



COUNTY OF SANTA CRUZ

General Services Department Purchasing Division

701 OCEAN STREET, SUITE 330, SANTA CRUZ, CA 95060-4073

ADDENDUM #1

Request for Proposal RFP 23P2-002

FOR

Corrections Commissary Services

Issued April 05, 2024

This addendum (#1) is being issued to answer questions posed by prospective vendors regarding 23P2-002, Corrections Commissary Services.

Vendor 1

Section I. Background & Present Commissary Service

1. Question: What does the total gross commissary sales on page 5 include?

Answer: Bag sales, public sales, vending.

- a. What was the total for bag sales for the past three years?
b. What was the total for public sales for the past three years?
c. What was the total for vending machine sales for the past three years?

Answer:

| | Access | Vending | Commissary | Totals |
|------|-----------|-----------|------------|------------|
| FY21 | \$ 57,236 | \$ 19,200 | \$ 121,302 | \$ 197,738 |
| FY22 | \$ 74,471 | \$ 14,617 | \$ 100,306 | \$ 189,394 |
| FY23 | \$ 70,038 | \$ 20,996 | \$ 118,400 | \$ 209,435 |

2.3/RFP Process Schedule

2. Question: Can the scheduled date for the dissemination of the answers be changed to a sooner date? This will allow the vendor time to make any necessary changes based on the county's responses, print, and ship the bid within in the necessary window to meet the due date of April 16th. Would the County consider extending the due date of the RFP responses so that the answers to the questions can be properly addressed and incorporated into the proposal?

Answer: No.

3.13/Commission Rate

3. Question: What is the current commission rate?

Answer: 31.75%

4. Is the commission rate the same for bag commissary, friends and family, and vending machines?

Answer: Yes.

5. Does the County intend to keep the commissions the same?
Answer: The County is open to different options.
6. Question: What were the total commissions received over the past 12 months inclusive of all sales?
Answer: \$209,435 for FY22/23

3.12/Commissary Menu

7. Question: Please provide a current commissary menu to include item sizes & pricing.
Answer: See the current Santa Cruz County Commissary Menu.
8. Question: Please provide the number of indigent kits provided last fiscal year.
Answer: 6,200 kits
9. Question: Does the County expect the vendor to supply intake kits?
Answer: Yes. We purchase from our current vendor.
If so, please provide the number provided in the last fiscal year.
The current fiscal year to date we have purchased 3,600 kits.
10. Question: What are the current delivery dates?
Answer: Wednesday – Main Jail; Thursday – Rountree.
11. Question: Is there flexibility with the delivery times and dates?
Answer: Yes, we are open to reviewing options regarding delivery days and times, as long as it does not conflict with facility operations.
12. Question: Does the vendor need to deliver at all four locations on the same day and time?
Answer: No
13. Question: Can deliveries be done on the same day consecutively at all four locations?
Answer: We are open to reviewing options regarding delivery days and times.
14. Question: How many of the current service providers staff are assigned to deliver orders?
Answer: 1 FT CSA and 3 PT for delivery.
15. Question: Are the public purchase items delivered at the same time?
Answer: Yes
16. Question: What is the main source of commissary ordering?
Answer: Tablet

3.13 Commission Structure

17. Question: Will selling phone time be required?
Answer: No. Commissary does not sell phone time.

3.14/Special Instructions

18. Question: What is the spend limit for public commissary purchases?
Answer: \$200
19. Question: Is there a limit to the number of individual products purchased?
Answer: No

3.4.1 Currently Installed Equipment

20. Question: Please confirm the location and number of vending machines.

Answer: 4 total – 3 at Rountree and 1 at Blaine

21. Question: Will EIS charge the contractor for the interface?

Answer: Yes

22. Question: Is there currently a kiosk for commissary ordering in Roundtree?

Answer: No

23. Question: Will this Kiosk be used as an alternative ordering process or in lieu of tablets?

Answer: Not at this time.

24. Question: Are checks written from the inmate trust fund MICR checks or preprinted checks?

Answer: MICR checks

3.4.2/Additional Hardware Requirement

25. Question: Will the County allow the contractor to put their equipment on the county network?

Answer: No, the contractor will use their own network.

If not, will the County allow the vendor to use the existing infrastructure and dark fiber?

Answer: Yes. Refer to Section 3.6.5 regarding County infrastructure requirements.

26. Question: What internet provider has presence in the main jail and the Roundtree facility?

Answer: AT&T

3.6.4/Records and Reports

27. Question: What type of purchases are included in the \$200 dollar spend limit (maximum cap)?

Answer: Inmate purchases for commissary.

28. Does this limit include all purchases such as bag commissary, vending machines and friends and family?

Answer: The limit does not include vending machines for friends and family.

29. Question: Is there a spend limit for vending machines?

Answer: No limit.

Vendor 2

30. Question: Section 3.4.1 on page 13 of the RFP document states: "A Kiosk for Commissary ordering is desired for our Rountree facility." Who will be using this kiosk and where will it be located?

Answer: Not at this time.

31. Question: Section 3.9 on page 19 of the RFP document states: "The CSA will also be responsible for passing out exchange items (including combs, toothpaste, toothbrushes, pens and pencils, and disposal of such items)." Please clarify and expand on this requirement.

Answer: This is a suggestion but not a requirement.

32. Based on the schedule of events from the bid document, the answers to the questions will be disseminated on April 10. This leaves only five business days to finalize and ship out the required hardcopies. Will the county please consider extending out the due date to allow for the time needed to complete the bid response process? If yes, can the county please release addendum prior to April 10 addressing this specific question?

Answer: No

33. Question: Section 3.9 - Please clarify, does the County want orders delivered in clear plastic bags or paper bags? Item 3 states that clear plastic bags are required and item 7 states that paper bags are required.

Answer: Clear Plastic bags are required.

34. Question: Will the county provide office space for the onsite commissary staff at both the main jail and the Rountree Facility?

Answer: County will provide office space as appropriate.

Vendor 3

35. Will the County extend the due date for the bid given there are only 6 days between when answers to questions come back and when the bid is due?

Answer: No

36. Question: What is the Average Daily Population for the rehab facility?

Answer: 2023 ADP Rountree R&R 40.

37. Question: Can we offer gift bag sales to friends and family?

Answer: Yes

38. Question: Are plastic clear bags okay instead of paper for commissary orders to be delivered in?

Answer: Clear Plastic bags are required.

39. Question: Is the Commissary operation warehoused onsite or offsite?

Answer: Currently Offsite.

40. Question: If offsite, is space provided to stage for deliveries?

Answer: Yes

41. Question: Do you pass commissary out at all 4 facilities on same day or different days?

Answer: Different days.

42. Question: Can tablets be used for ordering at the Main Jail rather than the current scantron?

Answer: Currently the tablet is used primarily.

43. Question: Would the county be interested in commissary ordering on the existing tablets instead of commissary vendor supplied kiosks?

Answer: Yes, current practice.

44. Question: Are all other facilities ordering on tablets?

Answer: Yes

45. Question: Do you currently have any ordering kiosks at any of the facilities ~~currently~~ and how many? Are those owned by Keefe and would they need to be replaced by a new vendor?

Answer: No ordering Kiosks currently installed.

If so, how many do you want and where?

Answer: N/A

46. Question: The RFP states there is One (1) booking kiosk that accepts cash located at the Main Jail and says "This kiosk will require replacement annually with a new machine." Do you require the replacement of the lobby kiosk annually with a new machine?

Answer: Yes

47. Question: The RFP states "Install and maintain all the equipment and wiring required to connect equipment to the accounting system separate from the County network." Can you verify if we would be required to provide our own internet for all 4 facilities?

Answer: If Wi-Fi connectivity is part of the vendors proposal, then it would be required.

48. How many total FT and PT employees are currently being used to run the current operation?

Answer: 1 FT CSA and 3 PT for delivery.

49. Question: Would we be able to use existing network and cable wiring for the lobby kiosks and vending machines?

Answer: Yes

50. Question: Does the main jail have room for two desktop booking kiosks at the main jail?

Answer: This would depend on size and space availability as we are limited in space.

51. Question: Could we maintain two booking kiosks on-site in lieu of replacing the booking kiosk annually?

Answer: This can be presented as an option.

52. Question: For an on-premises commissary software solution, does the county prefer that we use a virtual server hosted on their server or do they prefer we use our own server.

Answer: Virtual server is preferred.

All other information remains the same.

March 27, 2024, was the deadline for all questions regarding this RFP. No further questions will be accepted by Purchasing.

RFP SUBMITTAL DEADLINE REMAINS UNCHANGED.

RFP DUE:

Tuesday, April 16, 2024, at 5:00 p.m. PST
In the Purchasing Division of General Services
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Santa Cruz, CA 95060



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04/05/2024

Date