

Sheriff  
Doug Rader



Chief Deputy  
Tim Gideon

## REQUEST FOR PROPOSAL

RFP NO: 22-01

Proposal responses must be received no later than 5:00 pm CST on 11/24/2022. Proposal responses must indicate within the title that it is a proposal. All proposal responses will be reviewed on Monday, November 28, 2022.

**SUBMITTAL INSTRUCTIONS:** In an effort to support the County's initiative for conservation, it is preferred that the Request for Proposals (RFP) **Submitted** via email to Captain Dustin Johnson at [dustin.johnson@stonecountymo.gov](mailto:dustin.johnson@stonecountymo.gov).

**RETURN RFP TO:**  
**STONE COUNTY**  
**ATTN: Captain Dustin Johnson**  
**P.O. Box 245**  
**Galena, MO 65656**

**AGREEMENT PERIOD:** Date of award three-year term with updated RFP and evaluation at time of renewal. Deliver supplies to the physical address:

**STONE COUNTY JAIL**  
**110 S MAPLE ST**  
**GALENA, MO 65656**

**AGREEMENT:** The Contractor will be expected to provide the following services as part of the commissary program:

- a. Contractor shall maintain on its own premises, off-site warehouse, which will provide items to be made available through the commissary program. The County shall approve all items to be made available at the jail facility. Purchase and payment for inventory and stock shall be the sole responsibility of the Contractor.
- b. Contractor is required to provide at least 4 references where commissary services are currently being provided.
- c. Inmates will be able to purchase foods from the commissary once per week. All sales will be made via inmate phone ordering or kiosks, an automated order user interface provided by the vendor. Forms or automated order interface shall show items available and their current prices.
- d. Commissary items pricing will be based on a comparative study of prices of similar items at retail outlets in Stone County.
- e. Commissary service shall start within thirty (30) days of execution of the contract. The contract term shall be for a three (3) year period effective upon contract award.
- f. Contractor shall assume full responsibility for the actions of its personnel who may be present at the Stone County site. All contractor employees accessing the Sheriff's facilities will be approved by the County.

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Physical Address: 110 S. Maple Street, Galena MO 65656  
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Fax: (417) 212-5848, Jail: (417) 212-5930

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**INMATE ACCOUNTS SYSTEM REQUIREMENTS:** The Contractor shall provide all software for a computerized Inmates Account System to keep accurate and complete records of all commissary activity and balances of individual inmate accounts.

- a. The system shall be multi-terminal with multi-user and function capability.
- b. The system shall allow a jail staff person to create/open an inmate account by using the inmate identification number at the time of booking and then to enter the computer system the amount of money in the inmate's possession at that time. The system shall produce a receipt upon booking, including inmate's name, number, and PIN number.
- c. The system shall allow for at least the following functionality and types of transactions to occur on the inmate's account.
- d. The system shall adhere to generally accepted accounting principles and provide a complete audit trail of all transactions. Audit trail reports should include operator identification, date of all entries, and updates to records.
- e. The system shall provide a series of reports as specified by the SCSO, including detailed weekly invoices, cash reconciliation, and records of charges to inmates for other services, such as medical and haircuts.
- f. The system shall provide various levels of security, including password control. These levels will have the capability to be customized by the jail site manager.
- g. The vendor shall install the system, provide remote support to maximize utilization and minimal down time of the inmate accounts system. The vendor shall provide continuing support for the software and hardware throughout the length of the contract. Support is to include updates and enhancements to the software.

For the term of the contract, the Vendor must agree to customize the Trust Accounting System to meet the County's current and future accounting needs. Trust Accounting Software Requirements:

At a minimum, the Vendor providing Trust Accounting System must:

- Accept imports of inmate information from Jail Management System.
- Allow correctional staff to create an unlimited number of collection accounts with specific collection percentages and priorities without vendor assistance.
- Automatically deduct a defined portion of incoming inmate deposits to satisfy inmate debts.
- Allow users to create new inmate debts.
- Allow users to void inmate debts. If money has been collected on the debt, even over the course of several weeks, the system should refund all monies collected if the debt is voided. This must be accomplished without vendor assistance.
- Allow users to write-off debts or portions of debts.
- Allow predefined transaction amounts and comments to be entered for recurring transactions.
- Allow the creation of new inmate scheduled payments with payment frequencies including daily, weekly, and monthly.
- Allow releases of inmate funds by check or debit card.
- Allow group releases of inmates being transferred between facilities with a single check.
- Allow searching for inmates by inmate ID or last name.
- Have the capability to display inmate photo when editing inmate document.
- Allow tracking of property items such as radios which have been purchased by inmates.
- Allow restriction of commissary purchases based on an inmate's property items.  
For example, batteries may not be purchased unless an inmate has a radio in his property.
- Allow printing of customizable debt collection letters for mailing after an inmates' release.
- Allow printing of check directly from system with signatures printed on the check.
- Allow automatic printing of receipts after transaction entry without additional confirmations.
- Allow receipt printing on standard printers to be specified other than using default printer.
- Allow printing of checks directly from system with signatures printed on the check.
- Allow automatic printing of receipts after transaction entry without additional confirmations.

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- Allow export of reports to PDF, RTF, or Microsoft Excel. Exported reports should optionally disable page headers and footers for better integration with Microsoft Excel.
- Allow import of bank statements for automated monthly reconciliation.
- Automatically create ACH entries for release debit card withdrawals.
- Automatically export inmate information to other systems for web deposits.
- Automatically import inmate web and phone deposits near real time with no need for operator intervention.
- Automatically export inmate information to commissary order by phone system.
- Allow inmates to use their own personal credit or debit cards to transfer money to their trust accounts using the inmate telephone system after the cards have been collected and placed in Property.
- Provide integrated reports within the Trust Accounting System with no separate login or executable launch required.
- Allow easy reprinting for receipts
- Allow on-screen viewing of inmate transaction receipts without printing.
- Allow station specific number of copies during receipt printing.
- Directly interface with kiosk equipment designed to accept bills and coins.
- Allow user-defined indigent tracking based on current balance, days since booking, and deposits over a period, and commissary bills over a period.
- System must allow transactions to be easily voided while maintaining a verifiable audit trail. For example, a deposit transaction which triggers multiple debit collections should be voidable in a single operation which leaves the inmate and associated restitution accounts correct with no opportunity for officer data entry mistakes. This must be accomplished without vendor intervention or direct manipulation of data.
- System must allow holding of funds which cannot be spent by the inmate until released. Holds must support automatic removal after a predefined number of days.
- Allow tracking of inmate voluntary and mandatory savings accounts with automatic collections and interest distribution.
- Include manual transaction data entry warnings if a duplicate money receipt or billing transaction is suspected by the system.
- Include predefined reports not limited to:  
Trial Balance, Resident Balances, Balance Sheet, Check Postings, Money Receipts, Cash Disbursements, Inmate Debt, Fund Billing, Fund collections, Fund Credits, Payroll, Indigents, Savings, Releases, Bank Deposits, Debt Write-offs, Reconciliation, Commissary Receipts, Commissary Housing Totals, Commissary Product Sales, and Check Register.
- Allow ad-hoc reports to be run for defined inmate groups based on factors including housing assignment, gender, age, debt, or current balance without programming a reporting tool.
- Allow credit card transactions to be executed in the software using encrypted magnetic stripe readers.
- Prevent users from modifying a financial transaction that has been committed.
- Allow reports to be generated based on user and transaction types.
- Allow user groups to be established that limit access to program features.
- Commissary Inventory/Fulfillment Management Requirements

At a minimum, the Vendor provided Commissary Inventory Management System must:

- Have the capability to print inmate receipts to be included with the inmate's order which includes the following minimum information: Inmate ID, Name, Facility Name, Housing Location, Balance Prior to Order, and Balance after Order.
- For each product ordered the receipt must show: Product Order Code, Product Description, Quantity Ordered, and Unit Price. For products ordered but not received, the receipt must indicate the reason an inmate did not receive the item originally ordered (i.e., insufficient funds or restricted items.)

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- To ensure commissary delivery to the appropriate inmate, the commissary system must be capable of printing inmate photos on commissary receipts
- Allow commissary purchase restrictions based on balance, housing locations, product groups, and individual product purchasing patterns.
- Allow dietary, religious, gender, age, indigent, debt, day-of-week, or behavioral restrictions on commissary purchases.
- Allow printing commissary menus in English and Spanish directly from system.
- Allow manual entry of commissary orders and editing of orders received through inmate ordering system before the orders are billed to the inmate account.
- Allow product names to be customized for phonetic pronunciation on the telephone ordering system.
- Be configurable to print inmate commissary order receipts even for inmates who should not receive a commissary order. For example, an inmate who has a behavior restriction and can't order anything should receive a receipt showing that the order was received, processed, and rejected.
- Enable no-touch posting of commissary orders at a specified time and day.
- Allow entering a weekly message to be printed on all commissary receipts for distribution to the inmates
- Allow searching and reprinting of a single commissary order receipt.
- Contractor needs to explain the warehouse fulfillment technology to ensure a 98% fulfillment rate.

#### Release Debit Cards Requirements:

- Trust Accounting System must have the capability to directly release inmate funds onto a debit card with minimal effort
- The system must have the capability to swipe a debit card at release using vendor provided encrypted magnetic stripe readers and automatically load the debit card with the inmate's balance at release.
- Debit cards should not require additional action by the inmate to activate the card.
- The Trust Accounting System must automatically create ACH entries for monthly bank reconciliation based on withdrawals from each facility's bank account required to fund the release debit cards.

#### Inmate Trust Account Debit Calling Requirements:

- Vendor must demonstrate a debit calling system which has the ability to interface with the inmate telephone provider.
- The debit calling system must allow inmates to purchase phone time using an interactive voice response (IVR) system available through the standard inmate phone system.
- After purchase, the system must deduct the purchased amount from the inmates' account and make the purchased phone time available to inmates.
- The debit calling system must also have the capability to refund any unused phone time automatically to the inmate upon release if the inmate telephone provider supports this feature.
- Debit Calling must be provided at no cost to the county.

#### Phone Ordering System Requirements:

- Vendor must provide a commissary ordering system which operates through the existing inmate telephone system.
- The commissary ordering system must allow inmates to identify products for purchase and hear/see their current trust account balance.
- Completed commissary orders must not be billed to inmate accounts until the inmate's housing unit is processed as an entire batch.
- Likewise, any inmate restrictions existing at the time the housing unit batch is processed should be enforced.
- The commissary ordering system must be completely integrated with the trust accounting system, requiring no additional data entry for ordering or billing in the trust accounting system.

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**Lobby Cashier Kiosk Requirements:**

- Vendor must provide bill accepting kiosks for friends and family to place funds on inmate accounts. (This may be a coordinated effort with the telephone provider).
- The kiosk must also allow payments using credit/debit cards. Vendor must provide proof on PCI compliance certificate.
- The kiosk must give a receipt for each transaction.
- Vendor must interface with JMS so that bonds can be paid from lobby kiosks via cash or credit/debit.

**Booking Kiosk Requirements:**

- Vendor must provide cash accepting kiosks for the booking area.
- These kiosks should accept both bills and coins.
- The unit should also have a drop slot for manually entered items.
- The Trust Accounting System must automatically create ACH entries for monthly bank reconciliation based on deposits into facility's bank account as a result of inmate deposits.
- Bonding via the web should also be available.

**Web Commissary Ordering:**

- Vendor must provide a way for family/friends to be able to order commissary items via the web. All web sales except stamps should be considered as commissionable sales. All online sales must be integrated with the inmate banking software solution.

**Debt Collection Options:**

- The Trust Accounting System must have options available to automatically collect a percentage of incoming funds to pay for existing inmate obligations.
- The Trust Accounting System must provide features for alternative debt collection including the ability to print debt letters for mailing to a former inmate and sending uncollected debt to collection agencies.

**Credit Card Bonding:**

- System must provide the capability for inmates to satisfy bonds with credit/debit cards.
- The proposed process must allow access to inmate credit/debit cards that have previously been placed in property at time of booking.
- A graphical tool for displaying relationships between inmates and friends/family for both deposits and two-way messaging.
- Allow searching of messaging by inmate and keyword.

**In-Pod Kiosks:**

- Must support commissary ordering, grievance workflows, medical/dental appointments, inmate handbook, law library, orientation video, PREA, and jail information tab or may be coordinated with the facility telephone provider.
- Vendor must provide at minimum (1) pod kiosk in every dayroom housing unit as negotiated by the parties. The kiosks must be capable of two-way secure messaging to family and friends. (May be a coordinated effort with the telephone provider).

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The Stone County Sheriff's Office shall be responsible to provide:

- a. Accurate and timely orders for the commissary program.
- b. A mutually agreed upon delivery schedule that works in the best interest of jail operation.
- c. Appropriate electric power and space for equipment required by this RFP or included in an accepted proposal from the contractor.
- d. Appropriate security for kiosks located in public areas.

To be considered for award of this contract, the vendor must meet the following minimum qualifications:

- a. The Vendor must be organized for the purpose of providing institutional and/or Commissary services and must have at least five (5) years previous experience.
- b. The vendor must have a proved ability for contract start-up within 60 days of award.
- c. The vendor must have qualified staff with identifiable supportive personnel dedicated to the sole purpose of Commissary Services.
- d. The vendor must have the central office capability to supervise and monitor the program ensuring satisfactory provision of services. Vendor must have adequate staffing able to respond with onsite support to any issues that arise within eight hours during normal business hours Monday-Friday or within a reasonable time frame based on communications by the parties. All vendors' unable to adhere to this standard will be disqualified.
- e. The vendor shall submit a list of four (4) references, including name of institution, address and contact person and phone number. Preferably references within a close proximity of Stone County Missouri.
- f. The vendor shall provide continuing support for the software and hardware throughout the length of the contract. Support is to include updates and enhancements to the software.
- g. All equipment, supplies, support, maintenance, upkeep, travel expense, and other general operational matters will be solely at the cost of or expense of the Vendor.

**DESCRIPTION OF SERVICES:** Vendors submitting proposals shall detail services to be provided as outlined in this Request for Proposal including technical specifications and equipment. Available options, including those noted in this proposal, shall be submitted along with any alternative proposals offered by prospective vendors.

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