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**Mendocino County
SHERIFF-CORONER OFFICE**

Sheriff-Coroner Office Request for Proposal

RFP # SO-2018-001

ADDENDUM # SO-2018-001 A2

**Inmate Commissary Services and Smart Deposit Banking System
for Mendocino County Jail**

Addendum Issue Date: March 30, 2018

RFP Issue Date: February 20, 2018

RFP Submission Deadline: April 9, 2018

New RFP Submission Deadline: April 23, 2018 – 3:00 p.m.

General RFP Clarification Provided to all Vendors and Potential Proposers:

The original submission deadline was April 9, 2018 at 3:00 p.m.

The submission deadline has been extended to April 23, 2018 at 3:00 p.m.

Vendor Inquiries/Mendocino County Responses

Computer/Technical/Infrastructure/Phone Questions & Answers

1. Vendor Inquiry:

What does your current vendor provide for computers?

County of Mendocino Response/Clarification:

The current vendor provides Software.

2. Vendor Inquiry:

Is there internet access in the pods?

County of Mendocino Response/Clarification:

Yes, to the Kiosk.

3. Vendor Inquiry

Who is the County's current inmate telephone provider?

County of Mendocino Response/Clarification:

Legacy Inmate Communications.

4. Vendor Inquiry:

- a) Are there any county machines that access the commissary provider's database?
- b) How many county workstations will the vendor's software be installed on?
- c) How many users will use the vendor's application?

County of Mendocino Response/Clarification:

- a) Yes.
- b) Approximately 20.
- c) 70 users.

5. Vendor Inquiry:

What type of network do you currently use?

County of Mendocino Response/Clarification:

Need better definition of what is being asked.

6. Vendor Inquiry:

Will microwave ovens be a required need of this RFP? If so, how many?

County of Mendocino Response/Clarification:

7. Vendor Inquiry:

What network card does the vendor's machine have to have to connect to your network?

County of Mendocino Response/Clarification:

It is an interface; vendors don't actually have direct contact with our servers.

8. Vendor Inquiry:

What network client is used on your system and what version?

County of Mendocino Response/Clarification:

Canteen Manager 5.52.6

9. Vendor Inquiry:

What is the speed of the internet connection that will be made available to the contractor?

County of Mendocino Response/Clarification:

Internet services are provided by the vendor.

10. Vendor Inquiry:

Does the County sell phone cards or provide debit calling through the commissary?
If so, please provide the following:

- Phone company name:
- Phone company contact:
- Phone company contact's phone number:
- Phone company contact's email address:

County of Mendocino Response/Clarification:

- Phone company name: Legacy Inmate Communications
- Phone company contact: Darryl Hughes
- Phone company contact's phone number: 1-800-577-5534
- Phone company contact's email address: dhughes@legacyinmate.com

11. Vendor Inquiry:

Please provide the hardware quantities requested by the County?

PCs:

Printers:

Scanner:

Pod Kiosks:

Lobby/Deposit Kiosks:

Booking Kiosks:

County of Mendocino Response/Clarification:

PCs: 0

Printers: 0

Scanners: 0

Pod Kiosks: 8 stationary and 1 mobile.

Lobby/Deposit Kiosks: 1

Booking Kiosks: 3

12. Vendor Inquiry:

- a) Is the current commissary vendor interfaced with your JMS vendor?
- b) Will there be a cost for the JMS interface?
- c) If so, will the county be paying the interface expense?
- d) Please provide the following:
 - JMS company contact:
 - JMS company contact's phone number:
 - JMS company contact's email address:

County of Mendocino Response/Clarification:

a) Yes.

b) Yes.

c) No, the vendor is responsible for the cost; New World Aegis

- d) Please provide the following:
- JMS company contact: Tyler Technologies.
 - JMS company contact's phone number: 248-269-1000 ext. 1410
 - JMS company contact's email address: Lindsay Kavulish, www.tylertech.com

13. Vendor Inquiry:

Will the county provide access to their network allowing for the deposit services to communicate with the necessary servers to process payments?

County of Mendocino Response/Clarification:

Yes.

14. Vendor Inquiry:

- a) Is there an existing interface between the County's inmate management system and the current commissary provider?
- b) Is the interface a batch or real-time interface?
- c) Is there a network infrastructure in place today to accommodate the inmate pod kiosks?

County of Mendocino Response/Clarification:

- a) Yes.
- b) Batch.
- c) Yes.

15. Vendor Inquiry:

What information is being passed from the jail management system to the vendor's trust fund software?

County of Mendocino Response/Clarification:

Inmate data.

16. Vendor Inquiry:

What is the county's protocol for remote access to the vendor's equipment to support trust fund software?

County of Mendocino Response/Clarification:

We open a portal.

17. Vendor Inquiry:

How are phone cards or phone time being sold today?
Is there a current interface between the phone provider and commissary provider?

County of Mendocino Response/Clarification:

Phone time is currently being sold through the Kiosk from Keefe. There is a current interface between the phone provider and commissary.

18. Vendor Inquiry:

Will the vendor's have an opportunity to provide a presentation of their technology?

County of Mendocino Response/Clarification:

Yes. Successful bidders will be invited to the Presentation/Demonstration meeting on April 26, 2018.

19. Vendor Inquiry:

- a) Do you have an e-commerce ordering program in operation for the inmate's friends and family to order special meals?
- b) If yes, please provide the sales and commissions earned by month for the last 12 months.
- c) If yes, when does the current contract for commissary services end?

County of Mendocino Response/Clarification:

- a) Yes.
- b) Information is not available.
- c) Contract ends June 30, 2018.

20. Vendor Inquiry:

Can you please confirm that the facility will be responsible for all wiring of the ordering kiosks, vending machines, and banking deposit kiosks?

County of Mendocino Response/Clarification:

Yes.

21. Vendor Inquiry:

Does the County require a full booking level interface with the JMS provider, or is a file feed sufficient if all banking and commissary tasks can be done with the file feed?

County of Mendocino Response/Clarification:

Full booking interface.

22. Vendor Inquiry:

Does the County require the vendor to provide a Computer and workstation onsite?

County of Mendocino Response/Clarification:

No.

23. Vendor Inquiry:

Does the County need the vendor to provide its own network and internet service?

County of Mendocino Response/Clarification:

Yes.

24. Vendor Inquiry:

Who is the current phone provider?

County of Mendocino Response/Clarification:

See question and answer #3.

25. Vendor Inquiry:

Can we provide the electronic bid copy on thumb drive instead of CD?

County of Mendocino Response/Clarification:

Yes.

26. Vendor Inquiry:

On page 12, letter C # 2 it mentions three deposit banking kiosks (public lobby, arrestee reception and booking room). Please describe what the intended purpose of each kiosk is.

County of Mendocino Response/Clarification:

Public Lobby: is for family and friends to place money on the inmate's books.

Arrestee Reception: is for incoming arrestees.

Booking Room: is used as a backup and if money was missed during the initial intake.

Commissary Questions & Answers

1. Vendor Inquiry:

What are the average net monthly Commissary sales?

County of Mendocino Response/Clarification:

This information is not available.

2. Vendor Inquiry:

What is the County's commission rate from the current vendor?

County of Mendocino Response/Clarification:

28%

3. Vendor Inquiry:

What are the current Commissary prices? Can we get a copy of the current commissary list/order sheet with prices? Do the prices include tax on the list? If not, which items are taxable and which are non-taxable?

County of Mendocino Response/Clarification:

We do not have access to the requested information.

4. Vendor Inquiry:

How many Commissary delivery agents does the current operation utilize for the one day of delivery service?

County of Mendocino Response/Clarification:

Two.

5. **Vendor Inquiry:**

- a) What is the current Commissary delivery schedule?
- b) Is there a mandatory delivery time frame for commissary orders?
- c) What is the preferred delivery time for orders to the inmate pods?

County of Mendocino Response/Clarification:

- a) Every Thursday. (except on holidays that fall on a Thursday, then it is Wednesday)
- b) Late afternoon, Thursdays.
- c) After 7:30 p.m.

6. **Vendor Inquiry:**

Will the County provide secure storage at the point of unloading for the Commissary orders until they are delivered to the population?

County of Mendocino Response/Clarification:

There is an area, but it is not temperature controlled.

7. **Vendor Inquiry:**

- a) What is the average number of orders per week?
- b) What were the commissary sales for the previous 12 months?

County of Mendocino Response/Clarification:

- a) 135.
- b) See question 2 in the Money Questions section.

8. **Vendor Inquiry:**

- a) Do you currently purchase admission kits as well as indigent kits?
- b) If so, what is in the admission kits and indigent kits (size of items and number of items) and how many are purchased in a year?

County of Mendocino Response/Clarification:

- a) We have both admission and indigent packages.
- b) Admission packages contain: 4 pieces of paper, 2 envelopes, 2 bars of soap, toothpaste, toothbrush, deodorant, a bottle of shampoo/body bath, comb, a flexible pen and 2 packages of ibuprofen.

Indigent packages contain: 4 pieces of paper, 2 envelopes, 1 bar of soap, toothpaste, deodorant, a bottle of shampoo/body bath, comb and 2 packages of ibuprofen.

9. **Vendor Inquiry:**

Please provide the usages over the last full month of all commissary items.

County of Mendocino Response/Clarification:

This question needs clarification.

10. Vendor Inquiry:

How many orders per month, over the last three months have been placed through commissary?

County of Mendocino Response/Clarification:

January 1,908; February 2,400; March 2,219.

11. Vendor Inquiry:

How are commissary orders transported to pods currently (bins, cart, etc.)?

County of Mendocino Response/Clarification:

Cart.

12. Vendor Inquiry:

How do inmates place commissary orders currently?

County of Mendocino Response/Clarification:

Through the Kiosk.

13. Vendor Inquiry:

How many total vending machines? How many are snack and how many are soda?

County of Mendocino Response/Clarification:

There are three total; one snack, one soda and one combination.

Money Questions and Answers

1. Vendor Inquiry:

What is the average amount of the daily inmate's deposit?

County of Mendocino Response/Clarification:

We do not have access to this information.

2. Vendor Inquiry:

What are your weekly, monthly and annual gross sales?

County of Mendocino Response/Clarification:

Weekly: \$6,547

Monthly: \$28,372

Annual: \$340,469

3. Vendor Inquiry:

Who is to handle the internet deposits?

County of Mendocino Response/Clarification:

The vendor.

4. **Vendor Inquiry:**

Would you provide the number of cash deposits and credit card deposits made within the lobby kiosk for a month as well as the average amount of the credit card deposit?

County of Mendocino Response/Clarification:

Information unavailable, the vendor handles.

5. **Vendor Inquiry:**

Please list the denominations sold i.e. \$10, \$20, etc.:

County of Mendocino Response/Clarification:

\$1.00 increments.

6. **Vendor Inquiry:**

Please provide the sales, less phone time and tax, over each of the last three full commissary months.

County of Mendocino Response/Clarification:

We do not have access to this information.

7. **Vendor Inquiry:**

Who will manage the inmate trust fund?

County of Mendocino Response/Clarification:

The County does.

8. **Vendor Inquiry:**

- a) What is the current weekly spending limit?
- b) Will the County consider raising that limit?

County of Mendocino Response/Clarification:

- a) The spending limits are based on the inmate's classification.
- b) The County is not willing to change at this time.

Inmate/Facility

1. **Vendor Inquiry:**

Will microwave ovens be a required need of this RFP? If so, how many?

County of Mendocino Response/Clarification:

No.

2. **Vendor Inquiry:**

How many inmates are in each housing unit?

County of Mendocino Response/Clarification:

The count varies.

The main jail houses 154.

Building 2 of the jail houses 147.

3. **Vendor Inquiry:**

Does the current vendor provide mail service to the inmates (i.e. delivery, sorting, etc.)?

County of Mendocino Response/Clarification:

No.

4. **Vendor Inquiry:**

a) What qualifies an inmate as indigent?

b) How many indigent kits are handed out per week/month?

County of Mendocino Response/Clarification:

a) Anyone who has less than \$3.00.

b) We dispense approximately 130 kits per week.

5. **Vendor Inquiry:**

How many actual housing units are at the facility including the Max units?

County of Mendocino Response/Clarification:

There are 9 units.

6. **Vendor Inquiry:**

Please provide the monthly average daily population (ADP) over the last year.

County of Mendocino Response/Clarification:

301.

7. **Vendor Inquiry:**

How many day rooms do the inmates have access to?

County of Mendocino Response/Clarification:

There are eight day rooms.

8. **Vendor Inquiry:**

What is the current number of bookings per year?

County of Mendocino Response/Clarification:

4,700.

9. **Vendor Inquiry:**

What is the current percentage of indigent inmates?

County of Mendocino Response/Clarification:

The indigent population is approximately 30%.

10. Vendor Inquiry:

- a) Does the County currently provide inmates with any type of indigent kit?
- b) If so, will that be a part of the service provided by the commissary vendor?

County of Mendocino Response/Clarification:

- a) It is not a part of the service now.
- b) Depending on the cost, it could be.

OTHER

1. Vendor Inquiry:

Is it mandatory to be an offsite operation?

County of Mendocino Response/Clarification:

Yes.

2. Vendor Inquiry:

Who will be on the RFP evaluation committee for the County?

County of Mendocino Response/Clarification:

That information is unknown.

ALL OTHER SPECIFICATIONS REMAIN IN FULL FORCE AND EFFECT.

Acknowledgment of receipt of this addendum is required to be included in your proposal. You may indicate such inclusion in narrative form within your proposal or by attaching a copy this addendum to your proposal.

Any questions or concerns regarding this matter should be directed to Dora Briley using the information in the upper left corner on page 1 of this document.