

Collier
County
Sheriff's
Office



**RFP# 14-005 QUESTIONS
CORRECTIONAL COMMISSARY SERVICES**

Notice to: All Prospective Bidders

From: Jennifer R. Espinosa, Buyer II – CCSO Purchasing Office

Publish Date: 06/18/2014

Submitted by CBM Managed Services:

Question 21: Who is your current phone provider?

Response: Global Tel*Link

Question 22: What JMS are you currently using?

Response: Wings also known as Tri-Tier

Submitted by McDaniel Supply Company:

Question 23: What is the current commission rate?

Response: The current commission rate is thirty-three (33%) percent.

Question 24: What items are in the indigent kits? Size, quantity and brand.

Response: Six (6) prepaid postcards, two (2) flex pens, and a small 0.5ml deodorant.

Question 25: Does the facility or facilities currently have lobby kiosk? If so, what is the fee per transaction?

Response: Yes, there is a lobby kiosk. The fee for cash transactions is \$3.25 and \$4.95 for credit card transactions.

Question 26: Does the facility or facilities currently utilize a booking kiosk?

Response: No, we do not currently utilize a booking kiosk.

Question 27: What is the spending limit on commissary orders?

Response: There is currently no spending limit on commissary orders.

Question 28: What is the average number of orders processed each week?

Response: For the period 6/1/2013-5/31/2014 there were 23,807 orders for a weekly average of 457.83 orders

Question 29: What is the current commissary sales including the number of items for the past twelve months?

Response: \$806,264.75; Net units in sales 714,924 for period 6/1/2013-5/31/2014

Question 30: What are the gross sales per year for the last three years?

Response: Fiscal Year 2010/2011 - \$575,635.87; Fiscal Year 2011/2012 - \$801,341.29; Fiscal Year 2012/2013 - \$700,162.77

Question 31: What is your annual revenue each year for the past three years?

Response: Fiscal Year 2010/2011 - \$183,631.99; Fiscal Year 2011/2012 - \$257,394.71; Fiscal Year 2012/2013 - \$247,069.41

Question 32: Is the commissary staff required to have an escort during canteen delivery?

Response: Yes, the deliveries will be made by the successful proposer while escorted by a correctional officer.

Question 33: Are inmate transactions currently stored in the jail management system or in the current vendor's commissary system?

Response: They are stored in the current commissary vendor's system.

Question 34: How many employees does the current commissary vendor utilize? Are there any part time commissary employees? How many commissary employees does the county require the commissary vendor to provide?

Response: There are currently four (4) employees some of which are part-time. The successful proposer shall be required to provide sufficient staff to accomplish deliveries to all housing areas within a period of four (4) hours.

Question 35: Does the current commissary vendor provide any equipment to the facility for officers to access the commissary system? pc's, printers, credit card machines, etc.

Response: Officers access the vendor system through the Agency's Intranet. Onsite equipment from the vendor includes lobby kiosks, receipt printers, and a vendor computer/printer used by vendor personnel.

Question 36: Is an internet connection available to the proposer via the facility lan/wan?

Response: This will depend on the specific requirements.

Question 37: Does any of the county machines access the commissary provider's database?

Response: Yes, the vendor software is installed on the agency's desktop PC's

Question 38: May we get copies of all questions and answers submitted for this rfp?

Response: Questions have been included within the conference package and have been emailed to each registered vendor in addition to being posted on the agency website.

Question 39: Do you purchase admission kits from the current commissary vendor? If so, what does the admission kit consist of? Item, size, quantity

Response: We do not purchase admission kits through commissary providers.

Question 40: Do you anticipate a change in jail management system in the near future?

Response: We do not anticipate changing providers at this time.

Question 41: Does your current commissary provider interface with the jail management system? If so, may we get a layout of the current file being provided to the vendor?

Response: Yes, the commissary system is interface with JMS. The specifications are listed below.

FILE SPECIFICATIONS

File Name: The file name will be the letter J and then the day of the month followed by the time in military format. So, October 15, 2001 at 12:35:01 at the facility will be J15123501.txt.

Record Layout: The format is comma delimited. Fields **must be** enclosed within double quotes. Fields up to the permanent number must be included or have a placeholder. All fields after permanent number are optional. Placeholder only required for preceding fields not provided.

Example: if SSN will be provided but no address then there must be placeholders for street, city, state, zip code, and phone number.

Booking Number	15	Mandatory
Last Name	25	Mandatory
First Name	15	Mandatory
Middle Name	15	Mandatory
Location (4 groups of 4 characters)		1 group is Mandatory
Date of Birth	8	YYYYMMDD
Gender	1	M or F
Ethnic Group		1
Eye Color		5
Hair Color		5
Permanent Number		15
Street		50
City		25
State		2
Zip Code		10
Phone Number		13
SSN		11
Old Booking Number		15

NOTE: Each row in the input file must have a carriage return/line feed, for Exporter to run properly.

The location field is different in that it consists of four fields of four characters each. The fields go from smallest breakdown on the right to largest on the left, i.e., Building block tier cell.

For the following resident information, you will get the record below:

Permanent Number - A12345B67890CDE

Booking Number - 123456789

Last Name - Doe

First Name - John

Middle Name - None

Location - Floor - 2 , Pod - A1, Cell - 1278

DOB - 12/07/1958

Gender - Male

Ethnic Group - Alaskan Native

Eye Color - Blue

Hair - None

Street - 123 Arch Lane

City - Newton St - CT Zip - 06666

Phone - (860) 546-1234

SSN - 555-55-5555

Old Booking Number - 456785

"123456789","DOE","JOHN","","2","A1","1278","

","19581207","M","5","Blue","None","A12345B67890CDE","123 Arch

Lane","Newton","CT","06666","8605461234","555555555","456785"

Question 42: What prompts a file to be generated for the vendor? i.e. inmate moves from one housing location to another, inmate is booked, inmate is released, etc.

Response: All prompts mentioned in the question (inmate moves from one housing location to another, inmate is booked, inmate is released, etc.)

Question 43: What is the average time it takes the vendor to pass out commissary?

Response: Between 12:00 PM and 04:00 PM.

Question 44: Does both facilities receive commissary delivery on the same day?

Response: Both locations receive deliveries on the same day.

Question 45: What is the current delivery schedule?

Response: Deliveries are made on Tuesday and Friday.

Question 46: How many housing units does each facility have?

Response: NJC has eleven (11) housing units and IJC has three (3).

Question 47: What is the average number of inmates in each housing unit?

Response: Varies from a minimum of twelve (12) beds to a maximum of eighty (80) beds. Please see detailed charts below.

Naples Jail Center (NJC)

Housing Unit	No. of beds	Housing Unit	No. of beds
2A	24	7A	20
2B	28	7B	28
2C	52	7C	52
3A	12	21A	80
3B	12	21B	52
3C	28	22A	80
3D	52	22B	80
4A	52	30A	20
4B	52	31A	80
5A	48	31B	64
5B	24	32A	72
5C	24	32B	72
6A	52	Medical	26
6B	52	TOTAL	1238

Immokalee Jail Center (IJC)

Housing Unit	No. of beds
A	64
B	64
C	64
SEG 1	8
SEG 2	8
TOTAL	208

Question 48: How long has the current vendor been providing services to the County?

Response: The current vendor has been providing services to the Sheriff's Office for approximately eighteen (18) years.

Question 49: Has the count experience any increase/decrease in commissary sales over the past three years?

Response: Yes, the sales have fluctuated somewhat but that may be due to the economy or jail population. Additionally, since last October 2013 we implemented a behavioral management system and commissary is part of that opportunity/disciplinary system. Please refer to question number 29 for sales amounts.

Question 50: What is the ADP each year for the past three years?

Response: (900) 2011; (986) 2012; (900) 2013.

Question 51: Will the county provide power and cable for the lobby kiosk?

Response: To be determined.

Question 52: If the county were to decide to utilize a booking kiosk would the county provide power and cable to the kiosk?

Response: To be determined.

Question 53: If the server is on-site is there a server room the vendors server would be located in? If so, would the server need to be a rack mount server?

Response: The server is not on-site.

Question 54: Does fiber connect the facilities?

Response: It does not.

Question 55: We have noticed chips are not on the menu, can they be sold on commissary?

Response: Privileged inmates currently get chips based on behavior.

Question 56: In the past inmates have been charged to place orders. Are the inmates currently charged a fee to place an order?

Response: Inmates are not charged a fee to place commissary orders.

Question 57: Page 24, # 4 g. It states deposit settlement times shall be twice a week on days to be determined. Can the awarded vendor settle deposits five days a week?

Response: Yes, the awarded vendor can opt to settle deposits five (5) days a week.

Question 58: On page 18, letter O, Proposal shall include these items including item sizes. Can you provide us with the sizes of items you currently sell so we can bid on items of like sizes?

Response: Information must be obtained from the current commissary vendor and can be provided at a later date.

Submitted by Oasis Management Systems, Inc:

Question 59: What were commissary revenues in 2013? What are commissary revenues year to date?

Response: Please refer to question number 31.

Question 60: What is your current Jail Management System?

Response: Please refer to question number 22.

Question 61: Are commissary orders currently placed via dorm kiosks provided by Smart Communications?

Response: Yes, they are placed via the Smart Communications kiosks.

Question 62: Who is the contact at Smart Communications and what is their contact info?

Response: See attached Smart Communications interface specifications; Justin Scott, IT Director, 941-320-2402, justin.scott@smartjailmail.com and Jim Logan, President, 941-799-1586

Question 63: Is commissary currently packed on-site or shipped from an off-site location?

Response: Commissary is currently packaged off-site.

Question 64: Do contractor employees deliver commissary directly to inmates?

Response: Please refer to question number 32.

Question 65: What is your current commission rate?

Response: Please refer to question number 23.

Question 66: Who is your inmate telephone provider?

Response: Please refer to question number 21.

Question 67: Is the facility interested in commissary ordering via inmate telephones?

Response: We are not opposed to the option pending review of the specifications.

Submitted by Stewart Distribution:

Question 68: How many orders per week are the inmates allowed to have?

Response: Delivery is made twice a week with no limit to the number of orders.

Question 69: What is the weekly spending limit?

Response: Please refer to question number 27.

Question 70: Is there a specific delivery day required?

Response: Please refer to question number 45.

Question 71: Will intake/booking kiosks be needed to handle funds from inmates at intake?

Response: Currently, we do have intake/booking kiosks but are very open to the options especially to reduce any cash errors and to minimize counting/balancing time.

Question 72: What is your current commission rate?

Response: Please refer to question number 23.

Question 73: Will the vendor be required to distribute commissary to the inmates?

Response: Yes

Question 74: Who is the JMS provider?

Response: Please refer to question number 22.

Question 75: Who is the inmate phone provider?

Response: Please refer to question number 21.

Submitted by Trinity Services Group:

Question 76: How long is this process including the required jail orientation process for new vendor employees?

Response: All vendor personnel must complete a background check and fingerprint, receive approval from Jail Administration, obtain an ID card from Human Resources and then complete the Security Orientation. Fingerprint results can take up to 24-48 hours to be returned; if rejected by the FBI another appointment is scheduled for either electronic prints or the candidate can be ink printed which takes longer for the results to be returned. Security Orientations are scheduled on demand. Therefore, the process could take anywhere from two weeks to a month pending progress.

Question 77: How many inmates will be housed in both facilities?

Response: Upwards of 1,000 at NJC and approximately 200 at IJC.

Question 78: Is the menu in Attachment A available to all 850 inmates to order from?

Response: Yes; pending their housing assignment.

Question 79: What commissary restrictions are currently in place and how are they managed?

Response: Most restrictions are managed by a location restriction but some are set on individuals; restrictions include medical and/or dietary restrictions, disciplinary confinement and privileged restrictions which give some inmates more items based on behavioral levels.

Question 80: Will you require each vendor to submit their State of Florida Money Transmittal License with their proposal?

Response: Information must be obtained from the current commissary vendor and can be provided at a later date.