

Inmate Commissary Request for Proposal Shelby County Detention Center

Introduction

This document outlines the County's requirements and specifications for Inmate Commissary Service. Vendors wishing to propose a system to meet these requirements should study this document and prepare a response that conforms to its requirements.

Bidding Procedure

All proposals submitted in response to this Request for Proposal (RFP) must comply with the following instructions. Failure to do so may result in disqualification. All responses must follow this request in format referring to the section number and page number in the answer. Inability to meet any specified requirements must be so stated and thoroughly explained.

Questions regarding this RFP must be sent via email to:

Name: Sandra Ashcraft, Jailer
Email: sandra.ashcraft@shelbycoky.com

Contractual Relationship – Nothing contained herein will create any contractual relationship between the Shelby County Detention Center, Shelby County Fiscal Court and the Vendor, any contractor, subcontractor or supplier. However, proposal statements contained in the response of the successful Vendor will become part of the contract for the equipment, service and maintenance. All items in the RFP must be responded to as thoroughly as possible. Unclear, ambiguous statements such as "all reasonable efforts to provide", etc. must be avoided. Failure to address any of the requirements will subject the response to rejection. The effective date of the contract will be July 1, 2026. Upon request, Vendors will be notified of the award decision. Any written statement made as part of the proposal, including the RFP questionnaire answer will become part of the purchase contract. Any amendments to the original proposal, in written form, may also become part of the same contract. Vendors responding must answer all questions even if to say that they comply. Additional information and exhibits are encouraged but should not be a substitute for answering the questions. Each proposal must be accompanied by an installation schedule.

Award

The proposal by Vendor will be reviewed by the Jailer. The award will not be made at the time of proposal due date. The Jailer reserves the right to require presentations by Vendors should it be deemed necessary. The Jailer will review all proposals to ensure compliance with the design concept for the system and for compliance with specifications. The Jailer reserves the right to reject any and all proposals, to waive formalities, and to negotiate with the apparent qualified Vendor to such an extent as may be determined by the Jailer.

Contact with Detention Personnel

Detention personnel assigned to this project have ongoing operational responsibilities that are vital to the organization and must be maintained during this procurement process. For this reason, it is essential that excessive or unscheduled visits or requests for information be prohibited.

Statutory Requirements

All applicable federal and state laws, rules and regulations of all authority having jurisdiction over communications and electrical construction will apply to the contract throughout. They will be deemed to be included in the contract.

Services Required

The Contractor will be expected to provide the following services as part of the commissary program to the Shelby County Detention Center, a 317-bed facility.

Commissary Services Requirements

Contractor shall maintain on its own premises, off-site from the Detention Center, a large selection of items to be made available through the commissary program. The County shall approve all items to be made available at the Detention Center. Purchase and payment for inventory and stock shall be the sole responsibility of the Contractor. Inmates will be able to purchase goods from the commissary at least once a week. All sales will be made via an automated order user interface provided by the vendor. Automated order interface shall show items available and their current prices. Vendor will package, seal and deliver fulfilled orders on designated delivery day of the week. The duration of this contract shall be from the agreement date until June 30, 2028 thereafter; this contract may be extended, upon agreement of the parties, for any number of subsequent one-year terms. Contractor shall assume full responsibility for the actions of its personnel who may be present at the Jail. All contractor employees accessing the Detention facilities will be approved by the County.

Inmate Accounts System Requirements

- 1) The Contractor shall provide all software for a computerized Inmate Account System to keep accurate and complete records of all commissary activity and balances of individual inmate accounts. This system must be approved by the County and provided complete access to authorized County staff.
- 2) The system must interface with our current JMS software and phone/kiosk company for inmate ordering and inmate balance inquiries.

General Requirements

- 1) For the term of the contract, the Vendor must agree to customize the Trust Accounting System to meet the County's current and future accounting needs.
- 2) All travel expenses for onsite visits which may be required to fulfill the County's needs are the responsibility of the Vendor.
- 3) All hardware and software support including on-site support/troubleshooting/additional training will be the responsibility of the Vendor.
- 4) Software must contain facial recognition capabilities to ensure correct inmate is receiving goods purchased.
- 5) Vendor must handle all credit card transaction issues, fraud, taxes, etc.
- 6) Commission to be deducted from monthly invoice by Vendor.

Trust Accounting Software Requirements

At a minimum, the Vendor provided Trust Accounting System must:

- 1) Accept imports of inmate information from Jail Management System.
- 2) Allow releases of inmate funds by check or debit card.
- 3) Allow searching for inmates by inmate ID or last name.
- 4) Allow automatic printing of receipts after transaction entry without additional confirmations.
- 5) Allow export of reports to PDF, RTF, or Excel.
- 6) Automatically create ACH entries for release debit card withdrawals.
- 7) Automatically export inmate information to other systems for web deposits.
- 8) Automatically import inmate web within 5 minutes with no need for operator intervention.
- 9) Provide integrated reports within the Trust Accounting System with no separate login or executable launch required.
- 10) Allow easy reprinting of receipts.

- 11) Allow on-screen viewing of inmate transaction receipts without printing.
- 12) Allow station specific number of copies during receipt printing.
- 13) Allow user-definable password security settings including minimum password length and requirements for numbers, symbols, or letters in passwords.
- 14) Directly interface with kiosk equipment designed to accept bills.

Commissary Inventory Management Requirements

At a minimum, the Vendor provided Commissary Inventory Management System must:

- 1) Have the capability to print inmate receipts to be included with the inmate's order which include the following minimum information: Inmate ID, Name, Facility Name, Housing Location, Balance Prior to Order, and Balance After the Order.
- 2) For each product ordered, the receipt must show: Product Order Code, Product Description, Quantity Ordered, and Unit Price. For products ordered but not received, the receipt must indicate the reason an inmate did not receive the item originally ordered (e.g., insufficient funds or restricted item).
- 3) Allow commissary purchase restrictions based on balance, housing location, product groups, and individual product purchasing patterns.
- 4) Allow dietary, religious, gender, age, indigent, debt, day-of-week, or behavioral restrictions on commissary purchases.
- 5) Allow printing commissary menus in English and Spanish directly from system.
- 6) Allow manual entry of commissary orders and editing of orders received through inmate ordering system before the orders are billed to the inmate account.
- 7) Allow entering a weekly message to be printed on all commissary receipts for distribution to the inmates.
- 8) Allow searching and reprinting of a single commissary order receipt.

Release Debit Cards Requirements

- 1) Trust Accounting System must have the capability to directly release an inmate's funds onto a debit card with minimal effort.
- 2) Redundant data entry including debit card numbers, transaction amounts, or separate login for releases is unacceptable.
- 3) At no time should unencrypted credit card numbers be transmitted or stored on the County's network.
- 4) Debit cards should not require additional action by the inmate to activate the card.

Lobby/Intake Cashier Kiosk Requirements

- 1) Vendor must provide bill accepting kiosks for friends and family to place funds on inmate accounts.
- 2) Kiosk must give instructions to users on-screen.
- 3) Kiosk must allow searching of inmates by name or inmate id number.
- 4) The kiosk must also allow payments using credit/debit cards.
- 5) Kiosk must interface with current jail management system and accounting system.
- 6) The kiosk must give a receipt for each transaction. Receipt must not display sensitive inmate information such as social security number.
- 7) A kiosk is required in one lobby area.
- 8) A booking kiosk is required in the booking area and restrictive custody area at no fee to the inmate. The transaction must be completed within 30 minutes of entry.

Other Requirements

- 1) Contractor shall keep full and accurate accounts of sales and other records related to the commissary services for a period of no less than two (2) years after the expiration of the contract.
- 2) The Contractor shall keep full and accurate records of sales and order records in connection with the commissary services provided. If requested, a copy of said records shall be supplied to the County

on a monthly basis on the first working day of the subsequent month. In addition, all such records shall be available for auditing by the County at any time during regular working hours.

Qualifications of the Contractor

To be considered for award of this contract, the vendor must meet the following minimum qualifications:

- 1) The vendor must be organized for the purpose of providing institutional and/or Commissary services.
- 2) The vendor must have a proven ability for contract start-up by within 30 days of awarded contract.
- 3) The vendor must have qualified staff with identifiable supportive personnel dedicated to the sole purpose of Commissary services. All support staff whether remote or on-site must be provided at no additional cost to the County.
- 4) The vendor must have the central office capability to supervise and monitor the program ensuring satisfactory provision of services. Vendor must have adequate staffing able to respond with onsite support to any issues that arise within two (2) hours during normal business hours Monday-Friday.
- 5) The vendor shall submit a list of three (3) references from Kentucky including name of institution, address, contact person and phone number.
- 6) Vendor must provide required information for comprehensive background check on all staff members who will enter and work in the facility prior to admittance.
- 7) The vendor is to submit the proposed price list, items, package size and brand name of each product proposed for sale.

Description of Operation and Services

- 1) Describe the procedures by which commissary services will be provided.
- 2) Describe the billing and accounting system to be used. How all inmate payments for commissary goods will be remitted to the vendor and how payment will be provided to the County for its commission at the end of the month.
- 3) Provide a sample menu of commissary items proposed for sale to inmates, including proposed pricing for each item. Identify the commission that would be earned by the County for the sale of each item.
- 4) Describe, in detail, the inmate account management system. Include descriptions of the operational features as well as the accounting features and list jail management systems and accounting systems that you have interface capabilities with.
- 5) Describe the length of time that it takes for money deposited through kiosks, web or phone to be applied to an inmates account.
- 6) Provide the minimum and maximum amount that family can deposit on an inmates account at one time.
- 7) Describe the communications methods and requirements of your system. Does your system use a modem, the Internet, a virtual private network (VPN), etc?
- 8) Describe any infrastructure or services (such as floor space, wiring, electrical, network, etc.) that will need to be supplied by the County in order to install and operate the proposed commissary and banking technology.
- 9) Provide an overview of your employment process for employees that may handle orders prepared for Shelby County.
- 10) Outline your training processes for employees that may handle Jail orders concerning contraband issues, product security, and other pertinent information concerning correctional facilities.
- 11) Describe how orders will be delivered from the vendor facility to the SCDC.
- 12) Provide the fee schedule for Inmate deposits through kiosk, web or by phone.
- 13) Provide the process for replacing wrong, incomplete or missing orders.