



## CLARK COUNTY

### RFP #897

### INMATE COMMISSARY SERVICES

### QUESTIONS and ANSWERS

UPDATED: AUGUST 5, 2024

|    | QUESTION  | ANSWER   |
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| 1. | <p>Would the County consider extending the proposal due date to Friday, August 23, 2024? With Answers to Questions being provided on Friday, August 16 and the due date of Wednesday, Aug 21, that gives us very little time to incorporate new information into our proposal and no time to react to a late deliver or mis-directed shipment by FedEx.</p> | <p>Q&amp;A's are not substantial changes of work, just clarifications. The last date for Q&amp;A is August 14, 2024.</p> <p>August 16<sup>th</sup> is the date we would issue an official RFP addendum if needed.</p> <p>An addendum is released if and when a substantial change or impact to the work requirements in the proposal is required, and we would automatically extend the proposal deadline in the addendum paperwork.</p> <p>As stated in the RFP documents, make sure to check the official RFP website page throughout the RFP timeline for updates to the Q&amp;A and any possible addendum releases.</p> <p><a href="https://clark.wa.gov/internal-services/request-proposal-1">https://clark.wa.gov/internal-services/request-proposal-1</a></p> |
| 2. | <p>Regarding the 50-page limit, would the County consider also excluding the Cyber-Security Questionnaire?</p>  | <p>The Cyber-Security Questionnaire is not counted as part of the 50-pages.</p>  |
| 3. | <p>With the level of complexity that comes with a commissary operation this size and with this much new technology, we are wondering if our team can do a site visit?</p>   | <p>The County does not intend on holding a site visit for interested proposers due to the secure nature of the facility.</p> <p>Please use the Q&amp;A process to ask pertinent questions that will directly impact your ability to prepare your proposal.</p>   |
| 4. | <p>Would you be able to share the current commissary contract with me or do I need to submit an official public records request to obtain that information?</p>   | <p>The current commissary contract has been posted to our RFP website.</p> <p><a href="https://clark.wa.gov/internal-services/request-proposal-1">https://clark.wa.gov/internal-services/request-proposal-1</a></p>  |

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| 5.  | <p>Section IB, item J.2 Reward Capabilities – e.g. Chuckwagon Services</p> <ul style="list-style-type: none"> <li>a. How many inmates will have access to these services?</li> <li>b. How many days per week are these services to be offered?</li> </ul> | <p>This is one of the new items/systems the County is wishing to explore. The County welcomes proposals on best use of the vendor’s capabilities. Very rough estimate, once a week for specific groups on inmates.</p> |
| 6.  | <p>Please provide total commissionable Commissary sales for 2023.</p>   | <p>\$418,321.70</p>  |
| 7.  | <p>What is the current vendor commission rate on regular Commissary and Care Packs?</p>   | <p>37%</p>   |
| 8.  | <p>Do the sales totals provided on page 5 include Care Pack sales? If no, please provide Care Pack sales from the past 12 months.</p>   | <p>Yes, Care Packs are included in that number.</p>  |
| 9.  | <p>What is the current inmate tablet ratio from Viapath?</p>  | <p>There are roughly 6 inmates to each tablet.</p>   |
| 10. | <p>What is the current inmate trust fund being used for?</p>  | <p>Current funds are deposited into the County’s general fund to offset jail costs.</p>  |
| 11. | <p>Who is the current JMS provider?</p>   | <p>Please see item IB.E.a. Vendor is EIS - <a href="http://goeis.net">Jail Management System   EIS   Public Safety Software (goeis.net)</a></p>  |
| 12. | <p>Is a JMS interface with the inmate trust fund program required?</p>  | <p>If the commissary program can receive a “push” of information to update and confirm those currently in custody a direct interface is not required.</p>  |
| 13. | <p>Are paper order forms required if we enable commissary ordering on ViaPath kiosks and tablets and by phone?</p>  | <p>Emergency procedures require failsafe sustainability. Also, for exceptionally dangerous inmates, less than 1% of population over 10 years.</p>  |
| 14. | <p>If yes to “#5”, how many paper orders on average are done?</p>   | <p>Zero (0) in the last 90 days.</p>   |
| 15. | <p>Please provide the number of Commissary orders placed by inmates each week over the past 90 days.</p>  | <p>12-month average orders: 11391<br/>Weekly Average: 220</p>  |
| 16. | <p>Are indigent and welcome supplies required? If yes, please provide total indigent and welcome supply sales totals for the past 12 months.</p>  | <p>Yes. Included in total sales amounts. For 2023 there were 1,766 indigent kits and 3,550 intake kits.</p>  |

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| 17. | Is any of the following equipment needed: release card scanners, check printers, receipt printers, check stock?  | Yes. Vendor is required to provide cards and associated equipment to provide release funds to inmates. Vendor is required to provide checks and associated equipment for transfer funds when an inmate is going to another institution.   |
| 18. | Is armored car service required for deposited funds, or does jail personnel take funds to the bank?  | Jail staff deposit funds received at booking. However, the lobby kiosk must be serviced by other than jail staff.   |
| 19. | Does the jail wish for inmates to have the ability to transfer funds between their phone and Commissary accounts?  | Currently there is a one-time transfer allowed post booking, after that purchases are required from the appropriate vendor.   |
| 20. | If yes to "#11" would it be acceptable to charge the inmates a \$1 transfer fee for each transaction?  | No.   |
| 21. | Please elaborate on what is being requested with these items in the RFP:<br>-Deduct on-line inmate money transfers that do not require the issuing of a check from an inmates<br>-User ability to add voided checks to a bank statement  | This pays for internal services – Notary, PDR, etc. A voided check must be accounted when reconciling the trust fund.   |
| 22. | Can we get the Cyber Security Questionnaire in either a Word or Excel format?  | Yes, an Excel format has been posted to the website. <a href="https://clark.wa.gov/internal-services/request-proposal-1">https://clark.wa.gov/internal-services/request-proposal-1</a>  |
| 23. | Currently the County does not offer several popular high-selling items. Would the County consider adding the following type of items to the commissary menu?<br>a. Items packaged in a foil-like material. For example, chips, pouched chili, and pouched tuna.<br>b. 4oz bags of coffee, both caffeinated and decaf packed in a clear resealable bag.<br>c. Spicy items like pork rinds, spicy beans, spicy ramen, hot peanuts, hot chips, etc. | The County is willing to explore any products or packaging.<br>a. Previous experience has proven that certain types of packaging provide materials to circumvent security measures. County is willing to test different types of packaging materials to explore their safety.<br>b. County is willing to explore the possibility, previous experience has proven problematic with secondary heating concerns.<br>c. County has found certain items with spice packets to be problematic for safety reasons. The Scoville scale rating of an item is immaterial. |
| 24. | Due to the complexity of the delivery requirements required by the jail, KCN's three part-time employees work a total of 48 hours per week. Living wages for the State of Washington are \$26.24 per hour and all the current staff is paid above this wage rate.<br>a. Will the County consider changes to this operation to reduce the labor needed?<br>b. Will the County publish the requirements for delivery to the inmate and the hours   | County is willing to explore options to the current schedule. However, vendor's operational impacts must be mitigated in favor of the jail's operational impacts. The County endeavors to be a good partner to vendors and the community. Paying a living wage is an excellent avenue to assist in enabling a robust livable community. Currently, the three vendor employees are on site morning hours Monday, Tuesday, Wednesday and sometimes on Friday. Orders are collected and  |

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|     | required by the current vendor's staff needed to run the commissary operation?  | transmitted every Monday. Product is delivered to the site on Tuesday. Inmates receive product Tuesday and Wednesday between 8:30 AM and 11:30 AM. Fridays are used for refunds and other issues. Other jail operational items are scheduled around this service to keep hallways and movement within the jail at a manageable level. Jail is locked down for meals and nights. Hours of vendor operation in the secure portion of the building are 8 AM to 11:30 AM and 1 PM to 4:30 PM and 6 PM to 10 PM. |
| 25. | We use a 3 <sup>rd</sup> party technology provider for our inmate accounting and commissary software. In this situation, would the cybersecurity questionnaire only pertain to the software provider? | The software provider must complete the Cyber Security questionnaire so we can evaluate the security of the system being provided.  |