



**OFFICE OF WILL COUNTY EXECUTIVE
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**BID # 2015-30
COMMISSARY/TRUST SERVICES
WILL COUNTY - ADULT DETENTION FACILITY**

OCTOBER 7, 2014

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ADDENDUM #2

We received the following questions regarding the bid listed above:

Question # 1: Please provide a report showing the sales per line item for all of the items on the current menu over the last few months. This is information that the incumbent vendor has easily available, and without which interested bidders cannot estimate costs or revenues accurately enough to make an informed offer.

Answer # 1: Please see attached report.

Question #2: Who owns the current inmate-side kiosks? **The vendor**

- a. What make/model are they? **# are Edge Kiosks, the remaining are standard from Keefe**
- b. How many in-pod kiosks are currently in place? **18**
- c. What applications, besides commissary-ordering, run on these kiosks? **Trust account inquiry**
- d. Do all kiosks run off of 120V or are any POE (Power Over Ethernet)? **POE for the 3 units and 120v for the remainder of the kiosks used for commissary orders. Client can move these units to POE provided that vendor buys or reimburses the client for the purchase of 8 replacement switches. If the vendor chooses to purchase the switches then the Vendor will be required to comply with size, type and manufacturer as designated by the Client. The deposit kiosks in video visitation and bond lobby are 120v.**
- e. Do the kiosks run on the Jail's LAN or on a completely separate network? **LAN**
 - i. If the latter, who owns this network? **N/A**
- f. Will the selected vendor need to provide their own external connectivity for the kiosks and kiosk applications? **No**
- g. Is the Jail and the Jail's LAN surge-protected? **UPS power for the main facility**

Question #3: How many e-mails were sent and received by Will County inmates in the last six months? **0**

- a. What are the current charges for inmate e-mail? **N/A**
- b. Are e-mails screened for keywords? Or are they sequestered before delivery until Jail staff have time to read them in their entirety? **N/A**
- c. Is the review process done onsite at the jail or offsite by an investigative unit? **N/A**

ADDENDUM #2

- Question #4: Who owns the visitor-area deposit kiosks? **Current Vendor - Keefe**
- Through what methods other than these kiosks are deposits made to inmate trust accounts (web? Phone? Western Union? Walk-up window at the jail?) **Phone, internet, money order at window or through the mail**
 - How many deposits are received through each of these channels each month?
**In September 2014 the number of deposits were:
Kiosk – 974, Phone – 104, Internet 454**
 - Will the selected vendor be the sole processor of deposits to inmate trust accounts?
Inmate friends/families are allowed to mail in or bring money orders in person

- Question #5: How many indigent kits are issued in an average month?
- What are the contents of these kits? **2 sheets of loose leaf paper, pre-stamped envelope, small deodorant, small toothpaste and a small toothbrush**
 - Does the current vendor bill the Sheriff's Office for all indigent kits provided? Or are they issued at the vendor's expense? **The Sheriff's Office is billed**

Question #6: Is there space onsite at the jail to store a month's worth of indigent kits at a time? **No, This is not something the client would like to do.**

- Question #7: Is there a commissary room onsite at the jail? **Yes**
- How large is this room? **22ft x 38ft 8in**
 - Does it have any refrigeration? **No**

- Question #8: Does the County have any vending machines currently installed at the Jail? **No**
- If so, are these machines linked to the Trust Accounts? **N/A**
 - What is sold from these machines? **N/A**

Question #9: Who currently distributes orders to the inmates? **Facility employee**

Question #10: Are there pricing sheets provided for the bid? **No, pricing sheets have NOT been provided. The Vendor shall prepare Pricing Sheets based on instructions in Section 10.4 on page 51, preferably on Excel spreadsheet and submit with proposal response.**

Question #11: How many housing kiosks is the vendor being requested to provide? **18**

Question #12: Is the county interested in a kiosk for the booking area for receipting funds taken from inmates during the booking process? **Yes**

Question #13: If the county chose to have the vendor's staff assume responsibility for distributing the orders, would orders still be shipped from an off-site location or would the vendor be provided space within the facility to operate the commissary on-site? **Off-site**

If on-site,

- Would inmate labor be made available to the vendor to assist in approved aspects of the commissary operation (bagging orders, stocking shelves, etc.) **N/A**
- Please specify the dimensions of the room that would be provided – will a network connection be available for vendor's use? What about a telephone line? **N/A**

Question #14: What is the current order delivery schedule? What times of day will order? **Monday morning orders are processed and Tuesday morning the orders arrive.**

Question #15: How many man-hours per week does it take facility staff to distribute the orders? **8 hours**

Question #16: What are the terms of the contract? What will the estimated commencement date of the contract be? **The contract is a two year contract and the current contract expires March 1, 2015.**

Question #17: Section 3.9.2.2, states “Explain your proposed fiscal arrangement and structure proposed under the Commissary portion of the Vendor’s proposed solution”, please explain what all is being requested here. **A description of the fiscal arrangements for the commissary, which could be a percentage of sales returned to the Client based on sales. Or a combination of a percentage of sales with a flat rate for expenses (such as staff assigned to the facility by the Vendor.**

Question #18: Section 5.1 **RFP Response** indicates that the following are to be submitted with the response: 1) Vendor’s Pricing Sheets and 2) Completed Vendor’s Pricing workbook - Please confirm that a list of the vendors proposed items and pricing will satisfy the requirement for **BOTH** of these. **Yes**

Question #19: Section 3.3.6.6 states, “The Vendor must describe their ability to utilize housing unit vending machines as a means of commissary delivery or supplemental delivery” and asks to specify the inventory required. Is this the inventory of equipment that would be needed for this service? If so, would you like this per housing unit or in total? If in total, in how many different housing units would the vending service be implemented? **18 vending machines or possibly just 6 for the inmate dorms**

Question #20: The RFP does not state to ‘price-out’ the implementation of a vending service – will this be something negotiated after the fact (if the county chose to implement this service)? **All costs should be included in the proposal.**

Question #21: Do inmates currently have a barcoded inmate ID? **Yes**

Question #22: Does the County have any plans at this time to either upgrade the current version of the JMS or switch providers altogether? **No, the current JMS provider does updates every 6-12 months. A minor update is planned for this year and a major software update is scheduled for no earlier than second quarter 2015.**

Question #23: Will an additional round of questions be permitted to seek clarification or additional information stemming from the responses to the initial batch of questions submitted. **Yes**

Question #24: Please confirm that it is the county’s intent to not assign points to the grading criteria stated in the RFP. Will the county utilize an undisclosed point system when grading the responses? **Yes**

Question #25: Can the county specify what is most important to them, pricing to the inmate or commission to the county? **Both are equally important.**

Question #26: Page 7 par 2.2 If the pod does not have a kiosk do the inmates have access to a phone? **Yes**

Question #27: How many housing units/pods and number of inmates are in each pod within the facility? **17 units number of inmates vary from 46-92 per unit**

Question #28: Page 7 paragraph 2.2-a maximum spending limit. What is the maximum spending limit? **\$70 for phone cards and \$75 for hygiene/food items**

Question #29: Page 7 paragraph 2.2 inmates defined as indigent. What is maximum balance & number of days required to be considered indigent? Is the County or the Vendor responsible for providing indigent supplies? If so what would be required? **Vendor, indigent at the time the order is processed – right now we have 2 different indigent kits. A write out kit and an indigent kit, both require the inmate to be indigent at the time the order is processed.**

Question #30: Does Will County currently charge for OTC (over the counter) meds? Who is the current medical vendor? **Yes, Correct Care Solutions**

Question #31: What does Will County refer to the Resident identifier? Does this number consist of only numbers? **Currently we use the booking number which is not unique to the inmate, however, the client would like to begin to use the Global Jacket Number – yes it is all numerical.**

Question #32: Is the Resident identifier a permanent number? **The Global Jacket number is a permanent number**

Question #33: Does Will County charge a booking fee? If yes how much? **Yes, this is charged by the circuit clerks office**

Question #34: What percentage of inmate funds can be spent on commissary and what percentage is paid on outstanding debt? **Debt must be paid first with the exception of the US District Court**

Question #35: Page 9 paragraph 3.3 please confirm that CAT 6 is available throughout the facility. **6 housing units have CAT 5 the rest of the facility has CAT 6**

Question #36: Page 15 paragraph 3.3.6.6 Does Will county require vending machines? What type of machines vending/snack? How many? How are inmates currently purchasing via tokens or debit card? The client does not currently utilize vending machines. **These machines would be snack and hygiene machine to provide commissary items to the inmates. Either 17 machines for each area now that has a kiosk or possibly just 5 machines for the pods that have a dorm setting. Tokens are not an option.**

Question #37: Do inmates leave with a negative balance? **Yes**

Question #38: When inmates are released are they released with a check or a debit release card? **When an inmate is released to another agency the inmate receives a check, but when the inmate is released on their own they receive a debit card.**

Question #39: Does Will County currently have a bookin cashier? **No**

Question #40: Does Will County have a commissary deposit limit per transaction daily, weekly or monthly? If yes what is the amount? **The current lobby kiosk will only allow \$300 cash per transaction but credit cards can leave any amount.**

Question #41: Does Will County currently allow soda to inmates? **No**

Question #42: Currently are there microwaves in the housing units? **Yes**

Question #43: Page 13 paragraph 3.3.5.1 Current JMS New World, Securus for telephone, can you provide the current version and platform? **The JMS is version 10.2 running on a Microsoft platform. Securus call platform version 9.1**

Question #44: Currently how many pod kiosks are in the facility? Or how many would be required? **17 kiosks are required.**

Question #45: Please provide the actual term of the contract and any extensions. **The contract is a 2 year term with the option to extend one year.**

Question #46: Is Will County looking to change the JMS system at anytime during the contract? **No**

Question #47: How are the inmate workers currently paid is it through the inmate trust fund or County funded? **The inmates receive a commissary products as pay. This can not be carried over week to week. The county funds this.**

Question #48: Please confirm the modules Will County is currently using and or what Will County is looking for? **Currently the client utilizes inmates commissary module and the banking module**

Question #49: What is your most recent annual commissary sales not to include phone sales? **The current sales for fiscal year 2014 through August were \$491,068.40**

Question #50: How are inmates currently purchasing phone time is it via phone cards or debit calling? What is the current phone sales? **Currently the inmates purchase phone cards, however the client is moving forward to begin debit calling.**

Question #51: Would you consider inmate commissary ordering more than once a week? **Not at this time**

Question #52: Does the County provide an intake kit or would it be the Vendors responsibility? What items are required? **The county provides hygiene products in the intake housing units.**

Question #53: Would Will County be interested in family and friends the ability to order commissary on line for the inmates? **No**

Question #54: Would Will County like to provide an inmate incentive for inmates to purchase specialty items via a food cart provided by the vendor **No**

Question #55: Is the County requiring the vendor to take over and manage any inactive inmate positive balances? **The vendor will need to convert and maintain all inactive accoutns with a positive and negative balance. Moving forward all inactive accounts will need to be maintained as required by Illinois Law.**

Question #56: What is the current percentage of indigent inmates to total population? **This varies weekly.**

Question #57: Would a hosted solution be acceptable? **The is not opposed to a hosted solution provided that such solution meets security requirements and the vendor agrees that the inmate data is the property of the Client.**

Question #58: How many housing units and/or inmates do not have access to a kiosk? **2 housing units at this time**

Question #59: Which JMS AEGIS or New World is currently being used? **Aegis Corrections is the name of the software suite which is a New World product.**

Question #60: What specific trust/commissary data is expected to be converted by the new vendor? **All negative and positive accounts. For trust it will ne necessary to convert all transactions posted for active inmates and inmates discharged up to seven years. Trust records designated for conversion will also need to include full name, date of birth, social security number, full address, current status, booking date, discharge date (if applicable), and booking number. The Client is also looking to either change the booking number to the unique subject number or replace the booking number with the subject number.**

Question #61: Can you expand on the expectation of "on line search or browse by any data element of combination of data elements"? **The browser by any data element or combination of data elements can be replaced with "On line search based on inmate name, booking number and/or subject number."**

Question #62: What were the commissary sales for the previous 12 months without sales tax and phone card sales? **The current sales for fiscal year 2014 through August were \$491,068.40 this does include tax.**

Question #63: What is the current Commission rate paid on commissary sales? **28%**

Question #64: What was the commission dollars paid to the County for the same 12 month period? **Commission for the same period listed above was \$132,449.40**

Question #65: Are phone card or phone time purchases included in the spending limit? **No, as listed above phone cards have their own limit.**

Question #66: What types of fees and dollar amounts are currently charged to inmates (medical co-pay, daily subsistence fee, booking fee, etc.)? **Medical co-pay have 3 different amounts depending on visit, damages depending on what the inmate has done**

Question #67: Is there any anticipated increase in fees to the inmates that would lower the spendable dollars? **No**

Question #68: What is the current balance in the inmate trust account? **The client does not feel this is necessary**

Question #69: Can you please provide a monthly average daily population census for the previous 12 months? **Fiscal year 2013 was 849.**

Question #70: For clarification, what are the contents of the kits provided to the inmates (indigent, hygiene, and write out)? **Duplicate question**

Question #71: How many of each kit are used on a monthly basis? For the month of September indigent kits – **indigent kit 128/month and write out kit 133/month (this is a 6 month average)**

Question #72: When will the current vendor's contract expire? **March 1, 2015**

Question #73: When is the anticipated contract award date? **Approximately January 2015**

Question #74: How long will the term of the new contract be in effect? **2 years**

Question #75: What is the inmate's average length of stay? **27**

Question #76: Is there an interface in place with the Jail Management system and the current commissary provider's banking software? **Yes – the interface opens the inmates account**

Question #77: If yes, is this a batch or real-time interface with the JMS? **Real time**

Question #78: Can we obtain contact information for the jail Management system to discuss interface options? **Mike McKee, New World Systems, Direct: (248) 269-1000 Ext. 1351 | Cell: (248) 709-8911**

Question #79: What hardware is currently being provided by the current commissary provider? **Fax machine, scantron machine, pod kiosks, lobby kiosk, booking kiosk,**

Question #80: Are there any future plans for expansion to the current facility that would increase the inmate population? **No**

Question #81: What is the County's protocol for remote access to support the vendor's software? **Vendors will be provided with a VPN connection that is limited to use while conducting support functions. Vendors will also have remote access to individual work stations if needed.**

Question #82: There would typically be servers involved with this technology. Where would the vendor's servers be housed? **If the vendor has onsite servers they would be housed in the facilities server room, a rack is in place for use by the vendor, and if needed the equipment will be allowed to access the Sheriff's Office LAN. The vendor would be required to install and properly maintain virus protection software on the servers.**

Question #83: In reference to RFP page 9, Section 3.1, #10, please provide clarification on the phone system integration. Is the County requesting an interface that will allow inmates to be able to purchase phone time through the commissary? Phone cards are purchased through commissary but provided by the phone vendor. **Phone time would be purchased through the phone vendor but there needs to be an interface between the phone vendor and the commissary vendor to transfer funds to purchase and to receive refunds when the inmate is released.**

Question #84: Please provide contact information for the phone provider to discuss interface options.

Securus is phone vendor, Alice Clements, Manager, Integration, 972-277-0315, aclements@securustech.net

Question #85: In reference to RFP page 31, Section 5.1, there is reference to the “electronic Vendor Response forms”. Please provide these forms as required or provide clarification of how the responses should be included. **Vendors may fill in the RFP then scan the document into an electronic format. Vendors can use Excel to respond to costing factors. The client realizes that the space on the RFP document may not be sufficient for proper response. If this occurs the Vendor may include a complete response in a Microsoft Word formatted document or scanned document. Any additional responses should reference the section number of the RFP that is being responded to.**

Question #86: In reference to RFP page 51, Section 10.4, please provide clarification to the “Vendor’s Pricing Sheet”. Is this a form that should be created by the vendor, or is it provided by the County? If so, please provide the sheet for the required response. **The vendor creates the sheets i.e. excel worksheet**

Question #87: In order to provide a higher level of service needed, would the County consider an alternate on-site operations solution from vendors? This would require minimal space, provide a high touch level of service, provide higher order accuracy rates, provision of vendor on-site staff to improve County staff productivity, enhanced supplemental order delivery options, and increased profit dollars. **Yes depending on the operation.**