**22-69035 BUSINESS PROPOSAL**

**ATTACHMENT E**

**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

***Business Proposal***

* + 1. **General (optional) -** Please introduce or summarize any information the Respondent deems relevant or important to the State’s successful acquisition of the products and/or services requested in this RFP.

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| Union Supply Group, Inc. (“Union Supply”) has been IDOC’s and ICI’s bulk commissary supplier since 2016, and the Enhanced Commissary services supplier since 2019. Union Supply is not only the current vendor of the Enhanced Commissary services, it developed the program for ICI to create offender jobs and provide friends and family members to supplement eligible offenders’ weekly commissary orders with additional (enhanced) food and hygiene selections. Union Supply and IDOC/ICI have had a long and fruitful partnership and Union Supply looks forward to continuing the partnership pursuant to a contract resulting from this RFP.  As detailed in the company history sections of our Technical Proposals, Union Supply has a long and successful history as a supplier of commissary goods and services to the correctional industry. Union Supply serves the correctional industry exclusively, so all of its products and processes are tailored to meet the heightened security requirements of a correctional environment. All of Union Supply’s products have been approved by federal, state, and local correctional agencies across the country.  Over the past six years, Union Supply has developed healthy partnerships with local diversity vendors Langham Logistics (WBE), Cristina Foods (MBE), and Vespa Group (IVOS), all of which will continue to subcontract for Union Supply under a new contract to ensure IDOC/ICI continues to receive the same quality of goods and services that it has grown accustomed to. Union Supply’s commitment to enhancing to the contracting opportunities for diversity vendors will continue as it looks for more and more opportunities to subcontract with such vendors.  Union Supply also sets itself apart from other vendors in its attentiveness to the needs of its customers, particularly as we strive to find new and creative ways to align our goals with the mission of correctional agencies. To that end, Union Supply is the industry leader in creating joint venture partnerships with correctional industries across the country. The total number of joint venture partnerships created by Union Supply over the years is detailed in our company history set forth in the Technical Proposal. Here, too, **Union Supply is proposing to partner with ICI to create a call center employing ICI offenders**. The call center would employ approximately 30 offenders, providing them all with the marketable skills directly transferrable to post-release employment.  Finally, Union Supply offers additional references for IDOC/ICI to review and consider in its discretion, for both bulk commissary and package programs services, to supplement our response to Section 2.3.7 below. Please see **Appendix E – Business – Additional References**. |

* + 1. **Respondent’s Company Structure** - Please include in this section the legal form of the Respondent’s business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

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| Text  Description automatically generated with medium confidence **Union Supply Group has read, agrees, and will comply.**  Union Supply Group is a corporation, formed under the laws of the State of California in 1991. Union Supply is in active and good standing with the California Secretary of State. Please see **Appendix A – Business – California SOS** **Certificate of Status**, a snapshot of which is set forth below.      Union Supply Group provides complete correctional commissary and package program solutions. Union Supply Group is made up of the following divisions:  A picture containing text, sign, clipart  Description automatically generatedUnion Supply Company provides bulk commissary merchandise, including the largest selection of brand name and private label athletic footwear, sandals, work boots, electronics, clothing, and miscellaneous hard goods in the industry. Our cutting-edge products include clear flat screen TVs, electronics in clear plastic cases, and work boots made with nylon eyelets.  Logo  Description automatically generatedFood Express USA provides an extensive offering of national and private label food and personal care products in convenient, prison-safe packaging, such as clear plastic containers and resealable pouches. We offer a variety of sugar-free, kosher, and halal products.  Logo  Description automatically generatedUnion Supply Direct (USD) provides the design, implementation, and management of both offender and Friends and Family package programs. In addition to the entire range of Food Express and Union Supply Company products, Union Supply Direct also offers many unique items to meet special requests. Union Supply Direct provides custom catalogs with curated merchandise selections; marketing services to drive revenue; e-commerce stores for friends and family; secure payment processing; and live, bilingual customer service. We deliver more than 700,000 packages each year to detainees in more than fifty (50) large correctional agencies across the country.  A picture containing text  Description automatically generatedUnion Supply Commissary Solutions (USCS) provides customized management of commissary programs for correctional agencies, including off-site bag-and-deliver services and on-site canteen store or window operation. Depending on the preferences of each correctional agency, our staffing solutions can include dedicated on-site Union Supply staff and/or customized detainee employment and training programs. USCS collaborates with correctional agency IT staff to provide secure, integrated technology solutions including automated ordering by phone (IVR), kiosk, or tablet; online purchasing portals for friends and family; detainee trust fund integration; in-lobby deposit kiosks; and point-of-sale and inventory management tools.  Union Supply’s organization chart of personnel who will be involved in the implementation and ongoing support of this contract:  Diagram  Description automatically generated |

* + 1. **Respondent’s Diversity, Equity and Inclusion Information -** With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents’ Executive Staff and Board Members, if applicable.

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| Text  Description automatically generated with medium confidence **Union Supply Group has read, agrees, and will comply.**  Union Supply Group’s Affirmative Action Plan is to be reviewed annually to review results achieved by the Plan.  The Director of Human Resources, who is the Responsible Person for Union Supply Group and his /or her designees shall be responsible for monitoring of the Plan and taking necessary action to promote its goals, including but not limited to, re-educating Supervisors, Managers, and Directors responsible for hiring and promotion.  Any issues or concerns shall be reported to the Director of Human Resources and or the President and Chief Executive Officer.  All Supervisors, Managers, and Directors who are responsible for performance appraisals and compensation reviews will be held responsible for implementing affirmative action initiatives within their areas of responsibility.  Union Supply Group has instituted action programs to eliminate identified problem areas and to help achieve specific affirmative action goals. These programs include but are not limited to:  • Continuous audit/review of the Union Supply Group’s current affirmative action programs to ensure quick identification and resolution of AAP/EEO problem areas.  • Reviewing job descriptions to ensure that each job description reflect actual job duties with reasonable work-related requirements for employment.  • Restructuring jobs, where possible, to encourage appointing trainees.  • Broadening recruitment notices to include community organizations likely to refer women, minorities, veterans, and individuals with disabilities.  • Record applicant flow for individuals applying for job opportunities.  • Continue to audit/review Union Supply Group’s employment practices to determine whether members of the various gender, religions, and/or ethnic groups are receiving fair consideration for job opportunities.  • Advertising position vacancies in minority media.  • Developing interview teams for all positions using only job-related questions.  • Implementing an exit interview program or an employee assistance program.  • Developing work schedules where feasible which include part-time employment opportunities to encourage the employment of person for whom full-time employment is difficult.  • Identifying other means to strengthen its recruitment and retention of women, minorities, veterans, and individuals with disabilities.  • Committing to recruit and appoint women, minorities, veterans, and individuals with disabilities for vacancies in the same percentages as they are available in the labor market when the contactor has turnover or a need to expand its work force.  The demographic composition of Union Supply’s Executive and Senior Management Team for this contract is as follows:   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | Asian | Black or African American | Hispanic or Latino | White | **Grand Total** | | Female |  |  | 1 | 1 | 2 | | Male | 1 | 1 | 1 | 6 | 9 | | **Grand Total** | 1 | 1 | 2 | 7 | 11 | |

* + 1. **Company Financial Information** - This section must include documents to demonstrate the Respondent’s financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

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| Text  Description automatically generated with medium confidence **Union Supply Group has read, agrees, and will comply.**  Union Supply is a large, financially stable and profitable company with a 30 year history of responsible financial management. We have grown organically and financed our growth without taking on burdensome debts. Union Supply currently provides merchandise to more than 900 correctional agencies and provides comprehensive service and management for a number of commissary, package, and property programs.  Union Supply has an excellent credit rating, DUNS rating and has never defaulted on any financial obligation. Union Supply has many times more inventory on hand in just our Ohio warehouse than the INDOC consumes in a year and we have a revolving line of credit to finance inventory.  Union Supply has never experienced a bankruptcy or disruption of financing. We have no pending judgments, liens or litigation that may materially affect our finances. We have a 20+ year track record of stability and continuity, four nation-wide distribution centers with tens of millions of dollars of inventory and ample bank credit.  Please see our most recently Audited Financial Statements, **Appendix B – Business – USG Audited Financial Statements 2019-2021 – CONFIDENTIAL.** |

* + 1. **Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

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| Text  Description automatically generated with medium confidence **Union Supply Group has read, agrees, and will comply.**  Text, letter  Description automatically generated |

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.6. Additional rows may be added if necessary.

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| **Contract Term**  **Identifier and Header** | **Suggested Language Change** | **Rationale for suggested change** |
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|  | No changes requested |  |
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* + 1. **References** - Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment H** should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

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| **Customer 1** |  |
| Legal Name of Company or Governmental Entity | Ohio Department of Rehabilitation and Corrections (ODRC) |
| Company Mailing Address | 4545 Fisher Road, Suite D |
| Company City, State, Zip | Columbus, OH 43228 |
| Company Website Address | <https://www.drc.ohio.gov/> |
| Contact Person | Kevin Stockdale |
| Contact Title | Deputy Director of Administration |
| Company Telephone Number | 614-752-1055 |
| Company Fax Number |  |
| Contact E-mail | [kevin.stockdale@odrc.state.oh.us](mailto:kevin.stockdale@odrc.state.oh.us) |
| Industry of Company | Corrections |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | Pennsylvania Department of Corrections |
| Company Mailing Address | 1920 Technology Parkway |
| Company City, State, Zip | Mechanicsburg, PA 17050 |
| Company Website Address | <https://www.cor.pa.gov/> |
| Contact Person | Cher Darhower |
| Contact Title | Administrative Officer 2 |
| Company Telephone Number | 717-221-6963 |
| Company Fax Number | 717-425-7290 |
| Contact E-mail | [cdarhower@pa.gov](mailto:cdarhower@pa.gov) |
| Industry of Company | Corrections |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | Missouri Department of Corrections |
| Company Mailing Address | 2729 Plaza Dr |
| Company City, State, Zip | Jefferson City, MO 65109 |
| Company Website Address | https://doc.mo.gov/ |
| Contact Person | Lisa Graham |
| Contact Title | Procurement Specialist |
| Company Telephone Number | 573-526-661 |
| Company Fax Number |  |
| Contact E-mail | Lisa.[graham@doc.moc.gov](mailto:graham@doc.moc.gov) |
| Industry of Company | Corrections |

* + 1. **Registration to do Business** – Per RFP 2.3.8,Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

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| Text  Description automatically generated with medium confidence **Union Supply Group has read, agrees, and will comply.**  Union Supply is registered to do business in the State of Indiana. Our Business ID with the Secretary of state is 2012091900515. A screen shot from the Indiana Secretary of State’s office is included below to show the current status.  Graphical user interface, text, application  Description automatically generated |

* + 1. **Authorizing Document -** Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

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| Text  Description automatically generated with medium confidence **Union Supply Group has read, agrees, and will comply.**  The Executive Summary is signed by Union Supply’s Chief Financial Officer, Scott Schaldenbrand, who is authorized to commit the organization contractually. Please see the following attachments establishing the election of Mr. Schaldenbrand as an officer of the company and his authority to bind the company.  **Appendix C – Business – Corporate Bylaws**  **Appendix D – Business – Board Minutes – REDACTED.**  The principal contact for all other purposes of the RFP and Union Supply’s proposal is:  LD Hay  Executive Vice President  Union Supply Group, Inc.  2500 Regent Blvd.  Dallas, TX 75261  Tel: (469) 957-5685  Fax: (5621 361-4805  Email: LDHay@unionsupplygroup.com |

* + 1. **Diversity Subcontractor Agreements** -

1. Per RFP Section 1.21, Minority & Women’s Business Enterprises (MBE/WBE), and 1.22 Indiana Veteran Owned Small Business Subcontractor (IVOSB), explain process followed to engage with potential MBE, WBE and IVOSB owned, Indiana certified businesses listed on Division of Supplier Diversity site. List the businesses invited to discuss the opportunity for potential partnership.

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| Text  Description automatically generated with medium confidence **Union Supply Group has read, agrees, and will comply.**  Union Supply has been engaged with its diversity subcontractors Langham Logistics, Vespa Group, and Cristina Foods, since 2016 when it was awarded the current bulk commissary contract with IDOC/ICI. Since then, Union Supply has formed longstanding partnership with these diversity subcontractors and intend to utilize them under a new contract resulting from this RFP. The process to engage with these vendors for purposes of this RFP consisted of confirming that their MBE, WBE and IVOSB certifications, as applicable, were still active/valid. The only new diversity subcontractor engaged by Union Supply for purposes of this RFP is ShawnTech, a MBE vendor. Union Supply has conducted business with ShawnTech in the past and confirmed that it is a MBE vendor for purposes of this proposal. |

1. If not proposing each MBE, WBE or IVOSB subcontractor partnership, explain the rationale for declining to do so. Complete this for each category not proposed.

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| N/a |

* + 1. **Evidence of Financial Responsibility** – Removed at the request of the agency.
    2. **General Information** - Each Respondent must enter your company’s general information including contact information.

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| **Business Information** |  |
| Legal Name of Company | Union Supply Group |
| Contact Name | LD Hay |
| Contact Title | Executive Vice President |
| Contact E-mail Address | [LDHay@unionsupplygroup.com](mailto:LDHay@unionsupplygroup.com) |
| Company Mailing Address | 2500 Regent Blvd |
| Company City, State, Zip | Dallas, TX 75261 |
| Company Telephone Number | (469)359-4147 |
| Company Fax Number | (972)453-0112 |
| Company Website Address | [www.unionsupplygroup.com](http://www.unionsupplygroup.com) |
| Federal Tax Identification Number (FTIN) | 33-0464758 |
| Number of Employees (company) | 487 |
| Years of Experience | 30 |
| Number of U.S. Offices | Six (6) locations |
| Year Indiana Office Established (if applicable) | N/A |
| Parent Company (if applicable) | N/A |
| Revenues ($MM, previous year) | $246.2M |
| Revenues ($MM, 2 years prior) | $218.7M |
| % Of Revenue from Indiana customers | 9.0% |

* 1. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

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| Text  Description automatically generated with medium confidence **Union Supply Group has read, agrees, and will comply.**  Yes. Please see our disaster recovery plan enclosed as **Appendix F – Business – IT Disaster Recovery Plan**.  In addition to our discovery recovery plan, our contingency plans focus on four key areas of resource redundancy:  1. Inventory Redundancy: Union Supply keeps substantial inventory at each of our regional warehouses in Ohio, Texas, Nevada, Wisconsin, and Florida. In the event that a fire, flood or other event damages the merchandise in one location we can refill it from our other locations within 48 hours. For ICI, we are capable of replenishing inventory at Langham Logistics’ local warehouse from our Groveport, OH, distribution center.  2. Data and Processing Redundancy: The onsite application server for all applications provided by Union Supply as well as all records and histories are fully backed up at secure offsite data centers. In the event of a major disruption or damage at the facility this enables us to recover and restore data nearly instantly and to continue operations by redirecting system users to a remote host server until local systems can be restored.  3. Key Personnel Redundancy: All of the key personnel on our project and support team for the IDOC/ICI have designated replacements who are responsible for staying in touch with and up-to-date on projects and issues that they will be responsible for taking over in the event of illness or accident. Anyone with unique skills is responsible for providing training and feedback until their proxy is prepared to step in for them as needed.  4. Redundant and Contingent Operational Plans: Union Supply works with hundreds of correctional agencies and facilities across the country. We understand that disruptive events happen and that service providers to correctional agencies must be prepared at any time to redirect shipments, reschedule work and adapt their plans to work around lockdowns, riots, and other unavoidable circumstances. Union Supply’s executive team is led by seasoned correctional veterans who understand the need to build an extraordinary level of adaptability into otherwise ordinary service plans.  An example of our operational redundancy plan successfully being applied was when ICI experienced offender and staff shortages during the COVID-19 pandemic. As discussed in our Technical Proposal, Union Supply was able to swiftly move the Enhanced Commissary operations from the ICI Plainfield to Union Supply’s Groveport, OH, distribution center without any disruptions in service to the offenders. |

* 1. What is your company’s technology and process for securing any State information that is maintained within your company?

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| Text  Description automatically generated with medium confidence **Union Supply Group has read, agrees, and will comply.**  Union Supply does not require the storage of State information beyond the offender information required to process and fill offender orders. Regarding the security of all information, systems and the network required to take, process and fulfill orders for our customers, we have deployed and maintain the following technology and processes:   * We deploy and maintain security systems with trained and experienced personnel based on contemporary security best practices and utilize a defense in depth strategy. * We have deployed and maintain modern next generation firewalls that secure the systems and network and encrypt all sensitive, personally identifiable and financial payment information. * Two different anti-malware applications are run on all computer end points, and systems are patched and updated with updates/patches as soon as they have been tested to confirm there are no conflicts. * All Administrators utilize elevated accounts to access servers, systems and network devices and password vaults are used to ensure that unique passwords are used on all systems and they are protected with Multi-factor authentication. * All staff approved to access the company network and servers via external connections are required to use a secure VPN connection with Multi-factor authentication. * The IT Security team members are notified of changes to servers and network devices with alerts and event logging. * Wireless networks are segmented and secured along with monitoring and alerts for rogue devices. * All devices that are accessible via external network connections, e.g., websites and VPN appliances, are scanned weekly for vulnerabilities with a 3rd Party tool and the results are logged and reviewed by the IT Security team. * Union Supply staff are required to complete Cybersecurity Awareness Training, and staff with email access are part of a weekly Phish Testing program to reinforce the training and prevent the introduction of malware or compromised accounts. |

* + 1. **Experience Serving State Governments -** Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts.

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| Text  Description automatically generated with medium confidence **Union Supply Group has read, agrees, and will comply.**  Formed in 1991, Union Supply is one of the largest retailers and wholesalers of correctional canteen merchandise in the country, serving over 550 accounts across all 50 states and Puerto Rico. Union Supply has served the corrections industry exclusively since its formation, providing commissary goods and services to federal, state, local, and private facilities. All of the products supplied by Union Supply are appropriately sized and packaged use in correctional facilities and have been approved by correctional agencies across the country. Union Supply processes and delivers more than 700,000 inmate package program orders to inmates and detainees across the country each year. Please see the Executive Summary and Technical Proposals containing a more detailed summary of Union Supply’s experience serving correctional agencies. Additionally, please see our response to Section 2.3.14 below for a list of other customers of similar size and scope . |

* + 1. **Experience Serving Similar Clients -** Please describe your company’s experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

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| Text  Description automatically generated with medium confidence **Union Supply Group has read, agrees, and will comply.**   | **Description of Services** | **Address** | **Inmate Population / Bed Count** | **Dates of Service** | **Contract Manager / Contact** | | --- | --- | --- | --- | --- | | Alabama Department of Corrections | | | | | | **Footwear Package Program** | 301 S. Ripley Street, Montgomery, AL 36130 | 21,000 | 2010 – Present | Tom Seibert, ADOC Accounting (334) 353-5522  E: [Tom.Seibert@doc.alabama.gov](mailto:Tom.Seibert@doc.alabama.gov) | | In 2010, Union Supply worked with the Alabama Department of Corrections to establish its first ever standardized, state-wide shoe menu. Our current contract began in 2015. All shoe orders are pre-approved by the facility before the order is processed and delivered. Union Supply also provides detailed reporting for shoe sales and a revenue share plan. | | | | | | Arkansas Department of Corrections | | | | | | **Inmate Holiday Package Program** | 6814 Princeton Pike, Pine Bluff, AR 71602 | 16,700 | 2012 – Present | Lamont Wimbley, Budget Administrator (870) 850-8576 | | Union Supply Direct has been an approved Inmate Package Program Provider to the Arkansas Department of Corrections (ADOC) since 2012. Although ADOC utilizes two vendors for these services, Union Supply is the only current vendor that has been re-awarded the contract since program inception; our current contract began in 2019. Union Supply has worked closely with ADOC administration and each individual facility to meet their unique product offering and delivery requirements which has ensured the success of the program year after year. | | | | | | California Department of Corrections & Rehabilitation (CDCR) | | | | | | **Quarterly Package Program** | 1515 S St., Suite 344-N, Sacramento, CA 95811 | 99,600 | 2004 – Present | Lt. Dharmendra Sharma (916) 323-3512  E: [Dharmendra.Sharma@cdcr.ca.gov](mailto:Dharmendra.Sharma@cdcr.ca.gov) | | In 2004, Union Supply worked with the California Department of Corrections and Rehabilitation (CDCR) to establish its first ever standardized, state-wide package program. By standardizing the menu and using only approved vendors that met CDCR standards and qualifications, the program helped to eliminate contraband and provide added security. | | | | | | Colorado Correctional Industries | | | | | | **Monthly Food & Hygiene Package Program** | P.O. Box 300, Canon City, CO, 81215-300 | 14,000 | 2011 – Present | Kristina Ireland, Canteen Manager  (719) 269-5931  E: [Kristina.ireland@state.co.us](mailto:Kristina.ireland@state.co.us) | | In 2011, Union Supply worked with Colorado Correctional Industries to establish its first ever inmate package joint venture program, providing inmate jobs, job skills, and training. | | | | | | Georgia Correctional Industries (GCI) | | | | | | **Seasonal Package Program** | 2984 Clifton Springs Rd. Decatur, Georgia 30034 | 50,700 | 2016 – Present | Amy Pataluna, Deputy Executive Director (404) 244-5120 | | **Property Package Program** | 2984 Clifton Springs Rd. Decatur, Georgia 30034 | 50,700 | 2016 – Present | Amy Pataluna, Deputy Executive Director (404) 244-5120 | | Union Supply Direct is the exclusive Seasonal and Property Package Program provider to the Georgia Department of Corrections (GDC). Union Supply operates a Prison Industries Enhanced Certificate Program (PIECP) joint venture partnership with Georgia Correctional Industries (GCI). The program works over forty (40) female offenders in prevailing wage jobs. The offenders learn picking, packing, shipping, and inventory management skills that they can utilize post-release. The offenders pay room and board, child support, victim restitution, and have a mandatory savings account. Union Supply works closely with GCI and each individual GDC facility with policies in place to ensure all issues are resolved by our Program Management team expeditiously and that all deliveries remain on-time. | | | | | | Hawaii Correctional Industries | | | | | | **Commissary Bag and Deliver** | 801 Dillingham Blvd., 2nd FL, Honolulu, HI 96817 | 3,530 | 2016 – Present | James Vincent (808) 677-6638 | | In partnership with the Hawaii Department of Corrections and Hawaii Correctional Industries, Union Supply designed and implemented a commissary picking operation in just ten (10) business days. Despite logistical supply chain challenges and DOC transitions, Union Supply has successfully maintained a consistent flow of commissary supplies. | | | | | | Indiana Department of Corrections (IDOC) / Indiana Correctional Industries (ICI) | | | | | | **Bulk Commissary Supply** | 757 Moon Road, Plainfield, IN 46168 | 25,500 | 2016 – Present | Lloyd Arnold, Chief Operating Officer (317)955-6800 | | In 2016 Union Supply took over supplying all commissary products to Indiana Correctional Industries. ICI provides bag-and-deliver commissary orders to all Indiana Department of Correction statewide facilities, employing over 160 offenders. Throughout our partnership with the Indiana DOC and ICI, we have achieved improved commissary operational efficiencies and increased sales. Union Supply employs a full-time, on-site employee at the ICI warehouse to support ICI staff and IDOC inmate staff with inventory and order management. Additionally, Union Supply provides a full-time Customer Support Representative at our Ohio warehouse who is dedicated specifically to ICI’s commissary supply purchasing team. Our support and management teams regularly evaluate and rotate commissary menu items to drive sales and revenue. | | | | | | **Enhanced Commissary Services - Food & Hygiene** | 302 W. Washington Street E334, Indianapolis, IN 46204 | 25,500 | 2019 – Present | Lloyd Arnold, Chief Operating Officer (317)955-6800 | | **Enhanced Commissary Services - Men's and Women's Property** | 302 W. Washington Street E334, Indianapolis, IN 46204 | 25,500 | 2019 – Present | Lloyd Arnold, Chief Operating Officer (317)955-6800 | | Union Supply Direct is the exclusive Enhanced Commissary Services provider for the Indiana Department of Corrections (IDOC). This program allows family and friends to send unique and customizable food, hygiene, and property orders to their loved ones incarcerated at IDOC facilities. Union Supply has a service model joint venture partnership with Indiana Correctional Industries (ICI) that works up to ten (10) inmates for picking, packing, and shipping of Enhanced Commissary orders purchased by approved family and friends. Union Supply has worked closely with ICI and each individual facility to ensure all requirements are met, including combining the Enhanced Commissary orders with the regular commissary orders (which are picked and packaged by ICI) for distribution to the offender population. | | | | | | Kansas Correctional Industries (KCI) | | | | | | **Monthly Package Program** | 4th and Kansas P.O. Box 2 | Lansing, KS 66043 | 10,000 | 2012 – Present | Colin Holthaus  | Director of Kansas Correctional Industries [Colin.Holthaus@ks.gov](mailto:Colin.Holthaus@ks.gov)  (913) 727-3249 Ext. 57550 | | **Weekly Property Program** | 301 East Kansas Street, Lansing, KS 66043 | 10,000 | 2012 – Present | Colin Holthaus  | Director of Kansas Correctional Industries [Colin.Holthaus@ks.gov](mailto:Colin.Holthaus@ks.gov)  (913) 727-3249 Ext. 57550 | | **Commissary Bag and Deliver** | 301 East Kansas Street, Lansing, KS 66043 | 10,000 | 2012 – Present | Colin Holthaus  | Director of Kansas Correctional Industries [Colin.Holthaus@ks.gov](mailto:Colin.Holthaus@ks.gov)  (913) 727-3249 Ext. 57550 | | Union Supply designed and implemented KCI’s current commissary picking operation within just sixty (60) business days. We also received the Director’s Coin for Excellence in Customer Service. | | | | | | Michigan Department of Corrections (MDOC) | | | | | | **Property Package Program** | 206 E. Michigan. Ave, Lansing, MI 48933 | 41,000 | 2009 – Present | Bernard Scott, Administrative Assistant (517) 241-8414 | | Union Supply Direct has been providing property packages for the Michigan Department of Corrections (MDOC) since 2009 and has been an official approved vendor since 2012. Throughout our partnership, Union Supply has suggested and implemented several improvements to program procedures to achieve greater operational efficiencies and lessen the demand on DOC resources. For example, Union Supply provides consolidated refund checks by facility which achieves time savings for financial office staff and expedited return of funds to inmate accounts. Union Supply also packages and ships multiple small orders together, reducing the number of packages received by the DOC property room and expediting the inspection and distribution processes. | | | | | | New Hampshire Department of Corrections | | | | | | **Weekly Commissary & Package Program Services** | 312 North State Street, Concord, NH | 2,600 | 2019 – Present | Richard Banks, Director of Commissary (603) 271-0219  Richard.L.Banks@doc.nh.gov | | **Seasonal Package Program** | 312 North State Street, Concord, NH | 2,600 | 2010 – Present | Nicholas Duffy, Division of Community Corrections  (603) 271-0078  Nicholas.k.duffy@doc.nh.gov | | **Property Package Program** | 312 North State Street, Concord, NH | 2,600 | 2010 – Present | Nicholas Duffy, Division of Community Corrections  (603) 271-0078  Nicholas.k.duffy@doc.nh.gov | | Union Supply has provided package program services to the New Hampshire Department of Corrections since 2010. In 2019 we began providing commissary services as well after the Department consolidated package program and commissary services under a single contract and awarded it to Union Supply. Throughout our partnership, we have customized program procedures to meet each individual facility’s needs. This has included customization of item and custody level restrictions by facility, as well as changing order shipments from UPS to once-a-week LTL shipments to accommodate facility warehouse and property staff schedules. | | | | | | New Mexico Department of Corrections | | | | | | **Weekly Commissary Services** | 4337 Hwy 14 South, Sante Fe New Mexico | 6331 | 2021 – Present | Robert Leon, Director of Industries, [Robert.Leon@state.nm.us](mailto:Robert.Leon@state.nm.us), 505-827-8615 | | **Food, Hygiene and Property Package Program Provider** | 4337 Hwy 14 South, Sante Fe New Mexico | 6331 | 2021 – Present | Robert Leon, Director of Industries, [Robert.Leon@state.nm.us](mailto:Robert.Leon@state.nm.us), 505-827-8615 | | Union Supply was awarded the exclusive New Mexico DOC Commissary and Package Program contract in 2021. Union Supply operates a Joint Venture partnership with New Mexico Correctional Industries, to work offenders to fulfill weekly commissary and package program orders. Union Supply delivers all orders on their own fleet, and Union Supply staff distributes the packages to the offenders at each facility. | | | | | | New York State Department of Corrections and Community Supervision (NYSDOCCS) | | | | | | **Bulk Commissary (select facilities)** | 1220 Washington Avenue, Albany, New York 12226 | 46,000 | 2008 – Present | Patti Barlett, Director of Support Operations  (518) 436-7886 | | **Monthly Food, Hygiene and Property Package Program** | 1220 Washington Avenue, Albany, New York 12226 | 46,000 | 2010 – Present | Patti Barlett, Director of Support Operations  (518) 436-7886 | | The New York State Department of Corrections and Community Supervision (NYSDOCCS) allows offenders to receive packages directly from family and friends or package program providers. Union Supply has provided NYSDOCCS with offender packages since 2010. NYSDOCCS facilities are able to inspect and distribute Union Supply packages more quickly than those from family or friends since they know our packages are free of contraband and adhere to all NYSDOCCS policies. | | | | | | North Carolina Department of Public Safety (NC DPS) & North Carolina Correction Enterprises (NCCE) | | | | | | **Seasonal/Holiday Package Program** | 2020 Yonkers Rd, Raleigh, NC 27604 | 35,700 | 2010 - 2013  (Replaced by 2013 Quarterly Package Program) | Stephen Stewart, General Manager 919-324-1309 | | **Quarterly Package Program** | 2020 Yonkers Rd, Raleigh, NC 27604 | 35,700 | 2013 - Present | Stephen Stewart, General Manager 919-324-1309 | | Union Supply Direct has been a Seasonal Package Program provider to the North Carolina Department of Public Safety (NC DPS) since 2010. As a result of the program’s success and Union Supply’s dedication to service excellence, NC DPS expanded the program from once per year to four times per year through an inmate work program. NC DPS and NCCE issued a competitive bid solicitation for a new Quarterly Package Program, awarding Union Supply in 2013. From 2013 to June 2021 Union Supply Group operated a Prison Industries Enhanced Certificate Program (PIECP) joint venture partnership with NCCE that worked over forty (40) female offenders in prevailing wage jobs. The offenders learned picking, packing, shipping, and inventory management skills that they can utilize post-release. The offenders pay room and board, child support, victim restitution, and have a mandatory savings account. This program was the first PIECP program in the country operated by a commissary / package program provider.  As of October 2021, NCCE released a temporary RFQ due to a delay in bid process, they awarded two vendors, each servicing half the state’s population for the Holiday 2021 program. Union Supply’s sales was **250% higher than the competition**, proving Union’s Supply’s experience and menu expertise is second to none. | | | | | | Ohio Department of Rehabilitation and Corrections (ODRC) / Ohio Penal Industries (OPI) | | | | | | **Food, Sundry and Exempt Package Programs** | 4545 Fisher Rd, Columbus, OH 43228 | 48,000 | 2011 – Present | Garry Galloway, Security Administrator (330)-774-8995 | | **Inmate Work Program** | 1221 McKinley Ave, Columbus, Ohio 43222 | 48,000 | 2014 – Present | Ann King, Reentry Coordinator (614) 315-1233 | | Union Supply Direct has been an approved package program vendor for the Ohio Department of Rehabilitation and Corrections (ODRC) since 2011, with our current contract beginning in 2015.  In 2014, the ODRC was experiencing an abundance of grievance requests related to its offender televisions—the complicated warranty claim process was taking months to resolve. In response, Union Supply presented a unique partnership opportunity to the ODRC and Ohio Penal Industries (OPI) to address not only the offender television warranty issue but also the Department’s goal to provide post-release employment opportunities to their offender population. Union Supply worked with the ODRC, OPI, and the Ohio Enterprise Development Board to create a joint venture partnership between Union Supply and OPI that allowed for the daily transportation of twenty (20) offenders to Union Supply’s Ohio Distribution Center to run a television repair and assembly operation. Using Union Supply’s patent-pending process, these offender workers assemble and thoroughly test newly ordered televisions prior to shipment, which has resulted in less than 1% of the televisions experiencing warranty issues. If a warranty issue does occur, the TV is sent back to the Assembly and Repair operation to be fixed and is returned to the owner within 7 to 10 days. The offenders at this operation also unload containers and assemble multi-kit items and bag-and-tag items.  The program allows offenders to obtain ODRC-approved apprenticeship certificates and accumulate good behavior time. Furthermore, Union Supply guarantees a job at our Ohio Distribution Center for every newly-released offender who participated successfully in the program during their incarceration. To date, Union Supply has provided post-release jobs for more than fifty (50) ex-offenders through this program. This joint venture partnership has received special recognition from both the Ohio Governor’s Workforce Development Board and the ODRC “Hiring from Within” Initiative. ODRC’s video about the program can be viewed at the following link: <https://www.youtube.com/watch?v=isGqhS3YliM> | | | | | | Tennessee Department of Correction | | | | | | **Bulk Commissary Supply** | 312 Rosa L. Parks Ave., Nashville, TN 37243 | 21,670 | 2018 – Present | Joshua Polk, Category Specialist (615) 360-4460 | | Developed by our in-house Marketing team, Union Supply provides a custom “Commissary/Canteen” catalog for the Tennessee Department of Corrections that is published twice per year. Union Supply ensures that our commissary inventory delivery is always on-time to allow for planning and maintenance of inventory levels at the state-managed commissaries. Our dedicated customer service team makes ordering easy and addresses customer inquiries in a timely manner. | | | | | | **Quarterly Food Package Program** | 320 6th Ave.  4th Floor, Rachel Jackson Building Nashville, TN 37243 | 21,670 | 2014 – Present | Lolie Jones,  Executive Asst. to the Asst. Commissioner of Prisons (615) 253-8191  E: [Lolie.Jones@tn.gov](mailto:Lolie.Jones@tn.gov) | | **Property Package Program** | 320 6th Ave.  4th Floor, Rachel Jackson Building Nashville, TN 37243 | 21,670 | 2007 – Present | Lolie Jones,  Executive Asst. to the Asst. Commissioner of Prisons (615) 253-8191  E: [Lolie.Jones@tn.gov](mailto:Lolie.Jones@tn.gov) | | Union Supply has provided inmate property packages since 2007 and Holiday Food packages since 2014. Additionally, in 2018 Union Supply worked with the Tennessee Department of Correction to create, develop, and implement an incentive-based quarterly food package program which has proven very successful in achieving improved inmate behavior. | | | | | | Washington State Correctional Industries | | | | | | **Food Package Program** | 801 88th Avenue SE, Tumwater, WA 98501 | 13,000 | 2013 – Present | Charles Prather,  Program Manager (509) 244-6857  E: [ceprather@doc1.wa.gov](mailto:ceprather@doc1.wa.gov) | | **Property & Religious Packages** | 801 88th Avenue SE, Tumwater, WA 98501 | 13,000 | 2017 – Present | Charles Prather,  Program Manager (509) 244-6857  E: [ceprather@doc1.wa.gov](mailto:ceprather@doc1.wa.gov) | | In 2013, Union Supply and Washington State Correctional Industries partnered to implement WADOC’s first ever quarterly inmate food package program joint venture. The program has been highly successful in both sales and participation since its inception. In 2017, our partnership expanded with the launch of the property & religious package program, under which packages are filled and delivered by Correctional Industries. In 2021, the Quarterly Food Program was transitioned into a Bi-Monthly Package Program where inmates can receive a package every other month. | | | | | | Wisconsin Department of Corrections (WIDOC) | | | | | | **Commissary Services / Warehouse Operated by USCS** | 3099 E. Washington Ave., Madison, WI 53704 | 20,175 | 2019 – Present | Jessica Grube, CMSD Program Assistant  (920) 929-3875  Jessica.Grube@wisconsin.gov | | **Personal Care Package Program** | 200 S. Madison St., Waupon, WI 53963-0351 | 20,175 | 2020 – Present | Jessica Grube, CMSD Program Assistant  (920) 929-3875  Jessica.Grube@wisconsin.gov | | **Inmate Hobby/Property Program** | 200 S. Madison St., Waupon, WI 53963-0351 | 20,175 | 2008 – Present | Becky Hoefs, Purchasing Director  (608) 800-1141  [Rebecca.Hoefs@wisconsin.gov](mailto:Rebecca.Hoefs@wisconsin.gov) | | Union Supply provides commissary services and operates a warehouse for the Wisconsin Department of Corrections. In addition, Union Supply Direct is the exclusive Inmate Hobby and Property Program and Personal Care Package provider. To date, Union Supply has either met or exceeded contract expectations on every one of WIDOC’s annual vendor performance evaluations. Our 2019 evaluation indicated that we exceeded minimum contract expectations for both our ordering process and for the quality of our products and services. Union Supply receives regular accolades from WIDOC facility staff regarding our responsiveness to questions, concerns, and issues. Josh Wichmann of Oakhill Correctional Institution stated in a letter of recommendation that his Union Supply contact “is always willing to assist and work to the point of finding a solution that works for everyone involved, in a very professional manner. She seems to always be looking for a way to make improvements.” | | | | | |

* + 1. **Payment –** Removed at the Requests of the Agency.

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* + 1. **Extending Pricing to Other Governmental Bodies** – Indicate your willingness to extend prices of awarded products and/or services to other governmental bodies per RFP section 2.3.17. Please include details on any marketing or active solicitation activities your company will undertake to encourage use of the contract.

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| Text  Description automatically generated with medium confidence **Union Supply Group has read, agrees, and will comply.** |