



SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE
PURCHASING DEPARTMENT

525 N. Main, 8th Floor, Suite 823 ~ Wichita, KS 67203
Phone: 316 660-7255 Fax: 316 383-7055

www.sedgwickcountv.org/finance/purchasing.asp

REQUEST FOR PROPOSAL
RFP # 13-0093a1
COMMISSARY PREPARATION AND MANAGEMENT SERVICES

ADDENDUM #1

Sept. 25, 2013

ATTENTION VENDORS

Some questions have been presented concerning the proposal on Commissary Preparation and Management Services for Sedgwick County Detention Facility and Sedgwick County Work Release Facility.

Please acknowledge receipt of this addendum on the Proposal Response Form in the appropriate place.

Should you elect to participate, you must submit one (1) original and two (2) copies of the entire document, along with any additional information requested in a sealed container/envelope to the Sedgwick County Purchasing Department, 525 N. Main Street, 8th Floor, Suite 823, Wichita, KS 67203, **on or before 1:45 p.m. CDT, Tuesday, October 8, 2013**. Responses must be sealed and marked on the lower left-hand corner with the firm name and address, proposal number, proposal due date and proposal opening time. Late responses will not be accepted and will not receive consideration for final award. The time stamp clock in the Purchasing Department will determine the time of receipt.

Dallas R. Shaffer, C.P.M.
Senior Purchasing Agent

Questions received are in bold typeface, *answers are in italics.*

1. **Is the county planning on using the commissary provider's banking system for tracking inmate funds?** *No.*
2. **If the answer to question #1 is no, what system is the county planning on using (assume Lockdown)? Please provide the following:**
 - a) **Name of the software/company:** *Lockdown program from TechFriends*
 - b) **Contact Name:** *Bob Shipman (President), Mark Haney (VP)*
 - c) **Contact phone number:** *(870) 933-6386*
 - d) **Contact Email address:** bshipman@techfriends.com mhaney@techfriends.com
3. **Will the commissary provider be responsible for all costs associated with developing/implementing interfaces with any/all 3rd-party systems - the RFP mentioned Lockdown - Money Management System for Detention & ADAM - Adult Detention Administration Management System. Please specify how the commissary provider's system would be expected to interface with each of these systems (what information would be shared, is the interface expected to be a one-way interface (info only pushed to commissary provider) or a two-way interface (info shared (pushed) in both directions)? Will the interfaces need to be able to share data in real-time? 2-way interface with the Lockdown program for inmate name, housing location and account information. This interface needs to be able to share data in real time. 1-way interface with the ADAM program to display inmate name, booked charges and bond amount information. There is no need for this to be able to show data in real time, a delay of up to 2 hours would be acceptable.**
4. **Is the county requesting deposit services as part of this RFP? If so,**
 - a) **Is there a data drop (network connection) and electrical outlet currently in place for the lobby kiosk?** *No.*
 - b) **Will the vendor be responsible for providing a cash pickup service to remove the cash from the lobby kiosk?** *No.*
5. **If deposit services are being provided by another company AND the county IS planning to use the commissary provider's banking system will the commissary vendor be responsible for interfacing with this company to allow for electronic transfer of funds into the inmate's trust account in the commissary provider's system?** *N/A*
6. **Will the vendor be able to utilize the existing County network?** *No, they will be able to connect to the system to obtain the information needed.*

If not, can you please identify the number of network closets that will support the commissary provider's system in each location and if there are more than one network closet at each location, can you please identify which network closet will service each of the housing kiosks. There are closets all through the buildings. Location should not be an issue.

If more than one network closet exists and will be used to support the commissary provider's system at each facility, will the County provide a fiber link between each closet to establish communication between contractor-provided network switches to support the commissary provider's system? *Yes.*

Are the various facilities network connected via a fiber link? If so will contractor have access to a fiber pair to link the commissary provider's switches together? *Yes.*

7. **Do the two facilities share the same network?** *Yes.*
8. **Are the inmate populations at the two facilities in the same (shared) database or does each facility (inmate population) have a separate database?** *They are in the same database.*
9. **Would the county prefer the vendor have full-time employee(s) on-site Monday through Friday during normal business hours to allow for proper management of the commissary service? If so, is will office space be allocated for their use AND will network connectivity and phone service be provided (at no cost)?** *The county prefers not to provide office space for the commissary vendor and for the vendor to be in the facility for deliveries only.*
10. **Please list and describe any/all space within each facility that would be available for the commissary provider's use in managing the commissary operation.** *No office space will be provided for the commissary vendor. Storage space is available for the temporary storage of commissary orders on delivery day only.*
11. **Please provide the following information for the Detention facility:**
 - 1) **Number of floors housing inmates:** *3 floors.*
 - 2) **Number of housing units:** *22 housing units.*
 - 3) **Are inmates under direct supervision throughout the day:** *Yes.*
12. **Please provide the following information for the Work Release facility:**
 - 1) **Number of floors housing inmates:** *1 floor.*
 - 2) **Number of housing units:** *5 housing units.*
 - 3) **Are inmates under direct supervision throughout the day:** *No.*
13. **Section 2, General Background Information states "one day delivery of inmate goods". Does the one day pertain to the length of time it takes the orders to get delivered to the facility OR the length of time the vendor has to distribute the orders to the inmate population?** *The length of time the vendor has to distribute the orders to the inmate population.*
14. **Do the sales figures provided (Exhibit A) include any of the following: sales tax, phone time/charges and/or indigent items? If so, please provide the corresponding sales for each item included in the total sales figure provided.** *No.*
15. **How many orders per month, over the last three months, have been placed through the commissary?** *3,511 per month average.*
16. **Who is the current inmate food service provider?** *Premier Foods.*
17. **Who is the current provider of inmate phone service?** *Global Tel-Link (this contract is currently out to bid).*
18. **Will the vendor be responsible for selling phone cards through the commissary?** *No.*
19. **Will the vendor be responsible for providing their own internet access?** *No office space will be provided at the facility.*

20. Are BOTH facilities equipped with a dock for receiving the orders, or is a truck with a lift-gate required? *The main facility has a raised dock with a hydraulic lift. The work release facility does not have a raised dock – a truck with a lift gate would be needed.*

21. Is there a data drop and electrical outlet currently in place for each of the 58 fixed location housing unit kiosks being requested? If not, please confirm that the commissary provider will be responsible for the cost of the required installation AND please provide the number of kiosk locations that lack a, a) data connection AND b) an electrical outlet. *Data drops are not currently in place. The commissary vendor will be responsible for the cost of their installation. All 58 fixed locations will need data drops. Electrical outlets are in place.*

22. Under section 11 - Mandatory requirements:

Letter D states, “Shall provide a list of previous contracts or business facilities name, city, state and type of correctional institutions (jail or prison) where the vendor has terminated inmate commissary services.....”

Question: Does it matter who initiated the termination? *No.*

Letter I states, “The Vendor shall supply funds to the Sedgwick County Detention Facility to continue the religious programming support currently on-going in the Sedgwick County Detention Facility. The funding will be used to fund Christian Ministries to Offenders or to fund one full time staff chaplain (as determined by the Sheriff). The funding level shall be at 10% of net sales.”

Question: Is this in lieu of the County receiving a commission? *Yes.*

Letter J states, “During the term of this contract Sedgwick County may request the following items or services be supplied by the vendor at no additional charge: Bar code reader for 30 different locations and replacements as required for the term of the contract

Please clarify what this item is: *A hand-held bar code scanner (similar to what grocery checkout clerks might use) for the purpose of scanning inmate wristbands.*

23. Starter kit & Indigent store items/packages: The RFP requests that the cost of these items/packages, be included, then goes on to say that there will be no cost for the inmate or Sedgwick County. Is the County expecting the vendor to assume all costs associated with these items/packages? Assuming so, please provide the quantities distributed (per item and per kit) to the inmate population over each of the past two (2) years. Also, then would we still be expected to include the cost of the items/packages? Yes, the vendor is to assume all costs associated with the indigent store items.

In 2012, 28,231 inmates were booked into the facility. Of those, 8,411 were released from the Booking area. It is assumed that the balance of the inmates booked were processed into housing areas, at which time they would have received a hygiene starter kit.

In 2011, 31,134 inmates were booked into the facility. Of those, 10,385 were released from the Booking area. It is assumed that the balance of the inmates booked were processed into housing areas, at which time they would have received a hygiene start kit.

*Envelopes: 2012 = 20,838 was distributed
2011 = 21,808*

*Paper: 2012 = 62,520 sheets were distributed
2011 = 65,424*

*Pencils: 2012 = 5,800 was distributed
2011 = 6,100*

*Additional hygiene kits: 2012 = 5,210 was distributed
2011 = 5,452*

- 24. Will a second round of questions be permitted?** *No*
- 25. Would the County consider offering a site-visit prior to the RFP due date?** *We are providing a link to the construction plans for the Detention Facility. Hopefully that will answer your questions. If you still think you need a site visit, please send me an email and we will try to set up a time and date. The link for the plans are at: <http://www.sedgwickcountyservices.org/construction/>*
- 26. Was a template from another Commissary vendor used in preparation of the RFP?** *We used parts of several different RFPs but no one company supplied them. We got the RFPs from other jails.*
- If so, whose template was it based on? See question above.*
- 27. When will the winning bid for telephone/video visitation be announced?** *If everything goes as planned, 10/16/13 at the Board of County Commissioners meeting.*
- 28. Will the county be willing to accept a single kiosk that can meet the needs of the pod kiosk as well as the video visitation kiosk if both companies can reach a mutually beneficial agreement?** *We would consider the option.*
- 29. Do any of the specifications for features in the phone/video visitation kiosks RFP duplicate specifications that are in RFP 13-0093 for pod kiosks?** *There may be overlaps in the technology but the functions requested in each RFP are unique.*
- 30. When will the expected go-live date be for the commissary project?** *To be negotiated with winning vendor.*
- 31. Please provide cost of goods sold for 2012?** *We do not have that information. The current vendor is not required to supply that information.*
- 32. Section 11, Page 7, Items H through I. The items outlined in this portion of the RFP are unusual requests. Would it be acceptable to provide the County with an overall commission level, with the county making deductions from that amount?** *We do not want to receive a straight commission. We have formulated the rate and method of benefit as will best serve the county.*
- 33. Section 11, Page 7, Item J. What will bar code readers be used for? What are the specifications for these items?** *The bar code readers will be used to scan inmate wrist bands.*
- 34. Section A, Page 8, Item 4 A & B, a web search did not reveal any references to programs or software developers for Lockdown or ADAM.** *Lockdown is a product of TechFriends and ADAM is an in-house program written by Sedgwick County.*

- 35. Is the facility willing to provide information about these programs to determine compatibility with our software prior to the proposal being submitted?**

TechFriends

Phone: (870) 933-6386

Fax: (815) 346-5903

President: Bob Shipman bshipman@techfriends.com

Vice President: Mark Haney mhaney@techfriends.com

Sedgwick County Questions should be submitted through purchasing for ADAM.

If so, please provide contact information: *Dallas Shaffer at drshaffe@sedgwick.gov*

- 36. Section B, Page 8, Item 8. “The Vendor shall package the deliverable items in paper bags.” In the 200 other facilities that our company services, we deliver in heat sealed, clear plastic bags. We have found paper to be inefficient, wasteful and expensive. Are clear plastic bags an acceptable substitute? *The facility has problems with plastic bags being used to plug drains and for storage of contraband. If vendor chooses to removal all plastic bags from the facility at the time of delivery, plastic may be used.***
- 37. Section F, Page 9 What types of religious texts are desired? *The facility is required to supply bibles and desires to supply other small paperback books for non-Christian faiths. (Koran’s Book of Mormon).***
- 38. Section J, Page 11 refers to interfaces for various systems in the jail. To be able to respond to this requirement, specifics are needed. For all systems (especially JMS and accounting) please provide:**
- 1. The system vendor with contact information.**
 - 2. The product name.**
 - 3. The system function.**
- See question 35 above.*
- 39. This section also has contradictory information. It says that systems the jail will use in the future should have interfaces completed by us prior to go-live. This is not possible. Please clarify. *We expect the interfaces to be tested so the kiosks, ordering system, inmate request forms and other parts of the RFP are ready to function and connect with the county systems. Any upgrade or modification of systems must be interfaced with the county the system prior to install.***
- 40. Section L, Page 11 “The Vendor shall provide, at the Vendor's expense, all equipment that is needed to process commissary orders and transmit commissary orders to the Vendor's facility(-ies). This shall include but not be limited to kiosks, modems, telephone lines, computer lines, electrical connections, computer hardware, computer software, storage space for the records (server of storage device), etc.” Is installation of internet and electrical wiring the responsibility of the jail or the vendor? If it is the vendor’s responsibility, does the County have a recommended local electrical contractor who is familiar with the jail? *The equipment, wiring and services are the responsibility of the vendor to install and maintain. The county on call contractor is Shelly Electric; they can be reached at 316-945-8311.***
- 41. Section M, Page 11 59 kiosks are specified. According to our information there are 22 pods holding between from 49 to 55 inmates, a clinic that holds 20 inmates and the work release facility that houses 120. With a ratio of 25-30 inmates per kiosk that would come up to 44 in pod kiosks (two per pod), 1 in the clinic if necessary, and 5 in the work release facility. That adds up to 50 kiosks. Where will the other 9 be located? *Seven of the housing pods have 4 individual sections of 12 to 14 inmates each. This makes a total of 28 units in those pods alone. The balance of units will be spread across the 14 pods.***

42. **Section M, Page 11, Item 2 specifies floor mounted kiosks. Are wall mounted kiosks an acceptable substitute?** *Wall mounted kiosk may be substituted so long as they are ADA compliant for height and protrusion from the wall.*
43. **Section A, Page 13, Item 3 “When possible, the vendor will mark non-consumable products with the order number.” Please clarify. All orders have an order number.** *Examples: shoes, radios and other large dollar items.*
44. **Section D, Page 13 specifies delivery one day per week. For accuracy and other requirements of this RFP, this is not physically possible in one day. Are additional days available for consideration?** *Alternatives may be considered to the delivery schedule. Please propose alternatives in the RFP response.*
45. **Section J, Page 16 “Vendor shall provide in their proposal the delivered cost of each item in the starter kit list at no cost to Sedgwick County.” This is ambiguous. Is the starter kit to be provided to Sedgwick County at no charge? If the jail is not paying for the kit why is it relevant to provide the item and total cost of the package?** *The vendor is to supply the starter kits at no cost so the request for cost can be dropped.*
46. **Please provide an estimate of annual bookings if the selected vendor will be expected to provide “Inmate Starter Kits” at no charge to the facility.** *Bookings for 2013 were 28,231 inmates but 8,411 inmates were released in booking and did not receive a starter kit.*
47. **Top Selling Items, Page 23 & 24. Please provide pricing for these items.** *All prices are on Exhibit B.*
48. **Page 23 of the RFP, Exhibit A: Do these numbers reflect gross sales or net sales?** *Sales shown are gross.*
49. **Page 8 of the RFP, Section B, #8: Is there a specific size or type of paper bag that is required for the packaging of deliverable items?** *Section B, Page 8, Item 8. “The Vendor shall package the deliverable items in paper bags.” In the 200 other facilities that our company services, we deliver in heat sealed, clear plastic bags. We have found paper to be inefficient, wasteful and expensive. Are clear plastic bags an acceptable substitute? The facility has problems with plastic bags being used to plug drains and for storage of contraband. If vendor chooses to removal all plastic bags from the facility at the time of delivery, plastic may be used. The bag design is up to the vendor.*
50. **Does Sedgwick County currently have lobby kiosks? If so, what are the current transaction fees and who is the vendor for those kiosks?** *Sedgwick County has lobby and booking kiosks. Fees are \$2.50 per deposit and 10% of deposits over \$25.00. Credit cards fee to deposit 10%. No transaction or service fees will be allowed on purchase of commissary items.*

Techfriends

Phone: (870) 933-6386

Fax: (815) 346-5903

President: Bob Shipman bshipman@techfriends.com

Vice President: Mark Haney mhaney@techfriends.com

51. **Does Sedgwick County know specifically where each of the 59 kiosks would be placed?** *Seven of the housing pods have 4 individual sections of 12 to 14 inmates each. This makes a total of 28 units in those pods alone. The balance of units will be spread across the other 14 pods that have open dayrooms. Pod 1 and pod 2 will share one mobile each and the second mobile unit will be used in the clinic. The wall mounted unit will be at work release (701 W. Harry).*

- 52. Does Sedgwick County currently have a preferred electrical contractor they are using that knows infrastructure of the buildings to provide quotes for electrical and wiring to determine installation cost of the kiosks?** *Shelley Electric is the on call vendor. They can be reached at 316 945-8311.*
- 53. Who is your current commissary provider and what were the commissions for the previous year?** *Current vendor is Gibson Wholesale and pays no direct commission.*
- 54. How many new inmate arrivals did you have in 2012? Did you provide a starter kit to every arrival, or is there a requirement for length of stay? Will the inmate be charged for the starter kit?** *Bookings for 2013 were 28,231 inmates but 8,411 inmates were released in booking and did not receive a starter kit. The inmate is not charged for the starter kit.*
- 55. Do you anticipate a commission rate over and above the 10% religious programming support and hardware items (TV's, coffeepots etc)?** *No additional commission will be requested.*
- 56. Can you provide a specific list of magazines and religious texts that you would like to be sold?** *The list of magazines to be sold will be negotiated with winning vendor. The facility is required to supply bibles and desires to supply other small paperback books for non-Christian faiths. (Koran's Book of Mormon). Only one religious text will be supplied at no cost to the inmates. The second and subsequent texts should be part of vendor's inventory for purchase at inmate expense. Texts should be available in English and Spanish.*
- 57. How long will the performance bond be held for?** *The proposal states it is for the duration of the contract.*
- 58. Can you please provide a specific list of existing in-house and third party applications that require interfaces?** *Please see questions 2 and 35.*