



Request for Proposals 2021-039

**Inmate Commissary &
Trust Fund Management Service Software**

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ADDENDUM No. 2

ISSUE DATE: April 16, 2021

Responding Offerors on this project are hereby notified that this Addendum shall be made a part of the above named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

Question/Answer Section

1. How many individual inmate orders were delivered during calendar year 2020?

Answer: 6,421

2. Does the pricing on the commissary menu provided in the RFP include sales tax?

Answer: Yes.

3. Does the commission received from commissary revenue go to the County's general fund or does the jail get to keep those funds?

Answer: Commissions go into the general fund but reflect as revenues for the Sheriff's Office.

4. How many kits (see below) were delivered to inmates during calendar year 2020: Intake kits, Indigent hygiene kits, Indigent writing kits

Answer: 780. We only use two kits. Intake and Indigent (both hygiene and writing together).

5. Does the jail utilize the Fresh Favorite Program from Aramark? If so, when did that program begin?

Answer: No. We ended this program.

6. How does the County handle confidential documents submitted by the vendor such as financial statements or customer references? Typically Keefe will include financial statements in a sealed envelope marked "confidential" to ensure those documents are excluded from being released as public information. Customer references will be stamped confidential as well to prevent public release?

Answer: Refer to section **6.1 Terms of Submission** that addresses confidential information. Also, refer to **6.2.2 Section B - Company Background and Experience, Bullet 5**, "Are audited or otherwise verifiable financial statements available upon request?" Financial records are not required to be submitted as part of the vendor's proposal. State whether these documents are available on request. Customer references are not considered confidential. You may ask for an exception, which will be review by our legal staff.

7. Please provide the fee structure for all Trust Fund deposit methods including by amount deposited ranges: Phone, Web/Mobile, Kiosk, Walk-in Retailer (Cash transactions), Other

Answer: Deposit Kiosk: Cash Transaction: \$3.00; Credit Card Transaction: 10% of deposit;
Web Deposit: Credit Card Transaction: 10% of deposit.

8. Please provide 3 months of detailed Trust Fund transaction history for all inmates or provide the information below: Average number of Trust Fund deposits per month, Average amount of total dollars deposited per month

Answer: Average trust fund deposits are between 120 and 140 per month. Average amount of total deposited is \$26,000.00 monthly.

9. Does the County currently receive a commission on Trust Fund deposits? If so, please provide.

Answer: No.

11. Is the agency / county interested in the awarded vendor processing payments from the public through the lobby kiosk, internet, mobile app or phone for things such as concealed carry licenses, fingerprinting, traffic fines, taxes, etc.?

Answer: No. These services are provided by a separate vendor.

12. Can you please provide us with the current cost of your intake/Indigent kits?

Answer: Intake Kits \$2.29, Indigent \$3.24

13. How many intake kits are ordered per week?

Answer: On average we order 3 to 4 times a year with each order of 600. They are ordered in bulk

14. How many indigent kits are ordered per week?

Answer: On average we order 3 to 4 times a year with each order of 600.

15. Is there both power and data in the THC (Temporary holding cell area)?

Answer: Power - Yes. No Data due to the fact that it is temporary housing (a few hours).

16. Is the current commissary vendor paying commissions on indigent sales? If yes, what is the commission rate?

Answer: No. Our indigent kits are not currently provided through our commissary contract.

17. How many indigent packs have been sold for the past 12 months? What is currently being charged for indigent kits? What is the inmate charged (if different)?

Answer: 1800 to 2400 a year, Inmates are not charged for ether kit.

18. How many intake packs have been sold for the past 12 months? What is currently being charged for intake kits? What is the inmate charged (if different)?

Answer: 1800 to 2400 a year, Inmates are not charged for ether kit.

19. Does the facility purchase kit in bulk or allow inmates to order weekly through commissary?

Answer: The Jail purchase in BULK. Inmates ask Officers weekly for kits.

20. Would the facility be interested in allowing the inmates to purchase individual indigent items vs kits?

Answer: No. Kits only.

21. What are the total sales for phone cards for the last 12 months?

Answer: We do not sell phone cards. Inmates are permitted to transfer funds from their account to the phone account.

22. What are the total sales for haircuts for the last 12 months?

Answer: \$2,951.00

23. Reference page 10, sec. 5.4, 5 Provide "coins into cash" feature or a separate kiosk for commissary service. Can you clarify what coins into cash feature is? Is the County looking for a bulk coin collector for intake?

Answer: An example would be a Coinstar machine, such as those found in banks and grocery stores

24. Can you please confirm the County will manage the inmate banking accounts?

Answer: Yes. These accounts are managed by Sheriff's Office staff.

25. Can you confirm current delivery days?

Answer: Tuesday by noon. Off loaded and stored in storage room.

26. Can you please confirm if the County wants vendors to adhere to the current delivery schedule or can vendor's proposal alternate delivery schedules?

Answer: Prefer current schedule, but can discuss changes during negotiations. Final decision will be with Sheriff's Office leadership.

27. Will the County please provide a copy of the current contract and all related addenda?

Answer: Please fill out a Public Records Request at this link:
<http://portal.unioncountync.gov/Forms/PublicRecordsRequest>

28. Can you please verify the current commission rate paid back to County on Commissary sales?

Answer: 20.85%

29. What are the annual sales for the e-commerce program for 2020? Is this number included in the total commissary sales provided? Can you please provide a list of items available on the current e-commerce site including price and pack size? Is there a separate commission rate for the e-commerce program? If so, what is the commission rate? On average, how many e-commerce orders are placed per week?

Answer: We do not currently participate in e-commerce transactions

30. How many orders are placed weekly? For commissary orders (?) For online orders (?)

Answer: Average of 125 to 130 a week. Commissary Only. Do not have online ordering.

31. What is the average amount of daily inmate deposits?

Answer: Average trust fund deposits are between 120 and 140 per month.

32. What are the current fees charged to families to deposit funds onto an inmate trust account?

Answer: \$3.00 per transaction no matter the total amount deposited.

33. Is sales tax currently included in the commissary menu pricing; Appendix D, sample menu?

Answer: Yes.

34. Can you please clarify; is building currently hard wired with internet? Is there currently internet access in the housing areas?

Answer: Yes, but it is managed internally. There is only local network access to the housing units.

35. Does the jail currently have WIFI capability through-out?

Answer: Not available for use by vendors. Network is currently wired.

36. Can you please clarify; will the county be providing internet services for the kiosks or does the vendor provide those services throughout the jail?

Answer: The County can provide internet service as long as it can be set to a static address.

37. Is there networking available at the locations where these kiosk terminals are to be installed or will these kiosks require all new network wiring by selected vendor? Is electrical service already available for the inmate pod kiosks?

Answer: Yes, there is cabling for all terminals, but one new line would have to be run for intake kiosk.

38. Will county trust fund accounting workstations have internet access that is provided by the county in order to utilize a vendor hosted trust fund accounting system?

Answer: The County can provide internet service as long as it can be set to a static address.

39. Does the current commissary vendor provide any other services for the County besides commissary?

Answer: Yes. Inmate Trust accounting, Inmate Inquiry and Grievance system, Inmate email, and may start scan mail.

40. What is the average inmate population? What has the high and low been for the past 12 months?

Answer: Average 213, Highest 258, Lowest 160

41. Will the County provide a text file extract of active inmates with appropriate housing information etc. multiple times per day to vendor in order for vendor to establish and maintain an active inmate population in the Inmate Trust Fund Accounting System?

Answer: Yes. This will be sent through a crystal report.

42. Please confirm the hardware requested by the County. 9 wall kiosks for dorms, day rooms and holding areas, 1 lobby kiosk, 1 intake kiosk

Answer: That is what we have now. We need to add at least one kiosk per block.

43. How many computer workstations are required to be provided by contractor?

Answer: Do not need any computers if system is web based.

44. How long has the current commissary company been in contract with the County?

Answer: 5 years

45. Can you please confirm, who retrieves money from lobby and booking kiosk?

Answer: Sheriff's Office staff. Funds are the responsibility of the vendor until removed.

46. Are current orders delivered by company truck or line haul/ FedEx?

Answer: The current vendor contracts this service out to a third party vendor.

47. Is there a dock or will a lift gate be required?

Answer: Yes. There is a loading dock.

48. Does the inmate trust fund need to interface with any other existing financial or EPR systems?

Answer: No.

49. Who is currently providing check stock? If contractor, Which type (MICR or Laser)? On average, how many per month?

Answer: Check stock is ordered through Austin Print Solutions, type is MICR. We order 5000 at a time roughly once a year. Cost is roughly \$500 to \$600 a year paid by the Sheriff's Office.

50. Are check and receipt printers required? If so, how many?

Answer: Yes. One check printer and 6 to 8 receipt printers. Ink and receipt paper are paid by the Sheriff's Office

51. Inmate Debit Card Release: Does county utilize NUMI or Rapid Release? How many card scanners would be required?

Answer: NUMI and would require 3 to 4 scanners.

52. Do you currently allow email/messaging on kiosk/tablets? If not, would the County consider?

Answer: Yes. Currently offered.

53. Can you please provide a current copy of the fee schedule?

Answer: Deposit Kiosk: Cash Transaction: \$3.00; Credit Card Transaction: 10% of deposit Web
Deposit: Credit Card Transaction: 10% of deposit

54. Can we turn on webpacs?

Answer: No information on webpacs.

55. (Section 5.1.10) - Can phone time be electronic vs phone cards from ICS? unused phone time refunded at release

Answer: Electronic, we do not use phone cards. It will be required to be refunded at the time of release.

End of Addendum No. 1