

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**Invitation to Bid DC ITB-13-015**  
**A D D E N D U M #1**

**Department of Corrections**  
**Bureau of Procurement & Supply**  
**501 South Calhoun Street**  
**Tallahassee, FL 32399-2500**

SOLICITATION NO.: DC ITB-13-015

SOLICITATION TITLE: Statewide Canteen Operations

OPENING DATE/TIME: January 21, 2014 at 2:00 p.m.

ADDENDUM NO.: One (1)

DATE: January 10, 2014

PLEASE BE ADVISED THAT THE FOLLOWING CHANGES AND ADDITIONS ARE APPLICABLE TO THE ORIGINAL SPECIFICATIONS OF THE ABOVE-REFERENCED ITB:

This addendum includes the following:

1. Written Responses to Written Inquiries
2. Revised Exhibits A, B and H.
3. New Exhibits I, J, K, and L
4. Revised Pages 8, 10, 11, 14, 15 AND 16

THIS ADDENDUM NOW BECOMES A PART OF THE ORIGINAL ITB.

THE ADDENDUM ACKNOWLEDGEMENT FORM SHOULD BE SIGNED BY AN AUTHORIZED COMPANY REPRESENTATIVE, DATED AND RETURNED WITH THE BID AS INSTRUCTED IN SECTION 5, BID FORMAT AND CONTENTS.

Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

BIDDER: \_\_\_\_\_

BY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

CITY, STATE: \_\_\_\_\_

DATE: \_\_\_\_\_

AUTHORIZED SIGNATURE: \_\_\_\_\_

**Written Responses to Written Inquiries  
DC ITB-13-015  
Statewide Canteen Operations**

**All written inquiries are reproduced in the same format as submitted by the Bidder.**

Question #1	During the walkthrough the schedule for implementation was discussed as 90 days. Can you please confirm this and provide the start date.
Answer #1	<i>Section 2.4, Section 3.5 and the timeline of this ITB have been revised. The implementation period will be February 3, 2014 through April 1, 2014..</i>
Question #2	The ITB provides a revenue figure for FY 2012-2013. Does this figure include postage sales? If so, can that figure be provided? Additionally, does this figure include sales tax? Again, can this be provided as a separate figure, if applicable?
Answer #2	<i>Postage sales and Sales Tax are included in the revenue figures. However, the Department does not have separate figures for each.</i>
Question #3	Are all products on the master menu subject to Florida State sales tax? If so, what tax rate is used?
Answer #3	<i>The county tax rate, where the facility is located, will be used for items subject to sales tax.</i>
Question #4	Please provide, by location, listing of equipment, freezers, coolers, trucks, mules, pallet jacks, fork lifts, hand carts, platform trucks, etc. Also please identify whether the property is the property items are owned by FLDOC, incumbent contractor or sub-contractor.
Answer #4	<i>A list of contractor-owned equipment has been identified in Exhibit I to this ITB. A list identifying property owned by the Department will be provided to the successful contractor.</i>
Question #5	Paragraph 3.21.2 requires a FT employee on-site at each major institution. Please define major institution. For example, Exhibit F lists the facilities sales. Would these be major institutions and associated work camps be covered by the employee(s) assigned to the respective institution? Is 46 the correct number of major facilities?
Answer #5	<i>Forty-six (46) is not the correct number of major institutions. See Exhibit B – Correctional Institutions Facilities - Revised 1-10-14, which lists and provides the correct number of major institutions.</i>
Question #6	Can the number of the current contractor's non-inmate employees be provided by location? We assume the list provided by facility is inmate labor only.
Answer #6	<i>Yes. The number of Contractor's staff was incorrect as listed in Exhibit H. Exhibit H – Current Staffing Pattern – Revised 1-10-14, has been revised to delete this column. See Exhibit J – Contractor's Current Employee Staffing Plan, which includes the correct number of Contractor's staff.</i>
Question #7	Can the canteen products list be confirmed as current? For example, the list has Uncle Al's Chocolate Chip 5 oz. cookies, but a 6 oz. bag was observed during the walkthrough.
Answer #7	<i>Several items for sale in the inmate and/or visiting park canteens were not included on the Master Canteen Products List because they are specifically packaged and/or manufactured for the current contractor.</i>
Question #8	It is our understanding that the Staff Canteens are not included in this ITB. Can this be confirmed?

<b>Answer #8</b>	<i>Staff Canteens are not included in this ITB.</i>
<b>Question #9</b>	What percentage of the inmate population is indigent?
<b>Answer #9</b>	<i>Approximately 21% of the inmate population is indigent.</i>
<b>Question #10</b>	We do not stock the identical item as the current contractor, who is a competitor. Is it a requirement of the submission to provide a product list based on the products and pricing given in Exhibit A or is this determined during negotiations? If it is a required submission, is the product brand and size sufficient or do we need to identify which items are being substituted?
<b>Answer #10</b>	<i>Per Section 3.1 of the ITB, the contractor shall provide all products for resale as identified on the Department's Master Canteen Product List. Section 3.10 describes the process for additions/deletions and substitutions to the Master Canteen Product List.</i>
<b>Question #11</b>	Is there a requirement for a contractor employee to be onsite during Visiting Park hours of operation or can the facility contractor employee(s) just be on call?
<b>Answer #11</b>	<i>Per section 3.21.2, the Contractor shall have at least one employee (Canteen Manager) on-site at each major institution during all normal working hours (typically M - F; 8 - 5) to oversee canteen operations and respond to canteen issues.</i>  <i>The facility warden will establish the working hours for this employee based on the warehouse hours.</i>
<b>Question #12</b>	Are the coolers and freezers in the canteens state property or contractor owned?
<b>Answer #12</b>	<i>A list of contractor-owned equipment has been identified in Exhibit I – Contractor-Owned Equipment, to this ITB. A list identifying property owned by the Department will be provided to the successful contractor.</i>
<b>Question #13</b>	As we plan to offer employment to current contractor staff to the extent possible, can we assume that existing staff have been screened/tested for TB?
<b>Answer #13</b>	<i>Yes. This is a requirement of the current contract.</i>
<b>Question #14</b>	How many contractor owned servers are located at the SSRC? It appears that this number is 3.
<b>Answer #14</b>	<i>That is correct.</i>
<b>Question #15</b>	Paragraph 5.3.3.3. Please clarify what is expected in response to this requirement that would not be included in 5.3.3.5 if populations and scope of service is added to the contracts noted.
<b>Answer #15</b>	<i>A description of the population to whom services have been provided, including the number of service recipients and demographics should be provided for Paragraph 5.3.3.3, and may be included in section 5.3.3.5 as well.</i>
<b>Question #16</b>	In the warehouses, are the shelving units and furniture all state property? Can we have a property list by location specifying contractor owned and state owned property?
<b>Answer #16</b>	<i>Unless otherwise noted, the shelving units and furniture located in the warehouses are state property. Contractor owned equipment has been identified in Exhibit I – Contractor-Owned Equipment. A list identifying property owned by the Department will be provided to the successful contractor.</i>

Question #17	Are cash sales in the Visitor Parks included in the revenue numbers provided? Can you please provide a breakdown of cash sales by location? Please provide revenue of canteen separately from visitor park revenue. Does the vendor report cash sales on a weekly or monthly basis to the State?
Answer #17	<i>No. This breakdown is not available.</i>
Question #18	Will the successful bidder be expected to replace all existing hardware and capital equipment with new equipment, even if they are the incumbent, in order to level the playing field?
Answer #18	<i>No.</i>
Question #19	How are inmate store clerks held accountable for accurately reporting sales and controlling their inventories?
Answer #19	<i>The current contractor has an internal inventory system they can check on demand. Per section 3.20.5 of the ITB, in the event of rule violations by inmates working with the Contractor, including loss or theft, the Contractor shall document the incident on specified Department-provided forms and notify security personnel at the institution.</i>
Question #20	Will the successful bidder be expected to support other contracted programs, such as the MP3 digital program, if it is not their program? Will the successful bidder be reimbursed for costs incurred managing these programs?
Answer #20	<i>No.</i>
Question #21	How often, on average, are facilities locked down or have situations preventing the compound stores and/or Visitor Park stores from opening? If stores are unable to open due to circumstances outside the vendor's control, is the per diem still applicable for those facilities and days?
Answer #21	<i>The Department doesn't currently track this information. Unless otherwise instructed by the Department, the successful contractor shall be responsible for submitting the required per diem payment.</i>
Question #22	Please provide us a break down of all sales by item.
Answer #22	<i>The Department doesn't track this information. However, for informational purposes only, a copy of the Department's current contractor's usage report from February 2013 to July 2013 is included as Exhibit K – Item Usage Report..</i>
Question #23	Please disclose when the current contractor had a product price increase and when the next scheduled price increase will be allowed?
Answer #23	<i>The last products price increase approved for the Department's current contractor was in May 2013. The current contractor may request a price increase at least 90 days prior to the annual anniversary date of the contract.</i>
Question #24	Can POS equipment include a touch screen monitor?
Answer #24	<i>Yes.</i>
Question #25	Are there any per-inmate restrictions that should be enforced during the sales process?

Answer #25	<i>Yes. The Department reserves the right to implement per-inmate restrictions after contract execution and at any time during the contract term.</i>																					
Question #26	<p>How many times in the past year have there been problems with the WAN in communicating between the local servers and the main server?</p> <p>a. What has been the average down time b. What has been the maximum down time</p>																					
Answer #26	<p><i>The Department averages about 10 locations a month that have WAN issues.</i></p> <p><i>a. Average down time was 2 hours.</i></p> <p><i>b. The maximum down time was 1 day.</i></p>																					
Question #27	Section 3.22.1 describes the daily processing flow for sales. Paragraph 5 of this section describes a “weekly” process, referring to a “hot file”. Is this referring to a separate processing cycle outside of the daily commissary processing cycle?																					
Answer #27	<i>The Department provides a housing file that contains the inmate canteen card number, as well as the canteen spending limit nightly. The current contractor sends the Department daily sales nightly.</i>																					
Question #28	What barcode format is used for the inmate barcodes? Can the DOC provide a sample?																					
Answer #28	<p><i>The required bar-coding type Code 128 (Automatic Identification Manufacturer's Uniform Symbol Description-6) Subsets "C" and "C shift to A or B" with check digit. The Barcode format or symbology on the Department's inmate ID cards is known as Code 128 with an X-dimension of 6-mils. The Department's cards consist of sixteen (16) alphanumeric characters. Inmate number is located in positions 11-16. The Bar codes are infrared (IR) masked, on the front and centered at the industry-standard height of 3/8 -inch above the bottom edge of the card.</i></p> <p><i>The 16-position barcode is created based on the following field name, type and length information:</i></p> <table border="1" data-bbox="358 1276 865 1528"> <thead> <tr> <th><i>Field Name</i></th> <th><i>Field Type</i></th> <th><i>Field Length</i></th> </tr> </thead> <tbody> <tr> <td><i>Year</i></td> <td><i>N</i></td> <td><i>4</i></td> </tr> <tr> <td><i>Month</i></td> <td><i>N</i></td> <td><i>2</i></td> </tr> <tr> <td><i>Day</i></td> <td><i>N</i></td> <td><i>2</i></td> </tr> <tr> <td><i>Card Number</i></td> <td><i>N</i></td> <td><i>2</i></td> </tr> <tr> <td><i>DC Number</i></td> <td><i>AN</i></td> <td><i>6</i></td> </tr> <tr> <td></td> <td></td> <td><i>16</i></td> </tr> </tbody> </table> <p><i>YYYYMMDDCC@@@@@@ Example: 1974121901E02725 (DOB)(Card#)(DC#)</i></p>	<i>Field Name</i>	<i>Field Type</i>	<i>Field Length</i>	<i>Year</i>	<i>N</i>	<i>4</i>	<i>Month</i>	<i>N</i>	<i>2</i>	<i>Day</i>	<i>N</i>	<i>2</i>	<i>Card Number</i>	<i>N</i>	<i>2</i>	<i>DC Number</i>	<i>AN</i>	<i>6</i>			<i>16</i>
<i>Field Name</i>	<i>Field Type</i>	<i>Field Length</i>																				
<i>Year</i>	<i>N</i>	<i>4</i>																				
<i>Month</i>	<i>N</i>	<i>2</i>																				
<i>Day</i>	<i>N</i>	<i>2</i>																				
<i>Card Number</i>	<i>N</i>	<i>2</i>																				
<i>DC Number</i>	<i>AN</i>	<i>6</i>																				
		<i>16</i>																				
Question #29	What is the make and model of the barcode reader that is currently being used?																					
Answer #29	<i>Card Reader: IDTECH Sealed Reader, Model WCR3237-700US</i>																					
Question #30	What are the quarterly sales, dollar wise?																					

Answer #30	<i>The quarterly catalog order sales are approximately \$140,000.00.</i>
Question #31	<p>The Department requires (Section 2.4) that services be implemented statewide by April 1, 2014. This requirement is grossly to the advantage off the incumbent contractor— so much so as to make this a virtually non-competitive solicitation.</p> <p>Consider that following contract award (projected to be March 6<sup>th</sup> per the ITB’s calendar of events) a new contractor will have to schedule meetings with and tours of the various facilities across the state; following those inspections, a contractor will need to order installation of new data circuits to each of these facilities (Local Exchange Carriers <u>require</u> 30-45 days to install any new circuit), order new equipment as needed; and to deploy experienced software trainers, a data transition team, an HR transition team, and to schedule new background checks, drug tests etc., for hundreds of new employees across the State— all before the end of the March to meet an April 1 go-live date.</p> <p>It is challenging to guarantee a seamless transition of services at a single facility in the three weeks allotted on the calendar and it is simply not realistic for any contractor— except the incumbent (who does not need 30-45 days to order new circuits or need to inspect and meet with each of 127 facility stores in 65 different geographic locations) — to transition an entire State within 90 days as specified in 2.4.</p> <p>a) If the Department will not consider contracting by region, will the Department consider bids that offer to transition service in each region separately?  b) Will the Department modify the ITB to specify that bidders will have 60-90 days to transition each region <i>after</i> the pilot program at Jefferson C.I. is accepted as satisfactory?  c) Will the State guarantee that their IT staff statewide will do everything necessary to help any contractor meet this timeline?</p>
Answer #31	<p>a) <i>No.</i>  b) <i>Please see answer to question #1.</i>  c) <i>Yes.</i></p>
Question #32	<p>The Department lists the facilities to be served under this contract broken down by region. Several of the Department’s services are awarded regionally rather than statewide. Will the Department consider bids to provide canteen service(s) (for instance food services and some medical service) by region instead of statewide? This will allow for a much more inclusive and competitive bid process.</p>
Answer #32	<i>No. Please refer to Section 2.2 of the ITB.</i>
Question #33	<p>Section 3.5 requires that any incoming contractor, “Purchase the current Contractor’s canteen inventory at a price mutually agreed.” Many of the items on the state’s menu are either private label, or are sizes, brands or items for which the incumbent vendor has an exclusivity arrangement with the manufacturer. In many cases if an incoming contractor purchases this inventory we will be legally forbidden from attempting to re-sell any of it. This requirement demands that any bidder to factor in what could be an \$8 to \$10 Million expense into our transition costs that the incumbent will not have to confront. This is extraordinarily to the advantage of the incumbent vendor and makes it impossible for the state to receive truly competitive or comparable bids.</p> <p>a) Will the State consider requiring the current contractor to sell down their inventory over a 30-60 day period prior to transition of services?  b) Will the State request that the incumbent contract make a demonstrable good-faith effort to forward any remaining merchandise to their other correctional canteen operations prior to submitting an inventory for the required buy-out?  c) Will the Department exclude from this requirement any items that the current contractor has re-labeled, re-packed and/or to which they have assigned their own UPC codes?</p>

	<p>d) Will the State consider requesting the current contractor to retain their merchandise (at the very least to retain all merchandise that is a private label or exclusive offering of theirs) and re-sell it through their other canteen operations at no cost to the incoming contractor?</p> <p>e) Will the State please provide an inventory report for each of the last three months showing the quantity of each item on the Master list in-stock at the FLDOC's canteen operations? Please include an extended dollar value (at wholesale) for each item at the monthly stock level. This report can easily be run on the current contractor's database and without it no other bidder can responsibly determine pricing for their bid.</p> <p>f) Will the State request that prior to any transition process the current contractor guarantee not to exceed the average inventory value over the three months for which reports are provided (no 'channel-stuffing')?</p>
<b>Answer #33</b>	<p><i>This is not correct. Section 3.5 does not require any incoming contractor to purchase the current Contractor's canteen inventory.</i></p> <p><i>Per section 3.5 of the ITB, the incoming contractor <u>may</u> purchase the current Contractor's canteen inventory at a price mutually agreed upon by both parties. The current Contractor shall package and remove canteen items not needed by the New Contractor. This will be done in coordination between the two vendors. Any inventory not purchased by the new Contractor shall be packaged and removed by the current Contractor prior to the final implementation of services on the date approved in the Final Implementation and Transitions Date Schedule for each individual institution. The Department will not assume any liability for any products.</i></p> <p><i>It's appears questions posed in subsections (a), (b), (c), (d), (e), and (f) are predicated on the fact that incoming contractors are required to purchase the current Contractor's canteen inventory. Since this is not the case these questions will not be answered by the Department.</i></p>
<b>Question #34</b>	<p>Will the point-of-sale systems at all storefronts be inside or outside of the FLDOC WAN?</p> <p>a) Who owns the in-facility network to each canteen storefront?</p> <p>b) If outside, please describe the protocol for exchanging information between the trust funds and OMS across the WAN's firewall?</p>
<b>Answer #34</b>	<p><i>The point-of-sale systems at all storefronts will be inside.</i></p> <p><i>a) The Department of Corrections owns the network.</i></p> <p><i>b) N/A</i></p>
<b>Question #35</b>	<p>The State's ITB is not entirely clear as to how many of the reported employees are inmate workers (\$0.96/day) vs. civilian canteen staff employed by the current contract. Will the Department please clarify the number of each category of worker included in the 400+ employee count given in the ITB?</p>
<b>Answer #35</b>	<p><i>The number of Contractor's staff was incorrect as listed in Exhibit H. Exhibit H has been revised to delete this column. See Exhibit J – Contractor's Current Employee Staffing Plan, which includes the correct number of Contractor's staff.</i></p>
<b>Question #36</b>	<p>The State has established a goal of facilitating participation by MBEs and CVBEs in state contracting. Please describe how any proposed MBE/CVBE participation will be factored into the bid scoring (if at all).</p> <p>a) Is there a process for bidders to submit any merchandise manufactured by MBEs, CVBEs or other partners to the State for approval prior to submitting bids?</p>
<b>Answer #36</b>	<p><i>The Department encourages participation by small-, minority-, women-, and veteran business enterprises.</i></p> <p><i>a) Within thirty (30) calendar days following award of the Contract, the Contractor shall submit plans addressing the State's Diversity in Contracting initiative, along with all initiatives, as outlined in Section 7.9.1 of the ITB.</i></p>

<p><b>Question #37</b></p>	<p>Section 3.9, Master Canteen Products List Pricing and Price Increases, requires that, "The Contractor shall make all items contained on the Master Canteen Products List available for purchase at the price(s) indicated." This list appears to consist of the current vendor's menu. In some cases the current vendor may have negotiated exclusive rights to carry the exact sizes or items listed. 'Cajun Shrimp' flavored Maruchan ramen for instance is a flavor that Maruchan sells exclusively through the current vendor. There are other brands of ramen that offer similar flavors to other bidders and other flavors that Maruchan sells on the open market; but if every bidder has to exactly match Exhibit A then there can be only one bidder and the State will not get the benefit of a competitive bid process.</p> <p>a) Will the State permit bidders to submit variations, comparable items or equivalent items rather than the exact brand/size/item listed on the Master Canteen list?  b) Would the Master Canteen List committee like to review samples or approve any variations or substitutions for the current contractor's menu items prior to accepting bids?  c) If so, to where and whom should we submit sample merchandise and/or item specifications?</p>
<p><b>Answer #37</b></p>	<p><i>The Department has provided the Master Canteen Products List the successful contractor will be required to follow in Exhibit A - Revised 1-10-14, of this ITB.</i></p> <p><i>Per section 3.2.8 of this ITB, unless otherwise indicated or determined by the institution's Warden, all items on the approved Master Canteen Products List must be available in the inmate canteens for resale to inmates.</i></p> <p><i>After contract execution, the successful contractor will have opportunities to request changes to the Master Canteen Products List – Exhibit A in accordance with Section 3 scope of service of the ITB. With the above explanation, please see the answers below to questions a), b) and c):</i></p> <p><i>a) No variables, comparable items, equivalents or substitutions to the Master Canteen Products List will be allowed at bid submittal.</i>  <i>b) Samples are not required with bid submittal.</i>  <i>c) See answer to a and b above.</i></p>
<p><b>Question #38</b></p>	<p>Will the Department to permit any selected contractor to offer promotions or sales to inmates even if it results in a lower per-unit cost for any item on this list?</p>
<p><b>Answer #38</b></p>	<p><i>Per section 3.9 of the ITB, price reduction changes requests shall be made by letter and may be submitted at any time by the successful contractor to the Contract Manager. Price reductions will not become effective until approved in writing by the Contract Manager and/or Canteen Review Team.</i></p>
<p><b>Question #39</b></p>	<p>How will any promotions, price or value improvements, value-adding services, operational improvements or software upgrades be factored into the evaluation process?</p>
<p><b>Answer #39</b></p>	<p><i>Per section 6.1 of the ITB, an award will be made to the responsive, responsible bidder submitting the highest "Fixed Fee Per Diem Rate (Unit Price) Bid" (to be paid to the Department). The bidder's past history, ability, capacity, prior contract experience, performance, integrity and all information submitted with the bid will be considered by the Department in determination of responsiveness.</i></p>
<p><b>Question #40</b></p>	<p>Section 2.2: Will the process and schedule for cash pickup be submitted with each Contractor's proposal?</p>
<p><b>Answer #40</b></p>	<p><i>Section 2.2 of the ITB doesn't require bidders to submit this information with their proposal.</i></p>
<p><b>Question #41</b></p>	<p>Section 2.2: Please provide and define the costs and training required to meet the standards of FL DOH rule 64E-11.012 for all managers.</p>



<b>Answer #41</b>	<i>The Department does not maintain information on the costs and training requirements associated with the successful contractor ensuring compliance with the requirements of Florida Department of Health rule 64E-11.012 regarding manager certification.</i>
<b>Question #42</b>	Section 2.2: Is it the Department's desire that all Contractor managers acquire the food service preparation licenses at the Contractor's expense?
<b>Answer #42</b>	<i>Yes.</i>
<b>Question #43</b>	Section 2.4: If the awarded Contractor does not meet the implementation date of 4/1/14, what will be the penalty for missing the deadline?
<b>Answer #43</b>	<i>Any penalties assessed will be in accordance with Section 3.28.2 of this ITB.</i>
<b>Question #44</b>	Due to the complexity and size of the proposed contract, will there be a performance bond associated with this ITB?
<b>Answer #44</b>	<i>No.</i>
<b>Question #45</b>	Section 7.26: Must the insurance coverage requirement to provide reasonable financial protection to the Contractor and the Department include coverage for all costs related to failure to achieve the commencement date of April 1, 2014?
<b>Answer #45</b>	<i>Yes.</i>
<b>Question #46</b>	Section 2.4 and 3.6.4: The current contract and this ITB/new contract call for the vendor to provide equipment to manage the commissary operations. Should the below list of current equipment be a mandatory minimum to ensure proper commissary operations may be met? a. Motorized Material Handlers/Tugs: 49 b. Trailers: 48 c. Carts: 124 d. Pallet jacks: 88 e. Dollies: 71 f. Trucks: 7 g. Cargo vans: 4 h. Automobiles: 15 i. Safes: 80
<b>Answer #46</b>	<i>Minimum mandatory levels of equipment have not been established in this ITB. Per section 3.6.4 of the ITB, it is the responsibility of the successful contractor to provide all equipment needed to conduct the receipt, storage and transportation of commodities during the life of the contract.</i>
<b>Question #47</b>	Section 3.5 and 3.14: The ITB reads: "The Department will not assume any liability for any products." The contract allows for inmate labor/operators to run and have oversight of the Contractor's inventory while Department staff have no oversight of the inventory. The current contractor has experienced multiple significant losses at different Department facilities/individual stores due to inmate theft. The Disciplinary Review, for some of these occurrences of theft, has not found against the inmate operator even though the individual admitted to the theft/distribution of product without payment. What remedy will the Contractor be able to pursue to offset losses outside of the Department's Disciplinary Review?

Answer #47	<i>The successful contractor can report any issues or concerns they have to the contract manager per section 7.5.1 of the ITB.</i>
Question #48	<p>Section 3.6.4: States condiments as supplies to be provided by the Contractor but they are currently sold in the Visitation Park and facility commissaries. Over 40 million units of these products were sold in 2013. With respect to the expected increase in usage when free:</p> <ol style="list-style-type: none"> <li>Are complimentary condiments for inmates and visitors more important to the FDOC than multiple per diem points? If yes:</li> <li>Is the intent of the new contract to provide the listed condiments for free at the VP stores?</li> <li>Is the intent of the new contract to provide the listed condiments for free at the facility/inside stores?</li> <li>The price of the sandwiches has not changed from the current menu, will the Contractor be able to charge more to offset the cost of the condiments?</li> <li>How many condiments shall be provided per purchase?</li> <li>Will sale of additional condiments in excess of those provided at no charge be allowed?</li> <li>Will the provision of condiments be limited to certain commissary items?</li> <li>If yes, please provide a list.</li> <li>How will condiment distribution be monitored for only the approved items?</li> <li>Kraft Mayo is not on the commissary list provided but is one of the top selling items on the current menu (20+ million packs sold in 2013). Will this item be added back since offenders/customers may want to purchase this item for products such as tuna fish?</li> </ol>
Answer #48	<p><i>a.) No.</i></p> <p><i>b.) Yes. Please review revised section 3.6.4 of the ITB</i></p> <p><i>c.) No. Please review revised section 3.6.4 and the Master Canteen Products List of the ITB</i></p> <p><i>d.) Please refer to section 3.9 Master Canteen Products List Pricing and Price Increases</i></p> <p><i>e.) Per section 3.6.4 of the ITB, The Contractor shall be responsible for providing and paying for the following items in quantities sufficient to ensure compliance with the service requirements of the Contract.</i></p> <p><i>f.) No.</i></p> <p><i>g.) No.</i></p> <p><i>h.) N/A based on answer to subsection g)</i></p> <p><i>i.) N/A based on answer to subsection g)</i></p> <p><i>j.) Yes for inmate canteens only. Please review Exhibit A - Master Canteen Products List - Revised 1-10-14.</i></p>
Question #49	Section 3.8.1: Will there be separate menus for current menus that are not listed in the ITB such as Hospital and Mental Health?
Answer #49	<i>At this time, the Department doesn't anticipate separate hospital and mental health canteen menus. However, the Department reserves the right at a later date to create these separate menus.</i>
Question #50	Section 3.9: States: "The Contractor shall make all items contained on the Master Canteen Products List available for purchase at the price(s) indicated." Will any substitution of name brand product be allowed on the ITB's Master Canteen Products List for the evaluation of this ITB?

Answer #50	No.
Question #51	Section 3.10: The current contract allows for the Contractor to sell through deleted items for a longer period than the new ITB language: "Deleted items shall be removed within fifteen (15) calendar days and no longer offered for sale;". Is the Department's intent to reduce the time period to sell out of deleted items to only 15 calendar days which would increase the Contractor's inventory exposure?
Answer #51	Yes.
Question #52	Section 3.10: If the deletion is at the Department's request, will the Department allow for a longer time period to sell out of current stock?
Answer #52	No.
Question #53	Section 3.12.3: The current distribution of property orders at some facilities is handled by Contractor staff. Will Department staff be completely responsible for property distribution with the new contract or will the Department continue to utilize contractor staff?
Answer #53	<i>Per section 3.12.3 of the ITB, upon receipt of the items, the items will be forwarded to the property officer for distribution to the inmate(s) placing the quarterly order.</i>
Question #54	Section 4.5: How will field testing be accomplished for the most responsive, responsible bidder offering the highest per diem?
Answer #54	<i>The field testing procedure will be developed with the Department's OIT liaison described in section 7.5.2 of the ITB, the Department's Contract Manager described in section 7.5.1 of the ITB and the successful contractor.</i>
Question #55	Exhibit A Master Canteen Product List Questions: a. Noxema has been taken off the commissary menu for security concerns. Is the Department allowing Noxema back on the commissary list? b. Colgate Toothbrush has been taken off the commissary menu for security concerns. Is the Department allowing Colgate Toothbrush back on the commissary list? c. Frito Lay has changed the national selling size of the Lays potato chips from a 2.75-oz to a 2.5-oz size...will that size be acceptable to bid? d. Armour will be discontinuing pouch products as of March 2014. Will a comparable Beef Stew and Chili w/ Beans-Hot be acceptable to bid on those lines? e. Hanes is no longer manufacturing the 4pk white boxer. Will the Department move to another name brand that still manufacturers white boxers such as Fruit of the Loom? f. Starkist 2.6oz Tuna in Water is well below the Fair Market Value (FMV) for that product. Will the Department reevaluate the FMV for these products and raise the sale price to be above the cost? g. Most of the condiment prices are at or even below the physical cost of the individual item. Increases have not been allowed on these items as the 10% maximum increase does not allow for an increase unless the sale price is \$0.10 or more. Will the Department allow for an exception of the 10% increase for these items during the annual increase for this contract? h. Fresh Express Garden Salads have been limited to a few Department facilities over the course of the current contract. Will the Department continue to only offer the salads at the current CIs? i. DTV102 - Coby Converter Box has been discontinued due to technology changing to digital TV's and is no longer ready available. Will this item be removed from the bid?
Answer #55	<i>a.) No. This item has been removed from the Master Canteen Products List.. See Exhibit A - Master Canteen Products List, Revised 1-10-14..</i>

	<p><i>b.) No. This item has been removed from the Master Canteen Products List. See Exhibit A – Master Canteen Products List, Revised 1-10-14.</i></p> <p><i>c.) No. If the successful contractor is unable to provide this product, they can request a substitution per section 3.10 of the ITB.</i></p> <p><i>d.) Please see answer to (c) above.</i></p> <p><i>e.) Please see answer to (c) above.</i></p> <p><i>f.) Not at this time.</i></p> <p><i>g.) No.</i></p> <p><i>h.) Yes.</i></p> <p><i>i.) No.</i></p>
<b>Question #56</b>	The Department's ITB: Food and Property Package Program Services Advertisement Number: DC ITB-13-016 will definitely reduce the value/revenue of this contract since the Department is increasing the items offered from the current program and allowing for food packages which have not been the case for over a year. Please confirm that the Department plans on allowing all the same items offered in the commissaries through the package program ITB.
<b>Answer #56</b>	<i>That is correct.</i>
<b>Question #57</b>	The Department operates several CIs that cannot support DSL connectivity to perform commissary operations. Will the Department upgrade the 20 facilities such as Putnam, Tomoka, Baker, Desoto, etc. that do not currently have internet capabilities so that the vendor would not be responsible for providing their own?
<b>Answer #57</b>	<i>This question provides information that is not correct. All correctional facilities identified in this ITB perform commissary operations. Additionally, the facilities identified in this question have been recently upgraded.</i>
<b>Question #58</b>	Are inmate funds frozen or segregated in a commissary account during the order process, once the balances are sent?
<b>Answer #58</b>	<i>Funds are not frozen or segregated. However, the funds are earmarked for a weekly commissary limit. Inmates are not able to spend above the limit and other expenditures from the inmate's funds are processed only after the daily purchases are deducted. If an inmate has other expenditures, the limit is adjusted nightly. Again, this is after all purchases have been deducted from the inmate's balance.</i>
<b>Question #59</b>	If not frozen or segregated, how are funds recovered for commissary sales where the inmate has fewer funds than their original balance?
<b>Answer #59</b>	<i>See Answer #58, above.</i>
<b>Question #60</b>	Would the Department please provide the current balances of the inmate trust fund accounts so that respondents can project potential increases to sales?
<b>Answer #60</b>	<i>Approximately \$9.45 Million is the total balance. The average balance per inmate is \$106.11.</i>

<b>Question #61</b>	Please clarify how the FL DOC expects the POS system to handle the situation of a newly issued inmate card being scanned (Card number is stored as 2 digits in the barcode) as the card number is not passed by the DOC record system. 3.23 paragraph 2 states "trigger a daily download" 24 x 365 – please explain the technical method which the vendor will follow to accomplish this process.
<b>Answer #61</b>	<i>The Department provides a housing file that contains the inmates canteen card number as well as the canteen spending limit</i>
<b>Question #62</b>	Is there a State hardware, operating system, and networking, IT standard that must be met? If so, please explain.
<b>Answer #62</b>	<i>Operating System – None Networking – None Switches belong to DC</i>
<b>Question #63</b>	What remote support solution is currently being utilized by the existing vendor? Does this solution exist at the canteen & Visitor Park, facility server and centralized server level?
<b>Answer #63</b>	<i>The current contractor has a help desk support in which the user calls.</i>
<b>Question #64</b>	Are there existing backup, security & anti-virus solutions in place which the vendor should meet or should the vendor look to provide a solution? If the vendor must provide, what type of solution follows the State's best practice?
<b>Answer #64</b>	<i>This option is up to the successful contractor.</i>
<b>Question #65</b>	Who owns the networking hardware / software (routers, etc.) currently present in the canteens and used to connect the canteens to the central warehouse servers – the State or the vendor? Who owns the equipment to connect the central warehouse servers to the centralized equipment in Tallahassee?
<b>Answer #65</b>	<i>The Department owns all networking hardware/software.</i>
<b>Question #66</b>	Can we obtain sample order forms and receipts?
<b>Answer #66</b>	<i>Yes. This information has been provided in Exhibit L – Sample Order Forms. The Department does not maintain receipt information.</i>
<b>Question #67</b>	Can we obtain a sample inmate id card?
<b>Answer #67</b>	<i>Due to security concerns, the Department will not provide a sample id card.</i>
<b>Question #68</b>	Can we obtain a copy of the Florida Dept. of Corrections Procedure Manuals that is not restricted, as they relate to IT security requirements?
<b>Answer #68</b>	<i>No. Due to security reasons, this procedure will not be released. However, a copy will be provided to the successful contractor.</i>

Question #69	The RFP shows a total of 50 warehouses servicing all of the 360 canteens (inmate & visitor). The document titled "INMATE TRUST FUND/CASHLESS DESCRIPTION OF NIGHTLY JOBS", included in the RFP, states there are 52 sales jobs which upload transactions per facility to the State mainframe – Please clarify how many warehouse central servers will be needed to meet the requirement.
Answer #69	<i>The system architecture is up to the successful contractor.</i>
Question #70	Do the inmate canteens currently sell product if the State provided network is down between the canteens and central warehouse server?
Answer #70	<i>Yes</i>
Question #71	Do the visitor parks sell product if the State provided network is down between the canteens and central warehouse server?
Answer #71	<i>Yes.</i>
Question #72	It was noted during the tour that some facilities bag and deliver to confinement locations from the canteens and other facilities bag and deliver to confinement areas from the centralized warehouse. Can a list be provided of the canteens & warehouses which provide bag and deliver operations and the population count serviced?
Answer #72	<i>The Warden at each facility determines the delivery process for confinement inmates.</i>
Question #73	The first paragraph of Section 3.5 on page 14 states that the Contractor must have the ability to commence services no later than January 2, 2014. Obviously, this date is incorrect as bid responses are not due until January 21, 2014. Would the Department please provide the correct date that the Contractor must be able to commence services?
Answer #73	<i>Please see answer to question #1.</i>
Question #74	Section 3.7 on page 16 states that the canteens may be shut down at any time. Will the contractor still be required to pay the per-diem rate during these closures as inmates would not have access to the canteen areas?
Answer #74	<i>Unless otherwise instructed by the Department, the successful contractor shall be responsible for submitting the required per diem payment.</i>
Question #75	The ITB lists 89,000 eligible inmates but also lists a number of units that are NOT eligible for participation. Would the Department please provide the estimated populations of these units so that respondents can accurately identify the total available population?
Answer #75	<i>Per section 2.2, only inmates, who have an account through the Department's Inmate Trust Fund system, are in proper possession of an identification card and who are not otherwise restricted, are allowed to purchase canteen items. The Department doesn't track the number of inmates who meet these requirements.</i>
Question #76	The ITB states that the Contractor may not come in contact with an inmate so does this mean the contractor will not be responsible for the canteen delivery process at the store windows or to segregation units?

<b>Answer #76</b>	<i>This is not correct. Per section 3.21.4.2 of the ITB, the Contractor's staff shall not deal with any inmate except in a relationship that supports services under this Contract.</i>
<b>Question #77</b>	Would the Department please provide the sales by product for each Department location for the past twelve months?
<b>Answer #77</b>	<i>Please see answer to question #22.</i>
<b>Question #78</b>	Do products on the Master Canteen Product list need to be exact matches to the current offering? Are the brands listed in the Master Canteen Product list considered a mandatory specification for the response?
<b>Answer #78</b>	<i>The Master Canteen Products List included with this ITB is different than the list utilized by our current contractor. Per section 3.1 of the ITB, the contractor shall provide all products for resale as identified on the Department's Master Canteen Product List. Section 3.10 of the ITB describes the process for additions/deletions and substitutions to the Master Canteen Product List. See Master Canteen Products List – Revised 1-10-14.</i>
<b>Question #79</b>	Are cans (soda) allowed to be sold in the canteen operations? Is glass allowed to be sold in the canteen operations?
<b>Answer #79</b>	<i>Per section 3.8.4 of the ITB products in glass containers are not allowed. However, cans are allowed.</i>
<b>Question #80</b>	Would the Department please provide a list of the current warehouse locations utilized by the incumbent? Will all of these locations be available to a new vendor?
<b>Answer #80</b>	<i>The current contractor utilizes all warehouses associated with the main institutions identified in the ITB. These warehouses will be available to the new vendor as well.</i>
<b>Question #81</b>	Will the Department please provide the dimensions of each warehouse locations (i.e. square feet, ceiling heights, etc.)?
<b>Answer #81</b>	<i>The Department's current warehouse prototype #975 is approximately 16,700 sq. ft w/20' min. ceiling height.  The Department's prior warehouse prototype #965 is approximately 22,500 sq ft. w/20' min. ceiling height.  The Department has a mixture of both warehouse types.</i>
<b>Question #82</b>	Do all existing warehouse spaces have perishable storage for refrigerated or frozen items?
<b>Answer #82</b>	<i>Yes. Please refer to section 3.19 of the ITB.</i>
<b>Question #83</b>	Will the successful vendor be responsible for warehouse items such as racks, forklifts, pallet jacks, etc?
<b>Answer #83</b>	<i>Per section 3.6.4 of the ITB, with the exception of Department-owned forklifts, the successful bidder will be responsible for providing all equipment needed to conduct the receipt, storage and transportation of commodities during the life of the contract.</i>
<b>Question #84</b>	How many delivery trucks are used to deliver products to the institutions under the current model?

Answer #84	<i>The Department doesn't track this information.</i>
Question #85	Would the Department please provide the receiving hours at each institution?
Answer #85	<i>Please refer to section 3.7.1 of the ITB.</i>
Question #86	Are there any special receiving requirements for any DOC institution that vendors need to be made aware of such as no loading docks, small doors, etc?
Answer #86	<i>No special requirements exist at the main institutions. However, satellite facilities do not have loading docks.</i>
Question #87	During site visits, it was observed that some facilities have more than one inmate canteen location. Would the Department please provide the total number of canteen stores for this state-wide opportunity?
Answer #87	<i>Please refer to column 6 "total number of canteens" provided on Exhibit H – Revised 1-10-14, of the ITB.</i>
Question #88	The ITB requires that the successful vendor provide a full-time staff person at each major location. Which facilities require vendor staff to be present on a full-time basis?
Answer #88	<i>Per section 3.21.2 of the ITB, The Contractor shall have at least one employee (Canteen Manager) on-site at each major institution. Please refer to Exhibit B – Correctional Institution Facilities - Revised 1-10-14, for a list of all major institutions.</i>
Question #89	Would the Department be open to vendor staff managing the canteen stores (utilizing inmate labor also) in order to provide focus on increased sales?
Answer #89	<i>No.</i>
Question #90	Are responding vendors required to utilize existing warehouse space for the storage of products?
Answer #90	<i>Yes.</i>
Question #91	Would the Department be open to inmate vocational training programs that provide certifications for inmate workers regarding retail and warehouse operations? If so, will the awarded vendor be allowed to work directly with the inmate laborers to provide this vocational training component?
Answer #91	<i>Per section 3.21.4.2 of the ITB, the Contractor's staff shall not deal with any inmate except in a relationship that supports services under this Contract. Vocational training programs relating to retail and warehouse operations would be viewed as services that support this contract. The Department would be open to the possibility of the successful contractor offering these training programs to inmates assigned to the Department's canteen operations.</i>
Question #92	Would the Department entertain proposals that might not be an exact replica of the current model, but would significantly increase revenues to the Department?
Answer #92	<i>No.</i>



Question #93	Do all 53 warehouses have docks to unload trucks?
Answer #93	<i>All main institutions have a warehouse with a loading dock.</i>
Question #93	What is the breakdown in volume for each of the 53 warehouses?
Answer #93	<i>The Department doesn't track this information.</i>
Question #94	What is the purchasing practice currently with the clothing items? Is it semi-annual?
Answer #94	<i>No. Clothing items can be purchased quarterly by inmates.</i>
Question #95	Item 3.12.3 addresses quarterly orders. The inmate will submit their orders the first week of the quarter. Once processed, the completed file will be sent to the Department to deduct sales from the inmates' accounts. When are the orders actually delivered to the property officer for distribution? Are the orders individually bagged by the various canteen warehouses or shipped bagged from the contractor's main warehouse? Is the dollar amount of quarterly orders included in the revenue figure given in the ITB? Is the Per Diem rate assumed to include these orders or is there a separate accounting for Per Diem?
Answer #95	<i>The quarterly order sales are tracked separately and were not included in the revenue figure provided in the ITB. There is not a separate per diem for quarterly orders.</i>
Question #96	What restrictions and limitations, if any, are there on deliveries to the vendor managed facility/institution warehouses/canteen stores? Times of day? Days of week? Number of deliveries per week? Number of deliveries per week or day?
Answer #96	<i>Per section 3.19 of the ITB, the Contractor shall be responsible for assuring that the commodities are ordered and deliveries are made in accordance with the delivery schedules and security procedures established at each institution and/or facility.</i>
Question #95	Will the State provide adequate refrigerated and freezer space at all vendor – managed facility/institution warehouses?
Answer #95	<i>Yes. Please refer to section 3.19 of the ITB.</i>
Question #96	Based on the Departments timeline, vendors will not receive written responses to questions submitted until January 10, 2014. Trinity is requesting that an extension be granted of a minimum of two weeks, in order to properly evaluate and apply the Department's written responses to our overall financial and operating plan.
Answer #96	<i>The timeline will not be extended.</i>

## TIMELINE

Listed below are the important actions and dates/times by which the actions must be taken or completed. If the Department finds it necessary to change any of these dates/times, it will be accomplished by addendum. All listed times are local time in Tallahassee, Florida (Eastern Time).

EVENT	DATE/TIME	LOCATION
Release of ITB to public, posted on VBS.	<b>December 9, 2013</b>	Vendor Bid System: <a href="http://vbs.dms.state.fl.us/vbs/main_menu">http://vbs.dms.state.fl.us/vbs/main_menu</a>
Non-Mandatory Site Visits	<b>December 16, 17, and 18, 2013</b>	See Section 4.2.7 for specific information regarding Site Visits.
Last day for written inquiries to be received by the Department	<b>January 3, 2014</b>	SUBMIT TO: Florida Department of Corrections Kelly S. Wright, CPPB, Procurement Manager 501 South Calhoun Street Tallahassee, Florida 32399-2500 Fax: (850) 488-7189 E-mail: <a href="mailto:wright.kelly@mail.dc.state.fl.us">wright.kelly@mail.dc.state.fl.us</a>
Anticipated date that written responses to written inquiries will be posted on the Vendor Bid System (VBS)	<b>January 10, 2014</b>	Vendor Bid System: <a href="http://vbs.dms.state.fl.us/vbs/main_menu">http://vbs.dms.state.fl.us/vbs/main_menu</a>
Bids Due and Opened	<b>January 21, 2014 @ 2:00 P.M. ET.</b>	SUBMIT TO: Florida Department of Corrections Kelly S. Wright, CPPB, Procurement Manager 501 South Calhoun Street Tallahassee, Florida 32399-2500 <b>(Note: No fax or email responses will be accepted)</b>
Anticipated posting of Recommended Award	<b>January 28, 2014</b>	Vendor Bid System: <a href="http://vbs.dms.state.fl.us/vbs/main_menu">http://vbs.dms.state.fl.us/vbs/main_menu</a>
<b>Field Testing of Successful Contractor's Point of Sale Equipment</b>	<b>February 3, 5, and 6, 2014</b>	<del>See Section 4.5 for information regarding Field Testing.</del>
<b>Anticipated Contract Start Date</b>	<b>March 6, 2014</b>	

- 2.2.3 Visitor Park Canteen Menu
- 2.2.4 Kosher Male Inmate Canteen Menu
- 2.2.5 Kosher Female Inmate Canteen Menu
- 2.2.6 Kosher Visitor Park Canteen Menu
- 2.2.7 Death Row Menu
- 2.2.8 Death Row Arts & Crafts Products
- 2.2.9 Death Row Electronics
- 2.2.10 Male Quarterly Order Products
- 2.2.11 Female Quarterly Order Products
- 2.2.12 Close Management I & II, Male
- 2.2.13 Close Management I & II, Female
- 2.2.14 Close Management III, Male
- 2.2.15 Close Management III, Female
- 2.2.16 Confinement, Male
- 2.2.17 Confinement, Female

The product, or menu lists, comprising the Master Canteen Products List, are subject to review by the Canteen Review Team (as defined in Section 1, Definitions), and approval by the Contract Manager and Secretary, or her/his designee. The Department has established fixed pricing for all items on the Master Canteen Products List based on fair market pricing as required by 945.215, F.S. These prices shall be maintained by the Contractor, unless approved in writing by the Department's Contract Manager and Canteen Review Team in accordance with the requirements set forth in Section 3 of this ITB.

### 2.3 Statement of Purpose

The Department is seeking a vendor to provide canteen and related services through operation of the Department's on-site inmate canteens and visitor park canteens (correctional institutions/facility locations are identified in Exhibit B "Correctional Institutional/Facilities, and inmate and visitor park canteens are identified in Exhibit H "Inmate/Visitor Park Canteens-Current Staffing Plan"). To this end, the Department is interested in a single contractor for the provision and operation of canteen services in accordance with Section 3 of this ITB. The resulting contract will be revenue generating for the Department.

The Department is requesting bids from qualified bidders with at least five (5) years of business/corporate experience within the last seven (7) years in the provision of large-scale canteen services in multiple sites with two (2) years of this experience being in a correctional or other security/law enforcement setting. The Department intends to enter into a single contract for all services contemplated in this ITB.

Bidders shall be responsible for performing services in strict compliance with the requirements and rules, regulations and governance contained in this ITB. No deviations from the minimum service requirements shall be permitted without the prior written approval of the Department.

### 2.4 Start up and Service Implementation

The Contractor must have the capability to commence implementation of services no later than the start date of the resulting Contract and to complete full-service delivery of canteen operations at all institutions by April 1, 2014.

Pursuant to Section 5.2.8 of the ITB, each bidder shall submit an Estimated Implementation and Transition Date Schedule in their response to this ITB. The estimated plan will be adjusted, as necessary, and approved as Contractor's Final Implementation Plan and Transition Date Schedule by the Contract Manager. The plan shall be designed to provide for seamless transition with minimal interruption of sales or operations.

After execution of the Contract resulting from this ITB, the Department will allow a maximum of a ninety (90) day "start up" period, for the initial delivery of equipment, supplies and hiring and training of Contractor staff and transition of services from the current contractor.

The Department's current contract ends on March 31, 2014. The successful Contractor must have the capability to commence services statewide no later than April 1, 2014.

- Implementation Period – February 3, 2014 through April 1, 2014

## 2.5 Pricing Methodology

Regardless of the amount of gross sales, the Contractor will compensate the Department on a per diem basis (fixed fee, per-day per-inmate) based on the Department's official midnight count (man-days). The Department shall be entitled to receive revenue for the inmate population of an institution or facility beginning on the scheduled implementation date established in the final approved transition schedule for the institution's or facility's canteen operations. Compensation shall be paid for each calendar day of each contractual year.

The Department shall provide a monthly invoice to the Contractor based on the total inmate man-days for the month. The monthly invoice amount shall equal the total inmate man-days for the month times the per diem rate. The Contractor shall remit the total monthly per diem payment broken down into two submittals: one submittal comprised of a per-inmate per diem to be paid to the Department for recouping of operating costs and a second submittal consisting of the remaining amount of the monthly per diem due to the Department. Payment shall be due and tendered to the Department by Electronic Funds Transfer (EFT) to a specified Department account within fifteen (15) days after the final day of the previous month.

**Note:** The Department's Current Per Diem Rate is \$0.96. The Department received \$30,333,547.20 in per diem commission during the FY 2012-2013. Information regarding canteen sales can be found on Exhibit F for FY 2012-2013.

## 2.6 Term of Contract

It is anticipated that the initial term of any Contract resulting from this ITB shall be for a three year period beginning March 6, 2014 upon contract execution. At its sole discretion, the Department may renew the Contract in accordance with Form PUR 1000 #26. The renewal shall be contingent, at a minimum, on satisfactory performance of the Contract by the Contractor as determined by the Department and subject to the availability of funds. If the Department desires to renew the Contract resulting from this ITB, it will provide written notice to the Contractor no later than ninety (90) days prior to the Contract expiration date.

## 2.7 Exhibits

The Department is providing the following Exhibits attached to the end of this ITB to assist vendors in preparing bid submissions. All possible efforts have been made to ensure that the information contained in the Exhibits is accurate, complete and current; however, the Department does not warrant that the information contained in any of the below exhibits is indeed, accurate, complete or current.

- EXHIBIT A – MASTER CANTEEN PRODUCT LIST (Revised 1-10-13)
- EXHIBIT B – CORRECTIONAL INSTITUTIONS/FACILITIES (Revised 1-10-13)
- EXHIBIT C – DEPARTMENT SECURITY REQUIREMENTS FOR CONTRACTORS
- EXHIBIT D – NETWORK AND CONCEPTUAL DIAGRAM
- EXHIBIT E – RECORD STRUCTURES FOR CASHLESS CANTEEN/INMATE BANK NIGHTLY JOBS
- EXHIBIT F– 2012-2013 CANTEEN SALES BY LOCATION
- EXHIBIT G – BUREAU OF CLASSIFICATION AND CENTRAL RECORDS VISITATION REPORT
- EXHIBIT H – CURRENT STAFFING PATTERN (Revised 1-10-13)
- EXHIBIT I – CONTRACTOR-OWNED EQUIPMENT
- EXHIBIT J – CONTRACTOR'S CURRENT EMPLOYEE STAFFING PLAN
- EXHIBIT K – ITEM USAGE REPORT
- EXHIBIT L – SAMPLE ORDER FORMS

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

3.3.6 In addition to the contract communications noted in this section, if there is an urgent administrative problem, the Department will make contact with the Contractor and the Contractor shall orally respond to the Contract Manager within two (2) hours. If a non-urgent administrative problem occurs, the Department will make contact with the Contractor and the Contractor shall orally respond to the Contract Manager within forty-eight (48) hours. The Contractor or Contractor's designee at each institution shall respond to inquiries from the Department by providing all information or records that the Department deems necessary to respond to inquiries, complaints or grievances from or about inmates within three (3) working days of receipt of the request.

### 3.4 Service Locations

3.4.6 Institutions/Facility Locations: The facilities to be included under this Contract are indicated in Exhibit B.

3.4.7 Add/Delete Institutions/Facilities/Canteens for Services: The Department reserves the right to add or delete institutions, facilities or the number of canteens in operation at an institution or facility under the Contract upon thirty (30) calendar days' written notice. Such additions or deletions may be accomplished by letter and do not require a contract amendment.

### 3.5 Final Implementation Plan and Transition Date Schedule

The Contractor shall have the capability to commence implementation of services no later than **January 2 February 3**, 2014, and full service delivery of canteen operations shall be completed at all institutions by April 1, 2014. The Contractor's Estimated Implementation Plan and Transition Date Schedule submitted with the bid (per Section 5.2.8) shall be adjusted as necessary and approved as Contractor's Final Implementation Plan and Transition Date Schedule by the Contract Manager. This plan shall be designed to provide for seamless transition with minimal interruption of sales or operations.

The Department has chosen Jefferson Correctional Institution, Jefferson County, Florida, ("Jefferson C.I.") as the first site at which canteen services shall be implemented. As part of the Estimated Implementation Plan and Transition Schedule, the Contractor shall indicate a date-certain for which it will implement service at Jefferson C.I. Thereafter, the Contractor shall implement service delivery at all other institutions and facilities in accordance with dates established by the Contractor as shown in its Estimated Implementation Plan and Transition Schedule and as approved by the Department in Contractor's Final Implementation Plan and Transition Date Schedule. Canteens operating in satellite facilities will be brought online with the main institution that is responsible for oversight of the satellite facility. Final transition at each institution shall be coordinated between the Contractor, the current canteen Contractor, and the Department.

The Contractor shall ensure all inventory available at the institution on the agreed-upon implementation date for services is compliant with the Department's Master Canteen Products List. Any inventory item not in compliance remaining from the previous contractor shall be removed and not made available for purchase in the canteens.

The incoming Contractor may purchase the current Contractor's canteen inventory at a price mutually agreed upon by both parties. The current Contractor shall package and remove canteen items not needed by the new Contractor. This will be done in coordination between the two vendors. Any inventory not purchased by the new Contractor shall be packaged and removed by the current Contractor prior to the final implementation of services on the date approved in the Final Implementation and Transition Date Schedule for each individual institution. The Department will not assume any liability for any products.

Once approved by the Contract Manager, there will be no changes made to the Final Implementation Plan and Transition Schedule unless a request is submitted in writing and approved by the Contract Manager. To avoid any delays in phase-in, the Contractor shall ensure that the Contract Manager is timely provided information required for conducting NCIC/FCIC background checks to include level two fingerprinting, prior to any new Contractor staff being hired or assigned to work under this Contract.

The Contractor shall assume 100% responsibility for the delivery of canteen services at each designated institution at 12:01a.m., on the agreed-upon implementation date regardless of the number of operating canteens. The Department shall be entitled to receive revenue for the inmate population of an institution or facility beginning on the approved date that the Contractor assumes the institution's or the facility's canteen operations as specified in the Final Implementation and Transition Schedule.

## 3.6 Administrative Requirements

- 3.6.1 The Contractor will be responsible for all administrative functions and office support (e.g., clerical assistance, office supplies, copiers, fax machines and preparation of documents).
- 3.6.2 The Contractor may utilize the existing phone lines dedicated to the canteen(s) in accordance with the following provisions:
- 3.6.2.1 Billing for phone services associated with dedicated lines, shall be effective upon the contract start date.
- 3.6.2.2 Any costs associated with the transfer and operation of service shall be borne by the successful bidder.
- 3.6.3 The Contractor may install phone lines with off-site access, as needed; however, these devices will be prohibited from inmate usage. Phone installation and service must be in accordance with institutional security requirements. The Contractor shall be responsible for the obtaining, maintaining, payment and cost of telephone service. All calls made to the institution or received from the institution will be on the Contractor's phone line.
- 3.6.4 The Contractor shall be responsible for providing and paying for the following items in quantities sufficient to ensure compliance with the service requirements of the Contract:
- Office supplies;
  - Office Equipment;
  - Bags for delivery (clear, see-through perforated);
  - Shrink wrap;
  - Microwaveable disposables;
  - Napkins;
  - Styro Cups;
  - Bowls;
  - Sporks;
  - Paper Plates; and
  - Condiments (only Ketchup, Mustard, and Mayo) (only at Visiting Park Canteens)

The initial purchase of any of the above-referenced items must be approved in advance by the Contract Manager. Once approved, the specific items and any additional purchases of approved items may be made by the Contractor without further review of the Contract Manager.

NOTE: The Department will provide cleaning supplies to the successful Contractor; and all canteen areas shall be regularly cleaned and sanitized as needed.

### 3.6.5 Equipment (excluding Information Technology Equipment)

This section does not apply to information technology equipment.

With the exception of Department-owned forklifts, the successful bidder will be responsible for providing all equipment needed to conduct the receipt, storage and transportation of commodities during the life of the contract. The Department will provide warehouse space for the on-site storage of canteen products and the successful bidder may also utilize any existing shelving units, as available.

The Contractor shall be responsible for any additional equipment, as needed, to ensure products are properly stored. Additionally, all equipment utilized must be approved by the Contract Manager and shall meet Department security guidelines.

Products shall not be stored on the floor in any location and all products shall be stored to meet the Food Service Standard which states items must be kept a minimum of 6" off the floor. Any additional storage equipment needed to comply with this standard shall be at the expense of the Successful bidder.

- 3.6.6** Pursuant to Section 945.215, Florida Statutes, the Department must deposit the net proceeds from the guaranteed per diem payment into the State's General Revenue fund. The Department has, however, incurred certain operating costs in support of this Contract which shall be recouped by the Department. These costs include, but are not limited to, contract administration and monitoring positions, information technology support, annual bandwidth costs related to institutions using the canteen service, current costs of the secure connection hardware and the cost of remote Virtual Private Network (VPN) access. These costs shall not be separately reimbursed by the Contractor, but shall be recouped by the Department from the guaranteed monthly per diem payment. The Department will indicate the amount of operating costs on the monthly invoice to the Contractor, which shall be paid as part of the guaranteed monthly per diem payment via separate submittal as specified in Section 7.3 of this ITB. Currently, the Department has identified the amount of .0245 cents of the per diem amount per inmate to be paid to the Department to recoup operating costs. This amount may be increased or decreased at the Department's discretion based on actual costs incurred.

### **3.7 Hours of Operation**

The Contractor shall operate canteens during the hours set forth below. Hours of operation are subject to change. In the event of an emergency, the hours of operation will be subject to change without prior notice. For changes in the hours of operation related to non-emergencies, the Department will provide forty-eight (48) hours' notice to the Contractor.

Canteens may be shut down without prior notice by the institution at any time for security and other reasons. At the discretion of the warden, and depending upon the type of lockdown, canteens may be allowed to continue to operate during lockdown periods. The Contractor's on-site representative will be notified by appropriate Department staff of any required closures of the canteen or whether the canteen will be allowed to operate during lockdown periods.

If for security reasons the canteen closes, the canteen may not reopen until the count clears. Security shall be available to facilitate opening and closing of the canteen.

#### **3.7.1 Institutional Inmate Canteen Hours**

The hours of operation differ from institution to institution and for summer and winter months and are established by the Warden or designee for the facility.

Generally, the hours of operation for the institutional inmate canteens are from 8 a.m. to 11 a.m. Eastern Time and 1:30 p.m. to 3 p.m. Eastern Time, with additional hours of operation varying during summer and winter months. Receiving hours for both summer and winter operation are typically from approximately 8 a.m. until 4 p.m. Eastern Time

#### **3.7.2 Visiting Park Canteen Hours**

Visiting Park canteen hours will be determined by the Warden or designee, and the hours of operation have historically been from 9:00 a.m. to 3:00 p.m., Eastern Time, each Saturday and Sunday, and the Department's recognized holidays.

### **3.8 Master Canteen Products List**

- 3.8.1** All products approved for resale in the Department's canteens are listed on the Master Canteen Products List. The Master Canteen Products list is comprised of the following separate product or menu lists:

- 3.8.1.1** Male Inmate Canteen Menu
- 3.8.1.2** Female Inmate Canteen Menu
- 3.8.1.3** Visitor Park Canteen Menu