

**REQUEST FOR PROPOSAL  
RE: INMATE COMMISSARY SERVICES  
Erie County Holding Center & Correctional Facilities  
10 Delaware Ave.  
Buffalo, New York 14202**



**REQUEST DATE:** June 5, 2012

**SUBMISSION DEADLINE:** June 22, 2012

**PROJECT:** ERIE COUNTY JAIL COMMISSARY SERVICES  
REQUEST FOR PROPOSAL # 1203VF

This Request for Proposal (RFP) with all pages, documents, and attachments contained herein or subsequently added or made a part hereof, and responses submitted as a fully and properly executed proposal, shall constitute a contract between the Erie County Sheriff's Office (ECSO) and the successful and most responsible bidder, as determined by the Erie County Sheriff's Office when approved and accepted by the Erie County Sheriff's Office. The ECSO reserves the right to modify this RFP or any related attachments, addendums, as in the best interest of ECSO. The ECSO may or may not decide to enter into in an agreement for commissary services, or enter into any agreement related to this RFP as determined by the ECSO.

**PROPOSAL SUBMISSION:**

Proposals must be submitted in complete original form by mail or by messenger to the following address. Questions shall be submitted to same via email:

**ATTN: Michael Reardon, Deputy Superintendent  
40 Delaware Ave.  
Buffalo, New York, 14202  
michael.reardon@erie.gov**

All proposals received shall be notated as such on the outside of the envelope:

**PROPOSAL: COMMISSARY SERVICE  
ERIE COUNTY HOLDING CENTER  
ERIE COUNTY CORRECTIONAL FACILITY  
RFP # 1203VF**

## SCOPE OF SERVICES

The following describes the intended process of how commissary will be ordered and delivered, inmate accounting system specifications, hardware specifications, warranty and maintenance, staffing requirements, billing, and implementation requirements. The vendor will be required to provide an inmate accounting and commissary ordering and delivery solution that meets the requirements set forth here as well as any value added aspects the vendor may propose. It is the intent of the Erie County Sheriff's Office (ECSO) to partner with the vendor providing the best value and most secure process of providing commissary to both of the Erie County Sheriff's Facilities. **No alternate or on-site order pulling responses shall be accepted in response to this RFP. Any alternate response shall be returned to the vendor unopened. Vendors must meet the minimum requirements of the Technology Section of this RFP. No offers for the provision of food service, commission guarantees or signing bonuses will be accepted. Deviations from any bid specifications shall equate to an unresponsive bid submission, and in turn, disqualify the vendor from the bidding process. No subcontracting will be allowed for ANY services. It is ECSO's intention to partner with one company for ALL services listed herein.**

The Erie County Holding Center & Correctional Facility have a joint average daily population of **1,250 inmates**. The facility addresses are as follows:

**Erie County Holding Center**  
40 Delaware Ave  
Buffalo, NY 14202  
500 ADP

**Erie County Correctional Facility**  
11581 Walden Avenue  
Alden, New York  
750 ADP

The Erie County Sheriff's Office is requiring the following for the start of a new commissary contract:

1. Vendors will provide a commission to ECSO on gross commissary sales of no more than and no less than 25%. Current annual sales for both facilities are \$900,000 / year. Gross sales do not include any phone time sales or sales tax. This is a fixed commission RFP and any additional bonuses guarantees or other commission offers will be considered UNRESPONSIVE and proposals will be rejected.
2. Awarded Vendor Inmate Accounting Software System.
3. 2 Computer Workstations with flat panel monitors.
4. Wall Mounted Kiosk Order Entry System. The vendor will provide, at a minimum, **71 Housing -Type Wall-mounted and Bar Mounted (Tamper Proof)** inmate order entry Kiosks with color touch screens. Incoming vendor will be responsible for wiring ALL kiosks for network

and electricity at no cost to ECSO.

5. Inmate Housing Kiosk Functionality to include:
  - A. Commissary Order Entry
  - B. Account History
  - C. Appointment Request Features
  - D. Inmate Grievance/Medical Requests
  - E. Ability to Post Facility Information
  - F. Phone Time Management
6. Proposed menu **with price matching** on all current ECSO commissary menu items. See ECSO Current Menu with pricing **Attachment A**.
7. Automated Deposit Services with 2 Lobby Deposit Kiosks accepting cash and credit / debit cards.
8. 2 Intake Kiosks accepting cash and coin.
9. Commissary orders delivered two (2) times per week to each facility from the Vendor's warehouse to both facilities (EHC – Buffalo, ECCF – Alden). All deliveries must be secured. The delivery time and day will be mutually agreed upon by the ECSO and Vendor.
10. Individual commissary orders shipped to the facility will be delivered to the inmate population by the employees of the ECSO Staff.
11. Prices listed shall be guaranteed for the first year of the contract. Any price increases must be agreed upon by a designated representative of the ECSO and said increase shall take effect and be implemented annually on each contract anniversary date. A current market analysis is required prior to consideration of price adjustment.
12. Any proposals received by the ECSO after the designated date and time noted for receipt shall not be given consideration.
13. Mandatory active integration experience with the SYSCON Jail Management System.

14. There will be a mandatory jail walk through to determine wiring costs for incoming vendor on **TBA**. Failure to attend will result in disqualification.
15. If after reading this RFP it is determined that the Vendor cannot meet all the requirements as stipulated by ECSO, the vendor may choose to submit the ECSO **“RFP Commissary Service - No Bid Form”**.

**Note:** Any questions regarding this RFP will be submitted in writing to the contact email address at Michael.Reardon@erie.gov not less than **10 days prior** to the submission deadline date and time set forth in this RFP. Any questions received after this date will not be answered.

All bidders must define in detail in their written response how their commissary delivery system and operation will meet the requirements of the ECSO as stipulated.

## **ORDERING PROCESS AND PROCEDURES**

The successful vendor will provide an Inmate Order Entry Wall-Mount Housing and Bar Mounted (tamper proof) Type Kiosk Solution with Commissary Order Entry Software to order commissary, fully integrated with the ECSO's Jail Management System (SYSCON). The entire inmate population will be allowed to order commissary **two (2)** times per week. The electronic data of the orders will be transmitted via the internet to the vendor's designated warehouse, including all relevant information. The ECSO will not allow for vendors to dial in to the ECSO computer system for the retrieval of orders. Order information must be able to be transmitted locally from the commissary computer supplied by the awarded vendor.

Pricing and items cannot be changed by the vendor without the consent of the designated representative of the ECSO. Prices enclosed shall remain in effect for the first year of the contract. Price increases shall be allowed on the anniversary date of the commissary contract upon approval of the designated representative of the ECSO. A current market analysis is required prior to consideration of price adjustment.

Each inmate will order with a weekly dollar limitation that will be set forth by the ECSO. The weekly spending limit will not include agreed upon special purchases such as, but not limited to telephone minutes, clothing, sneakers, etc. Said items will be decided upon by the ECSO. Separate funds must be maintained for Commissary and Telephone sales.

Once the inmate's available funds are exhausted, additional items will not be processed. The vendor's software must search for the next item on the commissary sheet that may be attained by the inmate due to limited funds, maximizing the inmate's purchases. Items exceeding the inmates' available funds must be listed at the bottom of the inmate receipt.

In addition, any items that are unavailable to the inmate due to restrictions, unauthorized items, or item quantities that exceed the ECSO's limits, etc., must be listed at the bottom of the inmates receipt. A sample of the master commissary sheet and inmate receipt detailing said restrictions must be enclosed with the vendor's response.

The Vendor must establish a procedure for handling replacement and/or reimbursement for defective walkman radios, headphones, footwear, clothing items, and expired food items as determined by ECSO and purchased within a 30-day period. This procedure must be approved by the ECSO. System should limit amount of deposits as set by ECSO. The ECSO must have the ability to override this limit.

It is the ECSO's intent to maintain the current, security conscious, correctional environment. All products intended to be sold to inmates must be submitted to the ECSO for inspection and approval prior to sale for safety and security purposes. Items containing tobacco, metal or glass cannot be sold. **Specifically, the vendor must provide "correctional safe pens" and "anti-shank" toothbrushes. A preference shall be given to the vendor providing the most "security friendly" products. A minimum of six categories shall be provided for restriction to ordering of commissary products. There will be no substitution of products, without prior authorization from ECSO.**

The Vendor will be required to develop an informational package which will serve to explain and inform the inmate population of the procedures for ordering and receiving commissary. **All such information must be provided in both English and Spanish.**

Orders must be processed off site. Space will not be made available to the vendor at either facility. The ECSO reserves the right to a site visit of the Vendor's warehouse before the award of a contract is made.

Representatives from the ECSO will review all proposals received. Each evaluation criteria has been given a point total based on its relative value to the scope of work as a whole. The RFP is a value-based bid as the ECSO is looking to partner with the vendor that best meets all the requirements set forth.

## **INMATE ACCOUNTING SYSTEM**

1. The ECSO will require the awarded vendor to provide an entire Inmate Banking and Commissary Kiosk Ordering Software System. The vendor system will be used to facilitate the tracking of inmate funds, inmate locations within the facilities, check-writing, bank reconciliation, payroll, property, and provide the ability to order commissary items such as food, hygiene, and electronics, and clothing items from the awarded vendor. The ECSO has the authority to award in whole or part. Any subcontracting by the awarded vendor must be presented and approved by the ECSO before engaging. The awarded vendor must support and service the banking software offered. **No exception to this requirement will be allowed.**

2. Vendor **MUST** provide and assume all costs for an Electronic Booking Type Integration with the SYSCON Jail Management System for the electronic exchange of all pertinent inmate information required to operate the financial system.
  
3. The vendor, in their proposal, must provide a timeline on the history of the development of their software to include, at a minimum:
  - a. The date of the systems first introduction to the correctional industry.
  - b. Programmers who created the software and their current status within the company.
  - c. Current technical staff, job titles, phone numbers, experience, and duties.
  - d. Current ownership of the vendor's software and who provides the customer service for and continuing enhancements of the software.
  - e. Listing of all comparably sized correctional facilities in the **State of NY and surrounding states** where the vendor's software is utilized, as put forth in this bid. Said list to include the names of contacts, phone numbers and a description of the utilization of your software at said facilities.
  
4. The vendor shall be responsible for supplying any necessary financial reports from their software to meet the needs of the ECSO at no charge.
  
5. The vendor shall be responsible for providing adequate training for the Erie County Sheriff's Office employees as to the thorough and proper use of the vendor's software. On-going training will be required by the vendor as needs arise. The vendor shall submit, upon award, a training schedule. All training will be the sole responsibility of the vendor. The initial training of the ECSO's employees will conclude when the designated employees, Jail Administrator and Sheriff of Erie County sign off on the training schedule as completed.
  
6. **The successful vendor must have interface experience with the SYSCON Jail Management System and provide a current facility reference with contact names and numbers.**
  
7. The vendor's software, at a minimum, must meet the following requirements:
  - a. Security protocols to limit accessibility to the vendor's software by individual, group and the ability to authorize software access by terminal/workstation. Transactions must be time stamped by user and terminal for auditing purposes.

- b. Post deposits on-line and in real time, into an inmate's account, all window and mail deposits. Deposits must have the ability to be posted in batch mode to increase the efficiency of the staff. Batches must have the ability to be numbered by the user to track said batches for audit ability.
- c. Track inmates who may be indebted and automatically track arrears, payments of fines, restitution's damage to property payments and other financial obligations. The system must be able to calculate and post such payments.
- d. Allow user to conduct batch entries for all accounting data. Provide for automated transaction category codes and transaction amounts.
- e. Monitor all system activity including but not limited to: new entries, data changes, log in and log outs and releases.
- f. Print batch checks representing payments for more than one inmate, with inmate numbers noted.
- g. Log all checks generated by the system with user ID, date, time, payee/s, and payer's amount. Checks must have the ability to be written to an individual or third party. A "virtual" check must be approved by the user prior to the printing of a check for verification purposes.
- h. Allow multiple workstations to print checks to a networked check printer. Configuration for said workstations to the networked printer must be achieved without user assistance. Two check printers to be provided by the Vendor, one in each facility.
- i. Ability to print "non-negotiable sample checks" to assist in configuration changes and verification of print locations prior to the printing of a "live" check.
- j. A positive pay checking account system to work in conjunction with the ECSO bank to verify checks.
- k. The system must allow for multiple cash drawers that can be assigned to specific workstations or shared amongst multiple workstations.
- l. Cash drawers must have the ability to be created by shift, department and or workstation.
- m. Generate receipts for all deposits with an automated receipt numbering system.

- n. Calculate and post all inmates' pays from the commissary account.
- o. Deduct on-line from an inmate's account of store order purchases.
- p. Deduct on-line inmate money transfers that do not require the issuing of a check to an inmate.
- q. Post on-line credits for commissary orders, shortages, damages, and releases.
- r. Create various reports, including at least:
  - 01) "Ledger" Report for each inmate.
  - 02) Reporting of individual inmate accounts on a monthly basis or entire incarceration to include all transactions (deposits and withdrawals).
  - 03) Integrate an inmate payroll software program that will allow for automated sweeps of payroll and direct deposits of payroll into individual inmate accounts and automatically code such as payroll deposits.
  - 04) Recoverable/Receivable reporting to include: inmates charged, paid, and due/outstanding amounts.
- s. Bank reconciliation features to include, but not limited to the following:
  - 01) View and edit bank reconciliations by bank and date range.
  - 02) List all payments and deposits in separate panels that allow for each panel to be viewed in full view.
  - 03) User ability to add voided checks to a bank statement.
  - 04) Provide detailed information of each transaction, to include but not limited to credits, debits, depositor name, date, and balance on the bank reconciliation.
  - 05) Allow the user to manually lock each bank reconciliation, or unlock any transaction inside a statement if the status of the transaction must be changed.
  - 06) Allow the user to modify information in the ECSO's bank statement after it has already been created.

- 07) The ability to generate summary and detail reports for each bank statement.
- 08) Allow the user to view and search transactions by type (checks only, other payments/deposits, etc.), status, date, check number or amount range, accounting event, resident ID number and payee name.
- 09) Allow the user the ability to print all or manually selected transactions for auditing purposes.

t. Commissary restrictions, (i.e. disciplinary restrictions) to include at a minimum:

<b>Type of Restriction</b>	<b>Description</b>	<b>Example</b>	<b>Scope</b>
Quantity per order	Any Item may be restricted to any quantity.	For instance, any inmate may be restricted to no more than 2 2-pack Tylenol per order	Per inmate, per order
Quantity per time span	In addition to the quantity per order restriction, any item may be restricted to any quantity over any time span in days.	For instance, any inmate may be restricted to no more than 4 2-pack Tylenol over a 60-day period	Per inmate, per item, per time span
Disallowed item	Any item may be restricted entirely from a given inmate	For instance, any inmate may have smoked sausage restricted entirely so that none may be ordered	Per inmate, per item
Category Quantity Restriction	Any inmate may be restricted to a given quantity of a collection of related items	For instance, any inmate may be restricted to ordering up to 7 candy items	1Per inmate, per category

Spending Limit Restriction	Any inmate may be restricted to a maximum dollar amount to be spent per order	For instance, any inmate may be limited to spending no more than \$50 per order	Per inmate, per order
Spending Limit Override	Any inmate may be granted a spending limit override to order a given item	For instance, any inmate may be allowed to spend up to \$40 on a tennis shoes, which amount does not contribute to the spending limit for the rest of the items ordered	Per inmate, Per item

Restriction Grid by Housing Location, Gender and / or Age	Entire restriction grids including combinations of any of the above restrictions can be applied automatically during the order process based upon an inmate's location in the facility, gender or age	For example, an inmate in a female only pod can be automatically assigned to a female restriction profile without user intervention.	Per inmate, Per grid
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- u. Commissary ordering system will allow for all restrictions in any quantity to any individual including but not limited to medical restrictions, for example candy bars restricted to diabetics.
- v. A complete property management module to allow for the classification, inventorying and disposal of inmate property during incarceration.

## **Deposit Service Specifications:**

1 **Deposit Kiosk** – vendor must provide standalone floor model kiosk to the county at no cost.

- A. The kiosk must accept cash and credit/debit card deposits by friends and family members of inmates to be located in the jail public lobby.
- B. The kiosk must be equipped with a camera to capture picture of each depositor.
- C. The deposits must post in the Jail's Inmate Accounting system in real time.
- D. All funds deposited must be guaranteed by the vendor.
- E. The winning Vendor shall be responsible for any interface fees charged to create a real time interface with the Jails current inmate accounting system and JMS.
- F. All costs of the hardware and installation are the winning Vendors responsibility.

2 **Deposit Kiosk questions for vendors**

- A. The proposal shall specify what look up information the kiosk will be able to provide to depositors to correctly identify inmates (e.g. Name, inmate ID number and date of birth).
- B. The proposal shall specify what denominations of bills the kiosk will accept (e.g. \$1's, \$5's, \$10's).
- C. The proposal shall specify what the maximum amount of bills your kiosk will accept before needing service.
- D. The proposal shall specify that, if the deposit kiosk system is down, how the ECSO and Vendor will be alerted, and the action which will be taken to correct the problem.
- E. The proposal shall specify who services the deposit kiosk for repairs.
- F. The proposal shall specify who collects the funds from the kiosk and how often those funds are picked up.
- G. The ability for the kiosk to provide a receipt to the depositor shall be required.
- H. The proposal shall specify if the deposit kiosk will identify or take pictures of depositors.
- I. The location, staffing, and brief description of your call center shall be provided in the proposal.
- J. The proposal shall specify all service fees charged to the depositor.
- K. The proposal shall describe your hiring practice for your employees who will be accepting credit card information from depositors.

3 **Vendor must provide alternate service deposit methods for family and friends of inmates to post monies to inmate accounts. The following must be available: Vendor is responsible for all money deposited and guarantee of funds.**

- A. **Phone:** A call center using a 1-800 number in which family and friends can use a credit card to deposit funds into an inmate's account. The call center must be bilingual (English & Spanish) and call center
- B. **Internet:** Designated website for family and friends to use a credit or debit card to deposit funds directly to an inmate's account
- C. **Walk up Cash Locations:** Family and friends can use Western Union (or equivalent) locations and deposit monies into an inmate's account
- D. **Lock Box Service:** Family and friends can send money orders to the vendor to be processed within 24 hours and batched together with all other deposit methods.

4 **Deposit Services Features**

- A. Vendor must provide the ability for authorized staff to see connections between inmates and senders and transaction history (i.e. how many deposits)
- B. System must provide investigators the ability to view within the link analysis all transactions (deposits, video visitation) in a quick and easy to view manner.

**Inmate Kiosk Requirements & Specifications:**

Kiosk enclosure and display specifications MUST be of suitable size and dimension for practical correctional use.

**Wyse Terminal:**

- 1GHz Processor or faster
- USB 2.0 or 3.0 Ports, as needed to meet hardware/software functional requirements.
- Serial Port(s), as needed to meet hardware/software functional requirements
- Parallel Port(s), as needed to meet hardware/software functional requirements
- PS2 Port(s), as needed to meet hardware/software functional requirements
- 100 BaseT or Gigabit Ethernet, as needed to meet hardware/software functional requirements

- PCMCIA Slot, as needed to meet hardware/software functional requirements
- Internal Smart Card Slot, as needed to meet hardware/software functional requirements
- Flash memory as required to meet software requirements for duration of service life
- RAM as required to meet software requirements as required for duration of service life
- 1600 x 1200, 24 Bit, 85hz maximum video resolution
- Ports must not be accessible to inmates.

Kiosk MUST be designed for the 7 main following functions:

with symbols and pictures to accompany category titles and menu items.

1. Account history
  2. Inmate Grievance Feature
  3. Facility information posting.
  4. Health/Mental Health appointment Work stations in facility infirmaries (2)
  5. Phone Management
- An inmate is able to logon to the kiosk using one of two ways:
    - Displayed to the inmate is a logon screen that will allow them to enter their identifying number. The inmate is then asked to enter his PIN number or the number is assigned to them at admission and then changed by the inmate at first logon. The facility is able to change this at any time back to a default and then prompt the inmate to change the PIN number at next logon.
    - The inmate is able to present a barcode on a wristband to the attached scanner. This scanner will then read the barcode and determine the information to identify the inmate. The facility has the option of having the inmate enter the PIN# again or allowing access after the presentation of the wristband.
  - Once logged into the kiosk, the inmate is displayed their full name, icn number, available balance and their debt balance. In the middle section of the screen they are able to choose ALL main Tabs.
  - Account history – All debit and credit transactional information is displayed to the inmate for the life of their account.
  - Commissary order entry – Each inmate is able to create a “grocery list” using the kiosk. An inmate is assigned a facility approved order form which is displayed to them as their choices. Each order for is displayed in category sections. The inmate will simply touch the category that will then display the items to be added to the grocery list. Kiosk will display pictures of all the products to the inmates allowing them to understand fully what items they are requesting. This module will apply all restrictions at the time the order is created. Those restrictions are as follows:
    - Order for assignment
    - Order form spending group limit

- Order form maximum spending limit
  - Item category maximum spending limit
  - Item maximum time quantity
  - Item maximum quantity
  - Resident indigence status
  - Item indigence status
  - Resident available balance
- Facility Information - The facility MUST BE able to freeform information using the administration tool to display to the inmates. They are able to display things such as FAQ's, meal menus, Inmate hand books and many other things. This section is purely for the benefit of the facility.
  - Appointment Request - Allows inmates to submit requests electronically. After the facility configures the type(s) of requests that the inmate is allowed to submit the inmate will be able to logon to the kiosk and submit the requests.
  - Phone Management – Ability for inmates to review phone time charges.

**Note: ALL Vendors MUST list specifications that deviate from above. ECSO is mandating that there will be NO hard drives in ANY housing kiosks.**

## References

The successful Vendor must supply a minimum of 6 current commissary referenced facilities of comparable size to be awarded the contract, in addition to **nationwide references that mimic the technical requirements and interface specifications** listed in this RFP. A facility contact will be given contact information to verify the data provided by the vendor for ALL references. In addition, Vendors MUST supply all references that are currently using said Kiosk Order Entry System and Software, with contact information and date of service into the commissary market. Preference will be given to vendors that have more experience with order entry housing kiosks and automated deposit service references.

## DATA RECOVERY / DISASTER BACK UP PLANS

Disaster recovery to the ECSO, at a minimum, will include:

- 1) **Scheduled backup to local media** – daily or more frequent export of database files to one or more of the following:
  - a. Local Hard Drive
  - b. Local Zip Disk
  - c. Network Drive
  - d. Facility Tape drive

Recovery under the above scenario will include first efforts to restore the data on the machine that failed without resorting to a prior backup. If this is not possible, the Vendor will restore the last backup to a service replacement system and ship the replacement to the site on the business day following the data restoration. The vendor will outline additional service procedures offered.

## **EQUIPMENT WARRANTY AND MAINTENANCE**

1. All equipment, including software, provided by the vendor shall be warranted and maintained by the vendor for the extent of the contract terms and any renewal periods. Vendor **MUST** list all equipment provided. All equipment **MUST** be brand new.
2. The vendor shall provide initial on-site training session(s) for ECSO staff, of no less than 36 hours.
3. The vendor shall provide on-line user manuals on all desktops utilizing the vendor's software.
4. All information entered into the vendor's software during the extent of the contract is the property of the ECSO. Upon completion of the commissary contract, the vendor will provide, in comma delimited format and at the ECSO approval, all inmate and Facility(s) information.
5. Vendor must have 24-hour helpdesk with an 800 number manned by the vendors employees. Vendor must provide said number in their response to this section and the staff assigned to monitor the helpdesk.

## **BILLING & COMMISSION**

1. The ECSO will require detailed billing at least once every month.
2. Commissions due to the ECSO shall remain in the control of the ECSO at all times and shall be paid to ECSO on Adjusted Gross Sales (sales less non-commissionable items as determined by ECSO). Commissions shall be paid on gross sales less postage and any items sold to the inmates by the ECSO (newspapers, magazines, haircuts, etc.). All monies shall remain in the custody of the ECSO. Commissions shall be deducted from the adjusted gross sales listed above. Said funds shall be transferred to the inmate welfare fund directly by the ECSO Staff. At no times shall commissions be paid to the vendor, to in turn be reimbursed by the vendor to the inmate welfare fund.
3. Credits for shortages/damages to inmate orders shall be input into the vendors system for credit to the individual inmate's accounts. The vendor's system must

allow for on-line crediting where the ECSO staff may view the order in the computer, and credit said shorted/damaged products electronically. Credits shall be sent to the vendor and said credits shall be reflected on a separate invoice from the sale.

4. 100% of gross revenue from telephone sales will be credited to ECSO.

## **PRODUCTS/PRICING**

**The vendor shall supply a complete detailed master list with pricing of all items available to the ECSO with their RFP response.** The vendor will list **ALL SIZES** offered including ounce sizes and quantity counts (i.e. six-pack, 3 oz chips, etc). The vendor shall make available, commissary goods from the approved commissary master list issued by the ECSO to the inmates. The vendor is responsible for ensuring that only items included on the commissary master list are available. The ECSO reserves the right to add, eliminate or restrict products on the commissary master list. The ECSO has been designated as a tobacco free facility and tobacco products are strictly prohibited.

The ECSO has put an emphasis on security friendly commissary items to enhance security and timeliness of cell searches. This includes, but is not limited to, clear and re-sealable products for both food and hygiene products. Product quality will be considered for all items offered to the inmate population. The vendor shall note any security friendly item offered in their response to get credit for said product.

## **VENDOR HISTORY, QUALIFICATIONS AND REFERENCES**

The Vendor must presently be in the business of providing inmate commissary services for a minimum of ten (10) years from the date of proposal submission. The Vendor shall provide a complete description of the warehouse location where commissary services for the ECSO will be processed. As stated earlier, the vendor's warehouse must assure product availability, selection, stock and ability to grow with the ECSO facilities. Vendors should include the size of the warehouse(s), address, staff members working at that location and the security measures/procedures in place at each warehouse.

The vendor must describe how its experience in the correctional commissary industry qualifies it to provide commissary services to the ECSO. At a minimum, each vendor should supply the following information to establish its qualifications:

- A. A narrative description of the vendor's history in corrections, limited to the correctional commissary business.
- B. The resumes of key personnel who will be involved in the contract.
- C. An organizational chart to include local personnel and technical support staff assigned to this project.
- D. Listing of comparably sized accounts where the vendor provides commissary services.

- E. Provide references of contracts at facilities where the vendor mimics the requirements set forth in this RFP both technically and operationally. The ECSO NY requires references from facilities serviced by the warehouse that will service the ECSO.
- F. Vendor **MUST** provide warehouse address location that will be responsible for supplying this contract, including but not limited to square footage.

The successful Vendor must supply a minimum of 6 current commissary referenced facilities of comparable size to ECSO, as well as others that the vendor provides **CURRENT** commissary services for that mimic the operational plan proposed in this RFP. The following information must be included with the references:

- A. Facility name, address, telephone number and title of contact person, date of acquisition. All references provided must be currently serviced by Vendor.

References shall be graded on the following: fill rates, service level, product quality, staffing/reliability, inmate grievance levels, technology utilized and functionality, and comparison of services versus previous vendor, if applicable.

**AWARD CRITERIA**

The intent of this RFP is to provide the “best value” for the ECSO, and award a contract to the vendor the ECSO feels best meets the needs of their facilities. Representatives from the ECSO will review all proposals received and evaluate each section of the vendor’s response. The evaluation criteria below, has been assigned a point system based on its relative value to the scope of work of the commissary project. All prospective vendors **MUST** answer and address, at a minimum, the below award criteria questions for vendor comparison purposes and point allotment for each section. The criteria and associated point totals are as follows:

**1<sup>st</sup> place point maximum totals per category noted to right of category:**

- 2<sup>nd</sup> place point total awarded = 50 % of 1<sup>st</sup> place max points.
- 3<sup>rd</sup> place point total awarded = 25% of 1<sup>st</sup> place max points.
- 4<sup>th</sup> place point total awarded = 10% of 1<sup>st</sup> place max points.
- 5<sup>th</sup> place point total awarded = 0% of 1<sup>st</sup> place max points.

**Maximum Point Total Potential = 125 Points.**

**A. Commissary Items: Match Current Items and Pricing to inmates / New Selections: 35 Points**

- a) Matched Current Selection and Pricing
- b) Current Master List with pricing
- c) Suggested New Menu with Pricing

**B. Technical Response & Kiosk System: 35 Points**

- a. Inmate Accounting Software System Feature Outline.
- b. Number of inmate kiosks installed at correctional facilities only: \_\_\_\_\_
- c. Number of correctional facilities utilizing vendors inmate kiosks: \_\_\_\_\_
- d. List, under separate cover, all inmate kiosk accounts above to include:
  - i. Facility Name
  - ii. Facility Address
  - iii. Facility Contact Name
  - iv. Facility Contact Phone Number
  - v. ADP
- e. List, under separate cover, all booking interfaces to include:
  - i. Facility Name
  - ii. Facility Address
  - iii. Facility Contact Name
  - iv. Facility Contact Phone Number
  - v. ADP

**C. References: 30 Points**

- a. How many **correctional commissary** facilities are served weekly: \_\_\_\_\_
- b. How many **correctional commissary** inmates are served weekly: \_\_\_\_\_
- c. How many correctional commissary facilities served weekly have an ADP of at least 1,200 beds: \_\_\_\_\_
- d. List, under separate cover, all **correctional commissary** accounts from letter c. above to include:
  - i. Facility Name
  - ii. Facility Address
  - iii. Facility Contact Name
  - iv. Facility Contact Phone Number
  - v. ADP
  - vi. Years Served
  - vii. Previous Commissary Provider-for service comparison purposes

**D. Vendor staff experience, warehousing capabilities, and products: 25 Points**

- a. Provide a narrative of the company's correctional commissary experience to include:
  - i. Years in the **correctional commissary** industry
  - ii. Narrative of the development of the vendor's software
  - iii. Listing of vendor's technical support team to include:
    - 1. Employee Name
    - 2. Employee Title
    - 3. Job Description
    - 4. Chart of Employees

- b. List all staff that will be assigned to this project to include:
  - i. Employee Name
  - ii. Employee Title
  - iii. Years of Experience-in **correctional commissary only**
  - iv. Projects/Facilities where the employee has assisted in the startup of the contract and ongoing maintenance of the **correctional commissary** contract
- c. List the companies background/security clearance policies
- d. Warehouses operated by the vendor that serve **correctional commissary only**: \_\_\_\_\_
- e. Warehousing square footage for **correctional commissary only**: \_\_\_\_\_
- f. Warehouse security features
- g. Commissary products offered by the proposing vendor: \_\_\_\_\_
- h. Average daily dollar value of correctional commissary products only: \$ \_\_\_\_\_
- i. Average on hand inventory in days/weeks vs. daily/weekly sales: \_\_\_\_\_

**E. 25 % Commission offered:                      Mandatory = 0 Points.**

**The award resulting from this RFP will be made to the vendor who submits the response that, in the ECSO’s judgment, best serves the interest of the ECSO. Based upon the review of the above factors, the proposals with the highest rating may be further evaluated through technical presentations and site visits at the discretion of the ECSO. ECSO will not entertain or accept on-site commissary operational plans, guarantees or signing bonus in the award of this contract. The submission of any shall render the vendor’s proposal unresponsive.**

**IMPLEMENTATION REQUIREMENTS/CONTRACT START DATE**

1. The awarded vendor shall be required to implement commissary operations within 90 days of a signed contract between the ECSO and Vendor.
2. The vendor’s technical staff shall be required to work with the Erie County Sheriff’s Office/Jail Staff to create all General Ledger Accounts and review system requirements.
3. Only after the Erie County Sheriff’s Office designated employees, Jail Administrator and Sheriff of Erie County has signed off on the training schedule as complete, may the awarded vendor’s technical staff be released of further training. On going training may be requested by the Jail at any time during the course of the contract.

## **RECORD OF ACCOUNTS**

The contractor shall keep adequate books and records of accounts and shall permit the Erie County Sheriff's Office Jail Administrator and/or his designee to inspect such books and records any reasonable time during normal business hours on seven (7) days notice.

## **CONTRACT PERIOD**

The contract resulting from this Request for Proposal shall be in effect for a three (3) year period.

THE ECSO RESERVES THE RIGHT TO RENEW AND EXTEND SAID CONTRACT FOR TWO (2) TWELVE (12) MONTH OPTIONS. THE CONTRACTOR SHALL HAVE NO RIGHT OF SUBLETTING OR ASSIGNMENT OF CONTRACT WITHOUT WRITTEN APPROVAL OF THE ECSO. THE CONTRACT MAY BE TERMINATED BY THE ECSO BY GIVING WRITTEN NOTICE TO THE CONTRACTOR AT LEAST NINETY (90) DAYS PRIOR NOTICE TO ANY SUBSEQUENT RENEWAL TERM.

# Erie County NY Sheriff's Office



## **RFP Commissary Service - No Bid Form**

**Vendor / Contactor Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**RFP # 1203VF:** \_\_\_\_\_

### **Reason (check one):**

Can't Meet Software Requirements \_\_\_\_\_

Warehouse Too Small \_\_\_\_\_

No Integration Experience with Current JMS \_\_\_\_\_

Can't Meet Reference Requirements \_\_\_\_\_

Other (please specify) \_\_\_\_\_

### **Mail to:**

**ATTN: Michael Reardon, Deputy Superintendent**  
**40 Delaware Ave.**  
**Buffalo, New York, 14202**  
Michael.Reardon@erie.gov

**Note:** Any other questions regarding this RFP will be submitted in writing to the same contact email address as listed above.