

Commissary Services for the Medina County Jail

SCOPE OF WORK

A. Purpose:

Medina County Sheriff's Office intent of this Request for Proposal and resulting contract is to obtain proposals for full commissary services for inmates and detainees of the Medina County Jail.

B. Commissary Fee:

As a matter of general policy, prices of all items shall be comparable to those charged in convenience stores located in Medina County.

Successful proposer shall pay, without demand, at the office of MEDINA COUNTY SHERIFF'S OFFICE as commissions for commissary services to be provided hereunder a fixed fee calculated on a dollar (\$) per inmate per month basis, and for vending services to be provided hereunder, the amount of a percentage of the total gross sales conducted through such vending machines. The commissary fees set forth above will be due on the 15th of the month for the prior month's activity. Historical sales figures associated with commissary sales conducted at the Medina County Jail will not be provided since the fixed fee commission portion of this RFP is not dependent on the amount of sales conducted, and resulting commissions paid, for commissary services provided for historical periods. Proposer shall provide a commission based on total sales and provide an example of the amount based on both head count (HC) and total sales.

C. Computer System and Equipment:

A cart system that promotes the inmate's ability to purchase on impulse is required, and a computer system that provides real time communication with the inmates' accounts is required. The proposer shall fully explain the computer program proposed to accomplish the requirements of this bid. Attach a step-by-step explanation of each phase of the system including accountability of funds and the checks and balances provided.

In addition to the foregoing, the Vendor shall demonstrate its ability to provide an inmate banking system that provides real-time data capture for, and interface with, Medina County Sheriffs Office's Justice Portfolio-Tyler, that includes the following functionality.

- Provides for the release of inmate funds by check, debit card (release cards).
- Provides for the ability to designate inmate deposits as cash, check, money order, internet/kiosk, or direct deposit.

- Allow money transfers to Telcom provider provided to inmates including the capability to sell, track, and provide a receipt to the inmate, for purchased telephone services.
- Provides for the ability to automatically extract payments from inmate accounts for (a) goods delivered (including a receipt therefor) and (b) for charges applied to inmate accounts, in both cases for an unlimited number of goods, services or items such as medical and restitution, automatically attributing those payments to the entity charging for those services or items.
- Provides a Chart of Accounts as normally defined in accounting systems such as QuickBooks.
- Provides a check register of all checks issued and voided.
- Provides a Balance Sheet that can be run for any date range or accounting period.
- Provides the ability to track and maintain inmate indigent status and provide for the sale of indigent items to inmates that are eligible for such services, including being able to alert Medina County Sheriff's Office with respect to changes to indigent status of inmates, and shall also include the ability to debit and provide a receipt to inmates for indigent kit sales.
- Automatically opens and closes inmate accounts per booking and releasing activity performed in the Medina County Sheriff's Office's Justice Portfolio.
- Permits exclusions / limitations related to (a) aggregate per inmate spending limitations in accordance with applicable regulations, and (b) behavior modification and special diets (e.g., diabetes, hypertension), as necessary.
- Provides an easy-to-use monthly reconciliation of inmate banking system to associated bank statement.
- Provides access to a dedicated software developer that has the capacity and ability to create custom reports and/or modify the inmate banking system to satisfy the reasonable requests of Medina County Sheriff's Office personnel. Custom programming required in the ordinary course of business and reasonably requested by Medina County Sheriff's Office shall be at no charge. Custom reporting that requires a material amount of programming time may be provided by software developer on a time and materials basis to be reasonably agreed by Medina County Sheriff's Office and the Vendor.
- Provides for an adequate disaster / back-up / recovery plan and provides an on-site or virtual server to store the inmate banking system application and database.
- Provides all other necessary computer and network (if required) equipment required to perform the services required hereby; The Vendor must provide, or partner with and provide appropriate interfaces to, an online deposit service to the inmate banking

system, as well as the ability for deposits to be made via on-site kiosk locations. All funds deposited online or via kiosk to the inmate banking system via a credit card, debit card, or cash deposit must be guaranteed by the Vendor (if applicable) or the third-party that the Vendor partners with. Any fraudulent charges (or shrinkage generally related to commissary inventory) will be the responsibility of the Vendor or the third-party that the Vendor partners with (as applicable) and will not be charged back to Medina County Sheriff's Office or any individual inmate accounts related thereto.

D. Product List:

Product list is price sheet. Submit products and prices to be sold in commissary operations. Additional items may be added as needed to the Medina County Jail. These additions may be submitted to the Auditor's Office for record.

E. Contract Labor:

Successful proposer will provide all labor to enter and deliver commissary, so that each inmate has the opportunity to purchase commissary one time per week (weeks that include holidays will be negotiated). Please propose a schedule by which commissary services are provided to the entire facility not less than one time per week, and the general schedule by which vending services will be provided. Inmate labor shall not be a component of the contract labor provided for either commissary or vending services.

F. References:

Vendor will supply with this bid a list of three references for which like services or similar projects have been performed by Vendor's firm. References shall include the name of the firm, address, telephone number, and name of representative. The vendor's reputation and expertise in the inmate commissary services area. Reputation and expertise for providing quality commissary services (and support) shall be evidenced by exemplary oral or written references from not less than three (3) references with respect to Vendor's success in managing current commissary services in correctional facility environments.

G. Legal and Financial-Related Information

Vendor shall provide the following information concerning lawsuits and/or legal actions (including regulatory actions from a city, county, state or federal perspective) instituted by

or against any correctional facilities operated by Vendor (including on an enterprise-wide (e.g., parent company) basis for any Vendor with multi-state or national operations) during the preceding five (5) years.

Please provide the name of the correctional facility initiating and/or defending the lawsuit and/or legal action, the general nature of the lawsuit and/or legal action, the current status of same, and a contact person related to such lawsuit and/or legal action. Appropriate discounts shall be applied in proportion to the number and severity of any such lawsuits and/or legal actions.

Vendor shall demonstrate financial stability and provide detail concerning the amount of indebtedness incurred by Vendor (on an enterprise-wide basis). Vendor shall provide financial statements (including balance sheet, income statement and statement of cash flows) for the years ended and, and year to date through the end of March, (for the entity that is proposing to provide commissary services hereunder, as well as at an enterprise (parent-company) level.

H. Evaluation Criteria and Factors

The award of the contract shall be made to the responsible Respondent whose proposal is determined to be the best evaluated offer resulting from negotiations, taking into consideration the relative importance of factors set forth in the RFP and in accordance with the Texas Local Government Code, Chapter 351.0415.

The evaluation criteria will be grouped into percentage factors as follows:

- (1) Whether the contract should provide for a fixed rate of return combined with a sales growth incentive. **20%**
- (2) The menu items offered by the provider and the price of those items. **25%**
- (3) The value, as measured by a best value standard, and benefits to inmates and the commissary, as offered by the provider. **30%**
- (4) Safety and security procedures to be performed by the provider. **15%**
- (5) The performance record of the provider, including service availability, reliability, and efficiency. **10%**

RFPs should be sealed and sent to the Medina County Auditor's Office Attn: Eduardo Lopez
1300 Ave M Room 139 Hondo, TX 78861.

RFPs are due by Friday February 23, 2024 at 10:00 am and will be opened in the County Auditor's Office on said day at 10:15am. RFP will be awarded in Commissioners Court on March 4, 2024