



Inmate Food & Commissary Services RFP Addendum #1: Questions & Answers

Questions due by April 4, 2017, 5:00 pm
Responses published April 6, 2017, 3:00 pm
Updated April 11, 2017, 8:30 am

1. What is the current staffing level for the existing food service contractor?
One kitchen manager, one kitchen lead, two kitchen workers, attempting to add one more.
2. Who delivers food to the work center – contractor staff or Sheriff's Office staff and inmate labor?
Sheriff's Office staff with an inmate worker, if needed.
3. What local and/or Oregon vendors are currently used?
Sysco, Food Services of America, Franz, Eberhards Dairy, Bigfoot Beverages, Charlies Produce, and Single Source.
4. What is the ADP of the jail? The work center? The Juvenile Center?
ADP fluctuates, but is running around 300 right now, that includes work center at 20, and Juvenile average is 10.
5. Please provide the number of inmate therapeutic diets served per meal.
Approximately 20 per meal service, or 60 per day. Most of these are diabetic diets, but others might be vegetarian, vegan, soft only, etc.
6. Please provide the number of inmate religious diets served per meal.
This is rarely requested, sometime Ramadan and maybe only a few times per year, historically.
7. What is the value of commodities available for use by the contractor for the jail? For the juvenile center?
The jail does not have commodities. Juvenile has some commodities that they use outside of what the kitchen uses to prepare their meals.
8. Who pays for small wares? Pest control? Recycling?
Contractor pays for small wares that become the Sheriff's after three years; Sheriff's Office does pest control and recycling.

9. Per section 6.3.1, do the four, 28 day menu cycles need to be included in the RFP or can they be made available upon award of the account?
A sample cycle is acceptable prior to award.
10. Per section 6.5.3, please clarify the serving expectation regarding “whole grain breads shall be offered as a choice when bread is served”. Our menus do not allow for inmates to choose the type of bread offered, will this be an expectation upon award?
It will be vendor’s decision, not the inmates’.
11. Please provide a copy of the current inmate menu, work center menu and Juvenile menu.
Please see attached.
12. What is current commission rate for commissary?
18%
13. What are the average commissary sales by week for the last year?
Average sales by Week = \$3735, Hot Commissary by week = \$235
14. Please provide copy of current commissary menu and pricing.
Current commissary item list is attached, but pricing is proprietary.
15. Please provide current copy of hot cart items and pricing.
Fresh Favorites menu and pricing is proprietary.
16. Please provide current pod pass schedule and timeline.
Monday and Friday: cold commissary by cart
Wednesday: Friends and Family Order delivery
Thursdays: Hot Commissary (flexible time but currently occurring around 7pm)
17. Please provide current class restrictions and spending limits per class level.
Level 1-3: No Restrictions
Level 4: Ok after 3 days in custody
Level 5: None Allowed

60\$ Limit on each commissary pass.
18. How many indigent kits are sold per week? What is included in an indigent package?
Indigent items are sold by commissary provider and it varies from week to week. Currently approximately 70 items per week are sold as indigent items. Indigent items include paper, pen, and envelope with stamp, comb, and toothpaste.
19. Do we supply intake kits to book-in or are they supplied by the jail? If we supply them what is included in them?
Welcome kits are provided by the Sheriff’s Office.
20. Please provide a list of current online gift packs and pricing.
Details can be found at www.deschutesor.icaregifts.com.

21. Does the worker unit of 90 inmates have microwaves? Do they have a different commissary list?
No Microwaves and they do not have a different commissary list.
22. Is this a caffeine free facility, or are soda pop varieties and coffee allowed?
Inmates are not allowed to purchase soda or caffeinated coffee.
23. Preference of stamped envelopes: self-adhesive or water adhesive?
Water adhesive, pre-stamped.
24. What days do you want to sell hot cart and fresh cart goods? What will be the spending limits on these goods?
Please refer to answer #17 above, with a \$60 limit on cold commissary and a one item limit on hot.
25. What items are included in the sack lunch for the work center?
Typically two sandwiches, fruit, dessert, and a drink.
26. Is a "hot cart" offered currently or is it just the Fresh Favorites program?
These two are the same thing and sold on Thursday. Average sales of hot commissary are approximately \$300 per week.
27. What have been the average sales for the past three months for the "friends and family commissary packages? (iCare)?
Approximately \$550 per week, on average, in the past three months for iCare program.
28. Can we obtain copies of the past three months commissary invoices and food service invoices?
This is considered proprietary at this time.
29. Is 19% the current commission you receive on commissary? If not please provide the current percentage.
18% is the current commission on commissary.
30. Concerning the overall small percentage of award points for commissary given in the evaluation criteria and the indication of 19% for a minimum commission amount. It would seem that the DCAJ is very interested in the lowest possible pricing to the inmate while staying around the 19% mark. Can you please confirm or clarify?
You are correct, the Deschutes County Jail wishes to keep the price of items sold to the inmates at a fair market price, similar to that charged at a convenience store. This is not a profit scenario for us, but an opportunity to increase the funding into inmate programs.
31. We understand that the current vendor may not want to provide this information and apologize to ask however it is critical information needed to form a responsible business plan for your RFP. That being said; can you please provide the current annual gross commissionable sales volume on net Commissary, Fresh Favorites and iCare sales? Please breakdown gross sales on each business line.

This information is to be provided by the current vendor only.

32. Also as follow-up to question #31, Please provide a copy of the current inmate commissary, Fresh Favorites and iCare menus to include current pricing to the inmate and/or family member and confirm if all three of these business lines pay commission on net sales?

An inmate commissary list is attached, but pricing is proprietary. Fresh Favorites menus are also considered proprietary by the current vendor. The iCare packages and pricing can be found at www.deschutesor.icaregifts.com.

33. Does the DCAJ allow hot water, soup, coffee and microwaves in the housing units currently?

Hot tap water for soups, ramen and decaf coffee is available inside the dorms, no microwaves are provided.

34. In section 6.12.5 DCAJ states commissary sales can be made up to 3 times per week which is informative and appreciated however it would be extremely helpful to know approximately how many total orders were processed in the 2016 year. Could you provide this information?

This information is to be provided by the current vendor only.

35. Concerning section 6.12.4 - Is the DCAJ providing indigent items to the Aramark to pass to the inmates or is Aramark providing those items to the inmate at contractor cost? If the latter, please provide items needed and total quantity given out by item for 2016.

Aramark stocks and provides indigent items and are reimbursed by the county for the cost of the items. The items sold as indigent items are envelopes, paper, a palm comb, toothpaste, and pens. Indigent item sales average just under \$100 per week.

36. During the Pre-Bid meeting you indicated you currently use Jail Tracker for your JMS and Banking services and would like to continue to do so. Can you please provide the name and contact information of your current rep. with Jail Tracker so that we may reach out and confirm our commissary interface with them will work at this location?

Caliber Justice, (Jail Tracker) Colleen Myers, phone: (270)659-0241.

37. How many inmates did DCAJ book in 2016

Approximately 6,880 inmates were booked in 2016.

The following questions are follow-up concerning Lt. Van der Zweip's direction on how he would like the commissary operation to be ran;

38. Concerning section 6.12.5 - For delivery purposes, can you please let us know how many separate area's you have inmates that receive commissary services housed? Please be as specific as possible.

(For example: Say you had 4 housing units with 3 pods per in the main jail and 2 units in the work center with 2 pods then the answer we would be looking for would be 16 separate area's)
We have 20 separate dormitory-like settings. Some of the dorms are set up as individual cells that would need to be addressed individually for commissary pass. So, one open dorm would be

one stop, but a dorm that has individual cells would be 8 different individual sales within the dorm. There are some dorms that are split in half for commissary pass, so this dorm would be open to half of the residents for commissary sales, and then the other half would be open, so this type of setup would mean two different sales groups. Here is what it would look like:

100 - 6 Individual Sales

200 – Dorm Setting

300 – 10 Individual Cells/Sales

400 – Dorm Setting

500 – 8 Cells, ½ out at a time

600 – Dorm Setting

700 – 8 Cells ½ out at a time

900 – 8 individual Cells, No Commissary most of the time

1000 – Dorm Setting

1100 – 8 Individual Cells No Commissary most of the time

1200, 1300, 1400, 1500 Dorm Setting

1600 – 12 Individual Sales

1700 and 1800 Dorm Setting

1900 – 12 Individual Sales

2000 – Dorm ½ out at a time

Work Center consists of 3 dorms with approximately 12 inmates per dorm.

39. If our Commissary solution required a separate network (that we would pay to install) can you tell us if there is room in your current conduit tunnels to pull CAT5 cabling available? Also concerning networking, Can you please estimate how many switches we would likely be needed given your facility layout? The answer for the switch question would be very similar if not exact to the amount of switches currently used by Telmate for their POD Kiosk Network.

Currently the network for our vendor is just one network drop in the office to a router that goes out to the internet. There are no switches or wireless capabilities to their network or wireless access to Telmate. We would have to discuss what network needs would be needed and what that would look like for our IT department. Telmate has connectivity to their own network to every dorm, as well as in booking and in the Administration Lobby. We are not interested in, and do not have room in our network to duplicate a Telmate-like setting for our Food Service/Commissary provider.

40. Please provide the approximate square footage of the Main Jail and the Work Release facility.

Main Jail is approximately 71,000 square feet.

Work center is approximately 14,000 square feet.

41. How many beds are you averaging full and do you allow commissary at the work center?

300 ADP for the past several months and, yes, we do pass commissary at the work center. The 300 ADP includes the inmates at the work center.

42. Per section 3.2 concerning written questions, are we allowed to e-mail these questions to the Lt.?

Yes, emailed questions are acceptable.

43. Is 19% the current commission you receive on commissary? If not please provide the current percentage.
18% is our current commission on commissary.
44. What is the current annual gross commissionable sales volume on commissary, Fresh Favorites and iCare sales if applicable? Please breakdown gross sales on each business line.
This information is to be provided by the current vendor only.
45. Please provide a copy of the current inmate commissary, Fresh Favorites and iCare menu?
Inmate commissary item list is attached, but Fresh Favorite menus are considered proprietary by the current vendor. iCare packages and associated pricing can be found at www.deschutesor.icaregifts.com.
46. Does Aramark have commissary ordering on the Telmate Kiosks/Tablets currently or if not is DCAJ open to having the commissary menu put on to the Telmate housing kiosks or tablets if offered?
Commissary is currently not available on the Telmate kiosks, this decision would have to be approved by our management, but we are open to suggestions.
47. If any, what is the weekly inmate spending limit on commissary items?
There is a \$60 limit each pass, and a one hot item limit during the hot menu pass.
48. Please explain the current schedule of the commissary operation, iCare and Fresh Favorites. Does this schedule work well for DCAJ or would you like it modified in any way?
Monday and Friday: cold commissary by cart
Wednesday: Friends and Family Order delivery
Thursdays: Hot Commissary (flexible time but currently occurring around 7pm)

We are open to suggestions to change, but currently this works for our staff and the movement of the facility.
49. Does DCAJ allow hot water, soup and microwaves in the housing units currently?
Hot tap water is available in the dorms for soup, ramen, and decaf coffee, but no microwaves are available.
50. Who is your JMS and is there an existing interface for housing information? (Rep. Contact info.)
Booking level interface? – KCN manages transactions all right from the JMS. Funds level interface? – Facility uses JMS to manage all banking and reconciliation. Sales level interface? – Keefe has no software onsite at all and receives an order from a third party vendor.
Our JMS is JailTracker and is provided by Caliber Justice. Contact info for our rep is Colleen Myers and her number is (270) 659-0241. Our current provider does not have a sales interface with JailTracker.

51. Per section 6.12.1 DCAJ seems to indicate you are already using a stand along trust fund accounting system and have Aramark orders sent to you manually which we would call a funds level interface. If this is the case and you intend to continue that process, can you please explain how the current operation and timing works for collection of funds from the inmates for commissary purchases and the refund of orders and/or credits from inmate orders?

The collection of funds is done by a downloaded report to Aramark's handheld device, and uploaded at the end of the commissary pass (could be 3 or 4 hours later). If the money is not available at the time of upload, we will manually take any funds when they come in, and the inmate will be advised and potentially disciplined. As soon as the funds are available, they will be debited under Commissary Sales within JMS. Reports and checks for commissary are done weekly.

52. Concerning the 19% minimum commission amount and the overall small percentage of overall points total for commissary given can you indicate if DCAJ is more interested in a larger commission percentage for net commissary sales or lower pricing to the inmate with the 19% minimum amount taken into consideration?

You are correct, the Deschutes County Jail wishes to keep the price of items sold to the inmates at a fair market price, similar to that charged at a convenience store. This is not a profit scenario for us, but an opportunity to increase the funding into inmate programs.

53. In section 6.12.5 DCAJ states commissary sales can be made up to 3 times per week. Can an inmate order up to three times per week if they so choose or do they order 1 time and are delivered during one of three scheduled times? In 2016 how many total orders were processed per year?

Monday and Friday: cold commissary by cart
Wednesday: Friends and Family Order delivery
Thursdays: Hot Commissary (flexible time but currently occurring around 7pm)

We are open to suggestions to change, but currently this works for our staff and the movement of the facility.

54. If not in place currently will DCAJ allow friends and family or iCare package program?

We currently use iCare, and the selections can be seen at www.deschutesor.icaregifts.com.

55. Booking/Intake Kiosk needed?

We do currently have a kiosk specifically for friends and family to load funds onto an inmate's commissary and phone accounts in the Administration area. The booking kiosk is strictly for inmate funds to be deposited into their account at the time they are booked in.

56. Does DCAJ use/need a lobby deposit kiosk for trust deposits and release cards for inmate funds disbursement upon release?

We do use a kiosk in the lobby for trust deposits. We do not issue release cards at this time, but are open to suggestions.

57. Is a lift gate truck needed or does DCAJ have a loading dock?
We do not have a loading dock. Yes, a lift gate truck will be needed for deliveries
58. Is the DCAJ providing indigent items to Aramark to pass to the inmates or is Aramark providing those items to the inmate at no cost? If the latter, please provide items needed and total volume by item for 2016.
The current vendor stocks and provides indigent items and are reimbursed by Deschutes County for the cost of the items. The items sold as indigent items are envelopes, paper, a palm comb, toothpaste, and pens. Indigent item sales average just under \$100 per week.
59. Any new construction or major budget issues coming up?
Not at this time.
61. Page 2 provides maximum capacity of the two adult facilities. Can you provide the Average Daily Inmate Population for both facilities, and for the juvenile location, for the previous 6 months?
ADP for the Jail approximately 300 for the past 6 months, this includes inmates housed at the work center. The juvenile location ADP is around 10.
62. Page 9, Section 5.5 discusses utilities provided by the county. Will internet access be available in the kitchen?
A network drop for one PC is provided in the kitchen office.
63. Page 10, Section 5.10 discusses janitorial services being provided by inmate workers. Are these the same inmate workers assigned to the kitchen or other inmate workers?
The inmates assigned in the kitchen are responsible for the janitorial in the kitchen. Other inmate work crews are assigned different janitorial (laundry, mattress cleaning, dorm cleaning etc.) duties throughout the facility.
64. Page 12, Section 6.3.5 discusses ethnic based menus. Can you provide the ethnic breakdown of your inmate population?
Current population shows an ethnic breakdown of approximately 90% Caucasian, 6 % Hispanic, 1% Asian, 1% Black and 1% Native American.
65. Page 13 discusses diets. Can you provide the types of and number of diets currently being served?
We serve approximately 20 special diet meals per meal service, or 60 per day. These are mainly diabetic meals but can include other special needs like vegetarian, vegan, or soft only.
66. Page 13, Section 6.3.12 discussed holiday menus. Can you provide how many, and which holidays, you require?
We do not require this, it is a recommendation, and usually happens during the major holidays like Christmas and Thanksgiving.

67. Page 14, Section a) discusses the Officer's Dining Room. What hours is the ODR staffed?
We call it staff dining, and it is not "staffed". A meal is prepared and delivered to staff dining during the lunch hours of 11 to 2. Warming trays are used for the hot foods, and there is always a chilled salad bar. It is the responsibility of the kitchen staff to ensure that the food is replenished during the lunch hours, and the salad bar is made available for the lunch and dinner hours. Dinner service is currently handled on a made to order format. Staff members are provided with a short list of items to choose from, turned into the kitchen by a specific time, and made hot to order. The dining room is also furnished with breakfast items such as oatmeal, fruit, bread and peanut butter. We are open to suggestions as to how this would work in the future.
68. The RFP requires a daily minimum of 2650 calories for the adult population. The RFP does not provide a calorie requirement for the work crew inmates. Shall the work crew inmates receive a daily minimum of 2650 calories as well?
Work Crews do currently receive a higher calorie meal. We would prefer for this to continue on at least a 3000 calorie daily minimum.
69. Do the work crew inmates go out for work 7 days per week or do they have weekends off?
Work Crew inmates go out Monday through Friday.
70. Page 34 (7.4.1) indicates the juvenile menus will meet or exceed standards for calories. The USDA provides calorie ranges that must be met for reimbursement for breakfast and lunch meals, however, does not provide any standards for daily calorie consumption. The current Juvenile menu provides a weekly average of 3000 calories per day. Does the county require the proposed juvenile menus to provide a weekly average of 3000 calories per day?
Direction from our Juvenile Department indicates that we would like to stay at the 3000 calorie minimum daily count.
71. On January 26, 2012, the USDA issued a Final Rule on Nutrition Standards in the National School Lunch and School Breakfast Programs (the "Final Rule") which revises and clarifies requirements for the nutritional standards in the National School Lunch and School Breakfast Programs (7 C.F.R. Parts 210 and 220). The Final Rule imposes revised fruits, vegetables, grains, meat/meat alternatives and milk components; dietary specifications; menu planning; age-grade groups; offer vs. serve and weighted nutrient analysis monitoring of National School Lunch Program meals effective for the 2012-2013 year. The Final Rule further revises the grains components, dietary specifications; menu planning; age-grade groups; and monitoring of the School Breakfast Program meals effective for the 2013-2014 year. Additional sodium restrictions will go into effect July 2017. Please confirm the following:
- that the County will require bidders to price their bids using menus and specifications which are compliant with the Final Rule requirements for 2017/2018 school year, for the National School Lunch Program & National School Breakfast Program, not the Traditional Menu Planning Option
- It would be preferable to price the bids using the Final Rule Requirements for the 2017/2018 school year.
72. What time do the juveniles receive their afterschool snack? In the evening/after dinner?
They receive their snack in the evening, after dinner.

73. What are current meal prices for:

- a. Adult Jail meals
- b. Work Center meals
- c. Sack meals
- d. Staff meals
- e. Juvenile meals
- f. Juvenile snacks
- g. Special Diets

Pricing for meals are considered proprietary by our current vendor.

74. Will the County allow proposers to make capital investments in projects related to the commissary or food service programs?

DCAJ is open to suggestions on how we could streamline or improve processes surrounding Food Service and Commissary, but each proposal for a capital investment would have to be reviewed individually and approved by our Jail Captain and Sheriff.

75. Does attachment D need to be filled out or is this something to be completed after contract award?

Attachment D is a sample of will need to be filled out after contract award for each of your employees that will work in the jail, per section 6.14.1 of the RFP.