

**RFP 2020-16**  
**Request for Proposal for**  
**Resident Banking Software and Commissary**  
**Services**

**Polk County Jail**

Proposal Release Date:  
September 09, 2020

Proposal Due Date and Time:  
October 07, 2020 at 2:00 p.m.

Issued by:

Chief Deputy Byron Lyons

## **LEGAL NOTICE**

Notice is hereby given that sealed proposals will be accepted by the Polk County Auditor's Office on October 7, 2020 until 2:00 PM. Sealed proposals will be opened and publically read on October 7, 2020 at 3:00 PM at the Polk County Auditor's Office. The subject proposals are scheduled to be awarded in the Commissioners Court session to be held on Tuesday, October 13, 2020 at 10:00 AM.

### **Proposals Requested:**

**RFP 2020-16 – PROVIDE RESIDENT BANKING SOFTWARE AND COMMISSARY SERVICES FOR THE POLK COUNTY JAIL STATED IN THE RFP SPECIFICATIONS**

Proposals must enclosed in a SEALED PACKAGE, bearing the NAME AND ADDRESS OF THE BIDDER AND "RFP 2020-16" ON THE OUTSIDE OF THE ENVELOPE.

Proposals may be hand delivered to 602 E Church Street, Suite 108, Livingston, TX on or before the hour named. The County will not assume responsibility for proposals forwarded by mail and no proposal will be accepted after the time specified.

Bidders are required to comply with all requirements of applicable laws of the State of Texas and be authorized to conduct business in the State.

Polk County reserves the right to reject any or all proposals, to waive any informality in proposals and to accept the proposal that, in the opinion of Polk County, is in the County's best interest. The award will not necessarily go to the Proposal with the lowest price, but to the Proposal that best demonstrates the ability to fulfill the requirements of the Request for Proposal and Specifications.

**PART I**  
**GENERAL INFORMATION**

I-1 Purpose

Polk County is requesting proposals from qualified firms to provide Resident Banking Software and Commissary Services.

1-2 Agency Description

The Polk County Jail has a capacity of 368 inmates. It currently operates with an average daily population of 195 inmates. Currently, inmates receive commissary two (2) days per week, per inmate.

1-3 Issuing Office

This RFP is issued by Polk County. Stephanie Dale, Assistant County Auditor, is the point of contact in the county for purposes of contract administration.

1-4 Contract Award

Contract negotiations will be undertaken with the firm whose proposal, as to software and other factors, show them to be qualified, responsible, and capable of providing the necessary services to the County.

The contract that may be entered into will be that which is most advantageous to the County's needs and other factors considered. The County reserves the right to consider proposals or modifications received at any time before award is made, if such action is in the best interest of the County. The award will be for five (5) years.

1-5 Rejection of Proposals

The County reserves the right to reject any and all proposals received as a result of the RFP, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of the County. The County does not intend to award a contract solely on the basis of any response made to the request or otherwise pay for the information solicited or obtained.

1-6 Incurring Costs

Polk County is not liable for any cost incurred by the firm prior to the issuance of a contract.

1-7 Inquiries

Questions concerning this RFP may be directed in writing to Stephanie Dale, Assistant Polk County Auditor, by email at [Stephanie.dale@co.polk.tx.us](mailto:Stephanie.dale@co.polk.tx.us). Questions must be submitted by no later than **Tuesday, September 22, 2020, by 12:00 noon**. Responses to the questions will be made via email no later than **Friday, September 25, 2020 at 3:00 p.m.**

1-8 Addendum to the RFP

In the event it becomes necessary to revise any part of this RFP, an addendum will be provided to all firms who received the basic RFP.

1-9 Response Date:

To be considered, proposals must be submitted to:

Commissary Proposal  
Polk County Auditor's Office  
602 E. Church St. Suite 108  
Livingston. TX 77351  
Attn: Stephanie Dale

Proposals must be received on or before **October 7, 2020 at 2:00 PM**. Firms mailing proposals should allow normal delivery time to ensure timely receipt of their proposals. **Proposals will be opened at 3:00 PM, October 7, 2020, at the Polk County Auditor's Office**. Proposals received after the due date will be unopened and returned to the vendor and will **not** be considered for this project.

1-10 Proposals

To be considered, firms must submit a complete response to this RFP, using the proposal format outlined. Proposals must be signed by an official authorized to bind the firm to its provisions. For this RFP, the proposal must remain valid for at least 90 days.

1-11 Acceptance of Proposal Content

The contents of the proposal of the successful bidder, as mutually modified, amended or supplemented, shall become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

#### 1-12 Interview/Oral Presentation

The County may request an interview and/or oral presentation of any firms who submit a proposal. These meetings provide opportunity for the County to ask questions and for the vendor to clarify their proposal or demonstrate their product. The Jail Administrator will schedule these presentations, if requested.

#### 1-13 Prime Contractor Responsibilities

The selected firm will be required to assume responsibility for all services offered in their proposal whether or not they possess them within their organization. Further, The County will consider the selected firm to be the sole point of contact with regard to contractual matters, including equipment, software, product, and payment of any and all charges/revenues resulting from the contract.

#### 1-14 Termination of Contract

Termination for Cause: Polk County may terminate the contract at any time that the Contractor fails to carry out its provisions or to make substantial progress under the terms specified in the contract.

#### 1-15 Other Terms

Other terms may be added to the contract but they will not conflict with anything in the proposal nor will they alter what is included in the proposal.

## PART II PROPOSAL

### II-1 Proposal Format

All proposals should be presented in the following format.

1. Cover Letter — introducing the firm and providing a brief synopsis of their experience in providing the services being requested in the RFP.
2. Executive Summary — briefly outlining the firm's response to the RFP, their qualifications and other pertinent information which might assist the evaluation team in evaluating the firm's proposal.
3. Letter of Transmittal — containing the following information:
  - Company which will be providing the services required in the RFP and identifying any subcontractors which will be used.
  - Point of contact for RFP clarification or additional information.
  - Person authorized to legally obligate the vendor.
  - Contact information to include name, address, phone, fax and/or email.
4. Vendor's Experience — Given the project objectives, the firm should demonstrate an established competence with respect to providing Resident Banking Software and Commissary Services at Correctional Facilities. The firm should list at least **three (3) references**.

Proposals should include in this section a listing of qualifying experience, including the **name of the facility** and the **number of years** of providing service to the facility. Additionally, include the **name, address, and phone number of the responsible official** of the client organization who may be contacted.

5. Support of Services — the firm shall include how the services (commissary and software) will be maintained and serviced. The proposal shall indicate who (name) will be involved in the implementation and continued maintenance and service of the system, including software. **Software technical support must be explained and identified.**
6. Software Capabilities — the firm shall indicate the specific capabilities of their proposed software for the Resident Banking Software.
  - The software should provide for an accurate accounting of all inmate monies, expenses, purchases, and pay-for-stay.
  - Shall have offsite ability to access banking software (ex. From Finance Department) in order to view reports for bank reconciliation.
  - Shall be able to provide an audit trail for all transactions, including voided ones or altered transactions.
  - Must have the ability to invoice receivables, specifically housing fees.
  - Must have the ability to separate Inmate Phone Time into increments of \$5, \$10, \$20 and list it as a Commissary purchase through the Commissary Menu. (denominations negotiable)

The firm shall indicate the **number of years** they have used their software and the number of **current clients** using the proposed software.

7. Automated Services — the firm should indicate what (if any) automated services and options are available and detail any costs that are associated with this service. The firm shall identify any such services in detail. The firm shall also indicate at least three (3) references where these options are currently installed in a correctional setting. The references shall indicate the name, address, and phone number of the responsible official of the client organization who may be contacted.
8. Financial Qualifications — the firm shall provide information concerning their corporate credit and financial references to include at least two bank references. The firm shall provide a "Certificate of Insurance".
9. Hardware Requirements — the firm shall indicate what hardware will be provided to implement the project.
10. Commissary Operating Plan — the firm must provide information with regard to their commissary services. The plan must adhere to the following requirements:
  - Next day service (if required).
  - One time per week ordering and delivery.
  - Provide for a "back-up" plan. (describe in detail)
  - Order packaging procedures/order filling procedures. Orders must be prepared off-site, not at the jail.
  - Include service levels, delivery of products, and inventory levels.
  - Market pricing for products for Polk County area.
  - Order delivery procedures.
  - Complaint rectification process.
  - Any additional revenue capabilities for Polk County.
11. Products:
  - Products should be suitable for correctional facility.
  - It is preferred that products have clear packaging, if possible, are re-sealable and packaged in pouches if possible.
  - No metal, glass or alcohol should be used in any products.
  - Should be a large selection of brand name products and/or private products, if applicable.
12. Commissary Financial information — firm shall provide detailed information concerning financial transactions including at least the following:
  - Details of billing and payment arrangements.
  - Commission rate applicability net sales and profit calculations.
  - Projected revenue for Polk County.

13. Debit cards/checks at time of Release

- The system shall be capable of releasing funds to an inmate upon release from the jail by debit card.
- Vendor shall fully describe the debit card process and operational details (ex. ordering, loading, verifying card amount, lost cards, voiding cards, etc).



### Part III

Proposals shall be evaluated upon the following criteria and weighted according to the chart below:

- 20%**            **Experience**
- Experience providing next day commissary services in a correctional environment.
  - Consider references / comments and evaluation of services. (Commissary & banking).
- 25%**            **Software Capabilities**
- Evaluation of the firm's financial software and its provision of solutions to the financial tracking of inmate monies in the Washington County Jail.
  - Consider ability to interface with our JMS
  - Evaluation of software's ability to identify problems, search for data, and provide meaningful reporting.
  - Consider technical support.
- 20%**            **Operation**
- Consider software ease of operation & user friendliness.
  - Consider how line staff will interact with the software on a daily basis.
- 15%**            **Operating Plan**
- Consider implementation plan and schedule.
  - Consider how the commissary will be ordered, filled, and delivered.
  - Consider the quality of the product sold to inmates, variety of products, and cost.
  - Consider process to reconcile errors in orders or inmate complaints.
- 15%**            **Commission**
- Consider commission to Polk County.
- 5%**              **Response to the RFP**
- Consider responsiveness to the RFP.
  - Consider presentation of materials. (organized, professional, easy to follow)

