



# CITY OF BIRMINGHAM

FINANCE DEPARTMENT

## PURCHASING DIVISION

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May 17, 2010

### ADDENDUM #1

On April 23, 2010, the City of Birmingham requested proposals for resident banking software, offsite commissary services and kiosk applications #10-25. Said proposal to be received by 4:00 p.m., CDST, May 26, 2010.

#### PLEASE NOTE:

I. The following is a list of questions submitted by potential proposers along with the answers.

1. Pg. 4 Sec. 1.1.9...Vendor's proposal must include a separate section labeled "RFP RESPONSES"...

a. This section is not referenced on Pg. 7 Sec. 2.0 in the Proposal Format outline. Where does the city want this section to appear in vendor responses?

#16 RFP Document and Addendum Documents

2. Pg. 5 Sec. 1.1.17.1 states that the winning vendor shall possess a current City of Birmingham business license.

a. If orders are simply being delivered by truck to the city jail facility is there still a need for a business license?

Successful vendor is responsible for delivery of goods to facility and distribution to inmate utilizing their personnel or contract personnel.

b. If yes, please outline and provide all paperwork and steps necessary to obtain a City of Birmingham business license, including any cost.

Contact the Revenue Division phone(205) 254-2198.

3. Pg 6. Sec. 1.1.18 Potential bidders are required to make an onsite visit and inspect the area at the Birmingham City Jail.....

- a. What is the timeframe that all potential vendors must complete the site visit within?

Before submitting a proposal which is due 4:00 p.m. CDST, May 26, 2010.

4. Pg. 8 Sec. 2.4 Vendor Experience

- a. Is the City only interested in references serviced in the state of AL or can similar references in the Southeastern region of the United States be provided as well?

Provide all Alabama references you have and supply out of state references to supplement for the balance.

5. Pg. 8 Sec. 2.7.1 Vendor References

- a. Must all references have at least an ADP of 200 or larger or are references restricted to a specific range? If a specific range is required please define.

The 10 references must be at locations with ADP of at least 200.

- b. Must all 20 references for Kiosk Lobby Payment Acceptors meet a minimum size requirement? If so, what is the requirement?

No

6. Pg. 8 Sec. 2.7.2 Vendor Stability

- a. Must all ten facilities that have been serviced for at least ten years meet a minimum size requirement?

No.

If so, what is the requirement?

7. Pg. 9 Sec. 2.9.5....Upon successful completion of the contract term, the City of Birmingham will be granted a non exclusive license to the proposed inmate banking software provided by the vendor.....

- a. Is the City requesting to continue using the provided software and commissary service after the completion of the contract term until a new contract is awarded? If not, please clarify.

Need to have access at least until a new contract is awarded and installed for transitional purposes.

8. Pg. 10 Sec. 2.9.6.16 Commissary Inventory Module with Reports Section

- a. Is inventory currently being maintained on site at the City of Birmingham Jail Facility?

No

- b. It is our understanding that the City is requesting an off site bag and deliver operation. How does onsite inventory management fit into the perceived request?

To potentially track indigent bags kept onsite, run monthly reports documenting activity, and other potential uses.

9. Pg. 10 Sec. 2.9.6.40...Stored Signature

- a. How are stored signatures currently handled?

Not part of current system

- b. What tasks require stored signatures?

Release, money transfers, and other potential uses.

10. Pg. 11 Sec. 2.9.6.45...resident release...Credit

- a. How are Credit releases currently done as it pertains to the requested services in this RFP?

Not part of current system.

11. Pg. 11 Sec. 2.9.6.46.....housing unit kiosk

- a. Does the City Jail currently have housing unit kiosks installed?

No.

If yes, how many?

- b. If the City does not have housing units currently installed, is the network and electrical infrastructure already in place for each location the City wishes to place a kiosk?

No

- c. If not, who will be responsible for paying for the wiring?

The City will provide the wiring to location site for each kiosk, but the proposer is responsible for installation of his equipment. Proposer may offer an alternate proposal which would include all the responsibility for wiring and installation of equipment.

12. Pg. 11. Sec. 2.9.6.47....biometric fingerprint system

- a. Does the city currently utilize a biometric finger print system to access kiosk?

No

- b. What city software will provide the biometric data to the kiosk system?

Proposer's system is to collect and store data internally.

13. Pg.11 Sec. 2.9.6.48...integrate the inmate phone provider to allow for debit calling....

- a. Who is the city's inmate telephone provider?

Global – but the City is in the process of evaluating and awarding a new contract.

- b. Who is the contact for the phone provider?

Not determined yet.

- c. Does the current vendor currently provide debit calling with the inmate telephone provider?

No

14. Pg. 11 Sec. 2.9.6.49....debit card release program

- a. Does the current vendor currently provide a debit card release program?

No

15. Pg. 11 Sec. 2.9.6.50...phone ordering module.

- a. In previous sections the city has requested the ability to have kiosk order entry. Does the city want kiosk order entry, phone order entry, or both?

Both

- b. How do the inmates currently place commissary orders?

Verbally – manual system vendor writes up orders and delivers next day.

16. Pg.12 Sec. 2.11.1.4... Signature Pads.

- a. In what capacity are signature pads currently being used?

Not part of current system.

17. Pg. 12 Sec. 2.11.1.10...Cobra Booking Area Kiosk

- a. Will the city allow for a non “Cobra” booking area kiosk?

Yes

- b. This requirement appears to be a proprietary piece of hardware belonging to Swanson Services Corporation. Other companies provide Booking Area kiosks, please describe the intended use/current functionality of the booking area kiosk that is being requested.

To keep track of all money transactions, bonding transactions and other potential uses. Report capabilities.

18. Pg. 12 Sec. 2.12.2...must be WEB based, Intranet application.

- a. Please define web based, intranet application.

Delete the statement. Provide a detailed description of your proposed system application.

- b. Does the current vendor currently provide a WEB based, Intranet application?

No. Manual

19. Pg. 12 Sec. 2.13.1 Operating Plan

- a. How many times per week does the city currently receive commissary?

Twice

- b. What days are orders placed?

Monday and Wednesday.

Delivered?

Tuesday and Thursday.

- c. Does the current vendor employ any on site staff to process or deliver orders?

Vendor comes on site to take orders and then to deliver and distribute the goods.

20. Pg. 12 Sec. 2.13.2... Deliveries to the facility must be made in the vendor's own vehicle...

- a. Because of the volume of business we do in the correctional industry we utilize direct delivery services provided by shipping companies. These direct delivery service shipments are dedicated solely to our product and run straight from our warehouse to our customer locations, at no point is the product subject to any intermediate warehouse for routing to a destination. Is the method of delivery coupled with our tamper proof sealing/shipping methods acceptable to meet this requirement?

Proposals will be evaluated based on criteria listed on page 13. City's goal is to separate its personnel from these functions as much as possible. Therefore, submit your best offer to provide the service as functionally as possible.

21. Pg. 12 Sec. 2.13.3...commissary services with delivery...

- a. Is the city requesting order delivery to the inmates from the winning vendor?

Yes

- b. Does the current vendor provide this service?

Yes

- c. How many staff members are currently utilized to complete this responsibility?

Vendor provides one person for each service day.

22. Pg. 13 Sec. 2.13.4 Location of Service Center

- a. Is it the City of Birmingham's goal to encourage a maximum number of competitive bids from qualified vendors that provide Inmate Commissary and Banking services on a national level?

If they can provide the service required by the City in a timely and efficient manner.

- b. To ensure that the City is procuring the absolute best return and services through this contract, would the City consider altering this requirement to allow for service centers/warehouses in Alabama or bordering states?

RFP says state of Alabama already.

- c. Please clarify that the RFP states that this is a request not a requirement and vendors will not be disqualified if the request is not met.

All proposals will be evaluated based on the criteria listed on Page 13. 2.15. This is covered under that criteria.

23. Pg. 13 Sec. 2.13.7 Products must be name brand...

- a. In an effort to provide the best security measures for city staff, will the city accept products that are manufactured specifically for the corrections environment?

No.

- b. Many name brand items are not packaged for use in the corrections environment. With that in mind will the City accept brands that are recognized as national brands for corrections only?

City will accept name brand products – name brand must appear on packaging. City must approve all items offered on the menu.

General Questions:

- 1. How are inmate orders currently processed?

Manually

- 2. How many inmate orders are processed annually?

No historical data available

- 3. What were sales from April 2009 – April 2010? Please provide a sales number net of tax.

Sales from February 2009 – February 2010 total \$27,507.25.

- 4. What was the commission paid from April 2009 – April 2010?

\$3,430.44 was paid for the period February 2009 – February 2010.

5. What is the current commission percentage rate?  
25%
6. How are commissions figured?  
Percentage of profit (Profit was 50% of sales)
7. Who is your current food service provider?  
Ben Baker Vending  
How long?  
Approximately 25 years
8. What is the current weekly spending limit for inmates?  
No limit.
9. Who is the JMS provider for the facility?  
New World is to be installed this summer.
10. Is there currently an integration between the current vendor and the facility JMS?  
No
  - a. If yes, will this integration information be made available to the awarded vendor?
11. Are deposit services currently implemented at the facility?  
No
  - a. Does the City receive a return on the deposit services?  
N/A
  - b. If yes, how much in revenues were paid to the City from these services?  
N/A
12. On average, how many deposits are processed monthly?  
No historical data available

13. Please provide a current menu with pricing so that bidding vendors can provide acceptable menu items.

Copy enclosed.

14. How many commissary orders were processed from April 2009 – April 2010?

No historical data

15. Will there be a public bid opening? If so, when/where?

No. This is a proposal, not a bid. Format does not lend itself to a formal bid opening.

16. Is the City interested in “green” solutions for the facility?

Yes, where practical and economically feasible.

## The Store Cart

The cart will come on Tuesday and Thursday mornings. If you want to order, check list, if you are a *new inmate*, write: *transfer money* at the top of form. **GIVE LIST TO STOREMAN.** Orders made on Tuesday will be filled on Thursday. Orders made on Thursday will be filled on Tuesday. If you have no money at that time, your order will not be filled. Do Not Attempt to take another inmate's order, you will lose your store privileges. If you are not present during Store time, your store will be left in property room to be received later.

**GIVE LIST TO STOREMAN TO GET STORE.**

Name: \_\_\_\_\_

Cell Block: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Bed: \_\_\_\_\_

### Candy:

\_\_\_ Snickers .90  
\_\_\_ Almond Snickers .90  
\_\_\_ Butterfinger .90  
\_\_\_ M & M Peanut .90  
\_\_\_ Zero .90  
\_\_\_ PayDay .90  
\_\_\_ Now & Later .60

### Chips:

\_\_\_ Plain .60  
\_\_\_ BBQ .60  
\_\_\_ Doritos .60  
\_\_\_ Hot Fries .60  
\_\_\_ Cheetos .60  
\_\_\_ Gold-N-Cheese .60

### Cakes/Cookies:

\_\_\_ Honey Bun .90  
\_\_\_ Choc O Lunch .60  
\_\_\_ Buddy Bar .90  
\_\_\_ Famous Amos .90  
\_\_\_ Oreos .90

### Drink:

\_\_\_ Capri Sun .60

### 30¢ Candy:

\_\_\_ Peppermint .30  
\_\_\_ Jolly Rancher .30  
\_\_\_ Chic O Stick .30

\_\_\_ Stamped  
\_\_\_ Envelope .70  
\_\_\_ AAA Battery 4Pack - \$4.00

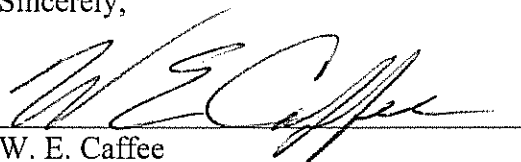
**All Money orders must be made out to :Baker Vending Company,  
or the bank will not take them.**

Total: \_\_\_\_\_

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

- II. Page 4 of the document, point 1.1.9, the last line should read: appropriate Vendor acknowledgements and/or detailed responses as required for each section.
- III. Page 12, point 2.11.1., first sentence should read: The vendor shall provide all the necessary hardware to implement their solution.
- IV. Page 13, point 2.13.4, first sentence should read: The City of Birmingham requests that the service be provided by a local company with a service or support center in the state of Alabama with a maximum response time of no more than 4 hours to any request for service.
- V. Proposal due date remains as originally scheduled, 4:00 p.m. CDST, May 26, 2010.

Sincerely,



W. E. Caffee  
Assistant Purchasing Agent