

ADOC Inmate Canteen RFP
Vendor Questions and Answers

1. What is the quantity of commissary orders per month for the past calendar year?	Approximately <table border="1"> <thead> <tr> <th>Month</th><th>Total Commissary Orders</th></tr> </thead> <tbody> <tr><td>Jan 2024</td><td>76,234</td></tr> <tr><td>Feb 2024</td><td>73,858</td></tr> <tr><td>Mar 2024</td><td>80,934</td></tr> <tr><td>Apr 2024</td><td>85,869</td></tr> <tr><td>May 2024</td><td>85,517</td></tr> <tr><td>Jun 2024</td><td>74,990</td></tr> <tr><td>Jul 2024</td><td>85,413</td></tr> <tr><td>Aug 2024</td><td>83,903</td></tr> <tr><td>Sep 2024</td><td>84,704</td></tr> <tr><td>Oct 2024</td><td>88,641</td></tr> <tr><td>Nov 2024</td><td>84,153</td></tr> <tr><td>Dec 2024</td><td>83,636</td></tr> </tbody> </table>	Month	Total Commissary Orders	Jan 2024	76,234	Feb 2024	73,858	Mar 2024	80,934	Apr 2024	85,869	May 2024	85,517	Jun 2024	74,990	Jul 2024	85,413	Aug 2024	83,903	Sep 2024	84,704	Oct 2024	88,641	Nov 2024	84,153	Dec 2024	83,636
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2. What is the average dollar amount of inmate commissary orders per inmate, per week?	The average dollar amount of inmate commissary orders per inmate, per week during FY25 was approximately \$32.66 (\$633,420 average weekly sales / 19,395 average number of weekly orders.)																										
3. How many total commissary orders have been placed each year for the years 2023, 2024, and 2025 year to date?	Approximately 893,643 commissary orders were placed during FY23; 963,879 during FY24 and 1,008,529 during FY25.																										
4. What is the average number of commissary orders per week for 2024-2025, year to date?	The average number of commissary orders per week for FY24 was approximately 18,536. The average number of commissary orders per week for FY2025 was approximately 19,395.																										
5. Could you please provide: A. current commissary menus for each ADOC facility;	A. With the exception of the items marked with an asterisk in Attachment E (Canteen Master Product List), all other items listed in Attachment E are approved for sale in all ADOC commissaries. The sale of items marked																										

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B. current pricing?	with an asterisk are only allowed to be sold at ADOC women's facilities. B. Not relevant to RFP proposals
6. Historically, the awarded supplier has been expected to provide ice machines, ice bins, freezers, coolers, and microwaves to ADOC. (See attached ADOC Equipment list). Will the awarded supplier be responsible for providing same?	The storage, freezer and cooler equipment that the awarded supplier must provide, repair and maintain is listed in Appendix H of the RFP. Ice machines, ice bins and microwaves are not items required under this RFP.
7. What is the current canteen commission rate for the ADOC?	This information is not relevant to RFP proposals.
8. Is ADOC paid commission on the sandwich line and if so, what is that rate?	This information is not relevant to RFP proposals.
9. Can the ADOC clarify if the chosen canteen provider will also be supplying a full inmate banking and trust fund management software or if it will only be proving an ordering system which then interfaces with another agency's banking software?	The chosen canteen provider will be required to provide a canteen ordering system that interfaces with ADOC's current banking software and any future banking software that the ADOC acquires.
10. Will inmate deposits be made directly to the chosen canteen providers software or are deposits made to another provider's software and then transferred? If so, are there any fees for transferring funds from the other system to the canteen vendors?	Deposits are made to ADOC then transferred to selected vendor. There are no fees for this.
11. Are tours anticipated? Specifically, GK Ivey.	No.
12. What is the current wage paid to inmate canteen workers?	Inmate workers do not receive compensation.
13. How many canteen ordering kiosks are currently installed at each facility?	None.
14. Would the ADOC be interested in utilizing tablets for ordering purposes along with	ADOC has a separate contract for these services.

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electronic messaging, music, movies, games, and educational programs?	
15. Who is the ADOC's inmate telephone provider?	This varies by facility.
16. On page 24 of the RFP, it states "ADOC requires ...interfaces with key systems, such as Offender Management and Inmate Trust Fund Systems". Which Offender Management and inmate trust fund system are currently utilized by ADOC?	The Inmate Management System (IMS) and Inmate Trust Fund System (ITFS) are the current systems utilized by the ADOC. Both systems were developed in-house and, with the exception of the canteen module of the ITFS, are scheduled to be replaced by systems being developed by Abilis Solutions.
17. Will bidders have the opportunity to give presentations?	No.
18. Please provide a rendering and/or building specs of the GK Ivey warehouse space (dimensions, ceiling heights, doors, windows, security barriers, or service counters located, mechanical/electrical elements (HVAC vents, conduit, outlets, etc.)	This information will be provided once and if a vendor is selected.
19. Which facilities have store front availability?	All facilities.
20. Which facilities can utilize the store front for weekly commissary order pick up?	All facilities.
21. Please provide the current facility order deadlines and delivery date(s).	This information is not relevant to RFP proposals.
22. A. Please provide the hours of operation expected and/or available at each facility for canteen bag distribution, B. as well as for sandwich line services to the inmates	A. Hours vary by facility and are set by the Warden. B. This question is unclear.
23. In Appendix D, Note 3 for the Montgomery Women's Facility states: " <i>Inmates are also allowed to place sandwich line orders on</i>	This will not be a requirement under Option 1 or 2.

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<i>Thursdays for weekend visitation. The items purchased are delivered to the shift office on Friday's and stored in a cooler."</i> Can you please clarify whether this ordering and delivery schedule will remain a requirement under Options 1 and 2?	
24. In Appendix D, Note 1 states: <i>"Inmates are also allowed to walk-up to the window on Fridays and purchase items."</i> Can you please clarify whether this schedule will remain a requirement under Options 1 and 2?	This will not be a requirement under Option 1 or 2.
25. Please provide the commissary menu with current pricing to the inmates.	Please see question 5.
26. Please provide current bulk purchase list to include pricing.	A. Please see question 5. B. Current prices are not relevant to RFP proposals.
27. Please provide gross sales by facility and total annual canteen sales for the most recent fiscal year.	See questions 1-3.
28. What are the color restrictions for the Deluxe and Women's Shower Shoes?	Women's shall be black. Men's shall be olive green.
29. Are Tobacco sales allowed at every facility, including work release locations?	No.
30. Please provide the receiving and/or delivery hours at each facility. What are the receiving parameters, by location, with regards to trucking and lift gate requirements?	Delivery shall be during normal business hours.
31. How much of the equipment in Appendix H is the property of the ADOC at the end of the current contract?	None.
32. Section 3.4(b) Option 3 states <i>"Supplier must supply, repair, and maintain storage equipment, coolers, and freezers for temporary</i>	A. None B. All

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<i>on-site storage of food and temperature-sensitive items.”</i> A. How much of the equipment in Appendix H will be available to the Selected Supplier at the beginning of the new contract? B. How much of the equipment will need to be replaced?	
33. How much of the equipment listed in Appendix H will be available to the Selected Supplier under Options 1 or 2?	None.
34. In Appendix H, there is a discrepancy between the total number of freezers listed by facility (123 freezers) and the number shown in the TOTAL line (141 freezers). Can you confirm which is correct?	Appendix H should reflect 123 freezers.
35. In Appendix H, there is a discrepancy between the total number of coolers listed by facility (45 coolers) and the number shown in the TOTAL line (61 coolers). Can you confirm which is correct?	Appendix H should reflect 45 coolers.
36. Section 3.1(b) states: <i>“For a) i. Option 1 and a) ii. Option 2, the Selected Supplier will be responsible for bagging and delivering both perishable and non-perishable products two times per week for approximately twenty thousand nine hundred (20,900) inmates.”</i> According to Appendix C, this figure appears to reflect the entire ADOC average monthly population. Can you please clarify whether the 2,737 inmates housed in the nine work release facilities listed in Appendix C are to be excluded from the Selected Supplier’s bagging and delivery responsibilities?	The work release inmate total should be excluded from the Selected Suppliers bagging and delivery responsibilities.
37. Do inmates have IDs with barcode?	Yes.

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38. What vendor provides the inmate trust fund and when does that contract expire?	The current system was developed by ADOC.
39. Is there a cost to interface with the inmate trust fund? If so, what is the cost and how is it charged?	No.
40. There was mention in the RFP there was a real-time interface. Can ADOC confirm that this interface will allow the commissary provider to look up inmate balances and send charges and credits?	Interface will allow vendor to verify sufficient funds.
41. Can ADOC provide interface spec and details on how the interface works to include fields and process flow?	ADOC will work with selected suppliers processing. Open or REST API standards will be used.
42. What offender management system does ADOC use?	Please see question 16.
43. Can the offender management system send an inmate roster on a daily basis?	This is a potential solution.
44. Is there a cost to interface with the offender management system? If so, what is the cost and how is it charged?	No.
45. For each facility, where will the ordering kiosk be physically located in relation to the commissary provider internet circuit be installed?	Locations will be determined during contract negotiations. Selected Supplier will be responsible for providing their own internet access.
46. For each facility, where will the walk-up window be in relation to the commissary providers internet circuit be installed?	See question 45.
47. Please provide a list of limits or restrictions that may be imposed on the inmates.	This question is overly broad.
48. Is there a fee to integrate with the tablet provider for commissary ordering? If so, what is the fee and how is it charged?	ADOC does not have this information.

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49. 3.6 a) i. Software utilized shall be commercially available for license and shall be fully internet based and hosted, making it simple to implement, easy to maintain and use. Pg 25 vii. Selected Supplier will be required to adhere to ADOC defined project management procedures and change control processes. Access to the environment will be controlled by the ADOC and any access to the production environment will be granted on a case-by-case basis. a. Can the ADOC clarify in 3.6 a vii what environment they are looking to control?	Access to the production instance of the hosted solution will be controlled by ADOC. While the Supplier will host and maintain the software, ADOC will retain sole authority to grant or revoke user access to the production environment on a case-by-case basis, in accordance with ADOC security and change control procedures.
50. Section 5.4 states “<i>Each copy of the proposal should be bound or contained in a single volume where practical.</i>” Section 5.2 states: “<i>Responses are to be submitted in a sealed envelope.</i>” If we shrink wrap our binder with plastic and affix a security seal sticker to the shrink wrap, would that count as sealed envelope? Alternatively, would a sealed box meet the sealed envelope requirements?	Yes. Either a sealed binder or a sealed box will meet the requirements of this section.
51. Section 14 of the RFP Standard Terms and Conditions states that Contracts for services may be cancelled for justifiable cause by the Chief Procurement Officer by giving the Supplier at least 72 hours’ written notice. Will the ADOC please confirm that it would provide a reasonable notice and cure period prior to any cancellation of the Agreement?	This question is unclear.
52. Sections 2.2.bb.v and 4.12.d of the RFP state that the ADOC may terminate the Agreement for its convenience. Will the ADOC please confirm the specific notice period it would provide prior to such termination?	This will be determined during contract negotiations.

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53. Sections 2.2.dd and 4.12.d of the RFP state that the Chief Procurement Officer/State may terminate the Agreement for its convenience. Will the ADOC please confirm the specific notice period that the Chief Procurement Officer/State would provide prior to such termination?	Please see question 52.
54. Sections 2.2.jj, 3.10 and 3.15 of the RFP all outline assessment of penalties and liquidated damages regarding non-compliance with certain requirements of the RFP/resulting Agreement. Will the ADOC please confirm that it would consider providing Selected Supplier with a reasonable notice and cure period prior to any assessment of penalty/liquidated damage and would not assess a penalty/liquidated damage for non-compliance with a requirement that resulted from reasons not within the reasonable control of Selected Supplier?	This will be determined during the contract negotiation period.
55. Will the ADOC please confirm that it will be responsible for providing physical security while Selected Supplier staff is working in the presence of inmates?	Yes.