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### ADDENDUM 1

To: All Interested Proposers  
From: Araceli Hernandez, Inventory Bid Technician  
Date: September 17, 2014  
Subject: RFP# 14-049, Inmate Commissary Services for the Detention Facility and Jail Annex

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**The Purchasing Department has received the following question and information:**

- ❖ **The proposal opening date has been extended to Thursday, September 25, 2014 at 2:00 p.m.**
- ❖ **The deadline for questions has not been extended.**

**Questions:**

1. Can you please provide the total commissary sales, by month, for the period of January-June 2014, not including tax and phone cards? What is your current commission rate?

**Response: See attached spreadsheet, commission rate is 42%.**

2. Can you please provide the total iCare sales, by month, for the period of January-June 2014?

**Response: See attached spreadsheet.**

3. How many individual commissary orders are processed/delivered each week?

**Response: Approximately 1,600 for both facilities.**

4. How many individual icare orders are processed/delivered each week?

**Response: Approximately 80 for both facilities.**

5. How many employees does the current vendor utilize to deliver orders?

**Response: 4 employees for weekly deliveries and 2 employees for the go cart sales.**

6. What is the current delivery schedule for both the downtown detention center and annex (hours and days of the week)?

**Response: Downtown Facility – Fridays 1600-2200 hrs; Jail Annex Tuesdays and Wednesdays 1600-2200 hrs.**

7. Is it a requirement to maintain the current schedule(s) or can vendors propose a new delivery schedule?

**Response: For the present time. We are open to new suggestions.**

8. Pg. 11 # 10 states “a minimum of two deliveries per inmate, per week for all inmates” and on pg. 14 section E states “a minimum of one (1) delivery per week to each inmate”. What is the desired or preferred delivery schedule (once or twice a week ordering per inmate)?

**Response: A minimum of one (1) delivery per week to each inmate”.**

9. Based on the answer to the above question, is the snack cart in addition to that number?

**Response: Yes.**

10. Does every inmate get the opportunity to purchase off the cart?

**Response: Yes.**

11. What day does the County want the cart to be offered at each facility?

**Response: Downtown – Mondays; Jail Annex – Thursdays.**

12. How many carts are currently being used across both facilities? Will the cart be used strictly for supplemental sales to the preferred kiosk method or will it be the only commissary ordering method in some areas?

**Response: 3; supplemental sales.**

13. Are current cart sales real-time financial transactions? If so, how many wireless access points (routers) has the current vendor provided at each facility?

**Response: Downtown – 9; Jail Annex – 10; but 12 are needed. One per housing floor or pod.**

14. Is the current vendor using the County’s wired or wireless network for the cart and/or for the kiosks?

**Response: Yes.**

15. Will the RFP be a public opening?

**Response: Yes.**

16. Pg. 19 Letter C – Regarding hygiene kit - can you please indicate what items are required in this kit and the size of each item?

**Response: Bar soap, tooth brush, tooth paste, clear deodorant, comb, shampoo.**

17. Who is responsible for paying for the hygiene kit – Vendor or County?

**Response: The inmate.**

18. What is the current weekly spending limit per inmate?

**Response: \$300.00**

19. Does the spending limit include phone time?

**Response: No.**

20. Is this spending limit going to increase or decrease with the new contract? If so, how?

**Response: Unknown**

21. Pg. 9 # 5 states “system must be compatible with the inmate accounting system which currently is Odyssey (current jail management system)”, Pg. 15 first paragraph states “The successful Respondent shall provide and install necessary software which interfaces with the existing accounting software systems currently in use by the COUNTY, which is FAMIS. Can you please clarify what inmate banking/accounting systems are currently being used *AND* what do the vendors have to interface with? Can you please provide contact name, phone # and email address for individual(s) with Odyssey and FAMIS? This will be needed in order to establish the required integration?

**Response: Currently BITS uses Aramark’s CORE accounting system. The vendor only needs to interface with Odyssey JMS to obtain housing information. The contact person for the interface is Luke Gilpin from ITD. He can be reached at 915-546-2041 ext.3842**

22. Can you please indicate the amount of equipment/hardware needed for the jail staff to be supplied by the vendor? Number of workstations (computers)? Number of printers?

**Response: For both facilities there are 4 workstations and 3 printers.**

23. Pg. 11 #13 states “Respondent shall provide a snack cart that allows inmates to order approved commissary items from a snack cart that is brought to each facility on mutually agreed upon days and times”. Will the County allow the awarded vendor to store a cart on-site, at both locations to facilitate Cart sales?

**Response: No.**

24. How are current cart orders placed and processed?

**Response: Point of Sale, directly to hand held scanners.**

25. Pg.11 #14 states “Provide a service that will allow new inmates to purchase pre-packaged, agreed upon hygiene items prior to housing assignment, provided the inmate has the funds to do so. Does the County envision these pre-packaged kits to be housed on-site for immediate delivery to the new inmate or delivered after housing assignment? Are these kits commissionable? What are the contents of this kit?

**Response: No, delivered after purchase. Unknown. See question 16.**

26. The menu that was provided with the RFP, is it the most up to date menu with current prices?

**Response: Yes.**

27. Pg. 9 # 11 states “On a quarterly basis, the contractor will deposit an annualized percentage of net revenues to the County’s Inmate Trust Fund, which will be mutually agreed upon between the Sheriff’s Office and contractor”, Pg. 16 Section A under Compensation states “Commissions are to be paid on the 15th of the following month on all paid invoices.” What frequency should commissions be paid out? Monthly or Quarterly?

**Response: According to BITS, commissions are currently being paid weekly.**

28. Pg. 12, Section G refers to alternative ordering methods via inmate phone system and hand written orders.

**Response: There is no section G on page 12.**

29. Can you please describe where and when these alternative order methods will be needed?

**Response: The use of kiosks may not always be practical in all situations, such as inmates at the hospital, inmates in isolation or the ward.**

30. Can you please provide contact name, phone number and email address of Global Tel Link (GTL) representative?

**Response: Cheryl White Mynar 713-898-7090**

31. Pertaining to the required integrations, is the successful vendor required to first integrate their own inmate banking/accounting software with the County system, FAMIS and then eventually integrate with Tyler Munis?

**Response: Yes.**

32. Regarding the inmate housing unit kiosks that are currently installed at the downtown detention center, do they reside & operate on the county network or did the current vendor install the necessary wiring/cabling/network, etc?

**Response: Reside on the County Network.**

33. How many inmates are in a cell block?

**Response: Downtown – varies 2, 8, 10, 16, and 20; Jail Annex – varies 12, 24, 6 ward/8 ISO cells.**

34. Does current vendor have a separate network installed in the jail?

**Response: No.**

35. What version of Odyssey does the jail currently operate on?

**Response: 2012.0.103**

36. What version of Global Tel Link (GTL) is the jail operating from?

**Response: Unknown**

37. How many County networked computers are you looking to have site licenses for?

**Response: 3**

38. How many commissary staff are currently executing the commissary operation at all facilities?

**Response: 6**

39. What are your most recent annual sales?

**Response: \$1,784,899.52**

40. What are your annual debit phone sales?

**Response: \$406,395.00**

41. Will inmate labor be allowed for delivery of commissary?

**Response: No.**

42. Does the current vendor provide hygiene packs and what items and sizes are in the hygiene packs?

**Response: No.**

43. What is your current indigent population?

**Response: Downtown – 199; Jail Annex - 428**

44. Will the county provide the items and sizes included in the County Food Program?

**Response: Unable to answer this question there is no County Food Program.**

45. Is the current inmate accounting software FAMIS part of Odyssey which is mentioned in #5 of Scope of Work?

**Response: No.**

46. Will the county provide contact information for your current phone provider and JMS provider?

**Response: Yes.**

47. What is the distance between the Annex and the Jail?

**Response: About 19 miles.**

48. How long does it take the current staff to deliver commissary (asked at the annex location)?

**Response: 4-5 hours**

49. Where is commissary delivered (directly to the cells, through a food port, etc)?

**Response: To the inmates at the cell block.**

50. Could we view a blue print of the facility for wiring purposes?

**Response: Plans are available for viewing at Purchasing.**