

**REQUEST FOR PROPOSALS (RFP) NO. 525-SH
INMATE COMMISSARY AND VENDING SERVICES**

**ATTACHMENT 1 TO BULLETIN #4
QUESTIONS AND ANSWERS MATRIX**

Proposer's Question	The County's Answer
<p>1. RFP 525-SH – RFP Timetable - The current RFP timetable does not allow vendors the ability to digest all the data gathered during the Mandatory Proposer's Conference and Facilities tour and resubmit questions. The previous RFP Timetable included 2/13 Mandatory Meeting, 2/14 Facility Tour, 3/1 Written Questions Due, 3/14 Questions and Answers released, and 3/28 Proposals are due. We are requesting an extension that includes the following dates below to ensure vendors are allowed to provide the best options and values for the County.</p> <p>Will the County be willing to grant the extensions below?:</p> <ul style="list-style-type: none"> • Written Questions Due – Friday, April 12th. • Questions and Answers released – Friday, April 26th. • Proposal is due May 10th. 	<p>Yes, timetable updated via Bulletin #3.</p>
<p>2. Appendix A – Sample Contract - We were informed during the Mandatory Conference that vendors can redline/alter the sample contract and submit with our proposal. Please confirm the following:</p> <ul style="list-style-type: none"> • Vendors are allowed to redline/alter the sample contract. • Vendors are allowed to add additional proposed language to the contract in red. 	<p>Yes, Proposer's are allowed to redline Appendix A (Sample Contract). Please refer to Paragraph 7.6.5 (Exceptions to Terms and Conditions of Sample Contract and/or Requirements of Statement of Work) of the RFP for more information.</p>
<p>3. RFP 525-SH – Evaluation of Business and Cost Proposals - The Cost Proposal states that overall section represents 50% of bid. The subcategory weight is 25% for Revenue Proposal and 25% for Cost of Goods. How will the maximum points be distributed and weighted for Vendor A and Vendor B within the cost proposal in the example below?</p> <p>Revenue Proposal Vendor A – 51% commission Vendor B – 50% commission</p> <p>Cost of Goods Proposal Vendor A – 2% Vendor B – 3%</p>	<p>The following formula will be utilized:</p> <ol style="list-style-type: none"> 1. Proposed Revenue Split 25 points x Vendor's proposed % to County = Score 2. Discounted Rate \$1.19 price of Flaming Hot Cheetos <p>$1.19 \times (\text{Proposer's proposed Discount}) = \text{Calculation}$ $1.19 \times (\text{Highest Proposed Discount})$</p> <p>Calculation x 2500 = Score Proposed Revenue Score + Discounted Rate Score = Cost Proposal Score</p>

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4.	RFP 525-SH – Grounds for Review – 5.4.3.1 Solicitation Requirements Review - Please provide any written Solicitation Requirement Reviews for the RFP 525-SH.	In order to maintain the integrity of the solicitation process, this information will not be released.
5.	<p>RFP 525-SH – 4.1. - Pricing for all Master List Products. We asked a question regarding how will pricing for new products that are sold in the corrections market only such as Oraline Razor, Oraline Toothbrush and Fish Steaks in a Pouch be determined. The County's response was the contract states vendors must provide their product cost and referenced the RFP. After review of the RFP in particular RFP 525-SH 4.1.1., it states "For specialty items not available for purchase at local retailers, Contractor must provide a manufacturer letter as referenced under Paragraph 4.2.2(a)." In addition, after review of 4.2.2(a), this is related to the Contractor being permitted to request a price adjustment for all products..."4.2.2. (A)There is a verifiable price increase for the subject product(s), as passed on from their manufacturer/supplier."</p> <p>The RFP does not reference that vendors provide their cost. It states that we are required to provide a manufacturer price increase letter with the percentage of the cost increase but does not state how the initial price for an item that is sold in the correctional market only will be determined. Please advise on how we should determine new pricing for items sold in the correctional market only that are not sold in the convenient or grocery stores.</p>	Paragraph 4.0 (Menu Product Pricing for Commissary and Vending) of Exhibit A (Statement of Work) has been updated via Bulletin #4 to provide clarification for how the initial pricing for all specialty products will be established.
6.	RFP 525-SH – 10.9.4 – This section references vendors may be required to provide protective cages. Please provide the number of protective cages that are currently being used within Los Angeles County and the dimensions of the cages.	Awarded Contractor, in its sole discretion, will be responsible for providing protective cages for vending machines. The number of protective cages and their specifications will be determined by awarded Contractor.
7.	<p>Appendix B Attachment 3 - Vending Book of Sales</p> <ul style="list-style-type: none"> • Please provide the Soda usage for 2023 calendar year for the 10 Drinks. • Please provide the usage for 2023 calendar year for the top 20 Snack items listed. 	Attachment 3 (Vending Book of Sales) to Exhibit 9 (Cost Proposal) has been updated via Bulletin #4. Department Vending Sales for Calendar Year 2023 has been posted as Attachment 2 to Bulletin #4.

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8.	Statement of Work Attachments - Attachment C.1 – This provides the number of Cold Beverage Water Machines. During our visit we noticed several cold Snack Machines. How many cold Snack Machines are required?	Awarded Contractor must use its own analytics to determine how many and at what locations to utilize cold snack machines.
9.	RFP 525-SH – Commissary Order Methods – Would the county have interest in the inmate placing orders via the phone in the housing units? If yes, does the County have an adequate number of phones in each housing unit to allow the inmates this capability?	No.
10.	In the following two sections of the RFP (8.2.1 and 9.8.2.8), the RFP states a toll-free number will need to be provided for inmates to contact the vendor. This was mentioned at the conference, and we are requesting this language be removed from the RFP as there should not be toll-free calls for complaints from inmates to the vendor.	Paragraphs 8.2.1 and 9.8.2 of Exhibit A (Statement of Work) have been updated via Bulletin #4.
11.	<p>Exhibit A – Statement of Work – 9.11.2 Refund Policy – “Contractor is responsible for providing refunds to the Inmates Trust Account within two days of undeliverable commissary order due to, but not limited to the following:</p> <ul style="list-style-type: none"> • An Inmate has been released from custody prior to receiving their commissary order. <p>Currently a vendor is unable to issue credit if an inmate is released prior to receiving a credit. If an inmate’s account is closed, vendors are unable to post credits to an inmates account. Will Los Angeles County and their Inmate Banking Provider (JIMS) develop an interface that will allow vendors to issue a credit despite the inmate being released from jail? *Note – this will require the inmate to return at a later to receive their commissary funds.</p>	In accordance with the SOW, any undeliverable order must be credited in full back to the inmate’s trust account. The County will work with awarded contractor to ensure that all transactions for undeliverable orders can be processed back to an inmate’s account, even if previously released.
12.	<p>Exhibit A - RFP 525-SH – 10.9 Vending Maintenance Requirements</p> <ul style="list-style-type: none"> • How many FTE’s (full-time equivalents) are currently being utilized to restock the vending machines by location? • How many times per week is the current provider filling each of the machines at each location? 	Proposer must have adequate staffing to restock every inmate vending machine located at each Custody Facility, at least once per week. Sales activity in high traffic areas may necessitate additional restocking visits.

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13.	Appendix B Exhibit Cost Proposal – Vending Book of Sales – The current RFP states Vending sales for 2022 calendar year. Will the County please provide current vending sales (snack and soda) for the previous 12 months (March 2023 – February 2024)?	Attachment 3 (Vending Book of Sales) to Exhibit 9 (Cost Proposal) has been updated via Bulletin #4.
14.	SOW Attachment – C.2 -The C.2 attachment provides a listing of the Vending Machines by facility/housing unit. How many inmates will have access to the vending machines? For example, is it 100% of the population, 80%, etc.	Any vending machine placed in a dorm / module / pod will be accessible to 100% of the population in that housing location; however, individual inmates may be administratively restricted from access on a temporary case by case basis.