

REQUEST FOR PROPOSALS



REQUEST FOR PROPOSALS TO PROVIDE FOOD SERVICES, COMMISSARY & INMATE TRUST FUND FOR MARION COUNTY

RFP Number: MC-SO-2011-002

*** Food Services, Commissary & Inmate Trust Fund ***

Release Date:
July 14, 2011

Mandatory Walk-through/Pre-Conference:

Date: August 3, 2011 at 0900-1200 (Pacific Time)
Location: Marion County Jail
4000 Aumsville Hwy. SE
Salem, OR 97317

Proposals Due Date: August 24, 2011
Issuing Office: Marion County Sheriff's Office
Single Point of Contact (SPC): Justin Ford
Address: 100 High Street NE
Salem, OR 97301
Phone (voice): (503) 589-3261
Phone (fax): (503) 588-7931
E-mail: jford@co.marion.or.us

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Schedule of Events

ANTICIPATED SCHEDULE OF KEY ACTIONS:

Advertisement/Release of RFP: 7/14/11

Mandatory Walk-through/Pre-Conference:

Date: 8/3/11
Time: 0900-1200 (Pacific Time)
Location: MARION COUNTY JAIL
4000 AUMSVILLE HWY. SE
SALEM, OR 97317

Deadline to Submit Questions: 8/10/11

Close Date/Time for RFP: 8/24/11 at 4:00PM (Pacific Time)

Review by Evaluation Committee: *TBD*

On-Site Presentation (if applicable): *TBD*

Location: MARION COUNTY JAIL
4000 AUMSVILLE HWY. SE
SALEM, OR 97317

Contract Awarded: *TBD*

The County reserves the right to adjust the above listed dates as necessary. These dates are subject to change.

I. SCOPE OF SERVICES

A. GENERAL INFORMATION

Marion County's population is approximately 315,900. Marion County is a political subdivision of the State of Oregon, governed by a three-member board and managed by a County Administrator, assisted by Department Heads, including an elected County Clerk, Assessor, Sheriff, Treasurer and District Attorney. In addition, the County provides a wide range of services through various departments and organizational units. The Sheriff's Office is committed to the delivery of quality services. Each member of the team is encouraged to participate in delivering progressive and cost effective law enforcement services to the public. Responding to an increasingly diverse population, the Marion County Sheriff's Office holds a strong commitment to community policing practices. Deputies seek to build a dynamic partnership with the public in order to enhance the security and quality of life for all they serve.

B. GENERAL OBJECTIVES / BACKGROUND INFORMATION

The Marion County Jail (MCJ) has a capacity of 620 jail beds and 200 work center beds. The jail is currently budgeted for housing up to 528 inmates but operating up to 568 capacity. The work center is budgeted for 72 beds. The total beds for each could increase or decrease depending on funding. The jail books an average of 16,000 individuals a year. The facility houses inmates awaiting trial, inmates sentenced to one year or less, inmates being held for federal authorities and inmates sentenced to the state penitentiary. Due to its central location, the jail facility also operates as a hub for prisoner exchange where other correctional facilities transport/transfer prisoners throughout the state of Oregon and/or to other states.

The County intends to, but does not warrant that it will, award with respect to this Request For Proposals (RFP) process one or more contracts with one or more vendors to provide the services listed below for the Marion County Sheriff's Office Institutions Division:

1. Food Services
2. Commissary Services
3. Administration of the Inmate Trust Fund (Inmate Accounting Services)

As a means to affect a more efficient and less costly process for both the County and proposing contractors, the County intends to use a single RFP process for the County's food service needs, as well as commissary service and inmate accounting service needs.

C. SCOPE OF WORK

1. FOOD SERVICES

a. INMATE FOOD SERVICE

Marion County is requesting proposals for a food services company to provide meals to the inmates of the County. The Marion County Jail (MCJ) is a facility that is equipped with full kitchen facilities for the preparation of meals. The proposer shall submit a plan to provide food service and meals that includes, but is not limited to, the following:

- 1) Delivery of high-quality food service that can be audited against established nutritional and health standards.
- 2) Operation of a food service program using correctional-experienced and professional trained personnel.
- 3) Operation of a food service program in a cost-effective manner with full reporting to the County.
- 4) Implementation of a written food service plan with clear objectives, policies, procedures and annual evaluation of compliance.
- 5) Maintenance of an open, collaborative relationship with the administration and staff of the County's facilities.
- 6) Maintenance of standards established by the County, the Oregon Jail Standards (OJS), as well as American Correctional Association (ACA), and state and federal correctional food service standards.
- 7) Delivery of a comprehensive health dietary program for inmate education.
- 8) Operation of a food service program in a humane manner with respect to the inmates' right to basic health and nutritional standards.
- 9) Provision of meals to inmates on a schedule outlined by the County.
- 10) Delivery of at least three (3) meals a day at scheduled times based on operational needs.
- 11) Inmate meal program and menu specifications consisting of:
 - 11.1) General Population Inmates: 3000 calories per day. Proposal should include option for three (3) hot meals and an option of one (1) cold meal and two (2) hot meals.
 - 11.2) Workcenter: 3400-4000 calories per day depending on crew. Proposal should include option for three (3) hot meals and an option of one (1) cold meal and two (2) hot meals.

* NOTE: Proposed meat portions should be calculated at the cooked weight portion per meal.

- 12) Proposed emergency contingency plan to provide for meal service must include:
 - 12.1) Separate plans for the Jail and the Work Center need to provide for continuing service of meals without interruption. The menu may be adjusted as needs dictate. However, such variations need to be spelled out in the proposal.
 - 12.2) Ability to keep food supplies to serve a minimum of 30,000 meals in storage at the Marion County Jail at all times. In an emergency, this would allow service of the required hot and cold meals for approximately 10 days without a need to replenish stock.
 - 12.3) A comprehensive emergency plan to continue operations in case of natural or man-made disaster.
- 13) A dietician and/or nutritionist to approve special diet menus. Special meals must be provided to inmates when indicated by facility staff.
- 14) Provision and implementation of a comprehensive security plan as to knives, sharps, spices and other potential weapons in the kitchen.
- 15) Food products and consumable supplies provided at the expense of the Proposer:
 - 15.1) Purchase and pay for all food products
 - 15.2) Supply, maintain and replace all small wares such as knives, spatulas, ladles, spoons, whips and related cooking utensils used for preparation of meals
 - 15.3) Provide corrections-approved flatware including plastic forks and cups for use by inmates.
- 16) Proposer responsible for:
 - 16.1) Providing expert administrative advice on, dietetic, purchasing, equipment consulting and food service personnel issues.
 - 16.2) Maintaining minimum staffing levels to include the equivalent of, one (1) full-time Food Service Manager, one (1) full-time Food Service Assistant Manager, two (2) Cook Supervisors, two (2) Cook Helpers, one (1) Supervisory Relief, one (1) Helper Relief and a minimum of two (2) cooks on duty at any given time. Include an effective staffing plan to be reviewed and agreed upon by the County prior to contract implementation which allows for the efficient delivery of services outlined in this RFP.
 - 16.3) A mutually agreed upon number of inmate workers for food service duties as determined by the Institution Division's Commander and the Proposer's District Manager prior to the start up of service. These inmates will be assigned duties in the food service operation that may include sanitation, food preparation (excluding cooking), production, and storeroom functions.

- 16.4) Providing a thorough background check report on any potential employee. The County retains the right to thoroughly investigate any current or prospective employee of the Proposer. Further, the County requires that any manager or assistant manager the contractor wishes to hire for the purposes of this contract have at least three years experience as a manager or assistant manager with the contractor, servicing an account of comparable size and responsibility. The County will review the qualifications of any such placement, within a reasonable length of time, prior to its selection being made. County will have the right to accept or reject any potential employee or manager.
 - 16.5) Ensuring food service employees having health examinations at least as frequently and as stringently as required by law, and to submit satisfactory evidence of compliance with all health regulations to County upon written request.
 - 16.6) Supervision of inmate workers in the kitchen area by employees who have undergone security training and are an active participant in the Facilities Inmate Disciplinary Process.
 - 16.7) Coordinating with Marion County on any and all press or media releases
 - 16.8) Maintaining a high level of sanitation within the food preparation, service, receiving and storage areas.
- 17) Comprehensive weekly summary of meals, services and credits. Summary shall be forwarded to the Institution Division's Commander or designee each week.
- 18) Provision for a "Green Plan" that includes recycling of food, waste, containers, etc.

b. STAFF FOOD SERVICE

The Marion County Jail (MCJ) has a staff dining room where staff meals are presented. This area is separate and offers a variety of break room amenities. The proposer shall submit a plan to provide food service and staff meals that includes the following:

- 1) A plan to monitor, regulate, account and monthly report to Food Service Contract Administrator, the number of meals provided to staff and guests. The plan should have the ability to charge for additional servings consumed, and meals purchased by non-jail staff and or visitors who choose to eat in the staff dining room. (ie. cash register, ID card debit system, etc.)
- 2) Quality and healthy meals offered in the staff dining room as outlined in the Bargaining Agreement between the County and the Marion County Law Enforcement Association. Currently the contract provides meals twice per ten (10) ten or twelve (12) hour shift.
- 3) A variety of soft drinks, cereal, coffee, milk, yogurt and fresh fruit (to include apples, oranges, and bananas), cookies, a variety of breads, butter, peanut butter, and jam available for the consumption of on-duty jail staff in the staff dining room at all times. The cost of these items will be calculated into the cost for staff meals and identified in the cost proposal.

- 4) A plan to feed members of the Sheriff's Office while engaged in emergency operations needs to be included in the proposal. Such plan would provide for the pick up of meals from the facilities kitchen area by members of the Sheriff's Office for delivery into the field twenty-four hours a day seven days a week, year round.
- 5) Provide corrections-approved plastic flatware, cups, plates, bowls, and trays for use in the Staff Dining Room.
- 6) Civilian labor to prepare staff meals in the staff dining room. Civilian labor will provide staff meals delivered to the Work Center, comparable to what is served in the Staff Dining Room, and is to be included within this proposal. **NO INMATE LABOR IS TO BE USED FOR THE PREPARATION OF STAFF DINING FOOD!**

c. KITCHEN EQUIPMENT:

As previously stated, the Marion County Jail (MCJ) is a facility that is equipped with full kitchen facilities for the preparation of meals. The MCJ kitchen consists of many industrial appliances that bear the daily strain of three (3) meals a day per inmate. The proposer shall submit a plan for equipment and maintenance that includes the following:

- 1) Implementation of high-quality maintenance planning and preventive maintenance services that are in line with the standards for quality industrial equipment. The plan should include a written maintenance schedule with clear objectives, policies, procedures and annual evaluation compliance.
- 2) Delivery of the maintenance services in a cost-effective manner with full reporting and accountability to the County. Include a proposed budget for preventative and general maintenance and include the cost to the County in Section III: Cost Proposal.
- 3) Immediate resolution to maintenance, repair, and replacement issues.
- 4) Maintenance services in a manner that conserves energy and provides operating efficiency.
- 5) Complete and accurate records of all services provided and description of how the information will be given to the County.
- 6) Maintenance services in accordance with all applicable codes and standards.
- 7) A cost plan for replacement/upgrading of existing equipment. (See Exhibit C)

2. COMMISSARY SERVICES

a. COMMISSARY:

Marion County is requesting proposals for a company to provide commissary items and an efficient commissary system to inmates of the Marion County Jail. The proposer shall submit a plan to provide commissary services that includes the following:

- 1) Commissary program, using correctional-experienced and professionally trained personnel that are subject to a criminal history background check by the County.
- 2) Commissary program in a cost-effective manner with auditable, full reporting to the County.
- 3) Implementation of a written Commissary program with clear objectives, policies, procedures and bi-annual evaluation of compliance.
- 4) Maintenance standards established by Owner, as well as ACA (American Correctional Association), State standards and Oregon Jail Standards.
- 5) Commissary items available on a daily basis to avoid the inmate's desire stockpile.
- 6) Ability to restrict inmate purchases when needed.
- 7) Ability to sell inmate phone cards, through agreement with current Inmate Phone service provider. Cards must be available via commissary sales. Inmates must have the ability to transfer commissary funds to phone account.
- 8) Ability to provide paperless commissary system for ordering items. (ie. kiosks, etc.)
- 9) Maintain price control comparable to area convenience store prices.
- 10) Weekly report on sales and commissions.
- 11) All commissary, vending or other items provided to inmates are subject to approval by Marion County Sheriff's Office Management staff.
- 12) Identification of both automated and manual system of delivery to the inmate population on all products offered for sale or required to deliver. Such systems where automated, will use vending machines compatible for use with magnetic strip cards, barcode cards or bracelets and provided at no cost to the County. Further, these machines must have the electronic capability to operate similar to existing vending system in place at the facility. If other technologically advanced equipment is available, the County would like the information proposed as well.
- 13) A pricelist of items on a standard commissary menu (i.e. See Exhibit D). The County reserves the right to control all spending and inmate purchases. The County also reserves the right to limit how much product or property an inmate may have or store at any time. (Inmate phone cards are not included in this limit.)
- 14) A pricelist for the items the County is mandated to provide to indigent inmates and newly booked and lodged inmates once per week (hygiene items, postcards and pencils) (See Exhibit D).
- 15) Proposer will account for and document commissary items on a weekly basis in each inmate's account.
- 16) Proposed exchange program for inmate razors. Security control is the responsibility of the proposer for the inmate razor exchange program.

- 17) Plan to provide commissary without the use of automated vending transactions.
- 18) For inmates without access to vending machines or for items the provider chooses to sell which cannot be vended, the provider will adhere to the following:
 - 18.1) Such items will be made available on a regular scheduled basis, agreed to by both County and Proposer.
 - 18.2) Proposer will supply the necessary pre-printed order forms to accomplish the sale. County must approve such forms.
 - 18.3) Proposer agrees to verify each inmate's name and SID number (State Identification Number) on such order forms.
 - 18.4) Proposer will verify inmate's addition and multiplication on each commissary order form. Proposer will compare the individual computed inmate commissary order form against their cash balance in the inmate's automated account.
 - 18.5) County shall provide a mutually agreed upon number of inmate workers for commissary service duties. These inmate workers will be supervised by the contractor.
 - 18.6) Proposer shall agree to provide the County with a statement of net and gross sales on a weekly basis. Statement of net and gross sales shall list separately total sales from vending machines in inmate areas, total cost of items delivered to the inmate population as mandated items.
 - 18.7) Proposer shall maintain on file all order forms for sales to inmates for products where purchase is not an automated process.
 - 18.8) Commission shall be paid to the County on a monthly basis and shall be proposed by the Proposer and accepted by County.
 - 18.9) Commission percentage to be paid to the County will be computed on gross sales prior to any expenses being deducted by the Proposer.
 - 18.10) It is the intent of the County to make these specifications a part of the description of services contained in any agreement reached as a matter of this formal request for proposals.

b. VENDING:

Commissary Services involves both the automated and manual delivery of products offered for sale to the inmate population. Marion County provides commissary items to inmates of the County through a system that currently incorporates an efficient vending system. Any vending services must include the following:

- 1) Vendor provided machines that dispense food, beverages and non-food items, i.e., over-the-counter medications, socks, hygiene products, etc.

- 2) "Corrections Package" machines that are completely tamper-proof and provide no security hazards. Machines must be of such quality and constructed in a manner that will prevent any part being broken off and used as weapon or tool.
- 3) New machines that meet all the operational and security standards. Machines must be energy efficient, sized to appropriately fit into the Jail and Work Center and must operate quietly.
- 4) Machines must be equipped with electronic card readers, magnetic strip cards, barcode cards, bracelets or other non-cash method of delivery as required by MCJ.
- 5) System must allow for tracking of individual inmate purchases and must be compatible with inmate accounting system.
- 6) The County must be able to control all spending and restrict inmate purchases. The County must be able to limit how much product or type of product an inmate may purchase or store at any time as necessary for safety and security. (Inmate phone cards are not included in this limit.)
- 7) Machines must be stocked and replenished at least once every 24 hours to avoid stockpiling of items by inmates. Stock should be monitored for sales and changed based on historic high sales and marketing success.
- 8) Items packaged in a manner to provide for safety and security, i.e., plastic bottles, no aluminum cans, no glass, etc.
- 9) Vending machines may not dispense expired food. All items stocked in a vending machine or otherwise provided through Commissary must be in a closed and factory sealed package that has not been opened or altered.
- 10) Only caffeine-free beverages are allowed inside the secure perimeters of the jail to inmates. Energy enhancing drinks and food items are not allowed for inmates. Beverages that include caffeine are only allowed in the staff break room, the Work Center, and other areas outside the secure perimeter.
- 11) Adequate number of machines in each housing unit to keep up with the demand of the unit. The number of machines per housing unit will be recommended by the vendor and approved by the County. Current vending machine list provided. (See Exhibit C)
- 12) Technologically advanced machines with regular scheduled upgrades as new technology or software becomes available, at no cost to the County.
- 13) Maintenance and Service of vending machines and computer equipment required to operate the machines provided at no cost to the County. Work to be scheduled with Food Services Contract Manager.
- 14) Price control comparable to area convenience store prices.
- 15) Weekly reports on sales and commissions.
- 16) All commissary, vending, or other items provided to inmates are subject to approval by Jail Food

Services Contract manager.

- 17) A pricelist of items on a standard commissary menu. Sample list provided. See (Exhibit D).
- 18) Monthly commission payments to the County. The commission percentage will be applied to gross sales prior to any expenses being deducted by the provider.
- 19) County security clearance on all contractor staff that includes CJIS clearance, background check, orientation, photo ID and security training prior to staff person being allowed to work in Marion County Jail facilities.

3. INMATE TRUST FUND (Accounting System)

Marion County is requesting proposals for a company to provide and administer an inmate trust fund (accounting system) for inmates of Marion County. The proposer shall submit a plan to provide an inmate accounting system that reduces the money handling by jail staff and includes the following:

- a) Administration of an accounting system with clear objectives, policies, procedures and annual evaluation of compliance.
- b) A plan that provides for the handling of inmate funds that encompasses receipt, collection, spending, disbursement and cash out upon release or transfer. The plan should include the following:
 - 1) Electronic cash and coin collection system that requires little to no staff labor
 - 2) Receipt of money in intake with ability to print multiple receipts
 - 3) Ability to issue debit cards upon release with inmate's remaining money
 - 4) Ability to issue checks when inmate transports to other facilities.
 - 5) Ability to account for all money on an inmate's account (i.e. disbursement or use of funds to purchase commissary items, medical services, phone time, etc. and other services or items that may be chargeable to an inmate through the trust account).
- c) Ability to provide weekly reports regarding the inmate's trust funds.
- d) Ability to maintain books for yearly County audit and must be available upon request.
- e) Ability to provide coverage seven (7) days a week; twenty-four (24) hours a day for inmate debit cards.
- f) Ability to allow County access to accounting records at any given time.
- e) Maintenance and storage of records for a minimum of three (3) years.
- f) Ability to provide thorough background check on employees. Only employees approved by the County may enter the secured areas of the Jail and Work Center.

- g) Ability to receive funds to be used or transferred to inmate phone use.
- h) Administration of an accounting system with minimal or no transaction fees to friends or families attempting to place funds on inmate's account.

(END OF SECTION)

II. PROPOSAL SUBMISSION REQUIREMENTS

A. REQUIRED RESPONSE / QUALIFICATIONS

Each responsible Proposer shall respond to the Proposal Submission Requirements as presented below. Proposals received without the required information may be rejected as non-responsive.

1. MINIMUM QUALIFICATIONS

- a) At the time of proposal submission, the selected provider must meet the following minimum qualifications:
- Selected providers must be legal entities, registered to do business in the State of Oregon.
 - The proposal responses must be received by Marion County no later than 4:00 P.M., August 24, 2011.
 - Provide a copy of its current Certificate of Insurance.
 - Proposers to complete all RFP Mandatory Submission Forms and include with proposal. (see Section VIII)
- b) In addition to the above, Proposers must state within its proposal, that it meets all of the following qualifications:
- Three (3) or more years experience supporting similar type and size adult facilities.
 - The company (to include any subsidiary or parent corporations/holding companies) is in good financial standing and not pending any form of bankruptcy.
- c) At the time of contracting, the selected provider shall meet the following minimum qualifications:
- The selected provider shall be able to comply with County contract requirements, which include insurance limits and requirements contained in this RFP and other federal, state, and local laws and regulations governing services purchased through contract. See Exhibit A for insurance requirements.
 - Selected provider shall be able to provide services upon contract award with a County approved start-up time period, as necessary.

2. PROPOSAL FORMAT:

The following describes the required response format necessary for this Request for Proposals. The purpose of this section is to ensure uniformity in the submission of the proposal information essential to the understanding and evaluation of proposals. Failure to submit proposals in the required format may result in elimination from proposal evaluation.

- Proposal to include a cover letter including company name, address, e-mail, phone number of company, and signature of the person(s) authorized to represent the proposal company.
- Table of Contents – clearly identifying the materials contained in your response by section and page.
- Proposals to include tabs/dividers to clearly identify materials contained in the response by section.
- Proposal to be printed in ink and on 8.5 " x 11" paper.
- County requests that proposals be printed double-sided to remain consistent with County's environmental awareness.
- Proposal pages to be numbered, for ease of reference.
- Proposal font size can be no smaller than 12 point. Proposals using smaller font sizes may be rejected.
- Proposers to respond to all the requests for information/questions listed within the following subsection (Proposal Content). Responses must restate each request/question in the same sequence as in this RFP.
- Proposers to complete all RFP Mandatory Submission Forms and include with proposal. (see Section VIII)
- Proposers to submit three (3) letters of reference (maximum of 2 pages each) from existing organizations providing evidence of previous proposer experience in providing correction services as outlined in this RFP. Letters must be attached to the proposal.

3. SUBMISSION REQUIREMENTS:

- a) The proposer shall demonstrate to the County's satisfaction that the firm has the expertise and the ability to provide the services. The County will make such investigation, as it deems necessary to determine the ability of the firm to provide the desired services. The County reserves the right to reject any proposal if the evidence submitted by the firm or discovered by the County fails to satisfy the County expectation that the firm is properly qualified to carry out the obligations of the project.

- b) Proposals should be prepared simply and economically, providing a straightforward, concise description of proposer capabilities to satisfy the requirements of the RFP. Special bindings, colored displays, promotional materials, etc. are not desired. Emphasis should be on completeness and clarity of the content.

4. PROPOSERS MUST INCLUDE A RESPONSE TO THE FOLLOWING SECTIONS IN THEIR PROPOSAL:

- a) Firm History:
Provide background information on company, company locations (if more than one), length of time in business, number of accounts, general list of accounts, etc.
- b) Personnel:
Provide list of executive team and a paragraph of information discussing their experience in the industry.
- c) Experience:
Provide list of all companies/professionals intended to provide services and copies of all applicable certifications and/or licenses.
- d) Services:
Identify the services outlined in Subsection C: Scope of Work that the company intends to provide:
 - 1) Describe, in detail, how your company intends to provide each of the Inmate Food Services requested within Subsection C: Scope of Work.
 - 2) Describe, in detail, how your company intends to provide each of the Staff Food Services requested within Subsection C: Scope of Work.
 - 3) Describe, in detail, how your company intends to meet the Kitchen Equipment needs requested within Subsection C: Scope of Work.
 - 4) Describe, in detail, how your company intends to provide each of the Commissary/Vending Services requested within Subsection C: Scope of Work.
 - 5) Describe, in detail, how your company intends to provide each of the Inmate Trust Fund accounting system services requested within Subsection C: Scope of Work.
- e) Costs – Billable Rates:
Provide a cost proposal and include an implementation plan that provides a transition for the services the company intends to provide and specify the rates associated with each service. In the food services proposal, cost plan must identify a per-meal cost for both inmates and staff. Include rates for all types of meals, i.e. sack lunch, work crew meal, special dietary meals, etc. Identify price breaks where applicable. If the company intends to bid on multiple services as described in this RFP, it is the County's request that the service and rates be kept separate. It is not the desire of the County to receive an overall lump sum for multiple services. However, a proposer may note any discounts associated with multiple services.

f) References:

Provide detailed references on the Reference Form, supplied as Attachment E. The County reserves the right to investigate references and known customers, past or present regarding past performance of any proposer with respect to its successful performance of similar work.

5. METHOD OF SUBMISSION

- a) Responses to the RFP shall be printed and signed in ink by an authorized representative of the Company. No hand written proposals will be accepted.
- b) One (1) copy marked as an original (signed in blue ink), signed by a representative of the Proposer who is authorized to bind the Proposer in contractual matters and eight (8) copies of the proposal shall be submitted in a sealed envelope/package. One (1) electronic copy of the proposal must be submitted on CD/DVD.
- c) The firm's fee schedule requested in Section II.A.4.e. must be submitted with the proposal.
- d) Sealed proposals will be received by Marion County up until, but no later than 4:00 PM (Pacific Time) on August 24, 2011. Deliveries must be made between Marion County's normal business hours of 8:00 AM and 4:00 PM. Proposals submitted by hand delivery or courier are to be delivered to the Marion County Sheriff's Office, Attn: Justin Ford - Marion County RFP for Food Services, Commissary & Inmate Accounting, at 100 High St. NE, Salem, Oregon 97301 or by mail to Marion County Sheriff's Office, Attn: Justin Ford - Marion County RFP for Food Services, Commissary & Inmate Accounting, PO Box 14500, Salem, Oregon 97309.
- e) Proposals that are received after the closing time will not be accepted for any reason. Delivery to an office other than the office identified above is not acceptable. If mailing a proposal, Proposer will ensure to allow enough time for the response to be received prior to the date and time of closing. Facsimiles will not be accepted. It is the Proposer's responsibility to ensure its Proposal is received by the County in sufficient time.
- f) Submissions for the project must clearly respond to the elements listed above. Marion County reserves the right to request additional information from Proposers, in writing and/or in a meeting, pertaining to statements made within Proposer's proposal that Marion County feels is necessary for clarification purposes. Marion County shall have the right to disqualify any Proposer's proposal as a result of the information gathered in its research.
- g) Marion County reserves the right to accept one or more proposals, accept only portions of proposals, or reject all proposals at its option.

6. MANDATORY SUBMISSION FORMS (Section VIII)

Proposer shall include completed and signed mandatory RFP submission forms included in Section VIII RFP Mandatory Submission Forms. Failure to include any of the mandatory forms included in Section VIII may result in the proposal being declared non-responsive and not considered for award.

7. TERM OF AGREEMENT

The term of any agreement(s) resulting from this RFP process shall be for a two (2) year period as specified with the signed agreement. There will be an option to renew for an additional two (2) year period and potentially three (3) one year periods for a maximum length of seven (7) years total.

The agreement may be terminated at any time by either party subject to a thirty (30) day written notice of such termination to the other. This time frame is subject to no disruption of service to the County between the switch out of existing equipment and the installation of replacement equipment.

(END OF SECTION)

III. COST PROPOSAL

Provide a cost proposal for the services the company intends to provide as described in II.A.4.e, and specify the rates associated with each service. If the company intends to bid on multiple services as described in this RFP, it is the County's request that the service and rates be kept separate. It is not the desire of the County to receive an overall lump sum for multiple services. However, a proposer may note any discounts associated with multiple services.

A. COST PROPOSAL OF PROVIDED SERVICE:

1) Food Services:

a) Inmate Food Service: Cost = \$

Cost proposal shall include the cost of individual inmate meals by type, i.e., cold, hot, sack, special diet, worker, etc. Also, provide as a normal inmate meal daily menu, one option based on three (3) hot meals per day and one option based on one (1) cold and two (2) hot meals per day. Specify price breaks at intervals for various total number of meals provided per day/week/month as appropriate. Indicate costs per meal at calorie options as described in Section I.

b) Staff Food Service: Cost = \$

Identify all costs associated with staff food services as described in Section C, Scope of Work, Subsection 1: Food Services. Cost proposal shall include the cost of individual staff meals, non-staff meals

c) Kitchen Equipment: Cost = \$

Cost proposal shall include a replacement and financing plan for large ticket items such as the Tray Machine (dishwasher) and other outdated equipment in need of upgrade. (See Exhibit B)

2) Commissary Services: Cost = \$

Cost proposal shall include the cost for providing Commissary services as per Section C. Scope of Work, Subsection 2: Commissary Services

3) Inmate Trust Fund: Cost = \$

Cost proposal shall include the cost for providing the requested Inmate Accounting services as per Section C. Scope of Work, Subsection 3: Inmate Trust Fund

*Note any discount for multiple services provided.

B. COST PLAN OF PROVIDED SERVICE: Clearly define the costs associated with each intended provided service and how each service will be managed throughout the length of the contract.

1) Food Services Cost = \$

2) Commissary Services Cost = \$:

Cost plan shall include commission percentages on vending, food commissary items, welfare commissary, etc.

3) Inmate Trust Fund Cost = \$:

Cost plan shall include all transaction fees associated with the services provided.

(END OF SECTION)

IV. SELECTION / EVALUATION PROCESS

It is anticipated that Marion County will select a firm/s and award contract/s for service/s. The selection will be based on the proposals submitted and the evaluation criteria listed below. However, Marion County reserves the right to contact proposers to obtain information for clarification purposes during the evaluation phase.

An evaluation panel will be appointed to evaluate the proposals received. Each of the criteria listed below will be reviewed by the panel for the purpose of ranking proposals, based on how fully each proposal meets the requirements of the RFP. The evaluation panel has sole discretion during the evaluation process in determining the ranking of proposals.

Each submission will be evaluated on the criteria listed below. The importance of each item is expressed as points awarded in the total evaluation. The decision of the committee will be final.

The County Reserves the Right to Not Award Contract Based on the RFP, if it is in the County's Best Interest to do so.

EVALUATION CRITERIA AND SCORING PER SERVICE PROPOSED

<u>REQUIRED RESPONSES</u>	<u>POSSIBLE POINTS</u>
Overall Proposal: (As Outlined in II.A.1 through II.A.7):	55
Cost Proposal Structure: (See Section III)	30
References:	15
<hr/>	
Total:	100

An additional 5 points will be added to each service for each additional service offered by proposer for a total maximum 105 points, i.e. Proposer A offers food services and commissary and receives 85 points in evaluation for both services, 5 additional points would be added to each service for a total of 90 in each service. Proposer B offers all--food services, commissary, inmate accounting and receives maximum points in food service and commissary and 80 points for inmate accounting, 5 points would be added to each service for a total of 105, 105, and 85 points.

(END OF SECTION)

Phase 2 Competitive Range

The County will evaluate and score each proposal on the criteria listed above for the purpose of ranking the proposals. After scoring is completed, the County may identify a competitive range of up to the three highest-ranking proposers to move into Phase 2. The County may increase the number of proposers in the competitive range if the County's evaluation of proposals establishes a natural break in the proposal scores indicating that more than three proposers are closely competitive or have a reasonable chance of being determined the most advantageous proposer. The County may decrease the number of proposers in the initial competitive range if the excluded proposers have no reasonable chance of being selected as the most advantageous proposer. If applicable, the County shall provide written notice to all proposers identifying proposers in the competitive range.

The proposers in the competitive range will be invited to participate in an oral presentation and/or interview process. Proposers not making the competitive range will have a seven (7) calendar day period to protest the selection of the competitive range. Protest procedures are further defined in Section VI General RFP Conditions. The final selection process for identifying the highest-ranking proposer will be based on the proposal evaluation and the interview/oral presentation. The final oral presentation/interview agenda, format and selection process will be provided to each proposer selected for the competitive range at the time the interview is scheduled. The highest-ranking proposer from Phase 2, if deemed to be the most advantageous will be named as the apparent successful proposer.

All firms participating in the RFP process will be notified of the results of Phase 1 and Phase 2 (if applicable).

(END OF SECTION)

V. SERVICE SPECIFICATIONS, PERFORMANCE MEASURES, AND CONTRACT MONITORING:

The following service specifications are applicable to all of the service elements being sought through this RFP once contract is awarded.

A. CONTRACT MONITORING:

The contract(s) will be monitored through a number of means, including site reviews. County staff or its authorized representatives may conduct on-site visits to review contractor compliance with the contract. Site reviews are not usually scheduled with the service provider).

B. CONTRACT SERVICES MEETINGS:

County staff will schedule regular meetings no less than quarterly to discuss services and to resolve any operational problems with appropriate Contractor site, district and corporate level management and staff.

C. PERFORMANCE MEASURES AND REPORTS:

County staff will review and, in some instances, produce reports detailing the performance of contract programs. The majority of the data to be collected and reviewed has been specified within this RFP. Additional data, if required, will be determined during contract negotiations. At a minimum such reports and subsequent performance evaluation shall be based on, but not limited to, the following:

Outside expert evaluations to include fire, safety, etc., and the following:

- 1) Marion County Health Department inspection reports
- 2) Food Service Contract Administrator inspection/quality audit reports
- 3) Inmate/Detainee and Staff Comments, Complaints and Compliments
- 4) Quality (to include completeness and accuracy) of Contractor required reports
- 5) Timeliness of Contractor required reports
- 6) Ability of Contractor to respond to and fix complaints related to food quality, service
 - a. timeliness, etc.
- 7) Reports submitted by the County on the condition of Contractor controlled facilities and equipment
- 8) Fiscal Compliance: Marion County fiscal compliance reviews conducted to ensure that financial records, systems, and procedures conform to generally accepted accounting principles and are in compliance with all County and State audit and accounting requirements.

D. PURCHASING:

For the record, all food purchased for use under this contract shall meet at least the following minimum specifications:

- 1) Beef shall be of at least USDA Good. The fat and/or soy content of all ground meat products to be used cannot be in excess of 20 and 6 percent respectively. All breaded products must have a product weight of 3 oz. before breading.
- 2) Poultry shall be at least USDA Grade B. Chicken quarters can be no less than 8 oz. raw weight. Legs or thighs must be 6 oz. minimum raw weight. All breaded products must have a product weight of 3 oz. before breading.
- 3) Canned fruits and vegetables shall be at least USDA Grade C (or standard).
- 4) Frozen fruits and vegetables shall be at least USDA Grade B.
- 5) Fresh produce shall be at least USDA No. 2. Some **maximum** counts to prevent loss are as follows:
 - a) Apples 113
 - b) Oranges 80
 - c) Bananas 3-4 (petite)
 - d) Pears 90-100

The service provider may serve comparable portions of other popular fresh fruits.

- 6) Dairy products shall be at least USDA Grade A. (Butter may be substituted for margarine if it is a commodity item.) 1% or 2% fresh milk fortified with Vitamins A and D shall be served as a beverage. Dry/powdered milk may be used in cooking/baking.
- 7) Eggs shall be at least USDA Grade B Medium.
- 8) Bakery products - A minimum of 60 percent whole-grain products must be used. As long as they are within their "sell-by" dates, day-old breads may be purchased but must be used within 48 hours or frozen until the time of use (seven day maximum hold)

Service provider may not purchase "second market" and/or distressed food items without the prior written approval of the County. The County must approve, in writing, any changes from the stated specifications.

E. NUTRITION CERTIFICATION:

Menus must meet the minimum nutritional documentation required. The format may vary with computer programs but the data must be complete. At a minimum, the analysis must provide weekly summaries and list all RDA vitamins and nutrients as well as cholesterol, sodium and fiber contents. Any County contract award will be subject to the winning Proposer submitting the specified nutritional documentation and number of food group servings along with Registered Dietitian's certification for the menus submitted for County approval.

F. SURPLUS FOOD USAGE:

The service provider shall utilize all commodities entitled to this department;

The service provider shall provide for the utilization of federally supplied commodities which shall be strictly accounted for and used only for the benefit of both County food service operations to the maximum extent allowed. The liability for proper use and accountability for these commodities shall be the responsibility of the service provider.

Responsibility for receipt, storage and accountability will reside with the service provider. The service provider shall determine a per meal cost as if no commodities were available and must reduce the monthly invoice amount by the value of the USDA-donated commodities used.

The service provider will pay the County, in the form of a credit against meal charges; the State of Oregon approved entitlement value of the surplus commodities less the amount of the State of Oregon fees/handling charges for the surplus foods.

G. SALESPERSONS:

The service provider should encourage all salespersons to call at their district/area offices. No salesperson will be permitted in the secured or locked portions of the facilities.

H. FOOD PREPARATION:

Recipes: A file of tested bulk recipes adjusted to a yield appropriate for the population counts specified at the facility must be maintained at the premises.

Optimum Temperature Ranges: All chilled food must be held and served at no more than 40 degrees F. and all hot food items held and served at no less than 160 degrees F. and no higher than 180 degrees F.

I. EQUIPMENT & FACILITIES:

Requirement: The service provider shall warrant that it will take all reasonable and prudent measures necessary to assure the County that its equipment is being properly used and maintained.

Preventative Maintenance & Equipment Repairs: The service provider shall implement and regularly provide, at its expense, preventative maintenance and repair contracts on all equipment under its direct control (fire extinguishers/systems excepted). Such contracts can be provided by the service provider itself, or by reputable companies generally known to have such expertise.

The service provider is to keep a separate record on maintenance and repairs for each piece of equipment and to provide a written report and relevant documentation at least quarterly as to what preventative maintenance/repairs have been performed on each piece of equipment. A no less than annual report of all preventative maintenance and repair work performed must be sent to the Food Service Contract Administrator within 60 days of the end of each fiscal year.

It is permissible for the service provider's plan to have the County acquire the appropriate preventative maintenance and repairs contracts for all equipment with outside companies that have proven performance records. The costs of these maintenance and repair programs will be borne by the service provider.

Inventory Procedures: The service provider and County shall jointly inventory within 30 days of the contract signing and at least semi-annually, all capital equipment and County-owned service

ware under the service provider's direct control. As part of this inventory, a general assessment as to the condition and expected useful life of each item will be made. The service provider will be liable for the replacement cost for all unaccounted items.

A separate list of all service provider and/or vendor supplied equipment must be maintained and submitted to the County annually.

The service provider has sole responsibility for properly securing and maintaining this equipment in accordance with all health codes, food service industry best practices and specified security procedures.

J. SMALL WARES:

The service provider shall, at its expense, maintain at 125% of the ADP for each facility and replace all small wares such as knives, spatulas, ladles, spoons, whips and related cooking utensils, as well as stainless steel coffee pots in accordance with County approved par stock levels. (Inventory of all) Service ware such as insulated trays, cups, permanent flatware, delivery carts, insulated bulk food carriers, straps, and related items are considered small wares. Additionally, the service provider will provide and replace all sanitation and janitorial equipment used in the kitchen. Once purchased, all small wares become the property of Marion County.

K. VEHICLES:

Any vehicles required by the service provider in the execution of this contract, shall be purchased, used and maintained at its own expense. All vehicles used for food transport are to be maintained in a clean, sanitary condition at all times. Where applicable, reserved parking for service provider owned vehicles will be offered but cannot be guaranteed throughout the life of the contract(s).

L. JANITORIAL:

Garbage: The service provider shall make a due diligent effort to properly process/breakdown all recyclable materials and remove them to the designated bins. Where a complimentary pick-up service and appropriate containers are available, the Contractor is to make a due diligent effort to separate food garbage for the purpose of being used for compost. The service provider shall remove all other trash to the assigned compactors/dumpster locations a minimum of twice a day. The service provider will ensure that recyclables and garbage are removed whenever any trash containers are full, at the end of a meal period or at the end of the workday.

Cleaning: The service provider shall be responsible for all day-to-day as well as periodic major cleaning of the kitchen, including walk-in refrigerators/freezers, storerooms, grease traps, dish wash areas, cart depot/dispatch areas, inmate rest and equipment rooms, offices and receiving areas. County janitorial personnel will not be assigned any work in kitchens/food service areas assigned to the service provider. The service provider must immediately clean up any spills that occur in the halls or elevators during the transport of food and supplies.

General Janitorial and Personal Sanitation Supplies: The service provider is to supply all cleaning equipment and approved chemicals as well as hand soap, paper towels and toilet tissue for all staff and inmate restrooms and hand washing sinks in the kitchens.

M. PEST EXTERMINATION:

County Facilities Management shall be responsible for the cost and implementation of a regular monthly program for the extermination of rodents, vermin and other unsanitary vectors in the kitchens only. Food service provider is to notify Contract Administrator when issues occur outside the scheduled service.

N. PERSONNEL AND SUPERVISION:

Selection and Hiring: All personnel being considered for hire by the service provider must complete the County Authorization for Records and Fingerprint Check. This requirement includes all equipment repair and maintenance personnel retained by the service provider. The processing shall take no more than five to eight business days.

The County reserves the right to pull service provider management, third-party repair and staff security clearances without notice for any reason at any time. The service provider must notify the County immediately in the event a contractor employee is arrested or the contractor learns an employee is under criminal investigation. The service provider shall also require any employee to notify them immediately when the employee is taking prescription medication that may adversely affect their job performance or safety.

The County requires that it be notified prior to the transfer/removal of any general and site manager and to interview/approve any replacement. The County reserves the right to reject any manager candidates without cause.

Training: Management and staff personnel will not be trained at any Marion County facility for work at non-Marion County sites without the express written permission of the respective Food Service Contract Administrator.

Compliance with Rules and Regulations: The service provider and its employees assigned to any County area will be expected to comply with all County rules of conduct and dress concerning normal day-to-day operations. The service provider is required to brief each of its managers and staff employees no less than annually on general and site specific security regulations and recommended best practices. Furthermore, the service provider is to notify each of its employees no less than annually in writing that failure to follow the specified procedures will result in their security clearance being immediately revoked.

Staffing: The service provider must staff its operations with the optimum number (no fewer than proposed) of employees at all times for the efficient operation of the facility. The respective Food Service Contract Administrator must approve any subsequent reductions in the total number of hours proposed in writing.

O. FACILITY SECURITY:

Ingress/Egress: All service provider employees must enter MCSO buildings via the designated building entrance(s) and be signed in and out of the buildings.

Identification Badges: All service provider employees will wear the County supplied identification badge (with picture) face up in a visible manner from the point at which they enter

the building and at all times while in the building until the point at which they leave the building. In addition, the County reserves the right to deny access to employees who fail to wear/bring their identification badge. Service provider will seize and return all County-supplied employee identification.

Locked Doors: The service provider and its employees will be responsible for keeping all internal doors in assigned work areas closed and locked. The service provider and its employees must adhere to all security restrictions imposed by the MCSO.

Employee/Inmate or Detainee Relationships: The service provider must ascertain and immediately notify the respective Food Service Contract Administrator and facility commander verbally and in writing if any employee is related to or has or initiates an ongoing personal relationship with any person confined or previously confined as an inmate or detainee in any Sheriff's Office operated facilities. It is the service provider's responsibility to require its employees to immediately alert the service provider whenever a person who is a relative or personal acquaintance of that employee is admitted to any of the above noted facilities.

Sharp Equipment Inventory: The service provider will implement a check-out/check-in log procedure for sharp utensils in all facilities. Such logs must clearly show the item signed out, by whom, its intended location (i.e., work space), time returned and logged in by whom. The service provider will provide and utilize locked shadow boards for the secure storage and quick inventory of knives, meat forks, and other sharp or pointed utensils. Items such as knives shall be tethered and secured onto a table leg, etc., in areas where inmates are working. In MCSO facilities, all sharp instruments must be accounted for prior to an inmate kitchen work crew shift change. The County reserves the right to enter the kitchen and inventory all such items at its discretion. Any missing items must be reported to the shift sergeant/ lieutenant or person in charge immediately, then to the respective Food Service Contract Administrator.

Equipment Maintenance Vendors: Maintenance vendors will be required to enter the building through the proper security channels. There will be no exceptions.

Emergency Authority: In an emergency situation, the Sheriff's Office command staff takes supervisory precedent over the service provider's management and staff.

Personal Items: No tobacco products, prescription medications, personal laptops, cameras, video recorders, personal cell phones or any other personal items that could affect the security of MCJ are permitted inside the confines of the Jail or Work Center.

Communication: Service provider employees of will be required to carry and use County supplied radios or service provider phone (compatible with Jail staff phones) at all times while inside facility. Provider is responsible to furnish on-site manager with a push-to-talk phone that is compatible for immediate communication with jail supervisors.

P. SANITATION AND SAFETY:

Laws and Food Service Industry Best Practices: The service provider will obey all federal, state and local laws and ordinances regarding health, sanitation, safety and environmental disposal

regulations. The service provider will be subject to inspections in the kitchen by authorized personnel from the Marion County Environmental Health Services. The service provider shall regularly access and adopt, as appropriate, all food service industry best practices that will enhance and/or improve the Sheriff's Office food service program. The service provider will be subject to inspections in the kitchen by authorized personnel from the Sheriff's Office.

Food Handlers Cards/Medical Exams: The service provider will provide medical examinations as required by law and appropriate records for each employee will be kept on file with the Food Service Contract Administrator. This includes a current food handler's card on file for all the service provider's staff and management. All service provider management and supervisory staff must successfully complete the National Restaurant Association sponsored "ServSafe" program within six months of contract initiation and within three months of employment thereafter.

Medical Clearance: The service provider will require medical clearance for any employee to return to work after a three (3) day's absence for illness.

Food Samples: The service provider will save samples of all food/complete meals (to include sack meals) in a freezer at all facilities for a period of not less than 72 hours for testing in the event of an outbreak of food poisoning/contamination. Samples must be clearly marked as to the dates and times of preparation, service and storage.

Emergency Situation Reports: The service provider will be responsible for immediately notifying the shift sergeant/lieutenant in charge of any fires in the kitchen or related areas and of any accidents involving service provider personnel or inmate workers assigned to food service duties.

Employee Physical Health: The service provider will not permit employees or assigned inmate workers with communicable health problems (including open sores) to work. As a precaution, the service provider must visually inspect the hands and face of each inmate worker prior to the start of each inmate worker shift. Any inmates with suspicious symptoms must be directed to report to the Medical Department and receive written clearance before being permitted to work again.

Worker's Compensation Reports: The service provider is responsible for processing all Workers Compensation reports relating to its employees.

Q. ENERGY CONSERVATION:

When County kitchen facilities are not in use or when food preparation is at a minimum, the Contractor will assume maximum utility/energy cost conservation by turning off or down lights, fans, water, ovens, steam equipment and other energy consuming items. The service provider will be responsible for turning off all non-essential equipment when the area is not in use.

R. MANDATORY LEGAL AND VOLUNTARY ACA COMPLIANCE:

The service provider shall agree to comply with all statutes, ordinances, and regulations and requirements of federal, state and local governing bodies applicable to the management/ operations of this food service contract. This includes obtaining and paying for all applicable licenses and food handler's cards.

With the exceptions noted herein, the service provider shall voluntarily comply (no formal

certification process required) with American Corrections Association (ACA) standards established for Adult facilities.

S. PENALTIES FOR NON AND/OR PARTIAL PERFORMANCE:

If after **two or more** written complaints have been submitted to the service provider by the County as specified herein, the County determines that violations continue to occur. The County shall have the right to require the service provider to issue monthly billing credits commensurate with the value lost plus fifty (50) percent or \$2,500 whichever is greater. If violations are not corrected after two (2) months of initial credits, the County shall have the right to increase penalty credits up to \$5,000 per violation. These credits will continue to be issued until such time that all of the aforementioned violations have been corrected to the County's satisfaction. Those violations considered substantial to the County are presented as follows:

- 1) The service provider has failed to prepare all or portions of the meal using the specified recipe, product/ingredient amounts proportionate to the number of persons to be served.
- 2) The service provider has failed to prepare and/or failed to maintain proper thermalization procedures, storage techniques and other points directly related to adherence to serving the menu specified.
- 3) The service provider, through improper or inconsistent supervision, has failed to provide the specified portions to the inmates (i.e. size of entrée, pieces of cake, muffins, number of carrots/vegetable servings, etc.).
 - a. The service provider has failed to adhere to the County's or it's contractually agreed upon minimum purchase specifications.
- 4) The service provider has willfully refused to utilize Federal Government Surplus Commodities.
- 5) The service provider has, through circumstances within its control, caused all or portions of a meal to become contaminated.
- 6) The service provider has, through circumstances within its control, failed to serve meals within 10 minutes of their scheduled time.
- 7) The service provider has, through circumstances within its control, failed to maintain the kitchen, staff dining rooms, storage equipment and space and all preparation and service utensils in a clean, sanitary manner.
- 8) The service provider has, through circumstances within its control, failed to prevent any damage to County property, buildings or equipment.
- 9) The service provider has, through circumstances within its control, failed to provide no less than the staffing requirements outlined in Section IV, Subsection N: Personnel & Supervision and to meet the staffing requirements necessary to provide off-site food service at the Work Center.
- 10) The service provider willfully conceals knowledge of an employee's arrest or criminal

investigation.

T. EMERGENCIES:

The service provider shall include in the proposal, contingency plans to provide service in the face of unexpected events, i.e., power failure, fire, riot, lockdown, labor strikes, ice storms or acts of God that would preclude normal expectations.

U. AUXILIARY FOOD SERVICE:

The service provider will be available to provide food for visitors and other related County functions. The service provider should not proceed with such functions without written authorization from the Sheriff, Undersheriff, Commander, or County Food Service Contract Administrator. The costs for such meals, if different from those served the inmates/custody staff, will be subject to individual requirements, however, such terms must be written and agreed to by both parties. Such arrangements shall be priced based on a cost plus the specified not-to-exceed percentage mark-up.

V. INCREASE OR DECREASE IN SERVICE:

During the term of the contract, the County shall have the option to increase or decrease the amount of space to be serviced or the amount of service to be performed under the contract. The contract rate for increase or decrease shall be adjusted upon mutual agreement of the parties.

In the event that the parties cannot agree upon a rate for said increase or decrease in service, the contract may be terminated by either party upon thirty (30) days written notice.

W. ESCALATION:

Any price adjustments shall be submitted by the Successful Proposer no less than sixty (60) days prior to the contract anniversary date. The County reserves the right to reject any modifications of the contract unacceptable to the County. Prices shall be held firm for the first twelve (12) months of the Contract. NOTE: Price adjustments will not exceed one (1) percent over what the Sheriff's Office employees receive or over the Oregon Consumer Price Index (CPI) for the preceding year for the labor cost portion of Contract, whichever is less.

The service provider, at its option, may submit a price-per-meal cost adjustment for the next full fiscal year by January 31st of each year. The service provider must be prepared to document and explain the process used to justify the proposed cost increase based upon the following:

- 1) The U.S.D.A. Regional Wholesale Food Price Index (as issued quarterly) and the U.S.D.A. Food Index Forecast will be used to justify the increase in food cost.
- 2) U.S. Department of Labor Regional Statistics for labor cost increase in similar job categories will be used to justify the increase in labor costs. In addition, increases in tax rates affecting labor cost will be applied and/or, if applicable, mandated Living Wage consumer price index (CPI) adjustments.
- 3) Changes in County-specified menu's, points-of-service, additions or levels of service provided.
- 4) Verification/substantiation of any other cost factors through submissions of supplier

invoices over a six-month span.

X. FINANCIAL:

For all accounting purposes, the provider will follow the County's fiscal year of July 1 to June 30

Y. RIGHT TO AUDIT:

The County reserves the right to audit any aspect of its food service program, as performed by the service provider. The service provider will keep accurate and complete records throughout the term of the contract and provide for access of records for at least two (2) years following the termination of the contract.

VI. GENERAL RFP CONDITIONS

A. REQUEST FOR CHANGE/CLARIFICATION

All requests for changes in specifications regarding this Request for Proposal must be submitted **in writing** no later than seven (7) calendar days prior to the RFP closing date. All written requests for change, clarification, questions and/or comment are to be sent to:

Technical/Procedural/Contractual Questions/Contract Administrator

Justin Ford
Marion County Sheriff's Office
100 High Street NE
Salem, Oregon 97301
Phone Number: (503) 588-3261
Fax No. (503) 589-7931
jford@co.marion.or.us

B. EXECUTION OF THE PROPOSAL

- 1) If the proposal is made by a partnership, it shall be executed in the name of the partnership followed by the signature of an authorized partner.
- 2) If the proposal is made by a corporation, it shall be executed in the name of the corporation followed by the signature of the officer authorized to sign for the corporation and the printed or typewritten designation of the office that the officer holds in the corporation.
- 3) If the proposal is made by a joint venture, it shall be executed by each participant of the joint venture.
- 4) The address of the proposer shall be typed or printed on the proposal.

C. FORMAL PROPOSALS

Proposals, which are incomplete, conditioned in any way, or which contain erasures, alterations or irregularities of any kind may be rejected if in the best interest of Marion County.

D. FORM OF CONTRACT

If a contract is awarded, a sample contract for services is attached as Exhibit E. Exhibit E is only a sample and terms and conditions will be negotiated as per the RFP. It is also expected that the final contract will incorporate the RFP and chosen proposer's proposal.

E. WITHDRAWAL OF PROPOSAL

At any time prior to the date and hour set for the receipt of proposals, a proposer may withdraw its proposal. Withdrawal will not preclude the submission of another proposal prior to the hour and date set for the opening of the proposal.

F. INCURRING COSTS

Neither the county, nor its agents, are liable for any cost incurred by proposers prior to issuance of an agreement, contract, or purchase order.

G. ADDENDA

In the event that it becomes necessary to revise any part of this RFP, it will only be done by written addendum. All prospective proposers will receive a copy of any and all addenda issued for the RFP. Proposers are required to provide receipt and acceptance of all addenda with their proposal. The Proposal Form – Attachment A, includes a location for all Proposers to record all written addenda numbers and date issued to comply with this requirement. Addenda must be noted on the Proposal Form. Failure to include acknowledgement of issued addenda for this RFP may be cause to declare the Proposer non-responsive.

H. ACCEPTANCE OF PROPOSAL CONTENT

The contents of the proposal of the successful proposer will become contractual obligations if acceptance action ensues. Failure of the successful proposer to accept these obligations may result in cancellation of the award. Only those proposers who submit complete information, as required by this RFP, will have their proposals considered for evaluation.

I. ECONOMY OF PREPARATION

Proposals should be prepared simply and economically, providing a straightforward, concise description of proposer capabilities to satisfy the requirements of the RFP. Special bindings, colored displays, promotional materials, etc. are not desired. Emphasis should be on completeness and clarity of the content.

J. PUBLIC RECORDS

- 1) If the proposal contains any information that the proposer does not want disclosed to the public or used by the County for any purpose other than evaluation of their offer, each individual page or section containing such information must be marked clearly with the following legend:

THIS MATERIAL IS TO BE HELD CONFIDENTIAL!

- 2) The NON-DISCLOSURE FORM (Attachment B) must be signed and returned with the RFP response. The above restriction may not include cost or price information, which must be open to public inspection. Marion County will keep information confidential to the extent permissible under the law (ORS Chapter 192). All RFP responses shall be held confidential, in total, until the Marion County Board of Commissioners has approved a recommendation for the award of a contract. At the conclusion of the selection and award process, the contents of all proposals will be placed in the public domain and open to inspection by interested parties. Trade secrets or proprietary information that are recognized as such and are protected by law (ORS 646.461 to 646.475) may be withheld, if clearly identified as such in the proposal.

K. FORFEITURE OF THE CONTRACT

The resulting contract may be canceled at the election of Marion County for any willful failure or refusal to faithfully perform the contract according to its terms as herein provided.

L. MANNER OF PAYMENT

Upon invoice, supported by appropriate documentation and approved by the contract administrator, Marion County will, within 30-days, issue payments proportional to the work accomplished.

M. NON-ASSIGNMENT

If a contract is awarded, it shall not be assigned in part or total without prior written approval of Marion County for this contract.

N. INSURANCE REQUIREMENTS

- 1) Insurance requirements are defined in SECTION IX: EXHIBITS
- 2) The proposer shall obtain and maintain at all times during the term of any negotiated contract, workers' compensation insurance with statutory limits and employers' liability insurance. The proposer shall provide Marion County with evidence that it is a carrier-insured or self-insured employer in full compliance with the requirements of ORS Chapter 656, or that it employs no persons subject to the requirements of ORS 656, Workers' Compensation Coverage.

O. EQUAL OPPORTUNITY ACTION POLICY

The proposer agrees to comply with the Civil Rights Act of 1964, and 1991, Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973, and Title VI as implemented by 45 CFR 80 and 84 which states in part, No qualified person shall on the basis of disability, race, color, or national origin be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity which received or benefits from federal financial assistance.

P. PROTESTS

- 1) **Protest of Solicitation**
 - a) A prospective proposer may protest the procurement process or the solicitation document for a contract solicited under ORS 279B.055, 279B.060 and 279B.085 as set forth in ORS 279B.405(2). Before seeking judicial review, a prospective proposer must file a written protest with the County and exhaust all administrative remedies.
 - b) In addition to the information required in ORS 279B.405(4), a prospective proposer's written protest shall include a statement of the desired changes that the proposer believes will remedy the conditions upon which the proposer has based its protest. All protests must be delivered in writing to the County not less than ten (10) days prior to the set closing date for the

solicitation.

- c) The County shall not consider any protest submitted after the timeline identified above. The County shall issue a written disposition of the protest in accordance with the timeline set forth in ORS 279B.405(6). If the County upholds the protest, in whole or in part, the county may in its sole discretion either issue an addendum reflecting its disposition or cancel the procurement or solicitation.

2) **Protest of Competitive Range**

- a) A prospective proposer may protest the exclusion from the competitive range or from subsequent tiers or steps of the solicitation for a contract solicited under ORS 279B.055, 279B.060 and 279B.085 as set forth in ORS 279B.405(2). Before seeking judicial review a prospective proposer must file a written protest with the County and exhaust all administrative remedies.

In addition to the information required in ORS 279B.405(4), a prospective proposer's written protest shall include a statement of the desired changes that the proposer believes will remedy the conditions upon which the proposer has based its protest. All protests must be delivered in writing to the County not less than seven (7) days after the notice of competitive range.

The County shall not consider any protest submitted after the timeline identified above. The County shall issue a written disposition of the protest in accordance with the timeline set forth in ORS 279B.405(6). If the County upholds the protest, in whole or in part, the County may in its sole discretion either issue an addendum reflecting its disposition or cancel the procurement or solicitation.

3) **Protest of Contract Award**

- a) A proposer may protest the award of a contract or the intent to award a contract, whichever comes first, if the conditions set forth in ORS 279B.410(1) are satisfied. A proposer must file a written protest with the County and exhaust all administrative remedies before seeking judicial review of the County's contract award decision.
- b) A proposer must deliver a written protest to the County within seven (7) days after issuance of notice of intent to award the contract. A proposer's written protest shall specify the grounds for the protest to be considered by the County pursuant to ORS 279B.410(2).
- c) The County shall not consider any protest submitted after the timeline identified above. The County shall issue a written disposition of the protest in a timely manner as set forth in ORS 279B.410(4). If the County upholds the protest, in whole or in part, the County may in its sole discretion either award the contract to the successful protestor or cancel the procurement or solicitation.

Q. MARION COUNTY RESERVES THE RIGHT TO:

- Reject any and all proposals
- Amend the RFP
- Waive any irregularities or informalities in any proposals

- Extend the deadline for submission of proposals
- Not award a contract for the requested services
- Accept the proposal deemed to be the most beneficial to the public and Marion County

(END OF SECTION)

VII. SPECIAL CONTRACT TERMS AND CONDITIONS

A. As required specifically under ORS 279B.235, the following provisions shall apply for conditions concerning hours of labor:

- 1) For a contract for personal services as defined in ORS 279A.055, the contractor shall pay all individuals performing personal services under this contract at least time and a half for all overtime worked in excess of 40 hours in any one week, except for individuals under personal services contracts who are excluded from receiving overtime under ORS 653.010 to 653.261 or under 29 USC 201 to 209.
- 2) For a contract for services, persons employed under this contract shall receive at least time and a half pay for work performed on the legal holidays specified in a collective bargaining agreement or in ORS 279B.020 (1)(b)(B) to (G) and for all time worked in excess of 10 hours in any one day or in excess of 40 hours in any one week, whichever is greater.
- 3) The Contractor shall give notice in writing to employees who work on a contract for services, either at the time of hire or before commencement of work on the contract, or by posting a notice in a location frequented by employees, of the number of hours per day and days per week that the employees may be required to work.

B. INDEPENDENT CONTRACTOR

The person or firm to whom the contract is let understands and agrees that he or it is an independent contractor and that the filing and acceptance of this declaration creates, as a matter of law, a rebuttable presumption of his or its status as an independent contractor. It will be necessary for the Contractor to pay personally any amounts due for federal and state income taxes and other taxes and assessments since these taxes and assessments will not be withheld from payments made under this agreement. The Contractor agrees that there is no relationship under this agreement except as specified herein. The County is not responsible for the acts of and assumes responsibilities to or for the officers, employees, subcontractors, or agents of the Contractor, or the public in general, except as specified in this agreement.

C. INVOICE REQUIRED

The Contractor must submit a detailed invoice for payment of services.

D. APPLICABILITY

In construing this contract and where the context so requires, the singular includes the plural, the masculine and the feminine, and all grammatical changes shall be implied to make the provisions hereof apply equally to corporations and individuals.

E. AFFIRMATIVE ACTION

Contractor certifies conformance to the applicable Federal Acts, Executive Orders and Oregon Statutes and Regulations concerning Affirmative Action toward equal employment opportunities. All information and reports required by federal or Oregon state governments, having responsibility for enforcement of such laws, shall be supplied to the county upon request for purposes of investigation to ascertain compliance with such acts, regulations, and orders.

F. INDEMNITY/HOLD HARMLESS

To the fullest extent permitted by law, The Contractor shall agree to defend, indemnify and hold harmless the COUNTY, its officers, agents, and employees from damages arising out of the tortious acts of the Contractor, its officers, agents, and employees acting within the scope of their employment and duties in performance of this agreement.

G. INSURANCE

- 1) The Contractor shall purchase and maintain complete necessary insurance for protection from claims as set forth in Exhibit A.
- 2) The Contractor shall maintain at all times commercial general liability insurance, property damage insurance, and medical/professional malpractice if applicable, covering its activities and operations under this Agreement.
- 3) The Contractor SHALL add Marion County, its officers/officials, agents, employees, and volunteers as additional insureds for general liability and property damage insurance coverage and a separate written endorsement shall be issued by the company showing Marion County as an Additional Insured and containing a 30-day Notice of Cancellation endorsement. Such insurance shall be in the forms and amounts not less than set forth in ORS 30.260-30.300: as specified in Exhibit A, Insurance Requirements. All insurance shall be evidenced by a Certificate of Insurance and Endorsement provided to the COUNTY, indicating coverages, limits and effective dates, by an insurance company licensed to do business in the State of Oregon.

H. SUBCONTRACTS AND ASSIGNMENT

Contractor shall not enter into any subcontracts for any of the work scheduled under this contract, nor assign or transfer any of its interest in this contract, without the prior written consent of the County.

(END OF SECTION)

SECTION VIII.

RFP MANDATORY SUBMISSION FORMS

The following forms **MUST** be completed, signed and returned with the proposer's submission package.

Failure to do so may result in the proposal being deemed non-responsive.

Attachment A: Proposal Form

Attachment B: Non-Disclosure Form

Attachment C: Organization Identification / Responsibility

Attachment D: Certification & Contract Offer Sheet

Attachment E: References

Attachment F: Contractor Information Requirements

Attachment A – Proposer shall complete, sign and return with proposal.

PROPOSAL FORM

**REQUEST FOR PROPOSALS
TO PROVIDE**

**Food Services, Commissary & Inmate Trust Fund
Request for Proposal Due Date: 4:00 PM of August 24, 2011**

The undersigned Proposer, hereinafter called Proposer, declares that the only persons or parties interested in this proposal are those named herein; that this Proposal is, in all respects, fair and without fraud; that it is made without collusion with any official of the county; and that the Proposal is made without any collusion with any person making another Proposal on this Contract. The Proposer warrants that it has carefully examined the Request for Food Services, Commissary & Inmate Accounting documents for providing the services described as follows:

1. Food Services
2. Commissary
3. Inmate Trust Fund

The Proposer offers and agrees to provide Food Services, Commissary & Inmate Accounting in Salem, Oregon.

The Proposer certifies that it does not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, handicap, financial ability, age or other non-job-related factors as per ORS 659 and USC 42 2000e.

The Proposer warrants that it has made such investigation as is necessary to determine the complexities and requirements of Marion County and, if its proposal is accepted, it will contract with Marion County. The contract will be in the form of the Marion County Contract. Proposer will provide the required services as specified in the terms and conditions contained within the RFP document, which by reference are incorporated herein in their entirety, and which may be incorporated into any Contract resulting from award of this procurement and that those terms and conditions take precedence over any conflicting terms and conditions in the proposer's proposal.

The proposer submits its proposal as required within the RFP document. This proposal shall be effective for a period of sixty (60) days from the RFP for Food Services, Commissary & Inmate Accounting closing date.

The proposer further agrees that if the proposal is accepted, it will, **WITHIN** ten (10) calendar days after notification of acceptance, execute the contract with Marion County on the contract form, an example of which is included in the RFP document. The proposer will, at the time of execution of the Contract, deliver to Marion County the insurance certificate documentation required within the RFP document; and will, to the extent of its proposal, satisfy all requirements necessary to provide requested services for Marion County.

Attachment B – Proposer shall complete, sign and return with proposal.

**MARION COUNTY, OREGON
REQUEST FOR PROPOSAL**

Food Services, Commissary & Inmate Trust Fund

NON-DISCLOSURE FORM

Each individual page(s) or specific section(s) of the proposal that I have marked “THIS MATERIAL IS TO BE HELD CONFIDENTIAL!” are to be kept confidential to the extent permissible under the law. This data shall not be disclosed outside the County or be duplicated, used or disclosed in whole or part for any purpose other than to evaluate the proposal; provided that, if a contract is awarded to this Contractor as a result of or in connection with the submission of such information, the County shall have the right to duplicate, use, or disclose this information to the extent provided in the contract. This restriction does not limit the County’s right to use information contained herein if it is obtained from other sources.

This restriction does not apply to cost or price information, which must remain public information.

By completing and signing this form, I acknowledge that I have marked the appropriate confidential and/or proprietary information according to instructions provided in the RFP.

If there is not confidential information marked, please check the box below, sign and return the form with your proposal.

I have not identified any confidential information in my proposal response.

By: _____
Signature

(Print or Type Name)

Title

Date: _____

For: _____
(Firm Name)

Attachment C – Proposer shall complete, sign and return with proposal.

**MARION COUNTY
Food Services, Commissary, & Inmate Accounting solicited under ORS279B.110
ORGANIZATION IDENTIFICATION/RESPONSIBILITY**

ORGANIZATION NAME: _____

PRINCIPAL: _____
Name / Title

ADDRESS: _____

TELEPHONE: _____ **FAX:** _____

The information provided in this form is part of the County's inquiry concerning proposer responsibility pursuant to ORS 279B.110 for general procurement of goods and services. Please print clearly or type.

Answer all questions. Submission of a form with unanswered questions, incomplete or illegible answers may result in a finding that you are not a responsible proposer. This document will become part of your response to the solicitation and will be subject to Oregon Public Records laws. Any information that may be considered confidential must be marked according to instructions in the solicitation document.

Submit completed form with other proposal forms as specified in Solicitation Document.

1. Is your company a Resident Oregon Bidder/Proposer as defined in ORS 279A.120?
 Resident Non-resident

Note: "Resident bidder" means a bidder that has paid unemployment taxes or income taxes in the state of Oregon during the 12 calendar months immediately preceding submission of the bid, has a business in this state and has stated in the bid whether the bidder is a "resident bidder". (ORS 279A.120 (1)(b).

2. Name of Insurance Carrier: _____
Address: _____
Coverage: _____

3. During the past two years, have you been charged with a failure to meet the claims of your subcontractors or suppliers? Yes No
If yes, explain. _____

4. Has a judgment ever been entered against your company finding it to be in breach of any contract for unperformed or defective work? Yes No
If yes, explain. _____

5. Has any officer, employee or agent of your company ever been convicted of a criminal offense arising out of obtaining, attempting to obtain, or performing a public or private contract or subcontract? Yes No
If yes, explain. _____

6. Has any officer, employee or agent of your company been convicted under state or federal law of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property or any other offense indicating a lack of business integrity or business honesty? Yes No
If yes, explain. _____

7. Has your company or any employee or agent of your company been convicted under state or federal antitrust laws? Yes No
If yes, explain. _____

8. Has any officer, partner or principal of your organization ever been an officer, partner or principal of another Organization that failed to complete a construction contract? Yes No
If yes, explain. _____

9. Indicate the total amount of work, expressed in dollars, your company reasonably believes it is capable of bonding at any one time: \$ _____. What portion of this amount remains available at time of completion of this form? \$ _____.
10. Has your firm ever been at any time in the last ten years the debtor in a bankruptcy case? Yes No
If yes, explain. _____

11. Does your firm have any outstanding judgments pending against it? Yes No
If yes, explain. _____

12. In the past ten years, has your firm been a party to litigation, arbitration or mediation on a matter related to payment to subcontractors or work performance on a contract? Check "Yes" even if the matter proceeded to arbitration or mediation without court litigation.
 Yes No
If yes, explain.

13. Have you or any of your affiliates discontinued business operation with outstanding debts?
Yes No
If yes, explain.

Declaration and Signatures

The undersigned hereby declares that he or she is duly authorized to complete and submit this Organization/Responsibility Form and that the statements contained herein are true and correct as of the date set forth below. Incomplete, incorrect or misleading information will be reason for a determination by the County of non-responsibility.

Date: _____

By: _____
(Signature of authorized official)

Name: _____
(Please type or print)

Title: _____
(Please type or print)

For: _____
(Firm's name) (Please type or print)

Business Organization: (Check one)

- Corporation
 Partnership
 Joint Venture

- Limited Liability Company
 Sole Proprietor
 Other _____

Attachment D – Proposer shall complete, sign and return with proposal.

CERTIFICATION AND CONTRACT OFFER

PROPOSAL TITLE: **FOOD SERVICES, COMMISSARY & INMATE TRUST FUND**

PROPOSAL DUE DATE: **4:00 P.M. on August 24, 2011**

I, the undersigned, having carefully examined the Special Instructions, Project Information/Specifications and all other related material and information agree to furnish _____ services as specified to Marion County at the *rates proposed*.

I further agree that this offer to provide services will remain in effect at the *rates proposed* for a period of not less than one (1) year from the date that proposals are due, and that this offer may not be withdrawn or modified during that time.

If the Board of Commissioners thereof, accepts this offer, or portion and award is made thereon, I agree to enter into a contract with Marion County to furnish a _____ services as specified for the *rates proposed*.

I hereby certify that this proposal is genuine and that I have not entered into collusion with any other vendor(s) or any other person(s).

* "Resident Bidder" ____ (Yes or No)

SIGNED BY _____
PRINTED NAME _____

DATE _____

TITLE _____

VENDOR _____

ADDRESS _____

PHONE: (AREA CODE) _____

EMAIL ADDRESS: _____

TAX ID/SOCIAL SECURITY NUMBER _____

* "Resident Bidder" means a bidder that has paid unemployment taxes or income taxes in this state during the 12 calendar months immediately preceding submission of the bid, has a business address in this state and has stated in the bid whether the bidder is a "resident bidder".

Attachment E – Proposer shall complete, sign and return with proposal.

REFERENCES

PROPOSAL TITLE: FOOD SERVICES, COMMISSARY & INMATE TRUST FUND

PROPOSAL DUE DATE: 4:00 P.M on August 24, 2011

PROPOSING VENDOR: _____

Our firm has provided various medical services of a similar nature to the following:

1. Name of Organization _____ Year _____

Address _____

Contact Person _____ Phone _____

2. Name of Organization _____ Year _____

Address _____

Contact Person _____ Phone _____

3. Name of Organization _____ Year _____

Address _____

Contact Person _____ Phone _____

4. Name of Organization _____ Year _____

Address _____

Contact Person _____ Phone _____

5. Name of Organization _____ Year _____

Address _____

Contact Person _____ Phone _____

Attachment F – Proposer shall complete, sign and return with proposal.

PROPOSER INFORMATION REQUIREMENTS:

The following information must be included in each proposal. In the event that previously presented information is applicable, do not present it again; simply reference its location. This information will give the MCSO proposal review team an overview of the proposer's business operation relative to comparable jail operations.

Questions

Answers to Cover

Headquarters Office:

Location:

Street Address, City, State, Zip Code, Phone Number

Services Available:

Describe

Financial Considerations:

Ownership:

Private (furnish most recent CPA's audited financial statement and tax return) or Public (furnish annual report)

Credit rating:

Bank, credit rating services or other letter of reference

Credit guarantee:

If applicable, will parent guarantee subsidiary's debts throughout life of contract?

Bankruptcy declaration:

State whether there has been any form of bankruptcy or creditor protection within the past ten years.

Accounting procedures:

Describe

Audit control:

Example

Lawsuits won, lost/settled:

Describe the number, type and amount paid out for each case filed within the past ten years. The state, court jurisdiction and case number should be supplied for each. Designate the person to be contacted for receipt of all legal claims and explain the process for handling each case or complaint.

Management

Background of top management:

Describe education and experience

Degree of participation with local operations:

Describe 0% to 100%

References: For adult facilities, list of all comparable type/size accounts and contracts as well as the duration of each.

Organization Structure

Form/History: Legal organization classification and recent history relative to form, name and significant ownership changes.

Majority/principal owners
Area of activity: List all with 5 percent or more ownership positions.
Business segment and geographic location(s)

Total number of operations: Number of adult facilities related units and annual gross sales.

Structure of national: Specific to food service, the supervision number of regions.

Span of control: Levels of management

Operating Procedures

Have effective written: **Yes or No.** Describe operating procedures and provide relevant samples.

Purchasing: Is purchasing handled by headquarters or by each location? Describe.

Accounting: Is the accounting system computerized? Describe. Is staff available for cost analysis, research?

Invoicing and Payment: Are accounts receivable/payable handled by headquarters or by each location? Describe.

Communication: How often are local operations visited?
What is the nature of support and supervision of local operator?

Personnel Relations

Fringe benefits program: Describe fringe benefit programs offered such as vacations, holidays, sick leave, etc.), eligibility and costs which must be borne or shared by the employee and dependents.

Recognition program
Profit sharing: Are there incentive or recognition programs? Describe.
Explain

Retirement plan: Describe, including cost of program

Regional Office Street Address, City, State, Zip Code, Phone Number