

ADDENDUM #004

Solicitation Number: FDC ITN-19-016

Solicitation Title: Statewide Canteen Operations, Visiting Park Vending, and Ancillary Services

Opening Date/Time: December 20, 2019 at 2:00 p.m., Eastern Time (E.T.)

Addendum Number: 004

Addendum Date: November 25, 2019

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.

Please be advised that the changes below apply to the original specifications of the above-referenced solicitation. Added language to the ITN is highlighted in yellow, while deleted language has been stricken.

This Addendum includes the Department's written answers to the written questions received.

This Addendum also includes the following changes:

Change No. 1:

Section 4.10, Reply Evaluation Criteria, is revised as follows:

4.10 Reply Evaluation Criteria

An Evaluation Team will review and evaluate Replies to this ITN in accordance with the evaluation process below. Material Deviations cannot be waived and shall be the basis for rejection of a Reply. A Minor Irregularity will not result in a rejection of a Reply. The Department has sole discretion in determination of Minor Irregularities and Material Deviations.

A. TECHNICAL REPLY EVALUATION SCORE (0 - ~~700~~ 1000 POINTS)

1. Experience and Ability to Provide Services

Evaluation of the Vendor's experience and ability to provide service will be based upon information contained in its entire Reply, but primarily on the information contained in **TAB B**.

a. References

This section will be evaluated using, but not limited to, the following considerations:

- 1) How relevant are the services described in the references to the services sought via the ITN?
- 2) How well do the references demonstrate the Vendor's satisfactory performance of contract services of similar size and scope to the services sought herein?
- 3) How well do the references demonstrate the Vendor's ability to provide the requested services?
- 4) Are there any issues or concerns identified in the references relating to the Vendor's experience and ability to provide services?

b. Prior Work Experience

This section will be evaluated using, but not limited to, the following considerations:

- 1) Has the Vendor demonstrated via its Reply that it has experience in performing requirements of contracts with similar size and scope as the services sought?
- 2) How well did the Vendor convey their ability to provide services as described in this ITN?
- 3) Does the Vendor have relevant correctional, law enforcement, or criminal justice contractual services experience?
- 4) Are there any issues or concerns identified regarding Vendor's experience and ability to provide the services?

2. Description of Offering

Evaluation of the Vendor's proposed offering will be based upon information contained in their entire Reply, but primarily on the information contained in **TAB C**. Replies will be evaluated using, but not limited to, the following considerations:

- a) How well does the proposed offering satisfy the following criteria?
 - 1) Demonstrates the Vendor's ability to effectively provide Canteen, VP Vending, and Ancillary Services at the service levels required by this ITN;
 - 2) Maximizes operational efficiencies and supports the Department's goals; and

- 3) Demonstrates a thorough, effective, and beneficial plan for delivery of Canteen, VP Vending, and Ancillary Services.
- b) How well does the summary of the offering, and the explanation of why it is the best value for the State, address and meet the goals, needs, and expectations of the Department?
- c) How well does the Vendor demonstrate their understanding of the goals to be achieved via this ITN?

3. Service Area Detail Solution

Evaluation of each Vendor’s service area detail solution will be based upon information contained in **TAB D** of a Vendor’s Reply. Replies for each service area will be evaluated based on how well the offering operationally addresses the initial requirements described in Section 3 and innovative solutions that will meet the Department’s goals. Evaluation of this area will be based upon information contained in **TAB D**. Replies given for each service area below will be evaluated for reasonableness, thoroughness, and viability in meeting initial requirements described in Section 3, Scope of Work, and the Department’s goal described in Section 2.5 of this ITN.

B. COST REPLY EVALUATION SCORE (0 - 300 Points)

A total of up to 300 points may be awarded to a Vendor’s Cost Reply. The following formula will be applied to a Vendor’s Cost Reply to determine the Cost Reply Score:

$$(\text{Vendor's Cost Points} / \text{Reply with Highest Cost Points}) * \text{Maximum Price Points} = \text{Cost Reply Score}$$

1) **Maximum Price Points:**

Initial Term Points	200
points	
Renewal Term Points	100
points	
TOTAL (Maximum Price Points)	300
points	

- 2) **Reply with Highest Cost Points:** The Vendor submitting the highest commission rate will receive the maximum number of Cost Points.
- 3) **Vendor Cost Points:** Cost Points are assigned based on the Base and Renewal Terms allocated in 1), above, for a specific Vendor, as

reflected in Attachment III, Price Information Sheet of its Reply. Cost Points will be determined using the formula below:

The Vendor submitting the highest Initial Term commission rate will be awarded 200 points. All others Replies will receive points according to the following formula for their Initial Term:

$$\frac{N}{X} \times 200 = Z$$

Where: N = Actual Initial Term commission rate proposed by the Vendor
X = Highest Initial Term commission rate proposed by any Vendor
Z = Initial Term Points

The Vendor submitting the highest Renewal Term commission rate will be awarded 100 points. All others Replies will receive points according to the following formula:

$$\frac{N}{X} \times 100 = Z$$

Where: N = Actual Renewal Term commission rate proposed by the Vendor
X = Highest Renewal Term commission rate proposed by any Vendor
Z = Renewal Term Points

- 4) **Cost Reply Score:** Points awarded to the Vendor's Cost Reply (maximum=300 points) will be the sum of the Vendor's Initial Term points and Renewal Term Points.

C. FINAL EVALUATION SCORE

The Reply Evaluation Score is the sum of the Vendor's weighted Technical Reply Evaluation Score (0 – 700 **1000** points) and Cost Reply Score (0 – 300 points).

Change No. 2:

Section 2.8, Pricing Methodology, is revised as follows:

The Department is seeking a solution that will provide best value to the State. As part of the best value determination, interested Vendors must submit a Cost Reply, utilizing Attachment III, Price Information Sheet, along with their Technical Reply. Vendors are encouraged to submit a Cost Reply in such a manner as to offer the most competitive and innovative solution for services and resources, which maximize revenue generated and shared with the Department,

as this will be a consideration in determining best value. Vendors must provide the Cost Reply in accordance with the instructions in Section 4.8, Submission of Replies.

The Vendor shall provide a commission rate based upon estimated monthly sales for statewide Canteen operations, VP Vending, and Ancillary Services. To ensure the Department obtains services at the best value, the Department reserves the right, during the negotiation phase of the ITN process, to consider alternate pricing models.

Pursuant to Section 945.215, F.S., the Department must deposit the net proceeds generated from the Contract into the State's General Revenue fund. The Department does, however, incur certain operating costs in support of this Contract, which shall be recouped by the Department. These costs include, but are not limited to, security assistance, contract administration and monitoring positions, information technology oversight, warehouse space, and other operational costs. These costs shall not be reimbursed separately by the Vendor, but shall be recouped by the Department from the guaranteed monthly commission payment. The Department will indicate the amount of operating costs on the monthly invoice to the Vendor, ~~which shall be paid separate from the guaranteed monthly commission payment.~~ The Department has estimated current operating costs in the amount of \$0.7590 **\$0.8661** per Inmate, per month, which would be owed to the Department for as reimbursement of its operating costs. This amount may be increased or decreased at the Department's discretion based on actual costs incurred.

Change No. 3:

Attachment I, Service Locations, is hereby replaced in its entirety.

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**ATTACHMENT I – SERVICE LOCATIONS
FDC ITN-19-016**

Region I	
<p>Apalachee CI East 35 Apalachee Drive Sneads, Florida 32460 (850) 718-0688 Fax: (850) 593-6445</p>	<p>Apalachee CI West 52 West Unit Drive Sneads, Florida 32460 (850) 718-0577 Fax: (850) 593-6445</p>
<p>Calhoun CI 19562 SE Institution Drive Blountstown, Florida 32424 (850) 237-6500 Fax: (850) 237-6508</p>	<p>Calhoun Work Camp 19564 SE Inst. Drive Blountstown, Florida 32424 (850) 237-6632 Fax: (850) 237-6640</p>
<p>Century CI 400 Tedder Road Century, Florida 32535 (850) 256-2600 Fax: (850) 256-2335</p>	<p>Century Work Camp 400 Tedder Road Century, Florida 32535 (850) 256-6505 Fax: (850) 256-5005</p>
<p>Franklin CI 1760 Highway 67 North Carrabelle, Florida 32322 (850) 697-1394 Fax: (850) 697-1108</p>	<p>Franklin Work Camp 1760 Highway 67 North Carrabelle, Florida 32322 (850) 697-1464 Fax: (850) 697-1108</p>
<p>Gadsden Re-Entry Center 630 Opportunity Lane Havana, Florida 32333 (850) 539-2440 (850) 539-2768</p>	<p>Gulf CI Main 500 Ike Steele Road Wewahitchka, Florida 32465 (850) 639-1000 Fax: (850) 639-1182</p>
<p>Gulf CI Annex 699 Ike Steel Road Wewahitchka, Florida 32465 (850) 639-1509 Fax: (850) 639-1508</p>	<p>Gulf Forestry Camp 3222 DOC Whitfield Road White City, Florida 32465 (850) 827-4000 Fax: (850) 827-2986</p>
<p>Holmes CI 3142 Thomas Drive Bonifay, Florida 32425 (850) 547-2100 Fax: (850) 547-0522</p>	<p>Holmes Work Camp 3182 Thomas Drive Bonifay, Florida 32425 (850) 547-8911 Fax: (850) 547-3169</p>
<p>Jackson CI 5563 10th Street Malone, Florida 32445 (850) 569-5260 Fax: (850) 569-5996</p>	<p>Jackson Work Camp 5607 10th Street Malone, Florida 32445 (850) 569-1958 Fax: (850) 569-1266</p>

<p>Graceville Work Camp 5230 Ezell Road Graceville, Florida 32440 (850) 263-9230 Fax: (850) 263-9235 <i>Supervised by Jackson CI</i></p>	<p>Jefferson CI 1050 Big Joe Road Monticello, Florida 32344 (850) 342-2600 Fax: (850) 997-0973</p>
<p>Liberty CI Main 11064 N.W. Dempsey Barron Road Bristol, Florida 32321 (850) 643-9400 Fax: (850) 643-9412</p>	<p>Liberty South Unit 11064 N.W. Dempsey Barron Road Bristol, Florida 32321 (850) 643-9542 Fax: (850) 643-9562</p>
<p>Northwest Florida Reception Center (NWERC) 4455 Sam Mitchell Drive Chipley, Florida 32428 (850) 773-6100 Fax: (850) 773-6252</p>	<p>NWERC Annex 4455 Sam Mitchell Drive Chipley, Florida 32428 (850) 773-6500 Fax: (850) 773-6611</p>
<p>Okaloosa CI 3189 Colonel Greg Malloy Rd Crestview, Florida 32539 (850) 682-0931 Fax: (850) 689-7803</p>	<p>Okaloosa Work Camp 3189 Colonel Greg Malloy Rd Crestview, Florida 32539 (850) 682-0931 Fax: (850) 682-4578</p>
<p>Quincy Annex 2225 Pat Thomas Parkway Quincy, Florida 32351 (850) 627-5400 Fax: (850) 875-3572</p>	<p>Santa Rosa CI Main 5850 East Milton Rd. Milton, Florida 32583 (850) 983-5800 Fax (850) 983-5907</p>
<p>Santa Rosa Annex 5850 East Milton Rd. Milton, Florida 32583 (850) 981-7602 Fax (850) 983-5907</p>	<p>Santa Rosa Work Camp 5850 East Milton Rd. Milton, Florida 32583 (850) 981-5250 Fax (850) 983-5907</p>
<p>Wakulla CI Main 110 Melaleuca Drive Crawfordville, Florida 32327 (850) 410-1895 Fax: (850) 410-0203</p>	<p>Wakulla Annex 110 Melaleuca Drive Crawfordville, Florida 32327 (850) 617-9224 Fax: (850) 410-0203</p>
<p>Wakulla Work Camp 110 Melaleuca Drive Crawfordville, Florida 32327 (850) 617-9213 Fax: (850) 421-1261</p>	<p>Walton CI 691 Institution Road DeFuniak Springs, Florida 32433 (850) 951-1300 Fax: (850) 951-1750</p>
<p>Walton Work Camp 301 Institution Road DeFuniak Springs, Florida 32433 (850) 951-1300 Fax: (850) 951-1750</p>	

Region II	
<p>Baker CI Main 20706 US Hwy 90 West Sanderson, Florida 32087 (386) 719-4500 Fax: (386) 758-5759</p>	<p>Baker Work Camp 20706 US Hwy 90 West Sanderson, Florida 32087 (386) 719-6130 Fax: (386) 719-2775</p>
<p>Baker Re-Entry Center 17128 US Hwy 90 Sanderson, Florida 32087 (386) 719-6300 Fax: (386) 758-5759</p>	<p>Columbia CI Main 216 S.E. Corrections Way Lake City, Florida 32025 (386) 754-7600 Fax: (386) 754-1632</p>
<p>Columbia Annex 216 S.E. Corrections Way Lake City, Florida 32025 (386) 292-7212 Fax: (386) 754-1632</p>	<p>Columbia Work Camp 216 SE Corrections Way Lake City, FL 32025 (386) 292-7243 Fax: (386) 719-2770</p>
<p>Cross City CI Main 568 NE 255th Street Cross City, Florida 32628 (352) 498-4741 Fax: (352) 498-4333 or 4334</p>	<p>Cross City East Unit 568 NE 255th Street Cross City, Florida 32628 (352) 498-4741 Fax: (352) 498-4333 or 4334</p>
<p>Cross City Work Camp 568 NE 255th Street Cross City, Florida 32628 (352) 498-4444 Fax: (352) 498-4338</p>	<p>Florida State Prison (FSP) Main 23916 NW 83rd Avenue Raiford, Florida 32083 (904) 368-2500 Fax: (904) 368-2732</p>
<p>FSP West Unit 23916 NW 83rd Avenue Raiford, Florida 32026 (904) 368-3000 Fax: (904) 368-3205</p>	<p>Gainesville Work Camp 700 NE 55th Blvd Gainesville, Florida 32641 (352) 955-2045 Fax: (352) 955-3119 <i>Supervised by Lancaster CI</i></p>
<p>Hamilton CI Main 10650 SW 46th Street Jasper, Florida 32052 (386) 792-5151 Fax: (386) 792-5159</p>	<p>Hamilton Annex 10650 SW 46th Street Jasper, Florida 32052 (386) 792-5897 Fax: (386) 792-5159</p>
<p>Hamilton Work Camp 10650 SW 46th Street Jasper, Florida 32052 (386) 792-5990 Fax: (386) 904-5159</p>	<p>Lancaster CI Main 3449 S.W. State Road 26 Trenton, Florida 32693 (352) 463-4100 Fax: (352) 463-3476</p>

<p>Lancaster Work Camp 3449 S.W. State Road 26 Trenton, Florida 32693 (352) 463-4100 Fax: (352) 463-3476</p>	<p>Lawtey CI Main 22298 NE CR 200B Lawtey, Florida 32058 (904) 782-2000 Fax: (904) 782-2005</p>
<p>Madison CI Main 382 SW MCI Way Madison, Florida 32340-4430 (850) 973-5300 Fax: (904) 973-5339</p>	<p>Madison Work Camp 382 SW MCI Way Madison, Florida 32340-4430 (850) 973-5645 Fax: (904) 973-5358</p>
<p>Mayo CI Annex 8784 US Hwy 27 West Mayo, Florida 32066 (386) 294-4500 Fax: (386) 294-4534</p>	<p>Mayo Work Camp 8976 US Hwy 27 West Mayo, Florida 32066 (386) 294-4500 Fax: (386) 294-4534</p>
<p>New River CI Main 8000 NW 80th Place Raiford, Florida 32083 (904) 368-1500 Fax: (904) 368-1437</p>	<p>New River Work Camp 13600 NE 258 Court Raiford, Florida 32083 (386) 431-4450 Fax: (904) 368-1437</p>
<p>Putnam CI 128 Yelvington Road East Palatka, Florida 32131 (386) 326-6800 Fax: (386) 312-2219</p>	<p>Reception and Medical Center (RMC) Main 7765 S CR 231 Lake Butler, Florida 32054 (386) 496-6000 Fax: (386) 496-6104</p>
<p>RMC West Unit 8183 SW 152nd Loop Lake Butler, Florida 32054 (386) 496-6000 Fax: (386) 496-4689</p>	<p>RMC Work Camp 8035 S CR 231 Lake Butler, Florida 32054 (386) 496-6000 Fax: (386) 496-4689</p>
<p>Suwannee CI Main 5964 US Hwy 90 Live Oak, Florida 32060 (386) 963-6530 Fax: (386) 963-6103</p>	<p>Suwannee Annex 5964 US Hwy 90 Live Oak, Florida 32060 (386) 963-6531 Fax: (386) 963-6411</p>
<p>Suwannee Work Camp 5964 US Hwy 90 Live Oak, Florida 32060 (386) 963-6201 Fax: (386) 963-6240</p>	<p>Taylor CI Main 8501 Hampton Springs Road Perry, Florida 32348 (850) 838-4000 Fax: (850) 838-4024</p>
<p>Taylor Annex 8501 Hampton Springs Road Perry, Florida 32348 (850) 838-4002 Fax: (850) 838-4024</p>	<p>Taylor Work Camp 8501 Hampton Springs Road Perry, Florida 32348 (850) 838-4000 Fax: (850) 838-4024</p>

<p>Tomoka CI Main 3950 Tiger Bay Road Daytona Beach, Florida 32124 (386) 323-1070 Fax: (386) 323-1006</p>	<p>Tomoka Work Camp 3950 Tiger Bay Road Daytona Beach, Florida 32124 (386) 254-2656 Fax: (386) 323-1227</p>
<p>Union CI 25636 NE SR 16 Raiford, Florida 32083 (386) 431-4001 Fax: (386) 431-2016</p>	

Region III	
<p>Avon Park CI Main 8100 Hwy 64 East Avon Park, Florida 33825 (863) 452-8801 Fax: (863) 452-3729</p>	<p>Avon Park Work Camp 8100 Hwy 64 East Avon Park, Florida 33825 (863) 453-3174 Fax: (863) 453-1511</p>
<p>Central Florida Reception Center (CFRC) 7000 H.C. Kelley Rd Orlando, Florida 32831 (407) 207-7777 Fax: (407) 249-6570</p>	<p>CFRC East Unit 7000 H.C. Kelley Rd Orlando, Florida 32831 (407) 207-7777 Fax: (407) 249-6570</p>
<p>CFRC South Unit 7000 H.C. Kelley Rd Orlando, Florida 32831 (407) 207-7777 Fax: (407) 249-6570</p>	<p>DeSoto Annex 13617 SE Hwy 70 Arcadia, Florida 34266 (863) 494-3727 Fax: (863) 993-7800</p>
<p>DeSoto Work Camp 13617 SE Hwy 70 Arcadia, Florida 34266 (863) 494-3727 Fax: (863) 993-7849</p>	<p>Florida Women's Reception Center (FWRC) 3700 NW 111th Place Ocala, Florida 34482 (352) 840-8000 Fax: (352) 402-6620</p>
<p>Hardee CI Main 6901 SR 62 Bowling Green, Florida 33834 (863) 767-3100 Fax: (863) 767-4504</p>	<p>Hardee Work Camp 6899 SR 62 Bowling Green, Florida 33834 (863) 767-4500 Fax: (863) 767-4504</p>
<p>Hernando CI 16415 Spring Hill Drive Brooksville, Florida 34604 (352) 754-6715 Fax: (352) 797-5794</p>	<p>Lake CI 19225 US Hwy 27 Clermont, Florida 34715 (352) 394-6146 Fax: (352) 394-3504</p>

<p>Lowell CI Main 11120 NW Gainesville Rd Ocala, Florida 34482 (352) 690-8900 Fax: (352) 401-5331</p>	<p>Lowell Annex 11120 NW Gainesville Rd Ocala, Florida 34482 (352) 690-8900 Fax: (352) 401-5331</p>
<p>Lowell Work Camp 11120 NW Gainesville Rd Ocala, Florida 34482 (352) 401-5301 Fax: (352) 401-5331</p>	<p>Marion CI Main 3269 NW 105th Street Ocala, Florida 34475 (352) 401-6400 Fax: (352) 840-5657</p>
<p>Marion Work Camp 3269 NW 105th Street Ocala, Florida 34475 (352) 401-6400 Fax: (352) 401-6443</p>	<p>Polk CI 10800 Evans Road Polk City, Florida 33868 (863) 984-2273 Fax: (863) 965-6374</p>
<p>Polk Work Camp 10800 Evans Road Polk City, Florida 33868 (863) 984-2273 Fax: (863) 965-6374</p>	<p>Sumter CI Main 9544 County Road 476B Bushnell, Florida 33513 (352) 569-6100 Fax: (352) 569-6196</p>
<p>Sumter Work Camp 9858 County Road 476B Bushnell, Florida 33513 (352) 569-6114 Fax: (352) 569-6193</p>	<p>Sumter BTU 9544 County Road 476B Bushnell, Florida 33513 (352) 569-6180 Fax: (352) 569-6196</p>
<p>Zephyrhills CI 2739 Gall Boulevard Zephyrhills, Florida 33541 (813) 782-5521 Fax: (813) 780-0134</p>	

Region IV	
<p>Charlotte CI 33123 Oil Well Road Punta Gorda, Florida 33955 (941) 833-8100 Fax: (941) 575-5747</p>	<p>Dade CI 19000 SW 377th Street Florida City, Florida 33034 (305) 242-1900 Fax: (305) 242-1881</p>
<p>Everglades CI 1599 SW 187th Avenue Miami, Florida 33194 (305) 228-2000 Fax: (305) 228-2039</p>	<p>Everglades Re-Entry Center 1599 SW 187th Avenue Miami, Florida 33194 (305) 228-2000 Fax: (305) 228-2039</p>

Region IV	
<p>Ft. Myers Work Camp 2575 Ortiz Avenue Fort Myers, Florida 33994 (239) 332-6915 Fax: (239) 332-6992 <i>Supervised by Charlotte CI</i></p>	<p>Homestead CI 19000 S. W. 377th Street Florida City, Florida 33034-6409 (305) 242-1700 Fax: (305) 242-2424</p>
<p>Martin CI Main 1150 S.W. Allapattah Road Indiantown, Florida 34956 (772) 597-8100 Fax: (772) 597-3742</p>	<p>Martin Work Camp 100 S.W. Allapattah Road Indiantown, Florida 34956 (772) 597-1013 Fax: (772) 597-3742</p>
<p>Okeechobee CI Main 3420 NE 168th St. Okeechobee, Florida 34972 (863) 462-5400 Fax: (863) 462-5402</p>	<p>Okeechobee Work Camp 4099 NE 168th St. Okeechobee, Florida 34972 (863) 824-1142 Fax: (863) 462-5555</p>
<p>Sago Palm Re-Entry Center 500 Bay Bottom Road Pahokee, Florida 33476 (561) 924-4320 Fax: (561) 924-4303 <i>Supervised by Okeechobee CI</i></p>	<p>South Florida Reception Center (SFRC) 14000 NW 41st Street Doral, Florida 33178 (305) 592-9567 Fax: (305) 470-5628</p>
<p>SFRC South Unit 13910 NW 41st Street Doral, Florida 33178 (305) 592-9710 Fax: (305) 470-5628</p>	

COMMUNITY (WORK) RELEASE CENTERS (CRCs) - VP Vending Only

Region I	
<p>Panama City CRC 3609 Highway 390 Panama City, Florida 32405 (850) 872-4178 Fax: (850) 747-5739</p>	<p>Pensacola CRC 3050 North L. Street Pensacola, Florida 32501 (850) 595-8920 Fax: (850) 595-8919</p>
<p>Tallahassee CRC 2616A Springhill Road Tallahassee, Florida 32305 (850) 488-2478 Fax: (850) 922-6240</p>	

Region III	
Kissimmee CRC 2925 Michigan Avenue Kissimmee, Florida 34744 (407) 846-5210 Fax: (407) 846-5368	Orlando CRC 7300 Laurel Hill Road Orlando, Florida 32818 (407) 578-3510 Fax: (407) 578-3509
St. Petersburg CRC 4237 8th Avenue, South St. Petersburg, Florida 33711 (727) 893-2289 Fax: (727) 893-1182	

Region IV	
Atlantic CRC 263 Fairgrounds Road West Palm Beach, Florida 33411 (561) 791-4189 Fax: (561) 791-4018 <i>Satellite Fed by Loxahatchee Road Prison</i>	Ft. Pierce CRC 1203 Bell Avenue Ft. Pierce, Florida 34982 (772) 468-3929 Fax: (772) 467-3140
Hollywood CRC 8501 W. Cypress Dr. Pembroke Pines, Florida 33025-4542 (954) 985-4720 Fax: (954) 967-1251	Miami North CRC 7090 Northwest 41st Street Miami, Florida 33166-6817 (305) 470-5580 Fax (305) 470-5584
Opa Locka CRC 5400 Northwest 135th Street Opa Locka, Florida 33054-4310 (305) 827-4057 Fax: (305) 364-3188	West Palm Beach CRC 261 West Fairgrounds Road West Palm Beach, Florida 33411-3639 (561) 791-4750 Fax: (561) 791-4018

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**Responses to Written Questions
FDC ITN-19-016
Statewide Canteen Operations, Visiting Park Vending, and Ancillary Services**

Question Number	Question	Answer
1	Good morning. Is there an RFP available for this bid yet?	The Department has elected to use an Invitation to Negotiate (ITN) to solicit these services. The ITN information is available on the Vendor Bid System (VBS) at the following link: http://www.myflorida.com/apps/vbs/vbs_www.ad_r2.view_ad?advertisement_key_num=148828 .
2	The purpose of the email is to inquire as to the inclusion of a diversity "spend" goal in the invitation to negotiate - Statewide Canteen Operations. We are a registered/certified Veteran Owned MBE/DBE that would like to participate.	While there is no particular "goal" set, the Department encourages participation by women-owned, minority-owned, and veteran-owned businesses. Please refer to Section 5.4.1 of the ITN for additional information.
3	Will the Department please provide the past 12 months of sales by item of all products sold through the inmate canteens at all locations.	The Department added the requested information to the Resources referenced in Section 2.4 of the ITN.
4	Will the Department please provide the past 12 months of sales by item of all products sold through the vending machines at all locations.	The Department added the requested information to the Resources referenced in Section 2.4 of the ITN.
5	Will the Department please provide the past 12 months of sales by item of all products sold through the VPs at all locations.	The Department added the requested information to the Resources referenced in Section 2.4 of the ITN.
6	The current vendor is using tugs/vehicles with trailers to transport product from the warehouse – who owns those vehicles/trailers and if it is not the current vendor, will the future provider be able to use those machines and trailers?	The current Canteen Contractor owns the tugs and vehicles with trailers to transport canteen products from the warehouse.
7	Will the shelving and pallet jacks currently located at each warehouse be available for vendor use for all locations	Only Department-owned forklifts will be available for Vendor use. Please see PGM-051 in Section 3.4.1.3 of the ITN.
8	Do all locations have loading docks at the warehouse similar to the two sites visited?	The only warehouse location without a loading dock is Florida State Prison.

Question Number	Question	Answer
9	Will the mini freezer units located at the VPs, canteens and warehouses be available for use for the future provider?	No, the current Canteen Contractor owns all standalone and mini freezers in the Inmate Canteens, VP Canteens, and warehouses.
10	<p>The ITN requires the vendor to provide and pay for the following items:</p> <ul style="list-style-type: none"> a. Microwaveable disposables; b. Napkins; c. Styrofoam cups; d. Bowls; e. Sporks; f. Paper plates; and f. Condiments (ketchup, mustard, mayo, and other approved single-serve condiments shall be provided at no charge for VP Canteens only). <p>Will the Department please provide the total number of each of those items listed above over the past 12 months?</p>	The Department added the requested information (titled "Giveaways") to the Resources referenced in Section 2.4 of the ITN.
11	How do inmates transport orders back to their cells from the canteen windows?	Inmates in General Population transport their orders by manually carrying products with their hands or shirt, or using a perforated laundry bag.
12	Please provide a breakdown of the number of inmates at each institution that require bagged deliveries. For example, Segregation/Medical.	The Department added a Restrictive Housing Report, as of October 18, 2019, to the Resources referenced in Section 2.4 of the ITN.
13	Who currently delivers bagged orders at each location now (DOC staff or vendor or other)?	The Canteen Contractor's staff are responsible for delivering bagged orders with a Department escort (for security purposes only).
14	Please provide the specific number of vendor staff currently used at each location (by location).	The Department added the requested information (titled "Staff by Location") to the Resources referenced in Section 2.4 of the ITN.
15	Please provide the current number and types of vending machines at each VP.	The Department added the requested information to the Resources referenced in Section 2.4 of the ITN.
16	Please provide the current number of purchase points (not including the vending machines) at each location/institution.	The Department added the requested information to the Resources referenced in Section 2.4 of the ITN.
17	Please provide specifics around the photo program – who owns the equipment (camera/printer), what type of equipment is used, and when/how/to whom are the photos delivered.	Please see AIS-001 in Section 3.4.4.3 of the ITN. All other information is described in Department Procedure 602.015, Inmate

Question Number	Question	Answer
		Visitation Photo Project, provided in the Resources referenced in Section 2.4 of the ITN.
18	Please clarify what is meant by “VPV-002 Equipment: The Vendor shall install, at no cost to the Department, a Cashless System for vending at all of the locations in Attachment I, Service Locations. The Vendor must demonstrate a reliable system of accounting for sales on their own network.” Does cashless specifically refer to the ability of the machines to accept credit/debit cards or something else? The vending machines at the locations visited appear to take cash only.	Currently, visitors may bring up to \$50 in cash with them into the VP to purchase vending or Canteen products. All current vending machines accept cash only. The Department is seeking a Vendor to provide a solution that would eliminate the need for visitors to use cash in the VP. Additionally, visitors may not bring credit or debit cards into the Institution.
19	Please list the VPs that currently have data drops available at the vending locations for vending machine use.	None of the VP Vending machines currently have data drops. The current VP Vending Contractors have vending machines that accept cash only.
20	How are orders from the package program currently delivered, who delivers them and how often are they delivered?	<p>There is not a current contract in place for a Package Program purchased by Inmate friends and family. Package Program orders purchased by Inmates are referred to as “Quarterly Orders” and delivered quarterly.</p> <p>Upon receipt of the Quarterly Orders, the Canteen Manager coordinates with the Institutional Property Officer for distribution to the appropriate Inmate.</p>
21	All Canteen areas shall operate on a Cashless System so Inmates may use their photo identification cards, and visitors may use a card in the VP Canteens, in a similar manner as a bank debit card, to make Canteen purchases. The card shall require a pin or password for purchase. The Vendor shall incur all costs associated with the implementation, maintenance, licensing, and support of the system. The Department must approve all sites and services to be provided via a Cashless System. The point-of-sale system and devices shall be on their own stand-alone network. The proposed solution must be approved by the Department’s Office of Information Technology (OIT). The Vendor shall provide a system outside of each Institution’s secured area for	<p>(a). No, this solution does not exist at this time.</p> <p>(b). Depending on the solution provided by the Vendor, each institution will designate an area outside the secured area to allow for deposits on a cashless card, as necessary.</p> <p>(c). The Department will not be involved in securing, operating, or maintaining the Cashless System proposed. Additionally, the Department’s staff will not be handling any cash or cards. The Successful Vendor will provide all hardware, software, and ongoing maintenance and support of their proposed Cashless System.</p>

Question Number	Question	Answer
	<p>cash to be transferred to a card for the purpose of VP Canteen purchases by visitors.</p> <p>Please clarify/provide additional details of the system for visitors to use in the VP canteens per CO-013 above to include:</p> <ol style="list-style-type: none"> Is this system currently in place at any of the DOC locations? Where is the specific location that “the system outside each Institution’s secured area for cash to be transferred to a card for the purpose of VP Canteen purchases by visitors” located at each facility? Is this in a staffed area and will the DOC staff be handling the money, or will the vendor, or something else? Is there an existing system that we can reference/this is based off of and if so please provide specifics/details. Does the Department allow credit cards in secured areas? 	<p>(d). The Department is not aware of any existing systems for reference other than proprietary systems developed by commissary/Canteen vendors.</p> <p>(e). Visitors may not possess credit or debit cards in the VP during visitation.</p>
22	<p>Please explain how all of the systems (inmate cashless system, inmate vending, inmate package purchasing, etc.) interface with inmate banking today. Please include interface specifications, network diagrams and process flow.</p>	<p>The Department is seeking a Vendor to propose an innovate solution that will eliminate the need for cash in the VP, but we do not currently have a Cashless System in place today.</p> <p>Vending machines in the VP are for inmate visitors and are cash only, requiring no interface with the Department.</p> <p>For Canteen and Quarterly Order purchases, the Department sends a nightly extract of Inmate bank data to the Canteen Contractor, who returns a file with Inmate purchases. The Canteen Contractor’s file is processed by Cobol batch programs to deduct the purchases from each Inmate bank account. Files are transferred using Secure File Transfer Protocol (SFTP).</p>

Question Number	Question	Answer
		Due to security concerns, we are unable to provide network maps or exact specifications. The Department will discuss data exchange and interfaces in the Negotiation Phase of the ITN.
23	Are the systems batch or real-time? If batch, can you provide the daily functions and typical times the batch processes run.	The Inmate's Canteen balance is tracked real-time via the Inmate's ID. However, batch jobs are used to track the balance in the Inmate's Trust Account and are scheduled to run nightly between 12:05 a.m. and 12:30 a.m., Eastern Time.
24	Based on the ITN, the existing canteen services run on the Departments network; however, the Department is currently revisiting this. Would the Department allow the vendor to utilize segments of the Departments network infrastructure, which can be separated from the Departments network? If so, is there a cost to do this?	At this time, the Department does not foresee allowing a Vendor to utilize any of the Department's network. For network requirements, see requirement OIT-001 in Section 3.4.5 of this ITN.
25	In the VP Canteen area, where inmates and visitors purchase using a card, is there a canteen operating the POS system or are there only vending machines? Is the same cashless system used for inmate and visitor purchases?	<p>The Canteen Contractor supplies the POS system where Inmates use the barcode on their Inmate IDs to make purchases in the VP Canteen, while visitors use cash. An Inmate Canteen Operator staffs the VP Canteen. Each VP also has vending machines that are currently provided under separate contracts and are not "manned."</p> <p>Currently, the Department does not have a Cashless System in place.</p>
26	Is there a centrally located location where the vendor can place servers and network equipment?	The Vendor shall provide its own data center space for servers. The Department shall provide designated space throughout each Institution for network equipment.
27	Are inmate funds frozen or segregated in a commissary account during the order process, once the balances are sent?	Yes, Inmates with sufficient funds in their Inmate Trust Account will have \$100 reserved each week for Canteen purchases. Canteen purchases are processed throughout the week and deducted from the reserved Canteen funds daily. If deposits are received or withdrawals are made to the Inmate Trust Account to bring a limit up to \$100 or dropping it below \$100, the Canteen limit is updated accordingly through the nightly batch job. Canteen purchases take priority over all other withdrawals, deductions, or obligations.

Question Number	Question	Answer
28	If not frozen or segregated, how are funds recovered for commissary sales where the inmate has fewer funds than their original balance?	Please see the Answer to Question #27.
29	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?	The Contractor uses a persistent virtual private network (VPN) tunnel over the Internet for access.
30	Will the Department please provide sample order forms and receipts?	<p>The Department added the order forms to the Resources referenced in Section 2.4 of the ITN.</p> <p>The Department could not provide a sample receipt; however, each printed receipt must have basic transaction details (i.e. date, time, product sold, product price, total transaction amount, and POS operator).</p>
31	Will the Department please provide a sample inmate and visitor ID cards?	Due to security concerns, the Department will not be able to provide sample ID cards. Inmate IDs are printed on standard 3 1/4" x 2" ID cardstock and include a UV-protected bar code that corresponds with the Inmate's unique identifier. Inmate visitors are issued temporary identification cards that utilize a simple numbering system (visitor 1, visitor 2, etc.) that is returned to the Department upon exit and does not contain a barcode or other scannable feature or specific identifying information.
32	1.26: Please provide a more detailed definition of Fair Market Value. Specifically, what constitutes a "knowledgeable, willing and unpressured seller?"	<p>"A knowledgeable, willing, and unpressured seller" is one that is selling products in the normal applicable method, dealing with a willing buyer, and under no compulsion to sell, instead are transacting with a buyer at arm's length based on supply and demand.</p> <p>In this specific context, Fair Market Value ensures that Inmates are paying a fair and reasonable cost for products based on the unique requirements of their situation (security precautions) and the products purchased.</p>
33	2.8: Is there a minimum monthly commission?	No, however, Vendors are encouraged to submit competitive commission rates.

Question Number	Question	Answer
34	PGM-043 & 4.9 Tab D: What is a Fair Market Value Range? Do prices on the submitted Master Product List in Tab D have to be approximate to the Fair Market Value Range, within the Fair Market Value Range or below the Fair Market Value Range?	To ensure Inmates are paying a fair and reasonable price for comparable products, the Department requires that products for sale at Canteens, vending machines, and Package Programs be priced comparatively with like products for sale at similar retailers like grocery stores, convenience stores, etc. Currently, the Department determines the Fair Market Value by obtaining the sales price for each approved product statewide [in all four (4) regions] at multiple retailers. The Department analyzes the product, size, retailer location, and price. The Department uses this research to establish a range (highest to lowest) for the price of each product (Fair Market Value range). The Fair Market Value range for each product is used by the Department's Canteen Review Committee when reviewing prices throughout the life of the Contract. Prices higher than the Fair Market Value Range are not permitted.
35	CO-007: Is the use of 18-point font correct? Menus in an 18- point font will consume many pages that may not fit in required bulletin boards.	Yes, the Americans with Disabilities Act (ADA) requires a minimum font size of 18-point.
36	CO-012: Is the DOC doing away with the orange confinement bags currently in use?	While "orange confinement bags" may have been in use at some facilities, this was never a Department-wide requirement.
37	CO-013 & VPV-002: Can major credit cards and debit cards be used to make purchases in the Visitor Parks and with Visitor Park Vending Machines?	No, however, the Department is open to discussing how major credit and debit cards could fund cashless cards by visitors before arriving at an Institution.
38	VPV-002: Will vending machines have to accept inmate ID's?	The Department is interested in reviewing the Vendor's innovative solutions to support the removal of cash in the VPs, including those that accept Inmate IDs.
39	VPV-013: Will the DOC provide electrical service for vending locations?	Yes.

Question Number	Question	Answer
40	VPV-019: Must ADA- compliant vending machines be available at all vending locations or must all vending machines be ADA- compliant?	All vending machines must be ADA compliant.
41	3.4.4.2.2: & AIS-011: Does the \$100. threshold apply to property purchases made by inmates, as opposed to family member and friend packages? If orders are not placed weekly, how is the \$100. threshold interpreted?	<p>No, the \$100 Inmate Canteen threshold is a weekly threshold for routine canteen purchases.</p> <p>There is no monetary threshold for Quarterly Orders; rather, ordering restrictions are based upon property rules limiting the quantity of each item that can be purchased, as referenced in Rule 33-602.201 F.A.C. – Inmate Property.</p> <p>The Package Program purchased by Inmate friends and family is not currently in place; however, the Department is open to discussing restrictions based on dollar value, weight, item type, etc.</p>
42	AIS-027: What is required from the vendor to “facilitate the distribution of the packages to the inmates with minimal FDC staff assistance”?	The Vendor will be required to organize and handle all administrative functions, coordinate with the Institution to have the general population Inmates called out to the designated pick-up area, and personally deliver the orders to the Inmates in confinement units (using Department escorts).
43	AIS-028- Does the shipping charge apply to orders placed by inmates?	Not at this time.
44	PGM-035: Please define what “automated ordering” will be used for.	The Department currently has JPay multimedia kiosks and tablets available for General Population Inmates. The Department is seeking a Vendor who can maximize the use of automated ordering to replace paper forms. Inmates in special housing units where devices are not allowed will continue to use paper forms.
45	OIT-005: Please clarify “read only system access to all hardware used on the Proposed Network.” Should it be read as read-only access to the central databases because standard robust security protocols strongly advise against opening such “holes?”	Read-only pertains to any management interface to include, Simple Network Management Protocol, administrative tools, and Application Programming Interface access, if supported, on designated components within the solution.
46	Please provide the current Master Product list with prices. a. Please specify whether sales tax is embedded in the prices, or provide the prices excluding sales tax.	The current product lists and prices are provided in the contracts listed in Section 2.4, Resources. Sales tax is not embedded in the retail price.

Question Number	Question	Answer
47	Will the Department consider awarding the Package Program portion (from Ancillary Services) of this contract separately from the other services?	Not at this time.
48	<p>The Inmate Canteen Sales 2018 report linked in the ITN appears to show past sales at 275 unique canteen locations. 3.4.2.2 of the ITN refers to 267 current canteen locations. However, only 263 locations reported sales for November 2018. Is it the case that all locations on the 2018 report that do not show sales for November 2018 have been closed?</p> <p>a. Columns CK through CP show sales for what appear to have been seven canteen stores names GULF-1 through GULFAX-8. None of these locations report sales for November 2018 and GULFAX-7 and GULFAX-8 show no sales for preceding months as well. How many canteen windows will be expected to operate at this facility and Annex under any new contract? If all seven of these locations are still open or will be, then there appear to be more than 267 canteens to serve.</p> <p>b. Have the inmates from these locations been moved to another facility or facilities?</p>	<p>Any location which did not list sales information for November 2018 was either closed down permanently or temporarily. Canteen locations are added or deleted as the Department deems.</p> <p>a. Gulf CI was temporarily closed as a result of storm damage from Hurricane Michael, and therefore the report did not contain Canteen sales information. The Main unit is now operable; however, the Annex remains closed. At this time, only one (1) unit will house Inmates at Gulf CI. The Office of Institutions has not determined when Gulf will be fully populated.</p> <p>b. Inmates at Gulf CI when Hurricane Michael hit were transferred to various facilities statewide based on their needs and custody level. The Main Unit has since been re-populated. Please reference the Inmate Canteen Sales Oct 2018 – Oct 2019 report, which has been added along with the Resources referenced in Section 2.4 of the ITN.</p>
49	The Vending Park sales reported by Canteen for September and October 2017 seem to be identical down to the penny for each location. Was this report pulled correctly or has some data been duplicated?	There was an error. The corrected reports for September 2017 and October 2017 were added the requested information to the Resources referenced in Section 2.4 of the ITN.
50	<p>There appear to be a few discrepancies between the ITN's facility list and the data on inmate canteen sales shown in the reports linked in the ITN:</p> <p>a. The 2018 Canteen Sales reports show \$565,000 in sales at an OKEEWC-6 canteen, but the ITN facility list says that Okeechobee CI does not have an affiliated work camp. Please clarify the location of OKEEWC-6.</p> <p>b. The ITN's facility list includes Lawtey Correctional Institution, but there is no data on the canteen sales reports for any canteens named LAW or LAWT. Which</p>	<p>Upon further review of Attachment I, the Department identified several discrepancies, both those noted in this question and others. Please see Change No. 3 of this Addendum that replaces Attachment I in its entirety.</p> <p>(a) OKEEWC-6 is an Inmate Canteen located at the Okeechobee Work Camp.</p>

Question Number	Question	Answer
	<p>of the canteens on these reports correspond to the Lawtey CI inmate canteen sales?</p> <p>c. The ITN's facility list includes Union Correctional Institution, but there is no data on the canteen sales reports for any canteens named UNI or UN. Which of the canteens on these reports correspond to the Union CI inmate canteen sales?</p> <p>d. Which of the canteen report columns show data for the Florida Woman's Reception Center?</p> <p>e. Which of the canteen report columns show data for the Lowell CI and Lowell Annex?</p> <p>f. Is there inmate canteen sales data for the Gadsden Re-Entry Center, Graceville Work Camp, Gainesville Work Camp, RMC Work Camp, Largo Road Prison, Ft. Myer's Work Camp, Loxahatchee road Prison and Sago Palm Re-Entry Center?</p>	<p>(b) For Lawtey CI sales information, please review the most recent sales information added to the link in Section 2.4, Resources. The Canteen locations at Lawtey CI are titled as follows:</p> <p style="padding-left: 40px;">FSP-L-10, FSP-L-9, and FSP-L-V11</p> <p>(c) For Union CI sales information, please review the most recent sales information added to the link in Section 2.4, Resources. The Canteen locations at Union CI are titled as follows:</p> <p style="padding-left: 40px;">FSP-U-12, FSP-U-13, FSP-U-14, FSP-U-15, FSP-U-16, FSP-U-17, FSP-U-V18, and FSP-U-V19</p> <p>(d) For FWRC sales information, please review the most recent sales information added to the link in Section 2.4 Resources. The Canteen locations at FWRC are titled as follows:</p> <p style="padding-left: 40px;">MARIFW-27, MARIFW-28, MARIFW-29, and MARIFW-V30</p> <p>(e) For Lowell CI and Lowell Annex sales information, please review the most recent sales information added to the link in Section 2.4, Resources. The Canteen locations are titled as follows:</p> <p style="padding-left: 40px;"><u>Lowell CI</u> MARILM-12, MARILM-13, MARILM-14, MARILM-15, MARILM-16, MARILM-17, MARILM-18, and MARILM-V19</p> <p style="padding-left: 40px;"><u>Lowell Annex</u> MARILX-20, MARILX-21, MARILX-22, MARILX-23, MARILX-24, and MARILX-V25</p> <p style="padding-left: 40px;"><u>Lowell Work Camp</u> MARILW-31 and MARILW-V32</p>

Question Number	Question	Answer
		<p>(f) For Gadsden Re-Entry Center, Graceville Work Camp, Gainesville Work Camp, RMC Work Camp, Largo Road Prison, Ft. Myer's Work Camp, Loxahatchee Road Prison and Sago Palm Re-Entry Center sales information, please review the most recent sales information added to the link in Section 2.4, Resources. The Canteen locations are titled as follows:</p> <p><u>Gadsden Re-Entry Center</u> QUINGR-3 and QUINGR-V4</p> <p><u>Graceville Work Camp</u> JACKGV-7 and JACKGV-V8</p> <p><u>Gainesville Work Camp</u> LANCGV-10 and LANCGV-V11</p> <p><u>RMC Work Camp</u> RMC-W-5, RMC-W-6, RMC-W-7 and RMCWC-9</p> <p><u>Largo Road Prison</u> POLKLRP-7</p> <p><u>Fort Myers Work Camp</u> CHARFM-6</p> <p><u>Loxahatchee Road Prison</u> MARTLOX-11 and MARTLOX-V8</p> <p><u>Sago Palm Re-Entry Center</u> OKEESAG-12, OKEESAG-8, and OKEESAG-9</p>
51	Which facilities have Special Housing Units that will require delivery by contractor staff to inmates that are not permitted to pick up orders at the canteen windows?	The Department added a Restrictive Housing Report, as of October 18, 2019, to the Resources referenced in Section 2.4 of the ITN.

Question Number	Question	Answer
52	<p>Please provide a detailed description of the current order fulfillment and delivery process for all inmates who cannot leave their housing unit (i.e., confinement inmates, death row inmates, etc.). Please include:</p> <ol style="list-style-type: none"> The ordering process, The order fulfillment process (e.g., who picks the orders, etc.), The order distribution process, and The credit process (for damaged or missing items, or other reasons). How long does it take for an inmate's trust account to be credited for damaged or missing items? 	<p>Current Special Housing Order/Delivery process:</p> <ul style="list-style-type: none"> Inmate completes the paper Canteen Order Form. FDC Security (Correctional Officers) collects the forms for the Canteen Contractor and delivers them to the Contractor's Canteen Manager. The Canteen Contractor checks the Inmate's Trust Account balance to ensure sufficient funds are available. The Canteen Contractor retrieves the products listed on the Order Form and places it a Department-approved, perforated, clear bag. The Canteen Contractor delivers the order to the special housing unit and distributes the packages with a Department escort. The Inmate inspects the products and accepts the order by signing the delivery slip/document. Damaged goods are returned to the Contractor, and credits are issued by the Canteen Contractor to the purchasing Inmate's Trust Fund account, daily. The Department's Bureau of Finance & Accounting processes Inmate Trust Account transactions daily.
53	<p>It appears that the total number of inmates stated in Section 2.1 of the ITN (97,000 inmates) includes inmates housed in private prisons. Please confirm that the private prisons are not included in this contract.</p> <ol style="list-style-type: none"> If private prisons are not included in the contract, please provide the actual number of inmates that would be served under this contract. 	<p>Currently, Private Prison Operators maintain their own contracts for Canteen services; however, the Department, the Department of Management Services (that manages private prison contracts), and the Operators, have expressed interest in utilizing the Department's contracts for inmate services to ease the transition on inmates who transfer between and maximize the contributions to the Privately-Operated Inmate Welfare Trust Fund.</p> <p>As of October 3, 2019, the total number of Inmates housed in Department-operated/managed institutions is 81,570. Please note that the population changes daily.</p>
54	<p>Please provide:</p> <ol style="list-style-type: none"> The average daily spend by inmates. The average daily spend by inmates at the canteen. 	<ol style="list-style-type: none"> The average daily spend by Inmate is \$2.97 (Annual Inmate sales of \$92,042,564 ÷ 365 days ÷ 85,000 Inmates).

Question Number	Question	Answer
	c. The average daily spend by inmates at the Visiting Parks.	<p>b. The average daily spend by Inmates at the canteen is \$2.76 (Annual Inmate Canteen sales of \$85,558,316 ÷ 365 days ÷ 85,000 Inmates).</p> <p>c. The average daily spend for Inmates at the VPs is \$0.68 (Annual Inmate VP sales of \$6,484,249 ÷ 113 open VP days per year ÷ 85,000 Inmates).</p>
55	Section 2.8 of the ITN provides that the Department's operating costs "shall not be reimbursed separately by the Vendor, but shall be recouped by the Department from the guaranteed monthly commission." The next sentence provides that the Department will indicate the amount of operating costs on the monthly invoice to the Vendor, which shall be paid separate from the guaranteed monthly commission payment." These two sentences seem to conflict. Please clarify whether the Vendor will be required to reimburse the Department for its operating costs in addition to the monthly commission payments.	Please see Change No. 2 of this Addendum.
56	Department Procedure 204.005 (Canteen Operations), Paragraph (7)(a)(b)(2), provides that visitors at Visiting Parks "will" utilize cash sales for canteen purchases. Requirement CO-013 provides that all Canteen areas shall operate on a Cashless System, and visitors "may" use a card in the VP Canteens. However, Requirement CO-013 also requires that the vendor "provide a system outside of each institution's secured area for cash to be transferred to a card for the purpose of VP Canteen purchases by visitors." Please clarify whether visitors will have the option of making cash purchases at the Visiting Parks, or whether they be required to use cards?	Please see the Answer to Question #18.
57	Please elaborate on the meaning of "automated ordering" in connection with PGM-035, which states: "The Vendor shall collaborate with the Department's other various contactors, as indicated, to implement automated ordering?"	Please see the Answer to Question #44.

Question Number	Question	Answer
58	At the work release centers, how much of the reported vending sales is merchandise sold to inmates and how much is sales to visitors?	This information is not available; vending machines sales are not currently tracked by purchaser at Community Release Centers.
59	Menu and Pricing Please provide current inmate canteen menu with pricing.	Please see the Answer to Question #46.
60	Menu and Pricing Please provide current visiting park canteen menu with pricing.	The Department added the requested information to the Resources referenced in Section 2.4 of the ITN.
61	Menu and Pricing Please provide current vending machine menu with pricing.	The Department added the requested information to the Resources referenced in Section 2.4 of the ITN.
62	Menu and Pricing Please provide the current inmate property program menu with pricing.	The Department added the requested information to the Resources referenced in Section 2.4 of the ITN.
63	Visiting Park Questions Are the Visiting Park Canteen Hours in Section 3.3.3.2 of ITN the same as visiting hours? If not what are the Visiting Park visiting hours?	Yes, the VP Canteen is open while visitation is available. Please visit the Department's public website at the link below for more specific information on visitation hours. http://www.dc.state.fl.us/ci/visit.html
64	Visiting Park Questions What is the average number of visitors to Visiting Parks per facility during Visiting Park hours of operation and/or Visiting Park Canteen Hours?	During the previous quarter, the statewide average number of visitors, per facility, per visitation day was 42.
65	Visiting Park Questions How many visitors are each inmate allowed during Visiting Park hours?	Per Rule 33-601.723, F.A.C., only five (5) approved visitors, 12 years of age or older, at any time may visit an Inmate in the VP. Children 11 years old and younger do not count against the five (5) approved visitors.
66	Visiting Park Questions What are the required vendor staffing levels at each Visiting Park during hours of operation, if any?	Vendor staff are not required during VP operation hours; however, Vendor staff must be available by phone within the hour in case of an emergency.
67	Visiting Park Questions Is the Visiting Park Canteen inventory maintained at the Visiting Parks? a. If yes, where is the inventory stored?	Dependent upon space available in the VP canteen area, inventory may be stored at the VP.

Question Number	Question	Answer
	b. If not, how and when is the inventory delivered to the Visiting Park Canteens?	Currently, excess inventory is kept at the warehouse and delivered the day before each VP weekend schedule. Delivery of excess product is coordinated by the Contractor's Canteen Manager using Inmate labor if necessary. A Department escort will be present at all times for security purposes only. The VP Inmate Canteen Operator must view the products as they are delivered but are not allowed in the VP Canteen until Saturday to organize the non-perishable stock. Refrigerated products are placed in the coolers and/or mini-freezers by the Contractor's Canteen Manager.
68	Visiting Park Questions Please provide the gross sales for each Visiting Park for the last 5 years.	The Department added the requested information to the Resources referenced in Section 2.4 of the ITN.
69	Visiting Park Questions What percentage of Visiting Park sales are from purchases made by visitors?	The Department added the requested information on cash sales for the last five (5) years (only visitors can pay using cash) to the Resources referenced in Section 2.4 of the ITN.
70	Visiting Park Questions What percentage of Visiting Park sales are from purchases made by inmates?	The Department added the requested information on Inmate sales for the last five (5) years to the Resources referenced in Section 2.4 of the ITN.
71	Visiting Park Questions Are the Visiting Park Canteen, the Inmate Canteen items, and the vending machine items all priced the same?	Currently, vending products are on a separate contract than Canteen products, and pricing varies. The Successful Vendor will price all like products the same price, regardless of method or location of sale.
72	Microwave Questions How are the microwaves located in the Inmate Canteens used (see PGM-002)? a. Do inmate workers heat up the food for inmates? b. Do the inmates warm up their own food?	Inmate Canteen microwaves are located within the secured Canteen area. (a) Inmate Canteen Operators are responsible for heating up Inmate products which require heating. (b) Only the Inmate Canteen Operator has access to the area where the microwaves are located.
73	Microwave Questions Where are the Inmate Canteen microwaves located? In the yard?	Please see the Answer to Question #72.

Question Number	Question	Answer
74	Microwave Questions Are the Inmate Canteen microwaves the only way for inmates to heat their canteen items?	Yes. Inmates in General Population have access to hot water within their housing units but are not permitted to have any heating devices.
75	Microwave Questions What are "microwaveable disposables" referenced in PGM-002?	The Department considers "microwaveable disposables" to be anything used in preparing or heating food products such as a paper plate used to heat an item removed from a plastic wrapper.
76	Microwave Questions Are there microwaves located at the Visiting Parks?	Yes.
77	Microwave Questions Are there microwaves in the inmate housing units?	Please see the Answer to Question #74.
78	Background Checks Question How long does the process take to complete the background screening for a vendor staff member?	Background screenings take approximately six (6) to 10 days from the time the Vendor's staff member is LiveScan fingerprinted to advisement of the results.
79	Attachment XI Vendor's Reference Form Question If a state agency has statutory or other institutional restrictions against staff members signing forms to be notarized, will non-notarized reference forms be accepted? Can other accommodations be made in the event such restrictions prevent vendors from obtaining notarized reference forms?	To ensure the integrity of the References obtained, the Department does require the references provided per Section 4.9 to be notarized. Vendors can submit additional non-notarized, non-Department references if desired, and the Department's Evaluation and Negotiation Teams may choose to consider them, to a lesser extent than notarized references.
80	Confinement Inmates In reference to CO-012, what are the spending limits for inmates in confinement (i.e. administrative segregation/high custody)?	Inmates in special housing such as administrative and disciplinary confinement, etc. may spend up to \$100.00 per week on approved, limited menus.
81	Confinement Inmates In reference to CO-012, what percentage of the inmate population is in confinement?	Per the Department's Population Management, as of November 2019, Inmates in Special Housing requiring Canteen delivery is: Confinement Administrative and Disciplinary (5,731 Inmates) - 5.9%

Question Number	Question	Answer
		<p>Close Management C1, C2, & C3 (3,618 Inmates) - 3.8%</p> <p>Max Management (19 Inmates) - 0.02%</p> <p>For all additional Special Housing populations that require bagged Canteen deliveries, please see the Answer to Question #12.</p>
82	<p>Indigent Inmate Questions</p> <p>What is the criteria for categorizing an inmate as indigent?</p>	<p>There is no formal definition for who is considered an “indigent” Inmate; however, the Department estimates the indigent population by comparing the number of Inmates that pay Inmate Trust Fund banking fees (meaning they have funds available in their Inmate Trust Account) plus the number of verified veterans (who are exempt from banking fees), to the total number of Inmates in Department-managed Institutions.</p>
83	<p>Indigent Inmate Questions</p> <p>What percentage of the inmate population is indigent?</p>	<p>The Department estimates that approximately 19% to 23% of Inmates would be considered indigent.</p>
84	<p>Indigent Inmate Questions</p> <p>What is the Department policy with regards to indigent inmates and commissary items?</p>	<p>All Inmates must have a sufficient balance in their Inmate Trust Account prior to making any Canteen purchases.</p>
85	<p>Indigent Inmate Questions</p> <p>How are indigent kits handled?</p>	<p>The Department does not issue “indigent kits.”</p> <p>The Department supplies all Inmates, regardless of their financial status, with the following personal hygiene items (not including linens):</p> <ul style="list-style-type: none"> • Deodorant bar soap (males only) • Liquid all-in-one shave, shower, and shampoo (females only) • Toilet paper • Toothbrush • Toothpaste • Disposable razor (females only) • Sanitary napkins (females only) • Tampons (females only) • Panty liners (females only)

Question Number	Question	Answer																		
86	Indigent Inmate Questions What items do indigent kits consist of?	Please see the Answer to Question #85.																		
87	Department Operating Costs What is the individual cost breakdown of the Department's estimated operating costs of \$0.7590 per inmate per month? For example, (i) security assistance: \$____, (ii) contract administration and monitoring positions: \$____, (iii) information technology insight: \$____.	<p>Please see Change No. 2 of this Addendum.</p> <p>The Operating Cost was estimated based on the current requirements in the ITN. Changes made to the terms and conditions throughout the Negotiation phase of this ITN may result in changes to the Operating Cost.</p> <table border="0" data-bbox="1123 581 1953 987"> <thead> <tr> <th data-bbox="1123 581 1533 613">Description</th> <th data-bbox="1564 581 1953 613">Est. Annual Operating Cost</th> </tr> </thead> <tbody> <tr> <td data-bbox="1123 621 1533 654">Provision of Warehouse Space</td> <td data-bbox="1785 621 1953 654">\$800,656.43</td> </tr> <tr> <td data-bbox="1123 662 1533 719">Contract Management and Monitoring</td> <td data-bbox="1785 695 1953 727">\$68,648.08</td> </tr> <tr> <td data-bbox="1123 727 1533 784">Finance and Accounting Support</td> <td data-bbox="1816 760 1953 792">\$1,500.00</td> </tr> <tr> <td data-bbox="1123 792 1533 824">Institutional Security</td> <td data-bbox="1785 792 1953 824">\$12,614.66</td> </tr> <tr> <td data-bbox="1344 833 1533 865">Annual Total</td> <td data-bbox="1753 833 1953 865">\$883,419.1700</td> </tr> <tr> <td data-bbox="1155 873 1533 906">Annual Per Inmate (85,000)</td> <td data-bbox="1816 873 1953 906">\$10.3932</td> </tr> <tr> <td data-bbox="1197 914 1533 946">Est. Monthly Per Inmate</td> <td data-bbox="1837 914 1953 946">\$0.8661</td> </tr> <tr> <td data-bbox="1239 954 1533 987">Est. Daily Per Inmate</td> <td data-bbox="1837 954 1953 987">\$0.0285</td> </tr> </tbody> </table>	Description	Est. Annual Operating Cost	Provision of Warehouse Space	\$800,656.43	Contract Management and Monitoring	\$68,648.08	Finance and Accounting Support	\$1,500.00	Institutional Security	\$12,614.66	Annual Total	\$883,419.1700	Annual Per Inmate (85,000)	\$10.3932	Est. Monthly Per Inmate	\$0.8661	Est. Daily Per Inmate	\$0.0285
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88	Department Operating Costs Does the estimated operating costs of \$0.7590 per inmate include inmate labor?	No, the Operating Cost does not include Inmate labor.																		
89	Information Technology How are canteen sales orders to be deducted from the Inmate's Trust Account, in reference to CO-009?	Please see the Answer to Question #27.																		
90	Information Technology OIT-012 suggests that the sales amount information is to be transferred to the Department via FTP file. If an inmate's trust balance becomes insufficient prior to the sales amount being deducted from their trust account (due to an intervening credit for medical copays, for example.), what happens to the sales	<p>Please see the Answer to Question #27.</p> <p>Liens are established for other deductions if the Inmate does not have sufficient funds to cover the deduction.</p>																		

Question Number	Question	Answer
	transaction? How are deductions to an inmate trust account prioritized and how is that priority currently being applied?	
91	<p>Evaluation Criteria</p> <p>Section 4.10 of the ITN states that the total possible points for the Technical Reply section is 700. In Section 4.11.A of the ITN, at page 57, the points allocation between the individual sections of the Technical Reply equals 1000 points. Please clarify:</p> <ol style="list-style-type: none"> a. The total possible points for the Technical Reply section, and b. The total points allocation between the individual sections of the Technical Reply. 	Please see Change No. 1 of this Addendum.

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