

# State of Delaware Department of Correction

TO: All Potential Bidders

FROM: Erika Martine-Duquette  
Purchasing Services Coordinator

SUBJECT: ADDENDUM TO PROFESSIONAL SERVICES REQUEST FOR  
PROPOSAL (RFP)  
CONTRACT NO. DOC1205-COMMISSARY  
COMMISSARY SERVICES

## ADDENDUM #4

## QUESTIONS & ANSWERS, SET #2

**June 7, 2012**

1. Are the commissaries at any facilities currently privately managed?

Howard R. Young Correctional Institution (HRYCI), Sussex Correctional Institution (SCI) and Baylor Women's Correctional Institution (BWCI) are privately managed. James T. Vaughn Correctional Center (JTVCC) is operated internally.

2. In order to offer the most competitive possible prices it is essential to know:

- What is the current price and historical monthly sales volumes for each item at each facility?

Please see Addendum #2 and related attachments for available sales information.

- Will we be expected to buy out any remaining inventory of any or all items from onsite canteen upon contract award?

Yes.

3. How many people currently work at the onsite canteen(s)? How many officers and how many inmates (if any of either)?

Ranges from one to eight staff members and two to twenty offenders based on location.

4. What is the maximum commissary order dollar amount by facility per inmate?

(HRYCI) \$65.00 to be negotiated.

(SCI) Offenders are only permitted \$60.00 of food merchandise at one time and \$60.00 in cosmetics at one time.

(JTVCC) \$75.00 at the highest level, not including electronics or high cost items.

(BWCI) \$75.00 not including clothing and appliances.

5. Are there any other limits (i.e. \$/week, \$/month, lbs/order that apply to commissary orders by inmates?

Yes. Certain populations are limited based on security classification.

6. What are the current commission rates paid at each facility?

Commission rates are not available at this time.

7. May we see Sales reports showing the current menu, current prices and sales by item for each facility? (This is all information that the current vendor already has and

without which other respondents cannot price their bids as accurately as the incumbents)

Please see Addendum #2 and related attachments for available menus, prices and sales information.

8. Will DACS support web services integration? XML? SFTP?

Secure Web Service is preferred. Secure FTP or XML is acceptable.

9. Does the State currently use an online law library? If so, who is the licensor and through what vendor/network is access provided?

Offenders personally do not have access to an online law library. However, the Department may be interested in adding this service.

10. Given that inmate typically want access to the Law Library for extended periods of time and in private settings, will the State consider allowing access to an online law library to be via workstations separate from the kiosks?

Yes.

11. Please clarify that the Department is requiring a Commissary Management application, and Inmate Pay application and an Inmate Trust Account Management application as part of this RFP.

Yes.

- Who are the State's vendors for each of these applications currently?

Applications provided by current contract vendors Keefe and Swanson.

- In what formats will data be available for import prior to the implementation of the new systems?

Unknown at this time.

- How many officers have access to/use each application?

Approximately two (2) employees at each site from the Business Office (not Officers).

- In how many different locations will workstations for any or all of the applications be required?

Currently there are approximately six (6) workstations at each facility, not including kiosks (and ATMs for family members adding money to offender commissary accounts).

12. Regarding the silkscreening of inmate clothing (page 10 #2): please clarify what items of clothing must be indelibly labeled (does this apply to hats? Socks? Jackets?) What colors are required/permitted?

Typically, undergarments such as socks and boxers are not silkscreened with the DOC logo. Color is predominately white, but may vary between the female and male institutions.

13. Does property need to go through the property room before delivery to inmates? If so how long is it typically held there? Is clothing/property to be silkscreened or engraved after acceptance by inmates or before delivery of orders?

Commissary property does not go through the property room before delivery to offenders, but inventories must be supplied to the property room (non-consumables). Vendor's system must be secure for prevention of contraband introduction into the facility. Clothing/property must be silkscreened or engraved before delivery of orders to the offender.

14. Requiring Requirement A.9- are we responsible simply for the onsite delivery of any packages that the State allows friends and families to send? If so, how many such package programs does the DOC run? How many packages are typically delivered for each program? Can the DOC provide a contact person at the package program vendor who can describe their current shipping, packaging and delivery procedures and any contractual standards for delivery that they have agreed to with the State of Delaware?

Vendor may subcontract with a third party to provide the packages or provide the service directly to the DOC. Any subcontractor must be approved by the State prior to the signing of the contract. Currently, the DOC does not have a package program in place. Therefore, this service may be defined by the vendor.

15. How many packages must we provide staff to deliver? How often? Does/Will the package program provider (if any) reimburse us for the expense of providing this labor?

No set limitations; vendor may propose frequency.

16. Please describe the State's background checking procedures? How long does a typical check take? Are there fees involved or orientation classes which must be paid for by the selected vendor?

Please see attached Bureau of Prisons Policy 8.48 Security Clearance for details regarding procedures. A background typically up to two weeks to complete. There are no fees involved, and orientation classes will be scheduled at the individual institution's discretion upon successful award.

17. Please provide the specifications for the indigent supply packs? How many indigent kits a year does the State distribute?

Indigent supply packs include envelopes, stamps and rudimentary cosmetics. The number of indigent kits distributed per year is not tracked.

18. Is there enough access to delivery sites for carts to get through?

Yes.

19. How many Inmate Trust Account/Commissary/Inmate Pay workstations are required? How many printers? Are dedicated check printers required? If so how many?

Currently there are approximately six (6) workstations at each facility, not including kiosks (and ATMs for family members adding money to offender commissary accounts).

20. Are there any kiosks in place?

- If so how many?

- How many will be required under this contract?

Current kiosks:

(HRYCI) - 12 Kiosks Total on East side of facility. Dorm 1 & 2 (2 Each). Housing Units Q,R,S,T,V,W,Y, & Z Features Commissary Ordering & History viewing only.

(SCI) 2 Kiosks in Merit Building – Commissary Ordering. 1 Kiosk in Gatehouse.

(JTVCC) No current kiosks. Amount to be negotiated with selected vendor.

(BWCI). Yes. Deposit and history view for Lobby Kiosks and Housing Unit kiosks have commissary ordering and history viewing only. Booking kiosks for admission cash deposits.

Number required under this contract:

DOC wishes to maintain the current level of kiosks and expand the usage of kiosks at all facilities.

21. Is there wiring in place (electrical and data) to the locations where kiosks will be required?

Only in areas housing kiosks currently.

- If so, who owns wiring (if any)?

The State.

- If not, as there conduit or secure raceway space available to the locations where kiosks will be required?

Unknown at this time.

22. Will kiosks connect to each facility's data network or must separate connectivity be installed?

Separate connectivity must be installed.

23. May the local kiosks connect to the cloud via each facility's external data connections or must additional connectivity be installed?

Additional connectivity must be installed.

24. In order to tailor the inmate grievance procedure application on the kiosks, may we have a copy of the DOC's Administrative Procedure and any Department regulations that govern how grievances must be processed and tracked?

See attached Bureau of Prisons Policy 4.4 Inmate Grievance Policy.

25. Must pricing be in force for full length of the contract? (I #3 page 11) Will the State permit a period inflation adjustment?

Pricing policies are detailed in the RFP on Page 10 under "G. Commissary Menu" and on Page 11 under "I. Product Pricing, #3."

26. Please clarify requirement I.4, "Surcharge for all items shall not exceed 20 percent."

Surcharge is defined as the amount charged over and above market rate and will vary facility and item. Surcharge is specific to the State and not the vendor.

27. May we offer different commissions at each facility or different rates of commission for providing onsite stores vs. offsite bagging?

Yes.

