



CONTRACTED COMMISSARY AND TRUST FUND  
MANAGEMENT SERVICES  
PROPOSAL NUMBER R-22-6  
Answers to Questions  
September 15, 2022



## RFP R-22-6 QUESTIONS

**GENERAL REPLY: AS NOTED IN THE RFP, THIS PROCUREMENT HAS BEEN RELEASED BY THE ALACHUA COUNTY SHERIFF AND NOT ALACHUA COUNTY. ALL RESPONSES ARE FROM THE SHERIFF.**

1. If the County opts to incorporate housing unit kiosks for inmate commissary ordering, how many housing unit kiosks are needed?

Response: RFP R-22-6 was released by the Alachua County Sheriff Office (ACSO), not the County. Any and all resulting contracts from this solicitation shall be negotiated with the ACSO. This statement was provided in RFP 22-6 within Sections I, Introduction, and Section III, Alachua County Jail Overview and throughout the RFP.

At this time, the Alachua County Sheriff's Office does not offer this type of service. If it were to be explored we would need twenty-four (24) kiosks at contractors' expense.

2. How does the County handle confidential documents submitted by the vendor such as financial statements or customer references? Typically, Keefe will include financial statements in a sealed envelope marked "confidential" to ensure those documents are excluded from being released as public information. Customer references will be stamped confidential as well to prevent public release.

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The Alachua County Sheriff's Office is a public agency subject to Chapter 119, Florida Statutes. We will ensure that vendor records identified as confidential from disclosure requirements are not disclosed except as authorized by law.

3. Attached please find the Fair Market Value survey used to determine comparable, local retail pricing. Would the County incorporate this into the RFP as an Amendment so all respondent vendors use the same information?

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In the interest of competitiveness, the Alachua County Sheriff's Office does not find it appropriate to incorporate Keefe's Fair Market Value survey into the RFP as an Amendment.



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4. What company provides your Jail Management Software (JMS)?  
Response: Smartcop, which is managed by Sheriff's Office Information Technology staff.
5. What company provides your inmate phone services?  
Response: Securus. The contract is with the Alachua County Board of County Commissioners, not the Sheriff.
6. How many days a week is commissary being provided currently?  
Response: Wednesday and Thursday
7. What are the current options for inmates to enter their orders (phone, kiosk, tablet, scan sheet, etc.)?  
Response: On Bubble Sheets and their families can order Care Packets through the internet.
8. Are kiosks and/or tablets used for inmates to enter their orders?  
Response: No.  
If not, is that of interest to the agency?  
Response: If it were to be explored, we would need twenty-four (24) kiosks provided at contractor's expense.
9. What is the maximum dollar amount an inmate can purchase on commissary per order, and per week if currently getting more than one order?  
Response: Inmates are allowed one order per week. The total spending limit is \$65.00 and Care Packets is \$38.95.
10. What is the current commission rate on commissary items?  
Response: 44%
11. What is the current commission rate on MyCarePacks?  
Response: 44%
12. What are the current items and prices on the commissary?  
Response: Attachment A
13. Does the current vendor have employees on-site at the facility?  
Response: Yes  
If so, how many and are they full-time or part-time?  
Response: Two part-time delivery staff and one full-time manager. There are times when the Manager may assist with other facilities in the area when needed.

14. Is the vendor's on-site responsibility only to distribute the orders to the inmates?  
Response: Yes
15. Is the commissary clerk an employee of the agency or the vendor?  
Response: Vendor
16. Does the agency charge a booking fee?  
Response: Yes  
If so, how much is it?  
Response: \$20
17. Does the agency charge a daily meal fee?  
Response: Yes  
If so, how much is it?  
Response: \$4/day
18. What are the annual commissary sales dollars?  
Response: Gross Sales for FY20/21 to include care packages, indigent, snack pack and commissary was \$1,119,168.
19. What are the annual MyCarePacks sales dollars?  
Response: The gross sales for FY20/21 were \$781,068.
20. How many inmate Pods/Dorms at the facility?  
Response: 29
21. What is the current delivery day for commissary?  
Response: Wednesdays and Thursdays  
Also, is there a specific window of time for the delivery?  
Response: The truck usually arrives at our Loading Dock between 0800 and 1000 hours.
22. Do commissary orders and MyCarePacks come on the same delivery?  
Response: Yes
23. Are the commissary orders distributed during the day or evening hours?  
Response: Day

# OASIS

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24. What was your current ADP?  
Response: August 2022 ADP was 787.
25. May we have a copy of your current menu with pricing?  
Response: Attachment A
26. What were annual gross commissary sales for 2021?  
Response: Gross sales for FY20/21 to include care packages, indigent, snack pack and commissary was \$1,119,168.
27. What are your annual commissary sales excluding postage, phone time, care packages and sales tax?  
Response: For commissary only, FY20/21 \$332,730
28. What is the gross commissary and care pack sales YTD?  
Response: \$1,130,837
29. What is your current commissary commission rate?  
Response: 44%
30. What were gross sales made via the Care Package website in 2021?  
Response: The gross sales for FY20/21 were \$781,068
31. What is the current commission rate on care package sales?  
Response: 44%
32. May we have copies of the last three months commissary sales invoices?  
Response: Attachment D
33. May we have a product sales report for one (1) month?  
Response: Attachment E
34. May we have copies of the last three months care pack sales invoices?  
Response: The Sheriff's Office is only invoiced for commissary and snack pack sales. Care Pack sales is a relationship between the family member (purchaser) and the vendor.
35. What is the current commissary delivery schedule at the jail?  
Response: Wednesday and Thursday
36. How do inmates currently place commissary orders?  
Response: On Bubble Sheets and their Families can order Care Packets through the internet.
37. Please provide a list of all equipment (computers, printers, kiosks, inmate vending machines, servers, etc.) provided by the current commissary vendor.  
Response: We do not have inmate vending machines. The current vendor provides 1 Lobby Kiosk, 1 Printer, 1 Computer Workstation and 2 Debit Release Card Equipment.
38. What are the cash and credit card deposit fees at the lobby kiosks?  
Response: The fee is a flat \$4.00 regardless of the deposit amount. \$300 is the maximum allowed deposit amount.

39. What is the total weekly spending limit for the inmates for commissary for all items, including food, hygiene, and clothing?  
Response: \$65.00 and Care Packets is \$38.95
40. What is the average number of commissary orders placed per week?  
Response: 394 for Commissary and Care Packets and Indigent Packs are 290
41. Does the current vendor provide your admission kits?  
Response: No.  
If yes what is in the admission kit? N/A
- a. What is the cost of the admission kit? N/A
42. Does the current vendor provide your indigent kits? Yes, if yes what products (please include size) are in the indigent kit?  
Response: See Attachment A
- a. What is the cost of the indigent kit?  
Response: One type kit is \$3.81 and second type kit is \$3.43
43. Does the current vendor empty the booking kiosk and the lobby kiosk?  
Response: Brinks empties it and Keefe is responsible for the maintenance
44. What other fees does the facility have? (ie. Medical, Housing etc.?)  
Response: Attachment B
45. Regarding vendor labor on-site:
- a. How many on-site personnel does the current vendor employ?  
Response: Two part-time delivery staff and one full-time manager. There are times when the Manager may assist with other facilities in the area when needed.
- b. What is their current rate of pay?  
Response: This is proprietary information of Keefe. Alachua County has established a living minimum wage of \$16/hour.
- c. How many hours per week do they work?  
Response: The part-time employees work 12 - 14 hours per week. The manager averages 40 hours per week.
- d. What days a week do they work on-site?  
Response: Tuesday, Wednesday and Thursday
46. Does the current vendor utilize any inmate workers?  
Response: Yes, to help deliver the prepacked orders to the Housing Units.
47. Who is your current food vendor?  
Response: Keefe for Commissary items and Aramark for Inmate Food Services. Effective 10-1-22, Trinity Services Group will provide Inmate Food Services.
48. Who is your current inmate telephone provider?  
Response: Securus. The Contract is with the Alachua County Board of County Commissioners, not the Sheriff.
49. May we have a copy of your current commissary agreement?  
Response: Attachment C