

Amendment #1 - Written Responses to Vendor Questions

<i>Vendor Questions</i>		<i>County's Response</i>
1	The menu on Attachment A has no sizes; please provide a size for each item listed.	Please see updated Appendix A.1- Current Commissary Menu which is attached to this amendment.
2	How wide a range of sizes will be acceptable? Since some items may be exclusive to the current vendor, how will the County evaluate menus that match 95%-98% of the current menu items?	County will consider a wide range of sizes. Please refer to Section 1.14 regarding the evaluation criteria and the applicable weight. County is not obligated to disclose its formulation.
3	How will differences in sizes be evaluated? Will the County favor lower unit prices? Lower prices per ounce?	Refer to Question #2.
4	The layout, onsite operating conditions and processes of each facility are different and very much affect any bidders ability to plan a delivery timeline, staffing level etc.. Will the County allow interested bidders to arrange site visits before February 24th so that we can plan our proposals on an equal footing with the incumbent vendor (who already has the necessary information)?	Per Section 4.12.4, County does not feel a site visit is necessary since off-duty staff will deliver orders to inmates.
5	Please provide a report showing process and units sold per-line-item for any recent three-month period so that interested bidders can estimate stock levels, sales changes and project revenues with equal accuracy to the incumbent vendor who already has this information.	Please see Appendix D- Commissary Items Sold which is attached to this amendment.
6	RFP states: 4.5.8. Vendor's proposed menu items shall label kosher, halal, gluten free and soy free food items. Vendor shall identify and label food items, which include peanuts in the ingredients. Is the county asking that the menu submitted with the proposal indicate which items are kosher, halal, gluten free, soy free and peanut (the menu provided in Appendix A does not appear to indicate all of these); or is this a requirement upon award of the contract?	Yes. Vendor's proposed menu shall indicate the different food items via a special indicator. Vendor shall include a key defining each indicator. The "#" indicator on the updated Appendix A.1- Current Commissary Menu reflects the current Kosher items.
7	RFP states: 4.5.7. In its financial proposal, Vendor shall provide a proposal based on the current schedule, menu of products and applicable prices in Option #1 of Appendix B – Commission and Fees. Vendor shall also provide an alternative schedule, menu of products, pricing, etc. in Option#2 of Appendix B – Commission and Fees. For both Options #1 and #2, Vendor shall not include Vendor's mark-up and applicable taxes in the pricing for the menu items. Vendor shall detail its proposed mark-up and taxes independently in Appendix B – Commission and Fees. – if exact matches of some of the products listed for Option 1 are not available (due to brand name, size, etc.), please clarify if vendor can substitute an item in for the unavailable item/brand/size.	Yes. Vendor may propose substituted items of equal or better value if the current menu item/brand/size is unavailable. Vendor shall specify these substituted items.
8	Please provide brand name, size and current usage for all items listed on the commissary menu provided in Appendix A	Brand names are not available at this time. Please see updated Appendix A.1- Current Commissary Menu and Appendix D- Commissary Items Sold which is attached to this amendment.
9	Will the county allow the vendor to use the county network?	Yes, the County will allow the Vendor to utilize the County's network when applicable.
10	Will the commissary vendor's inmate banking software be used exclusive or will the County continue to use the inmate trust account that is managed in the OMS?	If County chooses to utilize Vendor's proposed software application, the County will not continue the utilization of the OMS.
11	If the county continues to use the OMS for the inmate trust account, what information is passed between the two systems?	County's OMS will provide all necessary and applicable information, including but not limited too, inmate name, ID number, housing unit, trust account balance, and inmate specifications- Kosher, Halal, or other religious affiliations, and/or food allergies.

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12	Will the inmate be charged and go into debt for indigent or will they provided at no charge to the inmate if they meet the indigent requirements?	County will provide indigent kits at no cost to the inmate.
13	Who is the County's lobby kiosk provider?	The lobby kiosk provider will be Global Tel*Link (GTL).
14	Please further explain Account closing (facility defined balance).	Section 4.15.21 Shall be revised as follows: Account Closing (facility defined balance) Account closing is defined by the positive or negative amount remaining in the inmate's trust account at the time of the inmate's release. The closing balance represents the net difference between credits and debits in the ledgers during the time the account was active.
15	Please further explain Multiple profit accounts.	Multiple profit accounts are defined as individual accounts associated with multiple revenue generating services (e.x. Inmate telephone revenue, food service revenue, commissary revenue, etc.).
16	Can the vendor hire civilians to distribute commissary to the inmates ?	Please to Section 14.12.4 of the RFP and to question # 4.
17	Please confirm that the facility is requesting that the vendor provide new banking and accounting software as a part of this proposal.	Per Section 4.15, the County is interested in utilizing the Vendor's inmate banking software. This is not a requirement.
18	Does the facility have an admission/ booking fee?	No, the County does not charge an admission/ booking fee.
19	Is the County open to negotiating order processing and delivery days? Or is the Tuesday and Thursday schedule required?	County is open to negotiating alternative delivery days; however, Tuesday and Thursday are preferred.
20	How many onsite personnel will be required to operate the commissary service?	Approximately 4-6 off duty staff members.
21	May the vendor submit supplemental menu items to be added to the existing menu?	Vendor may not add supplemental items to the menu in Option #1 of Appendix B - Commissions and Fees. Vendor may add supplemental items to the menu in Option #2 of Appendix B - Commission and Fees.
22	Please confirm the current commission rate.	This information is not necessary to respond to this RFP.
23	Please confirm that the menu included in Appendix A does not include taxes and the current commission, and that these are net prices.	Items listed in Appendix A.1- Current Commissary Menu does reflect commission and taxes in the prices listed.
24	Per page 15, Item 4.3.1., please clarify the contents, ounce size, and price of the kosher kit.	County does not offer Kosher kits, only Kosher items.

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25	As per page 15, Item 4.3.2., please confirm that the County is only accepting off-site proposals.	Yes. The County is only accepting off-site proposals.
26	Please clarify what the County is requesting by a “statement of financial condition” on page 15.	A statement of financial condition is a summary of the value of Vendors assets, liabilities, and the difference between the two.
27	Per page 16 Item 4.5.4.3., please detail what constitutes a debit purchase.	A debit purchase is the transfer of inmate monies from the trust/commissary account to the telephone debit account in order to make pre-paid telephone calls.
28	Please clarify the current ounce sizes for each applicable item in the County’s current indigent and admission kits.	Sizes for the Admissions Kit are 2oz. all-in-one-shampoo and .5oz stick deodorant. Sizes for the Indigent Kit are 2oz. shampoo, .05oz stick deodorant, and 3oz. bar soap.
29	The RFP requires that the value of the proposed indigent kit be between \$3.00 and \$6.00, however, the current indigent kit is valued at \$6.75. Does the County expect vendors to scale back the contents of the current kit?	No, County does not expect Vendor to scale back contents but rather the cost of the contents.
30	The RFP requests “the capability to offer up-to 4 different gender-based types of admission kits.” Does this mean four total or four per gender, for a total of eight? Are kits to differ by clothing sizes only?	Four (4) total for each gender for a grand total of eight (8). Yes, admissions kits are to only differ by clothing sizes.
31	Would the County entertain an option of vendors not accounting for admission kit costs? It is a major cost for interested providers and could drastically affect offered commissions. In many instances, County facilities choose to fund these kits from the inmate welfare fund comprised of commissions received from services such as commissary, the family package program, etc.	No. The requirement shall remain unchanged.
32	Would the County accept an option with admission kits not containing clothing?	No. The requirement shall remain unchanged.
33	Please confirm the County’s current deposit services provider.	The County utilizes www.offenderconnect.com .
34	Item 4.6.11 on page 18 states that “Vendor shall work with County’s lobby kiosk provider... to add commissary related capabilities such as allowing friend and family members to deposit cash, credit/debit card funds... ordering of food and non-food commissary items” but item 4.6.13 on page 19 states that “Vendor shall allow family members and friends to deposit money into an inmate’s trust account.” Is the County requesting vendors provide deposit services or interface with the Facility’s current deposit services? If the former, will there be any fee for the vendors to interface with the system? Will vendors be required to provide new lobby kiosks? How many? If the latter, please outline the current fee structure for deposits.	1.) County is open to Vendor providing additional deposit services. 2.) At this time, County does not feel an interface is necessary; however, Vendor shall be prepared if an interface becomes required. 3.) Not applicable. 4.) Not applicable. 5.) Not applicable.
35	Please confirm when deposits will be discontinued from the current provider.	County will not discontinue use of deposit services from the current provider.
36	Clarify whether the vendor will need to pay the \$50/day fee for vacant staff positions if there is any delay in receiving screening results or facility checks.	Vendor shall not incur a fine if delay is due to screening results or facility checks.

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37	Will the vendor be allowed to use existing personnel to temporarily fill vacant positions that are pre-approved by the facility? Is the \$50/day fee only applicable if the minimum number of staff slots are not met?	Per Section 4.12.4, County will utilize off-duty staff to deliver Commissary items.
38	On page 25, in item 4.16.2., please clarify that this will only be for inmate demographic information. Please clarify that vendor banking will be utilized.	Vendor shall ensure all relevant/applicable information, including but not limited to, inmate name, ID, trust balance, housing unit, etc. is made available to the inmate telephone service provider. Please refer to Question #17.
39	On page 28, please clarify whether the average monthly net sales encompass the entire months of September and December. Are four full months (September, October, November, and December) included, or just three?	The average monthly net sales listed in Appendix A- Facility Specifications reflects four (4) full months- September, October, November, and December.
40	Will the facility allow for a site tour to be done by vendors prior to submitting the RFP response?	Refer to Question #4.
41	Will the facility accept multiple proposal offerings with varying levels of technology?	Yes, multiple proposals can be submitted as Options #3+ in Appendix B - Commission and Fees.
42	Will the facility accept housing unit kiosk technology as a form of order entry?	Per Section 4.16.2, the Vendor shall complete commissary ordering through the inmate telephone system only.
43	If so, would the facility cover the cost of the necessary Ethernet cabling for the housing unit kiosks?	Not applicable.
44	a. Would facility staff cover the cost to mount the kiosks?	Not applicable.
45	b. How many kiosks would the facility request?	Not applicable.
46	What is the current number of orders per week?	Please see Appendix D- Commissary Items Sold which is attached to this amendment.
47	Can the County please provide item usage figures for the past three months?	Please see Appendix D- Commissary Items Sold which is attached to this amendment.
48	Will vendors be able to install the commissary software onto a facility owned machine?	No. Commissary software is required to be web-based only.
49	Will vendors be able to utilize the facility's network?	Refer to Question #9.
50	Please confirm the food service provider for the facility. Please state the length of the contract for food service.	This information is not necessary to respond to this RFP.

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54	Please provide the hardware requested by the County. A. PCs B. Printers C. Pod Kiosks (under an alternate option): D. Lobby/Deposit Kiosks E. Debit Release Swipes	Hardware is not required.