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COUNTY OF MENDOCINO
GENERAL SERVICES AGENCY
841 LOW GAP ROAD
UKIAH, CALIFORNIA 95482

COUNTY OF MENDOCINO ♦ REQUEST FOR PROPOSAL ADDENDUM No. 2

INMATE COMMISSARY SERVICES

RFP No.	14-10
RFP Issue Date:	June 7, 2010
RFP Submission Deadline:	August 20, 2010
Issued by:	General Services Agency

VENDOR INQUIRIES/MENDOCINO COUNTY RESPONSES

- Vendor Inquiry:** Would the County please provide annual sales numbers for 2009, less non-commissionable items and applicable taxes? (i.e. indigent packages, phone cards, stamps, etc.?)
County of Mendocino Response/Clarification: The non-taxable sales amount for 2009 was \$203,813.08.
- Vendor Inquiry:** What is the current commission rate?
County of Mendocino Response/Clarification: The current commission rate is 24%.
- Vendor Inquiry:** Would the County please provide commission received for 2009?
County of Mendocino Response/Clarification: The commission received for 2009 was \$53,043.50.
- Vendor Inquiry:** Would the County please provide individual sales numbers for all items sold for a three month or six month period?
County of Mendocino Response/Clarification: Please refer to Exhibit A attached.
- Vendor Inquiry:** Will the County please provide sales numbers for the current friends and family package program? Does the County receive the same commission for this service as regular commissary?
County of Mendocino Response/Clarification: Care Packs range from \$13.75 to \$32.25. There are ten different Care Packs. Commissions are based on number of orders: 1-10 10%, 11-20 20%, 21-30 30%, and 31 or more 33%.

- 6. Vendor Inquiry:** Are sales numbers provided in answer to question number one inclusive of the friends and family ordering program or have numbers been provided separately?
County of Mendocino Response/Clarification: No, the sales numbers provided in answer to question number one do not include the friends and family ordering program.
- 7. Vendor Inquiry:** Would the County please provide a current inmate price list (menu) in digital format?
County of Mendocino Response/Clarification: Please refer to Exhibit B attached.
- 8. Vendor Inquiry:** Would the County please provide an approximate number of commissary orders per month?
County of Mendocino Response/Clarification: There are approximately 480 commissary orders per month.
- 9. Vendor Inquiry:** On page 10 of the RFP, the fifth bullet point states, “commissary orders will be delivered by the Sheriff’s office to the inmate...” Is this to be understood that the chosen vendor will simply receive orders, fill orders off-site and ship to the facility once a week?
County of Mendocino Response/Clarification: Yes, the chosen vendor will receive orders, fill orders off-site and ship to the facility once per week.
- 10. Vendor Inquiry:** Should it be understood that due to a pending change in Jail Management systems, vendors should not calculate integration fees? Will the County require that the chosen Jail Management vendor or County pay for any integration fees with the chosen commissary vendor?
County of Mendocino Response/Clarification: This is informational only; no integration fees should be calculated. Once the County has additional information, further discussions can be held with the vendor regarding this matter.
- 11. Vendor Inquiry:** Does the County currently purchase kits from the commissary vendor, if so, what is the current sale price and contents of each kit?
County of Mendocino Response/Clarification: No, the County does not currently purchase kits from the commissary vendor.
- 12. Vendor Inquiry:** Will the County provide a number of indigent and hygiene kits provided annually/monthly? Approximately what percentage of the inmate population is declared indigent?
County of Mendocino Response/Clarification: Please refer to question number 11.
- 13. Vendor Inquiry:** Is the County interested in an interface with the current phone company for “debit” phone services as opposed to the sale of debit cards through commissary?
County of Mendocino Response/Clarification: Yes, the County is interested in any automation of current practices.
- 14. Vendor Inquiry:** Will the County allow a processing/handling fee for the chosen provider to make available this phone card handling service? Is there a current fee, and if so what is the amount?
County of Mendocino Response/Clarification: Presently there are no fees related to the phone handling service. However, there is a fee by the phone vendor for setting up and maintaining pre-paid phone accounts. It would be the County’s preference to have the phone and the commissary vendor work out the details on this fee.
- 15. Vendor Inquiry:** How many phone cards were sold in 2009 and of what denominations? Is the handling fee the same for each denomination of phone card?

County of Mendocino Response/Clarification: The current practice is to sale “phone time” through commissary with no handling fee attached. The phone time is sold in increments of \$15 and \$20. The total 2009 gross revenue on the sale phone time was \$71,577.19. Please refer to Exhibit C attached.

16. Vendor Inquiry: Would the County provide the name and contact information of your current phone provider?

County of Mendocino Response/Clarification: The contact information for the current phone provider is PCS - Eric Pettersen 310-954-5444.

17. Vendor Inquiry: On page 11 of the RFP, the fourth bullet point discusses vending machines. Is it to be understood that the chosen vendor is responsible for providing three vending machines, and if so, what types of machines (ie. soda vs. snack)?

County of Mendocino Response/Clarification: The vendor should provide three (3) vending machines consisting of one (1) snack only machine and two (2) snack/soda machines.

18. Vendor Inquiry: Should it be understood that the chosen vendor will ship vending machine product to the jail, and that jail staff will be responsible for filling machines?

County of Mendocino Response/Clarification: The vendor will be responsible for filling the machines.

19. Vendor Inquiry: Would the County please provide sales numbers and current pricing to inmates for all vending items?

County of Mendocino Response/Clarification: Currently there are no vending machines in the housing units.

20. Vendor Inquiry: Would the County please provide debit card sales for 2009?

County of Mendocino Response/Clarification: Debit card sales have not been implemented due to interface problems.

21. Vendor Inquiry: Would the County please provide item usage/individual sales of each vending item?

County of Mendocino Response/Clarification: Please refer to question number 19.

22. Vendor Inquiry: Will the County please provide the current method for the vending operation (i.e who fills the machines, method of keeping inventory, etc.)?

County of Mendocino Response/Clarification: Please refer to question number 19.

23. Vendor Inquiry: Will the County please provide a list of ALL hardware and software to be provided by the vendor? (i.e. workstations to be provided, printers, check printers, existing workstations which will require software, kiosks)

County of Mendocino Response/Clarification: The vendor will have to provide software for ten (10) workstations and three (3) deposit kiosks. All hardware, power and data lines are currently in place.

24. Vendor Inquiry: If the County is interested in inmate housing ordering kiosks, will the County provide a number of required inmate housing ordering kiosks?

County of Mendocino Response/Clarification: Yes, the County is interested in inmate housing ordering kiosks. The jail currently has nine (9) housing units. One (1) kiosk will be required to be mobile and the rest fixed into place.

25. Vendor Inquiry: Is the County interested in a method of deposits via web and phone only, or is the County interested in a visiting lobby kiosk for deposits?

County of Mendocino Response/Clarification: Yes, the County is interested in a method of deposits via web and phone, as well as an ATM for debit card withdrawals.

- 26. Vendor Inquiry:** Will the County provide (at the County cost) for all wiring (power/networking) needed for kiosk installation, visiting kiosk or otherwise?
County of Mendocino Response/Clarification: This question will be best handled in the negotiations stage of this process.
- 27. Vendor Inquiry:** Is the County willing to close their deposit window if a lobby kiosk is provided? Will the County consider no longer processing deposits via US mail?
County of Mendocino Response/Clarification: All deposits are currently being received through kiosks. The County no longer receives these funds through US Mail.
- 28. Vendor Inquiry:** Will the County provide a number deposits (estimate) at the visiting window monthly?
County of Mendocino Response/Clarification: Please refer to question number 27.
- 29. Vendor Inquiry:** As the County has requested specific hardware equipment, software, and scan forms etc. should the chosen vendor provide these free of any charge to the County (i.e included in pricing and commission offer)?
County of Mendocino Response/Clarification: This question will be best handled in the negotiations stage of this process.
- 30. Vendor Inquiry:** Will the County provide a County contact for information technology so prospective vendors may ask any additional questions regarding software, hardware and needed integration?
County of Mendocino Response/Clarification: Please refer to question number 10.
- 31. Vendor Inquiry:** How many County staff will need to be trained on provider software?
County of Mendocino Response/Clarification: Eight (8) County staff will need to be trained on provider software. The County will then use the “train the trainers” method.
- 32. Vendor Inquiry:** Is the County interested in technology beyond the scope of this RFP at this time? (i.e. secure email services) Is it preferred these services be offered “in-house” and not subcontracted?
County of Mendocino Response/Clarification: The intent of the RFP is to streamline and automate as much of the process possible. How it is delivered is not a concern so long as the vendor is responsible for resolving any disputes with any sub-contractor.
- 33. Vendor Inquiry:** Would the County provide an average deposit amount received to inmate accounts at the deposit window? (estimate)
County of Mendocino Response/Clarification: All deposits are completed through kiosks and internet.
- 34. Vendor Inquiry:** Are all inmates allowed hot food items? If not, approximately what percentage may order soup, coffee, etc.?
County of Mendocino Response/Clarification: Yes, inmates are allowed hot food items.
- 35. Vendor Inquiry:** Does the County withhold funds deposited in an inmate account if a balance is due (fees, restitution, etc.)? If so what percentage?
County of Mendocino Response/Clarification: The County does not withhold funds deposited in an inmate account if a balance is due.
- 36. Vendor Inquiry:** What is the current spending limit? Will the County consider raising the spending limit?
County of Mendocino Response/Clarification: Spending limits are set by security levels: Max 3 = \$10.00 (no internet pack), Max 2 = \$15.00 (no internet pack), Max 1 = \$30.00 (no internet pack), Medium = \$75.00, Minimum = \$100.00.

- 37. Vendor Inquiry:** The County has requested a customized website for friends and family to order commissary. Is the chosen vendor to understand these orders will be outside the existing spending limit?
County of Mendocino Response/Clarification: Yes, friends and family orders will be outside the existing spending limit.
- 38. Vendor Inquiry:** In the case of released inmates, facilities often make “all sales final” and allow the inmate one week to pick up commissary, should they be released prior to delivery. Will the County “make all sales final,” and hold commissary for a designated time (one week) for inmate pick-up?
County of Mendocino Response/Clarification: The County will “make all sales final,” and hold commissary for a designated time for inmate pick-up.
- 39. Vendor Inquiry:** Are there specific hours for receiving the delivery truck? Is a lift gate required?
County of Mendocino Response/Clarification: There is no official reception of the vehicle. Typical delivery time is 08:00 to 12:00. A lift gate is highly recommended.
- 40. Vendor Inquiry:** Is there any other equipment other than vending machines, possible computer equipment or deposit kiosks to be provided by the chosen vendor?
County of Mendocino Response/Clarification: Please refer to question numbers 23 and 24.
- 41. Vendor Inquiry:** Are there any plans for expansion or policy change in the future which may affect commissary sales?
County of Mendocino Response/Clarification: There are no known plans for jail expansion. Due unknown political or judicial intervention, it is unclear in regards to policy changes.
- 42. Vendor Inquiry:** Are all items on the commissary menu offered to all inmates? If not how many different classifications/different menus does the current vendor provide? Would the county provide all menus and average numbers of inmates in each classification?
County of Mendocino Response/Clarification: There are five classifications. Max 3 inmates are restricted to basic care items. Number of inmates by classification: Minimum – 125, Medium – 66, Maximum Level 1 – 14, Maximum Level 2 22, Maximum Level 3 – 21.
- 43. Vendor Inquiry:** Will the County allow for additional questions based on County response to further clarify original questions?
County of Mendocino Response/Clarification: The County will not be responding to any further inquiries prior to the RFP submission deadline.
- 44. Vendor Inquiry:** Is the county going to deliver the commissary orders or is the vendor required to supply staff to perform these functions?
County of Mendocino Response/Clarification: The County will deliver the commissary orders.
- 45. Vendor Inquiry:** How many commissary orders per month (or per year) less indigent kits (avg is ok)? If this information is not available please provide a weekly estimate?
County of Mendocino Response/Clarification: Please refer to question number 8.
- 46. Vendor Inquiry:** Should the vendor plan on an integration with JLANS?
County of Mendocino Response/Clarification: The vendor should not plan for integration with JALANS.
- 47. Vendor Inquiry:** May we please be provided a current Product list & pricing for vending machines.
County of Mendocino Response/Clarification: The County currently does not have vending program.

- 48. Vendor Inquiry:** May we please be provided a current Commissary Menu list and pricing.
County of Mendocino Response/Clarification: Please refer to Exhibit B attached.
- 49. Vendor Inquiry:** May we please be provided Sales in units & Dollars for the past year for the following categories:
County of Mendocino Response/Clarification:
Vending - None
Commissary (Not including phone sales) - \$203,813.08
Phone Sales - \$71,577.19.
Indigent supplies - This is handled separately
- 50. Vendor Inquiry:** Please define current commissionable sales (With or Without postage, stamped envelopes, indigent.)
County of Mendocino Response/Clarification: For the purpose of this RFP, stamps are the only item that is to be face value. All other item are commissionable sales.
- 51. Vendor Inquiry:** Please define the use of 'gross sales' in the 2nd paragraph Section XIII pg 12. We usually base the commission percentage on 'net sales'. (Net Sales being; Gross Sales minus non-commissionable items such as postage, stamped envelopes and usually indigent items and/or kits which are sold at or nearly at cost.)
County of Mendocino Response/Clarification: Gross sales = Total sales at invoice values, not reduced by customer discounts, returns or allowance or other adjustments.
- 52. Vendor Inquiry:** With the explanation above; Does the county wish to see the Commission rate to be expressed on Expected Gross Sales instead of Net Sales?
County of Mendocino Response/Clarification: Yes, the commission rate should be expressed on expected gross sales.
- 53. Vendor Inquiry:** Does the county wish for the Fixed Markup Percentage added to the wholesale price referenced in Section XIII (pg 12) to be expressed by;
a. Item?
b. Category?
c. Entire Menu List?

County of Mendocino Response/Clarification: The RFP calls for all commissary items; the fixed markup percentage added to the wholesale price referenced in Section XIII should be expressed by the entire menu list.

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 Kristin McMenomey, General Services Agency Director/Purchasing Agent, at the phone numbers or email addresses below:

Kristin McMenomey, Purchasing Agent
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(707) 463-4291 or (707) 463-4291