

# State of Delaware Department of Correction

TO: ALL OFFERS

FROM: Paul Giery  
Purchasing Services Administrator

SUBJECT: ADDENDUM TO PROFESSIONAL SERVICES REQUEST FOR  
PROPOSAL (RFP) - CONTRACT NO. DOC1102\_COMMISSARY  
COMMISSARY SERVICES

ADDENDUM # 2

## QUESTIONS & ANSWERS

**MAY 18, 2011**

1. Can you please provide the current commissary list with pricing from the existing vendor?  
Answer: Commissary Pricing list attached.
2. Do prices include tax on the commissary order form?  
Answer: Delaware is a tax free State.
3. Are vendors required to charge sales tax on offender purchases?  
Answer: No sales tax in Delaware.
4. Can you please confirm that the winning vendor is responsible for inputting orders into the system and inputting credits?  
Answer: Staff currently scans the orders. Account specialist posts credits. This function can be negotiated.
5. How are orders currently processed i.e. scanning, manual input?  
Answer: Scan
6. What is the current delivery schedule?

Answer: Friday

7. How many inmate housing unit kiosks is the DOC looking for? Who would be responsible for the wiring (cat 5 and electrical)?\

Answer: Approximately 20. The awarded vendor is responsible.

8. How many employees does the current vendor use to handle the current services and what are their hours?

Answer:

10. Can you please confirm that this is for an off-site operation only?

Answer: This is not an off-site operation.

11. Does the State sell phone cards or provide debit calling through the commissary?

Answer: Not at this time.

12. If so, please provide the following:

- a. Phone company name:
- b. Phone company contact:
- c. Phone company contact's phone number:
- d. Phone company contact's email address:
- e. Please list the denominations sold i.e. \$10, \$20, etc.:

Answer: Information not available at this time.

13. Can you please provide the usages over the last full month of all commissary items?

Answer: Information is not available at this time.

14. Can you please provide the sales, less phone time or tax (net of), over each of the last three full commissary months?

Answer: 01/02-01/29, \$19,598.93

01/30-02/26, \$20,926.90

02/27-04/02, \$25,415.65

15. Can you please provide the monthly average ADP over the last year?

Answer: Information is not available at this time.

16. What is the current commission rate?

Answer: 14.225

17. Can you please provide the hardware & quantity requested by the DOC:

- a. PCs:
- b. Printers:
- c. Scanner:
- d. Pod Kiosks:

Answer: Information no available at this time.

18. Is the current commissary vendor interfaced with the DOC's offender management system (DACS)?  
Answer: No, at present, there is no direct interface to any current commissary vendor.
19. If not, can you please provide a contact name and number for the DACS system?  
Answer: Information will be provided to the Awarded vendor.
20. How many orders per month, over the last three months, have been placed through the commissary?  
Answer: 13
21. How many deposits were taken in by the DOC last year to put onto inmate's accounts?  
Answer: Information not available at this time.
22. What are the options that DOC allows money to be applied to an inmate's account? (Money Order, Cash or check)  
Answer: When inmates are admitted to the facility, they may at times have cash. This cash is received and an account is opened in the inmate's name. Only money orders are approved. If inmates are transferred from another facility check from that authority will be approved.
23. Section II - Scope of Services  
Letter D - Software & Hardware Requirements  
Paragraph # 1  
Page # 4  
Answer: "The successful vendor's equipment and hardware/software are required to be compatible with the DOC's network system. If the successful vendor's equipment or hardware/software is not compatible with the DOC's system, it will be the responsibility of the vendor to convert their equipment and/or hardware/software and assume any related costs"

Is this stating that the kiosk option can run on the DOC's network?

Answer: This is dependent upon the level of security hardware/software on the kiosk equipment, which will be evaluated as part of the RFP review process.