



Purchasing Division
 18 North County Street, 9th Floor
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Award Information – 7/29/2019

Contract Information

Purchase Description: Commissary Services for Lake County Jail (LCJ)

Contract Start Date: September 12, 2019

Initial Term: 9/12/2019 -9/11/2021

Term Dates: Two (2) year period

Renewals: Three (3) additional one (1) year periods

Vendor Information #1

Company Name: Stellar Services LLC

Address: 301 Business Park Circle
Street Address *Suite/Unit #*

Stoughton WI 53589
City *State* *ZIP Code*

Contact Name: Ed Bierer

Funding Account Description: Inmate Welfare

Budget Information: 7253-050100-22075

Department: Lake County Sheriff Office (LCSO)

Department Contact: Jim Chamernik Award Amount: _____

Bid / RFP Information

Registered Vendors: 11 (0 Local) Responses Received: 5 (0 Local)

Intent:

The purpose of this Request for Proposal (RFP) is to establish a contract with a qualified firm(s) to provide a software solution to inmate accounting, commissary ordering and a delivery solution for the Lake County Jail.

Scope of Work:

Lake County Jail (LCJ) is seeking a contractor that shall provide an inmate accounting software solution, commissary ordering and a delivery solution that meets the expectations for commissary operations for Lake County Jail (LCJ). The proposer shall incorporate their operation into our current jail management system, TriTech, at proposer’s expense. In approximately two years, a new jail management system will be purchased and installed. The proposer shall, at its own expense, incorporate into the Lake County Jail (LCJ) the new JMS system if said JMS system is operational within the contracted time. Currently, the Jail uses a kiosk in each pod for inmate ordering.



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It is anticipated that in July 2019, the Lake County Jail (LCJ) inmate telephone provider, Securus Technologies, will implement inmate tablets which will allow for commissary ordering through the tablets provided by Securus Technologies. Securus Technologies is required to pay all expenses for the inmate tablets to be used for commissary ordering as well as ordering commissary through the kiosks. The proposed commissary vendor is required to work with Securus Technologies to ensure this deliverable is met. In addition, as of May 1, 2019 Securus Technologies has the exclusive right of providing kiosks for all funding of inmate deposits and bond until April 30, 2021. The proposer will not be able to install their own kiosks for funding inmate deposits and bond for a minimum of two years from May 1, 2019, the date of the most recent contract with Securus Technologies.

Proposer should include a proposal for the period where Securus Technologies has the exclusive right to provide all kiosks and an additional proposal detailing using the proposer's kiosks for funding inmate deposits and bonds once the contract with Securus Technologies expires. The Lake County Jail (LCJ) reserves the right to renew exclusive kiosk rights with Securus Technologies after the initial two-year term or allow a new inmate phone provider exclusive kiosk rights should the Lake County Jail (LCJ) issue a new RFP.

1. The Lake County Jail (LCJ) currently has 23 kiosks used for Jail Commissary. Each kiosk is operated via 120 v electricity and Cat5e data.
2. The proposer shall install (if necessary), maintain and operate the latest version of computer equipment and systems to support proposer's commissary operation. Installation, maintenance and operation shall be at proposer's sole expense and any such equipment and systems shall remain the sole and exclusive property of proposer. The proposer is responsible for all updates to software and equipment purchased by the vendor during the entire duration of the contract. The proposer must update with the newest version on the market.
3. The proposer shall provide a wide selection of prepared and packaged food, candy, powdered non-alcoholic beverages, personal hygiene items, and general merchandise, including quality brand name products. All products to be provided shall be approved by the Sheriff or designee. Also, no item may be deleted, or have a change in brands, packaging, or sizes without mutual agreement between the Sheriff or designee and proposer. The proposer will be required to develop an informational package which will serve to explain and inform the inmate population of the procedures for ordering and receiving commissary. All such information must be provided in both English and Spanish. See Commissary Listing under Attachment #1.
4. Historically, the proposer was required to provide a full-time onsite manager and any staff the proposer saw fit to operate the commissary with little to no disruption in service. These employee(s) have been and are to be provided by the proposer at no cost to the Lake County Jail (LCJ). All employees are subject to the Jail security clearance, fingerprint and background investigation procedures as required along with PREA certification. The Proposer may choose to accept applications from and interview current commissary staff for existing and anticipated positions. The Lake County Jail (LCJ) is aware alternative delivery solutions of commissary exist. Please provide in detail your proposed delivery solution. The Lake County Jail (LCJ) is willing to consider different delivery solutions as-long-as the commissary is delivered to the inmates in a timely fashion.
5. The current provider uses three (3) contract employees, and two (2) to four (4) available inmate workers as part of the commissary operation. All persons employed by the Proposer will be the employees of the Proposer, and not the Lake County Jail (LCJ).
6. The current provider delivers product two days a week. The Proposer may provide alternate methods to delivery and distribution of commissary to inmates. Are there more efficient methods to ordering, delivery and distribution? Explain in detail.
7. The proposer shall maintain a sufficient inventory of products to minimize out of stock situations. Menu items may not be changed without written permission from the Lake County Jail (LCJ) command.
8. Proposer shall provide a written procedure for handling replacement and or reimbursement for outdated or defective items within a 30-day period. In addition, please detail how the proposer handles inmate grievances.



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9. The proposer shall comply at a minimum with Illinois Administrative Code Title 20 Chapter 1 Subchapter F Part 701 County Jail Standards Section 701.250 Commissary
- Each jail may establish and maintain a commissary system to provide detainees with items or access to services approved by the Sheriff.
 - No member of the jail staff shall gain personal profit, directly or indirectly, as a result of the commissary system.
 - Prices charged detainees shall not exceed those for the same articles if sold in local community stores nor shall the prices charged for postal supplies exceed those for the same articles sold at local post offices.
 - Commissary access shall be provided on a regularly scheduled basis and not less than once weekly. (the Lake County Jail (LCJ) is requiring two deliveries per week).
 - Net profits from the commissary system shall be used for education, recreation or other purposes within the jail for the benefit of detainees, as deemed appropriate by the Sheriff. Profits may be used for record keeping expenses of the commissary.
 - Accurate accounting for all purchases, sales and expenditures of the commissary system, including phone services and, if provided, email access, shall be maintained. An annual audit shall be arranged with the county auditor, county treasurer, or designated Sheriff's office personnel.

A market basket survey shall be completed annually with the first survey being completed six (6) months after contract signing and yearly for the remainder of the contract.

10. The Lake County Jail (LCJ) may provide a room suitable of commissary operations and will furnish building maintenance services and structural repair for the Commissary facilities except for routine cleaning, trash collection and removal.
11. The Lake County Jail (LCJ) shall not be responsible for damage to the proposer's equipment occurring as a result of an inmate's use or vandalism. The County will make a reasonable effort to prevent such acts and will make every reasonable effort to hold the offending inmate accountable for damages through appropriate court procedures.
12. The Lake County Jail (LCJ) requires proposer to provide at no cost to the County, inmate accounting software solution and any supporting hardware required to use the inmate accounting software. In addition, proposer must maintain and warranty all software and hardware. All data must be backed up on a server with redundancy features and or cloud storage to be paid by proposer. Proposer must provide software that can track how money is coming in and how it is going out of the inmate's account. All transitions should have to ability to show audit history. Work release/community corrections tracking systems must be included. The software should allow debt tracking to enhance the collection of debts owed by inmates.
13. The vendor's software should meet the following requirements:
- a. Security protocols to limit accessibility to the vendor's software by individual, group and the ability to authorize software access by terminal/workstation.
 - b. Provide terminal/kiosk and tablet (if available) internet based "view only rights", to provide inmates information regarding past orders, and inmate account history.
 - c. Track inmates who may be indebted and automatically track arrears, payments of fines, restitution's, damage to property payments and other financial obligations. The system must be able to calculate and post such payments.
 - d. Monitor all system activity including but not limited to; new entries, data changes, log in and log outs and releases.
 - e. Allow a debit card system to be used once inmates are released from the Lake County Jail (LCJ).
 - f. Post on-line credits for commissary orders, shortages, damages, and releases.
 - g. Provide alerts of unusual activity; i.e., several deposits more than \$300.00 which are then removed quickly thereafter in a lump sum.



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- h. Have purchases connected to inmate locations; i.e., pod X, or wherever inmate is housed so inmate's pin cannot be used to access commissary in other housing to prevent theft, payoffs or sending messages.
- i. The Lake County Jail (LCJ) must have the ability to add money to any inmate worker(s) account.

14. The proposer's software should have the ability to create various reports, including:
- 1. "Ledger" Report for each inmate where ALL debit and credits are shown in one report.
 - 2. Reporting of individual inmate accounts on a monthly basis or entire incarceration to include all transactions (deposits and withdrawals).
 - 3. Ability to create reports by date for the last incarceration or all time periods of the inmate's time spent at the facility.
 - 4. The Proposer shall provide any reporting feature tracking sales including indigent kits required or requested by the ACA or another accreditation organization or by the Lake County Jail (LCJ).

Recoverable/Receivable reporting should include inmates charged, paid, and due/outstanding amounts.

- A. Post deposits on-line and in real time, into an inmate's account. All functions and operations should be under one icon with no additional logging in and out of multiple sections of the software.
 - B. Software must include a fix / void option that will reverse incorrect transactions and include fixing all child transactions included in the parent transaction.
 - C. All passwords should be permanent and not be required to be reset.
 - D. Software must be able to be installed on as many computer stations as the client deems necessary with no licensing costs to the facility.
 - E. Software must be able to generate an up to the minute balance sheet.
 - F. All information entered into the proposer's software during the extent of the contract is the property of the Lake County Jail (LCJ). Upon completion of the contract, the proposer will provide all inmate and facility information, at its own expense, including a readable and functional database of the inmate accounting software which will show transactional history and balances of inmate's accounts to the Lake County Jail (LCJ).
 - G. Please describe how the current data from the current inmate banking software will be integrated into your inmate banking software.
 - H. Please describe your data recovery/disaster back up plan(s) in detail.
15. The vendor shall be responsible for supplying any necessary financial reports from their software to meet the needs of Lake County Jail (LCJ). The vendor shall be responsible for providing adequate training for the Lake County Sheriff's Office employees as to the proper use of the vendor's software. On-going training will be required by the vendor as needs arise. The vendor shall submit, upon award, a training schedule. All training will be the sole responsibility of the vendor.
16. Commissary sales shall include the sale of "Indigent Packs" to inmates' that the Sheriff's Office determines are indigent. Indigent and all other sales must be able to generate a report the Lake County Jail (LCJ) can create.
17. Prices listed shall be guaranteed for the first year of the contract. Prices shall remain firm/fixed for the first-year term. Written requests for price revisions after the first year shall be submitted at least ninety (90) days prior to the end of the contract term. Requests must be based upon and include documentation of the actual change in cost of the components involved in the contract and shall not include overhead or profit. The exact amount of any price increase granted shall be in the exact amount of the documented cost increase to the Bidder or change in the one-year C.P.I. index, for All Urban Consumers – Food Away from Home or 3%, whichever is lower.

- A. Each inmate will be able to order commissary within a dollar amount limit which will be set by the Lake County Jail (LCJ) command and may be increased or decreased by the Lake County Jail (LCJ) command.
- B. If an inmate places an order and does not have sufficient funds, the inmate will decide what to keep and the items will not be automatically prioritized.
- C. If an inmate places an order and does not have sufficient funds, the inmate should receive an instant notification that funds are not available.
- D. On the bottom of the receipt any items that are unavailable to the inmate due to restrictions, unauthorized items or item quantities that exceed the Lake County Jail (LCJ) limits must be listed. The system should be able to restrict certain housing units and prevent inmates on medical diets from



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ordering unhealthy items as determine by a doctor and inmates on religious diets from the kitchen should also have the same commissary restrictions.

All commissary deliveries will take place at the Lake County Jail (LCJ) loading dock between the hours of 0700 & 1100 and or 1300-1430. Once the delivery is removed from the truck, the delivery truck must be moved from the dock area. No parking will be provided for the delivery vehicle or any commissary staff.

Monthly on-site meetings are required between proposer's staff and LCJ command and or LCJ command designee(s) to monitor the deliverables of the contract. The date and time will be selected once the contract is finalized.

18. The winning bidder should interface with the Lake County Jail (LCJ) information systems and third party vendors **at no cost** to the county or its existing technology vendors, including but not limited to: jail management systems, commissary software, inmate banking systems, inmate phone system providers, payment service providers, and other county vendors; in order to automate the flow of information between county information systems and third party technology providers.
 - A. In the event that an interface, required to automate information between third party vendors, does not exist; the winning bidder should build a customized "Real-time" web services interface allowing the ability to support bidirectional data transfers between systems **at no cost** to the county or its existing technology vendors; given the third party technology vendor can support a "Real-time" web services interface.
 - B. In addition to a "Real-Time" web service interface the winning bidder should to interface, **at no cost** to the county or its existing technology vendors, using other batch based processes including but not limited to the automation of export / import processes utilizing FTP/SFTP methods for transmission of data between systems and third party vendors in the event that the county allows this method vs a "Real-time" web services interface. This decision will be at the sole discretion of the county and its information technology department to decide based on capabilities and requirements of existing and new third-party technology providers.
 - C. Winning bidder agrees that prior to deploying any custom integration, the winning bidder will perform a robust series of tests with the associated third-party technology partner, **at no cost** to the county or its existing technology vendors, to ensure accuracy of all data transferred.

Evaluation of Proposals:

The Evaluation Committee shall evaluate, in a fair and impartial manner, all proposals submitted in response to this RFP on the following criteria:

1. Qualifications and Experience - 25pts
2. Understanding and ability to meet and/or exceed the scope of services – 25pts
3. Completeness of proposal and responses for required information – 20pts
4. Commission Rate – 15pts
5. Value Added Services – 15pts

Department Recommendation:

Based on the criteria set forth in the Scope of Work, staff identified Stellar Services LLC, as the most qualified to provide Commissary Services Lake County Jail (LCJ).