CITY
OF
JOPLIN, MISSOURI

BID PACKAGE

2016-RFP-14

for

MANAGED SERVICES

JOPLIN CITY JAIL
303 E. 3RD STREET
JOPLIN, MO 64801

NOTICE TO BIDDERS

The City of Joplin, Missouri will accept sealed bid proposals until 5:00 P.M., Monday, December 5th, 2016 at the Joplin City Jail located at 303 E. 3rd Street, Joplin, Missouri, 64801 to PURCHASE the following:

MANAGED SERVICES

Specifications and bid forms are available from Shane Dotson, Jail Administrator, by calling 417-623-3131 x463 or by writing to the address indicated above. Any bids received after the specified deadline will be returned to the vendor.

The City reserves the right to evaluate all bids, to reject any or all bids and re-bid at a later date. The City may waive any irregularities in the bid or negotiate variances from specifications, and make awards that are in the best interests of the City. The City will have final decision in all matters regarding acceptance of bids and issuance of awards.

The City encourages minority and female owned businesses to submit bids on all City purchases.

Leslie Haase, CPA
Finance Director

Publication Date: ***Thursday, Nov 17, 2016***

JOPLIN CITY JAIL

REQUEST FOR PROPOSAL

MANAGED SERVICES

The Joplin City Jail is requesting proposals from qualified vendors to provide Inmate Banking Software, Offsite Commissary Services, and Kiosk applications. The following time-line will be in effect for this Request for Proposal.

12/02/2016	Last Day to Submit Questions in Response to #2016-RFP-14 (Questions can be email to:sdotson@joplinmo.org)
12/02/2016	Date Answers will be sent to Vendors
12/05/2016 by 5pm	Request for Proposal Due Date
12/06/2016	Expected Award Date
01/09/2017	Contractor Begins Service

Instructions for Submitting a Response:

1.1 The following instructions, as well as any addendum issued, shall be followed in the submission of any and all proposals.

1.2 Joplin City Jail encourages competitive responses to the enclosed RFP. Additionally, Joplin City Jail understands that in any industry business will be lost and gained by competitors over time. In order to adhere to a higher standard of business ethics the Joplin City Jail is mandating that all vendors refrain from mentioning any and all competitors in any part of the vendor's submittal. Failure to refrain from this policy will result in vendor's proposal being deemed non-responsive.

1.3 All responses must be submitted in a sealed envelope, mailed and/or delivered to:

Joplin City Jail
303 East 3rd Street
Joplin, MO 64801
ATTN: Shane Dotson, Jail Administrator

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3 copies of a sealed proposal are due at: 5 PM on December 5th, 2016

Proposals sent by facsimile or e-mailed will not be accepted. Responses received at any location other than the aforementioned will not be considered

1.4 It is the sole responsibility of the Vendor to ensure timely delivery of the Proposal prior to the Proposal due date and time. Delays caused by any delivery service, including the U.S Postal Service, will not be grounds for an extension of the RFP due date and time. Proposals received after the due date and time will be rejected and shall not be considered. Postmarks will not be considered.

1.5 The outside of the envelope/box shall plainly identify the Proposal by:

- RFP Number
- Title
- Time and Date of Proposal Opening
- Name of the Vendor

1.6 The Vendor must respond to all of the following requirements:

- Furnish all required documentation, originals, copies and other requested information
- Complete all enclosed forms in their entirety
- Vendors must provide a response to all requirements. Failure to address each all requirements will render the submittal non-responsive
- Suggested menu of products with selling prices (excluding tax)

General Information

The Joplin City Jail operates the Jail with an average daily population of approximately 65 inmates. Inmates are to receive commissary once per week per inmate, being received the day after the order is placed.

The contract term will be for 3 years with the possibility of 2 one year extensions.

Joplin City Jail is interested in a book-in module between the new software vendor and OSSI which will be paid for by the JMS Company if OSSI is not on the platform used by the successful bidder.

Joplin City Jail has established a checking account for the Inmate Trust Fund, available at the beginning of the contract. All Cat 5 wiring, internet services and power for hardware will be in place and provided by the jail before the vendor installs any equipment and/or software.

Commissary will be delivered to Joplin City Jail once a week FOB Dock. Commissary will be packaged in plastic bags with two receipts in each bag, the outside of the boxes marked with resident locations.

Proposal Format

All vendors must submit their response to the bid specifications in the following format. Failure to follow the specified format may result in the proposal being deemed non-responsive and subject to immediate rejection. Proposals are to be short and to the point.

1. Cover Letter
2. Executive Summary
3. Letter of Transmittal - Mandatory
4. Vendor's Experience - Mandatory
5. Support Structure - Mandatory
6. Vendor's References - Mandatory
7. Financial Qualifications - Mandatory
8. Software Specifications - Mandatory
9. Electronic Inmate Deposit Service - Mandatory
10. Debit Calling – Depending on facility inmate phone service platform
11. Debit Card Release Service - Mandatory
12. Hardware Requirements - Mandatory
13. Proposed Commissary Operating Plan - Mandatory
14. Financial Offerings - Mandatory
15. Evaluation Criteria
16. RFP Document & Addendum Documents

1. Cover Letter

The proposal must include a cover letter which introduces the vendor and provides a highlight of their experience in relation to the proposed services – one page.

2. Executive Summary

The vendor will include an executive summary which will provide the highlights of vendor's response, unique qualifications of the vendor and any information which will assist the Joplin City Jail selection committee in evaluating the vendor's submittal.

3. Letter of Transmittal (Mandatory)

The vendor will include a Letter of Transmittal which will contain the following information:

a) Statement indicating the company which will be providing the services required in the RFP and indicating any subcontractors which will be utilized.
b) Statement indicating the point of contact for RFP clarification or additional information.
c) Statement indicating the person authorized to legally obligate the vendor.
d) Provide complete contact information to include name, address, phone, fax, and e-mail address for the contact person(s).
e) The letter of Transmittal must contain Statements affirming:

    1. **Statement of No Inducement:** A statement certifying that no attempt has been made or will be made by the respondent to induce any other person or firm to submit or not to submit a bid with regard to this RFP. Furthermore this is to certify that the bid contained herein is submitted in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other non-competitive bid.

    2. **Statement of No Investigation/Conviction:** A statement certifying that the bidder, it's affiliates, parent company, subsidiaries, officers, directors, subcontractors, and employees are not currently under investigation by any governmental agency and have not in the last five years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or the performance of any public contract.

    3. **Statement of Non Support:** A statement certifying that the bidder, it's affiliates, parent company, subsidiaries, officers, directors, subcontractors, or employees at the specific direction of the company are not currently or have not in the past contributed funds, in kind

inducements, or participated in fund raising activities related to the political campaign of any official of the Joplin City Jail, the Governing Board, or any other publicly elected official in the State of Missouri. This is to insure that the RFP process and decision making is conducted in an ethical manner without the undue influence of this types of contributions.

4. Vendor Experience (Mandatory)

The vendor will include all relevant history and experience in providing the proposed services. Work history will be specific to the proposed services in the corrections industry. Experience in similar correctional or industry services cannot be substituted.

5. Support Structure (Mandatory)

The vendor will include the support structure for all those individuals who will be involved in the implementation and support for all proposed services. This structure must include support for all aspects of the managed services and technical specifications.

6. Vendor References (Mandatory)

The Joplin City Jail is interested in contacting and verifying references from other facilities similar in size and scope to the City Jail. The vendor will only provide pertinent information and only include the number of references requested.

The vendor will provide at least 4 references where the vendor provides inmate banking software and Offsite Commissary services to facilities with an average daily population of at least 60 inmates.

The vendor will provide at least 4 references where they have installed a Kiosk Lobby Payment Acceptor.

The vendor will provide at least 4references where Debit Calling has been implemented.

The vendor will provide at least 4 references where the Debit Release Service is operating.

Only references where the Vendor currently provides inmate banking software owned, written, and supported by the vendor will be acceptable.

Vendor Stability: The vendor will also provide references for at least 5 facilities where the vendor has provided per order commissary and inmate banking software for at least 3 years.

7. Financial Qualifications (Mandatory)

The vendor will provide the following information.

- Most recent Three (3) Years Independent Audit conducted by an Independent Audit Firm.
- Corporate credit and financial references to include at least two bank references
- Certificate of Insurance
- The vendor will provide an outline of the current Company Drug Screen Policy. The successful vendor will use pre-employment and random drug screen
- The vendor will provide an outline of their current program to perform Background Checks on employees.

8. Software Specifications (Mandatory)

The vendor is required to certify the software meets the following criteria:

A. The software is server based.

B. The software is supported and maintained contractually by the successful bidder. The City will not support or maintain the software required for this service.

C. Annual software updates are included in this contract at no additional cost.

The bidder shall include in the bid response ability to meet these required software specifications.

The vendor will address the following items in their response:

a) Software Development History
b) Full time support staff available 24 hours / 7 days a week by the vendor dedicated to the proposed software solution
c) Software Support Staff for the Joplin City Jail.
d) Conversion and Implementation plans
e) Onsite Data Backup procedures.
f) Secure Offsite Data Backup procedures. The vendor must provide the information on how this is handled by the vendor.
g) The vendor will provide information regarding the restoration procedures in the case of a hardware failure. In addition the vendor will provide information regarding initial and ongoing virus protection provided by the vendor.

License to Software

Upon successful completion of the contract term, the Joplin City Jail will be granted non-exclusive viewing rights access to the data for up to 3 years to the proposed inmate banking software provided by the vendor. This will insure the continuity of inmate accounting history and reporting and is a mandatory requirement.

The chart which follows details the features which will be required by the vendor's software for an award to be made. These features must be available at the proposal submission date. Any exceptions must be denoted and explain why the proposed software fails to meet the enclosed minimum requirements. Any misrepresentation will deem the vendor un-responsive.

INMATE BANKING SOFTWARE REQUIREMENTS (Mandatory)

The following are the mandatory specifications that will be required of the proposed inmate banking software. The system must contain all of the requirements and system features that are outlined below. These must currently exist in the Inmate Banking software at the time of proposal submission for the proposal to be considered.

The proposed Inmate Banking Software should provide for an accurate, cashless accounting of all inmate monies, expenses, and purchases. At a minimum, it must contain all of the features and reporting included in the request for proposal. This includes the following:

Software Feature and Modules	**Yes or No**
General Ledger with Automatic Dual Accounting Posting	
General Ledger Reporting for all Ledger Accounts	
Date Specific Reports for all Ledger Accounts	
Provide for a Trial Balance to be run at any time	
Fiscal Year Maintenance with End of Month Reporting	
Allow for Year End Fiscal Adjustments to be entered prior to Closing the Fiscal Year	
Checkbook Reconciliation with Multiple Checkbook Capabilities. Postpone feature included. Notes can be added at reconciliation.	
Inmate Bail Module Complete with Reports Section	
Inmate Receivables Module Complete with Reports Section	
Automatic Check Writer with MICR Check Writing	
Positive Pay Module to Transmit Check Information to the Bank	
Provide for an Automatic Checkbook Reconciliation Module	
Receivable Invoicing with complete Account Receivable Module and Reporting to include an Invoice generated at release & the ability to generate invoice which fit into Window Envelope. Allow for an Invoice to be	

generated at both release & at a facility defined time to generate an invoice which fits into a window envelope	
Provide for a Multiple Release Module to release a group of inmates on the same check with appropriate report	
Commissary Inventory Module with Reports Section	
Inmate Property Module with Reports Section	
Indigent Module which includes the ability to rotate up to (99) ninety-nine Indigent packs individually for each inmate based upon monetary and time criteria to be determined by the facility. Ability to charge for packs.	
Allows for debt to be collected based upon a percentage of incoming funds to be determined by the facility.	
Allows for collected funds to be applied to debts either by priority, percentage, or both as defined by the facility. Allow friends and family to pay off specific debts.	
The System Must Always be in Balance within the General Ledger	
Provide reports on cash drawer balancing and balance history	
Provide reports on commissary orders, order rejections, commissary sales, and products offered	
Provide reports of frozen inmate accounts or accounts with administrative holds or other facility designated restrictions	
Provide account summaries (both individual and facility) including transaction history	
Provide for Escheating/Reclamation of checks automatically in the system	
Provide for reports on all checkbook activity by operator defined criteria	
Provide reports based on user definable date time periods	
Allow for Accounts to be closed with a facility defined minimum balance not to be paid to the inmate	
Provide for Inactivity Maintenance to include reporting and reclamation of moneys	
Provide for Inmate Intake and Release Reporting	
Allow for Multiple Checkbooks to be set up in the software	
Allow for Multiple Profit Accounts to be maintained within the software	
Provide for Facility & Operator Log Reports	
Provide for the ability to perform Automated Group Charges by facility designated criteria	
Allow for the Classification of Inmates for the purpose of precluding charges being made on those accounts	
Allow for the assignment of a Facility designated permanent number to each inmate	
Allow for reports to be run on both the permanent number and booking number for each Inmate	
Allow for the primary “booking” number to be modified when errors occur in inmate identification	
Allow for a “Stored Signature” to decrease paperwork involved with inmate accounting	
Allow for funds to be transferred from one inmate account to another in the software by authorized personnel to diminish small dollar amount release checks that are seldom cashed and for more debts to be collected	
Allow for specific deductions to be assigned to individual accounts with an “automatic” collection per facility designated criteria	
Allow for the generation of a log of intakes and releases for a period of time	
Allow for the input of inmate address and phone contact information of the purposes of generating invoices and receiving payments for debt after inmate release	

The banking software must allow for inmate releases and withdrawals to be done by Cash or Debit Card or a combination as determined by the facility.	
The software must contain the ability for the city to implement an automated Grievance/Request program through a housing unit Kiosk.	
Software on kiosk must have availability for inmates to check their balance and history at any time	
Access to the Kiosk must be through a biometric fingerprint system, password or a combination.	
The software must contain the ability for the city to implement a debit card release program	
The software must have its own phone ordering module	
The software must have an electronic inmate mail system.	
Lobby kiosk must have ability to deposit money for any inmate in any facility with the same software. Kiosk will accept cash and credit cards. Deposited money is available immediately to the inmate.	

System Requirements (Mandatory)

The proposed software must meet the following criteria to be considered compliant with the software specifications.

System Features	**Yes or No**
Windows Based	
The software application must be WEB based, Intranet application	
Allows for System Wide Settings	
Allows for Individual Facility Site Settings	

9. Electronic Inmate Deposit Services: (Mandatory)

The vendor will describe any automated inmate payment options which may be available to the facility. This should include literature, service requirements, and detail any costs to the Joplin City Jail. The vendor must provide at least two automated payment options which do not utilize the vendor's own website or card processing company to ensure a competitive environment for those persons utilizing this service.

They must include a Self Service Lobby Cashier device that will handle Cash and Credit card transactions. The facility will be responsible for the handling of cash, credit or debit transactions. The device must be fully integrated with the vendor's own inmate banking software, supported by the vendor, and transactions posted in "real-time". The Lobby Cashier must contain a stationary camera which takes pictures of depositors that can be accessed at a later date. The lobby Cashier must display facility approved material for visitors.

10. Debit Calling

The vendor must describe in detail the capabilities of the proposed system to implement Debit Calling to interface with the current inmate phone provider. The vendor shall describe in detail how the process works which shall include at a minimum the ability to electronically send inmate funds to the inmate phone provider and to return any unused funds to be included in the inmate's release check or debit card. The interface to the phone provider should be in "real time" when the request to move dollars to the phone

system is processed and should utilize XML messaging services. The interface will be provided by the current inmate phone company to work with the new vendor.

11. Debit Card Release Service (Mandatory)

The vendor must list any Debit Card release programs they have to offer the Joplin City Jail. The software program must properly account for the debit card releases and provide automatic posting on information to the card provider. The vendor is required to provide an outline of costs to the City and the inmate in their response.

12. Hardware Requirements (Mandatory)

A. The vendor will provide the necessary hardware to implement their solution. This must include at a minimum the following computer hardware.

One (1) complete work station which will include:
One (1) Receipt Printer
One (1) MICR Check printer
Three (3) Housing Unit Kiosks
One (1) Lobby Payment Acceptors Kiosk (list fee structure)
One (1) Cash Management System in Booking
Two (2) Credit Card Readers to Accept Credit Cards in Booking

The vendor must provide details regarding:

a) List of Hardware to be provided.
b) Vendor's Hardware Support staff for the Joplin City Jail.
c) Maintenance Schedule for proposed equipment
d) 24/7 Support with immediate response

B. The vendor should provide information related to other hardware peripherals which are available from the vendor. These peripherals should be integrated with the vendor's software. The vendor should provide the costs to the Joplin City Jail associated with acquiring the proposed peripheral devices.

13. Proposed Commissary Operating Plan (Mandatory)

The vendor will provide the following information with regards to the proposed commissary services.

The Offsite Commissary services requested must be provided once a week to each inmate and must be next day commissary service delivery to the facility.

a) Location of Service Center. You must also include the location of the backup Service Center which is fully staffed to provide service and support in the case of a natural disaster. (The service center does not need to be a minimum square foot but must be capable of supporting the proposed operation)

b) Overview of proposed commissary operating plan to include service levels, delivery of products, and back up operating plan. Inventory levels should be sufficient to exceed a 98+% order fill rate.

c) Order packaging procedures to include order filling procedures.

d) Product must be name brand, no private label products will be permitted to be sold. These products must be available in convenience stores. The facility will not accept products that are manufactured at the vendor's own packaging plant.

e) Pricing of all products will be "market priced" for the Joplin City Jail comparable to convenience store pricing.

f) Order delivery procedures.

g) Complaint Rectification Process

h) All vendor employees are to be pre-employment and random drug screened. The vendor is responsible for conducting background checks. (Pay rates for vendor employees are at the discretion of the vendor.)

i) Training of Joplin City Jail employees on the vendor software must be done on-site with at least 3 full days of training at the jail

14. Financial Offering: (Mandatory)

The vendor will include any and all financial offerings in response to the RFP. The vendor will provide the following information at a minimum:

a) Details of Billing and Payment arrangements
b) Commission rate to be remitted and net sales calculations
c) Sample Monthly Commission Statements
d) Projected Revenue for the Joplin City Jail, based on similar size facilities.

15. Evaluation Criteria

Proposals will be evaluated upon the following criteria and weighted according to the chart below.

10%	Experience- Providing next day offsite commissary services in a correctional environment with a least 60 inmates
25%	Software Requirements- Meets all minimum requirements contained in the RFP
25%	Operating Plan- Meets the requested services outlined in the specifications to include products and next day service level.
30%	Commission Rate
10%	References – Demonstrate the Vendor's experience in providing the requested number of references for each component of the RFP.

16. RFP and Addendum Documentation:

To insure that the vendor has received and acknowledged all documentation, the vendor will insure that all RFP and Addendum's issued will become part of their response by including statements listing each Addenda issued and the receipt thereof.

QUESTIONS

Must be faxed to: 417-627-8857
Must be emailed to: sdotson@joplinmo.org
By 11/01/2016