

Title and Summary

Request for Proposal: FY12-0916 Inmate Commissary and Trust Fund Acctg. Services

Request for Proposal: FY12-0916

Invitation to Bid Publication: As follows:

- //2011 <http://www.orangeburgcounty.org/>
- //2011 bulletin board, 3rd Fl., Admin. Centre

Invitation Composition: Request for Proposal No. FY12-0916-is composed of the following:

- Title and Summary pages
- Code Articles 1 through 7
- Scope of Work, including subparts:
 - Deliverables
 - Specifications
 - Delivery Schedule
- Vendor Qualifications and Information
- Addendum Acknowledgement
- Certification of No Exceptions
- Certification of Preference(s)

Invitation Amendments: If any, will be published/posted on the following:

- <http://www.orangeburgcounty.org/>
- Bulletin boards located in/on
 - (To be completed)
 - (To be completed)

Contracting Entity: Orangeburg County, South Carolina (“Owner”)
A political subdivision of the State of South Carolina

Procurement Coordinator: Procurement Director Jannella Shuler
Orangeburg County Procurement Office
1437 Amelia St. (“Administrative Center”)
Orangeburg SC 29115
(803) 533-6121 Office phone number
(803) 535-2307 Office fax number
jshuler@orangeburgcounty.org

Pre-Submission of Bids

Requirements: An optional site visit will be available upon request. Please contact Director Willie J. Bamberg at 803-531-4139 to schedule a meeting. Meetings will be held at the Orangeburg Calhoun Regional Detention Center at 1520 Ellis Ave Orangeburg, SC 29116.

- Questions:

If bidders have questions, same shall be

Directed to Procurement Director

Mode of Communication via e-mail only

jshuler@orangburgcounty.org by September 9, 2011 on or before 10:00 A.M.

Bids:

- Submission Composition:

Each submitted bid is required to be composed of the following, including fully completed and executed forms:

- Code and Articles Acknowledgment
- Deliverables
- Addendum Acknowledgment
- Vendor's Certification of Qualifications and Information
- Certification of No Exceptions
- Certification of Preference(s)

- Submission Deadline:

2:00 p.m. on September 19, 2011

- Submission Location:

Administrative Centre, 3rd Floor Procurement Office

- Opening Time:

2:05 p.m. on September 19, 2011

- Opening Location:

Administrative Centre, 3rd Floor Training Room

- Special Conditions

Intent/Award/Contract:

The intent to award, award, and the contract regarding Fy12-0916 is subject to the following special conditions:

- The termination process applicable regarding the services Swanson currently provides to the Detention Center: and
- If applicable, Title 43 Chapter 26 f the Code of Laws of South Carolina regarding the Commission for the Blind.

Introduction

The Orangeburg Calhoun Regional Detention Center is requesting proposals from qualified vendors to provide offsite commissary services for inmates at the Orangeburg Calhoun Regional Detention Center, located at: 1520 Ellis Ave. Orangeburg, SC 29116.

The purpose for this Request for Proposal is to solicit competitive sealed proposals from interested vendors to provide all equipment, software, installation, training, system implementation, technical support and maintenance, banking and commissary services to the Orangeburg Calhoun Regional Detention Center.

The successful proposal shall provide all equipment, materials, training and supervision required to provide inmate banking software and commissary services with Kiosk applications at the Orangeburg Calhoun Regional Detention Center. Any cost associated with equipment, installation, materials and/or services shall not be the responsibility of the Orangeburg Calhoun Regional Detention Center.

The Orangeburg Calhoun Regional Detention Center has an average daily population of approximately 350 inmates.

Code and Articles

RFP No.FY12-0916 Inmate Commissary and trust Fund Accounting Services

Incorporation by Reference.

Articles 1 through 5 and 7 of the Code are incorporated by reference as if set forth verbatim in this RFP. As stated in the Code, by submitting a proposal, the vendor agrees that the Code governs this procurement from solicitation through completion of the resulting contract, including disputes, if any.

ACCESS TO CODE. On November 16, 2009, Orangeburg County Council, the governing body of Orangeburg County, repealed all aspects of its procurement policy and enacted the **Orangeburg County Procurement Code** (the "Code"). The Code may be accessed online without charge at <http://www.orangeburgcounty.org/Purchasing/code.html> In addition, a copy of the Code is available for review without charge at the Office of the Procurement Director. If neither of those options meets your needs, a hard-copy of the Code is also available for purchase at the Office of the Procurement Director.

http://www.orangeburgcounty.org/_____.or

Method of Source Selection.

The source selection method applicable to this procurement is Competitive Sealed Proposals, §5-304 of the Code.

The undersigned vendor understands and agrees to be bound to the Code in all matter arising from the RFP identified above.

Printed Vendor Name

Signature of Vendor's Authorized Agent

Printed Name of Vendor's Authorized Agent

Title with Vendor of Vendor's Authorized Agent

Scope of Work

Vendor Responsibilities

RFP No. Fy12-0916 Inmate Commissary and Trust Fund Accounting Services

1. Commissary Services

- a. The Vendor shall furnish all goods, supplies, labor, supervision, transport materials and transportation to provide commissary, with Kiosk Lobby Payment Acceptor and accounting services for the inmate commissary.
- b. The Vendor shall provide a variety of products to be sold through commissary to meet the needs of the inmate population. All products offered for sale to the inmates must be approved by the Jail Administrator. Products offered should include brand name items, where applicable. No items packed in metal or glass containers will be sold and clear products are to be used as much as possible.
- c. Product pricing should not exceed local retail pricing for comparable items. Any pricing increases on any item, excepting annual CPI increase, must be approved in advance by the Jail Administrator; requests for such pricing increases must accompany documentation of reason for the pricing request.
- d. Inmates shall be given the opportunity to order commissary once per week. Order shall be processed and delivered to the institution on Tuesday delivery date the next day after the order is placed limit One hundred fifty (\$150.00) per order.
- e. All orders shall be placed in plastic bags, which are then heat-sealed. All orders shall contain a two-part receipt; receipts shall have a designated area for inmate signature and shall contain: starting balance, itemized list of goods sold with price for each, ending balance, receipt number, and an explanation of any items not sent with the order.
- f. The Vendor is responsible for all sales, use, excise, business and/or income taxes applicable to the commissary operations.
- g. The Vendor shall provide a member of their staff for the delivery of the commissary orders directly to the inmates in their housing units, on the day the order is received at the detention center.
- h. The Vendor must conduct a security background check for any employee that will be admitted onto the secured area of the Detention Center.

2. Inmate Trust Fund Accounting Software

- a. Vendor shall provide the computer and computer related equipment needed for the accounting and commissary operations.
- b. Vendor shall provide a general ledger based inmate trust fund accounting program; such program shall be in accordance with generally accepted principles of accounting.
- c. The Inmate Trust Fund Accounting Software shall, at the minimum, perform the following functions:
 1. General Ledger based with automatic transaction posting.
 2. General Ledger reporting
 3. Date specific historical reporting
 4. Posting of debt charges to inmate accounts either individually or multiple inmates through a batch process
 5. Maintain outstanding debt files with automatic collection upon deposits to inmates' accounts.
 6. Reports of collected debt charges by category; reporting of outstanding debt records.
 7. Checkbook reconciliation module
 8. Ability to rerun reconciliation reports at any time
 9. Release and check writing module
 10. Ability to merge duplicate inmate accounts
 11. Detailed ledger reporting for inmates' accounts
 12. Reports, on demand, of frozen, stale, active and inactive accounts
 13. Ability to restrict commissary purchasing for medical conditions or for disciplinary reasons
 14. Ability to restrict the maximum quantity on specific items
 15. Ability to limit the total number of items an inmate may receive with each order
 16. Outstanding checks and deposits reporting
 17. Ability to reclaim stale checks
 18. Receipt generation for deposits and withdrawals
 19. Automatic backup of data on a daily basis
 20. Ability to create any ad hoc reports that the institution may require

21. Product Category Limitations
22. Ability to interface with the Jail Management System
23. Ability to make deposits through a lobby kiosk to inmates accounts in real time. Lobby kiosk must accept cash, credit and debit cards.
24. All cash from the lobby kiosk and booking kiosk will be the responsibility of _____.
25. Ability to add an additional convenience fee to the lobby kiosk to belong to the county/detention center should the county desire to do so
26. Ability to make deposits through a Booking kiosk when the inmate is processed.
27. Ability for the inmates to place orders, write grievances, request and order sick call as well as read responses to grievances, requests and sick call on an ordering kiosk.
28. Ability to add additional subjects to the inmate ordering kiosk without the assistance of a programmer
29. All kiosk are to be at no cost to the facility
30. Ability to direct grievances, requests, sick call any additional subject to the appropriate staff member or members for response
31. Ability to direct appeals to the appropriate staff member or staff members
32. Ability to place time limits on when a grievance may be appealed
33. Ability to change an inmate's pin number should the inmate's account be compromised
34. Ability to require inmate's to enter their pin number and one other form of identification in order to access the ordering kiosk.
35. Ability to associate kiosk to a specific location so that only inmates within that location may use the kiosk.
36. Ability to freeze an inmate's account so that nothing whatsoever can affect the inmates account.
37. Ability to freeze the inmate's account so that the inmate is unable to order commissary.
38. Ability to shut down and restart kiosk through the Trust Accounting Software.
39. Ability to order items that are not including in the spending limit.

40. Ability to handle multiple cash drawers.
41. Must have release cards available for dispensing of inmate funds at no cost to the Detention Center.
42. Any updates made to the Inmate Trust Accounting that may be beneficial to the detention center are to be at no charge
43. Ability to interface with the telephone system for inmates purchase of phone time should the facility desire to do so

County Jail Responsibilities

3. The Jail Administrator will designate one staff member to serve as the primary day-to-day contact to the Vendor.
4. The Jail will provide staff and workspace for the commissary computer with access to telephone, internet, fax and copier.

Vendor Qualifications and Information

RFP No. FY12-0916

Inmate Commissary and Trust Fund Accounting Services

Vendor shall provide with its proposal, the following which should be collated, fastened together and clearly labeled “Vendor’s Certification of Qualifications and information for RFP No FY12-0916”:

1. The Vendor must have at least three (3) years previous experience in providing both inmate commissary with Kiosk applications and trust fund accounting systems to similar in size and scope to the Orangeburg Calhoun Regional Detention Center.
2. The Vendor must have at least three (3) years previous experience in providing both inmate commissary with Kiosk applications and trust fund accounting systems to similar in size and scope to the Orangeburg Calhoun Regional Detention Center.
3. The Vendor must have a proven track record of these services, with a minimum of three (3) accounts for correctional facilities housing over 300 inmates, in which the Vendor has provided commissary services. Please provide the name of the facility, the name of the person we may contact as well as their contact information, date that the facility commissary became under your control and the number of inmates housed within the facility.
4. The Vendor must have qualified staff, with identified support personnel dedicated to commissary services; the Vendor must have the ability to respond to software/hardware issues within a matter of a few hours.
5. The Vendor must submit a copy of the most recent financial report of the company.
6. The Vendor must own the Inmate Trust Accounting software. No third party software will be accepted.
7. The Vendor is not allowed any arrangements with any third party or sub-contractors on any portion of the commissary contract.

Deliverables

B. Insurance Requirements

1. Insurance coverage shall be carried with an insurance company licensed to conduct business in the State of South Carolina.
2. Insurance shall be obtained prior to commencement of work and shall remain in force throughout the period of the contract. Orangeburg Calhoun Regional Detention Center shall be named as an additional insured on the policy.
3. Proposer is responsible for any and all deductions.
4. Required coverage:
 - a. Worker's Compensation
 - b. General Liability with \$1,000,000.00 combined single limit for B.I.P.D.

To allow for ease of review, all proposals should be submitted in the following format:

5. Executive Summary

All proposal responses will include an executive summary, outlining the basis of the proposal. Include a letter of transmittal with the official company name which obligates the company to the project and contract with the Orangeburg Calhoun Regional Detention Center and agrees to the terms and requirements of this RFP. Include company's most recent financial statements. The attached bid form and addendum receipt form are mandatory documents and must be included.

6. Company Information

This section should include an overview of the company, the primary business interest and/or operations including organization and affiliations.

Include the company's address, when organized, where incorporated, how many years the company has been in operation, credit available for this contract, and FIN.

7. Experience and Qualifications

This section should include a review of the Proposer's experience in providing Inmate Trust Fund Accounting and Commissary Services. Include an organizational chart and biographic review and qualifications of all personnel to be involved in the provision and management of the services under this contract.

8. References

Proposers should provide a minimum of three (3) references. Include length of contract, contact information, services provided and inmate population.

Additionally, give references for all South Carolina accounts at which the Proposer provides Inmate Trust Fund Accounting and Commissary Services.

9. Overview of Computer Equipment to be provided.

10. Inmate Trust Fund Accounting Software

This section should provide a detailed review of the features of the software to be provided by Proposer. Proposal should address the software requirements as outlined in section E.2.c of this RFP. Include statement indicating the frequency of upgrades to the software as well as any cost incurred to the Detention Center.

11. Technical and Operational Support and Banking Services

Provide narrative outline of the technical and operational support the Detention Center will receive as part of this contract. Include list of contact personnel.

12. Operational Plan

Review in detail the method by which the inmates will place orders, how the orders will be processed and delivery method. Discuss methods of quality, response to inmate grievances, how order errors are addressed, location of warehouse, assessment of customer satisfaction, methods to maximize and/or increase sales.

13. Commission Returns and Inmate Pricing

This section should clearly list the commission rate to be returned to the Orangeburg Calhoun Regional Detention Center, as well as the methods of calculating the monies returned. All offers should be in the form of a percentage of sales; no other options will be considered. Include inmate menu pricing.

14. Transition Plan

This section should detail how you will handle the transition from the current provider, including but not limited to procedure on the transfer of data from their system to yours.

15. Sample Commissary List, price out items on list provided.

16. Additional Information

C. Assignment

Any contractual agreement as a result of the RFP process shall not be assigned by the successful vendor without specific written approval of the Orangeburg Calhoun Regional Detention Center in advance of any assignment.

D. Right to Audit

The proposer shall allow the Jail Administrator, or designee, the right to audit the revenues and commission of any inmate product orders in the Orangeburg Calhoun Regional Detention Center. The Jail Administrator, or designee, will provide the proposer with written notice at least ten (10) days in advance of the day of the audit. The proposer shall cooperate with the Jail Administrator, or designee, in assembling and providing reasonable requests for information.

E. Award of Contract and Indemnity

1. A selection committee will review and rate all proposals and may determine an interview list of the firms whose proposals are the highest rated on qualifications and information provided. The Orangeburg Calhoun Regional Detention Center reserves the right to reject any or all proposals, waive technicalities and make the award in the best interest of the Orangeburg Calhoun Regional Detention Center.
2. If a contract is awarded, the successful proposer will be required to indemnify, defend and hold the Orangeburg Calhoun Regional Detention Center harmless from and against all claims, loss, liability, cost and expenses, including attorney's fee, howsoever arising or incurred, alleging damage to property or injury to, or death, of any person,, arising out of, or attributable, to the proposer's performance of the contract awarded.

F. Reservations

The proposer acknowledges that the Jail Administrator of Orangeburg Calhoun Regional Detention Center reserves full freedom (in addition to the right to reject any and all proposals) in awarding proposals to consider all available factors including, but not limited to commission, the provision of needed and unneeded features, and usefulness to the Orangeburg Calhoun Regional Detention Center and prior experience. In addition, the proposer recognizes the right of the Jail Administrator of Orangeburg Calhoun Regional Detention Center to reject a proposal if the proposer failed to furnish any required submittals on the date required by the proposal documents, or if the proposal is in any way incomplete or irregular. Hence, Jail Administrator of Orangeburg Calhoun Regional Detention Center may not award the proposal to the best responsible and responsive proposer if, in the judgment of the Jail Administrator of Orangeburg Calhoun Regional Detention Center, the best interest of the Orangeburg Calhoun Regional Detention Center will be served by award to another. The Jail Administrator provides equal opportunity for all businesses and does not discriminate against any person or business because of race, color, religion, sex, national origin, handicapped or veterans status. This policy ensures all segments of the business community have access to supplying the goods and services needed by the Orangeburg Calhoun Regional Detention Center.

G. Non-Discrimination

The Vendor must agree to comply with the policies of the Orangeburg Calhoun Regional Detention Center and the state and local laws whereby discrimination is prohibited on the grounds of race, religion, color, sex, age or national origin.

H. Ethics in Public Contracting

By submitting their signed proposal, all Vendors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder, offered, proposer, supplier, manufacturer, or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for their procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

PROPOSER QUALIFICATION FORM

Company Name: _____

Address: _____

When Organized: _____

Where Incorporated: _____

How many years have you engaged in business under the present firm name? _____

Credit available for this contract: _____

Has Proposer ever declared default on a contract: _____

Experience Qualifications

List three correctional facilities, of over 350 inmates, in which Proposer provides BOTH commissary services and Inmate Banking Software.

Facility Name	Address	Contact	Phone	# Inmates

Facility Name	Address	Contact	Phone	# Inmates
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Facility Name	Address	Contact	Phone	# Inmates
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Facility Name	Address	Contact	Phone	# Inmates
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Facility Name	Address	Contact	Phone	# Inmates
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ADDENDUM RECEIPT ACKNOWLEDGEMENT

Proposer acknowledges receipt of the following addendum to RFP # _____ Orangeburg County, Inmate Commissary and Trust Fund Accounting Services, issued by the Orangeburg Calhoun Regional Detention Center; due date of proposals _____.

Addendum No. _____ Date: _____

Addendum No. _____ Date: _____

Addendum No. _____ Date: _____

Addendum No. _____ Date: _____

Company: _____

Authorized Signature: _____

Name: _____

Title: _____

Date: _____