

Inmate Commissary Request for Proposal Henderson County Detention Center

Introduction & Anticipated Schedule

This document outlines Henderson County Detention Center (HCDC) Inmate Commissary Service Vendor requirements and the anticipated timetable for the RFP process. HCDC reserves the right to adjust the schedule. All times are Central Standard Time (CST).

EVENT	DATE	TIME {CST}
A. RFP Released	02/26/2020	0800 hrs.
B. Deadline for submitting proposals	03/03/2020	1500 hrs.
C. Proposals opened & reviewed	03/04/2020	0800 hrs.

Bidding Procedure & Award

All proposals submitted in response to this Request for Proposal (RFP) must comply with the requirements within this RFP. Failure to comply to the requirements is means for rejection; inability to meet any specified requirements must be so stated and thoroughly explained. All responses shall address all requirements within the RFP directly & thoroughly. Unclear, ambiguous statements such as "*all reasonable efforts to provide*" etc. will not be accepted. Failure to address any of the requirements will subject the response to rejection. Vendors responding to this RFP must answer all questions even if to say that they comply. Additional information and exhibits are encouraged but will not substitute for Vendors answering each of the questions. Each proposal must include three (3) references for commissary services the Vendor is currently providing and an installation schedule. Email questions regarding this RFP to: Name: Lori Quarles
Email: lquarles@hendersonky.us

Nothing contained herein will create any contractual relationship between HCDC, Henderson County Fiscal Court and the Vendor, any contractor, subcontractor or supplier. However, proposal statements contained in the response of the successful Vendor will become part of the contract for the equipment, service and maintenance. Any written statement made as part of the proposal will become part of the contract. Any amendments to the original proposal, in written form may also become part of the same contract. All applicable federal and state laws, rules and regulations of all authority having jurisdiction over communications and electrical construction will apply to the contract throughout and will be deemed to be included in the contract.

All proposals from Vendors shall be in the following format:

One (1) bound, signed original and four (4) signed copies of the proposal, *and*

Proposals shall not to exceed 20 pages, *and*

The original & 4 copies of the proposal submitted by a Vendor shall be sealed package, *and*

The sealed package shall be clearly marked: "**Commissary PROPOSAL**" *and*

The sealed package shall be submitted to: **HENDERSON COUNTY DETENTION CENTER**

380 BORAX DRIVE

HENDERSON, KENTUCKY 42420

ATTENTION: JAILER AMY BRADY

Proposals will be reviewed by the Jailer, Chief Deputy, Admin/Finance, and Jail Magistrates. The County Attorney shall review all contracts prior to presentation to fiscal court and acceptance by the Jailer. The Jailer reserves the right to reject any proposals, to waive formalities, and to negotiate with the Vendors to such an extent as may be determined necessary. The contract will take effect on or before **April 1, 2020** and shall end **December 31, 2022**.

Commissary Services & Inventory Management Requirements

Vendor shall maintain a working commissary service on-site at and fulfilling the needs of HCDC and the (average) inmate population of 725 inmates no less than six (6) days per week (excluding some pre-determined holidays) to serve the needs of HCDC.

Commissary Services include but are not limited to:

- fresh favorites to be prepared & delivered the day ordered; no less than three (3) days per week,
- inmate hygiene, intake, weekend & indigent kits,
- inmate mail service,
- iCare kits including work kits for inmates assigned to outside work detail,
- ice cream cart,
- fully functional, onsite, commissary distribution warehouse, and
- correctional grade ecigs (upon request of the Jailer)

For each Commissary Order, Vendor order fulfillment requirements shall include but are not limited to:

- Verifying availability & collection of funds for each commissary order through the JMS inmate trust account or other funding source prior to filling the commissary order (funds must be available & collected by the Vendor before any order is filled),
- Entering the order & details into the JMS,
- Verifying the identity of all outside purchases and entering a copy of the Government ID in the JMS,
- Prepare, package, verify order,
- Vendor shall verify identity of each inmate, obtain signature for each order, and deliver order to the proper inmate.

The Vendor shall provide, enter, and maintain real-time, professional, proficient, fully functional, secure, organized, on-site commissary service made available to the inmates through the HCDC tablets and to the public through the HCDC website and kiosk. The Vendor shall utilize and interface with the HCDC Jail Management System (JMS) and with the inmate phone & tablet contract vendors to permit ordering and account balance details through the tablet and HCDC website. The Vendor shall supply JMS access through a kiosk for onsite commissary orders and deposits. The Vendor shall be responsible and accountable for charging each inmate account for all items purchased by or for the inmate prior to filling each order.

The Vendor shall enter and maintain real-time, accurate concise records of all deposits, inmate account debits & credits, all commissary deposits and purchases by or for an inmate through the website, tablet, & kiosk and enter copies of the required government issued ID for all outside deposits or orders through the kiosk and JMS. The County IT Administrator and the Jailer shall have access to any system utilized by the vendor for the HCDC Commissary. The Vendor shall keep full and accurate records of sales and orders in connection with the commissary services provided. A copy of all purchases and fund transactions shall be supplied to the Jailer on the 1st day of each month. All records shall be available for auditing by the County at any time during regular working hours.

The Vendor shall make available for purchase by and for HCDC inmates a variety of preapproved items with the Jailer having the sole authority to preapprove items vendor requests to make available for purchase through the commissary including the cost of said items. The vendor shall submit to the Jailer the list of items the vendor requests to make available for purchase by and for HCDC inmates, details of each item, purchase price and the detention center's profit from each item sold. The vendor shall submit an updated request of items to the Jailer for preapproval on the first day of June, September, December, and March.

The vendor shall be solely responsible & accountable for all necessary supplies, equipment and expenses relating to the start-up and daily operations of the commissary. This includes but is not limited to:

- maintaining the necessary warehouse stock through outside suppliers by ordering, accepting delivery, inventory verification, & re-stocking of the warehouse, and by providing payment to all suppliers.
- all supplies, equipment, hardware and software including JMS and software development, installation and updates required for the tablets, website, kiosk, phones and computers to function correctly and proficiently

with current technology; including off or on-site support and all training necessary to maintain a current, accurate, real-time, user-friendly system.

- landline phone, fax & secure internet equipment and service, communication equipment, all office furniture, equipment, & supplies including copiers, printers, scanners, computers, all paper goods, cleaning supplies & equipment, storage & shelving, carts, refrigerators, freezers, ovens & any other appliances necessary for storage, prep, prepare, package, serve and delivery of commissary orders.
- hardware & software & all updates necessary during the tenure of the contract to maintain the daily operations of the commissary and any necessary for the inmates & public to view and purchase available commissary items through the current tablet vendor, kiosk, and HCDC website and any necessary for the Vendor to maintain a computerized, real-time, Inmate Account System through the JMS.
- items necessary for the Vendor to maintain a professional record keeping and filing system to maintain no less than three (3) years of accurate, detailed, organized records on-site and available to the Jailer upon her request.

Commissary Inventory Management Requirements

- At a minimum, the Vendor Inventory Management System must:
- Have the capability to print inmate receipts to be included with the inmate's order that include the following minimum information: Date, Inmate ID, Name, Facility Name, Housing Location, items ordered, Balance Prior to Order, and Balance after the Order.
- For each product ordered, the receipt must show: Product Order Code, Product Description, Quantity Ordered, and Unit Price. For products ordered but not received, the receipt must indicate the reason an inmate did not receive the item originally ordered (e.g., insufficient funds or restricted item).
- Allow commissary purchase restrictions based on balance, housing location, product groups, disciplinary, medical restrictions, and individual product purchasing patterns.
- Allow dietary, religious, gender, age, indigent, debt, day-of-week, or behavioral restrictions on commissary purchases.
- Allow printing and/or access to commissary menus in English and Spanish directly from tablet system.
- Allow manual entry of commissary orders and editing of orders received through inmate ordering system before the orders are billed to the inmate account.
- Allow entering a weekly message to be printed on all commissary receipts for distribution to the inmates.
- Allow searching and reprinting of a single commissary order receipt.
- Allow searching by sender's name on commissary orders.
- Provide integrated reports within the Trust Accounting System with no separate login or executable launch required.
- Allow easy reprinting of receipts.
- Allow on-screen viewing of inmate transaction receipts without printing.
- Allow station specific number of copies during receipt printing.
- Allow user-definable password security settings including minimum password length and requirements for numbers, symbols, or letters in passwords.
- Directly interface with kiosk equipment designed to accept bills.

Description of Operation and Services

Describe the procedures by which commissary services (including inmate mail service) will be provided.

Describe the billing and accounting system to be used. How all inmate and inmate friends/family payments for commissary goods will be remitted to the vendor and how payment will be provided to the County for the commission at the end of the month.

Provide a sample menu of commissary items proposed for sale to inmates, including proposed pricing for each item. Identify the commission that would be earned by the County for the sale of each item.

Describe, in detail, the JMS you request to use for the daily operations of the Commissary. Include descriptions of the operational features as well as the accounting features; list jail management systems, phone providers, kiosk providers, and accounting systems the inmate account management system has the capability to interface with.

Describe the length of time that it takes for funds deposited through kiosks, web or phone to be applied to an inmates account.

Describe in detail any and all fees & the fee schedule charged to the inmate, inmate's family/friends, and/or Henderson County.

Provide the minimum and maximum amount that family can deposit on an inmates account or order for an inmate at one time.

Describe the equipment to be provided by the vendor, the communication methods, and any requirements necessary to install and maintain a real-time, secure system in order to provide all commissary services and transactions on a daily basis. Does your system use a modem, the Internet, a virtual private network (VPN), etc?

Provide an overview of your employment process for employees that may handle orders prepared for Henderson County including protocol for employee preventative measures for contagious diseases (IE: Hepatitis).

Vendor must provide required information for comprehensive background check for all staff members and receive approval by the Jailer prior to admittance to HCDC and/or access to an inmate. The Jailer reserves the right to pull security clearance on a staff member of the vendor at any time.

Outline your training processes for employees that may handle Jail orders concerning contraband issues, product security, and other pertinent information concerning correctional facilities.

All vendor (contract) employees accessing the Detention Center or having contact with an inmate must be pre-approved by the Jailer and receive required training prior to entering the secure area of the Detention Center and/or having contact with an inmate. Training includes but is not limited to: Prison Rape Elimination Act, Supervision training, Inmate Manipulation and any other training deemed as necessary by the Training Officer.

Describe how and when orders will be delivered to the inmates of HCDC.

Provide the process for replacing wrong, discontinued, incomplete or missing orders including the timeframe for the corrective action.

The Vendor awarded the contract has additional requirements outlined below.

The Vendor shall:

- pay commissary support staff no less than the starting pay of HCDC deputy jailers; pay the commissary supervisor no less than a HCDC shift Lieutenant.
- supply all Vendor employees with professional uniform shirts and jackets in a color to be agreed upon by the Vendor and the Jailer, at no cost to the employee,
- submit required information on any prospective employee to the Jailer for preapproval. The Jailer retains the right to rescind security clearance on all contract vendors and their employees.
- assume full responsibility for the actions of all personnel as long as the Vendor employs them,
- provide to the Jailer documents verifying proof of: worker's compensation insurance as required by law and comprehensive general (public) liability insurance on the first day of the contract and on 1 January of each year.
- secure and pay for all federal, state, and local licenses, permits, and fees required for the commissary operation on the premises of HCDC.
- be responsible for payment of all sales, use, excise, state, and local business and income taxes attributed to the commissary operation and the sales of products.
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- keep full and accurate accounts of orders, sales and other records related to the commissary services for a period of no less than three (3) years from the expiration of the contract,
- be responsible for cleaning & up-keep of the HCDC owned commissary building & any HCDC equipment: prior to departing the commissary building at the end of each business day. The vendor shall ensure the commissary building & equipment is orderly & clean, all trash and recyclables placed in the proper HCDC trash & recycling containers, and all areas directly surrounding the commissary building are clean and clear of debris.
- fulfill all regular commissary orders placed by or for inmates within one (1) business day *AND* all fresh favorites commissary orders the same day as long as the order is placed on a day scheduled for fresh favorites. If a fresh favorites order is placed outside of the regular schedule, the vendor is required to fill the order the next day scheduled for fresh favorites but only after the payment for the order has been collected.
- be responsible for inmate account funds verification & collection of payment for each order prior to filling each order,
- be organized and efficient for the purpose of providing institutional and/or Commissary services.
- have a proven ability for contract start-up within timeframe required on RFP.
- have qualified staff, subject to the Jailer's approval, dedicated to the sole purpose of Commissary services.
- have staff capable of supervising and monitoring the commissary while ensuring satisfactory provision of services.
- have adequate staffing able to respond with onsite support to any issues that arise within two (2) hours during normal business hours Monday-Saturday.

If the vendor requests assistance through the Class D Inmate Work Program and such assistance is available and approved by the Jailer, the vendor shall not permit any inmate access to a phone, computer, key, the internet, tobacco, incinerating device, alcohol, or any item which may be used as a weapon.

If legally permissible, the Vendor may permit HCDC employees to purchase consumable items on the same schedule available to the inmate but the vendor shall only fulfill the HCDC employee orders after the inmate orders are filled. All HCDC employee orders shall be placed & paid through the kiosk or website.