NOTICE TO VENDORS:

The following revisions, additions, and clarifications are hereby made part of the Contract Documents for the above-referenced project and shall be taken into account in the preparation of all proposals and the execution of all work. Responders shall acknowledge receipt of these Questions and Answers in their proposals.

Q1. What is the estimated cost of the Commissary Services for Detention Center project?
A1. The Detention Center does not incur a cost for Commissary Services.

Q2. Has the Department allocated funding for the Commissary Services for Detention Center?
A2. No.

Q3. How is the Department currently meeting this need?
A3. The County currently uses a contracted vendor.

Q4. Which vendor provides the incumbent Commissary Services for Detention Center?
A4. Oasis Commissary.

Q5. Would it be possible to name the three greatest challenges the Department is having with their current solution?
A5. No notable challenges at this time.

Q6. Who is the technical contact and/or project manager for the Commissary Services for Detention Center?
A6. Major Stowers will manage the project, with Greenville County Information Systems providing technical support.

Q7. Which other systems will have to integrate/interface with the Commissary Services for Detention Center, and will the State provide incumbent vendors for each system?
A7. The successful vendor will need to interface with the County’s Jail Management System (developed and supported by Greenville County IT) and with software currently provided by Smart Communications.
Q8. What is the number of users anticipated for the Commissary Services for Detention Center?
A8. The current Average Daily Population at the Detention Center is 1232/approximately 1100 orders per week.

Q8. What is the average inmate population?
A8. 1232.

Q9. What has the high and low population been for the past 12 months.
A9. High=1270, Low=1195

Q10. Will the contractor or County manage the inmate banking accounts?
A10. The County will utilize the contractor’s banking software to manage inmate accounts.

Q11. Can the County provide a current menu and current product listing?
A11. The County would prefer that each vendor propose an independent menu without referencing the incumbent’s menu.

Q12. Does the County currently have a fresh meals program where inmates can purchase items for themselves or families can purchase online for inmates?
A12. No

Q13. Please provide the sales earned by month for the last 12 months; for in-house and online.
A13. See below.

<table>
<thead>
<tr>
<th>Month</th>
<th>Sales</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/1/18 - 5/31/18</td>
<td>$103,663.89</td>
</tr>
<tr>
<td>6/1/18 - 6/30/18</td>
<td>$113,592.10</td>
</tr>
<tr>
<td>7/1/18 - 7/31/18</td>
<td>$110,644.81</td>
</tr>
<tr>
<td>8/1/18 - 8/31/18</td>
<td>$102,345.17</td>
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<td>9/1/18 - 9/30/18</td>
<td>$88,363.67</td>
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<tr>
<td>10/1/18 - 10/31/18</td>
<td>$111,474.70</td>
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<tr>
<td>11/01/18 - 11/30/18</td>
<td>$93,556.24</td>
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<tr>
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<td>$92,988.36</td>
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<tr>
<td>1/1/19 - 1/31/19</td>
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<td>2/1/19 - 2/28/19</td>
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<tr>
<td>3/1/19- 3/31/19</td>
<td>$111,812.46</td>
</tr>
<tr>
<td>4/1/19- 4/30/19</td>
<td>$120,272.24</td>
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### Web

<table>
<thead>
<tr>
<th>DATE</th>
<th>SUBTOTAL (SALES LESS TAX)</th>
</tr>
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<tbody>
<tr>
<td>04/01/18 - 04/30/18</td>
<td>$637.59</td>
</tr>
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<td>$1,635.09</td>
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<tr>
<td>06/01/18 - 06/30/18</td>
<td>$1,318.35</td>
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<td>11/01/18 - 11/30/18</td>
<td>$379.53</td>
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<td>$177.12</td>
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<td>03/01/19 - 03/31/19</td>
<td>$596.04</td>
</tr>
<tr>
<td>04/01/19 - 04/30/19</td>
<td>$680.38</td>
</tr>
</tbody>
</table>

In-House-38.6% Commission Rate, 2018 Commission = $470,301.91 (before deductions)
2019 YTD Commissions = $211,001.33 (before deductions)

Web-30% Commission Rate, 2018 Commissions = $1,934.77, 2019 YTD Commissions $857.19

Q14. Will the County please provide a copy of the current contract and all related addenda?
A14. Please contact Greenville County Procurement with a Freedom of Information Act request.

Q15. Will the County please provide the original pricing and all historical price increases over the life of the contract?
A15. The County does not have this information available at this time.

Q16. How many commissary personnel does the current vendor have assigned at the facility on delivery days?
A16. The current number is 5 with up to 2 inmates; however management would prefer that vendors develop their own schedule without relying on staffing levels determined by the incumbent.
Q17. What are the annual phone cards sales for 2018 and YTD phone card sales for 2019? Is this number included in the total commissary sales provided? Is this number included in the total commissary sales provided?
A17. The County currently doesn’t utilize physical cards. Phone Time Sales for 2018-$640,755.27, 2019 YTD-$248,807.47 Phone time sales are included in the total sales provided.

Q18. What are the annual postage sales for 2018 and YTD postage sales for 2019? Is this number included in the total commissary sales provided?
A18. 2018-$3404.69, YTD 2019-$882.62. Yes it is included in total sales.

Q19. Is there a separate commission rate for the e-commerce program? If so, what is the commission rate?
A19. Yes. 30%

Q20. What is the average amount of daily inmate deposits?
A20. $7161.55

Q21. What are the current fees charged to families to deposit funds onto an inmate trust account or does the current contract align with the current requirements?
A21. Lobby Kiosk-$2.50 for all cash deposits. Credit/Debit Cards for Lobby and Web=$2.50 for amounts of $25 or less. 10% of other amounts (i.e. $30 deposits will incur a $3.00 fee).

Q22. Is the current commissary vendor paying commissions on indigent sales?
A22. No.

Q23. How many indigent packs have been sold for the past 12 months?
A23. Information not available.

Q24. What is currently being included in indigent care packages?
A24. Indigent care items are sold individually and are not packaged.

Q25. What is the average number of inmates on indigent status?
A25. Figure is not maintained.

Q26. What is the current charge for these indigent kits?
A26. Information will not be provided. Proposals will be considered for best offering.

Q27. Can the County provide the current commissary list with pack size and prices?
A27. The County prefers for vendors to make independent proposals with regard to sizes and pricing.
Q28. Is sales tax currently included in the commissary menu pricing?
A28. Yes.

Q29. Who is responsible for delivering commissary orders to the housing units, vendor staff or correctional staff?
A29. Vendor staff.

Q30. Can the County provide the quantity, make and model of the commissary delivery carts currently being utilized and provided by the County and will the County be responsible for delivery cart replacement?
A30. The County does not provide carts. The County is not responsible for cart replacement.

Q31. Can the County provide the starting salary for a detention officer in the jail?
A31. $18.19/Hour

Q32. Can the County confirm commissary delivery schedule; days, times with associated inmate dorms?
A32. Orders are made twice per week and delivered twice per week to all dorms.
  Facility Counts occur at:
  • 0500 hours
  • 1500 hours
  • 2300 hours
  Meal service begins at:
  • Breakfast-0600
  • Lunch-1000
  • Dinner-1630

  Vendors should use previous experience; consider packing and delivery methods and staffing levels to propose a reasonable schedule with respect to the activities listed above. More detailed scheduling can be developed with successful vendor and the County if needed.

Q33. Does the County want vendors to adhere to the current delivery schedule or can vendor’s proposal alternate delivery schedules?
A33. Vendor may propose schedule.

Q34. What time does the current delivery staff arrive at each facility and leave each day?
A34. They most often report at 0630 and leave at 1330.

Q35. Does the County issue toiletry kits?
A35. The County purchases and issues toilet paper and small generic soap bars on its own.
Q36. Does the County issue admission kits?
A36. Yes. We issue approximately 538/weekly. The inmates are not charged for them.

Q37. Can the County provide a copy of the pre-bid meeting sign-in sheet?
A37. Sign in sheet is located at
https://www.greenvillecounty.org/apps/procurementpdf/Uploads/MPPMSIS01.pdf

Q38. Are microwaves installed and accessible to inmates? Are they County owned?
A38. No.

Q39. Will the county be providing internet services for the kiosks or does the vendor provide those services throughout the jail?
A39. The County currently has kiosks. This contract can end at any time. If kiosks are needed later; the vendor will be expected to provide Internet service to support equipment.

Q40. Is the building currently hard wired with internet?
A40. Yes. The building is hard wired with Internet. There is Internet access in the housing areas.

Q41. Does the jail currently have WIFI capability through-out?
A41. The current WIFI is for medication pass only.

Q40. Is there secure internet access in the commissary office available for contractor use?
A40. Yes.

Q41. Who is the current Offender Management System provider?
    a. Can the County provide their contact information?
    b. What will the County be changing to during the life of the contract?
A41. County written and operated.
    a. Not prior to selecting vendor.
    b. No change anticipated

Q42. Is there a dollar limit on inmate purchases? Is the current weekly limit for all classifications in the facility? If not, can the County provide a breakdown showing the different spending limits by classification?
A42. Yes. The limit is $100 per order. The limit is the same for all inmates who order commissary.

Q43. What are the 2018 and 2019 YTD net sales on commissionable products?
A43. 2018= $1,218,398.73, YTD 2019= $546,635.57
Q44. Does the current commissary vendor provide any other services for the County besides commissary?
A44. Yes. They provide banking software, booking and lobby kiosks, count all incoming cash, and make deposits to the bank. They also supply a debit release card system in the booking area.

Q45. Who is the current phone service provider?
A45. Securus

Q46. Who is the Jail Management system provider?
A46. County developed and supported system.

Q47. What is the current compensation provided worker inmates for their work in the commissary?
A47. $5.00 per day in Commissary credits.

Q48. Is all shelving and equipment in the commissary room the property of the county and will it remain in place?
A48. The shelving will remain in place. All other equipment is the property of the vendor.

Q49. Does the county have a preference as to continuing the on-site operation versus an off-site operation?
A49. The County will review all proposals and select the best option.

Q50. Are indigent kits provided at no cost by the vendor or does the county pay for them?
A50. The County pays for them.

Q51. Can the County provide a copy of the current inmate commissary menu?
A51. Incumbent’s menu will not be provided.

Q52. Does the current commissary vendor sell phone time or phone cards for the current phone provider?
A52. Phone time.

Q52. Please provide the commissary sales, less phone time and tax (net of), over the last full 12 months (June 2018 – May 2019).
A52. $584,025.92
Q53. Does the County receive the same commission rate on all items; excluding postage? How many individual inmate orders were delivered over the last full 12 months (June 2018 – May 2019)?
A53. No. Web ordering 8.6% less. Number of orders not available.

Q54. What is the current price and who pays for the legal kit?
A54. No pricing will be provided. The Facility pays for the legal kit.

Q55. How many legal kits and hygiene kits were ordered over the last full 12 months (June 2018 – May 2019)?
A55. Information is not available.

Q56. How many orders are placed through the package program over the last 12 months (June 2018 – May 2019)?
A56. Information is not available.

Q57. How often is an inmate allowed to receive a web/family order?
A57. Twice per week.

Q58. What is the spending limit on the package program?
A58. $100 weekly

Q59. Please provide the current fees the public is charged for depositing money into an inmate’s trust fund account.
A59. Lobby Kiosk-$2.50 for all cash deposits.
Credit/Debit Cards for Lobby and Web=$2.50 for amounts of $25 or less. 10% of other amounts (i.e. $30 deposits will incur a $3.00 fee).

Q60. Does the County currently receive a commission on trust fund deposits? If so, please provide the commission per deposit type.
A60. No.

Q61. How many intake kiosks are needed?
A61. Four and one debit release card reader.

Q62. How many housing unit kiosks are needed?
A62. There is a vendor in place that supplies kiosks for the housing units for a separate reason. The commissary vendor uses these kiosks; however, this contract could end with little notice. The commissary vendor would then be required to install new kiosks. There are 93 kiosks currently in place. Vendor should use their own inmate to kiosk ratio to determine the number you would need to provide services to the inmate population.
Q63. How many onsite commissary employees does the current vendor employee?
A63. Full time: There is 1 full time.
Part time: There are 4 part time. Each vendor is encouraged to come up with their own numbers and not rely on the incumbent vendor’s staffing plan.

Q64. How many hours per week does each employee work?
A64. Full time: 40
Part time: 25-30

Q65. Does the current staffing level provide ample delivery/service to the County for commissary operations?
A65. Yes

Q66. How many inmates are used each week for commissary operations?
A66. 1-2 depending upon availability.

Q67. How many good behavior kits were handed out over the last full 12 months?
A67. None

Q68. What does the county pay for good behavior kits?
A68. Not Applicable

END OF QUESTIONS AND ANSWERS