* Section II states that “All sales are made via the kiosks, tablets, inmate telephones or via the internet.” Please confirm that internet sales are sales made by family and friends for residents.
  + Does the facility currently utilize a family package program in use at the facility? If so, please detail order frequency, commission rate, spending/weight limits, sales information, and fees for this service.

**Yes, 35%**

* Who is the current resident accounting system provider?

Lockdown by Tech Friends

* Section V states that “For Vendor’s reference, an order form listing the items stocked in the canteen is included herein as Exhibit A” but no order form is included. Please provide the current menu with pricing.
* Section VI Item G requests debit release cards. Please detail the following:
  + On average how many detainees are released each month?

16 per day

* + What is the average dollar amount that a released detainee has?

That is not tracked

* + Does the facility intend to issue a debit card to all detainees being released? Or is there a dollar threshold that must be met?

All prisoners except those that are released to other jails or prison (that is not tracked)

* + How many debit release swipes would be required?

At least two

* Please detail current hygiene/welfare kit contents, pricing, and average usage. Will any other kits be required? Please confirm that the facility will be purchasing kits.

**Indigent Kits: $0.99**

* **Toothbrush**
* **Toothpaste**
* **Comb**
* **Deodorant**
* **Soap**
* **Flex Pen**

**Writing Kits: $3.39**

* **Paper**
* **5 Stamped Envelopes**
* Will vendors be able to submit multiple options for the facility to choose from, differing in options such as ordering option, technology, pricing, or commission?

Yes

* Will the facility permit site tours prior to the opening of the RFP?

Yes

* Please detail current facility staff responsibility regarding commissary.

Security staff will escort commissary staff to the prisoner housing units and complete background investigations for employees

* What is the current commission rate?

35%

* Please provide a breakdown of population per housing unit.

The ADP was provided in the RFP

* How are orders currently shipped to the facility? Freight line or vendor owned truck?

Vendor owned truck

* Will off-duty officers be available for hire to deliver orders?

No

* What day and at what time are orders placed? When are orders delivered to the facility? Are all units delivered on one day?
  + **Orders placed 1 time a week**
  + **Vendor staff delivers Tuesday-Friday**
* Will vendors be able to negotiate schedule changes?

Yes

* Who is the current JMS provider? Can their contact information please be provided?

GTL OMSe, information can be provided if necessary

* Does the facility charge fees such as booking or medical fees? If so, please detail the charges.

The facility charges non-consecutive services fees and that is $4.00 per day. There are restitution fees as well as medical co-payment fees. Those fees depend on the property destroyed for restitution and the medical services rendered for medical fees.

* Will vendors be able to utilize the facility’s network?

Only for accounting software

* Will vendors be able to install software onto a facility owned machine?

Yes, accounting software

* Please detail any order limits or restrictions currently in place.

None

* Do residents have access to microwaves or hot water to heat up food?

Hot water from the tap and no microwaves

* Can sales and usage reports for the past three months be provided? **See attached**
* What is the current average order total per week? **See attached**
* What are the current postage sales per week? **N/A**
* Are carts utilized to move orders? If so, will they be provided to vendors or are vendors responsible for providing carts for order delivery?

Carts are provided by the vendor

* Is there a vending program in use at the facility? If so:

There are two vending machines in the secure part of the facility for staff only.

* + Is vending for residents, staff, or both?
  + Please provide the current menu and pricing.
  + Please provide a breakdown of number of machines in each housing unit and type of machine (ie snack/ soda/ combination).
  + What is the commission rate provided for vending sales?
  + How often are machines restocked?
  + Are there any limits/ restrictions associated with vending machines?
  + Who will be responsible for wiring vending machines?
  + Who fills vending machines?
* Does the facility currently utilize tablets? If so, will vendors be able to interface with existing tablets for commissary ordering?

Tablets are in use and are provided by our telephone provider, GTL. The commissary provider shall be required to interface with the tablet provider for commissary ordering.

* Who is the current food provider? Please state the length of the food service contract.

TSG is our provider and we are in the last year of our contract

* Please provide the hardware requested. The proposer shall propose the hardware necessary to meet the requirements of the RFP. However, kiosks are required in each prisoner housing unit.
  + PCs:
  + Printers:
  + Scanners:
  + Pod Kiosks:
  + Lobby/Deposit Kiosks:
  + Intake Kiosks:
  + Debit Release Swipes:
  + Etc.: