



RSW Regional Jail
Rappahannock, Shenandoah and Warren County
6601 Winchester Road
Front Royal, Virginia 22630

Phone: (540) 622-6097

Fax: (540) 622-2846

Russell W. Gilkison
Superintendent

April 12, 2021

ADDENDUM 1

JAIL INMATE COMMISSARY SERVICES

RFP RSW-2021-001

1. Please confirm that vendors can submit either physical mailed responses **OR** emailed responses.
 - a. **Yes, vendors may submit either a physical mailed response or an emailed response.**
2. Can the current commissary menu with pricing please be provided?
 - a. **This document is available upon request.**
3. Please confirm the current phone vendor.
 - a. **The current inmate phone services vendor for RSW Regional Jail is Paytel.**
4. Please confirm the current tablet vendor.
 - a. **The current inmate tablet services vendor for RSW Regional Jail is Paytel.**
5. Will vendors be able to submit multiple options for the County to choose from, differing in options such as ordering option, technology, pricing, or commission?
 - a. **Just one option.**
6. Will the facility permit site tours prior to the opening of the RFP?
 - a. **No, due to COVID-19.**
7. What is the current commission rate?
 - a. **36%**
8. What is the facility's population capacity?
 - a. **560**
9. Please provide a breakdown of population by housing unit.
 - a. **As of 04/08/2021, the breakdown of population by housing unit is:**

| | |
|-----------------------|-----------|
| B | 60 |
| Classification | 7 |
| D | 61 |
| E | 14 |
| F | 3 |
| G | 48 |
| H | 30 |
| I | 28 |
| Intake | 22 |
| J | 24 |
| K | 18 |



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| | |
|----------------|-----------|
| L | 14 |
| M | 28 |
| Medical | 5 |
| N | 25 |
| O | 34 |
| Q | 6 |

10. Can the evaluation criteria listed on page 9 be broken down by percentage weight for each individual aspect?
- a. **Weight has not been determined at this time.**
11. Will vendors be required to provide kits? If so, please detail kit contents, pricing, and average usage. Please confirm that the facility will be purchasing kits.
- a. **The facility currently includes indigent kits as an ordering option weekly. Those kits include:**
- I. **Indigent Hygiene Kit (\$0.85)**
 - 1 – Toothpaste (.85 oz)
 - 1 – Bar Soap (3 oz)
 - II. **Indigent Paper Kit (\$3.75)**
 - 1 – Flex Pen
 - 10 – Pieces of Lined Paper
 - 5 – Pre-stamped Envelopes
 - III. **Indigent Toothbrush (\$0.15) *can only be ordered once every 30 days**
- b. **The facility currently offers booking kits that the facility covers the cost of. Those kits include:**
- I. **Booking Kit (\$1.35)**
 - 1 – Toothbrush
 - 1 – Toothpaste (.85 oz)
 - 1 – Comb (5")
 - 1 – Bar Soap (3 oz)
 - 1 – Tumbler (22 oz)
- c. **The facility offers Holiday Kits during November/December. A copy of the *Friends and Family Holiday Packs* ordering form is attached.**
12. Does the facility charge fees such as booking or medical fees? If so, please detail the charges.
- a. **Yes. General population inmates at RSW are charged a housing fee of \$2.00 per day. There are many medical fees that can be charged to an inmate depending on what service is provided to them. There are no booking fees.**
13. Will vendors be able to utilize the facility's network?
- a. **Yes, through a secure network.**
14. Will vendors be able to install software onto a facility owned machine?
- a. **Yes.**



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15. Please detail any order limits or restrictions currently in place.
 - a. **Currently commissary orders are limited at \$150.00 per inmate per week. Indigent kits may be ordered each week. Toothbrushes can only be ordered every 30 days. Additional restrictions can be placed as needed (ie. diabetic, disciplinary, etc.)**
16. Do inmates have access to microwaves or hot water to heat up food?
 - a. **No.**
17. Can sales and usage reports for the past three months be provided?
 - a. **These are available upon request.**
18. What is the current average order total per week?
 - a. **The current average order total per week is \$15,840.08.**
19. What are the current postage sales per week?
 - a. **The current average postage sales per week are \$33.85**
20. Are carts utilized to move orders? If so, will they be provided to vendors or are vendors responsible for providing carts for order delivery?
 - a. **Carts are currently utilized for order delivery and the carts are provided by the vendor.**
21. Is there a family package program in use at the facility? If so, please detail order frequency, commission rate, spending/weight limits, sales information, and fees for this service.
 - a. **No. The only time family members can order items for inmates is when we offer holiday kits in November/December. Documents for detail are available upon request.**
22. Is there a vending program in use at the facility? If so:
 - a. Is vending for inmates, staff, or both?
 - **Staff only.**
 - b. Please provide a breakdown of number of machines in each housing unit and type of machine (ie snack/ soda/ combination).
 - **N/A**
 - c. What is the commission rate provided for vending sales?
 - **5%**
 - d. How often are machines restocked?
 - **Weekly.**
 - e. Are there any limits/ restrictions associated with vending machines?
 - **N/A**
23. Please detail the following for the current Deposit Services:
 - a. Who is the current deposit services provider?
 - **JailATM (TechFriends)**
 - b. How many lobby kiosks will be required? Does wiring for lobby kiosks already exist? Who will be responsible for emptying kiosks?
 - **One lobby kiosk and one booking kiosk are required. Wiring is currently in place. The RSW Regional Jail Inmate Accounts Clerk is responsible for emptying the kiosks.**
 - c. What is the current deposit fee structure?



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- **Cash \$3.00**
 - **Credit Card in Lobby \$3.00 for a deposit up to \$30.00. Any deposit over \$30.00 has a fee of 10%.**
 - **Credit Card online \$3.00 for a deposit up to \$30.00. Any deposit over \$30.00 has a fee of 10%.**
- d. Are there any limits associated with deposits?
- **JailATM.com has a \$300.00 per week per inmate limit**
 - **There is no cash limit at the facility.**
- e. Please breakout the average monthly inmate trust deposit transaction volume and average dollar amount received by type for phone, web, and kiosk.
- **The average monthly deposit by credit card (online and lobby kiosk) is \$87,958.12.**
 - **The average monthly deposit received in cash (lobby and booking kiosk) is \$28,741.49.**
- f. Does the facility currently receive a commission on trust fund deposits? If so, what is it?
- **No.**
24. Does the current vendor provide release cards? **Yes.**
- a. On average how many inmates are released each month?
- **253 a month (3 Month Average)**
- b. What is the average dollar amount that a released inmate has?
- **The average dollar amount that a released inmate has is \$49.11**
- c. Does the facility intend to issue a debit card to all inmates being released? Or is there a dollar threshold that must be met?
- **A debit card is to be issued to all inmates not being released to another facility.**
- d. How many debit release swipes would be required?
- **2 would be required.**
25. Will an email system be accepted?
- a. **Unsure. Please clarify.**
26. Who is the current food provider? Please state the length of the food service contract.
- a. **RSW Regional Jail currently serves as its own food provider.**
27. Please provide the hardware requested.
- a. PCs:
- **N/A**
- b. Printers:
- **N/A**
- c. Scanners:
- **N/A**
- d. Pod Kiosks:
- **18**
- e. Lobby/Deposit Kiosks:



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- **1**
- f. Intake Kiosks:
 - **1**
- g. Debit Release Swipes:
 - **2**
- h. Etc.:
 - **N/A**