



# OFFICE OF THE SHERIFF

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**Chad Chronister, Sheriff**

**Donna Luszczynski, Chief Deputy**

*Hillsborough County, Florida*

July 29, 2022

**SUBJECT:** Amendment No. 4 to RFP 2022-013 Inmate Food and Commissary Services

**MESSAGE:** Please note and acknowledge the following changes or additions to be included in the above referenced RFP 2022-013:

Included the Questions and Answers and the relevant attachments to be incorporated into the contract.

Please note that this document hereby becomes part of RFP 2022-013 and without this document, the RFP is considered incomplete.

Sincerely,

A handwritten signature in black ink, appearing to read "Christina R. Porter", followed by the text "ACFO".

FOR Christina R. Porter, CPA  
Chief Financial Officer

CRP/ref

Enclosure

ACKNOWLEDGMENT OF AMENDMENT

We do hereby acknowledge the information and/or changes described in the  
Amendment #4 to RFP 2022-013.

PLEASE PRINT – Company Name: \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

***Signature:*** \_\_\_\_\_

(Signed Acknowledgment must be included with your Proposal Response)

July 29, 2022

RFP 2022-013 Inmate Food and Commissary Services

Questions		Answers
1	The RFP references Appendix 1 Vendor Application Packet but is not included in the documents. Can you please provide a copy of this appendix?	Appendix 1 has been reposted to the public site under the correct name
2	Can you please provide the individual monthly average daily population for the previous 6 months for each jail?	1/21: 2687, 1/22: 2667, 2/22: 2589, 3/22: 2546, 4/22: 2561, 5/22: 2516
3	How many inmates are housed at the Orient Road Jail?	168
4	How many HCSO security staff are located at the Orient Road Jail?	Approximately 111 Sworn Staff & 143 Civilian Staff
5	Are there any additional HCSO administrative staff Monday-Friday at Orient? If so, how many?	11 Monday-Friday Staff
6	Please provide the current hours of operation for the kitchen, and the meals delivery time for breakfast, lunch, and dinner.	KITCHEN 0500-2100HRS. SERVERY 24HRS. BREAKFAST 0500 LUNCH 1200 DINNER 1700
7	Please confirm the weekly average of calories per day that is required on the regular inmate menu.	2500 CALORIES PER DAY
8	Regarding sack lunches for inmates who miss the service of the regularly scheduled meal due to court, work assignment, late booking etc., how many inmates per day are served those meals on average?	Approx 250 sandwiches per day.
9	What types of religious diets are typical? Are pre-packaged meals currently being served (Kosher)? If so, are they billed separately at an additional cost to the Sheriff's Office? How many currently if they are being served?	KOSHER MEALS ARE PACKAGED SEPERATELY, BILLED ON REGULAR INVOICE. CURRENTLY WE HAVE 3 INMATES ON KOSHER MEALS
10	Please provide breakdown of the number and types of special diets and religious meals currently being served per day.	DIETS ARE LISTED AS: REGULAR, PREGNANCY, LACTOSE, VEGLACTOSE, VEGE NO BEAN, VEGE NO PEANUT BUTTER NO BEANS, ALLERGY, NO BEANS, RENAL, GLUTIN RESTRICTION, DOUBLE 2200 CAL, LOW RESIDUE.
11	How many inmate workers are currently provided in the kitchen and servery on each shift?	KITCHEN: 1ST SHIFT UP TO 6, 2ND SHIFT UP TO 4, 3RD SHIFT UP TO 11, SERVERY 1ST SHIFT UP TO 65, 2ND SHIFT UP TO 30, 3RD SHIFT UP TO 30, ACTUAL NUMBERS ARE BASED ON VENDOR PREFERENCE AND AVAILABILITY OF INMATES
12	Please provide a copy of the inmate menu(s) for all population types?	SEE ATTACHMENTS
13	Please provide a copy of the current price per meal scale based on inmate population	SEE ATTACHMENTS
14	For clarification, is the Sheriff's Office or Contractor responsible for transport and re-therm of meals in the housing units?	CONTRACTOR IS RESPONSIBLE FOR TRANSPORTATION.
15	Please provide a copy of the previous 3 months of food service invoices.	SEE ATTACHMENTS
16	Please provide a copy of the current staff dining menu and pricing.	SEE ATTACHMENTS - PRICING 1.34900
17	Please provide the staff dining hours of operation and the days per week to be offered.	7 days 11-2/9-midnight *with possible early breakfast hours ** Subject to contract agreement
18	Who is responsible for payment of the staff meal? Sheriff's Office or Staff?	Meal of the day subject to contract agreement * A la carte items paid by employee
19	In reference to the automated method for tracking staff meals, and the provision of mini-marts to supplement off-hours staff dining, will the Sheriff's Office provide additional electric outlets and data drops if needed?	Yes
20	Can HCSO confirm that vending machines will be removed once mini-marts are installed?	Vending machines will be moved to public lobby areas only
21	Is there gas in the staff dining area for equipment to meet RFP requirements for the short-order grill? Will HCSO provide all electrical and gas requirements for these enhancements of equipment (Gas, electrical etc.)	GAS IS NOT AVAILABLE IN THE STAFF DINING AREA.
22	What current equipment, small-wares, tray, carts, tools, beverage containers etc. does the current contractor own?	Food trays, dish racks, food rack trays, miscellaneous equipment, list is not all inclusive.
23	Per walkthrough bag meals are served at lunch so what type of beverages are used? Are bulk beverages sent with bag meals daily?	BULK BEVERAGES ARE SERVED WITH ALL MEALS
24	How many beverage containers are required to serve inmate population at both locations? How many and the size of the containers.	Approximately 60 with spares on hand for replacements. These are 5gal juice jugs.
25	Does the HCSO provide pallet jacks, forklifts etc. for shipping and receiving?	Current vendor provides the pallet jack
26	Please provide the type of trays used for retherm meals currently, i.e. vendor name, brand, and model # and the different colors are used to distinguish different meals/diets.	Company: Design Specialties, INC. EP-300, LP-300, EU-300 and LU-300
27	Additional, please provide the type of tray used for the cold portion of the meal currently, i.e. vendor name, brand, and model # and the different colors are used to distinguish different meals/diets.	Company: Design Specialties, INC. EP-300, LP-300, EU-300 and LU-300

28	Please provide entire management structure and hourly staffing chart structure to depict entire staffing and job descriptions by current vendor.	1- Food Service Director 1- Assistant Food Service Director 2 - Managers Kitchen employees (0600-2000) 10-12 employees / Weekdays Kitchen employees (0600-1800) 4-6 employees / Weekends 1st shift (2230-0700) 3-4 employees 2nd shift (0700-1600) 4-6 employees 3rd shift (1430-2230) 3-5 employees
29	In reference to the removal of swill, please explain the current process of removal and who is responsible. If vendor responsibility, please provide contact information for swill removal company.	HCSO handle the removal of swill
30	On average, how many pounds of swill per week is removed?	HCSO handle the removal of swill
31	How many vehicles does the current vendor own or lease for the current operations?	COMMISSARY - 1 BOX TRUCK, FOOD SERVICE - 1 REFRIGERATED BOX TRUCK & 1 CARGO VAN
32	What is the description of the vehicle used by the vendor currently to adequately perform operations? Size of vehicle, does it need to be refrigerated. Liftgate needed?	26' foot refrigerated box truck * Owned by vendor.
33	Does the HCSO provide contractor internet access in the main kitchen and server?	Yes
34	Currently the contractor application resides on the HCSO network and HCSO provided virtual servers. In reference to Attachment 1 "Commissary and Food Requirements", PDF page 9, Hardware & Software, "Vendor shall supply all network and software necessary to integrate with HCSO hardware and software necessary to meet the requirements of this R.F.P., including installation, training and support, as part of the contract."  a. Does the commissary provider have to be on their own network, or can their equipment reside on the HCSO network?  b. If so, can the commissary vendor use existing network (Cable, segmented VLAN, network components, etc.) to connect hardware back to their own on-site servers?	A. Depending on infrastructure and a system security review provided by the Information Services Division. B. Information Services Division will need to complete a system review and security assessment.
35	Does network exist to allow connectivity between the buildings for banking application, server, and kiosks?	Yes connectivity currently is in place.
36	Is HCSO opposed to cloud hosting?	HCSO IS NOT OPPOSED TO CLOUD HOSTING CONDITIONAL ON SECURITY REVIEW
37	Is the commissary provider responsible for providing the inmate kiosks and tablets? If not, who is responsible to provide the kiosks and tablets?	HCSO PROVIDES KIOSKS / VIAPATH CURRENTLY PROVIDES INMATE TABLETS.
38	At Falkenburg, is there available fiber for our use between the main network closet and each of the housing unit closets?	network connections ran from each housing unit's network room to the pods. A level of infrastructure will need to be installed by vendor
39	At Orient Road, is there available fiber for our use between the main network closet and the network closets in booking and the in-use housing areas?	network connections ran from each housing unit's network room to the pods. A level of infrastructure will need to be installed by vendor
40	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	March 2022 - 7352 Transactions \$683,272.19; April 2022 - 6735 Transactions \$616,074.35; May 2022 - 6579 Transactions \$633,193.74
41	Please provide fee structure for all Cash Bond/Bail payments Gross Amount: Deposited RangeCredit/Debit Deposits via Web/Mobile AppCredit/Debit Deposits via Phone Credit/Debit Deposits via Lobby KioskCash Deposits via Lobby Kiosk  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	This Answer cannot be provided at this time. This question and the issues it pertains to can be resolved after award of the contract
42	Please provide 3 months of detailed Cash Bond/Bail transaction history or provide the information below: <input type="checkbox"/> Average number of Bond/Bail payments made per month <input type="checkbox"/> Average total dollar amount of Bond/Bails paid per month	124 Transactions, \$76,500
43	Will the County continue to accept Cash Bond/Bail payments at the window or will the awarded vendor be the only option?	CASH WILL STILL BE ACCEPTED AT BOND WINDOW
44	Ability to process electronic deposits (phone, online or kiosk deposit though payment processing vendor). Ability to process miscellaneous deposits that do not post to an inmate's account, such as contraband.  Please expand on the above. Would these be fines the inmate(s) pay? To what ledger or place would these transactions be sent / posted?	This Answer cannot be provided at this time. This question and the issues it pertains to can be resolved after award of the contract.

45	Vendor maintains no less than three (3) public facing kiosks for accepting cash or credit card deposits into inmate accounts. Vendor maintains an adequate supply (as defined by HCSO) of replacement kiosks.	4 Four
46	How many replacement kiosks would County like for: inmates, booking and lobby kiosks. <i>Accepts credit card deposits for inmates from friends and family via the public kiosks, the internet, and the telephone – not to exceed amounts established by HCSO.</i>	INMATE ACCOUNTS SHALL NOT EXCEED 1,000 UNLESS APPROVED BY HCSO. BOND ACCOUNTS ARE AUTHORIZED TO EXCEED 1,000
47	Please provide the maximum amounts HCSO desires.	
48	What constraints and restraints around passing out commissary (including times commissary must be/cannot be delivered).	Commissary packages should be delivered Monday-Friday between the hours of 8am and 5pm
49	Will vendor be responsible for managing inmate deposits/dispbursement?	Current third party vendor handles deposits/dispbursement. This will be based on availability of awarded vendor.
50	What is the maximum dollar amount per inmate per commissary order?	70 DOLLARS 2 TIMES A WEEK
51	Will vendor be responsible for responding to inmate communication forms?	YES
52	Will vendor issue refunds?	YES
53	Is there cost associated with employee parking?	NO
54	Will an officer always accompany commissary pass out?	YES
55	What is the training requirement for new employees? How long is the training? • Please list any special facility requirements: Do orders need to go through metal detector/x-ray? Any non-standard doorway/passages? If so, size?	4 Hours Inspection of carts, orders, and packages will occur at random. Staff will be required to enter via security access points and consent to search.
56	What is required shipment delivery time to the facility?	Vendor is required to deliver to the facility during a predesignated timeframe
57	Please provide the ADP for each month from 06/2021 – 05/2022.	See attachment
58	What is the total inmate capacity?	4,305
59	What is the current commission rate on commissary items?	36.50%
60	What is the current commission rate on care packages?	36.50%
61	Please provide the number of commissary orders delivered for each month from 06/2021 – 05/2022.	See attachment
62	Please provide the commissary sales for each month from 06/2021 – 05/2022	See attachment
63	Please provide the number of care packages delivered for each month from 06/2021 – 05/2022.	See attachment
64	Please provide the care package sales for each month from 06/2021 – 05/2022.	See attachment
65	How often can an inmate receive a care package?	2 TIMES PER WEEK
66	What is the max spending limit on a care package?	50
67	What is the current fee to public for purchasing a care package?	7.99 PER CURRENT VENDOR
68	Please provide the indigent kits sales for each month from 06/2021 – 05-2022.	See attachments
69	Please provide the most recent FMV survey.	See attachments
70	Please provide a copy of the most current commissary menu with pricing excluding taxes.	See attachments
71	Please provide the contents within the indigent kit including quantity and size for each item.	2-MAILING ENVELOPES 1- GOLF PENCIL 2- 8.5x11 sheets of paper.
72	When the commissary carts were in operation. Please provide cart sales for each month of the last 12 months the commissary cart was active. <input type="checkbox"/> Please provide the commissary bag and delivery sales for each month within that same timeframe.	See attachment
73	How many times a week do inmates order commissary?	2 TIMES PER WEEK
74	What was your current ADP?	2720
75	What were annual gross commissary sales for 2021?	2,459,254.30
76	What are your annual commissary sales excluding postage, phone time, web sales and sales tax?	approximately 1,590,165
77	What were annual online (iCare) sales for 2021.	1,772,330.37
78	What is your current commissary commission rate?	36.50%
79	What is your current commissary commission rate for iCare sales (website)?	36.50%
80	May we have a copy of the commissary menu with pricing?	See attachments
81	What is the total weekly spending limit for the inmates for commissary for all items, including food, hygiene, and clothing?	140 PER WEEK / 70 PER ORDER
82	May we have copies of the last three months of commissary & iCare sales invoices?	See attachments
83	May we have a product sales report for one (1) month?	See attachments
84	What is the average number of commissary orders placed per week?	2,000
85	Do you have an admission kit? If yes what is in the admission kit? a. What is the cost of the admission kit?	1-County issued cup, 1 toothbrush, 1 tooth paste. All issued by HCSO
86	Do you have an indigent kit? If yes what products (please include size) are in the indigent kit? a. What is the cost of the indigent kit?	2 MAILING ENVELOPES, 1 GOLF PENCIL, AND 2 SHEETS OF PAPER. COST IS .70 CENTS
87	Does your facility currently offer video visitation?	Yes
88	What other fees does the facility have? (ie. Medical, Housing etc.?)	DAMAGE FEE / DENTIST VISIT / DOCTOR VISIT / GPS DAMAGE FEE / PHONE TIME MANUAL / INDIGENT PACKAGE FEE / INDIGENT POSTAGE FEE / LABS / MEDICAL OTHER FEE / ORDER DEBIT / OUTSIDE CLINIC VISIT / PER DIEM / PRESCRIPTION FEE / PRO SE MAILING SUPPLIES / PRO SE POSTAGE / SICK CALL / XRAY

89	What is the current commissary delivery schedule at the jail?	See attachments
90	Does the current vendor's staff distribute commissary to the inmates? If yes: a. How many on-site personnel does the current vendor employ? b. What is their current rate of pay? c. How many hours per week do they work? d. What days a week do they work on-site?	YES a. 15 / b. UNKNOWN / c. 40 / d. MONDAY-FRIDAY
91	Does the current vendor utilize any inmate workers?	FOOD SERVICE UTILIZES INMATE WORKERS / COMMISSARY SERVICE DOES NOT UTILIZE INMATE WORKERS.
92	How do inmates currently place their commissary orders?	INMATE UTILIZE KIOSKS TO PLACE ORDER VIA VENDER APPLICATION
93	Please confirm that the commissary vendor will use the facility-owned down kiosks for commissary ordering.	YES, FACILITIES KIOSKS CAN BE UTILIZED FOR ORDERING.
94	Will any additional wiring be required within the facility?	Additional wiring may be required depending upon installation requirements.
95	Who is the tablet provider?	Via path
96	Is the facility currently utilizing tablets?	Yes
97	Please provide a list of all equipment (computers, printers, kiosks, servers, etc) required to be provided by the commissary vendor.	Computers, system devices, printers
98	What are the cash and credit card deposit fees for these lobby kiosks?	This Answer cannot be provided at this time. This question and the issues it pertains to can be resolved after award of the contract.
99	Does the current vendor empty the booking kiosk and the lobby kiosk?	The current vendor for our kiosks empties the lobby kiosks.
100	What JMS does the facility currently utilize?	Versatium
101	What trust fund accounting software is the facility currently utilizing?	Core Banking (Aramark)
102	Currently Trinity owns and purchases all trays, lids, tray carts, beverage coolers, and smallwares for the food service operation. Is the intention to have the vendor continue to provide these items as part of the new contract?	Yes
103	Currently Trinity provides approximately 45 coffee makers for the inmate housing units. Is the vendor expected to continue to purchase and provide these for the new contract?	Yes * Subject to contract terms / pricing.
104	Currently a refrigerated truck is utilized by the vendor to transport meals. Will vendor continue to be responsible for providing this truck in the new contract?	Yes
105	Current operations require Trinity to staff the food service operation 24/7 based on operational needs. Is the intention for meal pattern and service times to remain the same as current operation?	The current operation, meal patterns and service times shall remain the same.
106	Trinity has utilized a minimum starting wage of \$17 and hour to adequately staff the food service operation. Is there a minimum wage requirement for this contract?	No * Subject to legal minimum wage requirements.