



## **GENESEE COUNTY PURCHASING DEPARTMENT**

GENESEE COUNTY ADMINISTRATION BLDG.

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**ERIC F. HOPSON**

Purchasing Director

December 14, 2012

### **ADDENDUM #3**

#### **REQUEST FOR PROPOSALS (RFP) #12-038 INMATE COMMISSARY SERVICES AND RELATED TECHNOLOGY**

1. The due date and time for the above referenced RFP has been extended to Friday, December 21, 2012 by 5:00 p.m. (ET).
2. Please note that prior to the due date of proposals; the County may issue a fourth addendum amending the requirements of this solicitation.
3. The answers to written questions received will be included in addendum #3.

**Indicate on the Signature Page item #5 and the exterior of the envelope containing your proposal:**

**“ADDENDUM #3 RECEIVED”**

**ALL PROPOSALS MUST BE RECEIVED AT:  
GENESEE COUNTY PURCHASING DEPARTMENT  
1101 BEACH STREET, ROOM 200  
FLINT, MI 48502**

*Eric F. Hopson*

Eric F. Hopson, Purchasing Director  
G:/bid2/2012/12-038 Add3

## **PRE-PROPOSAL MEETING**

### **RFP #12-038 INMATE COMMISSARY SERVICES AND RELATED TECHNOLOGY**

**TUESDAY, NOVEMBER 20, 2012**

#### **Attendees:**

Eric F. Hopson, Genesee County Purchasing Director  
Undersheriff Christopher Swanson, Sheriff's Department  
Major Phil Hart, Sheriff's Department  
Maxine Daniels, Genesee County IT Director  
Carlotta Brown, Genesee County IT Systems Engineer

Michael Flesch, Aramark  
Robin Sherman, Canteen Services  
Diana Kling, Canteen Services  
Cindy Burns, EZ Card and Kiosk  
Patty Beadle, EZ Card and Kiosk  
Jerome Anderson, Keefe Group  
Michael Stump, Securus Technologies  
Tim Vaughn, Stellar Services  
David M. Chaklos, Swanson Services Corp

The meeting started at approximately 10:07 a.m. Eric Hopson reviewed the following sections of the RFP:

#### **Section 1. Instruction to Proposers**

Item 1.       Proposals are due at 11:00 a.m. Monday, December 3, 2012 at the Genesee County Purchasing Department, 1101 Beach Street, Room 200, Flint, MI, 48502. Late proposals and proposals sent by facsimile or e-mail will not be accepted. However, it's possible the due date of proposals will be extended.

The Commissary is currently operated in house. Budget reductions have been presented to and approved by the Board of Commissioners.

Item 2.       This is not a mandatory Pre-proposal meeting, so firms not in attendance will be allowed to submit proposals. For informational purposes, please sign in on the sign in sheet.

- Item 5. Addenda: All prospective proposers shall be responsible for routinely checking the Genesee County Purchasing Department website at <http://www.gc4me.com/departments/purchasing> for issued addenda and other relevant information. Genesee County shall not be responsible for the failure of a prospective proposer to obtain addenda and other information issued at any time related to this RFP.

All questions received prior to this meeting, minutes and questions and answers from this pre-proposal meeting will be included, as part of Addendum 1 and this will be posted to our website.

- Item 6. Standard Proposed Contract: The County's Standard Proposed Contract is attached (Attachment 1) to this RFP. This document will be modified based on the successful proposal received and possible best and final offers. The modified document will represent the contract between the parties.

All references to GCSD commissary items as see Attachment 1 or Attachment 1 should read: GCSD commissary items see Attachment 2 or Attachment 2.

- Item 8. Local Preference for Genesee County and Veteran Owned Businesses: The County has a Preference Policy for Genesee County Owned Businesses and Veteran Owned Businesses. This policy is explained in this section of the RFP.

- Item 9. Proposal Format: Proposals must be submitted in the format outlined in Section 9.

Mr. Hopson indicated that he would entertain questions regarding Section 2. Standard Terms and Conditions as he felt most of the requirements were self-explanatory.

### **Section 3. Additional Terms and Conditions**

- Item 3. Questions & Inquiries: All questions regarding this RFP shall be submitted in writing by mail or email, and received no later than **Tuesday, November 27, 2012 by 12:00 p.m.** to allow us time to gather the information. Please submit questions by email.
- Item 12. Clarification of Proposals: & 13 Best and Final Offers: It is entirely possible that we may short list firms and ask those firms to make a presentation of their proposal, system and services that they can provide to the County. If that process is pursued, we usually go through a best and final offer process to try to negotiate with the short listed firms in a confidential manner. The names of the short

listed firms are not disclosed. It is our intent to maximize the value of the procurement to the County by negotiating such things as price, terms and conditions, and scope of services, which can go above and beyond what, was initially provided in the solicitation and proposal response.

- Item 14. **Disclosure:** All information in a proposer's proposal submission is subject to disclosure under the provisions of Public Act No. 442 of 1976 known as the "Freedom of Information Act." This Act also provides for the complete disclosure of contracts, proposals, and attachments thereto. To be consistent with the State of Michigan statute, in the event that a proposer wishes to designate any portion of their submission as "confidential" or "proprietary," the proposer must contact the Purchasing Director prior to submission of the proposal.

#### **Section 4. Project Timetable**

Public Notice provided by the County	November 11, 2012
Request for Proposal Issued	November 14, 2012
Last Day for Written Questions	November 27, 2012
Proposals Due In Purchasing	December 3, 2012
Complete Evaluation of Proposals	December 7, 2012
Contract Effective Date	January 1, 2013

We recognize this section provides a tight timeline for completing this procurement. The County needs to move quickly with this purchase, because budget reductions in the Sheriff's Department are predicated on having a new commissary operation in place on December 1, 2012.

It's possible the timetable could change as a result of being granted more time to have a new commissary operation in place. However, this change would be based on the Board of Commissioners accepting that it is unlikely the budget reductions could occur by December 1, 2012.

#### **Section 5. Minimum Qualifications of Proposers**

This is self-explanatory.

Undersheriff Christopher Swanson led a review of the Section 6. Introduction, Section 7. Background Information & Overview, and Section 8. Scope of Services.

### **Section 6. Introduction**

It has been determined that in upgrading our technology, a new Jail Management System (JMS) was needed. In implementing a new Jail Management System, there is a component of the easy pay kiosk. The easy pay kiosk and the JMS are dependant on Mike's company, Securus Technologies, for the Inmate Phone System. For the last 2 years, we have been working with all three parts. Prior to that we had a phone company that was going to implement a new JMS, but it never worked. For 2 ½ years very little progress was made with the implementation, we canceled the contract, and that's why we went with Securus. Truly our main focus is to get a JMS. The system that we operate now is outdated. It seems to be DOS based system. Securus is providing the County a new JMS with new equipment. So that's a done deal. We have secured a contract with their company, we are finalizing some information with the **Archonix** JMS system and EZ Pay is coming in, but all are dependent on that new JMS from Archonix. The reason I say that is because I know what is probably going to be required for your company to interface with the JMS in order to figure out all of the financials. But I do want to make it very clear that EZ Pay is going to be our company for the financial/lobby kiosks. There is no change in that. The provision of inmate phones, video visitation, lobby kiosks and a new JMS has been determined.

What we are looking for is someone to solve our issues with the provision of an outside commissary operation. The current commissary operation is in house and very old school. We are one of the few 83 Counties in Michigan that actually has a deputy assigned to and runs our commissary operation. We have a scanner, inventory sheets and inventory boxes. That commissary deputy position was cut effective October 1, 2012, but the position has been extended to December 1, 2012. That is why the time line is so aggressive. There are a number of moving parts, it's going to require a resourceful contractor to work with our current JMS, which we call QED. It may require you to do some things that you are not accustomed to until we get the Archonix JMS, kiosks and inmate visitation system implemented. I describe the Archonix JMS as the heart of everything. The inmate visitation system can't function until we have that JMS system up and running. The JMS system is also interfacing with the core JIS system. The JIS system is already up and running.

Mike (Securus) and Cindy (EZ Pay) are here to answer any interface questions. They have no vested interest in the Commissary.

The Commissary Deputy position is being eliminated and we want to automate that function. We want to look at different options that we have not looked into.

This has got to be a revenue generating machine. If you have little tricks, suggestions, and services outside of just delivering honey buns and potato chips, that's what we're looking for.

Major Hart just came on board after 30 years with the State Police. He is very involved in this process and we would be the two contacts for this project after the Contract is executed.

Q1. What I'm hearing is the anticipated contract effective date will be January 1, 2013. There appears there will be a transitional period where there will be requirements to interface with the QED system before the actual Archonix system is up and running. So transitional period with QED and ultimately interface with the Archonix system. Is that correct?

A1. That is correct.

Q2. Can you tell us more about the current JMS?

A2. The County's IT Department handles the day to day maintenance of it.

Q3. Are you saying the QED is a UNIX based system?

A3. Yes.

Q4. All I need is a simple file from the JMS that we can drop into our system. Is this a problem.

A4. No, I believe that the IT Department could generate that for you.

Q5. Are we talking about some type of interface between the existing JMS and the Commissary Contractor's system?

A5. Somewhat, but a lot less complicated than a full interface.

Q6. Will the Commissary provider need to interface with the Archonix JMS when the system is installed?

A6. Mike (Securus): Part of the scope of work for Archonix is to provide an interface with the Commissary vendor, however, there could be a fee involved with the integration associated with Archonix. I don't work for Archonix, but I can get that question answered by Archonix.

Cindy (EZ Pay): There may not be a fee for that.

- Q7. Question regarding interfacing, as I read through the RFP, it clearly states that you're also looking for inmate banking software. Is that going to Archonix software.
- A7. It's the County's understanding that the Commissary software would need to interface with the existing JMS. Given the existing JMS is very archaic, there could be some complexities associated with interfacing the JMS to a Commissary system. Therefore, we have to fully use the financial software of the commissary vendor. At this point, we don't know. When EZ Pay came in, EZ Pay attempted to interface with the existing JMS. EZ Pay was not able to interface with the existing JMS. EZ Pay has the Kiosk on site, the lines are run and ready to go, but the machines are not plugged in and EZ Pay decided that it was best not to interface with the existing JMS.

The Archonix system is schedule to be implemented in March or April 2013. There are doubts as to whether or not the next commissary vendor could interface with the existing JMS. If the commissary service provider opts not to complete an interface with the existing JMS, then we would need to use your financial package until the Commissary system is interfaced with the new Archonix JMS.

EZ PAY: The system being as fragile as it is, we did not want to do anything to harm the system. We have had the Kiosks in there for almost a year now, waiting. We will do anything we can in our power. Partnering with Archonix is a strong solution. In essence, the intent is to use the financial package in the Archonix JMS. However, we are not sure when the Archonix JMS will be implemented.

MIKE: One of the explicit desires of the County when going through the RFP process for the inmate phone system, was a revenue enhancement for the County. The County is interested in a direct integration with the phone system for inmate debit calling. Where funds are moved from the commissary fund to the inmate calling fund and in a real time fashion and then they would go directly back to where the County has decided.

## **Section 9. Format of Proposals / Proposal Content**

This section is self-explanatory.

The County requires the all firms submit with their proposal projected annual commission revenue that will be paid to the County. This information should be based on the annualized sale data provided in the RFP, the sales price of your proposed equivalent items and your firm's proposed commission rate.

- Q8. Do you think it's in the best interest of the County to outsource the Commissary operation?
- A8. US Swanson: Doing the numbers myself – the numbers are not where they need to be. When you take the gross sales and you minus the deputy's salary, the inventory, the lack of accountability – having inmates pack and bag, it is not nearly as effective. If we outsource this, we get the net revenue, you do all the work, and we eliminate the deputy's salary. It is a huge financial swing.
- Q9. Could we propose this to be Onsite?
- A9. The Scope Of Work is written in such a way that you could propose providing the services on-site.

## **Section 10. Evaluation and Selection Process**

This section is self-explanatory as well. Are there any questions about this section?

A committee will be formed to evaluate the proposals individually, by scoring them and then scores will be averaged. Proposals may be short-listed, and the short listed firms could be asked to come in to clarify proposals and provide best and final offers, if time permits. The Sheriff's Department will recommend the successful proposal and firm to the Board of Commissioners for contract award.

## **Section 11. Evaluation Criteria**

This section indicates the evaluation factors and the possible points associated with each factor.

Attachment 2 is a current Master Commissary Order List and the price that is charged for each item.

Attachment 3 is a purchase history report of items sold in the Commissary and sales volume of each item (calendar year to date).

Q10. How many cells do you have?

A10. Major Hart: 586 – double bunk.

US Swanson: We want to minimize the Deputy's involvement in the process. Each floor would have a kiosk where inmates could order commissary items. I don't think we would need kiosks anywhere else except the housing units.



Q11. Are you looking for a total of 5 kiosks? One kiosk per floor?

A11. We need more than five kiosks, possibly three on the third floor alone.

Eric: I think the scheduled walk through at the jail might answer a lot of questions

Also, one thing that I didn't put in the RFP, because things are happening so fast is that we anticipate having some inventory on hand at the Commissary. We require the successful proposer/contractor to purchase the existing inventory on hand from the County.

Q12. Purchased at Cost? Can it be weeded out? Can we resell it?

A12. As long as the Contractor purchases the inventory on hand from the County, we can negotiate and are open to whatever the Contractor determines is the best option for getting rid of the inventory.

Q13. I'm confused about the number of deliveries required in the RFP.

A13. The County requires at least three deliveries per week. However, for any firm interested in providing more than three deliveries per week we will consider such options.

Currently, we are open 5 days per week. The volume of orders are such that it requires a 5 day operation, but deliveries are not made every day to every inmate. Each individual inmate gets one order per week.

Q14. Is there a spending limit?

A14. Whatever an inmate has in their account.

The County anticipates that the contractor will deliver to the jail three times a week, whether you are delivering to 100 inmates, 200 inmates, etc.

Q15. And the contractor is handing out the product or the trustees?

A15. The Contractor will be responsible for delivering the commissary orders to the inmates with assistance from Jail trustees.

Q16. So the officer onsite would not be used...

A16. The officer might be there for security reasons, but the Undersheriff wants to remove the presence of a Deputy as much as possible from the process.

Q17. No kiosk on first floor?

A17. There will be a kiosk on the first floor provided by EZ Pay not the Commissary contractor.

Mke (Securus): It's possible the system provided by the Commissary contractor could interface with the inmate phones for commissary order placement. If so, there may be no need for Commissary kiosks on the floors for use by the inmates.

Q18. Is it possible for the commissary software to interface with the Video Visitation System/kiosks for commissary order placement?

A18. Not at the present time, but in the near future, yes.

#### THE COUNTY ENDED THE MEETING AND PROVIDED FIRMS IN ATTENDANCE A TOUR OF GENESEE COUNTY JAIL

Q1. Page 11, Section 7, #1 states that commissary orders are delivered to inmates by inmate labor (trustees). Will the trustees be supervised by the jail staff or is it the expectation that the vendor will supervise the trustees during inmate delivery?

Q2. Can you provide the sizes of all current commissary items listed in Attachment 2, for a valid comparison? Specifically candy bars and chips.

Q3. Is there a weekly commissary dollar amount order limit?

Q4. What is the current cost to interface to the EZ-Card Kiosks? Will Genesee County provide this interface free of charge?

Q5. Page 21, 8D Must all unit kiosks be powered by Ethernet cable only? If unit kiosks require electricity, how should the contractor proceed?

Q6. Please define hygiene products etc.. Page 26, 10A #2 Shall not include revenue from sale of non-commission able items such as hygiene products, indigent kits/packs and some over the counter medications.

Q7. Please define indigent, number of days, balance on inmate account or any other criteria.

Q8. What is the current cost of indigent packs?

Q9. How do you currently handle the deposit and return of soda pop bottles?

- Q10. The interface to the QED Jail Management System will be provided by Genesee County IT, is this correct?
- Q11. Does the facility IT personnel have the ability to send data from the inmate management system to populate the vendors software?
- Q12. Is there a cost to interface with the existing CIMS system?
- Q13. According to RFP page 13, G, the vendor is responsible for the wiring of the kiosks. Does the requirement for a PoE only kiosk still apply to the requirement?
- Q14. Please provide contact information for the JMS systems, QED and Archonix.
- Q15. In reference to performance bond, Page 5, #8 mentions the requirement, however there is not any information regarding the amount. For clarification, will a performance bond be required for this contract?
- Q16. Please provide the number of housing locations within the jail and the number of inmates in each location.
- Q17. What is the County's preferred protocol for remote access to the vendor's equipment to support trust fund software?
- Q18. Will the vendor's have an opportunity to provide a presentation of their technology and approach so that the County can select the best possible solution?
- Q19. What fees and the dollar amounts are currently being charged to the inmates, i.e. med co-pay; subsistence fee, booking fee, etc.?
- Q20. ARAMARK would like to formally request a two week extension to the published due date of December 3<sup>rd</sup>. Due to the detail of the requirements and scope of work, this will allow all vendors ample time to provide the best possible financial, technological, and operational solutions for the County.
- Q21. Who will be responsible for the cost of indigent commissary packs and/or indigent goods sold?
- Q22. Will there be a cost for inmate labor?
- Q23. How many inmates will be available for commissary services?

- Q24. Will it be permitted that the commissary provider ships all orders to the jail once a week, but delivers commissary to the inmate population three days a week?
- Q25. What is the current markup on commissary items sold?
- Q26. What is the current inmate average daily population?
- Q27. What is the current inmate capacity?