

## Comal County Commissary RFP 2014-310 Questions

1. Please provide a copy of your product menu including sizes and prices.  
**Refer to Addendum #2**
2. What platform of your JMS software are you currently operating? **Odyssey. Windows environment. SQL server database.**
3. Who is your current phone provider? **Securus**
4. What platform of your phone system are you currently operating? **Hand held**
5. Will the County allow for a lobby kiosk for inmate deposits? **The County is currently implementing a kiosk system and inmate deposits will be allowed through this system.**
6. Is the County interested in a booking kiosk? **The County is currently implementing a kiosk system.**
7. If the County is interested in a lobby or booking kiosks, does the County currently have electrical and CAT5 for the kiosks available? **N/A**
8. Is the County interested in Pod Kiosks? **No**
9. If the County is interested in Pod Kiosk, how many would be required? **N/A**
10. Would the County be responsible for providing the wiring necessary for all kiosks? **If required.**
11. Who is your current commissary provider? **Keefe**
12. What is your current commission rate? **\$13.51/bed**
13. Do you currently have a guarantee commission rate? **Yes**
14. What are your current annual commissary sales? **\$12,000.00-\$14,000.00 per month**
15. Is the County interested in a "phone it in" ordering system? **No.**
16. Would the county allow for a link to be placed on the county computer for access to our inmate banking software? **Please provide requirements of your offer in your RFP response for consideration.**
17. If the vendor needs to provide computers, how many will the County require? **Refer to Addendum #2.**
18. Is the vendor required to interface with your JMS? **Refer to Addendum #2.**
19. If the vendor is required to interface with your JMS, who is responsible for the cost of this interface? **Refer to Addendum #2.**
20. What are the handheld scanners that the County is referring to on page 13? **Refer to Addendum #1.**
21. Is the County interested in debit release of inmates? **No.**
22. What kind of inventory report is the County looking to receive? **Refer to RFP documents, Section 2.7.4 and Addendum #2**
23. Is the commissary company providing indigent paks or is the jail providing these? **Jail**
24. What items and sizes are included in indigent paks? **N/A**
25. Does the facility require credits on damaged or miss-picked products or do they require replacement products be shipped to the facility? **Refer to RFP documents, Section 2.8.**
26. Does the county prefer delivery to the inmates by the vendor or would the county be delivering to the inmates? **Refer to RFP documents, Section 2.6.**
27. Would the jail consider commissary more than one time per week? **Refer to RFP documents, Section 2.3.1.**
28. What JMS is the jail considering making a change to? **The Jail is not currently considering change of JMS.**
29. The total number of beds to receive commissary is 337 per the RFP. What is the average daily population during the past 12 months? **270-280**