

**ADDENDUM II – RFP Commissary Service:** Issued: August 18, 2016

1. Will the Jail Authority allow for facility tours? If so, please provide information for the representative to contact to negotiate a date and time with. **Yes, contact me to arrange.**
2. Please confirm the current commission rate. **37.5%**
3. Please confirm the current average daily population. **945**
4. Please confirm the inmate capacity of the facility. **1183**
5. Is the current operation on- or off-site? Does the jail have a preference for either option going forward? Will both options be accepted? **On-site. Other options may be considered**
6. Please confirm the current frequency of orders. **Once a week**
7. Please confirm the requested frequency of inmate ordering per week. **See #6**
8. Please confirm the frequency of current deliveries per inmate per week. **The order is delivered over a period of (3) days**
9. Please confirm the requested frequency of deliveries per inmate per week. **See #8**
10. Can the Jail Authority please provide a menu with pricing? **Yes, see attached**
11. What is the current number of orders per week? **500 regular canteen orders and 250 indigent orders**
12. Please clarify the desired method for inmate ordering, phone order entry or housing unit kiosks? Will multiple proposal offerings be accepted to accommodate the different operations? **Vendor to propose**
13. If housing unit kiosks are desired for order entry, will facility staff be responsible for the necessary data cabling or will the successful vendor be responsible? **Vendor-Kiosks are already in place in the jail's lobby and intake. Jail staff is responsible to collect monies from the kiosks.**
14. Who will be responsible for the mounting of the housing unit kiosks to the walls (facility staff or the successful vendor)? **Vendor**
15. Can the Jail Authority please provide sales and usage figures for the past three months? **\$54,000 per month**
16. Will freight line delivery be accepted? **Yes**
17. Please detail the current delivery schedule. What day and at what time are orders placed? **Orders are received on Monday-Deliveries are made Monday-Wednesday**
18. When are orders delivered to the facility? Are all units delivered on one day? **See #17**
19. How many staff members are currently delivering commissary to the inmate population? Are these positions full-time or part-time? **2 FT- 1PT staff assisted by four (4) trusty inmates who are used in packing the order and deliver**
20. Who processes commissary orders and credits currently? Facility staff or vendor staff? **Vendor staff**
21. Please clarify that all commissary delivery agents should be dedicated solely to the commissary operation, and not other areas of the facility. **Canteen staff will be used in activities directly related to the proposer's responsibility in the implementation of the canteen contract**
22. Please specify if there is storage space in which to store commissary products until delivery. **Yes**
23. Are there any storage bins or carts currently utilized for commissary deliveries? If so, are these carts the property of the facility or the current vendor? How many are on-site? **Yes, carts owned by the vendor to deliver orders**
24. Please detail each housing unit and its ADP. **Housing**
25. Please provide reference information for the Jail Authority's current OMS representative. **This information will be furnished at a later date**

26. Please detail the contents, cost to the facility, and average weekly usage of current indigent kits.  
**Typical indigent kit package includes pen, 5 paper, 5 envelopes w/postage, soap, shampoo, deodorant, toothbrush, toothpaste, comb**
27. Will this project utilize any other kits, such as admission or weekender kits? If so, please detail the contents of each kit type, cost per kit to the facility, and average weekly usage. **No**
28. Will vendors be able to install software to facility owned machines? **Yes**
29. Will vendors be able to utilize the vendor's network? **Yes**
30. Will a rack server or a tower server be preferred? **Negotiable**
31. Does the facility currently receive any deposits? If so, how are they currently received?  
**Delivered to kiosk, inmates have money when arrested, and money orders are received by mail**
32. Will this project utilize a lobby kiosk? If so, who will empty cash? **See #13**
33. Please detail the current fee structure for any deposit services currently implemented. Are there any limits associated with deposits? **No limits on deposits made through the lobby kiosk, but this is handled by the telephone contractor and is not the responsibility of the proposer**
34. Who will take responsibility for wiring, mounting, and installing kiosks? **Already installed**
35. Is phone time ordered through the commissary? **No**
36. Is phone time debited directly from the inmate bank account? **No**
37. 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 Jail Authority be interested in implementing this revenue generating program? **Yes, approximately 300 packs sold a month**
38. Do inmates have access to microwaves or hot water to heat up food? **No**
39. Please confirm the food service provider for the facility. **Aramark**
40. Please state the length of the contract for food service. **3 years renewable for 2 additional 1 year terms**
41. Does the Jail Authority charge fees such as booking, room and board, or medical fees, etc.? If so, please provide the charges. **Only medical co-payment fees \$10 to \$20**
42. Are there any spending limits? **Yes, \$100 per order**
43. When the Jail Authority requests a VA Business License Number on the signature sheet, does this refer to a number specifically for New River Valley or is it for business licenses within the state of VA? **Vendor to follow the content of law in regards to Pulaski County**
44. Is the requested contingency warehouse required to be located in the state of Virginia?  
**Negotiable**
45. Please provide the hardware requested by the Jail Authority.  
**Vendor should propose technology required to implement their canteen services program**
  - a. PCs:
  - b. Printers:
  - c. Pod Kiosks:
  - d. Lobby/Deposit Kiosks:
  - e. Booking Kiosks:
  - f. Debit Release Swipes:
  - g. Etc.: