

COMMISSARY AND FOOD SERVICE REQUIREMENTS

INTRODUCTION/CONCEPT

For the year 2019, HCSO booked over 41,000 inmates. The average daily population was 2997 inmates, and the average length of stay was 26 days. The following 2019 (pre-COVID) statistics are provided in order to assist vendors in preparing their proposals:

Food Service:

- o Regular meals served: 3,248,083
- o Special medical diets served: 333,131
- o Religious meals served: 2,576
- o Staff meals served: 10,174

Commissary Service:

- o Commissary orders: 138,000
- o Indigent standard kit orders: 12,000; Indigent clothing kit orders: 0
- o Care Pack orders: 32,000

The vendor(s) must be capable of fulfilling all aspects of this R.F.P., and be able to demonstrate proficiency in preparation and/or delivery of all services referenced. The vendor selected must have a successful record of implementing these services in like-sized operations.

DEFINITIONS

Care Package Service: The ability for inmates' family/friends to order approved commissary items not furnished by the facility, to include, but not necessarily limited to snacks, powder beverage mixes, small battery operated appliances, clothing, and over-the-counter medication. Care package delivery follows the same guidelines and schedules as inmate commissary.

Commissary Service: The ability for inmates to order and receive approved commissary items not furnished by the facility, to include, but not necessarily limited to snacks, powder beverage mixes, small battery operated appliances, clothing, and over-the-counter medication.

Commissary orders are generally delivered to inmates in all housing locations by vendor staff; however, commissary may be delivered to pre-negotiated distribution areas for HCSO staff to disseminate, depending on the inmate's classification status.

Communication Service - Staff: The provision of hardware and software that will allow HCSO staff to review an inmate's commissary orders and other account transactions.

Food Service - Inmates: The provision of healthy meals to all inmate detainees no less than three (3) times per day; and the provision of snacks as ordered, or as defined by special diets. All meals and snacks are delivered to HCSO identified distribution areas by vendor staff for HCSO staff to disseminate. All food service processes shall remain in compliance with relevant Florida Model Jail Standards (FMJS)

Food Service - Staff: The provision of healthy meals to staff no less than two (2) times per day with equal opportunity for two (2) shifts, 12 hours apart, with the availability of certain beverages and condiments 24 hours per day. This may also include value-added services unique to the vendor, such as the offering of reasonably-priced supplemental consumable goods, made available to HCSO staff via a “mini-market” style operation.

Indigent Inmate: Indigent inmates are defined as inmates who are without funds or who have \$1.00 or less for a period of 14 or more days. These individuals may receive necessary health, hygiene and writing materials after 14 days of indigent status. Eligible indigent inmates may request and receive the Standard Indigent Kit once every 30 days.

Inmate Accounting: The provision of hardware and software to account for inmate financial transactions and the funds transferred to the Inmate Trust Fund. The accounting software will allow for processing, tracking and reporting of inmate funds from the time of booking until the time of release. Transactions may include deposits, withdrawals, debt charges and payments, commissary purchases and refunds, and other sales transactions. The software will also have bank reconciliation functionality.

HCSO Staff: HCSO Staff may extend beyond the Department of Detention Services and include Law Enforcement Staff working in conjunction with HCSO during any and all emergency situations.

SPECIFIC REQUIREMENTS FOR FOOD SERVICE

Compliance

- Vendor shall obtain/maintain all proper licenses, certifications, permits necessary to provide food services to HCSO, and shall comply with all state and local regulations related to food service and related operations, as appropriate. Vendor shall also comply with relevant FMJS and National Commission on Correctional Health Care (NCCHC) accreditation standard.
- Vendor shall pass all inspections conducted by federal, state or local officials and relevant accrediting agencies. Corrective action is taken immediately if deficiencies are found.
- Contract staff are subject to a criminal history inquiry for the purpose of internal security, and shall maintain compliance with the HCSO rules and regulations related to safety and security. Contract staff and subcontractors are subject to a physical search of person and property.
- The Food Service Manager shall coordinate with the HCSO to conduct weekly inspections of food service areas, including dining and food preparation areas and equipment. Inspections are documented and corrective action is taken immediately if deficiencies are found.
- The Food Service Manager or designee conducts continuous inspections of food temperatures to ensure compliance with food safety requirements. If food temperatures are found to be out of compliance, corrective action is taken immediately.
- The Food Services Manager shall maintain a HCSO approved procedure to keep an accurate accounting of all culinary equipment, specifically knives, sharps, etc. Food

Service kitchen equipment such as ladles, spatulas, etc., will be stored on a shadow board within a secure locking cabinet. There shall be an inventory list of these tools located in the tool storage area and a log indicating the employee name, date, and time of removal and return.

Food Service Staff

- One (1) supervising employee designated as the responsible Food Service Manager, who holds a Professional Food Manager Certification. The designated Food Service Manager is responsible for ensuring compliance with all rules, regulations and requirements of the food service contract. Vendor will not replace the Food Service Manager more than once per year – except in circumstances outside the vendor’s control.
- The Food Service Manager is responsible for responding to all grievances and food service related requests within five (5) business days of receipt.
- Each assistant supervising employee (no less than one each, for the kitchen and servery) is trained in culinary services and holds a Professional Food Manager Certification.
- Vendor supplies the staff necessary to carry out the requirements of the contract in a safe and effective manner.
- Meals are prepared, delivered, and served under the direct supervision of staff, to include medical diets and religious diets. Contract staff breaks shall be scheduled around staff meal times to ensure inmate supervision is not impaired.

Staff Training

- Contract staff complete relevant PREA training and are subject to the same PREA related rules and regulations as HCSO employees.
- Contract staff complete relevant training identified by HCSO on an annual basis.
- Those with the potential for Criminal Justice Information System (CJIS) access receive the appropriate level of security training within six (6) months of employment.
- Complete orientation training conducted by HCSO staff, to include, but not necessarily limited to, safety/security protocols and disaster preparedness.
- Staff and subcontractors comply with all provisions of PREA relating to zero tolerance for sexual abuse.
- All food service line staff have their Florida Food Handler Certification. A log is maintained listing all staff and their certification expiration dates.
- Contract staff provide proof of training on professional hygiene and foodborne disease prevention. Professional hygiene includes personal cleanliness and hygienic practices, and techniques to prevent cross contamination. Foodborne disease prevention training includes the types and causes of foodborne illness, identification of time/temperature control for safety (potentially hazardous) food, and how to control or eliminate harmful bacteria in a public food service establishment.
- Contract staff and inmate workers have documented training in the use of food service equipment, safety procedures, and proper food storage and preparation.

Food Handler Safety

- All persons (staff and inmates) involved in the preparation of food receive a pre-assignment physical examination and periodic reexamination to ensure freedom from diarrhea, skin infections, and other illnesses transmissible by food or utensils.

- Contract staff and inmate workers in food service shall be monitored each day for health and cleanliness by the Food Service Manager or assistant. No employee or inmate shall work in any area of food service operations if he/she is known to have or suspected of having open wounds or sores, respiratory infections or other conditions described in FMJS.
- Contract staff wear a uniform designed for fit, function, and ease of identification. Clean outer garments will be worn, and all staff and inmates working in food service or servery will maintain a high degree of personal cleanliness. Uniforms are to be reviewed and approved by HCSO.
- All food handlers shall wear protective netting over hair, including mustache and beards, anytime they enter food service storage, preparation, or delivery areas. All food handlers are instructed to wash their hands on reporting to duty, and after using toilet facilities.

Food Storage and Sanitation

- All food supplies not in preparation shall be stored in a locked, clean, well-ventilated room, which is free from vermin. Vendor shall notify the HCSO immediately of any evidence suggesting the presence of insects or vermin. Food storage containers shall be clean, covered, and marked with their contents. Open dry goods must be dated and sealed in plastic wrap or in a lidded container. Spoilage and out of date products shall be removed immediately upon identification by food service staff.
- Food and food service items are stored off the floor, and not less than 18 inches from the ceiling. Items such as mace, nutmeg, raisins, and other items, which may be used for the manufacture of contraband beverages, will be considered a control item. Soaps, detergents, waxes, cleaning compounds, insect and rodent spray and other poisons are locked in a storage area separate from food supplies. Vendor will not utilize insect/rodent spray or other poisonous chemicals without the approval of the HCSO.
- Stored shelf goods are maintained between 45 and 80 degrees Fahrenheit. Refrigerated goods are maintained between 35 and 40 degrees Fahrenheit, and frozen foods are stored at 0 degrees Fahrenheit or below, unless national or state health codes specify otherwise. Temperatures are checked and recorded daily and logs are available for HCSO review.
- Food items are maintained at the proper temperature during storage, food preparation, and food service processes. Temperatures are logged and available for review by HCSO designee.
- In/out logs are maintained for all items being added to, or removed from storage areas.
- The serving of food shall be consistent with common sanitary measures.
- Unwrapped items in the food line are protected from contamination via sneeze guards.
- Raw fruits and vegetables shall be washed prior to use.
- Maintain standards of sanitation required by state, local and institutional regulations, to include, but not necessarily limited to routine cleaning of food preparation areas and floors, storage areas, countertops, and dining rooms. Staff dining rooms are cleaned and sanitized between every meal; empty tables are cleaned every 30 minutes.

- Clean/degrease under and around equipment daily; remove encrusted food items. Grease traps and grease receptacles are cleaned and maintained as needed. Remove and degrease hood vents weekly.
- Hot water sanitizing dish machines achieve 180 degrees Fahrenheit, minimum temperature. Water temperature for dish washers and/or dish sinks is checked and recorded daily, and logs are available to the HCSO designee for review. Food preparation/service equipment, as well as pots, pans, serving ware, trays, cups, and flatware are cleaned and sanitized between every meal. No wet nesting pans, trays, cups, or other cookware. The soap or sanitizing chemical used in the hot water machine will be checked daily.
- Temperature controlled/controllable food carts are provided by vendor in such quantity as to adequately support food service delivery for the inmate population. Vendor shall plan for a 20% contingency for carts that are out of service for maintenance or deep cleaning.
- Food service equipment will be of such material, design, workmanship or installation to permit full compliance with regulations, safety codes, and accreditation standards. The equipment shall be kept clean and in good repair at all times. Equipment that cannot be repaired shall be replaced.
- Food carts, juice carts, trays, and kitchenware are inspected to ensure items are clean and in good repair. Damaged equipment is replaced in a timely manner, and inmates are not served food on cracked or broken trays.
- There is a process for rotating out the food service equipment and supplies when they reach their life cycle, and meal delivery carts for deep cleaning on a monthly basis.
- Garbage/waste is removed, and the kitchen and servery areas are cleaned/sanitized at appropriate intervals, as to remain in compliance with all relevant standards.

General Requirements/Expectations

- Food Service will be required 365 days per year (366 in leap year), three times per day during the hours specified by HCSO and standard operating procedures. All meal items shall be prepared at the Falkenburg Road Jail and delivered, by vendor, to the Orient Road Jail, utilizing a vendor purchased or leased refrigerated vehicle.
- Process for converting and/or migrating current and historical food service data, to include, but not necessarily limited to accounting and invoicing data, food storage records, food preparation and delivery, inmate & staff menus, dietitian reviews, food service inspections, statistical data, compliance logs (e.g. temperature logs) and reports, meal logs, and all other data relative to food services.
- Vendor will provide a written emergency disaster plan identifying vendor staff roles and supplies needed on hand in case of a disaster. Plan includes a three (3) day and a seven (7) day disaster contingency plan to provide meals to inmates and HCSO staff during a hurricane or other disaster. This plan shall be updated as necessary and submitted to HCSO annually.
- A Registered Dietitian Nutritionist (RDN) licensed in Florida reviews the diets for nutritional adequacy no less than annually. Inmate menu evaluations are documented no less than quarterly by the Food Service Manager or assistant, to verify adherence to established basic daily servings.

- There is a process for notifying the RDN whenever the regular diet menu has changed. Menu options are reviewed and approved by the HCSO designee on an annual basis, unless more timely modifications become required.
- Meal management software is capable of efficiently managing the entire food service operation, to include, but not necessarily limited to procurement, inventory, staffing, menus, meal counts, special diets and restrictions, reporting, compliance, training, and billing.
- The planning and preparation of all meals takes into consideration food flavor, texture, temperature, appearance, and palatability. Food service staff plans menus not less than 28 days in advance, and substantially follows the plan. Menu substitutions are recorded.
- Vendor software is capable of providing automated standard and detailed customized reports as requested by the HCSO. Report examples include the following: inmate meals served by date range and location, staff meals served by date range, medical diets, and religious diets in detail, food quality and sanitation metrics.
- Vendor shall maintain records and logs to include, but not necessarily limited to staff attendance rosters, training rosters for staff/inmate workers, food temperature logs, water temperature logs, food storage logs (freezer, refrigerator, dry storage), inspection logs, maintenance and repair logs, cleaning and sanitation logs, contract staff related incident reports, discipline, and termination reports.
- Vendor budgeting, purchasing and accounting practices include systems for determining cost per inmate/per meal, and estimation of food service requirements.
- An automated method for tracking inmate and staff meals will be mutually agreed upon by vendor and HCSO. Meal prep overage is limited in order to prevent waste.
- Vendor shall purchase high quality food and supplies at wholesale or other favorable prices and conditions.
- Vendor shall pay all sales taxes, payroll costs, licenses and permit fees.
- Vendor shall purchase PPE (gloves, hair nets, etc.) for food service workers, to include staff and inmates.
- Invoice HCSO for the number of meals served to staff and inmates, at the agreed upon rates, on a weekly basis. This rate shall be vendor's consideration for all services and responsibilities.
- It will be the responsibility of the vendor to deliver meals between the facilities. Vendor will also be responsible for collecting all soiled trays from designated locations, at both the Orient Road and Falkenburg Road Jail facilities, for delivery/return to the specified central sanitation site; sanitized trays will then be properly maintained for reissuance.
- Vendor is solely responsible for determining the proper number of meals to prepare for all the inmates and HCSO Staff at each facility, based upon accurate and timely counts provided by HCSO.
- The menu shall include the specification for the items to be utilized in the meal preparation.
- Vendor understands that meals that are not prepared properly according to the approved recipes, and or meals which are not of the proper portion, and or if any portion of the meal is missing or preplaced without prior authorization by HCSO, the entire meal cost will be deducted for the number of improper meals served. Vendor, at no cost to HCSO, will replace any meal deemed as spoiled, rotten, or molded.

- Vendor shall provide decaffeinated coffee with breakfast meal for the inmate population. Regular and decaffeinated coffee will be provided for HCSO staff and other authorized individuals. Sugar, artificial sweetener, and creamer shall be provided for staff use.
- Emergency meals: Certain emergency situations—as declared by HCSO or another legitimate agency/entity—such as hurricanes or other disasters (natural or otherwise) require essential HCSO staff (to include other relevant emergency personnel) to remain on duty for extended periods of time. Vendor will be responsible for providing such emergency personnel with access to staff meals.
- No outdated products shall be used by Vendor.
- Vendor shall provide a Culinary Arts styled program for inmates.

Inmate Meals

- The Recommended Dietary Allowances of the National Research Council - National Academy of Sciences shall serve as the standard for the preparation of menus and the evaluation of menus served.
- Inmates are provided three (3) substantial, wholesome and nutritious meals per day that comply with nationally recognized nutritional requirements.
- At least two (2) inmate meals per day are hot meals; no two (2) meals shall be served greater than 14 hours apart, in accordance with FMJS. Vendor shall provide a minimum of two (2) HCSO approved holiday meals annually for both inmates and staff. Seasonal fruits and vegetables are used in meal planning at the request of HCSO.
- Special medical diets are provided for inmates upon the order of a clinician or designee. Medical diets include the following: allergic diet, clear liquid diet, diabetic diet (1800 Cal), diabetic diet (2500 Cal), finger food diet, full liquid diet, high calorie/high protein diet, high fiber diet, juvenile diet, prenatal diet, puree diet, low sodium, and renal diet.
- Special diets are provided for inmates whose religious beliefs require adherence to religious dietary provisions. Examples of common religious diets are: Halal diet, kosher diet, vegan diet, and vegetarian diet. In addition, the vendor shall provide a special behavioral management meal (loaf) as requested.
- All meals are void of pork and pork products.
- Medical and religious diets shall conform as closely as possible to the standard inmate meal; however, special diets are served in disposable containers for ease of identification.
- Bag meals are provided for inmates going to court, inmates returning from the hospital or other offsite visits, and others as deemed appropriate. Extra snacks may be required for pregnant inmates, juveniles, and/or diabetics.
- Bag Meals shall be provided and delivered by HCSO for detainees in booking, inmates who are awaiting trial at the court house, and inmate trustees assigned to work at various locations outside the jail facilities.
- Inmate meals are prepared for delivery prior to the carts departing the central servery. If bread, fruit, or snacks are included in the meal, they are included in each meal tray. There is a process for tagging meal delivery carts with their contents (e.g. number of regular meals, number of special diets by type, etc.). During exigent or emergency situations, bulk meals may be acceptable with approval by HCSO Designee.
- Vendor transports all meals to the designated areas for distribution by HCSO staff, including those meals requested after the fact as a result of discrepancies. Provisions are made for the secure delivery of meals in disposable containers to prevent spillage.

Vendor picks up trays upon meal completion from the designated collections areas for return to the centralized sanitation area at FRJ.

Staff Meals

- Vendor shall provide high-quality meal service for staff that includes variety, and healthy options in order to appeal to the majority of the staff.
- Staff meals are prepared in one (1) kitchen, no less than twice per day, by vendor staff not inmate workers. Different entrées are served in staff dining areas to afford flexible meal options for staff. There will be no kitchen at the Orient Road Jail, however, a staff dining area will be provided by HCSO and maintained by vendor with an order and delivery service option.
- Staff meals include at least one (1) high-quality entrée and two (2) side dishes daily, plus a choice of fruit, desserts and beverages. A short order grill for hamburgers, hot dogs, sandwiches, etc. shall be available for those who do not wish to dine on the daily entrée fare. A "build your own" salad bar with a variety of fresh vegetables and other items will also be available for staff.
- Various types of soft drinks (beverage machines), plus milk, tea, coffee, cream, and sugar will be made available 24 hours per day.
- Vendor shall provide all condiments (e.g. ketchup, mustard, mayonnaise, salt, pepper, etc.), plastic ware, napkins, disposable plates or hinged trays, plastic wrap, and cups for staff dining.
- HCSO Staff will be authorized one entrée meal per day at a negotiated/reduced rate. Additional reasonably priced items will be made available for purchase.
- Staff menus are reviewed and approved by a HCSO designee, and posted in a conspicuous location for staff to view.
- Vendor shall provide an automated method for tracking staff meals.
- Vendor will provide additional reasonably priced food and beverage items through attended or unattended "mini-marts" at both jail facilities (ORJ/FRJ) in order to supplement off-hours staff dining.

COMMISSARY SPECIFICATIONS

- Vendor shall obtain/maintain all proper licenses, certifications, and permits necessary to provide commissary and communication related services to the HCSO, and shall comply with all state and local regulations related to commissary operations, as appropriate. Vendor shall also comply with, FMJS and NCCHC accreditation standards.
- Meet the requirements of established governmental health and safety codes for commissary and communication related services; provide the HCSO with written verification of same.
- Contract staff are subject to a criminal history inquiry for the purpose of internal security, and maintain compliance with the HCSO rules and regulations related to safety and security. Contract staff and subcontractors are subject to a physical search of person and property.
- Comply with 28 CFR Part 115.17 - Hiring and Promotion Decisions. Contract staff and subcontractors comply with all provisions of the Prison Rape Elimination Act (PREA) relating to zero tolerance for sexual abuse.

Hardware & Software

- Vendor shall supply all network and software necessary to integrate with HCSO hardware and software necessary meet the requirements of this R.F.P., including installation, training and support, as part of the contract.
- 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.
- Commissary, communication, and inmate accounting related software are ADA compliant, and contain auditing and reporting capabilities.
- A user friendly dashboard allows for HCSO customizable views, e.g. inmate view, line staff view, supervisor view.
- Permission level restrictions are customizable by designated HCSO staff, and are functional throughout all components of the software. Designated HCSO staff is able to allow/disallow and enable/disable permission settings based on the component and agency workflow.
- Includes routing, tracking, audit trails, reporting, and other components necessary to efficiently manage the requirements of this R.F.P.
- Vendor manages the procurement and inventory of commissary items and retains inmates' purchase history.
- Manages purchase limits (daily dollar amount, quantity, etc.) and restrictions (dietary, etc.), as directed by HCSO
- 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.
- Inmates may review commissary purchases, account transactions (e.g. co-pay debt, medical debt, deposits with depositor's name), and account balance information via the kiosk/tablet.
- Vendor provides a backup ordering system for when electronic ordering systems are not available.
- System will verify there are sufficient funds in an inmate's account at the time the order is entered and at the time the order is processed, and will automatically debit inmate's account for commissary purchases in real time.
- The system captures and retains an "electronic signature" when an inmate reviews certain documents designated as "required" by HCSO.

Care Package Service

- HCSO approved items are available for purchase by family and friends via vendor's "care package" service. Care package items are charged to the purchaser's credit card, not the inmates account. All credit card fees will be charged to the purchaser and the amount of credit card fees to be charged must be spelled out in the contract (both percentage and flat fee charges, if any). HCSO will not be responsible for any credit card fees. Any credit card fees or associated charges shall be reasonable and agreed upon by HCSO.
- Item limitations and/or restrictions that are set for commissary items are also required for care package items as determined by HCSO.

- Vendor promotes the care package service options to increase public awareness via an ADA compliant website.
- Vendor shall pay a commission (amount to be determined during contract negotiation) to the HCSO's Inmate Welfare Account for all purchases made through the care package program.
- Software includes a method for purchaser and inmate to track items purchased as a care package. Detailed historical care package order information is viewable.
- System provides reporting capabilities, to include care packages purchased by date range.

Commissary Service

Commissary Staff

- Vendor employs a dedicated Commissary Manager who is NOT a HCSO employee but works cooperatively with the HCSO designee. If the Commissary Contract Manager handles only the operational aspects of the commissary, the vendor also employs a dedicated Accounting Contract Manager for all financial aspects of the contract, such as invoicing, commissions, and inmate credits. This employee shall also work in tangent with the HCSO designee.
- All on-site supervisors at all levels must be employees of the vendor and NOT employees of the HCSO. The vendor will not replace the Commissary Manager and/or Accounting Manager more than once per year, except in circumstances outside the vendor's control. It is imperative that the Manager(s) be consistent and accessible to HCSO. The Commissary Manager/Accounting Manager shall preferably have a minimum of five (5) years' experience managing a commissary program for a jail of similar size to the Hillsborough County Jail.
- Commissary (or Accounting) Contract Manager is responsible for issuing credits for missing or damaged items within three (3) business days of notification of a discrepancy.
- Distribution of commissary is facilitated by contract staff.
- Vendor may hire off duty HCSO personnel or HCSO sworn or non-sworn retirees to deliver, scan or conduct related work for inmate commissary at a pay scale commensurate with industry standards.
- Vendor shall employ enough staff to complete commissary distribution within a reasonable timeframe as agreed upon by vendor and HCSO.

Staff Training

- Contract staff complete relevant PREA training and are subject to the same PREA related rules and regulations as HCSO employees.
- Contract staff complete relevant training identified by HCSO on an annual basis.
- Those with the potential for CJIS access receive the appropriate level of security training within six (6) months of employment.
- All contract staff complete an orientation training class conducted by HCSO staff, to include safety and security protocols and disaster preparedness.
- Contract staff and subcontractors comply with all provisions of PREA relating to zero tolerance for sexual abuse.

General Requirements/Expectations

- An inmate commissary is available (with reasonable accommodations for those that are lawfully entitled) from which inmates may purchase HCSO approved items that are not furnished by the facility.
- Items available via the commissary are subject to quantity limits, product restrictions, and other special conditions, as defined by the HCSO.
- All items made available for purchase must first be approved by HCSO.
- A commissary menu is developed and posted on inmate electronic systems with description and pricing.
- Over-the-counter (OTC) medications and quantity limitations are pre-approved by the HCSO designee, Health Services Administrator, and Medical Director.
- Staff have access to the commissary menu and special conditions governing items. Staff is able to view inmate commissary orders and transaction detail history via the commissary/communication software.
- Commissary prices are set at fair market value, not to exceed the average value for 3-5 comparable products sold in the community. An audit of commissary pricing (paid by vendor) is conducted annually by an independent, outside source, with documentation submitted to HCSO. Corrective action is taken immediately if discrepancies are found.
- HCSO and the Contract Manager meet no less than semi-annually to review the commissary menu and pricing.
- Vendor utilizes the FIFO method of stock inventory to ensure perishable merchandise is fresh and within date. Expired consumable products shall not be sold.
- Individual Items marked “not for individual sale” shall not be sold by the vendor.
- Indigent inmates receive a standard indigent kit once every 14 days, regardless of the number of times released or booked during any period. The contents of each kit is determined by HCSO and shall be funded by the Inmate Welfare Fund (IWF).
- Commissary orders are delivered to inmates in all areas of the facility no less than twice per week. All inmate locations are checked prior to arrival to ensure accuracy of the delivery location (e.g. if an inmate is relocated after ordering).
- Contract staff shall verify that items purchased are included in the inmate's commissary bag at the time of delivery. Vendor has a quality control program to ensure order accuracy within a rate agreed upon by vendor and HCSO.
- Commissary is delivered in clear plastic bags. All orders require an inmate signature at the time of delivery. A copy of the receipt is enclosed within the plastic bag. Staff may sign for commissary deliveries in certain circumstances.
- Vendor selected items are not substituted for products that are out of stock. Commissary items that are out of stock shall require a refund and not be backfilled.
- Transaction records are maintained digitally and remain current for all aspects of commissary and related services for a time frame specified by the HCSO. Vendor provides electronic copies of signed receipts for all commissary purchased, delivered or refunded.
- Vendor will provide a written emergency disaster plan identifying roles and supplies needed on hand in case of a disaster, and maintain an inventory of a minimum of seven (7) days' worth of supplies in case of hurricanes/emergencies. This plan is updated and submitted to HCSO annually.

- HCSO will provide property and fixtures in order to maintain compliance with all applicable laws, codes, regulations, and ordinances.
- Vendor shall purchase all products, supplies and services, and pay all sales taxes, payroll costs, and license and permit fees for commissary and care package sales and software.
- Vendor is responsible for all costs associated with the transport and delivery of commissary products. Vendor will not charge a restocking fee for refused/returned orders.
- Vendor will notify HCSO no less than 14 days in advance of any schedule changes due to holidays or HCSO approved events.
- Vendor shall pay a commission (amount to be determined during contract negotiation) to the HCSO's Inmate Welfare Fund (IWF) for all net sales made.
- Reporting capability – Commissary purchases by number of inmates, number of orders, number of items (by type), and by date range.

Inmate Accounting

- Provide a comprehensive Inmate Trust Fund Accounting System with a HCSO customizable, functional, easy to use dashboard.
- Provide physical onsite support and training to HCSO personnel in the operation of the system before and during implementation. Supply a test environment that is refreshed with live data quarterly.
- Ability to search for an inmate using a current or historical (alias) name and using a current or historical booking number.
- Provide and maintain the following equipment:
 1. A minimum of two (2) onsite check printers (laser check writer with magnetic ink); and
 2. Negotiated number of receipt printers for inmate deposit/disbursement receipts.
- Facilitate the data transfer from the legacy inmate accounting system, including a minimum of three (3) years of historical data with original transaction dates. This includes the inmate record as well as all commissary orders and transaction details (deposits, debts, charges, etc.)
- Develop a real-time interface with the agency's jail management software (JMS): HCSO currently utilizes Versaterm vRMS.
- Develop a real-time interface with the agency's electronic medical record (TechCare EMR) for receiving medical copayment charges.
- Inmate account records include the following information: Inmate name, booking number, unique person ID, DOB, housing location, diet restrictions, other restrictions (e.g. OTC medications), release status, open debt, historical debt, and historical notes. The following fields are updated when JMS fields are updated: Inmate name, booking number, unique person ID, housing location, diet restrictions, and release status.
- An individual inmate account is created for each new inmate in real time. Booking deposit transactions (positive and negative) are imported to inmates' accounts in real time.
- Inmates are able to view individual detail transactions via the kiosk. Reasonable accommodations are provided for those that are lawfully entitled.
- The following account modifications occur for previously incarcerated inmates:

1. Inmate accounts are immediately activated upon the inmate's being re-arrested, or upon return to custody from temporary release.
2. Prior account information is merged with the new booking record; merge detail is reflected in the inmate account history.
3. Historical information to include purchasing history shall be retained.
4. Detailed historical care package order information is available.
5. There is a simple process for unmerging an inmate account if merged in error.

Receipt/Deposit Requirements

- Maintain individual cash drawers for various locations. Ability to select cash drawer other than workstation default.
- Ability to open, close, count, reopen, and post deposits. Ability to select deposit posting date.
- Ability to place a hold on inmate deposit for a specific number of days.
- Ability to account for cash, check, or money order deposits to an inmate account. Ability to enter a comment only transaction on the inmate account.
- Ability to process batch deposits of inmate funds.
- 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.
- Ability to print receipts for inmate deposits.

Disbursement Requirements

- Ability to disburse funds from an inmate account as cash, check, or Inmate Account Debit Card. Ability to create group disbursement (one check issued from multiple inmate accounts).
- Ability to withdraw/apply inmate funds to debts owed on account, to include withdrawal of funds for inmate purchases (commissary, phone cards, etc.). Ability to automatically apply inmate balances/deposits to debts based on ranking or percentage established by HCSO.
- Ability to create inmate fees/debts for subsistence fees, medical fees, property damage, etc.
- Ability to import medical fee debts on a daily basis from agency's EMR system; and ability to import batch debts from excel spreadsheet.
- Ability to create recurring/daily debt charges, with ability to assign amount, start date and end date.
- Ability to automatically write off debts based on specific debt types and age of debt.
- Ability to calculate and deduct Federal filing fees as required by law for deposits made.
- Ability to freeze funds in an inmate account to prevent purchases or disbursements. Ability to flag an inmate account as indigent, based on HCSO definition.
- Ability to print check on blank "secure" stock with magnetic toner. Ability to issue checks from selected general ledger (GL) accounts (not from inmate's account).
- Ability to override name/address on check when payment is to someone other than inmate. Auto tab function is off/disabled in check form field.
- Ability to generate a Positive Pay file (including voided checks) to upload to bank site.

- Ability to void checks, reprint checks, and ability to view a PDF copy of a check.
- Ability for multiple workstations to access and print checks using networked check printers.

Bank Reconciliation Requirements

- Ability to view and edit bank reconciliations by bank and date. Ability to view transaction comment/description in bank rec module.
- Ability to import cleared check file from the bank to automatically clear checks.
- Ability to notate information on transaction. Ability to edit status of transaction (cleared, outstanding, void, hold, etc.).

Invoice/Commission Requirements

- Provide a weekly invoice detailing the calculation for adjusted gross sales of commissary purchases and indigent supply purchases no later than seven (7) days after the end of the reporting period. (Adjusted gross sales are gross sales less sales tax and non-commissionable sales).
- Provide a weekly commission statement detailing the calculation for commissions earned on commissary sales and care package sales no later than seven (7) days after the end of the reporting period.
- Commission checks are issued to HCSO on a monthly basis.
- Respond to questioned billing items within two (2) business days and resolve such issues within five (5) business days.

Standard and Customized Reports

- Inmate welfare account charges/expenses by category and by date range; commissary, care package, and any relevant inmate communication reports.
- General Ledger (GL) transaction list; Inmate ledger/history (summary/detailed); Inmate debt statement (summary/detailed); Account on hold report.
- Debt aging report; Debt payment history; Debt write off report; and outstanding debts by debt type and date.
- Deposit listing by inmate, depositor, amount, date, and check number. Deposit on hold report; deposit report by date; deposit report by tender type; and electronic deposit report.
- Inmate list; Inactive inmate list; duplicate inmate list; Indigent list; and Inmate merge/unmerge list.
- Sales analysis; Sales tax report. Filing fee initial payment report.
- Restricted item list; Inmate restrictions list.
- Balance sheet analyses
- Bank reconciliation reports (summary/detail reports by statement, transaction type, and status).
- Ad hoc reports

SPECIFIC REQUIREMENTS FOR COMPUTER SERVICES

Interface(s)/Software Customization Plan

While it is HCSO's intent to utilize the vendor system's existing capabilities and embedded best-practice business processes, we recognize that there may be some critical work-processes that may require some software customization or atypical system configuration. As part of this project plan, the vendor will provide a detailed software customization plan that includes anticipated customizations and their impact on the overall project schedule, budget, and final success. This software customization plan shall describe the process that HCSO and the vendor will engage in for accepting the software modifications.

Data Conversion:

- Vendor shall describe their recommended approach toward migration and retention of legacy data.
- It is anticipated that data conversion will occur when migrating current and historical commissary and food service data to new application(s). The vendor is expected to convert all electronic data. Manual data and scanned records will be evaluated by the HCSO and vendor to determine feasibility for import into the new system. As part of the R.F.P. response, the vendor must describe how all files will be converted to the proposed System (e.g., through software conversion aids/utility programs or special programs that must be written, the actual conversion procedures, etc.) and how said data will be retrievable by the end user. The vendor shall identify how they will approach developing the data conversion plan, and what processes will be undertaken by the vendor's project team to convert existing data as well as to interface with identified source systems. A conversion schedule should identify planned conversion steps, estimated hours, and what resources will be required (Client or Vendor) for all pertinent legacy data.
- Vendor will be responsible for data extraction from current systems with the assistance of HCSO, and for overall data conversion coordination, definition of file layouts, data import and validation into the new system(s).
- HCSO currently adheres to the General Records Schedule GS1/SL and GS2 for retention periods. The timeframes vary for each record retention schedule. The schedules are available via the following links:
- General Records Schedule GS1-SL for State and Local Government Agencies: HCSO requires the vendor to identify the business process workflows that are included with the system implementation. To ensure the successful implementation of the system, assessment of the HCSO business processes "as-is" and future state is expected. The vendor should describe how various HCSO business processes are to be analyzed and implemented in the proposed system.

Report Development:

- For specific reporting requirements, it is anticipated that the vendor will take the lead on developing any reports required as part of the initial deployment of the systems. The vendor is expected to provide specialized knowledge and information to HCSO staff during the development of reports, via technical training on the tools used for report development, database schema and architecture, etc. Vendor shall provide information on a reporting approach including:
 1. Description of various methods of reporting including recommended reporting tools. Methods for HCSO to identify, specify, and develop required custom

HCSO reports during the implementation and ongoing, post-implementation reporting practices.

2. Tools and strategies for improving data collection and analysis of reports in order to monitor and improve quality improvement methodologies.

Implementation Testing Plan:

- Where applicable, vendor shall provide a testing plan that describes all phases of software testing; unit, system, interface, integration, regression, parallel, performance and user acceptance testing. Performance (volume/load) testing must ensure that whatever hardware and equipment solution is proposed that the software can adequately handle the volume, or the performance will be acceptable due to the proposed system providing proven results elsewhere. It is HCSO's expectation that the testing plan govern all phases of the project and that the vendor will also provide assistance during each testing phase involving HCSO users.

Quality Assurance & Testing Plan:

- The vendor shall develop a Quality Assurance Plan that describes how the desired levels of quality and software testing will be achieved throughout implementation. The plan should identify resources from both the vendor and HCSO who will be involved in the processes of quality planning, quality assurance and quality control regarding data, configuration, and software testing.

Organizational Change Management

- If/where applicable, vendor shall provide a description of their change control methodology during implementation and post-implementation. The change management plan should address:
 1. Overall description of the change management strategy during implementation and post implementation.
 2. Process for identifying change management issues throughout the engagement.
 3. Anticipated roles and responsibilities of HCSO team, the software firm, and the implementation firm.
 4. Strategy for communicating business process changes.
 5. Strategy for business process re-engineering.
 6. Tools for facilitating development of business process maps based upon best practices.
 7. Strategy for mitigating change management issues.
 8. Optimum team design and governance design for a successful change management program.
 9. Strategy and process regarding any change of key personnel after contract approval.
 10. All associated estimated costs for any change in proposed methodologies.

Budget and Staffing Plan:

- Based on vendor experience with similar organizations, explain the extent to which HCSO should include a contingency factor for additional work effort in its project budget and staffing plan.

Interfaces:

- It is expected that information will only need to be entered into vendor's software system(s) once. Modules within the system should be integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another unless that is the preference of HCSO.
- The vendor shall provide the assumptions related to the work effort estimates for interfaces (e.g., the specific interfaces included in the work effort estimates). Also, provide a brief description of the interface development process including any special toolsets or user training that will be utilized for the process. Interfaces that cannot be bridged should be discussed during the Project Plan process or if a "work-around" needs to be implemented for interfaces, then the vendor shall discuss solutions with HCSO.

Hardware, Equipment, and Technical Architecture

- The vendor shall provide requirements regarding sizing and performance of all hardware needed to implement the complete solution. The vendor shall be responsible for the satisfactory performance of software included in the proposal. The vendor shall provide an "as-built" architecture document that describes system topology and various systems interactions (preferably a Visio diagram).

Pre- and Post-Implementation Support Plan

- The vendor must provide a Pre- and Post-Implementation Plan that describes the approach to software support during implementation and after go-live. Vendors shall describe what level of support is available under their proposed fee structure. If varying levels of support are available, this section of the vendor's response should clarify these potential services and highlight the level of support that has been proposed. The plan shall address:
 1. Post-implementation support (e.g., number of months of on-site support after go live).
 2. Telephone support (e.g., include toll-free support hotline, hours of operation, availability of hotline twenty-four (24) hours per day and seven (7) days per week).
 3. Special plans defining "levels" of customer support (e.g., gold, silver, etc.). Define what level of support is being proposed.
 4. Problem reporting and resolution procedures. Response time for, and definition of various types of problems (levels of severity) reported to the support network (e.g., critical issue response time).
 5. Delivery method of future upgrades and product enhancements including historical frequency of upgrades by module.
 6. Product road maps detailing anticipated changes to the system over the next 3-5 years.

7. Availability of user groups and their geographic areas.
8. Bug fixes and patches release frequency.
9. Additional consultants or personnel available for proposed support level.
10. Other support (e.g., on-site, remote dial-in, website access to patches, fixes and knowledge base).
11. If there is to be a separate maintenance contract, vendor should attach form of such contract, if applicable.

Training Plan:

- It is HCSO's intention that the selected vendor(s) will coordinate the training of HCSO personnel in the use of their application(s) and that satisfactory implementation of an approved training plan will be a key component of this project's deliverables – if/where applicable. The vendor(s) must provide a detailed plan for training. This training plan must include the following:
 1. The role and responsibility of the software and/or implementation vendor in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to HCSO end-users).
 2. The role and responsibility of HCSO staff in the design and implementation of the training plan.
 3. Overview of proposed training plan/strategy, including options for on-site or off-site (virtual) training services, for the core project team, end-users, and technology personnel.
 4. Proposed training schedule for HCSO personnel of various user and interaction levels.
 5. Descriptions of instruction proposed in the training plan - the vendor should specify the unit of measure for its training, e.g., units, classes, days, etc. and define the number of hours associated with these units of measure. The vendor must be very clear about exactly what training courses are included in the cost of the proposal.
 6. The knowledge transfer strategy proposed by the software and/or implementation vendor to prepare HCSO staff to maintain the system after it is placed into production.
 7. Detailed description of system documentation and resources that will be included as part of the implementation by the vendor including, but not limited to, detailed system user manuals, "Quick Reference" guides, Online support, Help-Desk support, Entity Relationship Diagrams, user group community resources, and others as available.
 8. The ongoing training support post-implementation provided, should the software be upgraded and continue to change (online documentation, manuals available, etc.).

Third-Party Products

- The vendor shall explicitly state the name of any third-party products that are part of the proposed solution for HCSO. For each third-party product there shall be a statement about whether the vendor contract will encompass the third-party product and/or whether HCSO will have to contract on its own for the product. The successful vendor(s) shall be

responsible for the implementation, integration and the satisfactory performance of any third-party software included in the vendor's proposal. The proposal must describe any products, features or other value added components recommended for use with the proposed system that have not been specifically requested in this R.F.P.. The vendor shall also provide proof that it has access to the third-party software source code (owned or in escrow) and that the vendor has the ability to provide long-term support for the third-party software components of its system. Consideration of these product features or other value-added components will be given where they may be of value to HCSO.

- Vendors shall include all costs of any third-party products, including the software license cost, maintenance, implementation, integration, training cost, estimated hardware costs, and any other related costs (operating system, database, layered products, etc.), including third-party software in the total cost of this proposal. Vendors must also include how many times they have integrated with the respective third-party products. The vendor must still meet all necessary Project Plan schedules, requirements, and abide by all of HCSO's R.F.P. requirements, regardless of whether they utilize a third party product.

Application Hosting:

- HCSO will consider a vendor-hosted system on premise, or via cloud. It is optional, but not mandatory, for vendors to provide information on both options as part of their R.F.P. response, please provide any associated costs with hosting services. Vendors shall supply the following information in their response:
 1. Vendor(s) describe their hosting model, including: hosting, integration, help desk, provision and desktop management capabilities, deployment model (dedicated servers, shared environment, etc.), and any partners that may be involved in service delivery.
 2. Vendor provided Network Bandwidth shall exceed the rate of data transfer required by application or service.
 3. Provide the total number of clients and corresponding number of end-users of hosted systems currently supported by vendor(s) company.
 4. Describe proposed service level agreement, including any tiered levels of service, response times, and standard metrics.
 5. Describe support model, including: cost structure for support calls and all items covered in Pre- and Post-Implementation Support Plan (above).
 6. Describe data center and storage facilities, including: locations, staffing, physical security, environmental controls (including redundant power), redundancy/load balancing capabilities, data backups and disaster recovery capabilities.
 7. Describe vendor's logical security, including: firewall security, authentication controls, and data encryption capabilities.
 8. Describe change management, upgrade, and patch management policies and practices.
 9. Describe systems administration/management capabilities including: monitoring of performance measures, intrusion detection, and error resolution.

Contract Type and Pricing:

- The proposed contract is for a fixed price. HCSO will not consider time and materials pricing. Vendor shall provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is one-time, per item, annual, or other.
- The vendor shall provide price information for each separate component of the proposed solution, as well as the costs of any modifications necessary to fully comply with the R.F.P. specifications.
- In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or wording to that effect.
- In the event the product or service is not being included in the vendor's proposal, the item should be noted as "not included".
- Vendors shall provide all pricing alternatives in their cost sheets in U.S. dollars.
- Vendors shall make clear the rationale and basis of calculation for all fees.
- Vendors shall show separate subtotals for the required elements of the proposed solution, and for any layers of optional elements.

Software License Costs:

- Software license costs will include all costs related to licensing the software application and include third-party software license fees where applicable. In presenting software license fees, the vendor shall:
 1. Explain all factors that could affect licensing fees.
 2. Make clear what type of license is offered for each price (named user, concurrent user, installed copies, processor-based, etc.).
 3. Indicate which product versions, operating platform(s), are included for each price.
 4. Indicate whether a product is for "server" or "client," as applicable.
 5. Make clear the extent of any implementation services that are included in the license fees (installation, configuration, training, etc.).
 6. To the extent possible, the vendor shall show any applicable discounts separately from the prices for products and services. HCSO requests that the vendor provide separate prices for each functional area/module in the proposed solution. In addition, HCSO expects software maintenance costs will not increase in the first five (5) years upon live operation.

Implementation Service Costs:

- Implementation service costs include all costs related to implementation, configuration, data conversion, customization and training. Typically, implementation service costs are provided as "not to exceed" estimates and HCSO will be charged for services as incurred. HCSO will provide payments associated with software license fees and implementation on a milestone basis; for instance, Project Kick-Off and Project Plan Approval, Interface Development Completion and Acceptance, Data Conversion Completion and Acceptance. Please note the following:
 1. HCSO will not consider time and materials pricing. Vendors shall provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is one-time, annual, or other.

2. The vendor shall provide price information, including details on number of hours used and miscellaneous costs associated with each separate component of the proposed solution, as well as the costs of any modifications.
3. In the event the product or service is provided at no additional cost, the item should be noted as "no charge".
4. In the event the product or service is not being included in the proposal, the item should be noted as "not included".
5. Vendor shall make clear the basis of calculation for all fees.
6. All travel, printing and other expense costs must be included in the vendors fixed price cost. HCSO will not make a separate payment for reimbursable expenses. Per Force Majeure, HCSO shall not be liable for additional travel costs incurred due to any reason outside HCSO's control.

Annual Maintenance Costs:

- Annual maintenance costs include the annual maintenance and support fees for the application environment. For example, the annual maintenance fees associated with a particular module will be paid upon HCSO acceptance of the project phase associated with that particular module. HCSO will not pay maintenance fees on functional areas until HCSO sign-off has been provided to approve live operation for one (1) year after go live. HCSO expects software maintenance costs will not increase in the first five (5) years upon live operation.