

**CASCADE COUNTY**

**REQUEST FOR PROPOSALS FOR**

**INMATE COMMISSARY SERVICE**

**January 2020**

**REQUEST FOR PROPOSAL FOR  
INMATE COMMISSARY SERVICE  
CASCADE COUNTY, MONTANA**

**Project Title:** Commissary Service, Cascade County, Montana

**Issue Date:** January 19, 2020

**I. INTRODUCTION, BACKGROUND, & PURPOSE.**

The Cascade County Sheriff's Office, hereafter referred to as "County," is initiating this Request for Proposals ("RFP") to solicit proposals from responsible and qualified firms interested in operating an Inmate Commissary Service at the Cascade County Adult Detention Center located at 3800 Ulm North Frontage Road, Great Falls, Montana 59404 for a minimum one (1) year term.

**II. DEFINITIONS.**

Definitions for the purpose of this RFP include:

- "COUNTY" means Cascade County in the State of Montana.
- "CONTRACTOR" means the individual or company whose proposal has been accepted by the County and is awarded a fully executed, written contract.
- "PROPOSAL" means a formal offer submitted in response to this solicitation.
- "RESPONDENT" means and individual or company that submits a proposal in order to attain a contract with the County.
- "REQUEST FOR PROPOSALS (RFP)" means a formal procurement document in which a service or need is identified but no specific method to achieve it has been chosen. The purpose of an RFP is to permit the respondent to suggest various approaches to meet the need at a given price.

**III. SCOPE OF WORK AND SERVICES TO BE PROVIDED.**

The Respondent must be willing and able to provide and deliver an inmate commissary service which includes an inmate accounting, commissary ordering and delivery solution that incorporates the specifications as stated below. The following are the features and specifications requested for the proposed service, but are not inclusive:

**A. ORDERING PROCESS AND PROCEDURES**

- The Contractor shall provide an Inmate Order Entry Solution with commissary order entry software to order commissary, fully integrated with the existing jail management software and hardware system(s) which is currently Zuercher Public Safety software.

- The Cascade County Detention Center operates 24 hours a day, 365 days a year. All work at the facility must be accomplished on days and at times least disruptive to the facility security and operations. Although subject to change based upon facility and operational needs and requirements, deliveries for commissary are expected to occur on Thursday of each week.
- The entire inmate population, which generally consists of 290-310 inmates, will be allowed to order commissary one (1) time per week, subject to maximum dollar limitations to be established by Cascade County. The electronic data of orders must be transmitted via the internet to Contractor's warehouse. Contractor will not be permitted to dial into the commissary computer(s) which shall be supplied by the Contractor as part of the Inmate Commissary Service.
- Provide proposed commissary menu with applicable pricing which shall be guaranteed for the initial contract term; pricing modifications subject to negotiation at time of contract renewal
- All commissary items must be pre-approved by Cascade County and compliant with Cascade County's safety and security mandates
- Deliveries must be via secured delivery and pre-bagged from contractor's warehouse for distribution to the inmate population by Contractor's staff.
- Contractor's system should prioritize orders from inmates with sufficient funds to cover the costs of their entire order and prohibit inmates without funds from placing commissary orders.
- Contractor's system should evaluate how to best utilize limited inmate funds so as to maximize the inmate's purchase ability given the fiscal limitations and provide the inmate with a list of such items which exceed the inmate's available funds. Unavailable items due to inmate restrictions, quantity limitations, etc. must also be identified for the inmate. Provide a sample master commissary sheet and inmate receipt detailing restricted and/or undelivered items.
- Provide a procedure, subject to Cascade County approval, for handling replacement of or reimbursement for outdated and/or defective items.

#### **B. INMATE ACCOUNTING SYSTEM**

- The Contractor shall provide and Inmate Accounting System, including inmate banking and commissary ordering software which will be used to facilitate the tracking of inmate funds and the inmate's location within the facility.
- The software, at a minimum, must meet the following requirements: