



**COUNTY OF DANE**  
DEPARTMENT OF ADMINISTRATION  
**PURCHASING DIVISION**

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TRAVIS MYREN  
Director of Administration

CHARLES HICKLIN  
Controller

DATE: June 17, 2011  
TO: All Proposers, Request For Proposals #111042: Inmate Commissary and Vending Services  
FROM: Carolyn Clow, Purchasing Agent  
SUBJECT: **ADDENDUM #2**

**Questions and answers provided below in response to questions received.**

*Question #1 Please provide a copy of the current commissary menu, including prices.*

Answer #1 See attached Canteen menus for May 2011.

*Question #2 Per the attached usage chart, please provide the following information:*

- *Product sizes where indicated - these items have multiple size options, knowing the current product size will enable the County to match up price proposals.*
- *What is the date range used when creating the usage report?*

Answer #2

<u>Item Description</u>	<u>Size</u>
DEODORANT SOAP	3.2 oz
DIAL SOAP	3.5 oz
SOAP	3.1 oz
BLACK & WHITE SOAP	3.5 oz
LEVER 2000 SOAP	3.15 oz
COAST SOAP	4 oz
SHAMPOO	4 oz
DANDRUFF SHAMPOO	4 oz
CONDITIONER 4 OZ	4 oz
DANDRUFF SHAMPOO	12 oz
SUAVE SHAMPOO & COND	14.5 oz
SUAVE CONDITIONER	15 oz
SUAVE SHAMPOO	15 oz
QUEEN HELEN STYLE GEL	16 oz
BABY SHAMPOO	4 oz

POCKET HAND BRUSH	each
LADY'S SPEED STICK	1.5 oz
MENNEN SPEED STICK	2 oz
SUAVE ANTIP. STICK	1.6 oz
ROLL-ON DEODORANT	2 oz
SPORT STICK	3 oz
GEL TOOTHPASTE	4 oz
FLUORIDE TOOTHPASTE	1.3 oz
CREST TOOTHPASTE	4.6 oz
MOUTHWASH	4 oz
DENTURE ADHESIVE	2.5 oz
TOOTHBRUSH - SOFT	each
DENTAL FLOSSERS	50 each
DENTURE CLEANER 6'S	6 tablets
SENSODYNE	4 oz
COLGATE SENSITIVE	6 oz
DENTURE CUP	each
LOTION	4 oz
4 OZ. COCOA BUTTER	4 oz
PETROLEUM JELLY	4 oz
NOXZEMA	2 oz
VASELINE INTENSIVE	10 oz
DIOMODE	1 tablet
YEAST INFECTION OINTMENT	1 oz
ARTIFICIAL TEARS	.5 oz
SALINE-MULTI PURPOSE	4 oz
SHAVING CREAM - TUBE	3.2 oz
DEPILATORY	6 oz
5" COMB	each
9" COMB	each
AFRO PICK W/O HANDLE	each
HAIR BRUSH W/HANDLE	each
PALM BRUSH	each
CHLORPHEN (HAY FEVER)	2 tablets
CURL ACTIVATOR	10 oz
COND./HAIR DRESSING	4 oz
PRO HAIR FOOD	4 oz
COCONUT HAIR CREAM	4 oz
SULFER 8 CONDITIONER	2 oz
ECHO STYLER	12 oz
SUGAR FREE HALLS	25 drops
ACETAMINOPHEN 2 TABS	2 tablets
ASPRIN 2 TABS	2 tablets

IBUPROFEN 2 TABS	2 tablets
COUGH DROPS	roll
ANTACID TABLETS-ROLL	roll
ANTI-FUNGAL CREAM	0.5 oz
BENZOYL PEROXIDE 10%	1 oz
HEMORRHOID CREAM	each
HYDROCORTISONE 1 USE	1 gm
LIP BALM	.15 oz
DECONGESTANT 2 TABS	2 tablets
ALAMAG - PLUS	2 tablets
SHOWER CAP	each
TAMPAX REGULAR (8)	8 each
TAMPAX SUPER (8)	8 each
SANITARY NAPKINS(12)	12 each
PANTY LINERS	16 each
FOAM ROLLER-MEDIUM	12 count
BANDAGE	1
FIRST AID CREAM 1USE	.5 g
ORAL PAIN RELIEF	.33 oz
CARMEX\TUBE	.35 oz

Date range is 2010

Question #3 The current menu sells Ramen in cups, are you open to selling Ramen pouches?

Answer #3 If the package can be safely and functionally utilized by inmates, Dane County can accept it. The decision will be made by Jail Administration.

Question #4 *Per the Spillman interface, what kind of interface is in place with the current vendor; web services, file transfer, etc.?*

Answer #4 There is currently no interface. Information is entered directly into Spillman.

Question #5 *Please provide vending sales by “category” for the most recent fiscal year.*

Answer #5

<b>2010 CATEGOR Y SUMMARY</b>	
Bottle & Can Pop	\$59,310.14
GM	\$33,586.40
Sundry	\$4,711.57
Ice Cream	\$3,800.42
Coffee	\$10,802.27

Snack	\$110,809.77
<b>Grand Totals</b>	<b>\$223,020.57</b>

*Question #6 Are the inmate and staff vending prices different? If so please provide a list of those price variations.*

Answer #6

<b>PRODUCT</b>	<b>INMATE</b>		<b>STAFF</b>
PEANUTS, ETC.	0.95		0.65
CANDY	0.95		0.65
DLX CANDY	1.35		1.10
GUM	0.55		0.35
CHIPS	0.75		0.40
MED CHIPS	0.75		0.55
LARGE CHIPS	.95 & 1.15		0.80
MW POPCORN	0.85		0.85
HOSTESS	1.00		0.65
PASTRY	0.95		0.70
CAN SODA	0.75		0.5
MILK	0.60		0.50
ICE CREAM	0.55		NA
HCF	NA		NA
11.5 OZ JUICE	1.00		0.75
BTL SODA	1.35		NA
BTL WATER	1.35		NA
OTHER BEV	1.50-3.00		1.50 - 2.00
FOOD	\$1.25 - \$2.75		\$1.25 - \$2.75
COFFEE	.75 - 1.35		NA

*Question #7 Supply a breakdown of sales in staff areas VS inmate areas.*

Answer #7

<b>2010 VENDING SALES BY LOCATIO N</b>		
Staff Areas		Inmate Areas
<b>\$12,908.77</b>		<b>\$210,111.80</b>

*Question #8 Please provide a breakdown of vending sales by location.*

Answer #8

<i>2010 VENDING SALES BY LOCATIO N</i>	
Ferris Center	\$144,273.40
Public Safety Building (PSB)	\$72,868.36
CCB Vending Machines	\$5,878.81
<b>Grand Totals</b>	<b>\$223,020.57</b>

*Question #9 Is vending pricing consistent by location?*

Answer #9 Yes, prices are consistent throughout the three buildings.

*Question #10 What type of ongoing sales/operations data are you interested in receiving for vending?*

Answer #10 Dane County would like to be able to query vending data for total sales and commissions.

*Question #11 What is more important, a financial guarantee or a commission %?*

Answer #11 The commission % is the most important.

*Question #12 What have been the most recent vending upgrades/improvements?*

Answer #12 Dane County has received additional vending machines.

*Question #13 As this is a government entity are lease fees on beverage machines waived?*

Answer #13 Leases are completely managed by the current vendor as a contracted service and that the County is not involved in any fees related to the machines

*Question #14 What type of interface is in place with the current commissary vendor? Batch or real-time interface?*

Answer #14 The current interface is real time.

*Question #15 For clarification, is the County requesting commissary detail in the Spillman system? Do you have an interface today that sends the orders from Spillman to the current commissary vendor?*

Answer #15 Dane County uses Spillman to keep all commissary detail. All commissary orders are hand entered by the current vendor.

- Question #16 Is Spillman being used as the commissary system, or does Spillman just accept commissary transactions from the current vendor?*
- Answer #16 Yes.
- Question #17 What information is being passed from the Spillman jail management system to the vendor's software?*
- Answer #17 None.
- Question #18 How many county workstations will the vendor's software be installed on?*
- Answer #18 None.
- Question #19 How many users will be using the vendor's application?*
- Answer #19 None.
- Question #20 What hardware is currently being provided by the current commissary provider?*
- Answer #20 None.
- Question #21 Are there any additional hardware requirements that the county is looking for?*
- Answer #21 None.
- Question #22 What is the county's protocol for remote access to the vendor's equipment to support software?*
- Answer #22 Citrix token.
- Question #23 Will the county continue to manage the inmate trust fund?*
- Answer #23 Yes.
- Question #24 Will the county be looking for a Lobby Kiosk option and additional deposit solutions for deposits into the inmate's account?*
- Answer #24 Dane County would be willing to listen to options if they interface with Spillman and are approved by Jail Administration.
- Question #25 Who is the current phone provider?*
- Answer #25 Inmate Calling Solutions (ICS) is the current provider.
- Question #26 How are phone cards or phone time being sold today?*
- Answer #26 The cards are being sold through ICS.

- Question #27 *In there a current interface between the phone provider and commissary provider?*
- Answer #27 No, ICS takes care of all phone purchasing by entering information directly into our RMS.
- Question #28 *Will the vendor's have an opportunity to provide a presentation of their technology?*
- Answer #28 If they are invited to the interview/demo, vendors can present their technology.
- Question #29 *For clarification to the Average Daily Population (ADP) Chart in Exhibit IX, please provide a breakdown of how many inmates are currently in each location (PSB, CCB, and Ferris Center).*
- Answer #29 As of 06-14-11 the ADP is as follows:  
City County Building 277  
Public Safety Building 424  
Ferris Center 93
- Question #30 *In reference to Indigent Packs for Commissary Sales, Exhibit II-C, what is the current pricing charged for each pack (Pack 1, Pack 2, Pack 3, Pack 4)?*
- Answer #30 Week 1: \$3.85  
Week 2: \$3.50  
Week 3: \$3.35  
Week 4: \$3.60
- Question #31 *What was the quantity of each pack provided in 2010?*
- Answer #31 Week 1: 1275  
Week 2: 1800  
Week 3: 805  
Week 4: 1768
- Question #32 *Is there a spending limit for the commissary orders?*
- Answer #32 The limit is \$100.
- Question #33 *Do Huber inmates have trust funds to order regular commissary?*
- Answer #33 They do have a trust account but do not order weekly. Huber inmates use vending.
- Question #34 *In reference to 8.9, it states the Contractor is suppose to supply over the counter medication dispensers; does the Contractor need to have a license to distribute/sell medication?*
- Answer #34 No.

- Question #35 *If so, is there any markup on the current laundry card sales? Are commissions required on the sale of the laundry cards?*
- Answer #35 No. Yes.
- Question #36 *Is sales tax included in the commissary sales? If so, what is the current sales tax percentage on goods sold?*
- Answer #36 Yes, the current sales tax percentage is 5.5%
- Question #37 *In reference to Page 5, 1.2.2 On-line or web-based tracking of vending services of item sales, invoices, and revenue, what type of specific information in these categories are being requested? Do you currently have this in place today?*
- Answer #37 Dane County does not have anything in place, but would like to be able to track everything pertaining to Dane County.
- Question #38 *In reference to 14.2.4, Page 25, Inventory Control Card, Is this a manual control system?*
- Answer #38 Yes.
- Question #39 *Will any companies be allowed to bid that were not in attendance at the vendor conference? In the RFP it says the conference was strongly suggested to attend and on the form we faxed in it said it was mandatory.*
- Answer #39 No.
- Question #40 *How many microwaves are being requested by the Sheriff's Office?*
- Answer #40 The County purchases microwaves.
- Question #41 *Would it be possible to get the total sales net of sales tax for commissary and vending?*
- Answer #41 Not at this time.
- Question #42 *Do sales figures provided include the sale of Laundry Cards? If so, can you provide the total (\$) amount of Laundry Card sales for all of 2010? What denominations of cards are sold?*
- Answer #42 \$5 – 3,743 cards \$10 – 5,621 cards \$25 – 2,157 cards
- Question #43 *Are Laundry Cards sold both in vending and commissary?*
- Answer #43 They are sold as commissary only.
- Question #44 *Are all items sold in commissary and vending taxable? If not, can you please specify rules that determine what is taxable and what is not taxable? What is the current tax*

rate?

Answer #44 The successful vendor is responsible for the vending machines and all applicable taxes. Questions can be directed to the State of Wisconsin Department of Revenue. Dane County is not involved in or responsible for the collection of taxes.

Question #45 *Please confirm that only companies that attended the pre-bid conference will be able to submit a bid.*

Answer #45 Yes.

Question #46 *Would the County be receptive to using smart/debit cards for vending sales instead of cash?*

Answer #46 Dane County is willing to listen and decide what will work with our system.

Question #47 *Are the usages provided in the RFP (EXHIBIT VIII) for the entire year of 2010?*

Answer #47 Yes.

**Please acknowledge receipt of this addendum by noting “Addendum #2 Received” on the bottom of the Signature Affidavit when you submit your proposal.**

**If you are on Lockdown or Segregation status you may order from SECTIONS 1, 2 & 3**

		<b>HYGIENE SECTION 1</b>	
Item	Qty	Description	Price
1203		Deodorant Soap	1.58
1206		Dial Soap	2.23
1207		Ivory Soap	1.16
1209		Black & White Soap	3.59
1218		Lever Soap	1.78
1223		Coast Soap	1.86
1301		Shampoo	1.41
1306		Dandruff Shampoo	1.41
1309		Conditioner	1.41
1318		Dandruff Shamp 12 oz.	2.92
1319		Suave Sampoo/Conditioner	5.29
1321		Suave Conditioner	4.72
1323		Suave Shampoo	4.72
1330		Queen Helen Style Gel	5.06
1364		Baby Shampoo 4 oz.	1.45
1383		Pocket Hand brush	0.63
1401		Lady Speed Stick	3.43
1403		Mennen Speed Stick	3.43
1408		Suave Antip. Stick	4.02
1410		Roll On Deodorant	2.29
1420		Mennen Sports 2.7 oz	4.09
1504		Gel Toothpaste 4 oz.	2.17
1505		Flouride Toothpaste	1.34
1508		Crest Toothpaste	3.15
1510		Dawn Mist mouth rinse	2.13
1511		Denture Adhesive	4.24
1514		Toothbrush	1.26
1516		Dental Flosser	2.75
1519		Denture Clnr. 6-Pack	5.72
1525		Sensodyne 4 oz.	8.25
1527		Colgate Sensitive Paste	7.13
1539		Denture Cup	2.15
1609		Lotion	1.41
1613		Cocoa Butter Lotion-4oz.	1.93
1617		White Petroleum Jelly	3.17
1619		Noxema	3.15
1621		Vaseline Intensive Care	5.95
1703		Shaving Cream	2.42
1704		Depilatory	5.00
1710		5" Comb	0.33
1712		9" Comb	0.63
1715		Afro Pick	1.99
1717		Hair Brush	1.61
1718		Palm Brush	1.72
1801		Curl Activator	4.29
1803		Blue Magic Hair Conditioner	3.43
1806		Pro Hair Food	2.68
1811		Coconut Hair Cream 4oz.	3.17
1823		Sulfur 8 Conditioner	6.58
1824		Echo Styler Gel	3.43

		<b>O.T.C. ITEMS SECTION 2</b>	
Item	Qty	Description	Price
1651		Diamode Antidiarreal	0.44
1678		Yeast Infec Med 3-day	13.95
1688		Artificial Tears	2.63
1689		Saline Solution	5.50
1734		Clorphen (decongestant)	0.33
1880		Halls sugarfree cough dr	4.72
1901		Acetaminophen - 2 tabs	0.33
1902		Aspirin - 2 tabs	0.33
1907		Ibuprofen - 2 tabs	0.33
1911		Cough Drops	1.39
1912		Antacid Roll (Tums)	1.39
1918		Antifungal Cream	3.32
1920		Clear Zit Acne Treat 1oz.	5.80
1923		Hemorrhoid Cream	5.17
1924		Hydrocortisone - 1 use	0.29
1927		Chapstick	1.54
1938		Decongestant - 2 tabs	0.33
1940		Alamag Plus	0.33
1955		Shower Cap	0.29
1961		Tampons - Regular	3.30
1962		Tampons - Super	3.30
1963		Sanitary Napkins	3.69
1964		Panty Liners	2.29
1967		Foam Rollers	2.29
1986		Bandages-Each	0.10
1991		First Aid Cream 1-use	0.33
1998		Ora-Jel	8.25
1999		Carmex	1.58

		<b>PAPER PRODUCTS SECTION 3</b>	
Item	Qty	Description	Price
6005		Writing Pad 6x9	1.25
6007		Envelope #10	0.11
6011		Stamped Envelope	0.57
6013		Stamps - Book of 10	4.40
6018		Golf Pencil	0.18
6026		Eraser for pencil top	0.17
6266		Quran	6.10

		Multi Purpose "cros"	
Item	Qty	Description	Price
			Black
8394		Clogs, size 6	14.28
8395		Clogs, size 7	14.28
8396		Clogs, size 8	14.28
8397		Clogs, size 9	14.28
8398		Clogs, size 10	14.28
8399		Clogs, size 11	14.28
8400		Clogs, size 12	14.28
8401		Clogs, size 13	14.28
8405		Clogs, size 14	14.28

**CANDIES & OTHER**

Item	Qty	Description	Price
2042		LG Snickers	2.70
2084		LG Hershey w Almond	1.66
2085		LG Reese's PB cup	1.66
2086		LG Kit Kat	1.66
2093		Reese's Pieces Bag	3.56
2105		Granola Bar	0.69
2108		Oreo Cookies	0.69
2110		Peanut Butter Crunch Bar	1.03
2123		Marsh. Crispy Treat	0.70
2201		Five Flavor	0.56
2204		Jolly Rancher (4oz)	1.55
2206		FireJolly Rancher (7oz)	2.50
2207		Butterscotch Candy	1.25
2208		Lemon Drops	1.25
2211		Starlight Mints	1.25
2212		Rootbeer Barrels	1.25
2217		Atomic Fireballs	1.25
2268		LG M&M Peanut	2.56
2335		Licorice (5oz)	1.39
2341		Starburst	0.85
2342		Mamba Fruit Chew	1.28
2406		Tootsie Pops	0.25
5105		Oat & Honey Granola Bar	0.80
5107		Peanut Butter Granola Bar	0.80
5123		Instant Oatmeal - Cup	1.96
5420		Snickers Energy Bar	1.72

**CHIPS**

Item	Qty	Description	Price
5002		Chips - BBQ	0.90
5003		Fritos	0.90
5004		Cheetos	0.90
5006		Doritos	0.90
5007		Jalapeno Krunchers	0.90
5018		BBQ Cornuts	0.90
5016		Flaming Hot Cheetos	0.90
5026		Cheese Popcorn	0.90
5028		Gardettos	0.70
5047		Combo Pizza Flavor	0.90

**CCB Menu  
May 5, 2011**

**Cookies & Other**

5353	Mini Fudge Stripes	0.90
5220	Tortillas	1.35
5300	Chips A-Hoy	0.85
5302	Oatmeal Cookies	0.89
5305	Fudge Brownies	0.87
5316	Duplex Creme Cookies	1.12
5340	Choc. Chip Cookies	2.80
5402	Honey Bun	1.26
5408	Apple Pie	1.13
5410	Cherry Pie	1.13
5412	Chocolate Cupcakes	1.13
5416	Mini Donuts	1.13
5419	Chocolate Zinger	1.58
5430	Pop Tart - 2 count	0.95
5501	Vanilla Pudding	0.80
5502	Chocolate Pudding	0.80
5607	Peanut Butter Squeez	0.80
5615	Nacho Cheese Dip	2.52
5655	Hot & Spicy Stick	1.88
5778	Mayonnaise (indiv)	0.10
5825	Chocolate Muffins	1.05
5827	Blueberry Muffins	1.05

**DIABETIC MENU**

(Everyone may order from this category)

2101	Peanuts	1.17
2106	P/B Cheese & Cracker	0.61
2107	Cheese/WheatCracker	0.61
2112	Sugar Free Wafer	0.70
2213	Sugar Free Hard Candy	1.25
2311	Breathsaver SugarFree	0.80
4051	Coffee, 10 pk Regular	4.83
4003	Coffee, Single Decaf	0.39
4308	SF Fruit Punch 10 pk	3.29
4310	SF Orange Drink 10 pk	3.29
4311	SF Lemonade 10 pk	3.29
5062	Pretzel	0.90
5067	Cracklin-Hots	1.66
5142	Raisins	0.65
5211	Saltines (box)	3.79
5218	Wheat Thins	0.70
5605	Cheese Squeezer	0.80
5628	Jalepeno Cheez Squee	0.72
5641	Sausage Log 5 oz.	3.49
5658	Meat Stick	1.39
5659	Beef Jerky	2.20
5701	Cup-O-Noodle	1.12

**MISC**

6209	Soap Box	0.77
6210	Toothbrush Holder	0.77
6216	Laundry Detergent	0.97
6368	Gain with bleach	1.10
6225	Grocery Bag-Lg	0.12
6257	Fabric Softener	5.00
6301	Playing Cards	2.00
6302	Pinochle Cards	2.86
6308	Puzzle Book	3.00
6517	Laundry Card	11.00
6553	Laundry Card (sm)	3.50

**CLOTHING**

8001	Socks	1.72
8103	T-shirt Lg	4.82
8104	T-shirt XL	4.82
8105	T-shirt 2XL	7.70
8106	T-shirt 3XL	8.13
8107	T-shirt 4XL	8.63
8108	T-shirt 5XL	9.42
8201	Briefs Mens Small	3.15
8202	Briefs Mens Medium	3.15
8203	Briefs Mens Large	3.15
8204	Briefs Mens XL	3.15
8208	Boxers, Mens Med	5.00
8209	Boxers, Mens Large	5.00
8210	Boxers, Mens XL	5.00
8211	Boxers, Mens 2XL	5.36
8212	Boxers, Mens 3XL	5.36
8215	Thermal Top Lg	6.29
8216	Thermal Top XL	6.29
8217	Thermal Top 2XL	6.92
8218	Thermal Top 3XL	6.92
8229	Thermal Top 4XL	9.28
8285	Thermal Top 5XL	10.28
8219	Thermal Bottom Lg	6.58
8220	Thermal Bottom XL	6.58
8221	Thermal Bottom 2XL	7.24
8222	Thermal Bottom 3XL	7.24
8230	Thermal Bottom 4XL	9.69
8286	Thermal Bottom 5XL	10.69
8402	Womens Briefs Med	3.30
8403	Womens Briefs Lg	3.30
8404	Womens Briefs XL	3.30
8408	Sports Bra Med	10.30
8409	Sports Bra Lg	10.30
8410	Sports Bra XL	10.30
8471	Sports Bra XXL	10.30

**PAPER PRODUCTS**

6001	Legal Pad-Yellow	1.69
6066	Legal Pad-White	1.69
6004	Sketch Pad	1.69
6008	Envelope 9x12	0.38
6016	Pencil/Eraser	0.23
6024	Colored Pencils	2.86
6029	Dictionary-English	2.86
6038	Dictionary-Spanish	4.92
6047	Pocket Folder	0.77
6101	Friendship English/stamp	2.23
6102	Friendship (Spanish)/stamp	2.23
6103	Birthday (English)/stamp	2.23
6104	Birthday (Spanish)/stamp	2.23
6105	Special Occasion/stamp	2.23
6110	Holiday Cards/stamp	2.23

**SODA****LIMIT: 7 bottles per week**

4405	A & W root beer	1.25
4427	RC Cola	1.25
4429	Sunkist	1.25
4430	Dr. Pepper	1.25
4448	Diet 7-Up	1.25
4456	7 Up	1.25
4463	Grape Drink	1.25

**Accessories**

8611	Pura-fit ear plugs	0.33
6310	Headphones	7.87
6390	Ear Buds	6.00
6339	SONY Radio Receiver	43.50
6326	Battery AA (for radio)	1.34
6327	Battery AAA	1.34
	Multi Purpose "cros"	Black
8394	Clogs, size 6	14.28
8395	Clogs, size 7	14.28
8396	Clogs, size 8	14.28
8397	Clogs, size 9	14.28
8398	Clogs, size 10	14.28
8399	Clogs, size 11	14.28
8400	Clogs, size 12	14.28
8401	Clogs, size 13	14.28
8405	Clogs, size 14	14.28

PSB: May 15th, 2011

IF YOU ARE RELEASED FROM CUSTODY, SHIPPED OUT OF COUNTY, OR RELEASED TO PRISON BEFORE YOUR COMMISSARY ORDER ARRIVES, THE ORDER WILL BE RETURNED TO SWANSON AND A FULL CREDIT WILL BE PLACED ON YOUR CANTEEN ACCOUNT WITHIN 10-12 BUSINESS DAYS. REFUNDS WILL BE AVAILABLE **AFTER** THE 12<sup>TH</sup> BUSINESS DAY. SWANSON SERVICES WILL NO LONGER SHIP YOUR ORDER TO YOUR LAST KNOWN ADDRESS.

If you are on lock-down or Seg when you place your commissary order, only items in Sections 1, 2 & 3 will be processed. If you are placed in long-term lockdown after your order was processed, then your order will not be delivered and you will receive a credit approximately 10-12 business days after the credit is processed. If you are placed on one-day lock down and not able to receive your order, Swanson will attempt one delivery later in the week. If no delivery can be made on the second attempt, your order will be credited.

I authorize the Sheriff to charge my account: \_\_\_\_\_