SYSTEM RFP

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WHY PRODIGY?

In a crowded market, we're an industry of one.

We are often asked what distinguishes us from other inmate communications providers. No, we're not an industry giant or a corporate machine backed by investment firms (and we plan to keep it that way). But we have emerged as the most respected name in the industry.

Prodigy's reputation is rooted in a proven track record for delivering a standard of service and support that's as impressive as our technology. Despite our exponential growth in the U.S. and newly established foothold in international markets, our customer-centric values and commitments have not changed.

In an industry where outsourcing service is the norm, we break the mold. Our patent-pending technology is built and wholly supported by Prodigy's in-house development team. We're personally invested in every call we receive, every demo we perform, every challenge we solve, and every relationship we build. Why? Because we recognize commitment to quality is what drives customer outcomes. And our success ultimately hinges on yours.

That's the Prodigy Difference.

WE'RE YOUR PARTNER. NOT YOUR VENDOR.

A lot of inmate communications vendors adopt the "sale-and-bail" approach to installation and service. Not Prodigy. We take a transformational—not a transactional—approach to partnership. Our goal is to provide the most dependable products and solutions tailored to the long-term success of your facility.

In other words, we're not going anywhere. We answer the phone when you call, and we show up on demand. Need tech support? You'll be greeted by familiar faces in the form of a dedicated field team. And don't be surprised when it's our Chief Technology Officer or CEO who calls you directly to help trouble-shoot.

As your trusted partner, Prodigy is committed to continuously improving your facility's operations, financial health, and collective safety.

EXPERIENCE IS THE BEST TEACHER.

Our leadership team boasts a combined 85 years of experience in developing, implementing, and supporting inmate communication systems, commissary systems, and other essential technology. Our technology was designed with one goal in mind: to help city, county, and state government agencies gain valuable insights into their inmate populations and facilities, which can be used to improve operations, increase safety and control, and decrease recidivism.

LESS IS MORE.

While price gouging, scams, and gimmicks are commonplace in our field, we promise transparency. Prodigy's business model is centered on low-cost and high-volume. Our commitment to keeping prices as low as possible benefits everyone in the ecosystem. Inmates enjoy affordable, frequent communication with family and loved ones, while our low rates drive commissary sales, high commissions, and new revenue.

WE DO OUR JOB, SO YOU CAN DO YOURS.

With former sheriffs, jail administrators, and other industry professionals on our team, we understand the critical nature of your job. Jail management should not include rebooting machines, providing tech support, and sifting through endless stacks of paperwork. Leave the heavy lifting to us. Our technology is designed to remove administrative headaches, streamline operations and investigative processes, and minimize stress for inmates and staff.

BUT DON'T TAKE OUR WORD FOR IT...

We measure success in customer outcomes.

"This system has been a game-changer for us. It's unbelievably reliable and easy to use. We've seen our inmate population benefit greatly from regular, affordable communication with loved ones. And the software has taken key administrative tasks off our plate, so staff can focus on more critical duties. I recommend ProdigyVision to any facility looking for a dependable source of relief and revenue."

Harlan Moore —Sheriff,
Delaware County OK

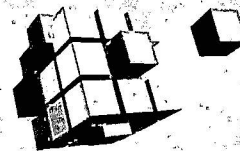
"It's a homerun. All my investigative cohorts and the prosecutor at the U.S. Attorney's office were elated with the new evidence gained from this call. I have to attribute some of the success of this case to you guys, the working relationship we have and of course the service/interface from Prodigy."

David Cathey—Investigator
Office of the District Attorney
19th District of Oklahoma

"We had one of your field techs come to our facility today and repair a few problems we have been having. I would like you to know he did a wonderful job and we are very impressed with him. He did us a great job in a very impressive time. Just wanted you to know you have a great person in the field."

Timothy Click—Sheriff
Terry County, TX

PRODIGY SOLUTIONS



BRIAN HARTMAN

Co-Founder & Chief
Executive Officer (CEO)

**SOFTWARE
DEVELOPMENT
TEAM**

MARTIN KNODLE

Co-Founder & Chief
Technology Officer
(CTO)

DAVID McEVILLY

Co-Founder, Account
Executive, & Technology
Specialist

DAVID EASTON
Field Technicians

CHRIS GEORGE
Commissary
Services

**NATIONAL
SALES TEAM**

JOSE MORENO
Information
Technology &
Customer Support

ROGER HARE
Finance
& Accounting

**MARKETING &
COMMUNICATIONS**



PRODIGY
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THE PRODIGY DIFFERENCE

ONE PROVIDER. ONE PARTNER.

Prodigy is proud of its market distinction as the industry's only single-source provider of Inmate Communications and Commissary services. Prodigy centralizes your Voice, Video, Tablet, Messaging, Investigative, and Commissary Technology to maximize efficiency, security, and revenue.

Prodigy's industry-leading, patent-pending technology is engineered and wholly supported by our **team of U.S. based, in-house** experts and dedicated field technicians.

Prodigy does not outsource any component of development or service, and we guarantee a response **within minutes** of your outreach.

1 **Secure & Convenient Network Infrastructure**

At Prodigy, we recognize the importance of preserving your network infrastructure and critical data. That's why all Prodigy systems and applications run on a separate, secure network.

- ✓ We supply and protect our own circuit and firewall – a unique assurance that Prodigy will **never** impose on your existing network or share its bandwidth in any capacity.
- ✓ authorized users can securely access Prodigy's web-based platform from their PC, laptop, tablet, or smartphone from anywhere there is an internet connection.

2 **Investigative Toolbox at Your Fingertips**

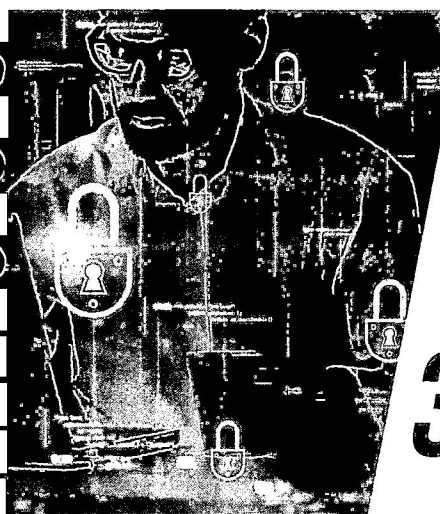
Prodigy's robust suite of investigative tools are included at **NO COST**. Authorized users have both onsite and remote access to our industry-leading features including:

- ✓ Live, configurable video & audio monitoring
- ✓ High-def video and voice recordings
- ✓ Innovative case-building tools
- ✓ Flag & monitor suspicious numbers
- ✓ SMS photo biometrics & keyword search
- ✓ SMS language translation
- ✓ Speech-to-text transcription
- ✓ Frequently dialed numbers report
- ✓ PIN theft detection & analysis
- ✓ Share secure call records in one click
- ✓ Restrict system access by IP address
- ✓ LIFETIME storage of call records

3 **Financial Transparency & Integrity of Service**

Prodigy prides itself on complete transparency and unrivaled service. With Prodigy, you will **always** have access to **real-time** transaction reports, including detailed user activity, comprehensive call and video data, and daily/weekly/monthly itemized revenue statements.

- ✓ A notable market exception, Prodigy Solutions has **never** been named or involved in a lawsuit, nor have we experienced a data breach or security infraction of any kind.
- ✓ We have achieved **100%** favorable customer outcomes throughout the U.S. and abroad.



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KINETICCONSOLE

FINALLY. ONE SOLUTION
FOR EVERY CHALLENGE

EXPERIENCE THE POWER
OF ONE

1

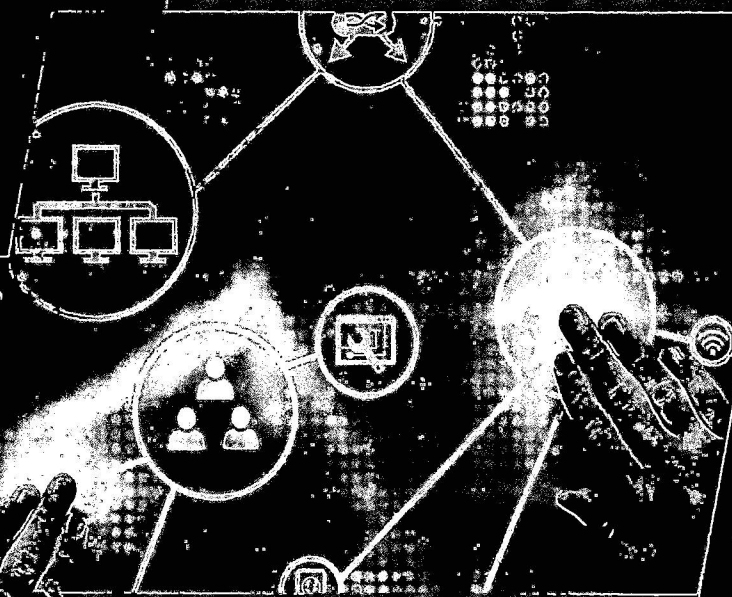
provider.
solution.
platform.
login.
dashboard.
data source.
point of contact.



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Prodigy is the industry's only single-source provider of Inmate Communications and Commissary technology. Prodigy's integrated platform lets you access and manage all essential technology and data from **ONE** source.

Say **goodbye** to system incompatibility, service nightmares, and multi-vendor blame-games. Instead, enjoy the convenience of a reliable, centralized solution supported by **ONE** team of experts. With Kinetic Console, daily operations are **easier, faster, and more secure** at every touchpoint.



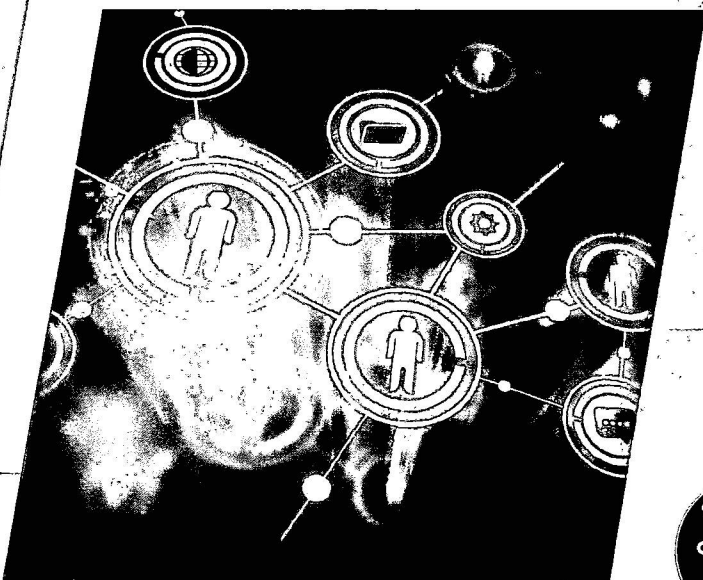
**Developed by Experts,
Designed for You.**

We do the heavy lifting on the back end to ensure everything you need is always one click away. By unifying your technology, Prodigy's Kinetic Console puts Communication, Administration, and Investigation at your fingertips.

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COMMUNICATION

- Phone, Video, & Text Messaging
- Feature-rich Tablets
- FREE Digital Mail Delivery
- Photo Sharing
- Commissary ordering & payments
- 24/7 in-house support available



ADMINISTRATION

- Customize user permissions
- Monitor user access
- Precise phone & commissary reconciliation
- Seamless JMS integration
- Auto-approved visitation
- Electronic requests & customized forms
- Phone & Video control features
- Staff scheduling

INVESTIGATION

- LIVE, configurable video and audio monitoring
- High-def video and voice recordings
- Innovative case-building tools
- Flag & monitor suspicious numbers
- SMS Photo biometrics & Keyword Search
- Frequently dialed numbers report
- PIN theft detection
- Share secure call records in one click

BECAUSE TIME IS MONEY.

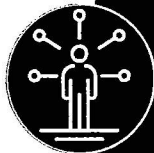
Your job is crucial. And it shouldn't be compromised by technical headaches and stacks of paper. Kinetic Console is designed to streamline key processes for your staff, drive efficiency, and lower the learning curve.

The result? A scalable, user-friendly solution guaranteed to save time and money so your correctional team can focus on essential duties.

KEY FEATURES

INTERACTIVE DASHBOARD

The interactive dashboard lets you to instantly capture valuable insights on call, video, and text activity, inmate movement, pending cases, and facility operations.



TRANSPARENCY & REVENUE

Access real-time transaction and user activity reports to view daily, weekly, and monthly call data and revenue. Kinetic Console ensures clarity and integrity of service.



BUILD A CASE

Say goodbye to CDs, flash drives, and paper files. Kinetic Console's investigative suite allows you to build a case in minutes. Drag and drop files, add notes, batch-process phone, video, and text records, and share files via secure email.



Call today for more information or to schedule a Kinetic Console demo.
sales@prodigytl.com
866-700-4545

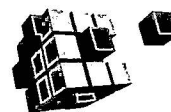


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PRODIGYVISION

FINALLY. ONE SOLUTION
FOR EVERY CHALLENGE



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THE PRODIGYVISION DIFFERENCE

That's why Prodigy is proud to offer you our industry-leading, full-service Video Calling System for **FREE**. ProdigyVision delivers the features you need to drive efficiency, generate revenue, and improve operations.

1

SYSTEM

50+

TOOLS &
FEATURES

40K+

NEW USERS
IN LESS
THAN
1 YEAR

\$0

COST TO
YOUR
AGENCY



www.prodigytel.com



**Customizable
Investigative Tools**
LIVE video monitoring
SMS Photo biometrics
Keyword search
Batch calls in 1 click!



Guaranteed Savings and Revenue

Lowest call rates available
Highest revenue assurance
FREE equipment and support
One-click investigative tools save time and manpower



Most Advanced Technology

NO frozen screens or dropped calls
NO apps required, iOS & Android compatible
Seamless data transfer from your old system
Easy commissary-to-phone integration



Real Support from Real Experts

NO Third-party call centers
Response and resolution within minutes
24/7 support available for all users
All technology developed in house

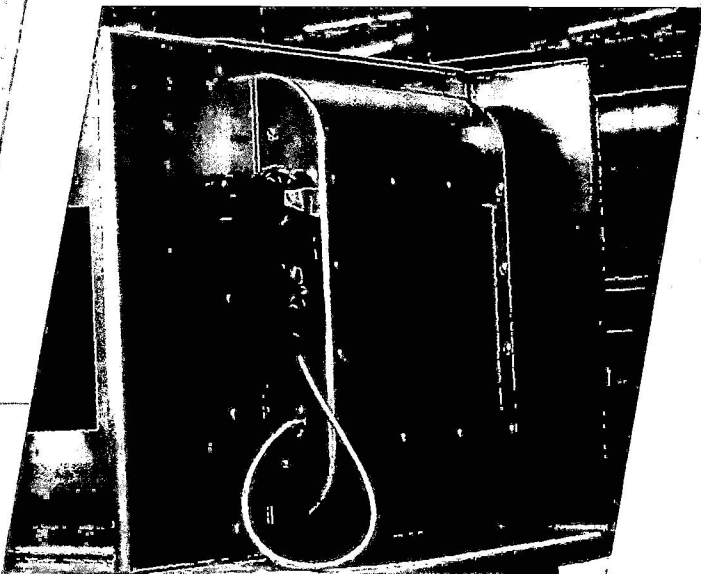


Go Paperless and Save Time

FREE on-site electronic Mail Scan
Electronic processing of forms, grievances, medical requests
Automated scheduling feature
Easy-to-use payment services available 24/7

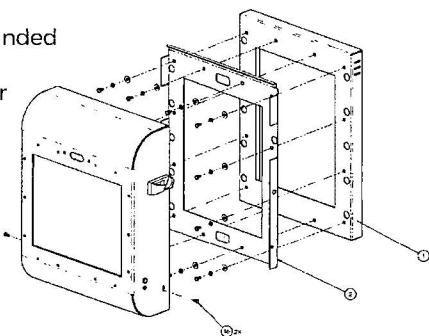
PRODIGYVISION WALL-MOUNTED TERMINAL

PRODIGYVISION'S GAME-CHANGING TECHNOLOGY IS DELIVERED ON THE INDUSTRY'S MOST DURABLE, SECURE, AND COST-EFFECTIVE TERMINAL.



PRODIGYVISION TERMINAL SPECS

- 17-Inch HD LED Monitor (1280/1024)
- Economical footprint : 17"W x 21.5"H x 5.25"D
- Screen Area: 13.3 x 10.6" / 33.8 x 27.0 cm
- Aspect Ratio: 5:4
- Contrast Ratio: 1000:1
- Bit Depth / Color Support: 8-bit (16.7 Million Colors)
- Brightness: 250 cd/m²
- Privacy Screens - Physical safeguard for private information
- 12 Gauge Detention Grade Stainless Steel
- HD Webcam
- Industry Leading Safety Rounded Edges Steel Lanyards
- 65 Watt POE+ Compatible for ease of installation
- Supports Dual Handsets
- 33.52 lbs.



Each terminal is equipped with a 17-Inch HD LED monitor and HD webcam to guarantee high-quality video, voice and text communication.

Engineered using 12-gauge detention-grade stainless steel, ProdigyVision's rounded-edge terminals include privacy screens to provide added safety and prevent hacking or damage.

Prodigy's video visitation terminals have proven to minimize risk and inmate movement with convenient lobby or pod placement.

They're designed to facilitate quick and easy installation, even allowing for seamless repurposing of your existing stations.



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"ProdigyVision has been a game-changer for us. The system is unbelievably reliable and easy to use. We've seen our inmate population benefit greatly from regular, affordable communication with loved ones. And the software has taken key administrative tasks off our plate, so staff can focus on more critical duties. I recommend ProdigyVision to any facility looking for a dependable source of relief and revenue."

Harlan Moore - Sheriff, Delaware County, OK

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Call today for to learn more about the industry's top Video Visitation Solution!
sales@prodigytel.com | 866-700-4545

PRODIGY FACE X



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THE NEW FACE OF CORRECTIONAL BIOMETRICS

Prodigy is proud to deploy the industry's most advanced and reliable facial recognition technology. Our patent-pending biometric tool is transforming the way agencies manage and monitor inmate communications. Prodigy FaceX authenticates user identity with more accuracy and fewer human touchpoints than any other system. FaceX guarantees faster, safer, and easier operations for jail staff, inmates, and their families.

KEY BENEFITS

- ✓ Prevent inmates from stealing and sharing PIN accounts
- ✓ Simplify and automate inmate tablet assignment procedures
- ✓ Identify imposters on video and messaging accounts
- ✓ Block inmates from contacting victims
- ✓ Stop predatory communication with minors

1

AUTHENTICATE

Prodigy FaceX captures an image of each inmate and uses it as a control mechanism to validate and confirm identity for all video terminal or tablet login attempts. FaceX applies the same real-time authentication process to family and friends by analyzing their required photo credentials. FaceX is programmable to include sporadic ID verification during video and tablet sessions.

2

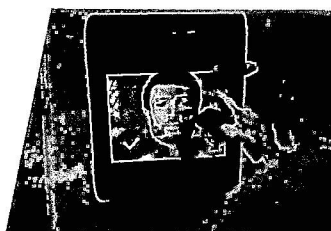
IDENTIFY

Imposters beware. FaceX capabilities go beyond ID confirmation and deliver enhanced security. When a probable inmate or civilian imposter is detected, FaceX denies system access and generates a list of alternate identities for you to review and share with investigators.

3

SAFEGUARD

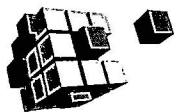
FaceX generates detailed biometric reports complete with images and data used to track imposter activity. FaceX technology also includes automated real-time penalties to restrict, block, or warn inmates and civilians about login violations.



PROVEN
ACCURACY
OF UP TO
99.9%

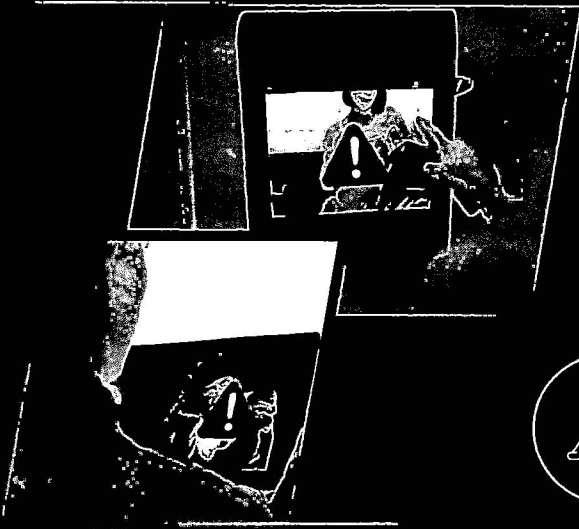
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For more information or to schedule a Prodigy FaceX demo, contact us today at 866.700.4545 or sales@prodigytel.com



THE EXTRA SET OF EYES YOUR JAIL NEEDS

Is Video Monitoring putting a strain on your staff and agency resources? Relief is finally here with **Prodigy EyeQ**. Enjoy a new level of control with the most reliable, automated video monitoring tool on the market. **Prodigy EyeQ** instantly detects and flags prohibited content during video visits. EyeQ delivers accurate, real-time surveillance so your team can focus on more critical jail functions.



HOW IT WORKS

EyeQ's algorithm-based detection software is designed to analyze image data, recognize content patterns, and flag prescribed violations in video calls. Prodigy EyeQ sends instant warning messages to users, terminates live video calls, and imposes consequences at your agency's discretion. Flagged video records are classified and stored for easy access and review.



CUSTOMIZED ALERTS

Prodigy EyeQ's technology includes customized email alerts to notify specified jail staff and investigative cohorts of inappropriate or dangerous content transmission.



Broad Range of Content Filters Available

- Nudity/Sexual Content
- Minors
- Weapons
- Drugs & Alcohol
- 3-Way Video Calling
- Offensive Gestures
- Hate Signs
- Internet Browsing



DETAILED REPORTING

All flagged video records are classified, organized, and time-stamped to provide administrators with fast and secure access. Pertinent inmate data and called party information are included with each record for added efficiency.

PERFORMANCE & SUPPORT

Prodigy EyeQ technology is equipped to handle high-volume video transmission and screening with no system latency. Prodigy's experienced team of trained experts is also accessible 24/7 to provide an additional level of support and security.

Contact us today for more information
about Prodigy EyeQ or to schedule a demo.

866.700.4545

sales@prodigytel.com

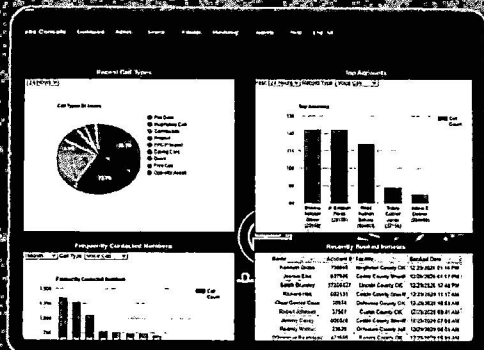
TABLET ONE GUARANTEES
MORE ACCESS, FUNCTIONALITY,
AND SECURITY THAN ANY OTHER
TABLET ON THE MARKET

How We Do It

Prodigy's Tablet ONE is integrated with Kinetic, the industry's only unified technology platform. The result? A correctional solution that delivers communication, administration, education, and entertainment in the palm of your hands.

The Tablet ONE Advantage

Unique challenges require tailored solutions. That's why Prodigy's Tablet ONE offers content and features that can be customized to meet the specific needs of your facility and inmate population.



INMATE BENEFITS

CONNECT. Tablet ONE is equipped with ProdigyVision, the industry's most reliable and advanced video visitation technology. Between its voice, video, and secure text messaging capabilities, Tablet ONE encourages frequent and affordable communication between inmates and loved ones.

LEARN. Access to education has proven to reduce recidivism and prepare inmates for successful reentry. Tablet ONE offers a robust collection of educational videos, eBooks, coursework, and complete Law Library.

ENGAGE. Tablet ONE is rich with multimedia entertainment. Its extensive library of games, movies, music, and news minimizes stress, improves behavior, and promotes calm among inmates.



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BECAUSE NOT ALL
TABLETS ARE
CREATED EQUAL



FACILITY & STAFF BENEFITS

AUTOMATE. Tablet ONE lets you electronically process medical requests, grievances, forms, and commissary ordering. No paper. No headaches. No errors.

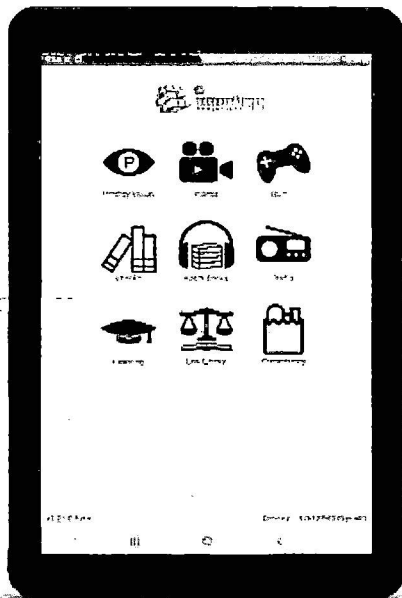
SAVE. Tablet ONE's ease of use and administrative capabilities save your facility a significant amount of time and money. By creating operational efficiencies, staff can focus on more critical job functions.

CONTROL. More access to technology reduces idle time, limits inmate movement, and eliminates risk of contraband entering your facility.

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KEY FEATURES

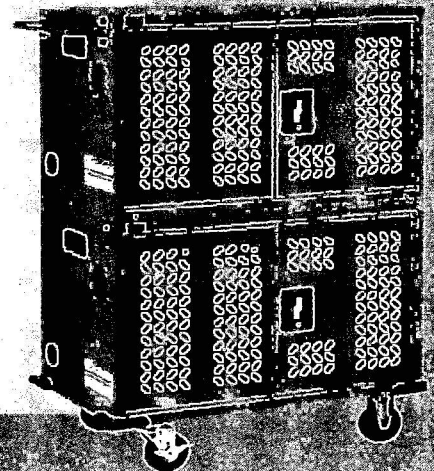
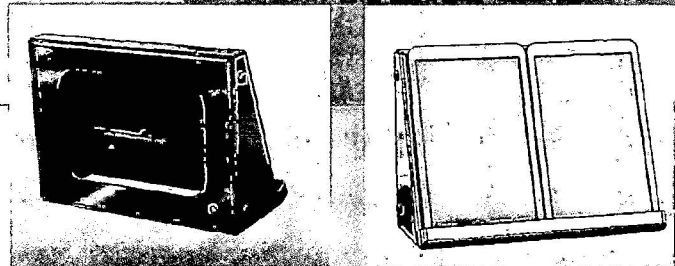
- Flexible rental & payment options
- Video Calling
- Secure Text Messaging
- Books, Games, & Movies
- Stream Limited Radio Stations
- Educational Content
- Free Law Library
- Commissary Ordering
- FREE Installation & Wireless Infrastructure!



TOOLS THAT REDEFINE SECURITY

- Video Recording
- SMS Detailed Investigations
- SMS Photo Biometrics
- Argus Echo Voice Biometrics
- Prodigy Conspiracy Reporting

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ENGINEERED FOR THE CORRECTIONS ENVIRONMENT

- Epoxy-sealed case delivers highest level of protection against tampering, force, spills, and prolonged usage
- NO inmate access to ports, battery, or internal components
- Wireless charging stations provide energy-efficiency and eliminate cables



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Call us today for more information
or to schedule a Tablet ONE demo
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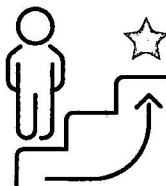
PRODIGY

LEARN WITH PURPOSE.

Prodigy is proud to deliver the industry's most comprehensive and accessible online learning platform at **no cost** to your agency. ProdigyEd's expansive course catalog and library of digital resources is designed to engage learners at all levels. Through self-paced modules, dynamic videos, and challenging assessments, ProdigyEd replaces idle time with valuable opportunities for academic and personal enrichment.

KEY OFFERINGS

- ✓ **GED Test Prep**
- ✓ **SAT/GMAT/LSAT Prep**
- ✓ **Multilingual Workbooks**
- ✓ **Career Exploration**
- ✓ **Re-entry Strategies**
- ✓ **Essential Life Skills**
- ✓ **Anger Management**
- ✓ **Beyond Prison, Probation, & Parole**

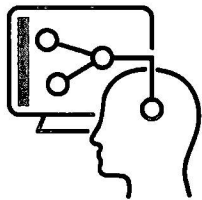


Gateway to Economic Mobility

Research shows that inmates who participate in educational programming are **43% less likely** to return to prison. Why? They are motivated to achieve stability and pursue gainful employment. ProdigyEd's Career Clusters program lets inmates explore a wide breadth of specialized industries. Through in-depth analysis, learners identify the requisite skills for employment in their fields of interest.



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Personal Growth & Self Improvement

ProdigyEd includes critical coursework designed to support successful re-entry. Inmates who complete these curricula have shown to make healthier lifestyle choices, experience improved self-esteem & self-control, and build more positive generational outcomes upon release.

ANGER MANAGEMENT

for Substance Use Disorder and
Mental Health Clients

Participant Workbook

VIOLENCE AGAINST WOMEN LET'S STOP IT AT THE START

AT THE START



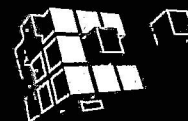
Control Content & Track Progress

ProdigyEd gives you the latitude to add or remove channels and assign teachers to deliver online classes specific to your facility. ProdigyEd also makes it easy for administrators to monitor inmate learning activity and generate progress reports in one click.

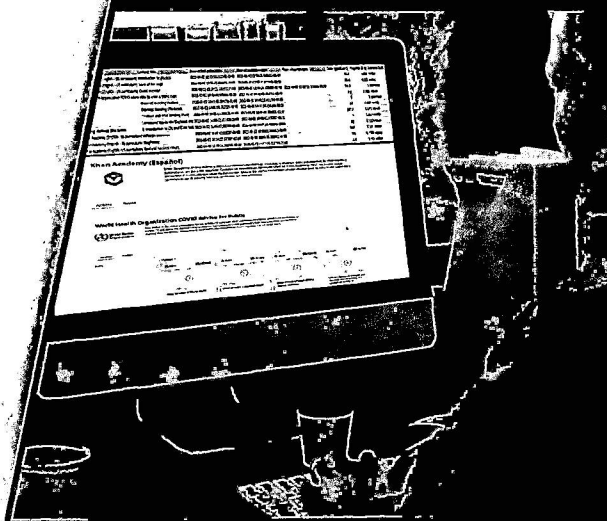


Incentivized Learning

ProdigyEd rewards commitment to education. Inmates will earn 1 FREE hour of tablet time for every 2 hours of completed coursework. Bonus tablet time can be used to make phone and video calls or simply for entertainment features.

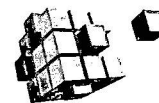


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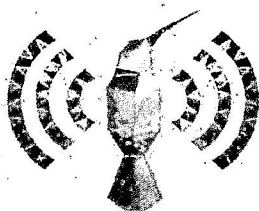
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LEARN & EARN!

Complete 2 hours of online coursework and earn your choice of reward. The process is simple:

STEP 1

Log in to your tablet and click on the hummingbird icon to access Kolibri, the free education app.



Kolibri

STEP 2

Create a Kolibri account as directed using your **real full name**. Your Username must be your last name. Begin exploring courses of your choice from the library of options. Complete 2 hours of study to be eligible for an available reward.

STEP 3

On your tablet or terminal home screen, scroll down to **Coursework Reward Request** on the sidebar menu. Complete the form as directed and click **Submit**. Be sure to choose one of the available reward options.

REWARD OPTIONS:

**1 FREE 24-HOUR
TABLET RENTAL FOR
GAMES & ENTERTAINMENT**

1 FREE VIDEO CALL

2 FREE PHONE CALLS

10 FREE SMS MESSAGES

Home

Notifications

Video Visitation

Text Message

Voice Call

Photo Sharing

Mail

Documents

Commissary

Law Library

Medical Request

Requests for
Staff

Coursework
Reward Requests

Grievances

Logout

English:

You will only be able to

Welcome to the Prodigy Vision system. By utilizing this system, please have your Prodigy Vision Rules.

Prodigy Vision Rules:

1. All visitors must be accompanied by an inmate.
2. No flashing of cameras.
3. Visitors are not to be in the facility for more than 30 minutes.
4. No rude or vulgar language.
5. Profanity will not be tolerated.
6. No drugs, tobacco, or alcohol.
7. Person in violation will be removed from the facility.
8. Visitors cannot be in the facility if they are under the influence of alcohol or drugs.
9. You must see the inmate through the video screen.
10. Inmates will not be able to see visitors.
11. Both visitor and inmate must remain seated.
12. Inmates must remain in the facility.

Visitation privileges

Spanish:

No mas las personas

seran permitidos a el sistema

By vision Rules:

1. Todos los visitantes deben estar acompañados por un recluso.
2. No se permite el uso de cámaras.
3. Los visitantes no deben estar en la instalación por más de 30 minutos.
4. No se permite el uso de lenguaje vulgar o grosero.
5. No se permite el uso de profanidad.
6. No se permite el uso de drogas, tabaco o alcohol.
7. Las personas en violación serán removidas de la instalación.
8. Los visitantes no pueden estar en la instalación si están bajo la influencia de alcohol o drogas.
9. Usted debe ver al recluso a través de la pantalla de video.
10. Los reclusos no podrán ver a los visitantes.
11. Tanto el visitante como el recluso deben permanecer sentados.
12. Los reclusos deben permanecer en la instalación.

STEP 4



Home

Notifications

Video

Visitation

Text Message

Voice Call

Electronic

Message

Please allow 5 days for your request to be reviewed and processed. You will receive a Notification when the reward has been applied to your account.

You may only submit 2 reward requests per calendar week.



PRODIGY
SOLUTIONS

¡APRENDE Y GANA!

Completa 2 horas de cursos en línea y gana la **recompensa** de tu elección. El proceso es simple:

PASO 1

Inicio sesión en tu tableta y haz clic en el icono del colibrí para acceder a Kolibri; la aplicación educativa gratuita.



Kolibri

PASO 2

Cree una cuenta de Kolibri según las indicaciones, **utilizando su nombre completo real**. Su nombre de usuario debe ser su **apellido**. Comience a explorar los cursos de su elección en la biblioteca de opciones. Complete 2 horas de estudio para ser elegible para una recompensa disponible.

PASO 3

En la pantalla de inicio de su tableta o terminal, desplácese hacia abajo hasta la opción **Solicitud de Recompensa por Trabajo** en el menú lateral. Complete el formulario según las indicaciones y haga clic en **Enviar**. Asegúrese de elegir una de las opciones de recompensa disponibles.

PASO 4

Por favor, permita 5 días para que su solicitud sea revisada y procesada. Recibirá una **notificación** cuando la recompensa haya sido aplicada a su cuenta.

Puedes enviar solo 2 solicitudes de recompensa por semana calendario

OPCIONES DE RECOMPENSA:

ALQUILER DE TABLETA GRATIS POR 24 HORAS PARA JUEGOS Y ENTRETENIMIENTO

1 VIDEO LLAMADA GRATIS

2 LLAMADAS TELEFÓNICAS GRATIS

10 MENSAJES SMS GRATIS

Home

Notifications

Video Visitation

Text Message

Voice Call

Photo Sharing

Mail

Documents

Commissary

Law Library

Medical Request

Requests for Staff

Coursework
Reward Requests

Grievances

English:

You will only be a

Welcome to the Pr
By utilizing this sys
Please have your P

ProdigyVision Rules

1. All visitors must
2. No flashing of
3. Visitors are not
4. No rude or vul
5. Profanity will
6. No drugs, tol
7. Person in vidi
8. Visitors cannot
9. You must see
10. Inmates will r
11. Both visitor a
12. Inmates must

Visitation privilege

Spanish:

No mas las person

Bienvenidos a el sis

By utilizing this sys

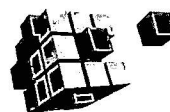
Prodigy vision Re

1. Todos los visi
2. No se permit

PRODIGYLINK

NEVER MISS A MOMENT.

With ProdigyLink, staying connected to incarcerated loved ones has never been easier. Introducing the simple and secure way for family and friends to share special moments without the hassle and cost of mail or travel. ProdigyLink is rich with communication tools designed to foster meaningful contact and benefit everyone in the correctional ecosystem.



PRODIGY
SOLUTIONS

3 WAYS TO CONNECT



1

PHOTOSHARE

SEND APPROVED PHOTOS, DRAWINGS, AND OTHER VISUAL KEEPSAKES FOR INCARCERATED LOVED ONES TO ENJOY AND CHERISH.



2

AUDIO MESSAGE

SHARE A LAUGH, SEND WORDS OF COMFORT, OR PROVIDE DAILY UPDATES WITH THIS 15-SECOND AUDIO OPTION.



3

VIDEO MESSAGE

CAPTURE AND SHARE MILESTONES OR BRING AN AUDIO MESSAGE TO LIFE WITH THIS 15-SECOND HIGH-DEF VIDEO TRANSMISSION.



KEY BENEFITS

MORE CONTACT = FAVORABLE OUTCOMES

Sustained contact between incarcerated individuals and their loved ones has proven to reduce recidivism, promote wellbeing, and support successful reentry.

OPERATIONAL EFFICIENCY

Prodigy's leading-edge artificial intelligence (AI) software quickly and accurately vets each message and determines approval status.

ADDED SECURITY

Digital communication minimizes inmate movement and eliminates the risk of contraband and pathogens entering your facility.

www.prodigytel.com

PRODIGYLINK



CONVENIENT & FLEXIBLE

Friends and family can access ProdigyLink features from a host of different channels.

iOS



ProdigyLink App
compatible with
iOS and Android



Text Message
stay connected through
the convenience of a
mobile device

PRODIGYSALES



Prodigy Sales Website
a full menu of contact features
and account information

- Home
- Video Visitation
- Text Message
- Voice Call
- Electronic Message
- Photo Sharing
- Mail
- Law Library
- Commissary
- Pre-Grievances
- Grievances

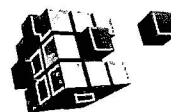
prodigytel.com

For more information or to schedule a ProdigyLink demo,
call 866-700-4545 or email sales@prodigytel.com today!

PRODIGYMAILVISION

THE NEW STANDARD IN DIGITAL
MAIL DELIVERY

Prodigy is transforming the way mail is delivered in correctional settings. Included in Prodigy's technology suite at **no cost**, MailVision is designed to increase safety, eliminate paper, and streamline operations. MailVision gives inmates fast, safe, and secure access to scanned mail in the convenience of their cell or pod.

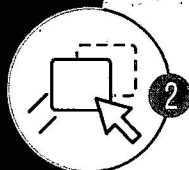


PRODIGY
SOLUTIONS

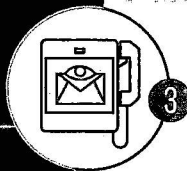
FAST & SAFE DELIVERY IN 3 EASY STEPS



1
SCAN MAIL USING PRODIGY'S FREE
HIGH-PERFORMANCE SCANNER

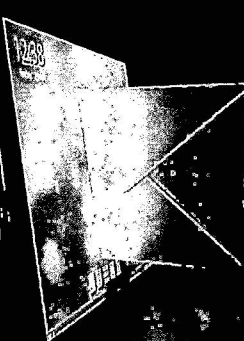


2
DRAG AND DROP OR UPLOAD SCANNED
MAIL TO INMATE'S ACCOUNT



3
INMATES INSTANTLY ACCESS SCANNED
MAIL VIA PRODIGY VIDEO TERMINAL
OR TABLET

01010010101
01010101000
0101011010010
0101001010101
010101010010



KEY BENEFITS

GOODBYE MAIL CART

Save your staff exorbitant amounts of time sorting and distributing stacks of mail.

SAFETY AND SECURITY

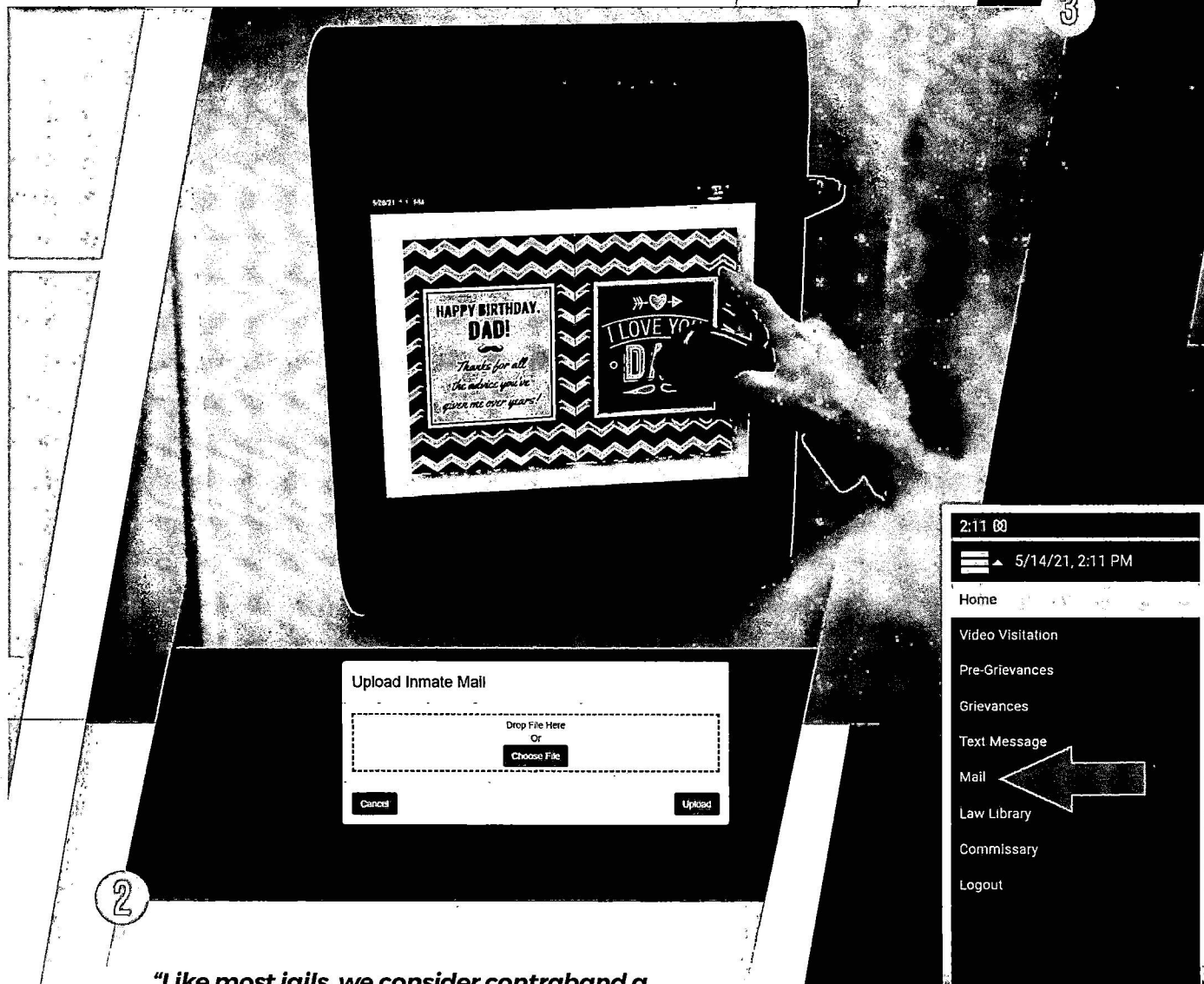
MailVision eliminates the risk of undetectable contraband and pathogens from entering your facility.

ARCHIVES & INVESTIGATION

Scanned mail is recorded and stored permanently for investigative searches and legal retrieval.

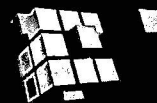
www.prodigytel.com

PRODIGY MAILVISION



"Like most jails, we consider contraband a serious threat to the safety and security of our staff and inmates. We credit Prodigy's video visitation system and mail scanner with a considerable reduction in contraband-related incidents. Their tools and features have given us a level of control and oversight that every facility should have in today's climate."

Rochelle Thompson, Director
Pottawatomie County Jail, OK

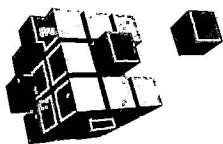


PRODIGY
SOLUTIONS

For more information or to schedule a Prodigy MailVision demo,
call 866-700-4545 or email sales@prodigytel.com today!

www.prodigytel.com

PRODIGY SOLUTIONS



The safe, simple, voice-driven way to text

No touch-screen? No problem. Prodigy delivers the industry's only two-way, voice-controlled alternative to traditional text messaging. InstaVoice allows inmates to send and receive text messages using only an analog phone.

InstaVoice is also the leader in assistive technology for visually impaired inmates. This feature ensures visually challenged inmates enjoy the same convenience and economic benefits of text messaging without having to navigate a touch screen.



KEY BENEFITS

Safeguards tablets and video terminal screens against inmate damage

Provides accommodations and increased communications for visually impaired inmates

No additional wiring or wireless networks required

Compatible with all Apple and Android devices equipped with Text capabilities

HOW IT WORKS

1. Voice prompts on your standard inmate phones instruct inmates how to manage text conversations with family and friends.
2. Family & Friends receive a text message that includes an inmate audio recording.
3. Family & Friends respond with standard text message.
4. Prodigy's state-of-the-art AI text-to-speech engine clearly and accurately reads the text messages to inmates.

PATENTED TECHNOLOGY

InstaVoice has earned technological distinction and market prestige. Prodigy's Secure Two-Way Communications is protected by Patent # 11,330,436, awarded by the United States Patent & Trademark Office (USPTO).



prodigytel.com

866.700.4545 | sales@prodigytel.com



6000 Midlantic Dr., Suite 415N
Mt. Laurel, NJ 08054
866-700-4545

August 12, 2025

Dear Sheriff Hill and Brown County Officials,

On behalf of the Prodigy team, I want to thank your agency for accepting this proposal and considering Prodigy Solutions, Inc. to be Brown County Jail's dedicated Inmate Telephone System and Communication Services provider.

We take pride in our market distinction as the only true single-source provider of Inmate Telephones, Video Calling, Tablets, and ancillary technologies. Prodigy is honored to hold a patent awarded by the United States Patent and Trademark Office, a sign of market prestige and a notable testament to our efforts in developing **all** our own voice, video, and messaging technology. By owning our entire product pipeline, we reject the common 'one size fits all' approach and instead offer customized solutions tailored to your facility's specifications and emergent needs.

With an established and steadily growing customer base in Texas, neighboring Oklahoma, and other regions across the US, Prodigy's reputation for integrity and technological excellence is well-documented. We exclusively serve County facilities, and our only stakeholders are the jails we partner with. Our business model is void of outside investors and corporate entities telling us to cut corners. That's why Prodigy's hallmark has always been—and will always be—**unrivaled service**.

Prodigy's patented inmate communication technology ensures low-cost, high-volume usage with reliable, glitch-free service. Our system facilitates frequent, contactless visits that enhance safety, improve operational efficiency, and increase revenue. Our technology minimizes staff involvement and eliminates common administrative burdens.

Equipped with both holistic and granular understandings of this project, top-tier resources, seasoned staff, and 85 years collective leadership experience in the correctional space, Prodigy is uniquely qualified to be Brown County's trusted Inmate Communication Services provider.

Respectfully,

Dave McEvilly

Co-Founder, Prodigy Solutions, Inc.

prodigytel.com

VENDOR QUALIFICATIONS & EXPERIENCE

Prodigy is equipped and prepared to honor all requirements outlined in Brown County's RFP for Inmate Communication Services. Prodigy has cultivated extensive and longstanding service relationships with nationwide facilities of all sizes that rely on our industry-leading technology and ancillary services.

Unlike industry giants backed and controlled by external stakeholders, Prodigy's decisions are driven solely by our internal, customer-centric leadership team. Our leadership trio boasts a combined **85 years** of experience in developing, implementing, and supporting inmate communication systems, commissary systems, and other essential technology. Prodigy specializes in scalable, tailored solutions that deliver on every commitment and user touchpoint. Our project portfolio demonstrates a wide breadth in size (from under 100 beds to 1000+), scope, and complexity. We have earned a reputation for excellence among our loyal customers, including a growing base in Texas and 32+ counties in neighboring Oklahoma.

Since our founding in 2015, we have proudly achieved **100% favorable customer outcomes** across the US and abroad, all who report increased efficiency, security, and revenue after only a short time using our inmate communication system, kiosks, investigative tools, and commissary services. Prodigy carries no debt, nor has the company **ever** been named or involved in any lawsuit or claim—both are rare industry distinctions and testaments to strong financial health, sustainability, and reputation for ethical business and technology models.

At Prodigy, we believe experience is the best teacher. It's a mindset clearly reflected in our organizational makeup and personnel depth. Prodigy Solutions is comprised of a tight-knit group of professionals ranging from business and technology leaders to former jail administrators and sheriffs, all with roots in the inmate telecommunications landscape. Prodigy's experienced and dynamic Texas-based Project Management Team will partner with Brown County personnel throughout the lifecycle of the contract and remain accessible to provide ongoing support. Their impressive, multifaceted skill set and backgrounds are provided below.

**BROWN COUNTY INMATE TELEPHONE SYSTEM
PROJECT MANAGEMENT TEAM**

Clint Hammonds, Texas Account Manager & Former Sheriff

Mills County, Texas Sheriff Clint Hammonds (retired) joined the Prodigy Team in 2023 and is serving as the Regional Account Manager for Texas. Sheriff Hammonds began his career at the age of 20 in Coleman County, Texas as a Deputy/Jailer. Sheriff Hammonds has wide array of experience in law enforcement and jail operations. Sheriff Hammonds has held many positions throughout his career including Sgt. Investigator with Texas Narcotics Control Program working in a uniformed and undercover capacity.

Sheriff Hammonds started with the Mills County Sheriff's Office in 1998 as an investigator and then promoted to Chief Deputy in 2000. Sheriff Hammonds ran for the office of Sheriff in Mills County, Texas in 2012 and was elected and served three terms until joining Prodigy in 2023. Sheriff Hammonds is well versed in all operations of a county jail having managed one. Sheriff Hammonds earned several awards for his service throughout his career and has worked in major crimes to include murder, drug trafficking and crimes against children. Sheriff Hammonds holds the following credentials:

- Texas Master Peace Officer
- Texas Jailer
- Texas Certified Crime Prevention Inspector
- Certified Law Enforcement Instructor
- Graduate of F.B.I. National Academy Session #279

Dave McEvilly, Co-Founder & Correctional Technology Specialist

With over 20 of direct experience in the correctional technology domain, Prodigy Co-Founder and Texas resident Dave McEvilly is uniquely qualified to work closely with key personnel within Brown County and its jail throughout the entire lifecycle of this project and partnership. Dave boasts an extensive and multifaceted skill set in implementing and supporting customized technology solutions *and* serving as a trusted technology planning advisor to County officials and State agencies in Texas.

Dave's expert level knowledge and technical proficiency qualify him to best understand and diagnose customer challenges and identify appropriate solutions. He also takes great pride in advising customers on navigating and using every tool and component of Prodigy's integrated Inmate Communication and Commissary technology suite to best serve their facilities.

David Moreno, Texas Account Manager & Correctional Communications Specialist

A lifelong Texas resident, David brings unparalleled technical expertise shaped by an impressive career. Following his service in the Marine Corps, David began as a Corrections Officer with the Zapata County Sheriff's Office and quickly rose through the ranks, serving in key roles such as Assistant Jail Administrator, Gang Intelligence Officer, Range Master, and Veteran Services Liaison. With his diverse experience and deep knowledge of Inmate Communication Systems, David will be an invaluable asset and trusted partner to Brown County.

David Easton, Senior Technician

David has been installing and servicing inmate telephones, kiosks, and other hardware in correctional facilities for **2+ years** and can instantly diagnose and resolve any technical challenge. David's unrivaled level of expertise, knowledge and familiarity with the correctional landscape and its evolving technology qualify him as an asset to Brown County Jail staff and operations.

Roger Hare, Controller

Roger Hare brings to Prodigy **15 years** of financial and accounting experience, including a key role in Government Fund Accounting. He served as Corporate Controller of a group of Manufacturing Companies for more than a decade, overseeing all critical components of accounting such as working in conjunction with Auditors and Bank Field Examiners.

As a Fiscal Officer for a Government agency, Hare worked alongside Independent Auditors and key stakeholders to ensure all departments were in compliance with the terms of a \$25M budget. Hare also enforced proper controls and protocols agency wide. Roger oversees all aspects of finance at Prodigy, manages customer billing, maintains the general ledger, and confirms accurate revenue, refunds, and taxes are being assessed for each facility in among Prodigy's nationwide customer base.



THERE'S A NEW SHERIFF IN TOWN!

A small gesture made for a big moment between Prodigy's Clint Hammonds, and law enforcement's youngest hero, DJ Daniel.



▲ DJ Daniel and retired Sheriff Clint Hammonds share a special moment at the TSA Conference in July.

Clint Hammonds, Prodigy Regional Account Manager and retired Mills County (TX) Sheriff, connected with Daniel at the Texas Sheriffs' Association Conference in July where he gave the 13-year-old his official Sheriff's badge.

DJ, who is courageously battling terminal brain cancer, has captured the hearts of law enforcement agencies across the country.

With over 1,000 honorary officer appointments and recognition from President Donald Trump as

an honorary U.S. Secret Service agent, DJ is a symbol of strength, service, and resilience.

Moved by DJ's fighting spirit and unwavering dedication to law enforcement, Hammonds was honored to present his Sheriff badge to DJ, stating, "No one is more deserving."

The gesture was met with gratitude and excitement by DJ and his family, adding yet another meaningful chapter to DJ's incredible journey.



PRODIGY
SOLUTIONS

prodigytel.com

VENDOR OFFICES & LOCATIONS
with Accessible and Experienced Representatives

Dave McEvilly, *Company Co-Founder & Technology Specialist*
Sherman, TX

Clint Hammonds, *Texas Account Manager & Former Texas Sheriff*
Goldthwaite, TX

David Moreno, *Texas Account Manager & System Specialist*
Zapata, TX

24/7 BILINGUAL CALL CENTER

206 Irene Dr.
Zapata, TX 78076

ADDITIONAL 24/7 CALL CENTER & SYSTEM SERVICE CENTER

Chickasha, OK 73018 (3.5 hours from Brown County)

PRODIGY HEADQUARTERS *(Northeast)*

6000 Midlantic Dr. Suite 415N
Mt. Laurel, NJ 08054
Ph: (866) 700-4545
F: (856) 206-0945

**in-house software development team, CTO, CEO, Controller, and IT Supervisor on site daily*

MARKET LEADING RATES, COMMISSION, AND SIGNING BONUS

It has come to Prodigy's attention that some companies are offering commissions on products that are not permitted by the FCC. Prodigy's offer is in full compliance with the FCC regulations pertaining to IPCS (Incarcerated Persons Communications Service)

In addition to the commission percentages contained herein, **Prodigy is offering a \$50,000 prepaid messaging commission sign on bonus in the form of a tech grant.** Technology Grant to go towards Law Enforcement Technology to improve operations (JMS, Body Scanner, Tasers, Body Cams, Uniforms, etc...).

Proposed Call Type: Prepaid-Pin Debit

Commission percentage to County: Not permitted by FCC %

	First Minute (connect + per minute charge)	Subsequent Minutes
Local	\$0.09	\$0.09
IntraLATA	\$0.09	\$0.09
InterLATA	\$0.09	\$0.09
InterState	\$0.09	\$0.09

Proposed Call Type: Prepaid-Collect Calling

Commission percentage to County: Not Permitted by FCC %

	First Minute (connect + per minute charge)	Subsequent Minutes
Local	\$0.09	\$0.09
IntraLATA	\$0.09	\$0.09
InterLATA	\$0.09	\$0.09
InterState	\$0.09	\$0.09

Proposed Call Type: Collect Calling (if offered)

Commission percentage to County: Not Permitted by FCC %

	First Minute (connect + per minute charge)	Subsequent Minutes
Local	\$0.09	\$0.09
IntraLATA	\$0.09	\$0.09
InterLATA	\$0.09	\$0.09
InterState	\$0.09	\$0.09

Proposed Messaging Rates:

Commission percentage to County: 60 %

First Message Cost:	Subsequent Message Cost:
\$0.15	\$0.15

Proposed Video Visitation Rates:

Commission percentage to County: Not permitted by FCC %

First Minute (connect + per minute charge)	Subsequent Minutes
\$0.14	\$0.14

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

Commission percentage to County: free %

Mail Scanning:	FREE
Educational Content:	FREE

PLATFORMS PROVIDED & DEMONSTRATED

Prodigy's communication software and unified technology platform is wholly developed, deployed, and supported by an **IN-HOUSE** team of developers. Prodigy does not outsource or subcontract **any** component of software development, enhancement, support, or maintenance. Prodigy is the only vendor in the marketplace who delivers scalable, tailor-made solutions to align with each customer's requirements and specifications. Our customer service centers are also **in-house** and US-based.

The Prodigy team is grateful for the opportunity to have performed a recent on-site demonstration of our platform capabilities for Brown County Jail Command Staff.

A snapshot of our system applications and features shows industry-leading versatility and depth:

- Automated Scheduling (Video Visitation)
- Centralized Technology Platform
- Live Phone & Video Monitoring
- Industry-leading Facial Recognition
- Instant Speech to Text Transcription
- Video Content Filter & Flagging
- Digital Mail Delivery
- Digital Forms & Grievances (Customized to your agency)
- Tablet Communication, Entertainment, & Education
- SMS Messaging with Keyword Search
- Photo Messaging
- Patent Pending SMS Photo Biometrics
- Advanced Investigator Case Tools
- Free Law Library

REFERENCES

Prodigy exclusively services County agencies and boasts a nationwide customer base. We are proud to include Texas-based references who can validate our success in planning, executing, and supporting Inmate Communication Services solutions similar in size and scope to Brown County.

REFERENCE 1

FACILITY

Zapata County Jail

BEDS: 240

CONTACT

Sheriff Ramon Montes
956-765-9960

REFERENCE 2

FACILITY

Calhoun County Jail

BEDS: 144

CONTACT

Sheriff Bobbie Vickery
361-553-4668

REFERENCE 3

FACILITY

Lampasas County Jail

BEDS: 112

CONTACT

JA Luis Ramos
512-556-8255

REFERENCE 4

FACILITY

Colorado County Jail

BEDS: 99

CONTACT

Sheriff Justin Lindemann
979-732-3288



6000 Midlantic Dr., Suite 415N
MT. Laurel, NJ 08054
866-700-4545

REFERENCE 5
FACILITY

Brown County Jail

BEDS: 215

CONTACT

Sheriff Murray Agnew
254-729-3278

REFERENCE 6
FACILITY

Terry County Sheriff's Office

BEDS: 174

CONTACT

Sheriff Tim Click
806-637-2212

REFERENCE 7

FACILITY

Coryell County Sheriff's Office

BEDS: 139

CONTACT

Sheriff Scott Williams
254-865-7201

REFERENCE 8

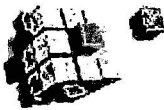
FACILITY

Fayette County Sheriff's Office

BEDS: 45

CONTACT

Sheriff Keith Korenek
979-968-5856



PREPARATION OF THE RFP

1. Proposing firms are expected to examine any drawings, specifications, terms and conditions, general or special conditions, schedules and all instructions for the purpose of this RFP. Failure to do so will be at the proposer's risk.
 2. Each proposer shall furnish the information required in the RFP. The proposer shall print or type their name on the face sheet of the RFP.
 3. Erasures or other changes must be initialed by the person signing the RFP.
 4. RFP's signed by an agent of the company must be accompanied by evidence of their authority.
 5. If unit prices are requested, unit price shall include packing unless otherwise specified. If an error is made in the extension of unit pricing, the unit price will govern. In all cases, the unit cost multiplied by the quantity proposed will determine the extended cost of a line item.
 6. Delivery charges are to be prepaid and included the proposed pricing.
 7. All items quoted that require utilities shall have local service. Proposer shall submit upon demand, a list of servicing agent's name, address, and phone number.
 8. Alternate products for those requested in the bid will not be considered unless authorized by the RFP.
 9. The terms, conditions and specifications listed in this proposal constitute the total terms and conditions that will be acceptable. Brown County will not be bound by conditions other than those stated.
 10. Quantities shown for each line item are minimal requirements. Brown County reserves the right to purchase additional items against this RFP on an "as needed" basis if pricing remains the same for the period of one (1) year (twelve months) from date of the opening. Brown County reserves the right to issue multiple Purchase Orders by line item(s) at unit prices quoted.
 11. Prices quoted shall be firm for a period of ninety (90) days from date of proposal opening.
- Brown County Government is not subject to taxation. A tax exemption certificate will be provided upon request.

Prodigy Statement of Acceptance: *Prodigy acknowledges and agrees to all terms and requirements outlined in in this section of the RFP.*

SUBMISSION OF THE RFP

1. The proposal is to be enclosed in a sealed envelope addressed to Brown County Sheriff's Office Attn: Les Karnes-Phone Proposal at the address on the face sheet of the RFP. The envelope is to include the name and address of the proposing firm and the date and time of the proposal opening. Vendor shall submit One (1) original and Five (5) copies of their proposal.
2. Faxed and/or emailed proposals will not be accepted.
3. All price quotations and related proposal materials must be received in a sealed envelope. Time, date and nature of proposal must be clearly marked on face of sealed envelope.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in the Submission of the RFP section.*

LATE RECEIPT OF THE RFP

1. The proposal and modifications or withdrawals thereof received after the time set for opening will not be considered.
2. Proposals must be received by the Brown County Jail prior to 5:00 p.m. on the appointed date. Time will be determined by the clock in Brown County Jail and once its agent or their designee determines the time is 5:00 p.m., no other proposals will be accepted.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the RFP.*

AWARD OF THE CONTRACT

1. The contract will be awarded to that responsible proposer whose proposal will be most advantageous to Brown County, price and other factors considered.
2. Brown County reserves the right to reject any or all proposals at its sole discretion and to waive informalities and minor irregularities in the proposals received.
3. Brown County may accept any item or groups of items proposed unless the proposer qualifies the proposal by specific limitations. Unless otherwise provided in the schedule, proposals may be submitted for any quantities less than those specified; and Brown County reserves the right to make an award on any item for a quantity proposed at the unit price offered unless the proposer specifies otherwise in the proposal.
4. A purchase order which will be issued to the successful proposer within the time for acceptance specified in the RFP shall be deemed to result in a legal and binding contract without further action by either party.

5. Brown County reserves the right to award this RFP by line item, groups of items, or lump sum RFP, whichever is deemed to be in its best interest.
6. The proposer must state number of business days for completed delivery, after receipt of order (Days ARO). Delivery time quoted after receipt of order (A.R.O.) may be a factor in RFP award.
7. Payment will be made within thirty (30) days after receipt of invoice and/or delivery of materials; whichever is later. Prompt payment discounts will be considered in the evaluation of this RFP.
8. In compliance with this RFP, in consideration of the detailed description attached hereto; and subject to all conditions thereof, the undersigned agrees, if this RFP be accepted, to furnish any or all of the items upon which prices have been quoted in accordance with the specifications applying at the price set opposite each item. The undersigned further agrees, if awarded an order or contract, to enter into a written contract, if requested, specifically agreeing to indemnify, protect, defend and hold harmless Brown County Government, it's servants and employees from all claims, suits or demands for payment that may be brought against it arising out of the use of any product or article that becomes a part of an order or contract. Proposer further agrees to indemnify, protect, defend and hold harmless Brown County Government, it's servants and employees from all claims, suits or actions of every nature and description brought against it for, or on account of, any injuries or damages received or sustained by any party or parties, or by employees and servants of the undersigned or agents arising out of or in the course of fulfilling an order or contract.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the RFP.*



USE OF TRADE NAME/ALTERNATIVE PRODUCT

1. The use of the name of a manufacturer, brand, model or make used in describing an item does not restrict the proposer to that manufacturer. Others will be considered if they meet or exceed the items specified.
2. All RFP's must meet or exceed the enclosed specifications. Proposer must indicate manufacturer's name, and model number offered. If proposer fails to provide this information, and an award is made, then the proposer shall supply the item(s) as specified. All items supplied by the successful proposer(s) shall be: 1) as per manufacturer's name, model number and description quoted; 2) new and unused; and 3) meet OSHA standards. Remanufactured and/or reconditioned items will be unacceptable. Items delivered not meeting these requirements shall be subject to return and replaced at no additional cost to Brown County Government. Any exceptions to the specifications must be clearly noted and documented. Product literature and manufacturer cut sheets to be included with the RFP for all products quoted other than specified. RFP will be considered incomplete for failing to include required product literature along with RFP and may be rejected.
3. When an alternate manufacturer, brand, model or make is proposed, Brown County will determine if the item proposed does meet or exceed the items as specified.
4. Proposer shall submit sample upon request to properly evaluate product. Sample shall be submitted within five (5) business days of request, and at no additional cost to Brown County.
5. Brown County reserves the right to request any additional information deemed necessary in the evaluation of this RFP. Requested information shall be submitted within five (5) business days from date of request.
6. Brown County and/or federal, state and local agencies must have access to Brown County, documents, papers, and records related to this purchase or contract from the successful vendor(s). This access along with all contract related documents for this RFP award must be available for a minimum of three years from final payment of purchase order and/or contract to comply with federal retention regulations.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the RFP.*

GOVERNING LAWS & POLICIES

1. The laws of the State of Texas shall govern this contract, and all obligations of the parties are performable in Brown County, Texas.
2. **LICENCES – PROPOSERS ARE REQUIRED TO HAVE A CURRENT BUSINESS LICENSE AT THE** 

TIME RFP'S ARE SUBMITTED. RFP'S FROM VENDORS WITHOUT A CURRENT BUSINESS LICENSE WILL BE DISQUALIFIED. It is the proposer's responsibility to determine if a Brown County Business License is required.

Prodigy Statement of Acceptance: Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the RFP.

INSURANCE

The contractor will maintain, at their expense adequate insurance coverage to protect them from claims arising under the Worker's Compensation Act, from claims for damages resulting from bodily injuries and damage to their property and from claims for damage to any Brown County

property while delivery is being made. A certificate of insurance must be on file in the Purchasing Department before work may begin.

Prodigy Statement of Acceptance: Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the RFP.

EVALUATION CRITERIA

Proposal evaluations will consider the following criteria:

- Vendor qualification information
- County's past experience with the vendor
- Services offered
- Responsiveness to the Request for Proposal
- References
- Price/Commissions offered
- Compatibility with our JMS
- Compatibility with our commissary provider

Prodigy Statement of Acceptance: Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the RFP.

INMATE TELEPHONES, VIDEO VISITATION AND TABLET SERVICES REQUEST FOR PROPOSAL

PURPOSE: To establish specifications for inmate telephone and video kiosk/tablet services for the Brown County Jail.

POLICY: It is the policy of Brown County Government to contract for inmate communication products and other related services for the Brown County Jail.

GENERAL SPECIFICATIONS: Brown County Sheriff's Office is requesting proposals for inmate telephones and any additional services to streamline the operations of the Brown County Jail.

INTENT: Brown County intends to contract with a vendor in order to provide telephone and video services for inmates at the Brown County Jail.

SCOPE: The contractor shall provide all labor, supervision, and materials required to install, operate, and maintain all telephone communications equipment necessary for the operation of required telephones, video visitation kiosks/tablets at the specified locations at no charge to Brown County. The contractor shall be responsible for all aspects of the inmate telephone system such as acquisition, installation, operation, service, training, and maintenance. All telephone service related to the inmate telephones and related equipment must be provided at the contractor's own expense and Brown County shall incur no cost for any portion of the installation, service, training, or maintenance throughout the term of the agreement.

LENGTH OF CONTRACT: Negotiable.

RESULTING CONTRACT: The contractor acknowledges Brown County can terminate this contract with cause with a written notice presented to the contractor with a minimum of thirty (30) day notice. If the contractor fails to perform up to the conditions of the contract, in Brown County's judgment, Brown County will communicate the problem(s) to the contractor in written form. The contractor will have ten (10) days to rectify the problem(s). If the problem(s) are not corrected or reoccur, Brown County may immediately terminate the contract. The contractor will not be relieved of any obligation of payment of commissions earned up to the date of cancellation. The contractor may be in default or excluded by (but not limited to):

- (i) Failure to pay commissions on time;
- (ii) Failure to provide preventive maintenance on the system;

- (iii) Failure to keep equipment repaired in a timely manner, within twenty-four (24) hours of notification;
- (iv) Charging telephone customers rates in excess of agreed upon rates or above allowable rates as set forth by the FCC.
- (v) Other considerations preventing the proper operation of the inmate telephone services.

EQUIPMENT: This request for proposal shall cover the following equipment at the Brown County Jail:

Inmate Telephones	<u>30</u>
TOTAL INMATE PHONES	
Visitation Phone Pairs Video	12
Visitation Units	
Inmate Units	23
Visitor Units	<u>0</u>
	<u> </u>
TABLETS/VIDEO KIOSKS	To be
MONEY KIOSKS	<u>considered</u>

The contractor acknowledges that after the initial installation the number of inmate telephones/video kiosks/tablets may be increased or decreased based on need of the facility and industry standards at no cost to the County.

Prodigy Statement of Acceptance: *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the RFP.*

MINIMUM REQUIREMENTS OF INMATE TELEPHONES: The contractor is to provide inmate telephones and related equipment at the specified locations as set forth in this proposal. The inmate telephone system shall only allow prepaid calls except for those telephone numbers designated by the Brown County Sheriff's Office. The system shall allow call blocking to prevent calling to the following:

- 911;
- 800, 888, 900, and other toll free numbers;
- 411 or other directory assistance numbers;
- Sheriff's Office numbers including both office and home telephone numbers of personnel;
- Direct dial long distance services;
- Other telephone numbers at the discretion of the Sheriff's Office.

The system shall allow call passing for free calls to the Local Public Defender, Federal public defender, bail bondsmen, or other numbers at the discretion of the Sheriff's Office. The system shall have call timing to preset the maximum call length time. The system shall have fraud protection against switch calls, credit card calls, directory assistance calls, call forwarding, conference calls, etc. The system shall not be capable of receiving incoming calls. The system shall be of heavy-duty construction and have equipment designed for the correctional environment. Inmate telephones shall not expose screws, bolts, or other fasteners or any other material which can be removed without special security devices. Vendor shall submit detailed information as to the equipment offered.

PIN OPERATION: The proposed inmate telephone system shall have the capability to be a PIN based system using a "Prisoner Identification Number" (PIN) for telephone operation. The system shall be designed to operate with or without PINs on a per telephone basis. The PIN system shall have the ability to provide statistical reporting on calls made using the PINs. The contractor shall provide all necessary hardware and software, including any required computer workstations, to access, retrieve, and print statistical information. PINs will be automated with jail management system.

RECORDING OF CALLS: The inmate telephone/video kiosk system shall have the ability to record all telephone calls placed by inmates in the Brown County Jail for the duration of the term of any contract rewarded. The recording system shall allow for recording, archival, and playback of telephone calls. The contractor shall provide all necessary hardware and software required, to access, retrieve, and playback recorded telephone calls.



Prodigy Statement of Acceptance: *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the RFP.*

PHONE SPECIFICATIONS & FUNCTIONALITY

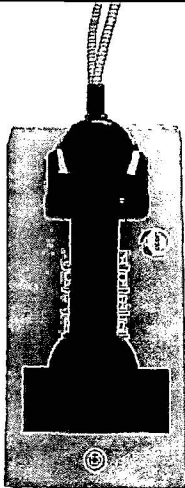
All Prodigy Telephones are engineered and designed specifically for safety and security conscious correctional settings. Prodigy's inmate telephones are currently in use at many correctional facilities nationwide.

Each Telephone is:

- ✓ Equipped with a **stainless steel, tamper-proof touchtone keypad** that is sealed to provide complete resistance against liquid, moisture, or corrosive weather-related elements.
- ✓ FCC registered and UL approved
- ✓ All Prodigy telephones are compliant with ADA, Title 24, and FCC regulations
- ✓ Engineered using heavy gauge steel
- ✓ Graffiti and scratch resistant
- ✓ Line-powered with **NO** removable parts or components that could be used to manufacture a weapon
- ✓ Absent of ringers and does not facilitate incoming calls

All Prodigy Telephone handsets are:

- ✓ Equipped with armored lanyard (handset cord) constructed of detention-grade steel including a stainless-steel cable proven to resist stretching, breaking, or pulling (**up to 1,200 pounds of pull-resistance**)
- ✓ Engineered using indestructible polycarbonate molded plastic
- ✓ Unique handset cord top design decreases safety risks



CT-400-SS-RVC-HT Stainless Mini Inmate Telephone

Housing: High Security, Heavy 14 Gauge Stainless Steel

State of the Art Electronics: Standard Inmate Dial features built-in VC circuitry that meets ADA requirements for the hearing impaired. Integrated "Confidencer" circuitry with a *EVERCLEAR* Dynamic handset limits background noise allowing both the user and called party to hear more clearly. Supports Carbon, Electret, and *EVERCLEAR* Dynamic handsets for the highest quality transmit, receive & recording properties.

Best Handset Available: Zenoy plastic handle is stronger than traditional Lexan type. Armored cord assembled with a steel lanyard offering 1200+ lbs. pull strength and a heavy 14 gauge steel retainer to prevent handset removal.

Armored Combo Hookswitch: includes magnet and micro switch technology to insure fail-safe operation & reduced maintenance expense.

Standard Warranty: 2 Years

Handset Top design helps reduce risk of suicide.

Technical Specifications

- Size: 11 1/2" H x 5" W x 2 1/2" D
- Instruction Card: 1 3/4" H x 4" W
- Meets FCC Parts 68 and Bellcore TR-TSY-000450
- Meets Water spray Test Bellcore TR-TSY-000456 7.2
- Relative Humidity 0% to 95% condensing
- Operating Temperature -40 to 140 degrees Fahrenheit
- Hearing Aid compatible. Meets EIA-RS-504
- Meets ADA Requirements
- 15mA minimum to 80mA maximum line power
- FCC Registration: 1970T20BZD201
- CE Certified

Replacement Parts

- CT-10107 Chrome Cradle
- CT-20106 Micro/Magnetic Hookswitch
- CT-30106 Invisible Hookswitch
- CT-40109-E or EC or M 12" Handset
- CT-20109-E or EC or M 18" Handset
- CT-60109-E or EC or M 24" Handset
- CT-10109-E or EC or M 32" Handset
- CT-20105 Dial
- CT-30114 Round Volume Control Button
- CT-10115-06 PIH Security Screw

Ordering Options

- CT- 400+
- SS = Stainless Steel
- BL = Blue Powdercoat Painted Steel
- BK = Black Powdercoat Painted Steel
- RVC = Round Volume Control Button
- 405 = Invisible Hookswitch
- HT = Handset Top exit
- 12 = 12" Mini Handset cord length
- 18 = 18" Short Handset cord length
- 24 = 24" Midsize Handset cord length
- 32 = 32" Standard Handset cord length
- E = Electret Handset
- EC = Everclear Dynamic

Optional Equipment

- TM-4000-BB Wall Mount Backboard
- TM-4500-BB Wall Mount Backboard with conduit fittings
- TM-178A Wall Mount Backboard
- TM-178A ADP-400 Adapter for 178A
- TM-24-7 4-Wheel Telephone Cart
- TM-24-8 2-Wheel Telephone Cart
- CT-19192 PIH Security Screwdriver Tool
- CT-12000-E Electronic Ringer

- Prodigy understands the requirement for the phone system to be capable of handling collect, debit, and pre-paid calls. This call model is standard operating procedure for Prodigy.
- Additionally, the Prodigy Inmate Telephone System facilitates one-way, outbound calls **only** and prohibits incoming calls. Prodigy Telephones do **not** support inbound calls. All ringers are disconnected, and there are no coin slots.
- Prodigy's Telephone system is equipped with an automated operator prompting the caller to elect their language of choice when making an outbound call. Specifically, the caller is prompted in English to **Press 1 for English** and prompted in Spanish to **Press 2 for Spanish**. Other languages options are also available to accommodate all inmate populations at Brown County Jail.
- Prodigy understands and complies with the requirement for the phone system to clearly identify the caller as an inmate from the Brown County Jail.
- To facilitate a call, Prodigy's Telephone system will play a pre-recorded announcement or prompt clearly indicating the name of the facility, a voice recording of the inmate's name, and a message that the call is subject to being monitored and recorded **prior** to active acceptance of the call by the called party. All prompts can be customized to meet Brown County's requirements. Below is an example of the first line of the pre-recorded announcement presented to the called party:

"Hello, this is a prepaid collect call from [Inmate voice recording] at Brown County Jail...."

• **Added Call Security & Protection**

Prodigy's PIN application and protection system allow for more security including the ability to authorize and restrict inmate calls based on location. Prodigy simplifies the process and even detects instances of PIN sharing and PIN stealing.

- **PIN ASSIGNMENT & PROTECTION** Prodigy's industry-leading Kiosk system and secure unified communications platform includes a personal identification number (PIN) application that allows:
 - PIN assignment from five (5) to twenty (20) digits activated at booking
 - Collect, prepaid collect, debit or free calls based on PIN or non-PIN
 - PINS can be used with or without an "allowed calls" list

- PINS with allowed calls list can only call the numbers associated with their PIN.
- Allow PIN to be used **ONLY at the facility where the inmate is currently housed**
- Prodigy's unified technology platform seamlessly integrates with more than 50 JMS offerings including county-developed systems as well as all Commissary vendor systems. Smooth, accurate integration means Prodigy's ITS is aligned with real-time inmate activity, which guarantees PINs are deemed **active at booking** and **inactive upon release** when each respective status is reflected in Brown County's JMS.

Designated Free Calls

-  Using our Global Phone Numbers feature, Prodigy's system easily allows authorized users to designate specific telephone numbers—such as the **Public Defender's Office, local courts, and support agencies**—as **free calls** at the County's discretion. Our system ensures that Brown County will **never be charged** for attorney or other pre-approved calls.
-  Through our **secure administrative portal**, authorized County personnel can **enable or disable** designated free-call numbers with a **single click**. This flexibility allows the County to modify the approved list at any time without requiring vendor intervention.
-  Additionally, our system provides **real-time visibility** into free call activity, allowing facility personnel to monitor call logs, durations, and usage trends for compliance and reporting purposes.

System Visual Below:

Create Global Phone Number

Phone Details

Facility 	Phone Number 	First Name
Last Name 	Company Name 	Category Other
Phone Type Cell	Description 	Timing Class Circuit Default
Treatment Circuit Defaults	Enable Date 	Recording Recording Permitted if desired
Speed Dial Code 	Notes 	Max. Calls during period 0
☐ No PIN Required ☐ Free Call ☐ Untimed ☐ Allow Simultaneous Calls		Action:

Secure PIN – allows Brown County to restrict PINs based on inmate location in the jail. Should an inmate be moved to another location in the jail, the PIN restriction is automatically updated in conjunction with the inmate move recorded in your JMS.

Inmate Edit

Biographical Information		Account Details	
Mchale, Lauren - Facility: JasonSite			
Release Date: N/A	Account Balance: \$0.00	Phone Reserve: \$0.00	Video Reserve: \$0.00
Account #	DOC ID	DOB	Location
807999		12/10/1955	
Record Name	First Name	Middle Name	Last Name
	Lauren		Michale
Upload Mail	Private Pin		
Send Notification	1111		
Enabled			
Released			
Management Report			
Cancel			

Maximum Call Length Restrictions

Prodigy's communication system allows County personnel to configure maximum call durations for inmate calls. The call length can be set in customizable increments, ranging from **one minute up to 60 minutes per call**. These limits (Timing Classes) can be applied universally, by inmate classification, housing unit, or individual user. The system ensures automatic call termination once the predefined time limit is reached. *Image for reference shows Prodigy's extensive and customizable Timing Class options.*

Call Classes

Timing Classes

Timing Class A

Timing Class A

Timing Class B

Timing Class C

Timing Class D

Timing Class E

Timing Class F

Timing Class G

Timing Class H

Timing Class I

Timing Class J

Timing Class K

Timing Class L

Timing Class M

Timing Class N

Timing Class O

1 minute poll

Timing Class Q

Timing Class R

Timing Class S

Timing Class T

AUTO SHUT-OFF AT DESIGNATED TIMES

-  Prodigy's Telephone & Video system is designed to meet the performance specifications of our customers, including a feature to enforce agency-prescribed auto-shutoff times for all phones and video terminals throughout the jail. The predefined times can be customized based on location/pod/unit and changed or adjusted at any time at Brown County discretion.

MANUAL SHUT DOWN FOR EMERGENCIES

-  Authorized Brown County personnel have the ability to manually shut down the system at any time through our secure web-based portal. This capability ensures immediate response to emergencies, allowing for full system disablement or selective restriction of specific phones/video terminals. Users with Administrator permission level credentials have access to an instant one-click shutdown feature that can be used to shut down telephone/video functionality in specific locations in the jail or applied to all facility wide inmate telephone/video access.

Interface image provided for reference to underscore ease of use.

Circuits: Caddo County Sheriff

Enable Selected

Disable Selected

Reconnect Facility

Disconnect Facility

Phone Terminals

☐	Description	Status	Disable	Disconnect
☐	A Left	enabled	Disable	Disconnect
☐	A Right	enabled	Disable	Disconnect
☐	Atty Visit	enabled	Disable	Disconnect
☐	B Left Lower	enabled	Disable	Disconnect
☐	B UpperRight	enabled	Disable	Disconnect
☐	Booking RA	enabled	Disable	Disconnect
☐	C Left Lower	enabled	Disable	Disconnect
☐	C Upper Left	enabled	Disable	Disconnect
☐	D Lower Left	enabled	Disable	Disconnect
☐	D UpperRight	enabled	Disable	Disconnect
☐	E Lower Left	enabled	Disable	Disconnect
☐	E UpperRight	enabled	Disable	Disconnect

Video Terminals/Tablets

☐	Description	Status	Disable	Disconnect
☐	A Pod Vid	enabled	Disable	Disconnect
☐	B Pod Vid	enabled	Disable	Disconnect
☐	C Pod Vid	enabled	Disable	Disconnect
☐	D Pod Vid	enabled	Disable	Disconnect
☐	E Pod Vid	enabled	Disable	Disconnect
☐	F Pod Vid	enabled	Disable	Disconnect
☐	G Pod Vid	disabled	Enable	Disconnect
☐	H Pod Vid	enabled	Disable	Disconnect
☐	I Pod Vid	enabled	Disable	Disconnect
☐	J Pod Vid	enabled	Disable	Disconnect
☐	Juv Pod Vid	disabled	Enable	Disconnect
☐	Lobby1 Vid	enabled	Disable	Disconnect

PASSWORD PROTECTED ACCESS FOR AUTHORIZED PERSONNEL

Access to Prodigy's Kinetic Console is strictly controlled through multi-level authentication, requiring unique login credentials for authorized Brown County personnel. Role-based access ensures that only authorized users can modify system settings, including enabling/disabling communication channels and accessing records. The system also logs all access attempts for security monitoring.

REMOTE ENABLE/DISABLE OF PHONES FROM ANY DEVICE

Authorized County personnel can enable or disable specific inmate phones remotely through our secure online system. This functionality is accessible from any computer or mobile device with their Brown County User credentials, eliminating the need for on-site intervention.

CENTRALIZED STORAGE USING RAID TECHNOLOGY

Prodigy's inmate communication system maintains all call recordings in a **centralized, secure storage environment** using **RAID (Redundant Array of Independent Disks) technology**. This ensures high availability, fault tolerance, and data redundancy. **Tape drives are not used**, eliminating concerns about slow retrieval times or physical media degradation.

Our system employs **RAID-6 or RAID-10 configurations**, providing enhanced performance and resilience. If a drive failure occurs, the system automatically rebuilds the lost data without compromising access to call recordings.

STORAGE AND ACCESSIBILITY

-  Prodigy's Inmate Phone System (ITS) provides a detailed archive storage and management process. Through our Kinetic Console, Prodigy guarantees **lifetime storage of voice and video records**. Authorized Brown County Jail staff and appropriate constituents will have 24/7/365 access to all records through the web-based user interface, regardless of when the record was created. The system ensures that no call recordings are archived to offline or inaccessible storage, maintaining real-time availability for County personnel.
-  Call recordings are indexed and stored in a way that allows for rapid retrieval, ensuring that users can access needed records **within seconds** rather than waiting for manual retrieval from physical storage. Records can be accessed at the facility or remotely from desktop, laptop or other mobile device using secure login credentials.
-  Our recording equipment is located in a central facility where trained staff operate and maintain its operation on a 24/7/365 basis. Centralized, off-premises storage guarantees preservation of all data and source code with no interference or strain on County resources.

ADVANCED SEARCH AND RETRIEVAL

-  Prodigy's robust Search functionality allows authorized users to retrieve call detailed records based on any set of tailored filter fields and parameters deemed appropriate. Brown County staff can **search individual or facility-wide files** and download, add to a Case, print, email, or burn to CD accordingly. These capabilities ensure that County personnel can retrieve relevant call recordings with precision and ease.

Commonly used filters include:

- **Dialed number** – Quickly locate calls based on the recipient's phone number.
- **Date and time** – Filter calls by specific timestamps or date ranges.
- **Inmate account** – Search for recordings linked to a specific inmate's ID or PIN
- **Location/Circuit ID** – Identify calls from specific locations, pods, or phones within your facility.
- **Call Type** – Identify calls based on their payment channel or mode of facilitation.

System Images for reference

Kinetic Console Support: (866) 700-4

Search for Phone Calls

Filters Save search criteria Save Saved Searches

☐ Only With Recording ☐ All Call Attempts ☐ Exclude Listened To Calls

Start Date: 03/30/2024

Start Time: HH MM SS AM

Called Number:

Facilities: Select

Termination: 81 checked

Circuit: Select

Inmates: Inmate, Account # or Doc ID

End Date: 04/30/2024

End Time: HH MM SS PM

Card Number:

Call Types: 17 checked

Block Code: 37 checked

Statistics Create Batch Mark as Suspicious Add to Watch
Download Excel Download PDF Reset Run Report

Filters Save search criteria Save Saved Searches

☐ Only With Recording ☐ All Call Attempts ☐ Exclude Listened To Calls

Start Date: 02/16/2025

Start Time: HH MM SS AM

Called Number:

Facilities: Select

Termination: 7 checked

Circuit: Select

Inmates: Inmate, Account # or Doc ID

End Date: 03/16/2025

End Time: HH MM SS PM

Card Number:

Call Types: 12 checked

Block Code:

Statistics Create Batch Mark as Suspicious Add to Watch
Download PDF Reset Run Report

Block Code

☒ Check All

☒ Uncheck All

☒ App Calling Card

☒ App Free Debit

☒ App PIN Debit

☒ App Prepaid

☒ Calling Card

☒ Check SMS Inbox

☒ Collect

☒ Commissary

☒ Direct

☒ Free Call

☒ Incomplete Call

☒ Instavoice

☒ Operator Assist

☒ PIN Debit

	When	Duration	Destination	Station	Call Type	Charge	Inmate	Termination	Account #	Card Id	Actions
☐	3/16/2025 10:57 PM	00:00:55	(361) 748-1136	Calhoun County TX - J Pod 3615531010	PIN Debit	\$0.24	Martinez, Domingo Isaiah	Normal Call	28778		  
☐	3/16/2025 10:58 PM	00:00:39	(361) 748-1480	Calhoun County TX - H Pod 3615531008	PIN Debit	\$0.24	Torres, Juan Jose	Normal Call	51358		  
☐	3/16/2025 10:54 PM	00:00:25	(361) 218-8540	Calhoun County TX - G Pod 3615531007	Prepaid	\$0.28	Servantes, Christian	Normal Call	48567		  
☐	3/16/2025 10:53 PM	00:00:53	(361) 748-1480	Calhoun County TX - H Pod 3615531008	PIN Debit	\$0.24	Torres, Juan Jose	Normal Call	51358		  
☐	3/16/2025 10:48 PM	00:00:57	(346) 578-6066	Calhoun County TX - Dorm A	PIN Debit	\$0.28	Saunders, Tiffany Ann	Normal Call	49874		  

SIMULTANEOUS LIVE CALL MONITORING AND RECORDING

-  Prodigy's system allows authorized County personnel to monitor live inmate calls in real-time while the system simultaneously records the conversation. This is accessible via a secure web-based interface, enabling staff to discreetly listen to calls from any approved device with appropriate credentials.
-  Live monitoring can be performed without interrupting or alerting the caller, ensuring effective oversight without disrupting normal call operations.

Advanced Monitoring Features that Maximize Security & Efficiency include:

- ☐ Listen to single calls or continuously cycle through multiple live calls.
- ☐ Terminate a live call in one click!
- ☐ Save or instantly email recording to other internal/external constituents.
- ☐ Speed up or slow down recorded calls.
- ☐ Add pertinent notes to specific portions to save or share.

≡ Kinetic Console

Call Watches
Cases
Feature Restrictions
Inmate Notifications
Inmates
Kinnections
Notes
Phone Calls
Text
Transcriptions
Trouble Tickets
Video

 Reports

 Monitoring

Audio Monitor
Video Monitor
Echo

(Monitoring Capabilities Cont'd)

Hide Audio Section

Modes:

Actions:

Alerts: Phone #: Called Phone #: Add
Inmate: Name, Acct. #, or Doc ID

Settings: Seconds Per Cycle: 30
Facilities: 82 Selected

Live Circuits (1339 showing)

Circuit	Inmate	Called #	Facility	Circuit	Inmate	Account #	Called #	Time
ISO 1			Roger Mills OK	H				
WR 1			Grady County OK	2-C Right				
WR 2			Roscommon County Jail	Cell 13	Bills, Tracy Ann	33331	(989) 254-2709	12:48:18
ISO 2			Craig County Sheriff	B Pod Right	Carter, Alex Ramon	79199	(314) 556-5918	11:48:27
D			Garfield County OK	C-Center	Pickering, Ronald Ray	102525	(432) 360-5365	12:48:33
C1			Okfuskee County Jail	Apod Left	White, Justin Travis	39939	(818) 623-8758	12:48:00
C2			Love County Sheriffs Office	D Pod R				
B1			Kingfisher County OK	E Pod Right	Aranda, Stefanie Ann	828968	(405) 408-8790	12:48:33

Call History (20 showing)

10 20 30 40 50 60 70 80 90 100 110 120 130 140 150 160 170 180 190 200 210 220 230 240 250 260 270 280 290 300 310 320 330 340 350 360 370 380 390 400 410 420 430 440 450 460 470 480 490 500 510 520 530 540 550 560 570 580 590 600 610 620 630 640 650 660 670 680 690 700 710 720 730 740 750 760 770 780 790 800 810 820 830 840 850 860 870 880 890 900 910 920 930 940 950 960 970 980 990 1000

04:03 / 05:37

Shared

Save Note Cancel

Note Start User

- Audio files will be in MP3 format and Videos will be MP4 file format. Prodigy gives Brown County Jail file-share options to consider including ability to create a "Case" and instantly include records into said case to securely share through encrypted file-sharing (like a secure Dropbox for records Brown County Jail staff can also burn to DVD/CD any video and audio calls on demand by creating a batch to easily obtain all searched recordings.

REPORTING CAPABILITIES AND COMPLIANCE

Prodigy is committed to providing comprehensive, real-time reporting that enhances transparency and operational efficiency. Our advanced reporting tools give correctional facilities instant access



to key data points for administration, investigations, jail operations, and inmate communication monitoring.

CALL DETAIL REPORTS & CUSTOMIZATION

Prodigy's reporting system instantly generates call detail reports that provide a variety of call information, including duration, destination, time stamps, call status, and frequently dialed numbers.

- ✓ **Customizable Reports:** Facilities can filter, sort, and export digital reports as a PDF or Excel file to meet specific operational and investigative needs.
- ✓ **Real-Time Data Access:** Reports update in real-time, ensuring up-to-date information for decision-making.
- ✓ **User Permission Controls:** Access levels and report visibility are fully customizable,
- ✓ **Initial Onsite Training:** Prodigy will conduct extensive, in-person training sessions for County staff, specifically covering system administration, operation, and reporting. Jail staff will receive hands-on instruction on the operation and maintenance of all installed equipment and technology.
- ✓ **Ongoing Training:** After initial training, Prodigy offers continuous support and instruction through multiple channels:
 - ✓ Onsite training upon request
 - ✓ Real-time remote training via WebEx or phone
 - ✓ Self-paced learning through downloadable, easy-to-navigate guidebooks and tutorials

VIDEO VISITATION: The contractor shall provide a Video Visitation system including all components, software, and hardware necessary for the system to function. Please include in your response detailed information as to the system offered.

Video Technical Requirements and Specifications: The following identifies the minimum requirements of the desired Video Visitation system:

1. Base your proposal on 23 fixed wall mounted units.
2. The System must be "State of the Art" technology and web based. The architecture shall be expandable to allow future growth.
3. The System must have the capability to perform real time recording and monitoring of all video visitations during a single session. Proposal should include the storing of recordings up to one year.
4. The System must have the capability to perform off site visitations to laptops, smart phones, etc without the use of third party entities. Account funding options should

be handled solely by the provider and it is not preferred by the County to have the inclusion of 3rd parties for such funding options.

5. Visitation Units must be constructed of high impact material including a steel lanyard and security grade handset.
6. Please describe the type of internet connection that will be supplied by the Vendor to effectively operate the Video System.
7. Please describe types of services, features and account funding options offered on the video units.
8. It is desired by the County that the bid percentage on all services offered, telephone, video kiosks and Tablets, include the units to be provided at no cost to the County, including installation, training and annual maintenance fees and software upgrades for the term of the agreement.

 **Video Visitation: Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation.*

 REMOTE AND ONSITE VIDEO VISITATION

Prodigy boasts the most user-friendly, and technically advanced video visitation system available in the marketplace today. **ProdigyVision** delivers high-definition audio and video with no glitches, frozen screens, or dropped calls. (refer to *ProdigyVision product sheet included in introductory section of Proposal*)

-  Prodigy offers both remote and onsite video visitation options to meet the needs of Brown County. Our **hassle-free remote video visitation** allows friends, family, and attorneys to connect with inmates securely from any location without the need for advance scheduling. Additionally, Prodigy provides **free onsite video visitation** with a **self-scheduling function**, allowing users to select a time and date based on the facility's availability.

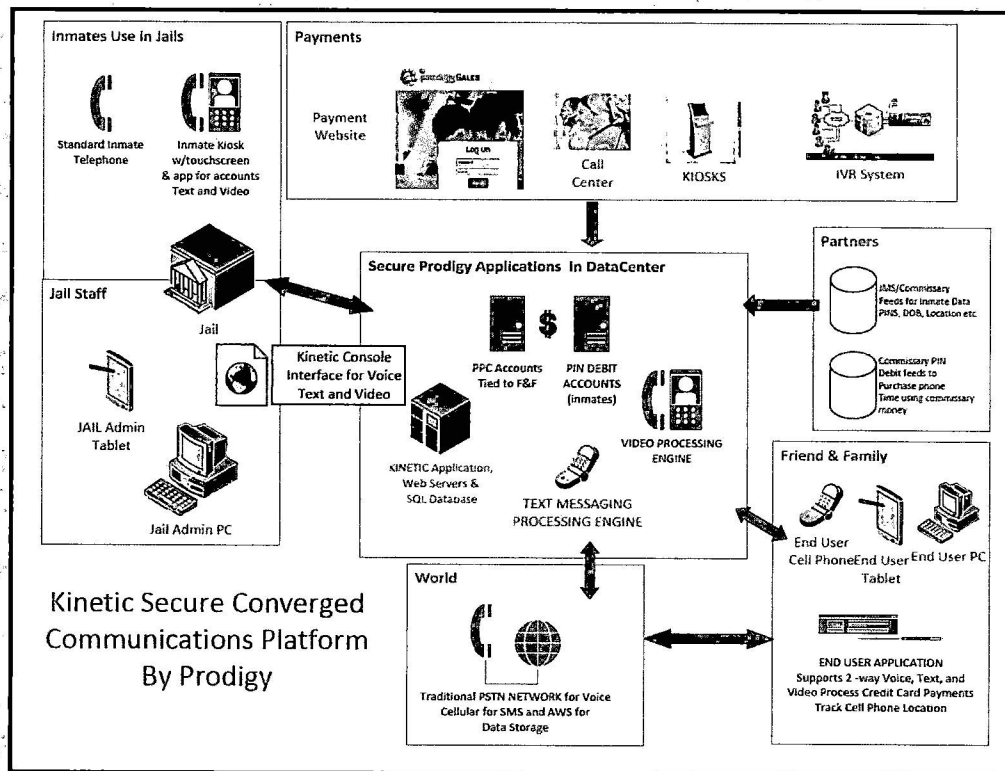
-  Prodigy's Inmate Communication System uses a secure, independent network that does not interfere with or involve the County's network and guarantees no reduction in the County's data speed/bandwidth. Generally speaking, a typical video call requires about 1MB of bandwidth, but Prodigy will never require use of County's bandwidth to transmit or download video calls.

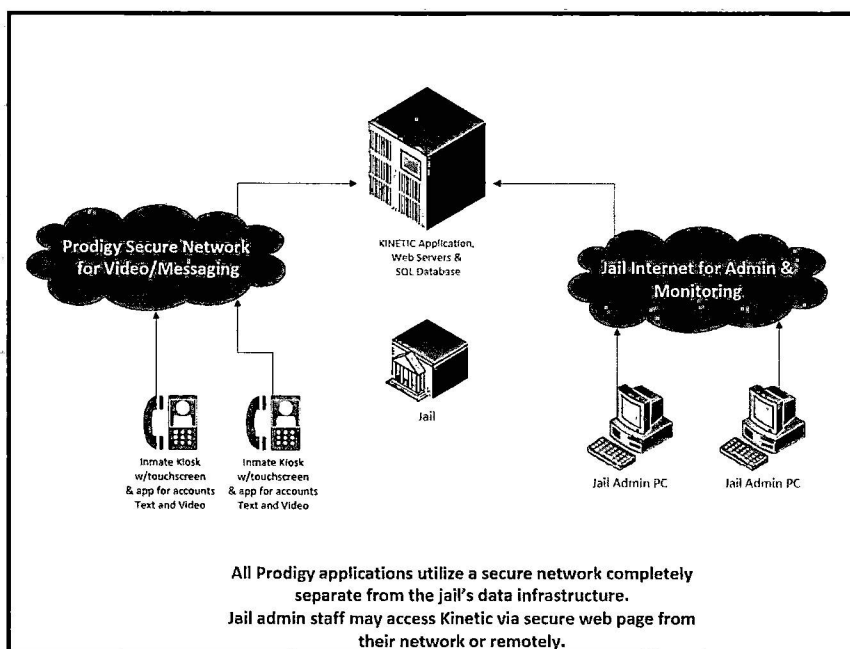
 WEB-BASED SYSTEM:

-  Prodigy's **Kinetic Console Inmate Communications system** is the industry's **only** centralized, **web-based, single-source** solution that will allow authorized staff access to the system remotely using a secure, singular login and password from anywhere there is an

internet connection. The system can be accessed using a desktop, laptop, tablet, or any other mobile device.

- In other words, all key features and functions used to facilitate and manage inmate communication, investigations, and jail administration are accessible from **one** source. It is the most streamlined, cost-effective product for Brown County Jail and its inmate population.
- Brown County will determine a hierarchy of Users and dictate Permission Sets accordingly ("ADMIN" for example is the highest-level user with access to the most robust functionality on site AND remotely). Prodigy will apply the access security levels and permission sets at the time of installation. User Permission sets can be changed at any time at the discretion of Brown County.
- Prodigy can also restrict certain IP Addresses from accessing the system remotely (as dictated by Brown County).
- The diagram below provides a visual demonstration of Prodigy's Converged Communication Platform and the holistic infrastructure as it would relate to Brown County.





Login

Username or Email

lmcprodigy

Password

[Forgot Password](#) [Login](#)

INSTALLATION, MAINTENANCE, AND SYSTEM UPGRADES

Prodigy assumes all costs and responsibility related to the **installation, maintenance, and system upgrades** for the duration of the contract. Our team ensures continuous system updates and proactive maintenance at no expense to the County.

VIDEO VISITATION SOLUTION AND COST

Prodigy's state-of-the-art Video Visitation System is provided at NO COST to the County and includes:

- ✓ **User-Friendly Scheduling:** The County-authorized users have 24/7 access to the Video Visitation Schedule with identifying information and can cancel visits in one click when necessary.
- ✓ **Live Video Monitoring:** Facility staff can **configure their monitoring view** based on specific needs (e.g., by **pod, cell block, or individual** view).
- ✓ **Real-Time Controls:** Authorized users can **send warnings, terminate calls, block callers, and flag numbers** to maintain security
- ✓ **Content Vetting with Prodigy EyeQ:** Our proprietary AI-based content filtering tool automatically detects, flags, and stores content violations within video records.

 FCC & Commission Regulations

Prodigy is in full compliance with the FCC's new regulations and Texas state laws banning commission on Video Calls. Video Visitation volume and frequency is not impacted by these regulations and time classes and feature accessibility are both dictated by Brown County.

 Face-to-Face Visitation Sets

At the County's request, Prodigy fully supports the maintenance of traditional face-to-face visitation within the facility, ensuring that onsite visits remain available.

 Onsite Video Visitation Availability

Prodigy does not impose limitations on the number of onsite visitation time slots to increase remote visitations artificially. Our onsite visitation remains free and is available based on facility-defined scheduling policies.

-  By choosing Prodigy, Brown County will benefit from **secure, cost-effective, and flexible video visitation solutions** designed specifically for correctional environments.

 POINTS-OF-SALE ACCEPTING PAYMENTS FOR SERVICES

-  Prodigy offers multiple convenient ways for family and friends to deposit funds:

-  **Call Center Live Operator** – Users can call 866-700-4545 to make deposits via a live customer support agent.

-  **Automated Phone IVR** – Deposits can also be made via an Interactive Voice Response (IVR) system by calling 866-700-4545.

-  **Lobby Kiosks** – Many facilities have self-service kiosks located in their lobbies, allowing visitors to make deposits using cash or credit cards.

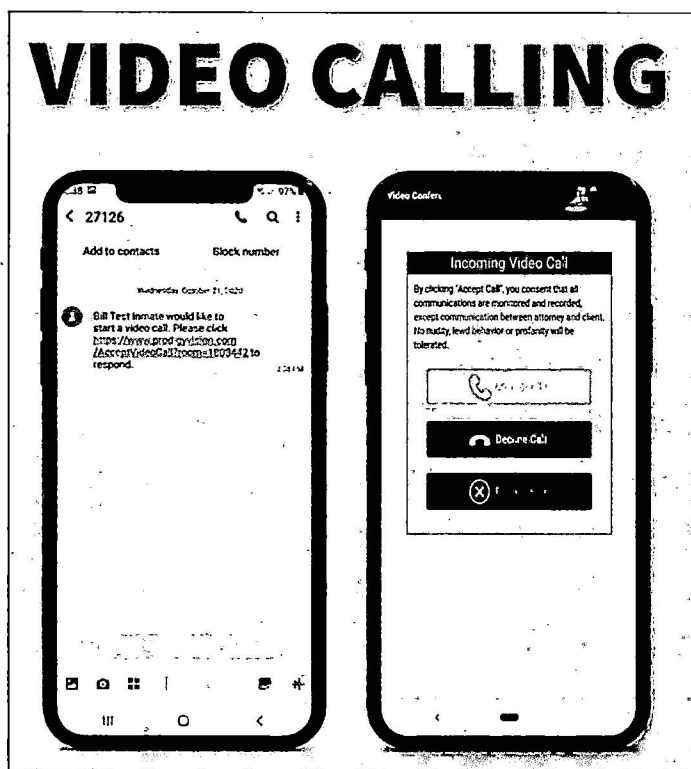
-  **Online Payments** – Deposits can be made securely via www.prodigysales.com using a credit card. All deposits are processed in real time, allowing inmates to initiate calls immediately after the transaction is completed.

Deposit Methods & Providers

Prodigy supports various deposit methods to ensure accessibility and convenience:

- **Live Operator Assistance** – Deposits can be made through a customer support representative over the phone at 866-700-4545.
- **Automated IVR System** – The 24/7 automated phone system allows users to make deposits without speaking to a live agent.
- **Facility Kiosks** – Located in select correctional facilities, these self-service kiosks accept cash and credit card payments.
- **Online Credit Card Deposits** – Deposits can be made through Prodigy's secure website, ensuring a quick and seamless transaction process.

Lobby signage and online guidance is available to all Family & Friends as well.



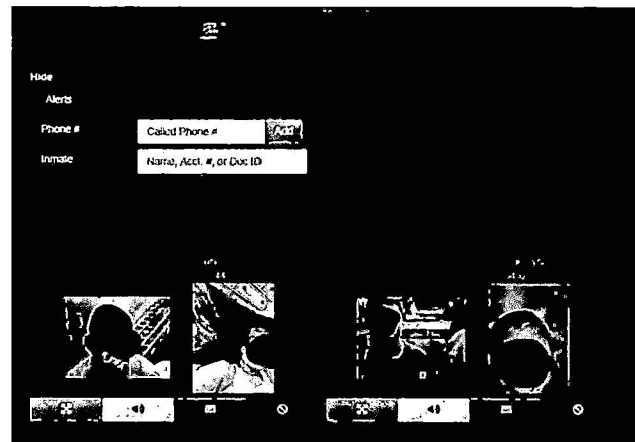
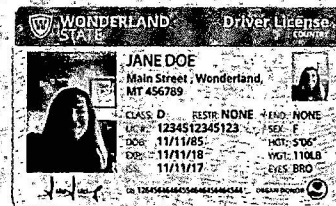
When creating an account, all users are required to upload:

- ✓ Recent selfie.
- ✓ Government-issued ID

These images will be used to verify the identity of the visitor during a video call.

If either image is deemed insufficient or illegible, the ProdigyVision user account will not be approved.

Users can check the status of their account and resubmit images if necessary.



ADDITIONAL ADVANCED INVESTIGATIVE TOOLS

Prodigy boasts the most robust and reliable investigative toolbox available in the market designed to enhance safety and streamline operations. Key Features Include:

- Advanced Call Watches
- Live Phone & Video Monitoring/Content Flagging
- Video Content Filters to flag dangerous or inappropriate content
- Suspicious Calls List
- Frequently Dialed Numbers list
- Multifacility Investigations

- Photo Biometrics
(Prodigy Vision secure Video Terminals and Tablets automatically take a covert inmate photo and attaches it to each text message conversation. This critical feature allows SMS conversations to be used as evidence in court)
- Facial Recognition Software
- Video Facial Recognition Requiring Called Party to REMAIN in frame or video is automatically blurred or terminated.
- PIN Protection & PIN Stealing detection
- SMS Keyword Search & Text Alerts
- Call Notes to Share or Save
- Cases Feature to facilitate secure, instant, remote investigator collaboration
- Advanced and Instant Call Transcriptions

TABLETS: Brown County is considering the distribution of Tablets for inmate use in the facility. Please include your tablet solution if available. Define your preferred tablet distribution ratios to inmate, charging station options, tablet replacement pricing, features, applications and any associated costs. It is preferred that the funding of media Apps should be separate from the telephone or video visitation options.

- **Prodigy Statement of Acceptance:** Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation.
- Prodigy's State of the Art Inmate Tablets are the most versatile, secure, and functional option in the marketplace (See Product Sheet "**Prodigy Tablet ONE**" included in Technology Suite Overview section of this proposal for full list of features and functionality.
- Prodigy acknowledges all facilities have unique needs and populations, but we advise a **2:1 inmate to tablet ratio** to start but **provide the flexibility for 1:1** if so desired by the County.
- Tablet Replacement comes at NO CHARGE to the County. Instead, the cost of replacing a tablet damaged by inmate misuse is always charged to the inmate. Cost is determined by level of damage and required repair/replacement.
- **Facial Recognition Technology** at Login enabled on Tablets adds a layer of control and Security to prohibit PIN stealing and PIN sharing activity.

- **Advanced Tablet Management Process** provides oversight and user accountability.
- Prodigy offers both Wireless and Wired Charging Stations, Wall Mounted or Tabletop based on County preference and ease of installation/accessibility.
- **Available Features:** Games, Approved Movies, FREE, INCENTIVIZED EDUCATION (overview provided), Music, Books, Communication Features (Audio & Video Calling, SMS Texting, Law Library, Photo Sharing (inbound only, approved or denied before transmission), Requests, Grievances, Handbook, etc.
- **Product & Pricing Table** included below for review.

Tablet Product	Price
Voice Call	\$0.09 per minute
Remote Video	\$0.14 per minute
Text Messaging	\$0.15 per message
Photos	\$1.00
Electronic Messages	\$0.50
On-Site Video	Free
Tablet Rental per minute/per day	\$0.05 min/\$6.95 day
Movies & TV (Included in tablet rental)	\$0.05 min/\$6.95 day
E-Books (Included in tablet rental)	\$0.05 min/\$6.95 day
Games (Included in tablet rental)	\$0.05 min/\$6.95 day
Onsite or Remote Scanned Mail & Digital Delivery	Free
Prodigy ED Education platform	Free
Voice and Video Digital Recording	Free
Live Phone and Video Monitoring	Free
Law Library	Free
Staff Requests	Free
Medical Requests	Free
Grievances	Free

Cell Requests	Free
E-Cig Request	Free
Pre-Grievance	Free
Kitchen Requests	Free
Trustee Requests	Free
Facility Documents	Free
PREA	Free
Handbook Signature Requirement	Free
CellHound Cell Phone Detectors	Free

ELECTRONIC MAIL: Brown County is interested in an offsite program to eliminate paper mail that may contain contraband or hazardous materials. It is desired that paper mail be delivered to the vendor, scanned, and sent to the inmate electronically via the video kiosk or tablets. The exclusion of 3rd parties is preferred. Please describe your program and provide at least 3 references currently using this type of mail delivery system.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the RFP.*

PRODIGY OFFSITE MAIL SCANNING PROCESS OVERVIEW

In addition to our free onsite Mail Scanning option, Prodigy Solutions Inc. offers a secure, efficient offsite mail scanning service designed to enhance facility safety, reduce contraband risks, and streamline inmate communications. Our process handles "Regular Mail" (non-privileged, non-commercial correspondence such as personal letters) sent to inmates, while privileged mail (e.g., legal or confidential documents) and commercial mail (e.g., magazines or newsletters) remain the facility's responsibility. All Regular Mail is directed to our dedicated offsite processing center in Chickasha, OK, ensuring no physical mail enters the facility unless deemed necessary.

KEY PROCESS STEPS:

1. Mail Receipt and Initial Handling:

Regular Mail is forwarded by the postal service to our secure PO Box (customized for each facility, e.g., "PRODIGY SOLUTIONS – [Facility Name], PO BOX 1498, CHICKASHA, OK 73023"). Upon receipt, our trained agents open and inspect the mail for scannability and safety.

2. Digital Scanning:

Eligible Regular Mail (typically under 100 pages and free of hazards) is digitally scanned to create high-quality electronic copies. This includes capturing all text, images, and enclosures in a readable format.

3. Electronic Delivery to Inmates:

Scanned mail is securely transmitted as electronic files to facility-approved devices, such as kiosks, tablets, or other mutually agreed-upon systems. Inmates can access their mail digitally, similar to email, promoting efficient and contactless distribution.

4. Secure Disposal of Originals:

Original physical mail is securely shredded and disposed of no earlier than 30 days after scanning, ensuring compliance with retention needs while minimizing storage risks (This may be extended or modified upon mutual agreement of customer and Prodigy)

5. Handling Exceptions and Safety Concerns:

- **Non-Scannable Items:** Mail exceeding 100 pages or otherwise unscannable (e.g., due to format) is forwarded directly to the facility for handling.
- **Potential Hazards:** If mail appears to contain illegal, unsanitary, or unsafe materials (e.g., drugs or biological hazards), we immediately notify the facility. We follow facility instructions where safe and reasonable, and reserve the right to alert relevant law enforcement agencies. Our priority is the safety of all personnel involved.
- **Misdirected Mail:** Any privileged or commercial mail mistakenly sent to us is either returned to the sender or forwarded to the facility.

IMPLEMENTATION AND SUPPORT:

- **Setup Timeline:** We require a minimum 30-day preparation period post-agreement to configure systems, train staff, and integrate with your facility's devices. Services typically commence on the first day of the following month (e.g., if effective August 15, services start October 1).
- **Facility Responsibilities:** Notify inmates and correspondents of the process, including mailing addresses, marking requirements for privileged mail, and that originals will be destroyed post-scanning.
- **Cost Structure:** Provided at no additional charge when bundled with our existing exclusive services (e.g., inmate communications). If exclusivity changes, we renegotiate in good faith.

- **Compliance and Flexibility:** As your appointed agent, we operate under strict security protocols. The process is scalable and can include additional mutually agreed services.

This offsite approach minimizes physical mail handling within the facility, reducing operational burdens and enhancing security. We have successfully implemented this model in partnerships like Zapata County, TX and Calhoun County, TX, and are ready to customize it for your needs.

OFFSITE MAIL SCANNING CUSTOMER REFERENCES

Craig County, OK, 110 beds

Sheriff Heath Winfrey
ph: 918-256-6466

Calhoun County, TX, 144 beds

Sheriff Bobbie Vickery
ph: 361-553-4646

Zapata County TX, 240 beds

Sheriff Ramon Montes
ph: 956-765-9960

MAINTENANCE: The contractor shall provide all maintenance and upkeep of the inmate telephone system, video visitation units and tablets. A twenty-four (24) hour response shall be required on all reported problems. The contractor shall provide a toll free telephone number to report system problems.

Maintenance Prodigy Statement of Acceptance: *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation.*

(a) 24-Hour Toll-Free Service Number

- Prodigy provides 24/7/365 customer support through a toll-free number (866-700-4545) to ensure immediate assistance for all service-related issues.
- End users can contact a live, in-house Prodigy Customer Support Representative during normal business hours.
- After hours, calls are handled by a trained answering service, which immediately escalates issues to Prodigy's on-call support team.
- All service-related requests, including blocking requests, refunds, and general troubleshooting, are managed in real time.

(b) Major Service Outages Addressed Within Four Hours Max

- Prodigy guarantees a four-hour response time for all major service outages.

- Certified field technicians are strategically located to respond to critical service issues within two hours.
- If an issue cannot be fully resolved on-site, technicians have immediate access to engineering resources to expedite resolution.
- Prodigy follows a structured technical and management escalation process, ensuring that outages are addressed efficiently.
- **(c) Service Policies & Procedures**
- Prodigy will provide a comprehensive set of service policies and procedures as an attachment per request of this RFP
- **(d) Maintenance & Quality Assurance Programs for Telephones**
- Prodigy has a proactive maintenance and quality assurance program to ensure the reliability of its telephone systems.
- Routine Maintenance: Technicians conduct on-site maintenance every 3-6 months to inspect, clean, and test all equipment.
- Remote Monitoring: Prodigy's Network Operations Team continuously monitors system performance and can remotely restart and troubleshoot equipment to prevent disruptions.
- Rapid Equipment Replacement: Spare phones and kiosks are kept on-site, allowing technicians to quickly swap out faulty units if necessary.
- Minimal Equipment Failures: Due to the high quality and durability of Prodigy's hardware, repair needs are typically limited to an occasional phone or kiosk replacement.
- **(e) Service Interruptions & Call Prioritization**
- Prodigy has a tiered service priority system to ensure that all issues are handled efficiently based on their severity: *(infographic provided on next page)*
- **(f) Account Management & Support Contact**
- **(g) Texas-Based Technicians & Account Manager**
- Prodigy assigns a dedicated account manager (Clint Hammonds, contact info and bio provided in Experience section) to oversee all aspects of service and support. This individual will serve as the primary point of contact for Brown County, handling:
 - ✓ Ongoing account management
 - ✓ Service escalations and troubleshooting
 - ✓ Contract compliance and reporting
 - ✓ Coordination of maintenance and upgrades
- Prodigy has a dedicated team of Texas-based technicians and account managers to provide local, hands-on support ensuring familiarity with local regulations and facility needs.

PRIORITY LEVEL	DESCRIPTION	RESPONSE	EXAMPLES
PRIORITY LEVEL 1 (P1)	A Level 1 event is our highest service level response. This assignment will be given when thirty percent (30%) or more of a system functionality is adversely affected.	Resolution achieved within 2 hours and escalated to: ✓ Technical Support ✓ Support Engineer ✓ Technical Director ✓ Executive Director of Service	✓ Voice prompts not operating ✓ Features not functioning properly ✓ Live call & video monitoring not functioning properly ✓ Kinetic Console interface access denied ✓ 2 or more inmate phones or video terminals not working in any one housing area
PRIORITY LEVEL 2 (P2)	A Level 2 assignment occurs when five percent (5%) to twenty nine (29%) of system functionality is adversely affected.	Response & resolution achieved in 24 hours and escalated to: ✓ Technical Support	✓ Work station fixes ✓ Specific system ports ✓ Unblocks/Block Numbers ✓ Missing CDRs ✓ Call Searching ✓ LEC Circuits
PRIORITY LEVEL 3 (P3)	A Level 3 assignment occurs when less than five percent (5%) of system functionality is adversely affected and can include single or multiple phone related issues.	Response & resolution achieved in 72 hours and escalated to: ✓ Technical Support	✓ Static on the phone ✓ A party's inability to hear ✓ Inmate's inability to dial ✓ Broken Phone/Video terminal/tablet ✓ Non-functioning dial pad or cutoff switches ✓ Inability to generate reports

 **Dedicated Field & Support Teams:** Prodigy guarantees 24/7 access to a dedicated support team, including:

- ✓ Field technicians for onsite support
- ✓ Customer support representatives for real-time assistance
- ✓ Finance & Accounting specialists for account-related inquiries
- ✓ IT & Technology managers for troubleshooting and technical assistance

 Training Program Overview

Prodigy has developed a comprehensive training program that ensures County staff are fully equipped to manage the system efficiently. The training program includes:

1. System Administration & User Management

- Managing user roles and permissions
- Setting up accounts and access levels
- Customizing system settings for facility needs

2. Operational Training

- Navigating the Kinetic Console platform
- Placing and monitoring calls
- Managing video visitation and messaging services

3. Reporting & Analytics

- Generating and interpreting system reports
- Call monitoring and auditing tools
- Compliance tracking and documentation

4. Equipment Maintenance & Troubleshooting

- Hands-on guidance for system upkeep
- Remote troubleshooting and resolution processes
- Understanding hardware components and replacements

5. Supplementary Learning Resources

- **User Guide & Cheat Sheets:** Prodigy provides a comprehensive, always-updated User Guide accessible via the Kinetic Console. This resource includes step-by-step instructions for every feature and function.
- **Feature-Specific Guides:** A library of one-click “cheat sheets” offers quick overviews of commonly used tools, available for download or printing.
- **Live & Recorded Webinars:** Ongoing training is supplemented with interactive webinars and recorded training sessions for flexible learning.

Prodigy’s training program ensures that Brown County Jail staff develop long-term relationships with a consistent team of Prodigy product specialists across business, technology, and customer relations, fostering a seamless operational experience.

SEAMLESS INSTALLATION & ONGOING MAINTENANCE

Prodigy guarantees efficient, seamless installation and expert servicing of all equipment. Our system requires minimal hardware, with repair needs typically limited to occasional phone or kiosk replacements. All services, maintenance, upgrades, and equipment are provided **at no cost** to Brown County for the duration of our partnership.

To ensure uninterrupted service, spare phones and kiosks will be kept onsite for rapid replacement as needed. Additionally, Prodigy conducts routine maintenance every 3 to 6 months, significantly reducing the likelihood of service disruptions. Our Network Operations Team also provides remote monitoring and system restarts, proactively identifying and mitigating potential issues before they impact facility operations.

DAMAGE TO EQUIPMENT: Brown County shall not be liable for loss, damage, destruction, or misuse of any telephone or video equipment as set forth in this proposal.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation.*

UPGRADES: The contractor shall be solely responsible for required hardware and software upgrades to ensure proper operation of the inmate telephones and video units for the period of the contract and any subsequent extensions. The system must allow Jail personnel the ability to access data from the phone system from any computer in the department.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation.*

COMPLIANCE: All installation shall meet applicable federal, state, or local codes. The contractor shall have and maintain insurance to cover general liability to provide the contracted services.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation.*

COMMISSIONS: Commissions shall be paid monthly no later than sixty (60) days following the last day of the month in which calls generating the commission were made. All commissions shall be paid by check to Brown County and shall include a report detailing the following:

- Date of report and time period covered;
- Total billed revenue;

- Statement of accuracy signed by representative of contractor;

The contractor shall calculate commissions as a fixed percentage based upon the gross revenues for each telephone. Brown County will bear no responsibility for fraudulent calls or theft of service. Fraudulent, stolen, or lost funds shall not be deducted from revenue paid to Brown County. Brown County will bear no responsibility for unbillable or uncollectible calls or such un- collectibles known as "bad debt".

EACH VENDOR SHALL SUBMIT THEIR COMMISSION OFFERING FOR ALL TRAFFIC TYPES, BASED ON GROSS GENERATED REVENUE INCLUDING PHONES, VIDEO AND TABLETS.

Prodigy Statement of Acceptance: *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation. A detailed Commission & Rates sheet is included with this Proposal as well as included in Sample Contract.*

COMMISSION STRUCTURE AND COMPLIANCE

- Prodigy ensures full **compliance with new FCC regulations** and adheres to all Texas state laws prohibiting commissions on phone and video calls. However, Prodigy **offers a 60% commission** on messaging services, with each messaging rates set at **\$0.15 per message**.

Commissionable Revenue Calculation

- **Messaging Revenue:** Commission is calculated as a **gross percentage**, meaning there are **no hidden fees or deductions** that impact the County's earnings.

- **Transparent Commission Model:** Unlike other vendors who commonly implement shell games or deceptive fee structures, Prodigy **pays true gross commission** with no revenue manipulation.

Example of Consumer Deposit and Commission Calculation

For a consumer deposit made through any **point-of-sale**, the commissionable revenue is determined as follows:

Example Transaction:

- **Customer Deposit:** \$20.00 (through online payment, IVR, kiosk, or live operator)
- **Messaging Service Used:** 100 messages at **\$0.15 per message = \$15.00 total revenue**
- **County Commission Rate:** 60%
- **Commission Earned by County:** **\$9.00**

Prodigy does not deduct any amount for unbillable or unsuccessful transactions, ensuring that the County earns commission only on **actual, completed messaging transactions**.

Timely and Transparent Commission Payments

Commissions are paid **within 45 days** of revenue generation.

Comprehensive Commission Reports: Brown County will receive **detailed, itemized reports** with each commission payment.

Real-Time Commission Tracking: The County has **24/7 access** to the Kinetic Console Commission Report feature, allowing instant visibility into revenue data categorized by service type, rate, and transaction date.

Prodigy's commitment to transparency, integrity, and compliance ensures that all commission payments are accurate, timely, and fully aligned with regulatory requirements.

Sample Commission Report generated in one click:

Region	Call Count	Minutes	Rate	Gross Revenue	Tax Comm	Net Revenue	Comm %
PIN Debit							
Local	577	3185	\$0.21	\$668.85		\$668.85	89%
Interlata InterState	989	5545	\$0.21	\$1,184.45		\$1,184.45	89%
PIN Debit Totals	1566	8730		\$1,833.30		\$1,833.30	\$1,631.6
Prepaid							
Local	600	3819	\$0.21	\$801.99		\$801.99	89%
Interlata InterState	272	1921	\$0.21	\$403.41		\$403.41	89%
Prepaid Totals	872	5740		\$1,205.40		\$1,205.40	\$1,072.8
Total Phone Revenue	\$3,038.70						
Total Phone Commission	\$2,704.43						
Text Messages	11226		\$0.15	\$1,683.90	(\$151.55)	\$1,532.35	29%
Electronic Messages	0		\$0.00	\$0.00	(\$0.00)	\$0.00	0%
Video Conferences	1530		\$0.25	\$3,291.50	(\$296.24)	\$2,995.26	35%
Voice Calls (Terminal/Tablet)	310		\$0.25	\$503.25	(\$45.29)	\$457.96	35%
Tablet Daily Rentals	602		\$1.99	\$1,197.98	(\$107.82)	\$1,090.16	50%
Tablet Usage	245		\$0.05	\$102.35	(\$9.21)	\$93.14	50%
Photo Sharing	77		\$1.00	\$77.00	(\$6.93)	\$70.07	40%
Total Kiosk Net Revenue	\$6,238.94						
Total Kiosk Commission	\$2,272.67						

RATES: Each vendor shall provide a detailed rate table for local, intrastate and interstate calls. Rates for video visitation and Tablet usage shall be included also.

Prodigy Statement of Acceptance: Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation. A detailed Rates Table is included with this Proposal.



PROPOSAL INFORMATION: Each vendor submitting a proposal shall include a synopsis of their company including, but not limited to, the following information:

- Company name, address, telephone number, & chief executive officer;
- Parent company name, address, telephone number, & chief executive officer;
- Contact person's name, address, & telephone number for purposes of this proposal;
- Company history, current status, & length of time in business;
- Qualifications & experience including ability to perform the requested services;
- Overview of telecommunications experience including inmate telephone services;
- Company financial statement showing income and earnings for the most recently closed year;
- Minimum of FIVE (5) inmate telephone accounts currently operational in TX or surrounding states including Center name, address, and contact person & telephone;
- Sample Contract that the Vendor will propose to the County.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation.*

DESCRIPTION OF SERVICES: Vendors submitting proposals shall detail services to be provided as outlined in this Request for Proposal including technical specifications and equipment. Available options, including those noted in this proposal, shall be submitted along with any alternative proposals offered by prospective vendors.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation.*

COMPETITIVE PROPOSALS: Proposals shall be by sealed bid and will be opened as to avoid disclosure of contents until all negotiations with prospective vendors have been completed. Upon completion of award all proposals shall be open for public inspection. Negotiations may be conducted with prospective vendors who submit proposals. All vendors shall be accorded fair and equal treatment with respect to any opportunity for negotiation and revision of proposals. Revisions to proposals shall be permitted for the purpose of obtaining the best



proposal for the services requested herein. Brown 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 Brown County and the Brown County Sheriff's Office.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation.*

DEMONSTRATIONS: The Brown County Sheriff's Office shall reserve the right to require a thirty (30) day demonstration of services offered. Such demonstration shall be at no cost to Brown County and shall be for the purpose of evaluation of offered services.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation.*

PROPOSALS: Proposals shall be submitted in the form as set forth by the County. Vendors shall submit all required forms with proposal.

 **Prodigy Statement of Acceptance:** *Prodigy acknowledges and agrees to all terms and requirements outlined in this section of the solicitation.*



SAMPLE SERVICE AGREEMENT

INMATE TELEPHONE AND VIDEO VISITATION SERVICE AGREEMENT

This Agreement is made and entered into by and between Prodigy Solutions Inc. ("Prodigy"), a Delaware corporation, and Brown County Sheriff's Office. ("Customer") for the provision of inmate telephone service, Video Visitation, Tablets and ancillary inmate communications (as defined herein ("Agreement")).

NOW, THEREFORE, in consideration of the mutual covenants made herein, the parties agree as follows:

TERM. This Agreement is effective on _____ ("Effective Date") and shall continue in effect for a period of **Five (5) years** ("Initial Term") from the Effective Date. Upon completion of the Initial Term, this Agreement shall be automatically renewed an additional period of three (3) years; under the same terms and conditions, unless terminated by either party upon ninety (90) days advance written notice prior to the end of the initial term or the current renewal period.

1. SCOPE OF AGREEMENT

- 1.1. In consideration of compensation provided herein, Customer grants to Prodigy exclusive right to install and maintain Telephones and Video Visitation Terminals and provide all digital and electronic communications for inmates residing within its building or on its private property ("Location") during the term of this Agreement. This Agreement applies to all Telephone(s) and electronic communication equipment currently installed ("existing") and to all future installations ("new").
- 1.2. This Agreement includes all other premises, whether now existing (if a competing provider has a contract and equipment at such premises, this clause applies at the earliest termination opportunity) or subsequently acquired, under the control of Customer within Prodigy's service areas. Customer will advise Prodigy in writing, of newly opened, acquired, or available premises, promptly, so Prodigy can evaluate installation of its Telephones and Video Visitation Terminals at these premises.

- 1.3. In consideration of the New Order published by the FCC, rates and fees for all telephone calls will adhere to the following FCC mandated schedule:

Rate Caps- Jails

Size and type of facility	Debit/prepaid rate Intrastate	Debit/prepaid rate Interstate
All Jails	\$0.09	\$0.09

	Price
Video Calls	\$0.14/minute
Messages	\$0.15 per
Photos	\$1.00 per

2. RESPONSIBILITY OF PRODIGY

Prodigy agrees to:

- 2.1. Install Telephones and Video Visitation Terminals at locations mutually agreed upon by both parties at no cost to the county.
- 2.2. Jointly determine with Customer the appropriate number of Telephones and Video Visitation Terminals to be installed at each location.
- 2.3. Service and repair Telephones and Video Visitation Terminals at no cost to the county.
- 2.4. Comply with the Americans with Disabilities Act (ADA) as it relates to the Prodigy provided equipment.
- 2.5. Provide an **annual review** of revenue performance, facility service needs including expansion requirements will be assessed and discussed and appropriate mutually agreed to adjustment in County site provider compensation will be provided and determined during the contract period.

3. RESPONSIBILITY OF CUSTOMER

Customer agrees to:

- 3.1. Provide adequate space for Telephones and Video Visitation Terminals and easy accessibility for use during the normal operating hours of Customer. In the event Customer is not the owner of the premises, Customer shall, where necessary, obtain permission from the building owner or owner's agent for the placement of Prodigy's Telephones and Video Visitation Terminals, and shall be responsible for any fees for use of required riser cable and electric power.

- 3.2. Maintain the area around the Telephones and Video Visitation Terminals and ensure safe and ready access to the users of the Telephones and Video Visitation Terminals and to Prodigy.
 - 3.3. Allow Prodigy access to perform maintenance during the established hours of accessibility jointly agreed to by Customer and Prodigy, except when access must be denied to ensure the safety of Prodigy service personnel and/or to maintain institutional control.
 - 3.4. Any relocation, expansion, addition, or deletion of Telephones and Video Visitation Terminals, for reasons other than safety, resulting in extraordinary expense and expected to be paid for by Prodigy, must be agreed to by Prodigy in advance of the cost being incurred or alternatively, the cost be paid by Customer.
 - 3.5. Exercise reasonable care to prevent the loss through theft and any damage to the Telephones and Video Visitation Terminals from any source.
 - 3.6. Customer may, at its option, purchase and provide enclosures at their own expense for Telephones and Video Visitation Terminals. In the event Customer elects to provide enclosures, Customer shall be responsible for installation and maintenance of said enclosures.
4. **OWNERSHIP.** Prodigy is and shall remain the owner of the Telephones and Video Visitation Terminals provided by Prodigy whether or not physically attached to real estate.
 5. **FURTHER LOCATIONS.** The parties may add Telephone(s) to this Agreement, but additions will not be made without the express agreement of the parties. Additions may be evidenced by a written memorandum between the parties, but Prodigy's business office records, unless clearly erroneous, will be binding on the parties. Additions will not change the initial or any renewal terms or the expiration date of this Agreement.
 6. **COMMISSION.** Prodigy agrees to pay Customer a commission in accordance with Schedule A, attached hereto and incorporated herein by this reference. No commissions shall be paid to the County on amounts relating to taxes, regulatory surcharges such as Universal Service Fund, or other fees and charges not related to billed calls.

Prodigy will pay commissions to the County on a monthly basis on or before the first business day occurring 45 days following the end of the month in which such commissions are earned or accrued.
 7. **REGULATORY CHANGES:** In the event that new and/or revised government regulations prevent Prodigy from providing commission or affect rates to the Customer, the existing term of the contract and all other sections of the agreement will be in force for the entire term of this agreement. Prodigy will have the right to renegotiate this Agreement with the Customer. Prodigy reserves the right to change rates, commission, financial compensation & fees upon thirty days' written notice to Customer if such changes arise from any of the following: any (a) rule, regulation, or other action by any government or regulatory entity resulting in increased costs to Prodigy (b) change in taxes, (c) a change in other communication rates within facility. Prodigy and Customer reserve the right to renegotiate this Agreement if circumstances arise outside our control related to acts of God, rate changes, regulations, operations mandated by law, reduction in inmate population or capacity, material changes in jail policy or economic conditions.

8. **LIMITATION OF LIABILITY.** In the event of a service interruption caused by Prodigy, Prodigy liability shall be limited to the use of reasonable diligence under the circumstances, for restoration of service. IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING LOST STATION REVENUES, LOSS OF PROFITS OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING OUT OF THE PERFORMANCE OF THIS AGREEMENT, INCLUDING WITHOUT LIMITATION NEGLIGENT PERFORMANCE OR FAILURE TO PERFORM, EXCEPT AS SET FORTH UNDER THE TERMINATION LIABILITY PROVISION HEREIN.
9. **EXCUSED PERFORMANCE.** Customer shall not be subject to Termination Liability if the cause of removal is directly related to the cessation of Customer's business operations. Neither party shall be held liable for any delay or failure in performance of any part of this Agreement caused by circumstances beyond the reasonable control of the party affected, including, but not limited to, acts of the elements or natural disasters, strikes, power failures, civil or military emergencies or acts of legislative, judicial or other civil authorities.
10. **DEFAULT.** If either party fails to perform its obligations under this Agreement, failure shall constitute default and, in such event, written notice shall be given to provide an opportunity to remedy such default. Should the defaulting party fail to remedy such default within 30 days from date of such notice, the non-defaulting party shall have the right, in addition to all other rights and remedies available at law or in equity, to terminate this Agreement in whole or in part.
11. **ADVERTISING/PUBLICITY.** Customer may not make any disclosure to any other person or any public announcement regarding this Agreement or any relation between Prodigy (and/or any of its affiliate's) names, marks, codes, drawings, or specifications without Prodigy's prior written consent, unless required by law.

Prodigy shall have the right to terminate this Agreement and any other agreements between the parties if Customer violates this provision.
12. **INSURANCE.** At all times during the term of this Agreement, Prodigy and its subcontractors shall maintain in effect the following types and amounts of Insurance:
 - Automobile Liability:**
 - a. Bodily Injury (each person): \$250,000.00
 - b. Bodily Injury (each accident): \$500,000.00
 2. **General Liability (Including Contractual Liability):**
 - a. Bodily Injury or Death (per person): \$1,000,000.00
 - b. Property Damage (per incident resulting in injury or destruction of property): \$100,000.00
 3. **Excess Liability:**
 - a. Umbrella Form: \$1,000,000.00
 4. **Worker's Compensation:** Statutory
13. **INDEMNIFICATION.** It is agreed by and between the parties that it is the responsibility of Customer to maintain the area around the Telephones and Video Visitation Terminals and to maintain enclosures if provided by Customer. Customer specifically agrees to defend and indemnify Prodigy from any claims that may result from Customer's failure to properly maintain the area or enclosure except to the extent that such failure is due to the sole negligence or willful acts of Prodigy's employees or agents. Prodigy agrees to defend and indemnify Customer from any claims that result from Prodigy's failure to properly maintain or service



Telephones and Video Visitation Terminals, except to the extent that such claim results from the sole negligence or willful acts of Customer's employees or agents.

14. **NOTICES.** Any notices or other communications to be given under this Agreement shall be sent to the following persons:

FOR CUSTOMER:

ATTN: Brown County Sheriff's Office

Sheriff Vance Hill

1050 W Commerce

Brownwood, TX 76801

FOR PRODIGY:

ATTN: Prodigy Solutions Inc.

James Hartman

6000 Midlantic Drive Suite 415N

Mt. Laurel, NJ 08054

16. **REGULATORY.** The parties acknowledge that underlying telecommunications services may be provided by regulated telecommunications providers and, where applicable, provider tariffs, catalogs and price lists may apply.

17. **LAWFULNESS OF AGREEMENT.** The parties acknowledge that this Agreement is subject to applicable federal, state, and local laws, rules, regulations, court orders, and governmental agency orders governing the provision of inmate telecommunications services.

18. **NONWAIVER.** The failure of either party to enforce strict performance of any provision of this Agreement shall not be construed as a waiver of its right to assert or rely upon such provision or any other provision of this Agreement.

19. **GOVERNING LAW.** This Agreement shall be interpreted, construed, and enforced in all aspects in accordance with the laws of the State in which the inmate telephone service is provided.

20. **SUCCESSORS AND ASSIGNS.** This Agreement shall be fully binding upon, inure to the benefit of and be enforceable by each party, their successors, and assigns. No assignment of any right or interest in this Agreement (whether by contract, operation of law or otherwise) shall release or relieve either party of any of its obligations or liabilities under this Agreement.

21. **ASSIGNMENT** Neither party shall assign its rights nor delegate its duties under this Agreement without the prior written consent of the other party; except, either party may assign this Agreement to a parent, subsidiary or affiliated company by providing thirty (30) days written notice to the other party.

22. **AMENDMENTS AND MODIFICATIONS.** Amendments and modifications to this Agreement, except for additions or deletions of Telephones and Video Visitation Terminals as described above, must be in writing and signed by an authorized representative of each Party.

23. **SEVERABILITY.** In the event that a court, governmental agency, or regulatory body with proper jurisdiction determines that this Agreement or a provision of this Agreement is unlawful, this Agreement, or that provision of the Agreement to the extent it is unlawful, shall terminate. If a



provision of this Agreement is terminated but the parties can legally, commercially, and practicably continue without the terminated provision, the remainder of this Agreement shall continue in effect.

24. ENTIRE AGREEMENT. This Agreement, including all schedules, amendments and exhibits, constitutes the entire Agreement between the parties and supersedes all prior agreements and oral or written representations with respect to the subject matter hereto.

In Witness Whereof, the parties hereto affirm that they have the authority to execute this agreement on behalf of their respective entities for the entire term.

For the County:

Prodigy Solutions Inc.:

Print Name

Print Name

Signature

Signature

Date

Date

For the County:

Print Name

Signature

Date



SCHEDULE A
Commissions and Technology Grant

Prodigy agrees to pay Sixty percent (60%) of the Messaging revenue generated by In-Pod Kiosks/Wall Mounted Terminals and Tablets.

Prodigy agrees to pay Twenty percent (20%) on all revenue generated by tablet usage.

In addition to the commission percentages contained herein, Prodigy is offering a **\$50,000** prepaid messaging commission sign on bonus in the form of a tech grant. Technology Grant to go towards Law Enforcement Technology to improve operations (JMS, Body Scanner, Tasers, Body Cams, Uniforms, etc...).

Commission checks are to be mailed to the following address:

Brown County Sheriff's Office
1050 W Commerce
Brownwood, TX 76801

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Profit and Loss Prodigy Solutions Inc January-December, 2024

Distribution account	Total
Income	
Total for Income	\$26,971,312.85
Cost of Goods Sold	
Total for Cost of Goods Sold	\$18,642,473.02
Gross Profit	\$8,328,839.83
Expenses	
Total for Expenses	\$5,039,045.53
Net Operating Income	\$3,289,794.30
Other Income	
Interest Income	39,002.61
Total for Other Income	\$39,002.61
Other Expenses	
Charitable Donations	2,699.00
Total for Other Expenses	\$2,699.00
Net Other Income	\$36,303.61
Net Income	\$3,326,097.91

Accrual Basis Wednesday, August 13, 2025 06:23 PM GMTZ

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Balance Sheet Prodigy Solutions Inc As of December 31, 2024

Distribution account	Total
Assets	
Current Assets	
Bank Accounts	
Total for Bank Accounts	\$1,088,127.57
Accounts Receivable	
Total for Accounts Receivable	\$388,010.94
Other Current Assets	
Total for Other Current Assets	\$251,901.20
Total for Current Assets	\$1,728,039.71
Fixed Assets	
Total for Fixed Assets	\$2,148,748.80
Other Assets	
Total for Other Assets	-\$1,761,542.05
Total for Assets	\$2,095,246.46
Liabilities and Equity	
Liabilities	
Current Liabilities	
Accounts Payable	
Total for Accounts Payable	\$705,293.37
Credit Cards	
Total for Credit Cards	0.00
Other Current Liabilities	
Total for Other Current Liabilities	\$1,565,504.75
Total for Current Liabilities	\$2,270,798.12
Long-term Liabilities	
Total for Liabilities	\$2,270,798.12
Equity	
Total for Equity	-\$155,551.66
Total for Liabilities and Equity	\$2,095,246.46

VENDOR INFORMATION SHEET

Company Name Prodigy Solutions, Inc.

Mailing Address 6000 Midlantic Dr. Ste. 415N
Mount Laurel, NJ 08054

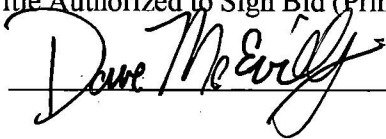
Email Address chammonds@prodigytel.com

Phone Number 325-451-4140

Fax Number 856-206-0945

SIGNATURE

Name & Title Authorized to Sign Bid (Print or Type) Dave McEvilly, Prodigy Co-Owner

Signature  Date 8/12/2025

STATEMENT OF QUALIFICATION

The following statements relating to experience and general qualifications of the proposing firm as submitted in conjunction with the Request for Proposal, as part thereof, accuracy of information is guaranteed by the proposing firm and included in the evaluation of the proposals.

Name and Address of Proposing Firm:

Prodigy Solutions, Inc.

6000 Midlantic Dr. Ste 415N

Mount Laurel, NJ 08054

Telephone: 325-451-4140

Fax Number: 856-206-0945

1. Number of years proposer has been in this business: 10
2. Proposing firm must have satisfactorily completed or currently maintained FIVE (5) contracts of similar size in the last five (5) Years.

(a) Facility: PLEASE SEE REFERENCE SHEET ON FOLLOWING PAGE

Contact Name:

Telephone:

(b) Facility:

Contact Name:

Telephone:

(c) Facility:

Contact Name:

REFERENCES

Prodigy exclusively services County agencies and boasts a nationwide customer base. We are proud to include Texas-based references who can validate our success in planning, executing, and supporting Inmate Communication Services solutions similar in size and scope to Brown County.

REFERENCE 1

FACILITY

Zapata County Jail

BEDS: 240

CONTACT

Sheriff Ramon Montes
956-765-9960

REFERENCE 3

FACILITY

Lampasas County Jail

BEDS: 112

CONTACT

JA Luis Ramos
512-556-8255

REFERENCE 5

FACILITY

Limestone County Jail

BEDS: 215

CONTACT

Sheriff Murray Agnew
254-729-3278

REFERENCE 2

FACILITY

Calhoun County Jail

BEDS: 144

CONTACT

Sheriff Bobbie Vickery
361-553-4668

REFERENCE 4

FACILITY

Colorado County Jail

BEDS: 99

CONTACT

Sheriff Justin Lindemann
979-732-3288



6000 Midlantic Dr., Suite 415N
Mt. Laurel, NJ 08054
866-700-4545

REFERENCE 6
FACILITY

Terry County Sheriff's Office

BEDS: 174

CONTACT

Sheriff Tim Click
806-637-2212

REFERENCE 7
FACILITY

Coryell County Sheriff's Office

BEDS: 139

CONTACT

Sheriff Scott Williams
254-865-7201

REFERENCE 8
FACILITY

Fayette County Sheriff's Office

BEDS: 45

CONTACT

Sheriff Keith Korenek
979-968-5856