ADDENDUM 3
ITN-2010-19-002-COMMISSARY

The response to the following question regarding average deposits is provided as promised in Addendum 2, Question number 27:

Question: On average, how many inmate deposits to you have per week/month?
Response: The inmate deposits from September 1 through September 29 were 2,193. Please see the summary report included at the end of this Addendum for more detail.

The RFP’s reference to video surveillance capability and the required equipment has been reconsidered. We have determined that cameras/video surveillance equipment will be considered a value added component of any proposal submitted. The intended use of the video cameras is to provide security reviews for transactions made. Cameras at cash/ATM machine locations are of particular interest to us. Cameras at the 30 kiosks would also be considered if the vendor has that capability. The current commissary vendor does not provide this equipment. The equipment is included in the RFP and vendors are encouraged to include it as part of their proposal for the cash/ATM machines and/or kiosks if this is something that can be offered.

QUESTIONS RECEIVED VIA EMAIL

1. Question: Has the county studied the effect or taken into account the network bandwidth needs of 30 or more live video feeds from the kiosks?
Response: The county has considered that network bandwidth could be a concern with live video feeds being placed at kiosks. We are currently researching the effect that it might have on our existing system. However this should not prohibit a vendor from submitting a proposal as the video surveillance equipment is now a “value added” component of the RFP. In addition, our primary goal is surveillance at the cash/ATM machines.

2. Question: For how long does the county expect the video captured to be stored? And, if for a long period of time, does the county have the facilities for housing the hardware required to store all of this data?
Response: In the event that a vendor is capable of supplying video surveillance and chooses to include it in a proposal, the preference of correctional facility staff would be that video be stored for thirty days. Yes, the county would have the facilities required for housing hardware.

3. Question: On the ATM for the Guardhouse, has the MCSO or the county made any attempt prior to the RFP to have an ATM unit placed by any other entity at this location?
Response: No
   a. If so what was the outcome of that request and who was the request made to?
      Response: No request was made.
   b. How does the MCSO anticipate visitors accessing the Guardhouse?
      Visitors would pull up to the Guardhouse, park and use the ATM/cash machine. They could draw cash from the ATM machine and use it to make a deposit into an inmate’s account. People also stop at the Guardhouse and wait for released inmates. Released inmates wait there for
someone they know to pick them up or for a taxi ride back to town. Currently some released inmates walk back to town and stop at the Circle K to make purchases. In any of these scenarios the ATM machine would enable inmates to get cash from the debit card they receive upon being released.

4. **Question:** Does the facility currently have video monitoring in each housing unit which can show who is using the kiosk?
   **Response:** No.

5. **Question:** [In reference to RFP] Can you provide more information on the Central Management Console?
   **Response:** The Central Management Console is intended to allow for monitoring of all kiosks that are on site from one location. The console would also notify the vendor when any kiosk is in need of repair or maintenance.

6. **Question:** Is the current fingerprint reader system a closed system provided by the current commissary vendor?
   **Response:** Yes.

7. **Question:** With the current fingerprint system, please explain where and how the inmate is enrolled so they can use the kiosk.
   **Response:** The inmates do their initial fingerprint in Intake and Release at a kiosk that is programmed for that purpose. Fingerprint resets are done by Commissary Unit staff member. When an inmate makes a request for a reset, the staff member verifies the inmate’s identification before a reset is done. The resets are usually done when an inmate gets “locked out” of the system and cannot log back in.

8. **Question:** If a fingerprint enrollment process is in place, how many enrollment workstations are located throughout the facility?
   **Response:** Fingerprint enrollment is initially done in Intake and Release. It is possible to do a fingerprint reset at any kiosk on site. (See the response to question 3 for more detail regarding resets.)

9. **Question:** Is the commissary phone ordering system provided by PCS or the current commissary vendor?
   **Response:** The phone ordering system is provided by PCS.

10. **Question:** Please explain each step how an inmate orders commissary using the phone system.
    **Response:** Inmates order commissary and debit phone time through the inmate phone by following these steps:
    1. Pick up handset and dial the speed dial number to connect
    2. Press 1 for English, 2 for Spanish
    3. Press 1 for collect
    4. Enter your Personal Identification Number (Pin)
    5. When you are prompted to enter a telephone number press 9555 and the (#) key. You will be connected to the Commissary System
    6. Follow the commissary system instructions
11. **Question:** If the inmate commissary ordering system is provided by the current commissary vendor, is a speed dial number programmed in the PCS phone system to gain access to the commissary vendor’s voice prompts?
   **Response:** Yes. (See number six above.)

12. **Question:** Since the facility currently enters the property into their jail management software and it prints the property bag receipt, is that system not capable of printing a barcode for the property bags?
   **Response:** We cannot speak to the capability of the software. Addendum 2 has the JMS provider’s contact information. Vendors may contact the representative for detailed information.
   a. Has the jail management software provider been approached to provide this?
      **Response:** No.
   b. If so, at what cost?
      **Response:** Not applicable.

13. **Question:** How does the facility anticipate the barcode assisting with the location of property bags? If not, what is the purpose of the barcode?
   **Response:** We anticipate that using a barcode system for property management will provide a cleaner property inventory at both intake and release. It is our intent that each piece of an inmate’s property receive a barcode label upon intake. The items would be placed in the inventory bag which would also be labeled with a barcode indicating the inmate’s ID number and the bin and row number assigned by the system. Upon release, the bag would be easily retrieved and each item removed from the bag would also be scanned for the purpose of removing it from the inventory list.

14. **Question:** Does the entire facility currently have wireless available for the vendor’s use?
   **Response:** A walk through was completed to verify that there is wireless connectivity on both the public and private network throughout the building in the main facility. There is currently no wireless connectivity in the annex. If a vendor requires an Internet connection to utilize their software, the connection would be via the public network. In the event that a vendor needs a connection that would be housed on site, permission would be required to connect via the private network.

15. **Question:** Is 110 power available in each of the POD vestibules where commissary deliveries are made?
   **Response:** Yes. 110 power outlets are located in or near each core (vestibule) area where deliveries are made.

16. **Question:** Regarding the Guard House deposit kiosk, since the kiosk can’t be fully installed with the Guard House (to where depositor could walk into the Guard House to make their deposit), and no vendor currently offers an outdoor solution that can withstand the local climate, what is the preferred solution/structure in the agency’s mind? Where, in relationship to the Guard House, would this new structure be built? Who is responsible for the permit, building approval and cost?
   **Response:** The preferred solution for the cash machine would be to install it at the Guard House. This would keep costs down and provide an agency presence at the site of the machine. In the event that a vendor’s machine would require more protection than that location would offer with an awning, we understand that a separate structure would need to be built. Although an exact location has not been identified, it would be near the Guard House. Any costs affiliated with the structure would be the responsibility of the vendor.

**QUESTIONS FROM SITE VISIT ON OCTOBER 1, 2010**
17. **Question:** Would a cash machine in the main lobby work in place of having a cash machine in the Bondsman lobby? That would enable visitors to make deposits and also receive cash for bonds.
   **Response:** No. Bondsman still have to come in here [Intake lobby] and do some procedural things. They have to come to the window and display ID and so forth.

18. **Question:** Do you know about how many cash bonds you do a month?
   **Response:** We pulled the month of July to test a sample. In that month, 192 bonds were processed.

19. **Question:** When an inmate’s information is entered into JMS are they issued an identifier?
   **Response:** Yes, then that information is entered into the inmate banking system. What we are hoping for is an interface between JMS and the cash machine/inmate banking system, so we won’t have to do double entry.

20. **Question:** Does the JMS print the labels on the property bags?
   **Response:** Yes.

21. **Question:** All the property is entered into JMS and JMS prints the receipt and an inventory goes into the bag?
   **Response:** Yes.

22. **Question:** How many times a week is commissary delivered?
   **Response:** Twice a week. Current delivery days are Tuesday and Friday.

23. **Question:** Can they order commissary seven days a week?
   **Response:** Yes, via the phone system they can order seven days a week. Ordering via the kiosk is not available on Monday and Thursday. We close it down those days because the vendor picks the orders those days and we don’t want orders coming in while they are trying to fill them. On the phone system, the orders placed on Monday and Thursday won’t be received the following day. For example an order placed via the phone system on Monday won’t be delivered until Friday.

24. **Question:** When are delivery days?
   **Response:** Tuesdays and Fridays.

25. **Question:** When they bring the orders in, do they bring them in crates?
   **Response:** Some crates. Sometimes they bring cardboard boxes, but they have to take the boxes back with them.

26. **Question:** Does it have to be a cardboard box or a crate? Could it be a laundry basket?
   **Response:** No, it doesn’t have to be a crate or box. We don’t have a preference what it comes in. Whatever you bring in, you will have to take back out.

27. **Question:** How many different areas are there? [for delivery]
   **Response:** They normally bring 5-6 people. There are 30 kiosks, but some have multiple dorms. Only one person goes to a pod where there are multiple dorms. For example in HPod there are six dorms, and only one delivery person goes there. It takes 5-6 delivery people to complete the delivery. Whoever finishes an assigned delivery goes to help complete deliveries in other areas.

28. **Question:** Do you have a copy of the breakdown of the dorms?
29. **Question:** The [total] time then that the vendor comes in [for deliveries] is 5-6 hours?
   **Response:** The actual time that vendor employees are on site is also in the addendum. It’s about 17 [man hours] hours each delivery day.

30. **Question:** What do you call the area where commissary is delivered?
   **Response:** The core area. It is glassed in and serves multiple pods.

31. **Question:** So how is the connectivity here? Is it pretty good?
   **Response:** In terms of the wireless? [Yes.] It works for us. We have run through the ceiling to drop nodes for the wireless.

32. **Question:** Where do you want cash machines?
   **Response:** Intake side of Property, the Release side of Property and at the Gate House. Right now we have them in the Visitation Room. We thought that was going to be a good deal, but it isn’t. We sometimes have families in conflict there. So we want to put it at the gate house, so they can park, walk up to the machine, make the deposit and leave.

33. **Question:** So it will be in the Gate House?
   **Response:** No, it will be outside the Gate House.

34. **Question:** So it needs to be an outdoor kiosk?
   **Response:** Yes. They will need to build some sort of shed or something around it.

35. **Question:** So it’ll be in some sort of enclosure?
   **Response:** Whatever a vendor can come up with. The backside of the machine would be inside with a canopy or awning covering the outside- something like a bank ATM machine.

36. **Question:** Can the inmates in medical use the portable phone to place orders?
   **Response:** It is possible for inmates in the medical pod to use the portable phone to place orders. However, the commissary vendor has to be able to limit inmate purchases via the phone system as inmates may have dietary restrictions. We are currently unable to limit those purchases.

37. **Question:** How is the employee pool here?
   **Response:** In this economy there are lots of people who are looking for jobs.

38. **Question:** That can pass the background check?
   **Response:** In this economy there is probably more likelihood that you can find people who would be able to pass the background check than before.

39. **Question:** Do you still want a cash kiosk at Visitation?
   **Response:** No, we just want them at the Intake Lobby, the Release Lobby and the Gate House.

40. **Question:** Have you considered putting a kiosk for visitors in the main lobby?
   **Response:** We tried that, and it didn’t work.
**REMOTE DEPOSITS REPORT**

Manatee County Jail  
09/29/2010 09:03  
ST 010 | OPR TH

**Summary/Detail:** Summary  
**Time Frame:** 09/01/2010 00:00 - 09/29/2010 09:03

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