



Butler County, Ohio
Questions and Answers
Butler County Jail Inmate Commissary
Butler County Sheriff's Office RFP No. BCSO-2026-06-01
July 1, 2026

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Bidder Questions:

- **Please provide a copy of the current contract and all amendments.**

Please see attachment A, *Current Commissary Services Agreement*, and attachment B, *Amendment to Current Commissary Services Agreement*.

- **What are the total sales and usage from the past 12 months for regular Commissary sales?**

Unable to answer

- **What are the total sales and usage from the past 12 months for online sales?**

Unable to answer



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- **Please provide the current commissary commission rates and dollar amounts associated with the following categories:**

- ***Inmate commissary sales?***

Provided in attachments A and B

- ***Web-based/online orders?***

Provided in attachments A and B

- **How many orders per week has the jail seen each week over the past 90 days?**

Inmate Commissary shall be held twice per week. Commissary will be held only once during the weeks of which a Holiday occurs. Inmates will be notified prior to a Holiday. Inmates will use the kiosks provided in each housing unit to order Commissary.

- **Please provide the current ordering schedule.**

-**Tuesdays:** A, B, C, D, E, F, H-pods, and RESO. Vending for all main jail pods, RESO, and Ct. St.

-**Wednesdays:** G, J, and Ct. St. Vending for all main jail pods and Ct. St.

-**Thursdays:** All pods, Ct. St., and RESO. Vending for all main jail pods, RESO, and Ct. St.

-**Fridays:** indigent kits and all vending filled.

- **What is the current inmate spending limit?**

Inmates can spend \$100.00 per order twice (2x) a week, and \$200.00 for holidays. Loved ones of inmates can buy one (1) pack at a maximum price of \$75.00 once (1x) a month.

- **Can we get a copy of the current inmate menu with pricing?**

Please see Attachment C, *Commissary Order Guide, June 2026*



- **Are deposit services part of the scope of service?**

This information can be found in the RFP, in *Exhibit A*, Number 3-B.

- **Is the County requesting an onsite Commissary or offsite where all orders are picked and packed offsite?**

Commissary orders shall be pulled from the vendor's warehouse and delivered to the correctional complex. Order picking, packaging, and staging shall be performed offsite at the vendor's facility, and completed orders shall be delivered to the correctional complex.

- **Is it a desire to have the vendors staff perform distribution of the completed orders and/or management of additional technology such as vending machines, etc.?**

Vendor staff shall be responsible for the distribution of completed commissary orders to inmates, performed in coordination with correctional staff and in accordance with the facilities security protocols. In addition, vendor staff shall be responsible for the ongoing maintenance and servicing of all vending machines, ensuring they remain fully operational throughout the term of the contract.

- **Does the current Vendor have onsite staff?**

Yes, four full-time employees.

- **Does the vendor provide the carts for delivery?**

Yes, the vendor provides carts for delivery.

- **Does the vendor supply pallet jacks for unloading deliveries?**

No, Butler County Sheriff's Office has one on site.

- **Will the vendor be granted space for the operation of storing, and/or pulling of orders as well as office space for vendor managed computers and file storage?**

The County shall provide the vendor with a designated room at the main correctional facility complex, located at 705 Hanover Street, to accommodate the vendor's operational requirements. This space shall serve as a consolidated function, encompassing limited storage for operations, administrative office use, and secure file storage within a single, unified work area. The designated room is intended to support the vendor's day-to-day operational, administrative, and recordkeeping activities at the facility.

- **Are Vending machines a requirement of this RFP?**

Yes, vending machines are in each housing unit. We currently have eighteen (18) total. One (1) vending machine is for Butler County Sheriff's Office staff and three (3) machines contain soda.

- **What payment do the machines take?**

For the staff vending machine, cash or card is accepted. For inmate vending machines, inmates are required to use a pin code to make purchases.

- **How many Lobby kiosks are required?**

Just one (1) lobby kiosk is required and only at the main jail facility at 705 Hanover Street.

- **Who is responsible for emptying and depositing Lobby Kiosk money into bank?**

The vendor must utilize bonded and insured armored transport services for cash collection from the lobby kiosk only.



- **Are bonds/ bail being accepted through the lobby kiosk?**

No, bonds/bail is not accepted through the lobby kiosk.

- **Who is responsible for wiring?**

The vendor is responsible for wiring.

- **How many Booking kiosks are required?**

Two (2) booking kiosks are required only at the main jail facility located at 705 Hanover Street.

- **Who is responsible for emptying and depositing into bank?**

The Butler County Sheriff's Office Financial staff collects and deposits cash from the booking kiosks.

- **What is the current Fee Structure for the following transactions?**

- **Lobby Kiosk (Cash _____, Credit Card _____)**
- **Web Deposits _____**
- **Debit Phone Time (Inmate Phone Transfer Fee) _____**
- **E-Commerce Friends and Family Gift Packs _____**
- **Bonds _____**
- **Secure Messaging / Email _____**

This information can be found in Attachment A. However, this information is not differentiated in the document.



- **What are the total deposits and annual dollar amount over the past year?**

- *Lobby Kiosk?* _____ # *Total Deposits:* \$ _____
- *Booking Kiosk?* _____ # *Total Deposits:* \$ _____
- *Web Deposits?* _____ # *Total Deposits:* \$ _____

This information can be found in Attachment A. However, this information is not differentiated in the document.

- **Who provides the current inmate pod kiosks?**

The vendor provides the current inmate pod kiosks. We require two (2) per housing unit.

- **What is the current inmate banking software being used?**

Keefe

- **Who is the current JMS provider?**

The current jail management system provider is Central Square Professional.

- **Who is the current ITS provider?**

Our IT Services are provided in-house

- **Who is the current VVS provider?**

The current Virtual Visitation System is limited to professional uses only such as court proceedings and attorney visits. These services are provided by Combined Public Communications.



- **How many Debit release card machines are needed per location?**

Three (3) total needed. One for our finance staff and two to be located in the Jail Sergeant's office. These will only be needed for the main jail facility location, located at 705 Hanover Street.

- **How many Check printers are needed per location?**

Only one (1) check printer is needed and it will be located at the main jail facility at 705 Hanover Street.

- **Who is currently providing check stock?**

Check stock is currently supplied in house.

- **Who is responsible for the Lexis Nexis Law Library License?**

The vendor is responsible for the Lexis Nexis Law Library License.

- **The RFP is silent regarding indigent kits. Will the Vendor be responsible for providing indigent kits?**

The vendor is responsible for providing indigent kits. They are currently made offsite and shipped to the correctional facility.



- **If so, please provide the cost and a detailed list of items included in each kit.**

Indigent pack contents:

- envelope
- paper
- pencil
- toothbrush
- tooth paste
- shampoo packet
- soap
- detergent packet

- **What % of the residents are indigent?**

About 14% of the inmate population is indigent.

- **Are there any additional kits provided?**

No, the vendor does not provide any additional kits.

- **Is there a dock or will a lift gate be required?**

There is a dock located at the main jail facility at 705 Hanover Street.

- **Is the County currently being charged a delivery cost today?**

We are not being charged a delivery cost.



- **Will there be a public bid opening?**

No. Because this is a Request for Proposals (RFP), there will not be a public bid opening. Unlike an Invitation to Bid (ITB), where bids are typically opened publicly because award is based primarily on price, RFP proposals remain confidential during the evaluation process. This protects proprietary and sensitive information and preserves the integrity of the competitive evaluation process. Once the evaluation is complete, the award recommendation and other information will be made available in accordance with applicable public records laws and the solicitation requirements.

- **Do all three locations run on the same local area network, or if not, can they connect to one centralized server?**

All three correctional facilities run on the same network.

- **Can you please give an estimated install date/timeframe for this project?**

The install date/timeframe is set for late July 2026 into early August 2026.

- **Do you currently receive services from your commissary provider that are outside the scope of what is requested in this bid?**

No, all current services fall under the scope of what is requested in this bid.

- **To ensure a successful program adoption, how often will we be allowed to go on site to train our employees and your staff?**

We are open to discussion regarding training.

- **Are you able to provide reports from the last 6-12 months of how much money was deposited in the lobby ATM kiosks at your facilities?**

No. We are unable to provide that information, as it is considered confidential and proprietary to the current vendor.



- **Can you please elaborate on the “related services” in section 8 letter G?**

Yes.

- The current contractor must work professionally with the new contractor to ensure a smooth transition.
- All County data must be returned in a format that can actually be used by the new contractor.
- The current contractor cannot charge unreasonable or unexpected fees simply because the County is taking the Commissary services out to bid.
- The contractor must continue providing all contracted services until the successor contractor is fully operational or until the contract officially ends.
- Every record created during the contract belongs to the County – not the contractor.

- **When you mention "fresh favorites orders," do you mean that you would like to order fresh food directly from the kitchen through our system?**

Yes, inmates currently have the option to order meals “Fresh Favorites” through the commissary guide on the kiosks located in the housing units (pods).

- **Does this bid also include communications services?**

No, this bid does not include communications services.

- **You mentioned a background check for employees. Does this apply only to site employees, or is it company-wide?**

The background check is required for onsite staff.

- **I see that you're looking for one booking station and one lobby kiosk. Since you have three facilities, are you looking for one of each for each location?**

No, we only require one lobby kiosk, which will remain at the main correctional facility located at 705 Hanover Street.



- **Would you require us to have our staff Employees on site?**

Yes, we would require onsite staff.

- **You're requiring cash from the lobby kiosk to be picked up by an armored car. It looks like your staff will be responsible for picking up cash from the booking station. Additionally, would they be able to collect cash at the lobby kiosk?**

We would prefer the lobby kiosk cash continue to be retrieved by an armored car.

- **Please provide the average daily inmate population for each of the three correctional facilities identified in the RFP.**

Our total population between all three facilities averages at about 850 – 920 inmates daily.

- **Is the Court Street facility utilized only as an overflow facility, or does it maintain a regular inmate population? If so, what is the average daily population at that location?**

The Court Street facility has a daily average of about 170 inmates.

- **Please confirm the number of inmate ordering kiosks and/or tablets the Contractor is expected to support or provide at each facility?**

We would prefer 20 – 25 ordering kiosks provided throughout all three (3) facilities.

- **How many pods does the Main Jail have?**

The main jail has 9 housing units.



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- **Who owns the storage racks in the Commissary room? County or Vendor?**

The storage racks in the Commissary room are County owned.