

REQUEST FOR PROPOSAL

INMATE COMMISSARY SERVICE

**WAYNE COUNTY CORRECTIONAL FACILITY
44 MID WAYNE DRIVE
HONESDALE PA 18431**

FEBRUARY 3, 2016

1. SUMMARY AND BACKGROUND

Through this Request for Proposal, the County of Wayne, Wayne County Correctional Facility, herein referred to as County, respectfully requests proposals from responsible and qualified firms for a fully-operational, flexible, secure, and reliable inmate commissary company. Firms who submit a response to this Request for Proposal shall be responsible to submit technical and service solutions based on their programs that meet or exceed the goals and objectives herein.

2. PROPOSAL GUIDELINES

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until 4pm EST March 10, 2016. Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

All proposals submitted shall become property of the County. All proposals shall include all of the information requested and any additional data that the respondent deems pertinent to the understanding and evaluation of their proposal response. At the discretion of the County, firms submitting proposals may be requested to make presentations as part of the evaluation process. The County will not reimburse for the respondents for any costs associated with the preparation or submission of said proposals or in the preparation or attendance of any meeting that may be required to fulfill the requires of this Request for Proposal.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the County Solicitor and will include scope, budget, schedule, and other necessary items pertaining to the project.

3. PROJECT PURPOSE AND DESCRIPTION

Wayne County Correctional Facility Information:

Wayne County Correctional Facility maintains 200 Inmate Beds with an average daily population of 100 inmates 9 housing units, medical department, intake, records department, and administrative offices. Gross commissary sales were \$70,939.89 in 2015.

Project Description:

The Vendor shall provide services, materials, and goods necessary to provide commissary services for approximately 100 inmates but up to 200 inmates on a weekly basis. Items such as food, candy, dried coffee, hygiene items, and limited clothing as outlined below should be available for purchase by the inmate population. Tobacco products will not be sold, as the County is a non-smoking Facility. All costs associated with the delivery of commissary items to the Facility will be the sole responsibility of the Vendor.

The Vendor will provide a weekly invoice for commissary products ordered and delivered including a report of commissions earned and a separate bill for special packages that may be ordered. The Warden shall have final authority in all matters relating to commissary services within the Facility. The Vendor shall provide the County a commission on sales.

The Vendor shall be compatible with the CCAP UCM system and assume any cost associated with interfacing with that system. Additionally, software must interface with the designated inmate telephone vendor and any equipment provided by the telephone vendor. Kiosks will be provided by the Vendor at no cost to the County and placed in the Lobby and Intake area of the Facility. The Intake kiosk will be used for any funds in the possession of the offender at the commitment time. The Lobby kiosk will be for the family and friends of those incarcerated to deposit funds on to an inmates commissary account. The Vendor will be responsible for the training, equipment, and all costs associated with the implementation of a debit card release system for the County. All equipment provided will be new and completely operational.

The Vendor must own, install, and support its' own software, servers, kiosks, and any other hardware provided. Technical support must be provided at no additional charge twenty four hours a day via toll-free phone line. Upgrades must be included free of charge as part of the maintenance agreement.

The Vendor must be able to provide adequate accounting software. The accounting software must be a dual entry general ledger accounting system that is based upon and adheres to Generally Accepted Accounting Principles. This software must allow journal entries, checks written and have the ability to apply payments to various recoverables as designed by the County. The accounting software must include detailed documentation as to how transactions are reflected in the system; describe how adjustments are made and/or corrections are entered, and the related audit trail. Since this software will interface with the telephone vendor, transactions made via telephone or calls should be automatically deducted at the time of the transaction on a real time basis. Code table data behind drop down fields should be customizable to meet our business needs. All vendors must provide technology, free of charge to the County, which allows family and friends of inmates to deposit funds into an account by walk in kiosk or secure website. All deposits must be transferred on a real time basis electronically and the vendor must guarantee all payments, eliminating the County from liability for fraudulent or cancelled payments.

4. REQUEST FOR PROPOSAL AND PROJECT TIMELINE

Request for Proposal Timeline:

All proposals in response to this RFP are due no later than March 10, 2016 at 4 PM EST.

Evaluation of proposals will be conducted from March 14, 2016 to March 25, 2016. If additional information or discussions are needed with any bidders during this two week window, the bidder(s) will be notified.

The selection decision for the winning bidder will be made no later than April 11, 2016.

Upon notification, the contract negotiation with the winning bidder will begin immediately.

5. BIDDER QUALIFICATIONS

Bidders should provide the following items as part of their proposal for consideration:

- Description of experience in implementation of software, kiosks, and commissary services
- Anticipated resources you will assign to this project (total number, role, title, experience)
- A full implementation plan
- Timeframe for completion of the project
- A minimum of 3 references from facilities that currently or previously used your services.
- A proposed commissary menu with pricing

6. PROPOSAL EVALUATION CRITERIA

The County will evaluate all proposals based on the following criteria. The County reserves the right to reject any and/or all Proposals submitted. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

- Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
- Organizational Experience: Bidders will be evaluated on their experience as it pertains to the scope of this project
- Previous work: Bidders will be evaluated on examples of their work pertaining to commissary services.
- Technical expertise and experience: Bidders must provide descriptions and documentation of staff technical expertise and experience
- Financial proposal

Each bidder must submit 5 copies of their proposal to the address below by
Wayne County Correctional Facility
44 Mid Wayne Drive
Honesdale PA 18431

Attn: Warden Kevin Bishop