



2026

Juvenile Detention Facility Management System

Prepared by:

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1. Introduction

1.1 Overview

Shelby County, Alabama desires to solicit competitive bids from qualified, responsible vendors to provide a Jail Management System (JMS) for the Shelby County Juvenile Detention Facility as further set forth in Section 2 below. Bids will be received in the office of the Chief Financial Officer, Shelby County Administration Building, 200 West College Street-Room 125, Columbiana, Alabama 35051 until 2:00 P.M., March 17, 2026, at which time bids will be opened publicly and read.

1.2 Background Information

Shelby County owns and operates a juvenile detention facility located in Columbiana, Alabama. The facility is designed for 34 beds, with the average population being around 15 juveniles at any one time. The County is seeking a comprehensive JMS system to serve this population. It is estimated that the number of staff members (users) needing to utilize the system will be approximately 12.

2. Project Scope

2.1 General Requirements and Bid Submission

The proposed solution must operate within a secure, scalable, and supportable enterprise technology environment. Bidders must clearly describe in their bid submission all hardware, software, cloud, networking, and desktop requirements needed to support the proposed Juvenile Detention Management System.

The proposed solution shall ensure compliance with all relevant federal, state, and local laws, regulations, detention standards, and reporting requirements, including data retention, confidentiality (including HIPPA requirements for medical records), and mandatory reporting obligations. Compliance with relevant state and federal regulations applicable to juvenile detention operations, including the Juvenile Justice and Delinquency Prevention Act, must be followed.

2.2 Specific Requirements

The proposed Juvenile Detention Management System must, at a minimum, meet the following functional and technical requirements:

- **Provide a modern, browser-based graphical user interface** that is visually appealing, responsive, accessible, and encourages intuitive use across a diverse user base.
- **Accessible on all standard devices** (desktop, laptop, tablet, and iPad) with a consistent user interface and minimal variance in available functionality.
- **Include comprehensive, immutable record-level audit tracking**, capturing user actions, data changes, timestamps, and access history in accordance with CJIS and industry security standards.

- **Support robust role-based access control (RBAC)** that allows administrators to configure permission levels, user roles, and access restrictions based on defined operational needs (including staff, supervisors, medical, mental health, administration, and contracted service providers).
- **Provide clear, actionable error reporting, system messages, and log outputs** to assist technical staff with timely troubleshooting, root-cause analysis, and vendor support interactions.
- **Built-in reporting, notification and analytics tools**, including customizable reports, dashboards, data exports, and scheduled notifications and report delivery. The system should support standard formats such as PDF, Excel, and CSV.
- **The system must include, at a minimum, the following capabilities:**
 - **Complete juvenile resident lifecycle management**, including intake, booking, assessment, classification, housing assignment, daily activities and movements, incident reporting, discipline, programming, case notes, and release.
 - **Flexible housing and classification modules** capable of supporting separations (male/female), age brackets, medical or mental-health needs, behavioral classifications, and high-risk or special-management populations.
 - **Comprehensive resident record-keeping**, including demographics, photos/mugshots, medical and mental-health information (as appropriate and permitted by law), incident history, disciplinary records, education participation, visitation, phone/video call logs, case management interactions, and program attendance.
 - **Resident personal property intake, inventory tracking, storage, and release workflows**, including logging, receipts, chain-of-custody, and audit trails.
 - **Configurable forms, templates, and workflows** that can be adapted to facility policies, accreditation standards, and operational procedures without requiring software code changes.
 - **Support for secure integration** with law enforcement RMS/JMS, courts, education systems, medical providers, the County's automated victim notification system, and state data systems, where applicable. Compatibility with CJIS security requirements is required.
 - **Mobile-friendly workflows** for staff who may operate within housing units, intake areas, transportation, or secure movement areas.

2.2 Hardware & Technical Infrastructure Requirements

Solutions will be evaluated based on their ability to support, integrate with, and leverage the following contemporary technology components and standards:

Cloud & Virtualization Support

- Compatibility with modern virtualization platforms (e.g., VMware vSphere)
- Support for cloud-hosted, hybrid, or on-premises deployment models
- Clearly defined system resource requirements for each model

Cybersecurity & User Access Controls

- Role-based access control (RBAC) and granular permission management
- Multi-factor authentication (MFA) and modern authentication protocols (SAML, OAuth 2.0, OpenID Connect)
- Compliance with CJIS security requirements and industry security best practices
- Audit logs, access monitoring, and intrusion detection support

Document Management & Imaging

- Integrated document imaging, storage, and retrieval functionality
- Support for OCR, metadata tagging, and secure document lifecycle management
- Compatibility with secure cloud object storage where applicable

Reporting, Analytics & Data Warehousing

- Real-time and scheduled reporting capabilities
- Support for export to common formats (PDF, Excel, CSV)
- Availability of structured data export or data warehouse integration

User Interface, Importing & Exporting

- Modern, browser-based user interface compatible with current versions of major web browsers

Application, Web & Database Architecture

- Support for widely adopted enterprise databases (SQL Server, PostgreSQL, Oracle, etc.)
- High-availability options, load balancing, and failover capabilities

Software Development & Configuration Tools

- Tools and methodologies for configuration, customization, and version control
- Availability of sandbox/test environments

System Performance & Monitoring

- Alerts and logging for system health, performance, and security events

Hardware & Network Architecture Requirements

- Detailed specifications for required servers, storage, networking, and endpoint devices (if on-premises)
- Bandwidth and latency requirements for optimal performance
- Requirements for mobile devices, tablets, kiosks, or facility hardware

2.3 Software Support Services by Vendor

Support Request Management

- System must collect, track, prioritize, and resolve assistance requests, incidents, and error reports.
- System or platform must be used for support requests may include ticketing portals, help desk systems, or like platforms. Identify which system or platform your solution proposes.
- Provide proposed Service Level Agreement (SLA) commitments, including response times, resolution targets, escalation pathways, and hours of operation (standard and emergency), will be established as part of the contract process. Bidder should include proposed timeframes and targets as part of its bid submission.
- County shall be promptly notified of critical system issues, outages, or security incidents.

Product Documentation

- Bidder shall provide user guides, administrative guides, API documentation, workflow manuals, and release notes.
- Regular updates to documentation shall be provided (*e.g.*, online knowledge base, downloadable PDFs, in-application help).
- Updated documentation should be provided automatically with new releases, patches, or feature deployments, as necessary.

Training Programs & User Onboarding

- Vendor must provide a training program, including on-site, remote, virtual, and self-paced training options. Bid should identify available class schedules, curricula, certification levels, training materials, and ongoing training opportunities.
- Training must be tailored to different staff groups (detention officers, supervisors, medical staff, administration, IT, etc.).
- Ongoing training must be included either through a refresher training, train-the-trainer programs, or post-go-live support.

System Testing, Quality Assurance & Performance Tools

- Software must be tested for configuration consistency, data integrity, functionality verification, and overall system performance in accordance with industry standards.
- Bid should identify whether the vendor provides sandbox environments, automated test scripts, diagnostic utilities, or monitoring dashboards.
- Updates and patches must be tested prior to release. The County may participate in or validate testing as needed.

3 Vendor Qualifications

3.1 General Information

Each Vendor shall give a brief background and history of its company, including the following:

- Corporate vision
- Software vision and applicability to county government
- Service and support vision
- Customer base specifically in government and, more specifically, in county law enforcement.

3.2 References

Provide three (3) references in the following format:

- Institution name
- Date contract was signed
- Date implementation was completed
- Background of the project
- Modules Implemented
- Scale (budget and people assigned to the project)
- Brief explanation of why this reference is relevant to Shelby County
- Reference Contact Name
- Reference Contact Title and Role in Implementation
- Contact Information, address, telephone, and email

4 Pricing

Each vendor shall provide a detailed pricing proposal for the proposed software solution utilizing the County's Bid Form. The proposal should also include pricing information for initial deployment and licensing, implementation, support, and maintenance services for at least three (3) years post-implementation.