

## RESPONSES TO SUBMITTED QUESTIONS

April 7, 2022

Can the county please clarify which services/websites that they would like to have accessible on the public kiosks, referenced on page 8 and 9?

**“Public terminals should be able to be configured as access terminals for vendor services, user account, and county websites”**

**Answer: The Pennington County Jail websites and any websites routinely used for inmate and public communication.**

Can you please clarify what you mean by Document Capture on page 8, is the county interested in a mail scanning system?

**Answer: Document Capture on page 8 refers to scanning and storing physical letters that inmates submit with the categories and responses for inquiries, appeals, grievances, etc. so that the county can keep inmate correspondence with jail staff in one system.**

On page 8 Sub-Section “Safety & Justice Partner & Inmates/client communication” calls for 3-way voice calling and 3-way video calling, can you please clarify what you mean by this communication and why this functionality is needed?

**Answer: When the system is used by courts and the defense attorneys who are different locations, 3-way calling would be an asset.**

Is commissary delivered once or twice a week to the inmates?

**Answer: Commissary is currently delivered twice a week to the inmates on Tuesdays and Fridays.**

Do the juveniles receive commissary?

**Answer: Yes.**

Is the county receiving commissions on e-mail revenue?

**Answer: Yes.**

Do the menu prices include or exclude tax?

**Answer: Current commissary price lists do not include tax.**

Our understanding from reading the RFP scope and pricing page is that the County wants vendors to propose a new inmate phone system and video visitation as part of the technology offering. Is that correct?

**Answer: Correct**

Please provide the schedule in which the inmates have access to the inmate phones.

**Answer: Approximate General Population Schedule - 0715-1100, 1200-1400, 1515-1800, 1900-2200.**

The RFP only mentions inmate calling as a function of kiosk/tablet services. Assuming a phone system is required, does the County want to continue using standard inmate phones in the numbers and locations listed in Appendix B? Or is your preference to move all calling to kiosks and tablets?

**Answer: The County provided a minimum expectation by outlining our current inmate kiosk and phone locations. Combination kiosks and tablets can be considered.**

In order to help us evaluate call volumes and recognize additional revenue potential, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following information:

Call Category	Rate for First Minute	Rate for Each Additional Minute
LOCAL – Collect		
INTRALATA – Collect		
INTERLATA – Collect		
INTERSTATE – Collect		
LOCAL – Debit		
INTRALATA – Debit		
INTERLATA – Debit		
INTERSTATE - Debit		
International - Debit		
LOCAL – PrePaid Collect		
INTRALATA – PrePaid Collect		
INTERLATA – PrePaid Collect		
INTERSTATE – PrePaid Collect		

Answer: Current phone rates can be found at the following website:

<https://www.pennco.org/index.asp?SEC=42D9859E-4626-4042-9C4A-86B2287E0B56>

Please provide a copy of all current contracts and amendments pertaining to all services under this RFP.

Answer: Current phone rates can be found at the following website:

<https://www.pennco.org/index.asp?SEC=BE8D81EC-CCAB-4EE6-8F0F-9F85C5B31F4D>

Will the County allow for a proposal to present multiple pricing options for the County’s consideration?

Answer: Yes.

Are calling cards being used today? If so, how are they purchased and given to the inmate? What denominations are available?

Answer: No.

For the current video visitation system:

Do you have any portable kiosks? How many?

Do you require the same equipment counts as those currently installed?

Answer: The County does not have any operational portable kiosks.

What kind of wiring connects the kiosks to the equipment room?

Answer: CAT5/6

Do you currently have an inmate tablets program? If so:  
How many tablets does the County have today?

**Answer: No.**

Who is the tablet manufacturer?

Do inmates share the tablets? How do they check them out?

Exactly what services and applications are offered on the tablets?

Are the tablets interfaced with the JMS and for what purpose?

Please provide all the rates and fees associated with the tablets.

Please provide tablet usage reports for the past several months.

**Answer: The County is not using tablets currently.**

Please provide the weighted values for the evaluation criteria on p. 14 section 3.2.

**Answer: The values will not be weighted.**

Page 2 says, "You may submit a proposal including or excluding any combination of institutional food service, commissary and technology services." Would proposals from vendors responding to just the Communication Functionality (Inmate Phones, Video Visitation, Law Library) described in Section 7.4 be accepted?

**Answer: Yes.**

Page 12, 2.4 refers to a "Submission Form (Section I – Subsection 10.0)". There is no form provided in Section I-Subsection 10.0. The Table of Contents refers to this as "Vendor's Certification". Will the County please provide this form or advise where we can find it?

**Answer: Please use Appendixes C-E as the submission forms.**

After the first round of questions is answered, will the County accept additional questions if clarification is needed for any of the County's responses?

**Answer: The County reserves the right to provide further clarification on a case by case bases and will post any response for the benefit of all Vendors.**

Currently two snacks are being served to the students at the WSDJSC facility. No snacks are required to be served in the RFP for this facility. Does the county desire to continue to have two snacks served? If so, do they want one to be reimbursable for the After-School Snack Program.

**Answer: Yes, to both questions.**

Is it the intention of the County to award the whole contract for Food, Commissary and technology to one provider? Or can companies bid for individual pieces.

**Answer: Venders may submit a proposal including or excluding any combination of institutional food service, commissary, and technology services.**

Please provide a copy of the current Inmate Communications Agreement, including any Attachments, Amendments or Addendums.

**Answer: Current phone rates can be found at the following website:**

<https://www.pennco.org/index.asp?SEC=BE8D81EC-CCAB-4EE6-8F0F-9F85C5B31F4D>

Jail Management Integration – Please provide the name and contact information for the current JMS vendor.

Answer: Zuercher/Central Square

Page 7 of the RFP reads, “The County intends to award a thirty (28) month contract for the period beginning on September 1st, 2022 and ending on December 31st, 2024.” Would the County please clarify if the contract period is to be for 28 or 30 months?

Answer: September 1st, 2022 through December 31st, 2024 is 28 months including the end date.

Does the facility have a loading dock or will deliveries need to be made with a truck that has a lift-gate?

Answer: The Jail has a lift on the dock.

What is the current commission rate?

Answer: Please see the current contract online at <https://www.pennco.org/index.asp?SEC=BE8D81EC-CCAB-4EE6-8F0F-9F85C5B31F4D>

Is the Facility tobacco free?

Answer: Yes.

What is the current spending limit? Do you anticipate any changes to this?

Answer: \$70.00 per delivery (\$35.00 inmate ordering, \$35.00 online) twice a week.

Please provide the current commissary list with pricing from the existing vendor? If a list will not be provided, please confirm if items from the following categories are allowed to be sold:

- Ramen Noodles
- Chips
- Snack Cakes
- Soda

Answer: Currently, Ramen Noodles, Chips, and Snack Cakes are allowed, Soda is not.

Do prices include tax on the commissary order form?

Answer: Tax is not included on the commissary form provided to inmates. The County does not have a preference.

Does the County sell phone cards or provide debit calling through the commissary?

Answer: Currently the inmate or the public purchase phone time directly from the phone vendor.

Please provide the hardware requested by the County?

- PCs:
- Printers:
- Pod Kiosks:
- Lobby/Deposit Kiosks:
- Booking/Intake Kiosks:
- Etc.

Answer: Please refer to Appendix B for the current technology usage. The County is not listing what technology is needed, understanding each vendor's model may have a different technology proposal for services offered.

Who is the county's ISP?

Answer: Midcontinent

### **Housing Kiosk**

Does Cat5/6 cabling exist in all the housing units that are to have a kiosk installed?

Answer: Cat 5/6 runs to each housing unit.

Who will be responsible for removing the cash from the lobby kiosk?

Answer: Jail Accounting Staff.

Who will be responsible for removing the cash from the booking kiosk (if applicable)?

Answer: Jail Accounting Staff.

On-Site Locations - Please breakdown the current commissary operation.

1. Frequency of orders? **Twice a week.**
2. Are orders bagged on or off site? **Off site.**
3. If bagged off site, would the county be open to an onsite bagging operation? **No.**
4. What are the dimensions of the commissary room? **Not Applicable.**
5. Is there internet access in this room? **Not Applicable.**
6. Will the vendor have to provide their own shelving for the commissary room? **Not Applicable.**
7. Is inmate labor available for use? **No.** If yes, how many inmates? Will the vendor incur a cost for using inmate labor, if yes, please specify. **Not Applicable.**
8. Who is responsible for delivery of the orders to the inmates? **Jail staff.**
9. Are in unit wall mounted video visitation kiosks required or can all services be on tablets? **Kiosks are required.**

Will debit release card service be included in the contract award or is there a separate contract with NUMI for debit release?

Answer: The current agreement is through our current commissary vendor.

If a vendor does not intend to bid on all three services, will including the appropriate appendix marked as not applicable be sufficient or should the vendor still include each subsection (4-10) in the response with a notation that they are not bidding on that service?

Answer: Marking the appropriate appendix as "Not Applicable" is sufficient.

Regarding Appendix C, Are the Care Campus and juvenile meals supposed to be billed at the same price as the regular tray cost? Or can the vendor propose a separate price for those meal types?

Answer: The vendor may propose a separate price.

Would Pennington County consider a pricing scale? A pricing scale allows the County to realize savings when the inmate population increases and assures your service provider does not have to ask for relief in the event it drops.

Answer: Yes.

Who is responsible for providing paper products required for the food service operation?

Answer: The Jail is currently providing these products.

Who is responsible for providing cleaning and chemical products required for the food service operation?

Answer: The Jail is currently providing these products.

Section 8.20.9, Special Food Service Equipment. Can you please provide the brand, style and number of compartments for the hot/cold individual trays for each location (Jail, Care Campus, Juvenile)? Is Pennington County looking for the vendor to supply individual food trays for the jail, juvenile and care campus?

Answer: The Jail is currently supplying trays for food service.

Section 8.22.2, Telephone. Do you have an average of what the telephone cost is monthly for the kitchen?

Answer: The jail will provide internet service to the kitchen.

Who is responsible for covering the cost of internet service to the kitchen?

Answer: The jail will provide internet service to the kitchen.

Will the vendor have access to washers and dryers on-site to launder towels, pot holders, etc.

Answer: Yes.

What are the inmate meal service times for breakfast, lunch, and dinner?

- Jail - 0710, 1240, 1730
- Western Dakota Juvenile Service Center - 0700, 1200, 1730
- Care Campus - 0700, 1200, 1730

What is the calorie level of the current Care Campus menu?

Answer: Refer to Section 1.3 Nutritional Needs and 1.4 Regulatory and Funding Restrictions for answers concerning caloric intake requirements for food services.

What are the menu requirements for Care Campus?

Answer: Refer to Section 1.3 Nutritional Needs and 1.4 Regulatory and Funding Restrictions for answers concerning caloric intake requirements for food services.

When does the Care Campus return the bulk containers to the vendor, are they cleaned by the county staff or is the vendor responsible for cleaning?

Answer: The Vendor and supervised inmate workers.

Who is responsible to clean the individual meal trays for the Care Campus?

Answer: The Vendor and supervised inmate workers.

What kitchen equipment is available at the Care Campus (dishwasher, hot box, cooking equipment, etc)?

Answer: The site tour will allow each vendor to assess the kitchen equipment is available at each facility.

What are the delivery times for meals to the Juvenile Services Center?

Answer: 11 a.m. and 4 p.m.

When does the Juvenile Center return the bulk containers to the vendor, are they cleaned by the county staff or is the vendor responsible for cleaning?

**Answer: The Vendor and supervised inmate workers.**

Who is responsible to clean the individual meal trays for the Juvenile Center?

**Answer: The Vendor and supervised inmate workers.**

What kitchen equipment is available at the Juvenile Center (dishwasher, hot box, cooking equipment, etc)?

**Answer: The site tour will allow each vendor to assess the kitchen equipment is available at each facility.**

Who is responsible to provide the bulk containers to transport food to the Care Campus and Juvenile Services Center?

**Answer: The Vendor and supervised inmate workers.**

How many inmates are on special diets and what types of diets are they on? Are there any unusual requirements the vendor needs to be aware of for billing purposes (snacks, nutritional supplements, kosher diets, etc.)

**Answer: Special diets are dictated by medical staff and can vary. Individual billing lines can be made for certain special diets, snack or other items as needed.**

Are condiments for the meals served in bulk or packets?

**Answer: Condiments for the meals may be served in bulk or packets depending on the item and the meal type (bulk service, tray service, or snack lunch).**

Do you have a requirement for serving milk? Is a Dairy Drink acceptable as a substitute?

**Answer: Yes.**

Please provide a copy of the current staff menus.

What is the current procedure for staff meal ordering, billing, payment by staff, meal cost, etc.?

What are the Staff Meal service times?

**Answer: Not Applicable.**

What time does the kitchen open and close each day?

**Answer: Currently the kitchen opens at 3 a.m. and closes at 7:30 p.m.**

Are food service staff required to leave the kitchen to deliver carts/meals to the housing areas?

**Answer: Food service staff are not required to leave the kitchen to deliver carts/meals to the housing areas of the Jail. They do transport to other facilities.**

Does the county provide the current vendor with inmate workers? If so:

How many inmate workers are provided in the operation?

**Answer: Currently the County provides the current vendor with inmate workers. Eight inmates per shift, two shifts per day, between the hours of 3 a.m. and closes at 7:30 p.m.**

What are the shift times they work?

**Answer: 3 a.m. until 7:30 p.m.**

What tasks are they permitted to perform such as cooking, operating equipment, etc.?

Answer: Under the supervision of vendor, currently inmate workers are involved in cooking, cleaning, operating equipment, delivering meals to cellblocks, and moving and storing food.

Do they receive double portions and can the contractor bill for double portions?

Answer: Currently inmate workers receive double portions and coffee and the Vendor does not bill the jail.

Is the county interested in pricing without the use of inmate labor?

Answer: The county is interested in pricing without the use of inmate labor or some modified version of current labor.

How many current food service employees are working in the operation? Does the administration feel the current level of supervision is satisfactory? Please provide the current staff positions, work schedules, etc.

Answer: The County does not have that information. However, a minimum of 2 food service staff must be available to supervise inmate workers when the inmates are in the kitchen.

What is the starting pay for a Correctional Officer?

Answer: Full-Time - \$48,131.20 - \$57,033.60 Annually

Value Add (if applicable)

Is there currently a program in place that provides the ability for inmates to order fresh foods from the kitchen and pay for those foods with their commissary account? If so please provide information on this program for the following:

- A. Approved menus and prices
- B. Service schedules (when inmates order-when they are delivered)
- C. Who delivers the completed orders?
- D. What is the average weekly sales volume in dollars?
- E. What is the current commission rate?
- F. Are there any restrictions or limits for purchases?
- G. Does the program allow for family and friends to also order items on the menu via phone or internet? If not is this something the facility would approve of?
- H. How many inmates on average are eligible to participate in this program on any given week?

Answer: There is not currently a program in place that provides the ability for inmates to order fresh foods from the kitchen and pay for those foods with their commissary account.

Is the inmate trust account managed through the commissary system or the Jail Management System or other system? If other, please specify.

Answer: Lockdown is the program used.

**THE FOLLOWING QUESTIONS WERE SUBMITTED BUT DUE TO THE SCOPE OF THOSE QUESTIONS AND THE TIME NEEDED TO PRODUCE THIS DATA, THEY ARE BEING EVALUATED TO DETERMINE AN APPROPRIATE RESPONSE. THE COUNTY INTENDS TO MAKE A DETERMINATION AND WILL POST AN ANSWER NEXT WEEK.**

Please provide the following information:

- Current commissary menu with pricing
- Current commission rates on all services
- Six months-worth of commission statements from commissary purchases

- Six months-worth of total commissary sales

Please provide several recent commission reports for the Facilities, showing calls, minutes and revenue (or at minimum calls and minutes). This data is necessary to estimate costs and potential revenues. The current vendor has access to this information, so distributing the information to other vendors in a timely fashion will ensure a level playing field for all bidders.

Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect? If so, what are the rates and fees charged for these calls?

Please outline the fees that are being charged to end-users:

Bill Statement Fee

- PrePaid Account Funding Fee via Web
- PrePaid Account Funding Fee via IVR
- PrePaid Account Funding Fee via Live Operator
- Fees for Instant Pay Calls

Please provide the commission percentage currently received on inmate telephone revenue.

Please provide an average of monthly commissions received over the past year from the current vendor.

Does the County receive commissions on revenue generated by interstate calls today?

Does the County require that proposals include commissions on interstate calls?

Do commissions from this contract go to the Inmate Welfare Fund, the Sheriff's Office discretionary fund, or the County general fund?

Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency.

In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.

Does the current vendor provide debit calling? If so, how are debit accounts funded – e.g., through an inmate's trust account, lobby kiosk, phone / website payments, etc.? Please list all available methods.

Does the Facility currently offer remote video visitation? If so, please provide recent usage information. Approximately how many remote visits take place each month?

Please provide average monthly revenue data for any additional services offered under the current contract, such as voicemail, messaging and tablets.

Some vendors provide alternate payment options, such as the ability to purchase a one-time phone call using a credit or debit card, without the necessity of setting up a prepaid account, and typically pay little to no commission on these calls. Will the County please confirm that vendors are required to pay the same commission amount for all calls, including premium, prepaid, debit and collect?

Would the County please provide the monthly Revenue/Commission Statements (relative to the Inmate Telephone System) from the incumbent Provider, covering the most recent 6-Month period?

Would the County please provide the monthly Revenue/Commission Statements (relative to the Video Visitation System) from the incumbent Provider, covering the most recent 6-Month period?

Would the County please provide the current commission rate being offered for all communications services available (Inmate Telephone System, Video Visitation, Messaging, etc.)?

Would the County please provide a listing of the current rate structure for all communications services available (Inmate Telephone System, Video Visitation, Messaging, etc.)?

Are vendors to provide a detailed point-by-point response to each topic listed in sections 6 & 7 as well as Appendix A, or merely state the ability to meet/comply with the requirement?

Please provide the sales, less phone time or tax (net of), over each of the last three full commissary months.

Please provide the usages over the last full month of all commissary items.

How many orders per month, over the last three months, have been placed through the commissary?

Please provide the name of current vendor and fee structure for all Trust Fund deposit methods.

- Vendor Name:
- Phone
- Web
- Kiosk
- Other

Please provide 3 months of detailed Trust Fund transaction history for all inmates or provide the information below:

- Average number of Trust Fund deposits per month
- Average amount of total dollars deposited per month

Does the County currently receive a commission on Trust Fund deposits?  
If so, what is it?

On average, how many inmates are released each month?

Please provide the Name of current vendor and fee structure for all Cash Bond/Bail payments

- Vendor Name:
- Phone
- Web
- Kiosk
- Other

Please provide 3 months of detailed Cash Bond/Bail transaction history or provide the information below:

- Average number of Bond/Bail payments made per month
- Average total dollar amount of Bond/Bails paid per month

Does the County currently receive a commission for Cash Bond/Bail payments? If so, what is it?

Will the County continue to accept Cash Bond/Bail payments at the facility or will the awarded vendor be the only option?

Please provide copies of billing invoices for food service from the past three months.

Please provide copies of meal count sheets from the past three months that show the numbers served for each of the various types of meals served such as regular meals, special diets, sack lunches, staff meals, juvenile meals, etc

Please provide a copy of the current Care Campus menu?

Please provide a copy of the current cycle menus in place for inmates. What is the calorie level of the current inmate menu?

Please provide a copy of the current juvenile menu? What is the calorie level of the current juvenile menu?

How many sack lunches are required daily? Please provide the current sack lunch menu. Are there any special sack menu requirements for any groups such as work details?