

**Thurston County Corrections Facility**  
**Request for Proposals**  
**Inmate Commissary Service Provider**



## 1. Introduction:

Thurston County, a political subdivision of the state of Washington, is seeking proposals from qualified professional firms for the services for electronic inmate commissary services and related technology support for adult inmates in the physical custody of the Thurston County Correctional Facility (TCCF). The proposal is for the providing of commissary services at least two and as much as seven days each week to adult inmates. The Service Provider shall install and provide all necessary infrastructure and system interfaces, servers, network components, software, construction, installation, support and maintenance as necessary to implement the proposed solution at no cost to the County. Proposals must comply with all terms and conditions described in this document. The term of the agreement will be for five (5) one-year periods.

TCCF is a 107,800 sq. ft., 395 bed facility with low, medium and maximum-security inmate housing. In addition, the Options Building houses 96. The main facility has four dorms, four pods, a transfer area and intake. The facility has state-of-the-art systems including Wi-Fi and video technology. The average daily population for the last five years is as follows:

<b>Average Daily Population 2014 - 2018</b>	
2018	448
2017	478
2016	465
2015	405
2014	413

The facility houses both adult male and female inmates. The population is comprised of inmates who have been arrested for violation of city, state and/or federal laws. Inmates may be pending further court action, serving a sentence, or waiting commitment to a state or federal correctional facility.

### Description of Current Commissary Services:

TCCF provides commissary services to the inmates in all housing areas twice a week. All orders are currently taken manually through a paper process with each inmate filling out his/her order. Accounting staff enter these orders into a spreadsheet that is then sent to our current commissary vendor for processing. All purchases are limited based upon inmate status and dollar amount.

Inmates must have an account balance in excess of \$2.00 on the date of purchase or they are considered indigent and can only order an indigent kit. Indigent kits are paid for by the county.

Our current commissary vendor delivers the orders twice a week on Wednesdays and Saturdays. Our commissary vendor distributes the orders to the inmates and has each inmate sign for his/her order.

The commissary sales (including indigent sales) for 2014-2018 are identified in the table below:

<b>Year</b>	<b>Commissary Sales</b>
2018	\$176,269.68
2017	\$234,883.65
2016	\$241,225.32

Year	Commissary Sales
2015	\$165,885.22
2014	\$170,070.19

## 2. Technical Landscape:

Thurston County has a contract with Telmate/GTL which provides devices (tablets) capable of accessing telephone, video visitation, inmate requests, commissary ordering and trust account. Kiosks are provided for accessing telephone, video visitation, inmate requests, commissary ordering and trust account as well. Thurston County also has a contract with ATIMS, our jail management system which has a financial module that tracks each inmate's account. It is anticipated that the successful Service Provider's system will be able to process electronic transactions for orders based on the amount of funds in each inmate's account at the time of the latest data file received from the jail management system as well as based upon the limitations set forth for each inmate. A Service Provider's demonstrated ability to integrate with Telmate/GTL's system and ATIMS will be considered a significant factor in Thurston County's evaluation.

## 3. Project Scope:

The scope of this project is to identify, select, contract with, and engage a Service Provider who will provide external commissary services. The commissary program is to be operated in a cost effective manner with full reporting to TCCF. The requested functional requirements that must be met are located in the file called External Solution Functional Requirements.xlsb that is attached to this request for proposal (RFP).

The Service Provider is to provide the complete system for commissary ordering at no charge to the County:

1. Software must interface with TCCF's jail management system and phone/tablet service provider at no cost to the County. Currently, ATIMS is TCCF's jail management system and Telmate/GTL is TCCF's phone/tablet service provider. Any interface costs with these systems are to be covered by the Service Provider.
  - a. Software must apply special rules for an inmate who is considered indigent.
  - b. Software must have the ability to set up commissary restrictions: quantity order, quantity time span, item ordering restrictions by housing spending limits.
2. Software must meet the following minimum requirements:
  - a. Security protocols to limit accessibility to the Service Provider's software by non-authorized personnel; the ability to authorize software access by terminal/workstation or by user ID and password.
  - b. Monitor all system activity.
  - c. Credits for shortages / damages to inmate orders shall be input into the Service Provider's system for credit to the individual inmate's account. The Thurston County Sheriff Office staff must be able to go on-line and view the credit applied.
3. The County shall have access to daily reports that show:
  - Inmate's full name

Inmate's identification number

Date, amount and specifically what was ordered for commissary

Date, amount and specifically what was credited for commissary

4. The system must provide a series of reports as specified by the County including, but not limited to:
    - Detailed weekly invoices,
    - Credit reconciliation capabilities
  5. Installation, support, upgrades and maintenance of all software is provided at no cost to the Thurston County Sheriff Office (TCSO).
  6. Service Provider must provide inmate commissary services via tablets currently provided by Telmate/GTL to all inmate housing areas, including the Options Building. Any solution must have the ability to adapt to future expansion and integration, as may become necessary.
  7. Inmates will order commissary in dorms from inmate tablets or kiosks currently provided by Telmate/GTL. The Service Provider shall integrate with Telmate/GTL's inmate tablet and kiosk systems for commissary ordering.
  8. Service Provider shall provide a current menu with pricing; menus will be provided in English and Spanish.
  9. Commissary goods are to be received, stocked and distributed from the Service Provider's own off-site storage area.
  10. Anticipated hours of commissary supply system access are from 0600 to 2200, seven days a week. The entire inmate population will be able to order commissary at a minimum of twice per week. Order forms are to be electronically processed. Funds are to be electronically deducted from the inmate's trust account after either the system or Thurston County Sheriff's Office staff have verified that the inmate doesn't owe the County for medical services or other services.
  11. Service Provider must provide commissary deliveries to TCCF at least twice a week. Delivery dates may change and will be determined by the TCCF. The successful Service Provider will also provide vending machines in areas as determined by TCCF management.
  12. Individual commissary orders shipped to the facility will be delivered to the inmate population by the Service Provider with assistance from the employees of TCCF.
  13. Limits will be set on the amount (dollar amount and numbers of items) of commissary that may be ordered/purchased and shall be reflected in the commissary system.
  14. If an inmate has insufficient funds to cover the cost of their entire order, the Service Provider must provide a system whereby the inmate's ordered items are processed in a prioritized manner. This procedure must be approved by TCCF management and based on availability of funds.
-

15. Indigent inmates are permitted to order an indigent kit once a week. Portions of the kit may be ordered over the course of the week. Cost of indigent purchases will be billed to TCCF. TCCF shall have the ability to review indigent orders prior to the order being submitted to the Service Provider.
16. The Service Provider must provide correctional safe products.
17. The Service Provider must be able to provide certified kosher items.
18. Service Provider will provide the County a commission on commissary sales. Items provided for purchase by the inmate population shall be at the best prices and terms reasonably available. The TCCF reserves the right to determine the final retail selling prices to the inmates.
  - a. Proposals shall specify the commission percentages to be provided by Service Provider to Thurston County for each commissary product offered in their proposal.

**Please attach a typical product list that includes Volume, Price, Revenue, and Commission.**

- b. No reduction to rate of return (Commission) shall be made within the first year of this contract. Requests for a rate adjustment may be initiated by either party for the outlying option years of the contract. Such requests shall be submitted in writing to Thurston County 60 days prior to the expiration of the contract's current term. The approval of rate adjustments shall be by mutual agreement of the parties and any adjustment shall be included in the extension of the contract for that option year.
- c. Any increase in commissary or vending prices from the Service Provider will not take place without a 30 day notification to Thurston County's designated administrative contact and inmate population. Thurston County reserves the right to deny the price increase.
- d. The Service Provider shall provide, at a minimum, monthly statements to Thurston County. Statements shall be itemized and include prices and amounts delivered to Thurston County for commissions. Thurston County reserves the right to request additional information as determined necessary by Thurston County leadership. All information requested by Thurston County shall be provided within 24 hours.

**Complete the attached Form D, Inmate Commissary Service Commission Proposal on page 24.**

19. Service Provider shall provide training for Thurston County Sheriff Office employees as to the thorough and proper use of Service Provider's software. On-going training shall be provided by the Service Provider as needed.
  - a. The Service Provider shall provide a training plan. This training plan shall identify:
    - Training needs for Thurston County designated staff
    - Training needs for Inmates
    - Training needs for Service Provider staff

Training materials as necessary shall be delivered to Thurston County. An electronic version of training materials is highly desired.

A formal training plan between the chosen Service Provider and Thurston County will be completed at a later date.

**Complete the attached Form F, Training Plan on page 26.**

20. Service Provider must supply any necessary financial reports to meet the needs of Thurston County Sheriff's Office that include, but are not limited to:
- a. Report by month or entire incarceration of an individual inmate account to include all transactions (order details, credits/refunds),
  - b. Ability to generate reports for specific, non-routine purposes

#### **4. Requested Functional Requirements**

The Service Provider must complete the Requested External Solution Functional Requirements worksheet by answering 'Y or N' in the Y/N column. Service Provider is to complete the 'Service Provider Response to Requirement' sections with as much detail as possible. The Service Provider's detailed response to each requirement will be part of the scoring.

**Complete requested functional requirements located in External Solution Functional Requirements.xlsb.**

#### **5. Optional Features**

Service Providers are encouraged to not only respond to the requested functional requirements, but to offer information on additional inmate commissary Service Provider options/features available with their solution that would be of benefit/interest to Thurston County.

**Complete the attached Form E, Optional Features on page 25.**

#### **6. Technical Specifications and Service**

The Service Provider is required to answer each of these items on Form C, Technical Specifications and Service in their response using the forms provided. As part of the Service Provider's detailed proposal, the Service Provider is free to go into detail as these may be considered by Thurston County as key product differentiators.

**Complete the attached Form C, Technical Specifications and Service on page 22.**

#### **7. Fee Proposal:**

It is the objective to have the commissary system as herein proposed interfaced with TCCF's jail management system and phone/tablet service provider system, installed and maintained at no cost to Thurston County.

## **8. Equipment, etc.:**

The Service Provider is to provide the following at no cost to the County:

- 1) All equipment, supplies and maintenance necessary to administer the services described within this proposal. Microwaves are to be provided to all the inmate housing areas to include Options. The Service Provider will repair or replace at the Service Provider's expense microwaves that are provided.

## **9. Service Provider Employee Screening and Security:**

- a. The Thurston County Correctional Facility requires all employees of all Service Providers entering the facility to be subjected to a Criminal Background Check. The background check for all Service Providers' employees will be administered by the Thurston County Sheriff's Office (TCSO). The Service Provider will make any and all information needed available to the TCSO to complete required background checks.
- b. Any sub-Service Providers, if authorized by the Jail Administrator or designee, must also pass a background check.
- c. The Jail Administrator or designee shall have the sole right, at any time, to reject any such employee who it determines, in its sole discretion, poses a risk or potential risk to the security or operations of the Thurston County Correctional Facility.
- d. Any sub-service Providers must sign a waiver of liability.

## **10. Legal and Regulatory Compliance**

### **10.1 Valid License**

Only proposals from Service Providers licensed or legally entitled to do business in the state of Washington will be considered.

### **10.2 Legal Compliance**

During the course of work for Thurston County, contractors, sub-contractors, and their employees are required to comply with all applicable local, State and Federal laws, codes, ordinances, and regulations. The Service Provider shall take all required actions to comply with Labor and Industries inspection requirements. The Service Provider/employee shall comply with Thurston County's physical and data network security policies.

### **10.3 Safety Considerations**

The Service Provider shall be responsible for compliance with all relevant state and federal workplace safety requirements to include compliance with Thurston County's safety directives and policies. The Service Provider shall be responsible for ensuring that its employees are trained in the safety procedures appropriate to assigned work. The Service Provider agrees to indemnify, defend and hold harmless, Thurston County, its elected officials, employees, agents and volunteers from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged by the Service Provider in the performance of this contract. The Service Provider shall provide necessary worker's compensation insurance at Service Provider's own cost and expense.

### **10.4 Substance Use Policy**

The use of illegal drugs, alcohol, marijuana/marijuana products, or controlled substances on Thurston County property or premises is strictly prohibited. Working on this project while under the influence of drugs or alcohol is strictly prohibited, and if discovered, may be reported to the appropriate law enforcement agency.

**10.5 Tobacco and Vape Free Facility**

Tobacco and all vaping products are allowed only in designated areas outside of the TCCF.

**10.6 Harassment, Discrimination, Fraternization**

Any form of harassment, discrimination, or improper fraternization with Thurston County inmates or employees is strictly prohibited.

**10.7 Prison Rape Elimination Act (PREA)**

The Service Provider acknowledges that Thurston County has a zero-tolerance policy regarding sexual assault and harassment in accordance with the Prison Rape Elimination Act (PREA) of 2003 (Federal Law 42. U.S.C. 15601 ET. Seq.). The Service Provider further acknowledges compliance with all applicable PREA Standards, Thurston County Policies related to PREA and Thurston County Standards related to PREA for preventing, detecting, monitoring, investigating, and eradicating any form of sexual abuse within Thurston County Facilities. The Service Provider acknowledges that, in addition to "self- monitoring requirements" Thurston County may conduct announced or unannounced compliance monitoring to include "on-site" monitoring. Failure to comply with PREA, including PREA Standards and Thurston County Policies, may result in immediate termination of the contract.

**10.8 Insurance Requirements/Indemnification**

The selected Service Provider will be required to provide insurance in the form and amounts as determined by the Thurston County Risk Management Division. The selected Service Provider will also be required to indemnify Thurston County related to its activities and omissions related to the executed services contract.

**10.9 Copyright and Confidentiality**

Selected or prospective Service Providers shall maintain strict privacy of all Thurston County records, data, files (regardless of media), including any copyrighted material received from Thurston County.

**10.10 Collective Bargaining**

The Service Provider must specify if any of the Service Provider's employees who will be working on Thurston County premises are covered by any labor unions involved in collective bargaining agreements. If so, identify the date the current labor agreement expires. The Service Provider must also disclose if the firm is currently involved in any labor related litigation, mediation, arbitration or negotiation that may affect its ability to perform its obligations under the proposed Scope of Work.

**Please complete Form G – Collective Bargaining on page 27.**



### 10.11 Codes and Standards

It shall be the responsibility of the Service Provider to identify all codes, and/or agencies having jurisdiction and governing the execution of this proposal and to ensure conformance with those codes and agencies, including but not limited to the following:

- OSHA/WISHA
- Applicable Regulations of the Washington Department of Labor and Industries, including WISHA
- Thurston County Public Health rules and regulations
- State and Federal Anti-Discrimination Laws

*This list is not exclusive.*

### 11. Service Agreement:

- a. Technical support service on a 24 hour, 365 days per year basis for all critical and non-critical system failures.
- b. System Failures are defined as:
  1. Critical system failure is a loss of connection to the Service Provider's network or any other malfunction that prevents users from using the software as intended to communicate or manage orders.
  2. An example of a non-critical system failure is a malfunction or failure of an inmate account that does not affect the other inmates from completing a commissary order.
- c. A method to resolve critical system failures remotely within one (1) hour or employ a technician that can arrive at the facility within four (4) hours from the time the initial call or email to technical support is made.
- d. A method to resolve non-critical system failures within twenty-four (24) hours from the time the initial call or email to technical support is made.
- e. The technical support solution offered by the Service Provider must be approved by the Thurston County Correctional Facility administrator or designee. Should the solution offered by the Service Provider be deemed unacceptable to the Jail Administrator or designee, the Service Provider must find another solution that is acceptable to the Jail Administrator or designee. Failure of the Service Provider to find an acceptable solution to a technical problem may be cause for termination of the contract.
- f. Any temporary solution shall not be used for more than forty-eight (48) consecutive hours unless approved by the Jail Administrator or designee.
- g. Routine system maintenance shall be conducted at times agreed to in advance by the parties and shall include but not limited to periodic inspections, tests and adjustments. System upgrades, including software upgrades shall be provided free of charge to the County for the life of the contract.
- h. The Service Provider must provide support staff contact information, hours of operation and after hours support procedures. Such information must be published and kept current. Failure by the Service Provider to respond and resolve technical issues promptly and completely to the satisfaction of the County may be cause for termination of contract.

- j. The County will have no liability to the Service Provider for theft, vandalism/damage or loss of the Service Provider's equipment inflicted by the Inmates or the public. All costs associated with the repair or replacement of equipment will be the responsibility of the Service Provider.
- k. The Service Provider shall be responsible for all costs of installation or disconnection throughout the term of the contract. The Service Provider shall furnish and install equipment and any other items necessary to make this service functional. (Note: The incumbent Service Provider will remove all equipment at contract termination from the County facilities without charge.).
- l. In performing all services under the resulting contract agreement, the Service Provider shall comply with all local, state and federal laws.

**12. Communications:**

It is the responsibility of the Service Provider to read and understand all parts of the Request for Proposal (RFP). All communications regarding this RFP from Service Providers and other interested parties must be directed through:

Captain Jim Downing  
 Thurston County Sheriff's Office  
 Address: 3491 Ferguson Street, Tumwater, WA. 98512  
 Phone: (360) 709-5941  
 Email: [jim.downing@co.thurston.wa.us](mailto:jim.downing@co.thurston.wa.us)

The individual identified above is the sole point of contact for any inquiries or information pertaining to this RFP.

Service Providers who request a clarification of the RFP requirements may submit written questions to the RFP contact person. Questions shall be submitted to Captain Jim Downing via email. All questions and responses will be subject to general distribution to all Service Providers who have submitted a letter of intent pursuant to section 13.2. Distribution of questions and responses shall be via email. Thurston County reserves the right to update RFP requirements.

Due a high volume of spam, all questions to the RFP submitted by electronic mail are to include: **“Thurston County Commissary Request Questions”** in the Subject area of the electronic message.

Thurston County assumes no responsibility for unanswered questions without the correct information in the subject line or delays caused by delivery service.

**13. Proposal Instructions, Format, Content and Submission**

**13.1 Schedule**

This RFP will be managed according to the following schedule. The County reserves the right to adjust this schedule as necessary.

Formal RFP issuance to Service Providers:	January 15, 2020
Letter of Intent from Service Providers:	January 27, 2020
Deadline for Questions from Service Providers	January 27, 2020
Tour of TCCF:	January 28, 2020

Deadline for TCCF’s Response to Questions from Service Providers	February 10, 2020
Deadline for receiving Proposal and required responses:	February 14, 2020
Notification of Service Provider Short List by:	February 19, 2020
Service Provider Presentations (if requested by Thurston County):	March 3, 2020
Service Provider Selection by:	March 6, 2020
Commencement of contract negotiations w/selected Service Provider:	March 6, 2020
Scheduled commissary service start date:	May 1, 2020

**13.2 Letter of Intent**

Interested Service Providers are strongly encouraged to submit letter of intent to the listed Thurston County communications contact (see Section 12) **by January 27, 2020**, if possible, to ensure receiving notice of any questions and clarifications concerning this solicitation.

**13.3 Facility Tour**

Service Providers will be invited to a tour of TCCF. The tour is currently scheduled for **January 28, 2020, at 2:00pm**. Service Providers are limited to sending a maximum of two representatives on the tour. Service Providers are required to notify the Communications contact (Section 12) **by end of business on January 24, 2020**, if they are planning on sending representatives to the tour.

**13.4 Submission of Proposal**

**13.4.a Submission Deadline**

*All Service Provider responses and proposals should be received by 4:00 PM (PST) on February 14, 2020.* Late or incomplete proposals may be rejected at Thurston County’s sole discretion.

**13.4.b Submission**

All proposals **MUST** be sent by mail to:  
 Chief Heidi Thomsen  
 Thurston County Sheriff’s Office  
 Address: 2000 Lakeridge Drive SW, Olympia, WA 98502

Thurston County assumes no responsibility for delays caused by delivery service.

**13.4.c Copies**

All responding Service Providers shall submit five (5) copies of their response to this RFP.

**13.4.d Proposal Materials**

Prospective Service Providers must provide the following materials as part of their proposal:  
 Cover Letter  
 Completed Thurston County Proposal Forms (as provided as part of this RFP)  
 Signed Service Provider’s Certification and Formal Offer of Proposal

**13.4.e Legibility and Organization**

Proposals must be typed or printed, must be written in English and must be legible and reasonably organized. Pages must be consecutively numbered. Responses must mirror the numbering order used throughout this RFP.

**13.4.f Completeness of Response**

Service Providers must include responses to all of the provisions and items of this RFP using the forms provided herein for their responses.

## **14.RFP and Proposal Terms and Conditions**

**14.1 Right to Withdraw Proposals**

Proposals may be withdrawn at any time before proposal deadline.

**14.2 Right to Reject/Accept Proposals**

Thurston County reserves the right to accept any proposal or, at its discretion, reject any or all proposals. There is no appeal offered or implied to Thurston County's final decision.

**14.3 Right to Modify Proposals**

Thurston County reserves the right but is not obligated to modify minor irregularities in proposals received.

If discrepancies between sections or other errors are found in a proposal, Thurston County may reject the proposal. Service Providers are responsible for all errors or omissions in their proposals, and any such errors or omissions will not serve to diminish Service Providers obligations to Thurston County.

**14.4 Additional Information**

Thurston County reserves the right to request and/or obtain additional information as required.

**14.5 Thurston County Not Responsible for Proposal Expenses**

Receipt of a proposal does not obligate Thurston County to pay any expenses incurred by the Service Provider in the preparation of proposal or obligate Thurston County in any other respect.

**14.6 RFP Proposals Do Not Obligate**

Neither the publication nor distribution of the RFP, or the receipt of proposals, constitutes any obligation or commitment on the part Thurston County.

**14.7 Proprietary Information/Public Disclosure**

Once in Thurston County's possession, submittals shall become property of Thurston County and are considered public documents under applicable Washington State laws. All documentation that is provided to Thurston County may be subject to disclosure in accordance with Washington State public disclosure laws.

**14.8 Proposal Evaluation and Contractor Selection**

The Proposals will be evaluated by a team of people from Thurston County. Thurston County will initially check the Service Provider’s proposal to validate all information required to conform to this RFP is included. Absence of required information may be cause for rejection.

**14.9 Evaluation Criteria**

Service Providers will be evaluated based on the information furnished by the Service Provider. Evaluation will include, but are not limited to, the following criteria:

<b>Evaluation Criteria</b>
Ability to Meet Requested Functional Requirements, Including Integration Capabilities
Rates, Billing and Commission
References and Customer Feedback
Other Required Documentation
Completeness of Proposal
Product list and Pricing
Relevant Commissary Service Experience
Value Added Services
Any Other Factors Listed in the RFP
Site Visit (If Conducted)

*In the event that **no or only a few** Service Providers meet all of the requested functional requirements, Thurston County has the discretion to evaluate proposals that **do not** meet all the requested functional requirements.*

**14.10 Notification and Requirements Demonstration**

Based on the evaluation of the RFPs, Thurston County will create a short list of, and may invite them to Thurston County to participate in a demonstration of the requirements. Thurston County will discuss each of the requirements with the Service Provider and may ask to have the requirements demonstrated. The selected Service Providers will be notified in writing or by email by the date indicated in Section 13.1.

**14.11 Site Visits**

Thurston County may choose to conduct site visit(s) to the Service Provider client sites as part of the evaluation process. The site visits may be used to determine the successful Service Provider. Evaluations of the Service Provider client sites / headquarters will be based on the following:

- Assessment of the Service Provider service in response to contract
- Assessment of the quality of Service Provider services
- Overall user satisfaction with the service delivery

**14.12 Final Service Provider Selection**

Thurston County will select the Service Provider that has, in Thurston County's judgment, the best overall Inmate Commissary Service Provider RFP proposal. The selected Service Provider will be notified in writing or email by the date indicated in Section 13.1. Thurston County will then start contract negotiations with this Service Provider.

**14.13 Negotiations**

Thurston County will enter into negotiations with the Service Provider selected. This may include technical, financial, contractual or other clarifications needed to make a decision. Thurston County reserves the right to also negotiate with the other high rated Service Providers in the event it is determined by Thurston County that the selected Service Provider and Thurston County might not agree to contract terms.

**14.14 Final Authority**

The final authority to award contracts as a result of this RFP rests solely with Thurston County.

**14.15 Agreement Terms and Conditions**

The agreement between the Thurston County Sheriff's Office and the Service Provider who may be awarded a contract will be for one year from the date of contract execution. TCSO will have the option to renew the contract on a yearly basis for four successive one-year renewal terms, not to exceed a total of five years for the contract. Each renewal will be based on a yearly review of the services provided by the Service Provider.

A copy of the contract template is attached to this Request for Proposal.

**14.16 Sub-Out Components**

It is acceptable for a Service Provider to sub-out components of the system; however, there will be one contract and the Service Provider shall be designated as responsible for the complete proposal solution.

## **SERVICE PROVIDER RESPONSE CHECKLIST**

This checklist is provided for the Service Provider’s convenience to insure that all required materials have been included in the Service Provider’s response. It is not required as part of the Service Provider’s response.

<b>Form Name</b>		✓
Cover Letter		
Form A: Company Information		
Form A: Company Background Information		
Form A: Company Experience		
Form A: Company Contact Information		
Form A: Anticipated Project Manager Information		
Form B: Customer Reference 1		
Form B: Customer Reference 2		
Form B: Customer Reference 3		
Form C: Technical Specifications and Service		
Form D: Commission Analysis		
External Solution Functional Requirements.xlsb		
Form E: Optional Features		
Form F: Training Plan		
Form G: Collective Bargaining		
Form H: Signed Service Provider’s Certification and Formal Offer of Proposal		
Form H: Service Provider Responsibility – Declaration of Service Provider		

**Thurston County Proposal Forms**

Thurston County reserves the right to request and/or obtain additional information as required.



**FORM A**  
**Company Information**

The Company Information Form asks specific information about the company and its financial standing. Our intent is to verify the viability of the company to provide services to Thurston County for the next several years.

<b>Company Information</b>	
Company Name:	
Address:	
City, State, Zip Code:	
FAX Number:	

<b>Company Background Information</b>	
Organizational Type/Structure:	
Date Incorporated:	
Number of employees:	

<b>Company Experience</b>	
Years' Service Provider has conducted commissary business. How many years in Washington State:	
Number of similar size commissary operations:	
Is there any pending litigation against the firm? Has there been	

any litigation against the firm in the last 3 years?	
If so, attach a statement indicating the caption, case number, Court, Counsel, and general summary.	

<b>Company Contact Information</b>	
Contact Name:	
Address:	
City, State Zip:	
Phone Number:	
E-Mail Address:	
Web Site URL:	

<b>Anticipated Project Manager</b>	
Contact Name:	
Phone Number:	
E-Mail Address:	
Years of Experience:	
Number of Employees Working Under Manager:	

**FORM B**  
**References**

Provide at least three customer references relevant to the scope of this contract. A brief description of the work performed must be provided for each reference. More than three references may be provided. For additional references, please add additional sheets with the requested information in the same format as shown below.

<b>Customer Reference 1 Information:</b>	
Institution Name:	
Address:	
Contact Name:	
Contact Title:	
Contact Email Address:	
Number of Years as Customer:	
Size of System:	
Year Installed:	
Additional Relevant Information:	

<b>Customer Reference 2 Information:</b>	
Institution Name:	
Address:	
Contact Name:	
Contact Title:	
Contact Email Address:	
Number of Years as Customer:	
Size of System:	
Year Installed:	
Additional Relevant Information:	

<b>Customer Reference 3 Information:</b>	
Institution Name:	
Address:	
Contact Name:	
Contact Title:	
Contact Email Address:	
Number of Years as Customer:	
Size of System:	
Year Installed:	
Additional Relevant Information:	

**FORM C**  
**Technical Specifications and Service**

Please use the space provided and give as much detail as possible for each section.

<b>Technical Specifications and Service</b>	
<p><b>Customer Service (Inmate and General Public)</b> Please give a detailed description of your customer service for inmates and the general public for your solution. Please be sure to include call response times and if you have direct inmate customer service.</p>	
<p><b>Customer Support</b> Please give a detailed description of your customer service for TCCF staff for your solution. Please be sure to include call response times and the time it takes to address any failure within the system.</p>	
<p><b>System Architecture</b> It is required that the system integrates with and runs on the existing tablets and kiosks installed for the TCCF inmate communication, trust account system, which is Telmate/GTL as well as ATIMS, our jail management system. Please describe in broad terms the architecture of your system.</p>	

<b>Technical Specifications and Service</b>	
<p><b>Project Schedule and Implementation Timeline</b> Please provide a basic timeline for implementation of your proposed solution.</p>	
<p><b>Disaster Recovery Plan</b> Please describe your disaster recovery for the RFP.</p>	

**FORM D**

**Inmate Commissary Service Commission Proposal**

**Commissary Service Composite Commission**

The Contractor agrees to pay the TCCF a commission of commissary service sales of \_\_\_\_\_ percent ( %).



**FORM E**  
**Optional Features**

Please use this space to describe any additional features or options that you feel may be relevant to this proposal. Include availability, limitation, extra expense and any effect on commission.

As part of the optional features, please include detailed description about the following:

- Hot food commissary, including how you work with Food Service Providers to provide hot food commissary.
- Staff Vending Services

**FORM F**  
**Training Plan**

Please use this space to describe your training plan for the RFP as discussed in Section 3.

Training Plan

**Form G**  
**Collective Bargaining**

Are/will any employees working on or at Thurston County facilities be covered by or members of any union covered by collective bargaining agreements?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, please specify which unions and agreements and their expiration dates.		
Are any represented Service Provider employees involved in any labor related litigation, mediation, arbitration, or negotiation that may affect the Service Provider's ability to perform its obligations under the proposed scope of work?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, please explain:		

**FORM H**

**Service Provider's Certification and Formal Offer of Proposal**

By signing and dating below, the Service Provider affirms that the information provided in this proposal response and any included materials are true and correct, and that by signing, the signer certifies that he or she is authorized to enter into agreements on behalf of the Service Provider.

Do you certify that you are not on the Comptroller General's list of ineligible contractors nor the list of parties excluded from Federal procurement or non-procurement programs? Yes  No

Will you sell additional units to other government agencies within the state of Washington at the proposal price, terms and conditions until both parties accept a written change? The County of Thurston accepts no responsibility for the payment of the purchase price by other government agencies. Yes  No

THE UNDERSIGNED have hereunto set their hands or caused their duly authorized officers to submit this proposal, all as of the day of \_\_\_\_\_, 2020.

By signing below, you certify in writing that all Service Provider proposal terms, including prices, will remain in effect for a minimum of 180 days after the Proposal Due Date, that all proposed hardware and system software has been operational at a non-Service Provider owned customer site for a period of 90 days prior to the Proposal Due Date, and that all proposed capabilities can be demonstrated by the Service Provider.

Additionally, you certify that all information provided within this proposal response is accurate.

Person duly authorized by company to submit and certify this proposal (print name).

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Service Provider agrees that submission of this proposal to Thurston County, with a duly authorized officer or representative named above constitutes a binding agreement by the Service Provider to Thurston County to preserve the price submitted for 180 days. The Service Provider agrees that changing the proposal cost within this 180 day period may void the proposal response by the Service Provider and Thurston County may eliminate the proposal from further evaluation.