

**REQUEST FOR PROPOSALS FOR CORRECTIONAL
COMMISSARY SERVICES**

Responses to Questions Submitted by Potential Proposers
July 20, 2023

1. The RFP states deliveries need to be from 2-5 times per week. Can you clarify how many times you want orders delivered?
 - a. At least twice a week, but no more than five times per week.
2. The RFP states carts are required for delivery – can carts owned by the commissary vendor, store them on-site?
 - a. Yes.
3. The RFP has language that orders received up to 24 hours before delivery are to be included that week. That obviously isn't going to work for shipping it. Can you clarify – do you expect commissary to be picked and packed nearby the facility or is there room in the language to allow for at last two days shipping?
 - a. Yes. The requirement for service levels on page 25 of the RFP will be amended to read:
“Orders submitted at least 48 hours prior to a delivery date will be included with the next scheduled delivery. Orders submitted less than 48 hours prior to the next delivery date may be included with the following scheduled delivery.”
4. The RFP states you want the technology available for inmates to order via tablets - can you clarify do you already have tablets for inmate ordering or do you want tablets included as something we as the commissary vendor would supply?
 - a. Inmate tablets are already in place via Smart Jail Mail.
5. Who is the current phone provider?
 - a. IC Solutions
6. Who is your Jail Management System provider/software?
 - a. We are currently using ATIMS 1.0
7. What equipment is currently in the housing units – phones? Touch screen wall mounted kiosks? Tablets?
 - a. There are currently phones, tablets, and kiosks available to incarcerated persons.
8. What were the last 12 months of regular commissary sales?
 - a. July 2022- June 2023 Commissary Sales: \$1,193,798.17
9. Is there a friends and family program offered? If so, what were the last 12 months of gift bag commissary sales?
 - a. July 2022- June 2023 SecurePak (online packages): \$204,852.64.

10. The RFP states on Page 16 “The Sheriff is not seeking operational income but is seeking a vendor who will assist in controlling the cost of goods for the inmate population.” Does this mean you DO NOT want a commission of any kind on the commissary sales but instead want the lowest cost to the inmate on the products?
 - a. That is correct. The commissary program for the San Mateo County Sheriff’s Office is cost-neutral: The Sheriff’s Office does not seek any funds from commissary sales but rather wishes that the incarcerated population be provided commissary at the best possible price.

11. If not, and there is currently commission/return can you please provide:
 - a. N/A

12. What is the current commission rate on regular commissary?
 - a. N/A

13. What is the current commission rate on friends and family gift bag sales?
 - a. N/A

14. Who handles deposit services in the lobby currently? Do you want the commissary contractor to provide a lobby kiosk?
 - a. Yes. We wish for the proposal to include providing a kiosk for deposit services in the lobby of each facility.

15. Who handles deposit services in booking? Do you want the commissary contractor to provide a booking kiosk?
 - a. Yes. We wish for the proposal to include providing a kiosk for deposit services in the intake area of the Maguire Correctional Facility.

16. How many indigent packs are needed per month?
 - a. July 2022- June 2023 total indigent kits: 2,036 equates to an average of 170 per month.

17. Page 1 of the RFP states that the RFP should be a hard copy with 1 original and 5 copies, but pages 8-9 note a hard copy and also Electronic Submission. Is the County asking for both a hard copy submission and electronic submission, or are they offering the Contractor the option of a Hard Copy or electronic submittal? Please clarify.
 - a. Please submit both hard copies and an electronic submission.

18. If we are submitting by hard copy we will provide a separate Price Proposal in a separately sealed envelope and if submitting via electronic means, we would supply a separate file named “Price Proposal, RFP name.” Is this correct?
 - a. Yes, that is correct.

19. Is the county asking for housing kiosks for inmates to place commissary orders and submit grievances?

- a. There are existing kiosks and tablets which may be used for commissary purposes. However, it is the responsibility of the contractor to ensure that their system is compatible with the existing kiosks/tablets. If it is not, it will be the responsibility of the contractor to furnish compliant kiosks. The existing kiosks are supplied by Smart Communications.

20. Please clarify and expand on what is a “scheduling program”

- a. A “scheduling program” is a program which informs the incarcerated person of the expected delivery date of their commissary order. The “scheduling program” may be a part of the ordering system.