

NORTHERN OREGON REGIONAL
CORRECTIONS
("NORCOR CORRECTIONS")



FOOD SERVICES REQUEST FOR
PROPOSAL

This Request For Proposal announces the intent of Northern Oregon Regional Corrections ("NORCOR CORRECTIONS") to consider proposals for the provision of vendor contracted Food Services for adult correctional and juvenile detention facilities located in The Dalles, Oregon.

DEFINITIONS

AGENCY: Northern Oregon Corrections, Local Correctional Facility for adults and a Juvenile Detention Center. (hereinafter collectively referred to as “NORCOR”).

SECTION 1— Introduction

NORCOR is a small to medium sized facility located in the Columbia Gorge in The Dalles, Oregon. The facilities serve Gilliam, Hood River, Sherman and Wasco Counties. The Dalles is located approximately 84 miles from Portland, Oregon.

The adult correctional facility has the capacity of 212 beds. The Average Daily Population for the past several years has been 155-160 adults in custody. In many years it has been near 200. The facility booking/intake area processed an average of 300 bookings and about 300 releases per month last year. There is a medical unit staffed by three (3) full-time Registered Nurses, one (1) full-time Nurse Supervisor and one (1) full-time clerk, and one (1) part time Physician Assistant. The records department is staffed by one (1) full-time records clerk. There are twenty-one (21) full-time deputies, four (4) sergeants, two (2) court/Transport deputies, two (2) Lieutenants and one (1) Jail Commander. There are several support staff positions including accounting and maintenance.

The juvenile detention facility is located on the same site. The detention facility is a 32 bed juvenile detention facility that provides housing for youth under the age of 18. The average daily population fluctuates between 14-16 youth. The juvenile detention center is staffed by a one (1) Detention Manager, one (1) supervisor, one (1) Case Manager, eleven (11) Detention officers, one (1) part-time Registered Nurse, and one (1) Records Clerk. The facility contracts with fifteen (15) rural Eastern Oregon counties, two (2) rural counties in Washington, and two (2) federal contracts for youth.

1.1 Purpose of RFP

NORCOR is seeking proposals from qualified Food Service providers for adults in custody

a comprehensive meal preparation and services for both the local correctional and juvenile detention facilities. The successful vendor will be responsible for all aspects of food preparation and delivery of food services within the NORCOR complex based on federal, state, and local law provisions.

1.2 Facility Configuration

Adult Jail: The NORCOR Adult Jail is a 212 bed detention facility that houses both male and female inmates (felons and misdemeanants) in minimum, medium and maximum security housing. The Adult Jail facility includes intake and release, jail programs, video visitation services, video court, administrative offices, transportation, kitchen and commissary services.

Juvenile Detention: The NORCOR Juvenile Detention Center is located on the same site as the adult facility and is configured to house 32 detainees. It houses both male and female, presentence, post sentenced and probation and parole sanctioned juveniles under the age of 18.

1.3 Proposal

Vendors will submit a proposal for Food Service. The proposal will be for food services with the vendor's employees and a maximum of five (5) adults in custody workers supplied from the Adult's in custody population. Food services are to be provided three (3) times per day, seven (7) days per week. All services will be provided at NORCOR Corrections buildings at 201 Webber Street, The Dalles, Oregon, and the co-located detention facilities.

SECTION 2 — Scope of Work

The successful Vendor will provide the following:

- Daily food services to include breakfast, lunch, and dinner to adults in custody and juvenile offenders. Vendor may also provide occasional meals to staff.
- Meals provided to both the adults in custody and youth placed in detention must meet the following standards:
 - Two (2) hot meals per day.
 - A certified dietitian plans or reviews and approves all menus.
 - Menus provide recommended dietary allowance of the National Academy of Sciences or equivalent authority.
 - Menus must be reviewed and updated at least annually.
 - There will be minimal deviation from serving the planned menu.
 - Vendor must be able to supply all special diets to include religious, health or medically necessary diets.
- The three meals will be served with no more than 14 hours between meals.
- An evening snack shall be prepared for the juveniles.
- Operate the kitchen, using only properly licensed, certified, and permitted food service professionals.
- Provide adequate staff to supervise adults in custody workers and provide documentation as required by NORCOR administration.
- Food services may utilize up to five (5) adults in custody workers.
- Provide weekly / monthly menus.
- Meet Federal and State standards through the most cost effective menus.
- Cleaning and sanitation of the kitchen and storage facilities must be performed to industry standards and pass all government inspection standards. (ORS 624.041 and Federal standards.)
- Meet all National School Lunch Program (NSLP) and School Breakfast

- Program (SBP) requirements.
- Vendor will be responsible for all record-keeping and reporting requirements for NSLP and SBP, including commodity management, if applicable.
- Vendor will be responsible for submitting reimbursement requests for NSLP and SBP to the Oregon Department of Education.

SECTION 3 — Vendor Selection

All Vendors, by submitting proposals, agree that they have read and are familiar with the complete terms, conditions and specifications provided in this Request For Proposal (hereinafter “RFP”), and will abide by the terms, conditions, and specifications thereof.

Any addenda or modifications to this RFP will be mailed to Vendors within ten (10) calendar days following the scheduled Vendor tour.

NORCOR will select qualified Vendors to contract with based on, but not limited to, the following criteria:

- Completeness of response
- Customer references
- Relevant project experience
- Value added services
- Any other relevant factors listed in the RFP
- Cost of proposal

3.1 Contract Form

As part of a prospective Vendor's proposal and presentation, NORCOR requires a copy of the proposed services contract. Part of this RFP lists a number of contractual terms that NORCOR will require as part of any contract which is successfully negotiated.

3.2 Communications / NORCOR Contact

It is the responsibility of the Vendor to read and understand all parts of the RFP. All communications regarding this RFP from Vendors and other interested parties must be directed through:

NORCOR

Attn: Food Services RFP

201 Webber Street

The Dalles, OR 97058

dlind@norcor.co

3.3 Admonition to Vendors - No Waiver of Formality

Once this RFP has been issued, the individual identified above is the sole point of

contact for any inquiries or information pertaining to this RFP. No waiver of any term of the Terms and Conditions contained in this RFP shall be deemed a further or continuing waiver of such term or any other term.

3.4 Instructions to Vendors

3.4.1 Schedule

This request for proposals will be managed according to the following schedule:

ISSUE RFP	November 11, 2019
VENDORS MAY BEGIN SUBMITTING QUESTIONS	November 18, 2019
VENDOR'S TOUR	December 2, 2019 10:00 a.m. PST
DEADLINE FOR SUBMITTING QUESTIONS	December 20, 2019
PROPOSAL DEADLINE	December 31, 2019 4:00 p.m. PST
PROPOSAL OPENING	January 6, 2019 9:00 a.m. PST
NOTIFICATION OF VENDORS ON SHORT LIST	January 10, 2019
VENDOR PRESENTATIONS AT NORCOR	January 22-24, 2020
VENDOR SELECTION	January 31, 2020
CONTRACT TARGET DATE	February 28, 2020
CONTRACT COMMENCEMENT	July 1, 2020

Vendors who desire to be considered by NORCOR must first complete and submit their proposal to NORCOR by the deadline shown. Vendors who do not complete this submittal will not be moved forward in the process. NORCOR reserves the right to eliminate a Vendor from further consideration based on answers provided in the Vendor's submittal which do not meet NORCOR's mandatory qualification requirements.

3.4.2 Vendor Tour

A tour of the jail facilities and juvenile facility is scheduled for December 13, 2019 at 10:00 a.m. Vendors will meet at 201 Webber Street at the Adult Local Correctional Facility. The purpose of the tour will be to offer all interested parties an opportunity to ask questions about the facility as designed and anticipated food tasks. Any substantive questions will be addressed officially in written response.

3.4.3 Proposal Submission Deadline

All Vendor responses and proposals must include one signed printed original, four (4) photocopies and one electronic copy which must be delivered to the address listed below no later than 4:00 p.m. (PST) on December 31, 2019. Late or incomplete proposals will not be accepted.

PROPOSALS MUST BE RECEIVED AT NORCOR BY 4:00 PM ON DECEMBER 31, 2019 TO BE CONSIDERED.

Deliver Proposals to:

dlind@norcor.co

or

NORCOR
201 Webber Street
The Dalles OR 97058

3.4.4 Submittal Materials

Prospective Vendors must provide the following materials as part of their initial submittal:

- Proposal Cover Letter
- Completed NORCOR CORRECTIONS Proposal Submittal Forms (as provided as part of this RFP)
- NORCOR CORRECTIONS Contract Response Form (as provided as part of this RFP)
- Vendor's Standard Services Contract
- Signed Vendor's Certification and Formal Offer of Proposal
- References

Please refer to Section 6 for complete details. The evaluation of the Vendor proposals is completely at the discretion of NORCOR and there is no appeal offered or implied to NORCOR's final decision.

3.4.5 Time for Consideration

Each Vendor warrants, by virtue of proposing, the prices quoted in submitted proposal will be good and not revocable by the Vendor. Vendors will not be allowed to withdraw or modify their proposals after the opening date and time.

3.5 Definitions

The term "RFP" refers to this Request For Proposal document.

The terms "Project," "Service Contract," "Solicitation," and "Agreement" refer to the project described in this RFP and for which proposals are being solicited.

For the purpose of this RFP, the terms "contractor," "vendor," "proposer," and "respondent" are used interchangeably.

Any statement in this document that contains the word "must" or the word "shall" requires mandatory compliance. Failure of the Vendor to meet this

compliance may be cause for rejection of the proposal or cancellation of the contract. Technical terms used in this RFP are intended to follow industry conventions. Respondents should request clarification of terms wherever there is uncertainty as to the exact meaning.

3.6 Vendor Information and Qualifications

3.6.1 Vendor Contract Information

The respondent must provide at least the name, office address, telephone number, and email address for each of the parties below. The respondent should also provide fax numbers where possible.

3.6.2 Legal Authority

Company principal, corporate officer or other individual with the authority to legally bind the Contractor.

3.6.3 Account Executive

The executive that will be responsible for managing the business relationship between the respondent and NORCOR.

3.6.4 Project Manager

Person responsible for the performance of the technical staff engaged to implement the system.

3.6.5 Vendor Background Information

Provide the following information:

- Parent company (if applicable)
- Name and title of top local executive (nearest office to the City of The Dalles, Oregon).
- Organizational type/structure
- State of incorporation
- Federal Identification Number
- Vendor experience
- Years company has conducted business in Oregon State
- Number of agencies served, with focus on number of facilities in the size range with similar service delivery as contemplated by NORCOR
- Additional background information (optional)

3.7 General Requirements

With submission of their proposal, the Vendor understands and agrees to the following:

3.7.1 Professional Standing

Respondents to the RFP must have relevant experience in food services and be able to provide upon request verifiable documentation and references to that effect. The Vendor must not be disqualified from doing business with NORCOR

and must be able to provide Federal Tax ID numbers, and business license numbers. 3.7.2 References

3.7.2.1 Number of References

The respondent must provide at least three (3) references relevant to the scope of this project. Oregon references are preferred.

3.7.2.2 Reference Qualifications

The references provided must have employed the respondent as primary contractor in work similar to that proposed within the past twenty-four (24) months.

3.7.2.3 Reference Information

Agency name, contact name, mailing address, and telephone number must be provided for each reference. A brief description of the work performed to demonstrate the relevance of the reference must be provided for each reference.

3.7.2.4 Additional Information

NORCOR reserves the right to request and/or obtain additional information as required.

3.7.3 Form and Content of Proposals

3.7.3.1 Legibility and Organization

Proposals must be typed or printed, must be written in English and must be legible and reasonably organized. Pages must be consecutively numbered. Responses must mirror the numbering order used throughout this RFP. The quality, clarity, and organization of the proposal will be one of the evaluation criteria in vendor selection.

3.7.3.2 Completeness of Response

Vendors must include responses to all of the provisions and items of this RFP using the forms provided herein for their responses.

3.7.3.3 Signatures

The proposal shall be signed by an individual who is authorized to bind the vending firm contractually. The signature must indicate the title or position that the individual holds in the firm. Firms who sign their contracts

with the name of the firm must provide the name of a corporate officer for signature validation by NORCOR.

A proposal may be signed by the agent of the vendor only if he/she is an officer of a corporation the vendor has authorized to sign contracts on its behalf, a member or a partnership vendor, or is properly authorized by a power of attorney or equivalent document submitted to NORCOR prior to the submission of proposals or with the proposal. The name and title of the individual signing the proposal must be typed immediately below the signature. Any unsigned proposal will be rejected.

3.8 RFP and Proposal Terms and Conditions

3.8.1 Right to Withdraw Proposals

Proposals may be withdrawn at any time before execution of the contract if agreed between NORCOR and vendor.

3.8.2 Right to Reject/Accept Proposals

NORCOR reserves the right to accept any proposal or, at its discretion, reject any or all proposals for whatever reason it deems appropriate. NORCOR reserves the right to accept all or any part of the Vendor's proposal.

3.8.3 Right to Modify Proposals

With the concurrence of the Vendor, NORCOR reserves the right to modify minor irregularities in proposals received. If discrepancies between sections or other errors are found in a proposal, NORCOR may reject the proposal; however, NORCOR may, at its sole option, correct any arithmetical error in extended price calculations or the addition of line items. Vendors are responsible for all errors or omissions in their proposals, and any such errors or omissions will not serve to diminish their obligations to NORCOR.

3.8.4 Not Responsible for Proposal Expenses

Receipt of a proposal does not obligate NORCOR to pay any expenses incurred by the Vendor in the preparation of proposal or obligate NORCOR in any other respect.

3.8.5 RFP, Proposals Do Not Obligate

Neither the publication nor distribution of the RFP, or the receipt of proposals, constitutes any obligation or commitment on the part NORCOR.

3.8.6 Proprietary Information/Public Disclosure

BY SUBMITTING A PROPOSAL ANY PROPONENT AGREES TO FORGO MAKING ANY PUBLIC RECORDS REQUEST FOR ANY PROPOSAL SUBMITTED FOR THIS RFP AND TO THE EXTENT ALLOWED BY LAW, WAIVES ITS RIGHT TO MAKE SUCH A REQUEST UNTIL A CONTRACT IS AWARDED TO THE SELECTED PROPONENT AND EXECUTED BY NORCOR. To the extent allowed by law, all proposals received shall remain strictly confidential until the contract, if any resulting from the RFP is executed by NORCOR, and the apparent successful Vendor.

Any information in the proposal that the Proponent desires to claim as proprietary and exempt from disclosure under the provisions of the Oregon State Public Records Act (ORS 192.410 to ORS 192.505) must clearly be designated. The page must be identified as well as the particular exemption from disclosure upon which the Proponent is making the claim. Each page claimed to be exempt from public disclosure must be clearly identified by the word "Confidential" printed on the lower right corner of the page. HOWEVER, IDENTIFYING PORTIONS OF A PROPOSAL IN THIS MANNER DOES NOT GUARANTEE THAT THE MATERIALS WILL NOT BE DISCLOSED, AND NORCOR CANNOT GUARANTEE OR WARRANT THE SAME.

NORCOR will consider a Proponent's request for exemption from disclosure; however, NORCOR will make a decision based on its interpretation of Oregon State law. Any request to make the entire proposal exempt from disclosure will not be honored. The Proponent must be reasonable in designating information as confidential. If any information is marked as proprietary in the proposal, such information will not be made available until the affected Proponent has been given at least twenty-four (24) hours prior notice so that the Proponent may seek a court injunction against the requested disclosure. The Proponent specifically waives any rights or expectations it may have regarding any obligation of NORCOR to seek protective orders on the Proponent's behalf. Under no circumstances will NORCOR be held liable for any costs incurred in the seeking of a court injunction on behalf of the Vendor.

Media releases, advertisements, disclosure of information, or any other public statements to the media about any matter pertaining to this RFP, the outcome of this RFP or the RFP process must not be made or published by any Proponent Vendor without NORCOR's prior written approval.

3.8.7 Notification

Based on the evaluation of the RFP's, NORCOR will select a Short List of Vendors and invite them to participate in service presentations. The selected Vendors will be notified in writing or email by the date indicated in Section 3.4.1.

3.8.8 Site Visits

NORCOR may choose to conduct site visit(s) to the Vendor headquarters and/or the Vendor clients as part of the evaluation process. The site visits may be used to determine the successful Vendor, and will be conducted following scheduled presentation of the Short Listed Vendors. Evaluations of the Vendor client sites will be based on the following:

- Assessment of the Vendor service in response to contract
- Assessment of the quality of Vendor services
- Overall user satisfaction with the service delivery

3.8.9 Contract Award and Execution

NORCOR reserves the right to make an award without further discussion of the proposal submitted. NORCOR shall not be bound or in any way obligated until both parties have executed a Vendor contract. NORCOR also reserves the right to delay contract award and/or not to make a contract award.

3.8.10 Use of Responses Received

All materials received in response to this RFP shall become the sole property of NORCOR.

3.8.11 Final Authority

The final authority to award contracts as a result of this RFP rests solely with NORCOR.

3.9 Terms and Conditions of Contract

The selected Vendor will be required to enter into a formal agreement with NORCOR. This RFP sets forth some of the general contract provisions that will be included in the final contract.

3.9.1 Governing Laws

If the Vendor submits standard terms and conditions with its proposal, and if any of those terms and conditions are in conflict with the laws of the State of Oregon, the laws of the State of Oregon shall govern.

3.9.2 Non-Performance

In the event of non-performance on the part of the Vendor (i.e., failure and/or inability to meet agreed upon deadlines or specifications as outlined herein), consequential damages will be claimed by NORCOR. NORCOR may terminate this agreement and be relieved of the payment of any consideration to the Contractor should the Contractor fail to perform as required by this agreement. In the event of such termination NORCOR may proceed with the work in any manner deemed proper by NORCOR. The cost to NORCOR shall be deducted from any sum due the Vendor under this agreement.

3.9.3 Contract Components

The RFP, written questions, answers to questions, Vendor's proposal, and other documents associated with this proposal shall become part of the resultant contract.

3.9.4 Precedence of Conflict Resolution

Oregon State law, the terms and conditions of the signed contract, the terms and conditions of this RFP, then the Vendor's proposal is the order of precedence in conflict resolution in the performance of this agreement.

3.9.5 Changes to Contract

During the course of the contract, either party may issue requests for changes in the contract. This shall take the form of a Change Proposal, which, if accepted by both parties, shall be executed as a change to the contract, which will thereby be amended to the extent of the change.

3.9.6 Subcontracting Relationships

3.9.6.1 Respondent as Prime

The respondent to this RFP will be considered the primary contractor and will assume total responsibility for meeting all terms and conditions of the contract including standards of service, quality of materials and workmanship, costs and schedules.

3.9.6.2 Subcontractor Approval

NORCOR reserves the right to approve subcontractors; the primary contractor must agree to be responsible for the actions and quality of workmanship of the subcontractor(s).

3.9.6.3 Subcontractor Disputes

Any dispute arising between the primary contractor and its sub-contractors or between subcontractors must be resolved without involvement of any kind on the part of NORCOR and without detrimental impact to NORCOR on the delivery of the contracted goods and services.

3.9.7 Legal and Regulatory Compliance

3.9.7.1 Valid License

Only proposals from Vendors licensed or legally entitled to do business in the State of Oregon will be considered.

3.9.7.2 Legal Compliance

During the course of work for NORCOR, contractors, sub-contractors, and their employees are required to comply with all applicable local, state and federal laws, codes, ordinances, and regulations. The Vendor shall take all required actions to comply with Labor and Industries inspection requirements.

3.9.7.3 Criminal History/Background Check

The Vendor's employees and the employees of Vendor's approved subcontractors must submit to an Oregon State Police fingerprint identity and criminal history check before they will be allowed to work in the NORCOR facility. NORCOR agrees to bear any costs incurred in the performance of these identity and background checks. NORCOR shall approve the standards that all employees, and employees of Vendor's approved subcontractors must meet to work within the NORCOR facilities.

3.9.7.4 Safety Considerations

The Vendor shall be responsible for compliance with all relevant state and federal workplace safety requirements to include compliance with NORCOR's safety directives and policies. The Vendor shall be responsible for ensuring that its employees are trained in the safety procedures appropriate to assigned work. To the extent allowed by Oregon law, the Vendor agrees to indemnify, defend and save harmless NORCOR, its agents and employees from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged by the Vendor in the performance of this contract. The Vendor shall provide necessary worker's compensation insurance at Vendor's own cost and expense.

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3.9.7.5 Drug Use Policy

The use of illegal drugs, alcohol, or controlled substances on NORCOR property or premises is strictly prohibited. Working on this project while under the influence of drugs or alcohol is strictly prohibited, and if discovered, may be reported to the appropriate law enforcement agency.

3.9.7.6 Tobacco Policy

The use of tobacco of any kind on NORCOR property or premises will only be allowed in compliance with NORCOR Policies.

3.9.7.7 Harassment, Discrimination, Fraternalization

Any form of harassment, discrimination, or improper fraternization with adults in custody, youth in detention, or employees is strictly prohibited.

3.9.7.8 Collective Bargaining

The Vendor must specify if any of the Vendor's employees who will be working on NORCOR premises are covered by any labor unions involved in collective bargaining agreements and, if so, identify the date the current labor agreement expires. The Vendor must also disclose if the firm is currently involved in any labor related litigation, mediation, arbitration or negotiation that may affect its ability to perform its obligations under the proposed Scope of Work.

3.9.7.9 Guidelines and Standards

At a minimum, the execution of this RFP and all acts of the Vendor selected to perform work described herein, shall conform with and/or follow the guidelines of the following:

- Applicable Regulations of the Oregon Department of Labor and Industries, including Safety Regulations
- Wasco County Public Health rules and regulations
- State and Federal Anti-Discrimination Laws

This list is not exclusive.

3.9.7.10 Insurance Requirements

The Vendor awarded the contract will be subject to NORCOR's requirements for insurance reflecting the minimum amounts and conditions as defined by NORCOR. See Section 4.12.

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3.9.7.11 Worker's Compensation

The Vendor shall procure and maintain for the life of the contract/agreement, Workers' Compensation Insurance covering all employees with limits meeting all applicable state and federal laws. This coverage shall include Employer's Liability with limits meeting all applicable state and federal laws. This coverage shall extend to any subcontractor that does not have their own Workers' Compensation and Employer's Liability Insurance.

3.9.7.12 Copyright and Confidentiality

Selected or prospective Vendors shall maintain strict privacy of all NORCOR records, data, files (regardless of media), including any copyrighted material received from NORCOR.

3.9.7.13 Prime Vendor

It is recognized that multiple Vendors may wish to combine their resources in responding to this Request for Proposal. A proposal with such a combination is acceptable, provided that the complete proposal contains all required information, and indicates which Vendor shall be responsible for each of the components that make up the complete system. In addition, one of the Vendors shall be designated as responsible for the complete definition, delivery, integration, implementation, and delivery of services, referred to as the prime Vendor.

3.9.7.14 Litigation/Jurisdiction/Venue

The laws of the State of Oregon shall govern the interpretation, administration, and enforcement of the contract entered into by and between the Vendor and NORCOR. Should either party bring any legal action, the prevailing party in such action shall recover, in addition to all other relief, its reasonable attorney's fees and court costs to be fixed by the court. Any and all such court action shall take place and be vested solely in the appropriate state court in Wasco County, Oregon.

3.10 Requirements and Specifications

3.10.1 Acceptance and Rejection

NORCOR reserves the right (i) to reject any or all proposals, (ii) to waive irregularities, if any, and (iii) to accept the proposal or proposals which in the judgment of the Administrator is in the best interest of NORCOR.

3.10.2 Proposal Specifications

Vendor response shall include:

- A response to each qualification criterion outlined in Section 3.6.5

- A clear response to the specifications, and program requirements outlined in Section 5
- All attached forms

3.10.3 Agreement Terms and Conditions

The agreement between NORCOR and the Vendor who may be awarded a contract will be for three (3) years from the date of contract execution.

3.10.3.1 NORCOR will have the option to renew the contract on a yearly basis for two (2) successive one-year renewal terms, not to exceed a total of five (5) years. Each renewal will be based on a yearly review of the services provided by the Vendor.

3.10.3.2 NORCOR reserves the right to negotiate with the Vendor awarded the contract relative to provisions in addition to those contained in this RFP. The contents of this RFP, revised and/or supplemented, and the successful Vendor(s) as accepted by NORCOR will be incorporated into the agreement. If alternative terms and conditions were not accepted, all agreements henceforth pertaining to this RFP would be terminated.

3.10.4 Additional Terms and Conditions and/or Deviations

Any additional terms and conditions, which may be the subject of negotiation, will only be discussed between NORCOR and the Vendor and shall not be deemed an opportunity to amend the Vendor's proposal. The Vendor may submit with the proposal a complete set of any additional terms and conditions, which the Vendor is requesting be included in an agreement negotiated with the NORCOR Administrator or designee, although the NORCOR Administrator or designee has the right to reject any such request.

3.10.5 Written Questions

Potential Vendors may submit questions by email as to the intent or clarity of this RFP until the close of business on December 12, 2014. n answer to all questions received will be subject to general distribution to all Vendors via the Vendor provided email.

SECTION 4-Special Provisions

4.1 In General

The purposes of these provisions are to describe the requirements for food services at NORCOR. It is important that Vendors familiarize themselves with the operation of NORCOR in order to understand the scope of effort required under this proposal.

4.2 Evaluation of Proposals

The evaluation of proposals and the determination as to the quality of local correctional facility and juvenile detention food services shall be the sole and final responsibility of NORCOR and will be based on the information furnished by the Vendor. This evaluation shall be performed by a project evaluation team, which will be comprised of personnel employed/contracted by NORCOR. The project evaluation team will review, but not be solely limited to, the following criteria:

- Vendor Qualifications for provision of correctional facility food services
- Proposed Minimum Staffing Plan
- Proposal Price Sheet
- References
- Pending Litigation

4.3 Award

The award of the contract may be made to the most responsive/responsible proposal offering services deemed suitable for use by NORCOR. NORCOR reserves the right to make award by items, groups, classes, or items as a whole (or NOT AT ALL) in whichever is deemed to be in the best interest of NORCOR. In the event two (2) or more Vendors have submitted the best proposals, the recommendation by the evaluation team will be forwarded to the NORCOR Management Team for decision.

4.4 Next Responsive Vendor

In the event of default by the Vendor who may be awarded a contract, NORCOR reserves the right to utilize the next ranked proposal as the awarded Vendor.

4.5 Termination

When deemed in the best interest of NORCOR, any award(s) of a contract resulting from this RFP may be cancelled by the following means:

- Ten (10) days written notice with cause;
- Ninety (90) days written notice without cause; or
- A lesser number of days may be specified and enforced if required by an outside agency such as OSHA or the Department of Health for compliance or shutdown of the food services at NORCOR.

4.6 Substitution

The Vendor shall not substitute or deviate from said specifications of the proposed food services contained in this RFP without the written consent of NORCOR. Any violation of this procedure by the Vendor will be considered cause for immediate cancellation of the contract for cause by NORCOR.

4.7 Additions/Deletions

NORCOR reserves the right to add or delete any items from this proposal or resulting award(s) when deemed in the best interest of NORCOR.

4.8 Vendor Qualifications

- Vendors may be required to furnish evidence, in writing, that they maintain a permanent place of business and have adequate finances and personnel to furnish the item(s) and service offered satisfactorily and expeditiously.
- Vendors must obtain an active occupational license and provide a copy of this information upon request.
- The contract pursuant to this RFP will only be entered into with responsible Vendors, found to be satisfactory by NORCOR, qualified by experience, and secure in a financial position to do the work specified.
- The Vendor must carry professional liability insurance and catastrophic insurance unless otherwise proved by Section 4.13.
- The Vendor must demonstrate its ability to provide food services to the adults in custody and youth placed in detention at NORCOR.
- The Vendor must have a proven ability for an immediate contract start up.
- The Vendor must demonstrate the capability to supervise and monitor the program, ensuring satisfactory provision of services.

4.9 Invoicing and Payments

The Vendor must invoice NORCOR for Food Services as completed. The invoice shall contain the description of service including quantity if any. Timely payment of invoices is incumbent upon NORCOR and payment shall not exceed forty-five (45) days from date of receipt of an invoice.

Mail or deliver Invoices to:

Accounting Department
NORCOR
201 Webber Street
The Dalles, OR 97058
accounting@norcor.co

Or at any other address so designated by NORCOR in writing in the future.

4.10 Reimbursement Criteria

The Vendor shall provide an invoice to NORCOR which will be the consideration of the contract as will be outlined in the final contract(s).

4.11 Adjustments, Modifications, and Amendments

- Should the Management Team, or designee, and the Vendor mutually agree to a change in the scope of the program during the contract term, the Vendor will be allowed to adjust the contract price up or down as indicated by the change in contract scope. However, any amendment to the contract must be signed by the NORCOR Board Chair or designee prior to such change being effective.
- The Vendor shall give full attention to the faithful execution of the contract, shall keep the contract under his/her/their control, and shall not by the power of attorney or otherwise assign the contract to any other party without prior written approval of the NORCOR Board Chair or designee, which may not be unreasonably withheld.
- If products to be furnished or services to be provided pursuant to the contract are abandoned or delayed by the Vendor, or at any time, the NORCOR Management Team, or designee, is of the opinion that products to be furnished or services to be provided have been abandoned or delayed by the Vendor, the NORCOR Board Chair, or designee, may terminate the contract or any part thereof if the Vendor fails to resolve the matter within three (3) days after receipt of written notice of delay or abandonment from NORCOR.
- Should laws change requiring additional services or significant changes in cost, the Vendor and the NORCOR Management Team or designee will negotiate an equitable price increase. The reverse will hold true should laws change requiring fewer services or reductions in cost, in which case the Vendor and NORCOR Management Team, or designee, will negotiate an equitable price reduction.
- During the term of this contract, the Vendor shall furnish all the services specified in this RFP.
- All notices and requests by NORCOR and the Vendor shall be in writing and shall be delivered by (i) personal delivery, or (ii) registered or certified United States mail, postage prepaid, return receipt requested, to the applicable party at the correct address provided in the contract.

4.12 Insurance Requirements

4.12.1 Commercial General Liability

The CONTRACTOR shall provide Commercial General Liability coverage written on ISO occurrence form CG 00 01 or comparable, with limits not less than \$2,000,000.00 per occurrence and \$4,000,000.00 annual aggregate. CONTRACTOR shall notify NORCOR of any cancelation, non-renewal, or material reduction in coverage not later than thirty (30) days prior to such cancelation, non-renewal or reduction.

- The CONTRACTOR'S Commercial General Liability insurance shall include NORCOR, its officers, officials, employees and agents as additional insureds.
- The CONTRACTOR shall furnish NORCOR with a certificate of insurance with additional insured endorsement attached.

4.12.2 Automobile Liability

The CONTRACTOR shall maintain Business Automobile Liability insurance with a limit of not less than \$2,000,000.00 each accident combined Bodily Injury and Property Damages. Coverage shall include owned, hired and non-owned automobiles.

4.12.3 Workers' Compensation (Industrial Insurance)

The CONTRACTOR shall maintain workers' compensation insurance as required by Oregon Law, and shall provide evidence of coverage to NORCOR, including employment liability with limits not less than \$1,000,000.00. The Contractor expressly waives by mutual negotiation all immunity and limitations on liability, with respect to NORCOR only, under any industrial insurance act, disability benefit act, or other employee benefit act of any jurisdiction which would otherwise be applicable in the case of such claim. In the event NORCOR incurs any costs to enforce the provisions of this subsection, all costs and fees incurred shall be recoverable from the Contractor.

4.12.4 Other Insurance Provisions

- The CONTRACTOR shall include all subcontractors as insured under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.
- The insurance limits mandated for any insurance coverage required by this Contract are not intended to be an indication of exposure nor are they limitations on indemnification.

- The CONTRACTOR shall maintain all required policies in force from the time services commence until services are completed. Certificates, policies, and endorsements expiring before completion of services shall be promptly replaced.

4.12.5 Verification of Coverage and Acceptability of Insurers

The CONTRACTOR shall place insurance with insurers licensed to do business in the State of Oregon and having A.M. Best Company ratings of no less than A-.

4.12.5.1 The CONTRACTOR shall furnish NORCOR with properly executed certificates of insurance that will, at a minimum, include:

- Limits of liability and coverage
- Project name and contract number to which it applies.
- Certificate Holder as NORCOR and include c/o of NORCOR at the above address.
- Provides that the underlying insurance contract will not be canceled or allowed to expire except on thirty (30) days prior written notice to NORCOR.

4.12.5.2 The CONTRACTOR or its broker shall provide a copy of any and all insurance policies specified in this Contract upon request of NORCOR.

4.12.5.3 Written notice of cancellation or change shall reference the project name and contract number and shall be mailed to NORCOR at the following address:

Administration
NORCOR
201 Webber Street
The Dalles, OR 97058

SECTION 5 - Specifications

5.1 Background Information

NORCOR currently houses about 155 adults, and 25 juveniles at the detention center. This requires approximately 550 meals per day with a normal number of special diets.

NORCOR does not anticipate the total meals served to vary greatly from these numbers, but the successful Vendor must be able to scale operations as necessary to accommodate adult in custody population spikes and future adult in custody population growth which is inherent to a medium sized county jail.

NORCOR reserves the right to contract adults in custody and youth in custody from other jurisdictions which may cause an increase in the adult in custody population. The successful Vendor must be able to scale operations as necessary to accommodate the population growth.

5.2 Responsibilities of NORCOR

NORCOR agrees to provide the food service provider a kitchen area with necessary equipment, office space or facilities, utilities (including telephone services), reasonably sufficient to enable the food service provider to perform its obligations.

5.3 Base Price

In an effort to assist with the determination of proposed contract price, assume 200,000 to 250,000 meals will be served at site in the fiscal year 2020-2021. The base price is to include furnishing of all services, labor, materials, equipment, insurances, licenses and applicable taxes necessary or proper for the completion of the work.

5.3.1 The successful Vendor will coordinate purchase of all food supplies as well as any additional food with NORCOR.

5.3.2 The successful Vendor is requested to provide, in its proposal, the following:

5.3.2.1 A base price on Proposal Price Sheet, subject to change or amendment as provided for in Section 6-Proposal Format and Required Forms.

5.3.2.2 The base price shall be subject to review no more frequently than once each year at the anniversary date of entry of the contract.

5.4 Specifications and Program Requirements

The Vendor is to provide high quality food service in accordance with industry standards. Food and food service will meet all applicable federal, state, and local guidelines, laws, and regulations and will meet other guidelines as prescribed by the American Correctional Association (ACA), and the Federal School Lunch Programs and School Breakfast Program

The Vendor is to operate the food service program using correction-experienced and professionally trained personnel. The Vendor is to maintain an open, collaborative relationship with the administration and staff of NORCOR.

The Vendor is to offer a comprehensive program for staff and adult in custody labor and training in food service for NORCOR.

5.4.1 Vendor will provide three (3) meals per day, two (2) of which must be hot meals, seven (7) days per week served to the adults in custody and the youth in custody population. Adults in custody serving on the work crews will have sack lunches available to take to work during their work day.

5.4.2 All menus and special diets (medical, religious, etc.) must meet the standards for adult holding and detention facilities and juvenile detention facilities as established by the ACA, NSLP, SBP. A registered dietician will approve all menus prior to service. All meals served will be in compliance with USDA caloric intake recommendations and will provide an average of 2600 calories per day for adults in custody and 3000 calories per day for youth in custody which will include all required nutrients.

5.4.3 A four (4) week cycle menu is to be submitted in the proposal.

5.4.4 The Vendor shall warrant that all meals will be served at appropriate temperatures and in a manner that makes them palatable (140 degrees if hot, 45 degrees if cold), and visibly pleasing complete with condiments if indicated.

5.4.5 Religious and medical diets conforming to special religious or physician-ordered specifications shall be provided at no additional cost to NORCOR. Each Vendor will submit a sample of its corrections diet handbook or sample of the four-week menu it proposes to serve adults in custody and youth in custody on restricted diets.

5.4.6 Vendor agrees to provide catered meals for special events as designated by NORCOR with not less than seventy-two (72) hours' notice. The cost for catered meals shall be mutually agreed upon by the Vendor and NORCOR in advance of each event.

5.5 Food Supplies

The Vendor shall provide all consumable supplies and food products that are required for the food service operation. Upon termination of the contract, for any reasons, NORCOR shall purchase or cause the successor food service provider to purchase, all usable supplies and food products at the food service provider's invoice cost.

5.6 Cost Controls

5.6.1 In an effort to assist with the determination of proposed contract price, assume 200,000-250,000 meals will be served at NORCOR in each fiscal year. The number is provided as a guideline for meals to be served and shall not be construed to mean that the Vendor shall serve that exact corresponding number of meals on a yearly basis. NORCOR will communicate how many meals will be served to each facility at an agreed time prior to each meal of each day.

5.6.2 The prices per meals shall be guaranteed for a period of one year unless there is a change in the scope of services, at which time the parties shall negotiate mutually agreeable financial terms.

5.6.3 On the first day of each week, the Vendor shall submit to NORCOR an invoice for meals ordered or meals served, whichever is greater, for the preceding week.

5.6.4 State and Federal Commodities

A plan to incorporate free federal and/or state commodities, which shall be used to offset the price per meal for the contract period, must be included in the proposal.

The Vendor shall make full use of the USDA donated commodities when they are available, wholesome, and appropriate to the menu. The Vendor reserves the right to refuse acceptance of any such commodities that are contaminated or supplied in excessive amounts rendering them unusable within their respective dates of expiration.

The successor Vendor warrants that commodities received will be used solely for the benefit of those persons in custody at NORCOR. The Vendor shall properly handle, store and prepare commodities for consumption.

5.6.5 NORCOR Grown Produce

Should NORCOR implement a garden, the Vendor shall make full use of the available produce when they are wholesome, and appropriate to the menu.

5.7 Kitchen Facility and Equipment

NORCOR owns all of the equipment currently installed in the kitchen at NORCOR and shall retain title to that equipment. The equipment will remain at the kitchen and be used by the Contractor.

5.7.1 Vendor must provide a list of additional equipment that is needed to operate the kitchen, including such items as:

- Additional cooking pots and pans
- Cooking, serving and eating utensils (NORCOR owns many of these utensils. The successful Vendor will make use of the existing utensils unless deemed unusable.)
- Beverage containers
- Equipment to prepare food
- Any additional equipment that is reasonably necessary to perform the food services at NORCOR

5.7.2 NORCOR will assure that all necessary utilities work in the kitchen.

5.7.3 The Vendor will coordinate any service or maintenance of kitchen equipment with NORCOR.

5.8 Routine Maintenance and Cleaning of the Kitchen

5.8.1 The Vendor shall be responsible for routine cleaning and housekeeping of food service preparation, service, and storage areas.

5.8.2 The Vendor must maintain standards of sanitation required by state or local regulations.

5.8.3 NORCOR shall provide all cleaning supplies for the kitchen areas and equipment.

5.8.4 Facility inspections shall be made by NORCOR, North Central Public Health, Immigration Customs Enforcement, US Marshals and other regulatory entities as deemed necessary, with or without advance notice to the Vendor, and such inspections shall not interfere with the food service operations.

5.8.5 Inspections of kitchen facility by North Central Public Health must result in no RED violations. If red violations are noted, the Vendor must notify NORCOR of areas to be improved and shall remedy the deficiency within five (5) days of receipt of such notice.

5.9 Staffing

5.9.1 The Vendor shall provide an organization chart and job descriptions for all professional and adults in custody staff in its proposal. The Vendor shall specify the number of adults in custody required per shift to a maximum of five (5), for the assumed number of meals.

5.9.2 Inmate in Custody Labor

Adults in custody will be provided, as required by the contractor, by NORCOR. The adults in custody shall be selected using the classification process of NORCOR. The maximum number of adults in custody will be five (5).

5.9.2.1 Adult in custody shall be used for the preparation of food, delivery of meals, and general sanitation and cleaning of the kitchen.

5.9.2.2 Adults in custody are not permitted to supervise other adults in custody.

5.9.2.3 The Vendor agrees to train and supervise adults in custody only with respect to the food service tasks and sanitation. Vendor training and supervision of adults in custody shall be subject to the overall control of NORCOR. The proposal shall include the adult in custody's training program as part of the Vendor's overall training program. Such training will be documented and signed by vendor and the adult in custody. NORCOR staff will not be posted in the kitchen but will make periodic welfare checks throughout the day.

5.10 Administrative Requirements

The successful Vendor shall have the responsibility to provide:

5.10.1 A singular designated Food Service Manager with responsibility for assuring the appropriateness and adequacy of food services.

5.10.2 Well-defined operational policies and procedures to include, at a minimum, those required by ACA standards, and in concert with NORCOR and procedures for service delivery. NORCOR shall develop the policies and procedures necessary to specify the role of food services in a local correctional facility setting and to provide liaison between the food service and security staff.

5.11 Statistical Reporting

A comprehensive annual statistical report will be forwarded to the NORCOR Management Team in accordance with ACA, NSLP and SBP standards. In addition, monthly and daily statistics will be required as follows:

5.11.1 Monthly Statistics

The NORCOR Management Team, or designee, will require a review of statistical data reflecting the previous month's activities. The data may include but will not necessarily be limited to:

- Number of hours worked by adults in custody staff, specifying each post or shift
- Number of meals served each day, including any specialty diets
- Types of specialty meals available
- Reports to USDA and Oregon Department of Education for youth in custody meals
- Other data deemed appropriate by the NORCOR

5.11.2 Monthly Meetings

On a scheduled basis, there will be documented monthly meetings with staff from the correctional facility, juvenile detention facility, medical staff, and security staff to evaluate statistics, program needs, problems, and coordination between security, medical personnel and food service staff.

5.11.3 Pursuant to section 3.9.7.3 hereinabove, prior to NORCOR's approval for employment; an applicant screening shall be conducted. The successful Vendor shall provide a completed background packet on each employee applicant prior to employment and admission into the jail. The Food Service Manager must receive all applicable licenses or certificates for all professional staff prior to employment.

5.11.4 NORCOR may prohibit entry to the facility, or remove therefrom, a contract employee who does not perform his/her duties in a professional manner, or who violates NORCOR's security rules and procedures.

Any personnel that are suspected of violating security policies for NORCOR will immediately be terminated from employment at NORCOR by the Vendor.

NORCOR reserves the right to search any person, property, or article entering its facilities.

5.12 Food Services Contract

The successful Vendor may enter into a contract with NORCOR. The initial term shall be for three (3) years with an option to renew the contract on a

yearly basis for two (2) successive one-year renewal terms, not to exceed a total of five (5) years. Each renewal will be based on a yearly review of the services provided by the Vendor.

SECTION 6 - Proposal Format and Required Forms

Vendor Response Checklist

This checklist is provided for the Vendor's convenience to ensure that all required materials have been included in the vendor's response. **It is not required as part of the Vendor's response.**

Vendor Checklist

Vendor's Cover Letter		<input type="checkbox"/>
Vendor Contact Information Form		<input type="checkbox"/>
Vendor Background Information/Experience		<input type="checkbox"/>
Professional Standing		<input type="checkbox"/>
Customer Reference 1		<input type="checkbox"/>
Customer Reference 2		<input type="checkbox"/>
Customer Reference 3		<input type="checkbox"/>
Required Food Service Equipment		<input type="checkbox"/>
Proposed Four Week Menus		<input type="checkbox"/>
Acknowledgement of Pending Litigation		<input type="checkbox"/>
Collective Bargaining Response Form		<input type="checkbox"/>
Signed Vendor's Certification and Formal Offer of Proposal		<input type="checkbox"/>
Vendor's Standard Services Contract		<input type="checkbox"/>
Vendor's Proposal		<input type="checkbox"/>
Optional - Other supplemental materials		<input type="checkbox"/>

Vendor Contact Information:	
Company Name:	
Headquarters Address:	
Name and Title of Executive with Legal Authority to enter into contracts with NORCOR CORRECTIONS	
Account Executive Name:	
Account Executive Phone Number:	
Account Executive Phone Number:	
Account Manager Email Address:	
Project Manager Name:	

NORCOR CORRECTIONS PROPOSAL SUBMITTAL FORMS

Vendor Background Information:

Parent Company:	
Name and Title of top local executive nearest to The Dalles, Oregon:	
Organizational Type/Structure:	
State of Incorporation:	
Federal Identification Number:	
Vendor Experience:	
Years Vendor has conducted business in Oregon State:	
Number of Agencies served with like services of similar scale	
Other pertinent background information (optional):	

Professional Standing:		
	No	Yes
The vendor certifies they are not disqualified from doing business with NORCOR CORRECTIONS and must be able to provide Federal Tax ID numbers, Business License jurisdiction and		
Numbers, and contractor License numbers for both primary and sub-contractors.		
If "No" Above, please explain in the space below:		

References

Provide at least three references relevant to the scope of this contract. More than three references may be provided. For additional references, please add additional sheets with the requested information in the same format as shown below:

Customer Reference (1) Information	
Institution Name:	
Address:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact Email Address:	
Number of Years a Customer:	
Size of Agency (Number of Beds)	
Years Served:	

Additional Relevant: Information	
Customer Reference (2) Information:	
Institution Name:	
Address:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact Email Address:	
Number of Years a Customer:	
Size of Agency (number of beds):	
Years Served:	
Additional Relevant Information:	

Customer Reference (3) Information:

Institution Name:	
Address:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact Email Address:	
Number of Years a Customer:	
Size of Agency (number of beds):	
Years Served:	
Additional Relevant Information	

Required Food Service Equipment:

Item	Vendor	Quantity	Approximate Cost

Acknowledgment of Pending Litigation:

No-Vendor Does not have any current litigation in process or pending as a result of service delivery at other jail facilities.

Yes - Vendor is involved in current litigation, or anticipates litigation as a result of service delivery at other jail facilities.

Details of which are listed below

Agency	State	Description of Claim

Collective Bargaining:

Are/will any employees working on or at NORCOR facilities covered by or members of any union covered by collective bargaining agreements?

Yes

No

If yes, please specify which unions and agreements and their expiration dates.

Are any represented Vendor employees involved in any labor related litigation, Mediation, arbitration, or negotiation that may affect the Vendor's ability to Perform its obligations under the proposed scope of work?

Yes

No

If yes, please explain:

Yes | No

PROPOSAL PRICE SHEET

_____, will provide Food Services for NORCOR , in accordance with the specifications of this proposal.

FIRST PROPOSAL (Vendors using the employees of their choice):

TOTAL COST(or scale) FIRST YEAR \$ _____

Attachment A: Scope of Work

I. TYPE OF SERVICE:

Cart Commissary Services from on-site storage

II. COMMISSARY ORDERING AND DELIVERY PROCEDURES

Vendor will operate a cart type commissary service with stock maintained inside the NORCOR facility. Items will be scanned from the cart and handed to the inmate.

1. Vendor's employees will check the inmate's balance of funds available for Commissary purchases. The inmate's name, I.D. and/or Booking number and the current account balance will be available on a tablet on the cart.
2. If the inmate has sufficient funds available, they can choose from items on the cart; Vendor's employee will update the inmate's account in the computer system and fill the inmate's order.
3. Each inmate's order will be entered immediately upon the item being delivered to them.
4. Before each inmate is given their order, Vendor's employee will verify the inmate's identity by checking the inmate's identification wristband or other facility ID.
5. The inmate will receive a copy of the receipt, Vendor will retain a copy and a copy will be provided to NORCOR.
6. When an inmate submits an order for Welfare Items, Vendor's employee will verify the status of the indigent inmates by checking the balance and last deposit on the inmate's account.

III. MATERIALS TO BE FURNISHED BY VENDOR

- Vendor will provide a Computer Terminal and/or tablet for the Work Station in the NORCOR jail.
- Vendor will provide a fully integrated Commissary Order and Inventory Control System.
- Vendor will provide employee uniforms, office supplies, and purchase all products to be sold by the Commissary, and pay all other operational costs.
-

IV. WAREHOUSE:

WAREHOUSE FACILITY: Off-premise - where Vendor will provide, purchase and maintain custody of inventory at their warehouse. Packaging of items mutually agreed upon between Vendor and NORCOR shall be performed by employees of Vendor and subject to any background checks and drug testing deemed necessary by NORCOR. The warehouse will be secure and provides plenty of items to ensure NORCOR's cart system is fully stocked each week.

WAREHOUSE OPERATIONS: Vendor maintains over 4 weeks of inventory on hand and orders products every week to maintain sufficient inventory. The purpose of this procedure is to ensure at all times 4 week's worth of inventory is on hand in the case of an emergency, inclement weather or failed delivery from our supplier. In the unlikely event that products will not meet inventory requirements, Vendor will be able to keep that item from appearing on the order forms thus alleviating the need for shortages, backorders or substitutions. Vendor will ensure adequate product is shipped from the Warehouse to NORCOR on a regular basis to keep on site storage and inventory at adequate levels.

V. SOFTWARE:

Vendor will provide, at no charge, a GAP compliant, Inmate accounting software program. The software will be installed, and maintained by Vendor's Management. Any product upgrades will be offered to NORCOR at no charge.

VI. SUPPORT:

Vendor will offer 24-hour/7 days a week by phone. Support will be provided from our Distribution Center.

VII. TIMES SERVED:

Each inmate will be provided with the opportunity to purchase commissary products on a once weekly basis and on a scheduled day approved by NORCOR.

VIII. ACCOUNT MANAGEMENT

Vendor will assign a dedicated account manager to oversee the commissary operation. The dedicated account manager shall interact and act as the liaison between Vendor and designated NORCOR personnel.

IX. COMMISSION RATE

Vendor is prepared to offer NORCOR a commission rate of:

22% Commission

Based on Gross Commissary Sales less sales tax, Postage Sales & Indigent Items

Commissions shall be paid on the 15th of the month following the end of the previous month.