

INMATE COMMISSARY SERVICES
RFP#15-09-04

QUESTIONS AND ANSWERS

1. May we have a current commissary menu to include pricing?
A. See attached.
2. Can you explain the phone transfer fee which costs 50.00?
A. This is not a 'fee' but the intervals in which an inmate can purchase phone time.
3. Can we have last year's commissary sales dollar figure excluding phone time, postage sales?
A. For Calendar Year 2015: \$771,949.00
4. It states in the RFP that "services should be provided a minimum of 3 times per week" Can you explain this?
A. The staff and inmates of the Roanoke City Jail have grown accustomed to services being provided three times per week.
5. Can we employ jail staff on their off duty hours to deliver commissary?
A. Yes.
6. Is hot water available for the inmates to use for soups and coffee?
A. The Roanoke City Jail will not be providing soups / coffee for purchase.
7. Is debit calling currently available?
A. Yes.
8. What is the average number of orders placed per week?
A. Over the last calendar year, an average of 1,523 orders were placed per week.
9. Please confirm the current commission rate.
A. 37.5%.
10. Please confirm that the term will be for one year with four one-year renewals.
A. This is the anticipated term of the contract.
11. What is the current order total per week?
A. Approximately 1500 including phone sales.
12. Can the City please provide sales and usage figures for the past three months?
A. See attached
13. Will projects utilizing onsite picking be accepted?
A. No.
14. Does the City require that deliveries be made by company owned trucks, or will freight line be accepted?
A. company owned trucks only, no freight deliveries will be accepted.
15. Please verify that order frequency must be three times weekly to each inmate or just to the entire population.
A. Delivery is required three times a week to the population.

16. Please detail the current delivery schedule. What day and at what time are orders placed? When are orders delivered to the facility?
- A. Orders are consolidated at 0800 on Monday, Wednesday and Friday. Furthermore, they are delivered the same day at approximately 1100. Offerors are encouraged to propose services as they believe will best fit the City's commissary needs.**
17. Will the City accept multiple proposals with additional technical and equipment options?
- A. Yes. Offerors are encouraged to propose services they believe will best fit the City's commissary needs.**
18. Is the City interested in different ordering options?
- A. Yes. Offerors are encouraged to propose services they believe will best fit the City's commissary needs.**
19. Please detail each housing unit and its ADP.
- A. 40 separate units/ADP was provided with RFP**
20. Please provide reference information for the City's current Southern Software representative.
- A. Gary Fischbach email: gfischbach@southernsoftware.com
Office: 910- 338- 9861**
21. Will this project utilize kits? **Yes**
- a. If so, please detail the contents of each kit type, cost per kit to the facility, and average weekly usage.
- **Roanoke Hygiene Kits (\$2.06) x150**
 - o 1 x Razor
 - o 1 x Deodorant .5 oz.
 - o 1 x 5" Comb
 - o 1 x Short Toothbrush
 - o 1 x Toothpaste .6 oz.

 - **Roanoke Weekender Pack (\$6.48) x50**
 - o 1 x Nutbar
 - o 1 x Sweet and Salty Trail Mix
 - o 1 x Oreo Pack
 - o 2 x PB & Cheese Crackers
 - o 1 x Assorted Jolly Rancher
 - o 1 x Duplex Cookie Tray
 - o 1 x Plain Chip
 - o 1 x Fig Bar

 - **Roanoke Indigent Kit (\$4.58) x 120**
 - o 5 x Plain Envelopes
 - o 10 x Indigent Paper

- o 1 x Toothpaste .6 oz.
- o 1 x Short Toothbrush
- o 1 x Deodorant .5 oz.
- o 1 x Black Flex Pen
- o 5 x Stamps
- o 1 x Razor

22. Will vendors be able to install software to facility owned machines?
A. In collaboration with City IT Staff
23. Will vendors be able to utilize the vendor's network?
A. Negotiable
24. How are deposits currently received?
A. Cash and Electronic.
25. Who will take responsibility for wiring, mounting, and installing the lobby and booking kiosks? Who will empty cash?
A. Offeror/ Negotiable
26. Please detail the current fee structure for any deposit services currently implemented. Are there any limits associated with deposits?
A. See attached / No limits
27. Does the facility currently utilize a custom package program for friends and family? If so, please detail order frequency as well as sales and usage numbers. If not, would the City be interested in implementing this revenue generating program?
A. Yes. Approximately 60 Per Week.
28. Do inmates have access to microwaves or hot water to heat up food?
A. No
29. Please confirm the food service provider for the facility.
A. CBM Managed Services.
30. Does the City charge fees such as booking, room and board, or medical fees, etc.? Yes
 If so, please provide the charges.

Inmate Fee Schedule

Room and Board	\$1.00 per day
Dental Visit	\$10.00
Sick Visit	\$10.00
Doctor Visit	\$10.00
Prescription Fee	\$5.00
Weekender Fee	\$4.00
Work Release	\$16.00

31. Are there any spending limits?
A. No Spending Limits

32. When the City requests a Business License # on page 2, does this refer to a number specifically for the City of Roanoke or is it for business licenses within the state of VA?

33. Is the requested contingency warehouse required to be located in the state of Virginia?
Yes.

26. Please provide the hardware requested by the City. **All of the items listed below are requested as required by the proposed solution and are negotiable.**

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