



County of Roanoke

FINANCE DEPARTMENT PURCHASING DIVISION

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August 19, 2021

RFP #2021-101

Commissary

for

Western Virginia Regional Jail Authority

ADDENDUM NO. 3

Answer to Questions and Extension to Due Date
Due Date & Time:
October 5, 2021 2:00PM
(Local Prevailing Time)

Addendum No. 3
RFP 2021-101
Commissary for Western Virginia Regional Jail Authority

1. Due Date has been changed to October 5, 2021 at 2:00 PM.

CHANGES TO THE SCOPE

Current: Offeror must provide 21 housing unit kiosks for inmates to place commissary orders, schedule medical appointments, file grievances, etc. WVRJ is currently wired for kiosks. Kiosks MUST be equipped with video visitation software. Video visitation software must include a facial recognition feature.

Change to: WVRJ has an existing contract with vendor Smart Communications for inmate kiosk services located in the inmate housing units. The offeror must provide compatible interfacing with the current provider for inmate commissary ordering via the inmate kiosks already in place.
Smart Communications
4522 West North B Street
Tampa, FL 33609

Current: Offeror will provide a deposit kiosk to be placed in the lobby/waiting area of WVRJ for friends and family to deposit money on their inmate's account. Fees for a cash deposit are not to exceed \$3.00.

Change to: The offeror of this commissary service will provide inmate accounting software capable of integrating with the current kiosk vendor GTL for the lobby area to receive deposits from the public to the inmate accounts.

GTL
3120 Fairview Park Drive
Suite 300
Falls Church, VA 22042

Current: Offeror will provide a booking manager to be placed in the booking area of the facility. Inmates will deposit all cash into the kiosk upon intake. No fee will be accepted at this kiosk.

Change to: The offeror of this commissary service will provide inmate accounting software capable of integrating with the current kiosk vendor GTL in the booking area to receive deposits from the kiosk for inmate accounts.

GTL
3120 Fairview Park Drive
Suite 300
Falls Church, VA 22042

Current: Offeror will provide commissary ordering via inmate telephones to act as a backup and reduce the bottleneck at housing unit kiosks.

Change to: Offeror will provide the capability for inmate commissary ordering via inmate telephones provided by contracted vendor (GTL) to act as a backup and reduce the bottleneck at housing unit kiosks.

GTL
3120 Fairview Park Drive

Suite 300
Falls Church, VA 22042

Current: Offeror must have a minimum of five years' experience with inmate telephone ordering technology and two years' experience integrating with the OSI jail management system.

Change to: Offeror must have a minimum of five years' experience with inmate telephone ordering technology and two years' experience integrating with the jail's (OMS) jail management system provided by GTL.

A back up plan must be provided in which Western Virginia Regional Jail is serviced from another warehouse located within the State of Virginia.

Current: Use the Facility's existing jail management program and commissary records system for all commissary sales transactions.

Change to: Offeror's Inmate accounting software will be able to integrate with the facility's existing jail management program (OMS) in order to facilitate a commissary record system for all inmate commissary sales.

Current: Offeror must supply five references of facility where the Lockdown Resident Banking Software is currently being utilized.

Change to: Offeror must supply five references of facilities where their Resident Banking Software is currently being utilized.

Questions:

1. What is the current commissary order and delivery schedule?

Answer:

Inmate commissary orders are posted and delivered as follows:

Commissary orders posted by lockdown on Sunday evening are delivered on Tuesday morning. Commissary orders posted by lockdown on Wednesday evening are delivered on Friday morning.

2. What are your current annual commissary sales?

Answer: \$1,940,601.03

3. What is the current commission rate?

Answer: All items excluding sodas = 47.37%
Sodas = 20%

4. Could you please provide the current commissary contract?

Answer: See Attached

5. Could you please provide some recent commissary invoices?

Answer: None exist

6. Is there any on-site office or storage space available for vendor use?

Answer: No onsite space will be provided by the facility.

7. Could you please provide the current commissary menu?

Answer: See Attached

8. Please confirm that the Regional Jail will accept proposals fulfilled from local warehouses that can guarantee prompt service, and that there will be no strict distance requirement disqualifying vendors. If warehouses are required to be located within 10 miles of the facility, the County will severely limit the number of vendors able to bid.

Answer: Section #2 of the RFP states, "To help expedite the delivery of orders and insure prompt IT support, we require the vendor's warehouse be located within 10 miles of the Western Virginia Regional Jail (WVRJ)."

9. Page 9 Item L requests offerors to list debarments, fines, and terminated contracts. What time frame should be utilized for this request? Will the past five years, as requested for cancelled contracts on Page 15, suffice?

Answer: The section referred to in the RFP states, "Each Offeror is required to disclose if it has ever been debarred, fined, had a contract terminated, or found not to be a responsible bidder or Offeror by any federal, state, or local government, and/or private entity."

No time frame was provided.

10. Page 12 states that the current order form is included as Exhibit A, but does not appear in the RFP. Can the County please provide the current menu with pricing?

Answer: See attached documents

11. Please detail welfare kit contents, pricing, and average usage as requested on Page 13. Please confirm that the facility will be purchasing kits. If any other kits are required, please detail kit contents, pricing, and usage.

Answer: Our welfare or "indigent kits contain:

5" hair comb

Toothbrush

Toothpaste .6 ounces

5 deodorant gel packets .12 ounces

Cost \$.85

Every inmate receives one welfare kit upon admission to facility. Facility does purchase these kits.

"Indigent writing kits" are also available and contain:

5 pieces of blank writing paper

5 unstamped envelopes

12. Please confirm that vendors will not be required to have five years' experience with the Lockdown Inmate Accounting program. Please confirm that vendors will not be required to have references with the Lockdown Inmate Accounting program. This is a commissary vendor supplied system and as such only the incumbent vendor will have experience utilizing the software.

Answer: Offeror must have five years' experience with financial software utilized as part of offeror's proposal.

13. Who is the current JMS provider? Can their contact information please be provided?

Answer: Global Tel Link. Yes, their contact information can be made available. See above

14. Please confirm that the facility will empty the intake kiosk.

Answer: Intake Kiosk is provided by GTL and is emptied by a GTL employee.

15. Considering the turnaround time between the Q/A period and the due date of the RFP, will the County consider extending the deadline to submit RFPs?

Answer: Deadline has been extended to October 5, 2021 at 2:00 PM

16. Will vendors be required to submit redacted physical copies of their proposal?

Answer: A redacted copy of the proposal is to be submitted on a USB Drive or other electronically transferable media.

17. Will vendors be able to submit multiple options for the County to choose from, differing in options such as ordering option, technology, pricing, or commission?

Answer: Multiple options will be permitted.

18. Will the facility permit site tours prior to the opening of the RFP?

Answer: Yes

19. What is the current commission rate?

Answer: 47.37% for all items excluding sodas
20% for sodas

20. Who currently delivers orders to the inmate population?

Answer: Vendor staff who have undergone a background examination and been granted security clearance by facility.

21. Are there currently any onsite employees from the commissary vendor? What space and equipment are provided by the facility?

Answer: No onsite vendor staff. No onsite space or equipment will be provided by the facility.

22. Please provide a breakdown of population per housing unit.

Answer: 5 general population housing units.

Each of these 5 units contain 4 smaller housing units holding up to 48 inmates each.

2 additional housing units for 78 restrictive housing inmate and 32 new committals.

23. Which party currently takes responsibility for crediting orders?

Answer: The vendor will be responsible for crediting orders.

24. What day and at what time are orders placed? When are orders delivered to the facility? Are all units delivered on one day?

Answer: Inmate commissary orders are posted and delivered as follows:

Commissary orders posted by lockdown on Sunday evening are delivered on Tuesday morning.

Commissary orders posted by lockdown on Wednesday evening are delivered on Friday morning.

All units are delivered on one day.

25. Will vendors be able to negotiate schedule changes?

Answer: Conversations can be had and final schedule will be determined by facility.

26. Will vendors be able to offer their own commissary software?

Answer: Vendors may offer their own commissary software. Final decision will come from facility.

27. Will vendors be able to offer their own accounting software?

Answer: Vendors may offer their own accounting software. Final decision will come from facility.

28. Does the facility charge fees such as booking or medical fees? If so, please detail the charges.

Answer: Each inmate is charged a \$1.00 fee for every day of incarceration within facility. The only inmates excluded from this fee are federal inmates and inmate workers.

Medical fees:

Doctor Visit - \$10.00

Dentist Visit - \$10.00

Prescription Medications - \$5.00 per prescription.

Nursing sick call- \$10.00

Appointment refusal - \$5.00

29. Please detail any order limits or restrictions currently in place.

Answer: Inmates may order \$75.00 worth of commissary per order.

30. Can sales and usage reports for the past three months be provided?

Answer: See attached

31. What is the current average order total per week? Please breakdown by both dollar amount and number of orders.

Answer:

7/2-	279	\$12,221.07= \$43.80
7/8-	482	\$25,686.55= \$53.29
7/12-	452	\$21,175.15= \$46.85
7/15-	416	\$17,756.23= \$42.68
7/19-	430	\$20,441.30= \$47.54
7/22-	378	\$16,944.11= \$44.83
7/25-	414	\$18,706.00= \$45.18
7/29-	334	\$14,203.90= \$42.53
8/2-	405	\$19,102.57= \$47.17
8/5-	390	\$16,931.27= \$43.41
8/9-	434	\$20,256.52= \$47.67
8/12-	311	\$13,498.52= \$43.40

32. What are the current postage sales per week?

Answer: The average postage sales over the last five weeks are \$79.67

33. Are carts utilized to move orders? If so, will they be provided to vendors or are vendors responsible for providing carts for order delivery?

Answer: Vendor will be responsible.

34. Is there a family package program in use at the facility? If so, please detail order frequency, commission rate, spending/weight limits, sales information, and fees for this service.

Answer: No

35. Is there a vending program in use at the facility? If so:

Answer: No

- a. Is vending for inmates, staff, or both?
- b. Please provide a breakdown of number of machines in each housing unit and type of machine (ie snack/ soda/ combination).
- c. What is the commission rate provided for vending sales?
- d. How often are machines restocked?
- e. Are there any limits/ restrictions associated with vending machines?
- f. Who will be responsible for wiring vending machines?

36. Please provide the following details for the current deposit service provider:

- a. Who is the current deposit services provider? GTL
- b. How many lobby kiosks will be required? Who will be responsible for emptying kiosks? GTL provided
- c. What is the current deposit fee structure for each deposit method?
Answer: See WVRJ Website
- d. Are there any limits associated with deposits?
Answer: See WVRJ Website
- e. Please breakout the average monthly inmate trust deposit transaction volume and average dollar amount received by type for phone, web, and kiosk.

Answer: N/A GTL will handle deposits.

f. Does the facility currently receive a commission on trust fund deposits? If so, what is it?

Answer: We do not receive a commission for deposit. Only commission on commissary sold.

37. Does the facility currently utilize tablets? If so, will vendors be able to interface with existing tablets for commissary ordering?

Answer: Yes, tablets are utilized and interface will be established.

38. Does the current vendor provide release cards?

Answer: No

- a. On average how many inmates are released each month?
- b. What is the average dollar amount that a released inmate has?
- c. Does the facility intend to issue a debit card to all inmates being released? Or is there a dollar threshold that must be met?
- d. How many debit release swipes would be required?

39. Who is the current food provider? Please state the length of the food service contract.

Answer: Trinity Food Services/5 Years

40. Please provide the hardware requested.

- a. PCs:
- b. Printers:
- c. Scanners:
- d. Pod Kiosks:
- e. Lobby/Deposit Kiosks:
- f. Intake Kiosks:
- g. Debit Release Swipes:
- h. Etc.:

Answer: None

REQUIRED

Sign and return with your bid package

Sign Name:

Print Name:

Date:

Company

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