

## SECTION 6. REQUIRED FORMAT AND CONTENTS OF PROPOSALS

### 6.1 General Instructions

- 6.1.1 Offerors shall submit all information as requested in this RFP. All information must be clearly labeled and tabbed using the section titles and the order as presented in below. Proposals shall use 12 point font, be single spaced and have 1 inch margins. Offerors should provide as much detail as possible for each item in Section 5 of this RFP. If you cannot provide the answer or information, please explain. ~~Offeror may use graphics, charts, and call-out boxes as long as they are clearly marked, legible and appropriate to illustrate the overall plan of the Offeror.~~
- 6.1.2 Offerors are required to submit a Submission Cover Sheet (Exhibit H) as the first page of their proposal.
- 6.1.3 Offerors are required to state “agreed” or “will comply” for each requirement in Section 5. The Offeror should list the requirement, indicate “agreed” or “will comply” then explain their proposed plan for completing the requirement.
- 6.1.4 If Offeror has an exception, these must be stated under the required section in their proposal, and then restate the exceptions on the separate exception listing in Proposal Exception Summary Form (Exhibit I).

### 6.2 Proposals Shall Contain Minimum Information

- 6.2.1 Name of Offeror, location of Offeror’s principal place of business, and, if different, the place of performance of the proposed contract;
- 6.2.2 The age of Offeror’s business and the average number of employees over the past three (3) years including the number of inmates utilized to perform these services;
- 6.2.3 Resume listing abilities, qualifications and experience of key personnel who will be assigned to provide the required services;
- 6.2.4 Listing of contracts under which services were provided similar in scope, size, or discipline were performed or undertaken, including at least three (3) references for contracts awarded during the past three (3) years.
- 6.2.5 A plan giving as much detail as is practical explaining how the services will be performed; and,
- 6.2.6 Breakdown and estimate of price for all services. In so doing, the price for Call Center Communication Services, Canteen Services and Inmate Banking Services shall be provided separate from one another and as a package. The prices shall be clear, concise and shall be the best price the Offeror can offer in view of the RFP and services associated therewith.
- 6.2.7 Be registered with the Mississippi Secretary of State and be in good standing, if not already registered, Offeror agrees to register within seven (7) days of contract award.

- 6.2.8 A statement affirming the financial solvency of the business acknowledging the ability to conduct the scope of service without issue. If available, an audited financial statement with support documentation showing corrections to any deficiencies noted on report; and
- 6.2.9 A listing and brief description of all litigation matters in which the Offeror is currently involved that relate to the scope of services that is to be addressed in this RFP. Moreover, Offeror shall disclose any settlement of suits or litigation associated with the provision of services listed in this RFP in the last five (5) years. The Offeror is not required to disclose any amount of a settlement, only that a settlement was reached and what service was being performed.
- 6.2.10 State if any officers or principals and/or their immediate families are or have been within the preceding twelve (12) months, employees or elected officials of the State of Mississippi and/or MDOC.
- 6.2.11 The vendor is required to describe how it will monitor the contract to ensure that requirements of the contract are complied with.

### 6.3 Demonstration of Competency

Proposals will only be considered from firms that are regularly engaged in the business of providing the services as described in this RFP. Offerors must be able to demonstrate a good record of performance for the three (3) previous years, and have sufficient financial support, equipment and organization to ensure that they can satisfactorily execute the services if awarded a contract under the terms and conditions herein stated.

### 6.4 Required Proposal Format and Content

6.4.1 The proposal narrative shall be detailed and organized in the same sequence as presented in this RFP. Each major section of the proposal shall be clearly identified.

- 1. Organizational capability;
- 2. Proposed plan for providing canteen services to include vendor warehouse, supplies, material, equipment, machinery, staffing, security, technology, timeliness and quality assurance;
- 3. Proposed plan for providing inmate banking services to include staffing, technology, security, equipment, quality assurance, timeliness, deposit, withdrawal, transfer, reconciliation and accountability;
- 4. References;
- 5. Proposed fees; and
- 6. Exhibits

#### 6.4.2 Proposed Plan for Providing Canteen Services

- 1. The Offeror should use this section to describe the approach it will take to deliver the required services as described in Section 5 of the RFP for Canteen Services. If the Vendor intends to exceed minimal standards, it should describe how it will do so.
- 2. The plan should first address operating the off-site warehousing and bagging operation using Offeror employees.

3. Proposed Staffing Plan (Off-Site and On-Site). Provide a comprehensive list of the names and titles/roles of the Offeror's staff assigned to the proposed contract using the categories provided below. The budget narrative shall provide the narrative justification for the staffing plan. Resumes are required for key personnel assigned to the contract. Include resumes of all Key Personnel (Exhibit K). Use the following chart below as a sample staffing plan. If staff have to be hired list the title instead of the name.

**PROPOSED CONTRACT STAFFING PLAN**

<b>Staff Name and Current Title with Company</b>	<b>Proposed Role in the Contract</b>	<b>Ownership Percentage</b>	<b>Rate Per Hour</b>	<b>Total Proposed Hours/Year</b>
John Smith President	Project Manager	%	\$1.00	2
<b>TOTALS</b>			\$1.00	2

**6.4.3 Proposed Plan for Providing Inmate Banking Services**

1. The Offeror should use this section to describe the approach it will take to deliver the required services as described in Section 5 of the RFP for Inmate Banking Services. If the Offeror intends to exceed the minimum standards it should describe how it will do so.
2. The Proposed Plan should include not only what is offered, but real-world proof of concept examples of the plan that are currently in use in other Correctional Facilities. If components of the proposed plan are not currently in use, the Offeror should affirmatively state which components of the plan are currently in use and which part of the proposed plan are theoretical, at the moment. If any components of the proposed plan are not currently in practice at a Correctional Facility, then the proposed plan should discuss how these theoretical components will be integrated and why they are needed or will be successful.
3. Due to the restrictions and regulations associated with the provision of banking services, the Offeror shall also briefly describe how the proposed practices meet minimum standards associated with provision of such services in view of applicable law and regulation.

**6.4.4 Proposed Plan of Call Center Communications**

1. Offeror shall use this section to describe what services will be provided by the Inmate Call Center.
2. Offeror shall supply all relevant technical information necessary to deploy a full-service Inmate Call Center mechanism that meets or exceeds to national norm for such services for large Correctional Facilities run by State governments.
3. The Offeror shall disclose the categories of communication services it can provide.

4. Describe Offeror's current and proposed facilities, supplies and material, equipment, machinery that will be used to complete the plan (off-site and on-site).

#### 6.4.5 References (Exhibit L)

List three (3) references for which you provide correctional canteen services as well as three (3) references for Inmate Banking Services (NOTE: These can be for the same institutions, i.e., if the Offeror is providing both canteen and banking services for an institution). Provide a full address, contact person, title, email address and telephone number for each reference. Also, provide the total number of inmates for which you provide canteen services. Use the Reference form included (See Exhibit L).

#### 6.4.6 Proposed Fees

1. Offeror's proposal shall include a budget narrative for providing services described in Section 5 of this RFP.
2. Offeror's proposal should address wholesale cost of products and the Offeror's proposed methodology for applying the retail market value to canteen items to be sold to MDOC inmates.
3. Offeror's proposal should address quality assurance of the products and the canteen service in relation to cost.
4. The Offeror's shall use Canteen Item Bid Sheet (Exhibit F).

6.4.7 Proposals must be organized and submitted in the format set forth below in order for MDOC to conduct a uniform and objective review of all proposals. Failure to follow this format may be cause for rejection of a proposal.

6.4.8 The following information must be included with all proposals. Failure to provide any of the information requested is grounds for the MDOC to reject a proposal.

1. Submission Cover Sheet (Exhibit H). The contact person will be responsible for answering any and all questions regarding the proposal.
2. Table of Contents. The Table of Contents must indicate the material included in the proposal by section and page number.
3. Transmittal Letter on Company Letterhead. A letter of transmittal must be submitted with the Offeror's proposal. The letter must include:
  - A. A statement of the Offeror's understanding of the services required in Section 5 of this RFP, listing each section, and indicating "agree" and/or "will comply."
  - B. The names of the persons who are authorized to make representations on behalf of the Offeror (include their titles, addresses, and telephone numbers).
  - C. A statement that the individual who signs the transmittal letter is authorized to bind the Offeror to a contract with the MDOC.
4. Proposal Narrative
  - A. Organizational Capability of the Offeror. Include a narrative profile of the Offeror:

- B. Proposed Plan to Provide Services in accordance with Section 6, giving as much detail as is practical, explain how the services will be performed. The Offeror must explain how it would provide these services to the MDOC and describe the general procedures it would use for each task in Section 5 of this RFP.
- C. The proposal narrative shall also address the following:
  - (1) Exhibit I - Proposal Exception Summary.
  - (2) Exhibit J - Correctional Service Experience as it relates to this RFP.
  - (3) Exhibit K - Key Personnel assigned to the proposed contract and a proposed staffing plan. Include resumes.
  - (4) Exhibit L - References.
  - (5) Exhibit ~~N~~M - Threshold Agreement by Vendor.
  - (6) Exhibit ~~N~~O - Subcontractors References.
  - (7) Exhibit O – Certifications (**added**)
  - (8) Exhibit F - Canteen Items Bid Sheet
- D. Attachments to Proposal
  - (1) Exhibit F – Canteen Items Bid Sheet, authorized signature on each page.
  - (2) Exhibit I -Proposal Exception Summary
  - (3) Exhibit J - Correctional Service Experience Form
  - (4) Exhibit K - Resumes of Key Personnel
  - (5) Exhibit L - References Form
  - (6) Exhibit M - Threshold Agreements by Vendor
  - (7) Exhibit N - Subcontractor References
  - (8) Exhibit O - Certifications
  - (9) Exhibit P - W-9
  - (10) Exhibit Q - Most Recent Two Years of Compiled Financial Statements
  - (11) Relevant Court Order to protect trade secrets or other confidential information

The MDOC reserves the right to award the contract found to be in the best interest of the State and not necessarily to lowest price Offeror. The MDOC also reserves the right

**Offerors are cautioned that completeness of the proposal and the organization of the proposal is critical to the MDOC's evaluation, review, and award of a contract. The MDOC looks forward to receiving your proposal.**