

**THE STATE OF TEXAS  
COUNTY OF HOCKLEY**

**IN THE COMMISSIONERS' COURT  
OF HOCKLEY COUNTY, TEXAS**

**BIDS SPECIFICATIONS FOR INMATE TELECOMMUNICATIONS SERVICES AND  
COMMISSARY SERVICES AT THE HOCKLEY COUNTY JAIL**

Notice is hereby given that the Commissioner's Court of Hockley County, Texas will receive sealed bids, in the office of the County Judge located at 802 Houston, St., Ste. 101, Levelland, Texas, until 5:00 P.M., Friday, February 20, 2026, for the following:

Inmate telecommunication services which include tablets and telephone service for inmates and for commissary services for the Hockley County Jail – see attachment shown as Exhibit 1.

The Commissioners' Court of Hockley County reserves the right to reject any and all bids.

The required bid forms and specifications for Telecommunication Services and Commissary Services are available at the office of the County Judge, between 9:00 A.M. to 5:00 P.M., Monday through Friday

# EXHIBIT 1



## Hockley County Sheriff's Office

*Chris Wischkaemper*  
Sheriff, Hockley County

806.894.3126 Main | 806.894.9334 Jail  
806.897.0750 Fax | 806.894.3161 Fax

### **Bid Title:**

Inmate Commissary Service with Inmate Telecommunication

### **Sealed Bids Will Be Received Until:**

5:00 P.M. central time, Friday, February 20, 2026

### **Return Bids To:**

Hockley County Judge

Judge Sharla Baldridge

802 Houston St Suite 101

Levelland, Texas 79336

All bids must be submitted in a sealed envelope on the enclosed bid form and received on or before the time specified above. The bid envelope must have a return address in the upper left-hand corner and include the bid name and number upon the envelope.

### **Scope:**

Hockley County is accepting formal sealed bids for a contract for commissary service for the Hockley County Detention Center Inmates.

This contract will be effective from February 23rd, 2026, through January 31st, 2031. The contract will include 4 additional 1-year extensions to be exercised at the discretion of Commissioners' Court each budget year.

This contract may be canceled with no less than 30 days and to not exceed 60 days written notification by either party to the other.



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### Specifications:

It is the intent of these specifications to describe Commissary Service including Inmate fund management and telecommunications for inmates incarcerated in the Hockley County Detention Center.

Any catalog, brand name, or manufacturer's reference used the description of any item(s) is merely descriptive and not restrictive unless otherwise noted and is used only to indicate type and quality of material. Vendors must state exactly what they intend to furnish. If vendor takes no exception to specifications or reference data, vendor will be required to furnish items as specified in the bid. The successful vendor must provide, purchase, and be responsible for all the inventory of the items mutually agreed upon between the County and the vendor. The successful vendor must and shall provide all necessary insurance and licenses.

The vendor who obtains successful contract, must have a proven history in providing commissary services to County jails/Detention Centers and provide proof of corporate and financial liability through references, corporate rating services, and financial accountability. The vendor will further be responsible to ensure their employees are eligible to perform services inside of the jail (i.e. pass background checks, and practice drug free values as a company).

Vendor must furnish to Hockley County the required software, hardware; (i.e. inmate tablets, charging stations (docks), a minimum of two (2) Inmate commissary deposit Kiosks and telephone systems to provide inmate visitations and/or communications) to sufficiently gain operation of the system within the Detention Center. This is to further include the ability to the vendor to provide software support to ensure that the vendors system can function in conjunction with the Detention Center's management system (I3 verticals/InterOp) for proper inmate populations and identification record.

The vendor must further adhere to the terms of timely and prompt correction of any of the following: support tickets for technical support, software disruptions and hardware failures/disruptions.

The contracted vendor must provide a complete inmate trust fund accounting software package. This shall include the continuing support for the systems throughout the entirety of the contract period, including quality enhancements, at no additional cost to Hockley County.



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All vendors who wish to propose a bid will be required to give an accurate description of their company's software program to ensure that it includes but is not limited to the following:

- A. The software package must allow the Hockley County Detention Center assigned users to add funds to the inmate(s) Trust Fund Account, withdraw funds in the form of a check and card for release disbursements, generate detailed statements for all inmate account activity, actively deduct commissary and other charges i.e. medical charges, process credits and recognize inmate housing movements.
- B. The software package must communicate with the Detention Centers Management Program (I3 verticals/InterOp) to accurately represent both in-custody inmates and released inmates as well as recognize the inmate Sheriff's Office Number (booking number/Facility I.D.) to ensure that an inmate(s) trust fund account can be reinstated in the instance he/she returns to custody of the Detention center.
- C. The software package must allow Hockley County to access and further specify inmate information to control items purchased from the commissary through the computerized system such as medical restrictions, age restrictions, impart restrictions due to disciplinary actions, etc.
- D. The software package must provide multiple levels of security that should include control and tracking of transactions by individuals.
- E. All software and hardware updates must be provided free of charge to Hockley County throughout the entirety of the contract.

The reports that the program must furnish to Hockley County include but may not be limited to:

- A. Remote site orders and credits
- B. Daily summary of sales by product on a single date
- C. Period summary of sales by product from a date through a date
- D. Account balances report
- E. Sales restrictions i.e. indigence, age, medical, and disciplinary reasoning
- F. Indigence report
- G. History of an order for an account from a date through a date
- H. All electronic check features i.e. Production, editing, void, print, deposit, and provide accurate account balances.
- I. Inactive accounts that can be ran by date-to-date criteria
- J. list all approved user accounts



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The contracted vendor must provide a complete audit trail on all transactions.

The vendor must further provide a method of conducting resolution to any and all back orders and/or missing items from an order.

The vendor must provide two detailed weekly invoices for all products sold to each inmate.

In addition, the system must have verification that it meets generally recognized accounting principles as to protect Hockley County, the Sheriff's Office and the Detention Center, in case of any legal inquiries brought by an inmate in regard to the handling of his/her inmate funds.

The vendor and/or its representatives will be required to coordinate with personnel from the Sheriff's Office to mutually agree upon any and all items to be provided by the commissary system.

Personnel from the vendor must be made accessible to the personnel of the Hockley County Detention Center, to handle any additions or revisions of the commissary items.

The vendor and/or its representatives must keep the County apprised of new products' availability and the status of the current movement of inventory by item.

The vendor must, after the initial startup period, have reasonable and satisfactory order completion percentage, meaning no back orders.

The contracted vendor must inform the Detention Center and get its approval for any substitution of product already agreed upon prior to its shipment to the Detention Center.

The successful vendor must carry products in the following categories:

1. Stationery and supplies
2. Candy, cookies, crackers, chips, and other snack items
3. County approved personal hygiene items
4. Beverages i.e. coffee, tea, soda, etc.
5. County approved clothing items i.e. boxer shorts, socks, bras (not containing underwire), etc.

Hockley County and the Detention Center reserve all rights to determine the final retail selling price of all products to the inmates.

Delivery schedules must be adjusted to accommodate the holiday periods observed by the County.

The cost of delivery must be the responsibility of the contracted vendor.

The vendor must make every attempt to ensure delivery is of a timely and prompt manner following the placement of the orders.



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### **Delivery and Billing Address:**

Hockley County Law Enforcement Center  
Detention Center/Jail  
Attn: Jail Captain  
1310 Ave. H  
Levelland, Texas 79336

The billings from the vendor must clearly delineate each product purchased during that period, along with the volume of units purchased, and the unit price(s). All products must include the state required sells tax. All orders shall be delivered to the jail. The vendor must guarantee delivery of all products requested regardless of seasonal availability or other issues.

The vendor must offer ability to refund or exchange of products for all damaged and/or spoiled products. Vendor must agree to promptly address inmate grievances regarding their services. Hockley County will not allow for the sell outdated commissary products. The vendor will not retain ability to sell any items deemed by the Jail Administration, Sheriff, or County as a threat to security and safety of the facility. Prices shall be fairly and reasonably priced as to compare with similar companies or convenience stores. Any deviations from above must be clearly stated in writing within the proposed bid.

The vendor will be permitted access on the county network. The vendor may be allowed permissible area to install servers for the operation of their systems. The current commissary operation in place is inmate tablet ordering system. The transactions are in real-time with a network connection. The current vendor does not provide staff to run commissary. Inmates get to order commissaries once per week.

The Hockley County Detention Center houses max capacity of sixty-four (64) inmates. The floor layout contains four (4) indirect pods and one (1) linear separation hallway. The facility further includes one (1) visitation room and two (2) holding cells.

Vendors may be allowed to perform inspection, upon approval, of the Detention Center and Law Enforcement Center to further grasp the jail layout, current operation and wiring/infrastructure needs. To inquire for approval, please contact Sheriff Chris Wischkaemper at (806) 894-3126.

Current commissary menu and pricing would only be available by request from the current vendor as This information is not considered privileged and is not the property of Hockley County.

### **Estimated Quantities:**

Due to the ever-changing nature of inmate populations, it is not feasible to offer prospective vendors actual/real quantities needed during the life of the contract. Approximate population for the Hockley County Detention Center currently is around 55 daily.



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### **Insurance Requirements:**

Vendors are required, at their own expense, to secure and furnish to Hockley County, a Certificate of Insurance to cover public liabilities, property damages, and medical liabilities that may be encountered by the product(s) and/or by the delivery of the product(s).

Hockley County shall be fully insured against any liability imposed by law or assumed under this agreement, for any injury(s) to and/or death of any person(s), or loss of or damage to any property, arising directly from services to be performed by vendor with limits and bounds to be firmly set by final contract with compliance with state standard, local standard and instituted policies.

### **General Terms and Conditions of the Contract:**

The contract price for this service must include all ancillary costs associated with the service. The vendor must provide pricing (unit or lump sum) as requested on the bid form. Prices quoted shall remain firm for the period of the contract and shall include the cost of installation if required in the specifications, shipping, and delivery of item to the designated point and shall not include Federal or State of Texas sales, excise and use taxes.

Any and all employees of vendor that will have to appear on site of the Hockley County Detention Center and the Hockley County L.E.C. will be subject to background investigation and subjected to searches while on site, to maintain the safety and security of the L.E.C. and the Detention Center. The vendor's employees must make themselves familiar with jail rules and Texas Jail Commission policies that apply to all visitors and volunteers within the secured area of the Detention Center. Policies will be provided by the Jail Administrator and/or the Sheriff.

The undersigned affirms they have familiarized themselves with the local conditions under which the work is to be performed and have satisfied themselves of matters that may be incidental to the work before submitting a bid. Vendors must submit their bids on the attached forms, and they must be originally signed. Bids not submitted on these forms will be summarily disqualified. Faxed or emailed bids will not be accepted.

By submitting and signing the attached bid forms, each bidder is indicating that he/she has read and fully understands the instructions, terms, conditions, specifications, and invitation to bid and agrees to comply with and be bound by its precepts. Submission of a bid form shall constitute an offer on such terms that shall remain open and irrevocable until such time as a bid submitted on same has been accepted by the Commissioners' Court of Hockley County, Texas. Acceptance of same by the Court shall create a contract between the parties based upon the instructions, terms, conditions, specifications, invitation to bid, and the bid forms. Any additional terms and conditions submitted by bidders will be considered invalid. Terms and conditions listed in the Hockley County bid documents apply and may be subject to change at will of the Hockley County Commissioners Court request. Any unauthorized changes to Hockley County terms and conditions by a vendor may result in disqualification of the proposed bid.



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Award notice will include information on form 1295 disclosure that must be completed and returned prior to any bid award being considered final, contract being signed by Hockley County, any Purchase Order being issued by Hockley County, or any notice to proceed with work being issued by Hockley County. Hockley County cannot advise on the form 1295. If you have questions, the Texas Ethics Commission implemented the law and generated the form so we would suggest calling them at 512-463-5800 or <https://www.ethics.state.tx.us>. By signing this document, your company will be providing the written verification if required by Texas Government Code Section 2271.002 that the company (1) does not boycott Israel; and (2) will not boycott Israel during the term of the contract.

Continuing non-performance and/or any deviation of final contract of the vendor, in terms of specifications, shall be basis for termination of the contract by Hockley County. Hockley County shall not pay for any work, equipment, or supplies that are unsatisfactory. Vendors will be given a reasonable opportunity before termination to correct the deficiencies. However, this shall in no way be construed as negating the basis for non-performance termination. A Conflict-of-Interest Questionnaire and explanation has been included with this packet. If you have any questions about compliance, please consult your own legal counsel. Compliance is the individual responsibility of each individual, business, or agent who is subject to the laws filing requirements. If you are required to file a Conflict-of-Interest Questionnaire, the original signed questionnaire should be filed with the County Clerk's Office. Do not include this form with the bid packet.

Hockley County Clerk's Office

802 Houston St. Suite 213

Levelland, Texas 79336

The bid analysis will include compliance to bid specifications, past performance with vendor, warranty, delivery time, and the overall cost to Hockley County. Hockley County reserves the right to consider deviations from these specifications. All bids meeting the intent of this invitation to bid will be considered for award.

Vendors taking exception to the specifications, or offering substitutions, shall state these exceptions in the section provided or by attachment as part of the bid. The absence of such a list shall indicate that the vendor has not taken exceptions and shall hold the vendor responsible to perform in strict accordance with the specifications of the bid. Hockley County Commissioners' Court reserves the right to accept any and all or none of the exception(s)/substitution(s) deemed to be in the best interest of the County. Award, if any, will be made to the responsible vendor(s) submitting the highest and/or best commission prices for commissary taking all factors including product pricing into consideration and meeting all the requirements of the invitation to bid. Bid will be awarded on the overall best value to the County. All information required by the bid form must be furnished. To be determined will not be considered an answer.



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It should be understood by all vendors that Hockley County reserves the right to reject bid submissions that do not meet the requirements of the invitation to bid and that do not contain all of the documentation detailed below.

1. Bid form completed in its entirety with all required documentation
2. Affidavit
3. Additional items listed on bid form

Submit One (1) Original and One (1) Copy.

Hockley County reserves all rights to accept and/or reject any and all bids for any reason whatsoever. All bids that have been submitted shall be available and open for public inspection after the contract is awarded except for trade secrets and confidential information contained in the bid and identified as such. Pricing is not considered confidential.

Any and all terms and conditions offered by Hockley County in this document or as part of individual purchase orders issued in connection to this agreement shall supersede any and all terms and conditions of the vendor and shall in fact govern the contract and agreement. This contract is governed by and construed in accordance with the laws of the State of Texas, and venue shall lie in Hockley County, Texas.

Hockley County agrees to permit reasonable access to vendors designated representatives to perform its services under this contract. Hockley County reserves the right to waive any minor technicalities. All submissions become the property of Hockley County.

### **Applicable Dates and Times:**

The bids will be received in the Hockley County Judge's Office located at 802 Houston St. Suite 101 Levelland, Texas 79336.

The office of the Hockley County Judge will show the date and time received on all bids upon their receipt.

The County assumes no responsibility for the timely delivery of any bid by anyone or any entity. Those bids that come in after the above-mentioned time will be summarily disqualified and will be left unopened unless it is necessary to open the bid envelope to return a bid bond or check.

No modifications may be made to bids after the time set for the bid opening. Bids may be withdrawn up to, but not after, 5:00 P.M. central time, Friday, February 20, 2026.



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Bids will be considered for award in Hockley County Commissioners' Court at the next regularly scheduled Commissioners' Court Located in the Hockley County Courthouse. All vendors are encouraged to be present at the awarding to defend and answer questions about their bid.

If, due to inclement weather or any reason beyond our control, the Courthouse is closed on the scheduled bid opening date or time, the bid opening date and time will be the same time on the first day the office is reopened for business. Should this be after the original Commissioners' Court date set for award, the award may be considered in the next scheduled Commissioners' Court after the opening.

Any explanation desired by a bidder regarding the meaning or interpretation of the invitation for bids, drawings, specifications, etc., must be requested in writing and with sufficient time allowed for a reply to reach bidders before the submission of their bids. Any interpretation made will be in the form of an addendum of the invitation for bids, drawings, specifications, etc., and will be furnished to all prospective bidders. Receipt of all addenda must be acknowledged by the bidder by signing and returning the addenda with the bid. All addenda will be bound with and made a part of the contract documents. Oral explanations or instructions given before the award of the contract will not be binding.