

STATEMENT OF WORK

IV.1 Objectives:

- A. General.** The Pennsylvania Department of Corrections (DOC) is seeking to obtain a Vendor to provide a Friends and Family Package (FFP) Program, limited to: food and personal hygiene products to inmates located at all State Correctional Institutions (SCI) in Pennsylvania.
- B. Specific.** The DOC is seeking a Vendor to operate a customized offender direct package program where, on a quarterly or other defined schedule, eligible offenders and offenders' friends and family members may order packages of pre-approved products for delivery to offenders housed in Pennsylvania State Correctional Facilities. The awarded Vendor shall supply and deliver FFPs for distribution by DOC Commissary staff. The resulting contract shall be a "No Cost" contract to the Commonwealth of Pennsylvania. Fees for services will be charged by the awarded Vendor to end users, who are comprised of incarcerated offenders, family members and friends.

IV.2 Scope of Product:

1. The Friends and Family Package Program is available to inmates in the 25 State Correctional Institutions throughout the Commonwealth. A map and listing of the State Correctional Institutions and population reports can be found at <http://www.cor.pa.gov/Facilities/StatePrisons/Pages/default.aspx>
2. Inmate population may vary during the term of the contract and the DOC reserves the right to add or remove institutions from the contract.
3. The awarded Vendor shall deliver all Friends and Family packages to the DOC State Correctional Institutions where the inmate recipients are housed.
4. If a Vendor has any questions regarding this solicitation, the Vendor must submit questions by email to the Issuing Officer, with the subject line containing only the solicitation for bid identification number set forth herein. All responses will be posted to the PA Department of General Services website at <http://www.emarketplace.state.pa.us>. All questions and responses posted will be considered an addendum to, and part of this ITB. Each Vendor shall be responsible to monitor the PA Department of General Services website for new and revised ITB information.

5. The term of the contract will commence on the Effective Date and will end **one (1) year from execution of contract with four (4) optional one year extensions.** The Issuing Office will fix the Effective Date after the contract has been fully executed by the selected Vendor and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Vendor shall not start the performance of any work prior to the Effective Date of the contract. The DOC has the right to request supplemental information during the contract.
6. The bid that is determined to give the lowest total cost to the PA DOC from a responsible and responsive bidder will be offered a contract for execution.

IV.3 Tasks:

A. Marketing.

The awarded vendor, in response to this IFB, shall work with the PA-DOC to develop a marketing plan including a catalog, order form and program advertising materials. The awarded vendor is responsible for producing marketing materials for all DOC institutions. Catalogs previously used in other Correctional Industry Package Programs are highly preferred. All posters, pamphlets, website and product updates are due (4) weeks prior to the start of the new quarter and must be distributed to all Pennsylvania State Correctional Facilities in adequate quantities.

Catalog item descriptions must include (if applicable): K-Kosher, C-Clear, R-Re-Sealable, H-Halal, G-Gluten Free, S-Soy Free, Sugar Free, or any other applicable designation if necessary.

B. Products.

1. All FFP products must be approved by the DOC Centralized Commissary Committee. All items/products must meet any DOC Security packaging requirements. Items/Products may also change throughout the term of the contract. Listed below are general security requirements that must be adhered to for all products. This is not a complete list of requirements/restrictions and additional security requirements with regards to packaging or products may be added as deemed necessary by the DOC Centralized Commissary Committee and the DOC Central Office Security Division.
 - a. Containers/bags are to be clear, resealable and plastic when available.
 - b. No foiled packaging, hard canisters or cans, no squirt-type bottles for liquid products, and no metal or glass containers will be permitted.

2. Items/products cannot be the same product currently being sold by the DOC Bureau of Correctional Industries Commissary program. The awarded Vendor shall supply the proposed listing of items to be provided by the vendor to the DOC two (2) months in advance of new quarter for review and approval. Current Commissary products can be found here:

<http://www.cor.pa.gov/Inmates/Pages/Commissary-Catalogs.aspx>

3. The awarded vendor will be responsible for all inventory management, spoilage, date sensitive product and return shipping costs.
4. The awarded bidder is fully responsible for any manufacturer recalls. Product shipments must include shipping manifests and packing slips.

C. Ordering Process.

1. The awarded Vendor shall provide an internet website available 24/7 in both English and Spanish for ordering and call assistance. The vendor call center shall be available at a minimum, 9:00 AM EST to 9:00 PM EST, Monday through Friday, Saturday 11:00 AM EST to 17:00 PM EST. In response to this IFB, the Vendor shall provide detailed information regarding their customer service operations including how the Friends and Family Package Program will be managed including time frames, ordering methods and cutoff dates. All order forms and ordering instructions are due four (4) weeks prior to the start of the new quarter and must be distributed to all Pennsylvania State Correctional Facilities.
2. The awarded Vendor shall allow only one order acceptance per quarter, per offender, with a maximum price of \$80.00 per order.
3. The awarded Vendor's website shall list custody level guidelines for offenders eligible to receive packages from the Friends and Family Package Program. The vendor is responsible for restricting orders based on DOC offender custody as listed below.

Example of eligible custody levels:

1. Eligible
2. Eligible
3. Eligible
4. Eligible
5. Not Eligible
- 5(d). (Capital Cases) - Eligible
- Not Classified** - Not Eligible
- PVP (Parole Violator Pending)** – Eligible

4. The awarded Vendor shall develop the process to be used to receive orders via an Internet website to include a process to receive an updated secure FTP file

containing information from the PA DOC Bed Management Program. This file will be provided to the awarded vendor on a nightly basis Monday – Friday excluding weekends.

5. The Friends and Family Program Order Form shall include the following information:
 - **Ship to information:** Inmate Name, ID Number, Institution, Housing location Address, City, State, Zip Code.
 - **Sender's (person whom placed the order) information to include the following:** Name, Street Address, City, State, Zip Code, Phone Number, Email (if applicable)
 - **Category listings will include the following:** Quantity, Item Number, Item Description, Price, Total Price, Taxable items marked with an asterisk (*)
 - Bidder is responsible to list any processing and handling fees applicable. All fees must be clearly listed on order forms.
6. Vendor shall provide the Privacy Policy and Terms and Conditions on their website.
7. Vendor may charge per order a maximum of \$5.95 on the processing fee and/or shipping and handling fee. The processing fee and/shipping or handling fee can be change during the contract period by request on an annual basis.
8. Awarded Vendor must accept returns of undeliverable packages and credit ordering parties' accounts at no cost to the DOC.

D. Delivery Schedule.

1. The delivery schedule information is required to be posted on the awarded Vendor's FFP website.

E. Payment Methods.

1. The awarded Vendor shall be required to accept various payment methods from both Friends and Family and Offender. Offender orders must be paid by institutional check with order (an institutional check is a check issued by the institution on behalf of the inmate).
2. The awarded Vendor shall be responsible for processing, collecting, and remitting all applicable PA Department of Revenue state and local sales tax. The taxation tables must be made available on website and order forms. All items must be indicated if tax is applicable. (See **Attachment 4 – Retailer Sales Tax Information**)

Example Sales Tax Rates	
<u>Institution</u>	<u>Tax Rate</u>
SCI- Albion	6%

F. Commission.

1. Vendor Financial Responsibility: Vendor shall provide a quarterly commission of 20% Gross quarterly sales to the DOC/PCI.

G. Transfers and Returns.

1. Credit Process: The awarded Vendor shall be responsible to develop the process that will be used to handle of out of stock items, incomplete shipments or discrepancies, refunds, returns, credits and complaints. The awarded Vendor shall provide credits for any out of stocks incurred during the order packing process. The awarded Vendor shall be responsible for any such monetary credits that are due back to the person(s) whom placed the order.
2. The awarded Vendor shall be responsible to develop a return call tag process to handle package transfers (in the event the inmate has transferred to another SCI or, if the inmate has been released) and return orders to include the process to credit any such orders at no cost to the DOC. The process must be available at all SCI facilities. The SCI facilities can be found at www.cor.state.pa.us.

H. Experience.

1. Vendor must have five (5) years' experience and a package Program similar to the size of the PA DOC

IV.4 DOC Responsibilities:

1. SCI Commissary staff will deliver orders to offenders and provide confirmation of delivery.
2. Delivery of orders will be delivered to the offenders on PCI's normal commissary delivery cycles Monday through Friday each week.
3. SCI Commissary staff will affix return documents to any undeliverable inmate orders due to transfer or release for pick-up by the awarded vendor or a third party carrier as the awarded vendor directs.