

JAIL COMMISSARY 2016 BID OPENING DATE 6-7-2016	TURNKEY CORRECTIONS	TRINITY SERVICES GROUP	CBM MANAGED SERVICES	TIGER CORRECTIONAL SERVICES	KEEFE COMMISSARY NETWORK LLC	STELLAR SERVICES LLC
	2801 HARVEY ST HUDSON WI 54016	477 COMMERCE BLVD OLDSMAR FL 64377	500 E 52ND ST N SIOUX FALLS SD 57104	515 W WASHINGTON AVE JONESBORO AR 72401	10880 LINPAGE PLACE ST LOUIS MO 63132	301 BUSINESS PARK CIR STOUGHTON WI 53589
MONTHLY SALES LESS POSTAGE/NON COMMISSIONSABLE =ADJUSTED GROSS SALES						
COMMISSION OFFER BY BIDDER (PERCENTAGE)	33.5%	44%	33.5%	25%	OPTION A 35% OPTION B 39.5%	25.5%
REQUIRED DOCUMENTS						
NOTARIZED WORK AFFIDAVIT COMPLETED	Y	Y	Y	WILL ENROLL IF AWARDED	Y	Y
E-VERIFICATION DOCUMENTATION (Y/N):		N	Y	N	Y	N
COPY OF INSURANCE PROVIDED	Y	N	Y	Y	Y	Y
TAX RECEIPTS OR NOTARIZED LETTER STATING NO REAL OR PERSONAL PROPERTY OWNED IN JEFFERSON COUNTY	N	Y	Y	Y	Y	N
COOPERATIVE BID FORM (Y/N)	N	Y	Y	Y	Y	Y
COOPERATIVE CONTACT INFO:	Y	Y	Y	Y	Y	Y
COMPANY INFORMATION AND SIGNATURE	Y	Y	Y	N	Y	Y
BID DEPOSIT REQUIRED	N/A	N/A	N/A	N/A	N/A	N/A
COMMENTS:	SEE ATTACHED, HAVE PROOF OF NO PROPERTY OWNED IN JEFFERSON COUNTY BUT NOT NOTARIZED	SEE ATTACHED	SEE ATTACHED	NOT ENROLLED IN E-VERIFY	SEE ATTACHED PAGE 15, ETC	NO E-VERIFY



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

Request for Proposal: **JAIL COMMISSARY 2016**

Date Issued: **5-10-2016**

PROPOSALS SHALL BE ACCEPTED UNTIL: **TUESDAY, JUNE 7, 2016 AT 2:00 P.M. LOCAL TIME.**

**Specification
Contact:**

LT. PATRICK HAWKINS
Department of the Sheriff
636-797-5318
phawkins@jeffcomo.org

**Contract
Contact:**

VICKIE PRATT
Department of Administrative Services
636-797-5380

**Mail (3) Three
Complete Copies
With Vendor And
Proposal
Information As
Shown In Sample:**

SAMPLE ENVELOPE

VENDOR NAME
VENDOR ADDRESS
CONTACT NUMBER
DEPARTMENT OF THE COUNTY CLERK
JEFFERSON COUNTY MISSOURI
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050-0100
SEALED PROPOSAL: (PROPOSAL NAME)

**Contract Term:
upon approval by
the County Council
and County
Executive**

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

**Vendor
Information:**

<u>TurnKey Corrections</u>	<u>Robert D. Allen</u>
Company Name	Authorized Agent (Print)
<u>2801 Harvey St</u>	<u>[Signature]</u>
Address	Signature
<u>Hudson, WI 54016</u>	<u>President</u>
City/State/Zip Code	Title
<u>715-386-5700 x229</u>	<u>6/1/16</u>
Telephone #	Date
<u>roba@turnkeycorrections.com</u>	<u>41-1889152</u>
E-mail	Tax ID #
	<u>715-386-9988</u>
	Fax #

TABLE OF CONTENTS:

Legal Notice and Request for Proposal	Page 1
Table of Contents	Page 2
Proposal Requirements	Page 3
Proposal Form and Contract	Page 5
Affidavit	Page 9
Specifications	Page 11

REQUIRED DOCUMENTS

1. **Current and valid Certificate of Insurance or binder showing required insurance coverage must be provided with each bid.**
(County must be added as additional insured if awarded)
- 2a. **Proof that Bidder does not owe delinquent real or personal property in Jefferson County (tax receipts for past 3 years)**
Obtain receipts at <http://jeffersonmo.devnetwedge.com>
- Or
- 2b. **A notarized affidavit stating that the applicant does not own any real or personal property in Jefferson County on company letterhead.**
3. **A Notarized affidavit of work authorization and current business entity status with E-verification documentation (pages 9 & 10).**
4. **Agreement to be executed by the County upon approval by the County Council and County Executive (Bidder is required to complete company information and execute signature).**
5. **Cooperative Bid Form (last page)**
6. **All pages of the Invitation for Bid/Request for Proposal must be used when submitting your bid/proposal response along with initialing each page with the bid/proposal. Additional information may be included separately.**
7. **Bid deposits/bonds must be in the exact amount as stipulated in the bid. (if required)**

***BIDS WILL BE REJECTED IF REQUIRED DOCUMENTATION IS NOT INCLUDED OR COMPLETED**

PROPOSAL REQUIREMENTS

A. PROPOSAL SUBMISSION

Included in this package:

- One original and two copies of this proposal as requested.
- Required Affidavit
- Federal work authorization
- TKC agrees to adhere to the additional requirements listed in this section.

B. BASIS OF PROPOSAL AWARD

TKC agrees to these stipulations.

C. PROPOSAL PREPARATION

Included in this package:

- Specifications in Appendix D
- Project Timeline in Appendix E
- TKC agrees to the remaining stipulations and requirements listed in this section.

D. MODIFICATION OR WITHDRAWAL OF PROPOSALS

TKC agrees to adhere to this requirement.

E. LATE PROPOSALS

TKC agrees to adhere to this requirement.

F. PROPOSAL DEPOSITS/BONDS

No deposit/bond is required within this proposal.

G. MATERIAL AVAILABILITY

TKC agrees to adhere to these requirements.

H. ALTERNATE PROPOSALS

TKC agrees to adhere to these requirements.

I. INCORPORATION OF DOCUMENTS

TKC agrees to adhere to these requirements.

J. ADDENDA

TKC recognizes this requirement.

K. INSURANCE

TKC has included a copy of its insurance page with this proposal.

L. PROPOSAL OPENINGS

TKC recognizes the notice provided in this section item.

M. PROPOSAL TABULATIONS

TKC recognizes the notice provided in this section item.

PROPOSAL FORM AND CONTRACT

A. PROPOSAL REPRESENTATIONS

TKC certifies that:

1. The proposal complies with the Request for Proposal, Form and Proposal Specifications
2. TKC is not debarred or suspended from participation in Federal Assistance programs.

B. TAXES

TKC has provided proof that we do not owe any taxes to Jefferson County – see Appendix H.

C. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

TKC agrees to the requirements of this section.

D. PRICE

TKC agrees to adhere to these requirements.

E. MISSOURI DOMESTIC PRODUCT PROCUREMENT ACT

TKC recognizes the requirements of this State Statute. TKC kiosks will be assembled at our facility in Kansas City, MO.

F. NON-EXCLUSIVE AGREEMENT

TKC recognizes these stipulations.

G. DEFINITIONS

TKC recognizes and accepts these definitions for the purposes of this proposal.

H. INSPECTION, ACCEPTANCE AND APPROVALS

TKC agrees to adhere to these requirements.

I. WARRANTY

TKC warrants all of its equipment, software, and product. TKC further agrees to all stipulations within this section.

J. PAYMENT

TLC agrees to this requirement.

K. CHANGE ORDER

TKC agrees to these requirements.

L. DELIVERIES

TKC agrees to these requirements.

M. RESPONSIBILITY FOR SUPPLIES

TKC recognizes and agrees to these requirements.

N. SUBCONTRACTS

TKC agrees to this requirement.

O. CHOICE OF LAW

TKC recognizes this requirement.

P. TERMINATION

1. TKC recognizes the requirements of contract termination.
2. TKC recognizes the stipulations surrounding bankruptcy or insolvency. TKC holds very little debt and enjoys a very solid financial position.
3. TKC does not owe any taxes to Jefferson County. Evidence supplied in Appendix H.
4. TKC recognizes the stipulations and requirements within this section.

Q. NOTICE AND SERVICE THEREOF

TKC agrees to this stipulation.

R. CONTRACT TERM

TKC agrees to this stipulation.

S. COMPLIANCE WITH APPLICABLE LAWS

TKC warrants that we have adhered to all applicable laws, rules, and ordinances.

T. ACTS OF GOD

TKC recognizes and accepts this stipulation.

U. SELLER'S INVOICES

TKC agrees to the terms and conditions regarding invoicing. A sample invoice is included in Appendix C.

V. APPROVAL

TKC agrees to this requirement.

W. INDIVIDUAL, PARTNERSHIPS, CORPORATIONS

TKC is incorporated in the state of Minnesota.

X. LITIGATION

TKC agrees to the terms of this requirement.

Y. LANGUAGE

This bid and all documents are entirely in the English language.

SPECIFICATIONS

RFP ITEM	TKC RESPONSE
IJMS integration	Our patented software, TurnKey Elite Account Management (TEAM), is fully customizable and therefore adaptable to any jail management system. We currently integrate with 15 different JMS programs and are ready to work with Jefferson County in this regard.
Commissary Functions for Bid	TKC has been in the business of providing commissary services to jails across the U.S. for almost 15 years. We are a full-service provider that facilitates the ordering and delivery of commissary products to inmates, as well as provides for simplified financial accounting.
Function of the Sheriff's Office	TKC agrees to this condition. TKC offers detailed and thorough training to jail staff in order to ensure successful usage of the accounting software.
Function of the Supplier	TKC agrees to perform the services detailed in this paragraph, including commissary delivery, invoicing, and software updates.
Supplier Equipment	TKC will provide the Jefferson County Jail with any and all required computers, hardware, and software at no cost to Jefferson County.
Payment	TKC agrees to a monthly invoice.
Service Fees	TKC agrees to provide 33.5% commission rate based on the adjusted gross sales at the facility.
Menu	TKC will provide a complete list of available commissary items to Jefferson County jail administration for their selection and approval of items to be sold in the facility. This menu may be reviewed at any time upon demand from jail administration; changes will be made only with the approval of the Sheriff or designee. TKC agrees to adhere to the County's stated policy on price adjustments.
Deposit Services	TKC will provide multiple methods of deposit service for inmate account funding. There is no charge to the County for this service.
Term & Termination	TKC agrees to a 3-year contract with Jefferson County.
Indemnification	TKC agrees to adhere to the requirements of this section. All TKC hardware is provided, maintained and warranted at no additional charge to Jefferson County.

Exhibit A – Hardware, Equipment, and Technology/Services Demanded

Hardware

TKC agrees to supply the hardware specified in the RFP:

- 1 lobby kiosk
- 1 booking kiosk
- 5 housing kiosks in specified locations
- 1 computer (server) with monitor
- 1 computer (workstation) with monitor and printer
- Wiring and electric needed to operate all kiosks

Supplier Services: Deposits to Inmate Trust Accounts

Internet:

TKC will provide a direct deposit service via our own website, www.InmateCanteen.com, where friends and family of inmates may deposit money using a credit card. This website immediately routes money to the inmate's trust account

In-Person:

TKC will provide a lobby kiosk to facilitate cash or credit card deposits made by friends or family to an inmate's trust account. This deposit is immediately credited to the inmate and available for use. The kiosk will ask the depositor to confirm the inmate's identity using whichever unique identifiers the jail requires. TKC can arrange for armored car pick-up of cash deposits.

Booking Kiosk

TKC will provide a booking station (computer) for account setup and cash intake when an inmate is brought to the Jefferson County jail. The station will be provided by TKC and also includes a bill acceptor, credit card swipe, receipt printer, and check printer. The computer will interface with the jail's JMS to pull inmate information such as booking/identification/jacket number, name, date of birth, and any other details deemed beneficial to the trust account.

Inmate POD kiosks

TKC's inmate kiosks are designed with the absolute safety of a corrections environment in mind. Kiosks are constructed from reinforced 14-gauge steel. The Elo touch screen is widely regarded to be the most durable and safe. The lock is tamperproof to ensure the safety and integrity of the kiosk. Kiosks are wall-mounted at 48" from the floor, which is fully compliant with the Americans with Disabilities Act regulations.

Inmate kiosks will require an account number and a PIN to access. The PIN can be reset as needed by either the inmate or the jail staff. Inmates will use the kiosk to access the commissary menu and subsequently create their order. The orders are then electronically

sent to the warehouse in Kansas City for fulfillment and shipment back to Jefferson County.

Kiosk functions are fully customizable to the needs and/or desires of jail administration. TKC offers many additional services via the kiosks, including electronic kites/grievance communications, inmate email, video visitation, law library, PREA compliance, service and programming scheduling/sign-up, and jail handbook integration. Further details regarding kiosk functions are included in Appendix A.

Lobby and visitation kiosks have the same specifications; however, the lobby kiosk is a floor standalone unit in order to integrate the cash box.

Account History

TKC's software system is a fully-integrated accounting software that tracks all aspects of inmate commissary ordering. Our patented software allows inmates to view their transaction history at any time from any kiosk and a real-time balance in their trust accounts. The transactions are listed in chronological order beginning with the most recently placed order. TKC's TEAM software also allows whichever designated jail staff to view inmate account balances, should the need arise. Additional details are found in Appendix A (Kiosk Functions) and Appendix C (Accounting and Reports for Staff).

Order Entry

TKC's kiosks are designed to be simple to use:

- Foreign language translation: at log-in, an inmate can choose a language display such as Spanish, Somali, Vietnamese, or any other frequently used language in your area.
- Pictures: Commissary items are displayed with both language and pictures, which reduces any language barriers or literacy issues.
- Selecting quantity: Inmates simply touch the plus or minus sign in order to adjust the number of a specific item they wish to order.
- Customizable menu: Jail administration will select which items are available to inmates. This list can be also customized for particular inmates, pods, classifications, dietary needs, or indigent status.

Additional information and screenshots are found in Appendix A (Kiosk Functions).

Facility Information

TKC kiosks are fully customizable for jail administration. The kiosks can accommodate special messaging, videos, PDF documents (such as a jail handbook) and any other information deemed necessary for inmates to review and/or acknowledge. All such acknowledgements are tracked and stored in order to prevent disputes and conflict between staff and inmates.

**Grievance/Calendar/Request
Appointment**

TKC kiosks are built to facilitate easy communications between inmates and staff, including an integrated electronic kite/grievance function for inmates and staff. These messages can be routed to the appropriate personnel – e.g. a nurse or administrative sergeant. Inmates may also use the kiosk to sign up for classes or meetings such as anger management, substance abuse treatment, or educational classes. In the event that particular inmates are not allowed to have contact, they will only be able to view certain sessions of classes in order to enforce their separation.

Commissary List

A list of offered products is available in Appendix F (Commissary Offerings). If there are items not on the list that Jefferson County wishes to offer, these items can be made available.

Installation of Technology/Kiosks

TKC accepts full responsibility for the installation of all hardware, software, and wiring throughout the facility, at no cost to Jefferson County. The Installation Coordinator, Kris DeSmith, oversees all phases of installation, beginning with project kickoff and planning, through full installation, software configuration, and system testing. Detailed information on the installation specifications and process are included in Appendix D (Operations & Troubleshooting Manual). TKC begins training early and continues through the entire install process in order to ensure staff are familiar and comfortable with the system. In addition, training videos are available at any time through the software and via webinar; other modules can be made available at any time on demand. Appendix B (TEAM Accounting Training) contains further information on TKC's training module.

Support

TKC offers tech and customer support 24/7/365 via phone, online chat, and in-person should any problems arise that cannot be solved remotely. TKC kiosks are fabricated at our headquarters in Hudson, Wisconsin, and as such are fully repairable by our knowledgeable staff. The TEAM software on the computers is our own patented code, meaning that it is fully customizable and problems are resolved quickly by staff at our headquarters.

Exhibit B

Noncommissioned items

TKC does not offer commission on postage or indigent/admissions kits.

Stamped envelopes/postage stamps

TKC offers stamped envelopes, postage stamps, and pre-stamped cards/stationary. These items are noncommissioned.

Indigent/Admission kits

TKC's supplier, American Institutional Supply (AIS), offers indigent/admission kits that are customizable by your jail to fit your needs. These kits are noncommissioned items.



Onsite, special items


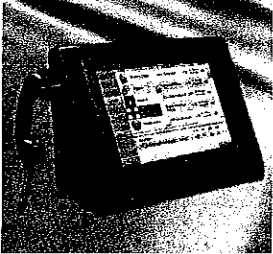
AIS, offers a variety of items which are available to inmates at the discretion of the jail administration. AIS will also accommodate special requests. The TEAM software system can also accommodate special sales as requested by Jefferson County.

COMMISSIONS

TurnKey Corrections is offering Jefferson County a commission rate of 33.5%, calculated on weekly adjusted gross commissary services, less the specified postage/stamped items.

With an average monthly inmate spend of \$130 and an approximate Average Daily Population of 320, TKC estimates commission revenues of roughly \$14,000/month in revenue for Jefferson County.

Commission Rate	The county will earn a commission rate of 33.5% effective day 31 of the contract on all revenue generating sales for the balance of the contract.	
Installation Costs	TKC does not charge the jail for installation (supplies, materials, equipment, labor, and expenses are all provided free of charge).	
HARDWARE		
PRODUCT OFFERED	DESCRIPTION	COST TO COUNTY
Administrative Software	Our accounting and administrative software will be installed on all computers deemed necessary by the facility.	Cost for administrative software: \$0
	Inmate Kiosks: A minimum of 5 kiosks will be installed in the facility for inmate use. The kiosks will be capable of handling all services TKC offers, including commissary ordering, account balances, video visitation (both on- and off-site), inmate messaging, inmate e-mail, MP3 / Music, and more, will be installed in accordance with the County's needs. <i>The County will decide which services it needs or desires on any or all kiosks.</i>	Cost for Inmate Kiosks: \$0 TOTAL for Boone Co: \$0
	One (1) lobby kiosk that will process all cash and credit card deposits. Credit card deposits made online or at the lobby kiosk will require an \$8.95 convenience fee; TKC will retain all proceeds from these fees. TKC is	Cost for Lobby Kiosk: \$0

	responsible for all disputes and liability for the usage of a credit card online or at the lobby kiosk. Cash deposits at the lobby kiosk will have no fee.	
	One (1) booking and release station that will include money intake unit, card programmer (if required), debit release card programmer (if required), check printer and other pertinent materials.	Cost for booking and release station kiosk: \$0
	One (1) Lobby Public Visitation Station: This station comes ready for the public to visit inmates on TurnKey's proprietary inmate visitation station.	Cost for this kiosk: \$0
SERVICES		
Video Visitation Costs	If desired, the facility may employ TKC's off-site video visitation solution at any time. This is an optional service.	Off site visits: \$0.39 per minute to the general public. Visits from the lobby public visitation stations: \$0.00 Revenue to Jefferson County: 33.5% of gross sales
Inmate E-Mail & SMS Costs	This is an optional service.	Inmate E-Mail: \$0.25 per message sent and received. Inmate SMS messages: \$0.13 per SMS message. Revenue to Jefferson County: 33.5% of gross sales
Other features available	Boone County will be able to use all features offered by TurnKey including Paperless Kites, Law Library, Attorney and Bond Agency Directory, Inmate Handbook, PREA Automation and many other features.	Cost for using these features: \$0.

Phone Sale Automation	TurnKey will provide Boone County with the ability to automate the sale of phone pins from their phone provider.	TKC will provide this service free of charge for the first 30 days. If the County sees gains during first 30 days and wishes to continue service, TKC retains 10% of gross sales after the initial 30 day trial.
-----------------------	------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



APPENDIX A:

KIOSK DESCRIPTION & FUNCTIONS

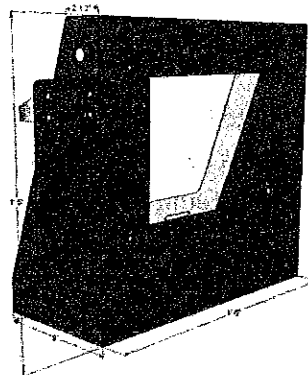
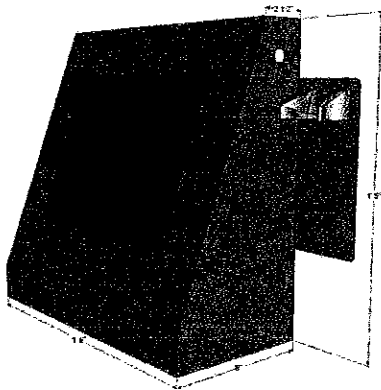
APPENDIX 1: KIOSK OVERVIEW and FUNCTIONS

The TurnKey Corrections kiosk system is a seamless answer to your inmates' commissary and communications needs.

- **Safe , durable construction** for a corrections facility
- **Clear kiosk display** that requires little to no assistance from correctional staff for inmates to operate
- **Multiple language translations** are available and fully customizable to your facility
- **Administrative controls** allow for Jefferson County to decide which items/services are available for which inmates, housing units, or throughout the facility
- **Real-time accounting** so that inmates know exactly how much money they have to spend before and immediately after an order is placed.
- **1800 kiosks installed** across the nation means that our system is tried and tested, ensuring peace of mind for your jail staff

The kiosks are constructed with corrections-grade, reinforced 14 gauge steel and contain an Elo touchscreen – widely regarded as the most durable and secure in the industry. TKC kiosks are fully manufactured and assembled at our headquarters in Wisconsin so that we can quickly repair or replace kiosks if problems arise. The inmate kiosks are secured to the walls, 48 inches from the ground—a height which makes them compliant with the Americans with Disabilities Act (ADA).

The sample sketches below show a kiosk with an optional phone handset; this is not a requirement for use unless your facility is planning to take advantage of the video visitation service. Detailed specs are found in Appendix D.



Ordering, Fulfillment, and Delivery of Commissary Items

Commissary ordering is easy on a TKC kiosk. The inmate is first prompted to log in with his/her account code and Personal Identification Number (PIN), which will then bring up his/her account information, including a balance of funds available. The PIN may be reset by either the inmate or jail staff.

32% 2/18/15 9:25 AM 9/10/2015 Version: 0.2.0.5181 Machine Name: T14-184 Restart Computer

Please select your language

English Español Hmong 中国的 Somali ↑
↓

Please enter your account code

1 2 3 4 5 6 7 8 9 0 -

Q W E R T Y U I O P Back

A S D F G H J K L Enter

Z X C V B N M

Once signed in, the inmate then proceeds to the “canteen” tab on the left side of the display, which then pulls up a list of items available. The menu’s availability can be customized to an inmate’s specific unit, classification, or a customized setting specific to the facility.

Inmates will complete the entire transaction process on the kiosk and are then able to view their balances in real time. Inmates can only order product with funds available to them; if they do not have enough funds to complete a transaction, they will be advised immediately and their order will not be completed. Once a transaction is completed, funds are deducted from the inmate’s trust account and automatically transferred to appropriate ledgers within our administrative software. Inmates have access to their balances, history and all other activity they perform on our system at all times via the inmate kiosk.

The image below shows a sample display screen that a inmate would see when browsing commissary items for purchase. Note that pictures next to item name help to reduce language or literacy barriers.

Products offered are known, national brands; other items may be approved by jail administration. Items that are kosher or halal are marked, and inmates who are classified as diabetic are only shown compliant items.

Account Info

History

Change Pin

Canteen

Phone Card

Requests

Inbox

Exit

Picture

Category

Candy

Chips

Clothing

Coffee

No Photo

Item Description

Price

Add On

Cheetos Jalapeno Cheddar

1.30

+1

Cheetos Flamin Hots

1.30

+1

Doritos Nacho Cheese

1.30

+1

Snyders Jalapeno Pieces (Kx)

1.30

+1

Account Balance \$4.00 less \$1.30 unpaid in current order leaves \$2.70 remaining

Qty	Item Description	Price	Sub Total	Add Ons	Remove One
1	Cheetos Jalapeno Cheddar	1.30	1.30	+1	-1

Place Order

Once the ordered is submitted by the inmate, the request is electronically routed to the warehouse, where a TKC employee receives the order, pulls the items, and places them in a paper bag. The bag is sealed and two receipts are attached to the outside. Receipts contain inmate name, location, jacket number, items and quantities ordered and total dollar amount for verification by jail staff and inmate to assure the order is complete.

TurnKey software tracks indigent inmate account balances as well. Inmates are automatically rendered indigent status once they've met the requirements set by the facility - for example, an account balance of less than \$1.00 for seven consecutive days. Once indigent, the ability to order non-indigent items is automatically removed until the inmate no longer meets the requirements. Standard inmates not meeting indigent requirements do not have access to ordering indigent items.

All orders for your facility are shipped together and delivered ready to be distributed to inmates. TKC strives to make distribution as easy as possible for jail staff, so orders are clearly labeled and grouped together by housing unit. Your facility can choose the delivery schedule; most jails choose to receive deliveries two days per week on a schedule that works within their operations.

Missing/Wrong Commissary Items

If a commissary item has been found to be damaged or defective or if an order is incomplete, and jail staff have verified the error, TKC will either reimburse the inmate the amount of the item or send a replacement. If allowed by jail administration, inmates may also communicate through the messaging system on the kiosks with TKC staff regarding product grievances or suggestions. The TKC administrative software, TEAM, automatically tracks inventory throughout all of our sites and warehouses. Our patented technology tracks buying patterns to ensure we maintain proper stock in all warehouses so that our fulfillment rate consistently exceeds 98.5%.

Other Kiosk Functions

Phone Card Purchasing: TurnKey Corrections works with phone companies across the United States to integrate calling card technology into jail phone systems. Using the same commissary kiosk in their housing unit, inmates may purchase minutes to be used for outgoing phone calls. Inmates are given a unique PIN number in order to safeguard their phone time purchase. This integration is provided at no cost to the County.

PREA Required Statements & Reporting: TurnKey's kiosks are intended to be as functional as possible for all jail needs and are fully customizable to meet the dynamics of your facility. At no additional cost to the County, the kiosks can make acceptance of the PREA statement mandatory so that the inmate must acknowledge and accept the advisory statement before moving forward to any other function in the kiosk, including commissary ordering and email. The inmate's acknowledgement of this statement is recorded within the system and accessible to your staff, should an issue arise. The kiosk can also be used for inmate reporting of PREA violations; such reports would be routed electronically to the compliance officer(s) and jail administration. Taking advantage of this automated service ensures that Jefferson County is compliant with federal law, without additional work for your staff.

Email/Texting/Video Visitation: TurnKey kiosks also come ready to accommodate inmate communications needs at no charge to Jefferson County. At this time, TurnKey offers three major forms of communications, with more innovative solutions in development. Email and text-to-email functions are popular with jails across Missouri, as well as our other facilities throughout the United States.

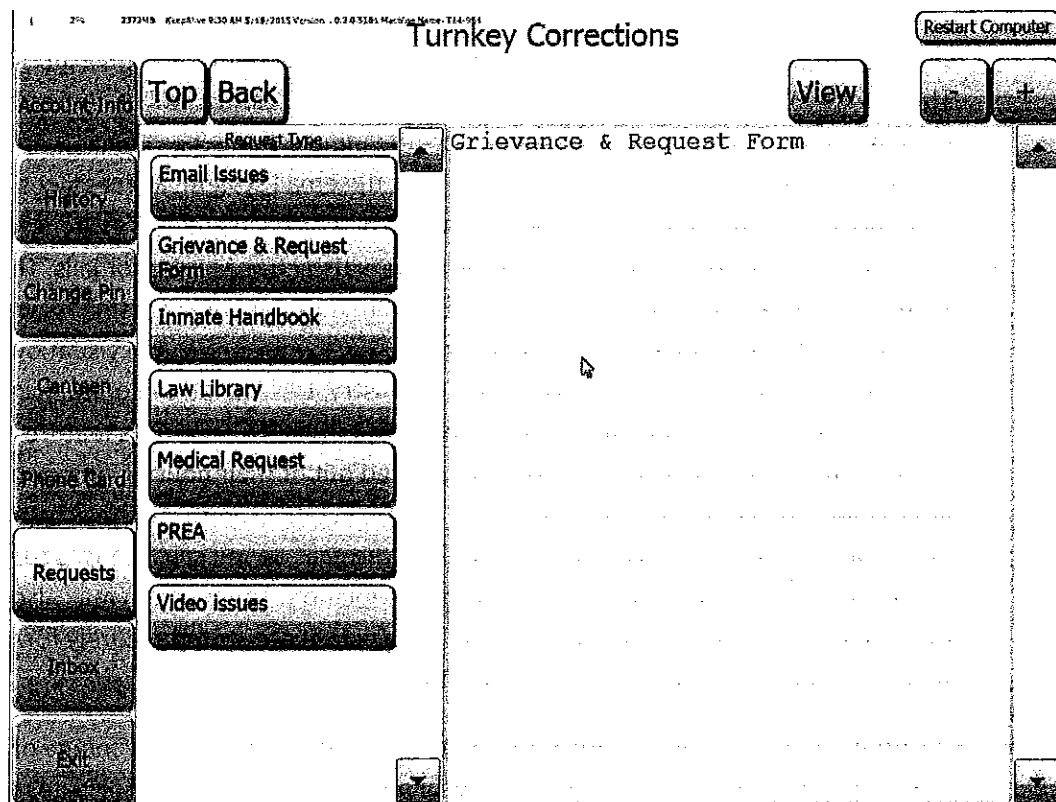
- Email: Your facility has the choice to allow inmates the ability to initiate emails from within the facility or to only respond to emails initiated from their friends and family. Each email costs the inmate or his/her family-friend 25 cents of which Jefferson County will retain 30 percent. Jail administration can elect to either screen the emails before allowing them in/out or allow emails to bypass the approval process with the exception of flagged emails that contain certain words of Jefferson County's choosing. Often these words include mention of weapons, escape, and drugs. Emails may be paid for by friends and family as well as inmates. All emails are stored indefinitely and are searchable by staff at any time. The messages are fully exportable for admission to court.

- The SMS/texting function works much the same way: friends and family of a inmate may send messages from their cell phone that will arrive in the inmate's email inbox at the kiosk. The inmate may then reply from his/her email and the message will be routed to the other person's cell phone. Each text message costs the inmate or his/her family-friend 13 cents; Jefferson County will retain 30 percent. As with the email system, all messages are stored indefinitely, may be accessed by jail staff, and can be used in court as evidence.
- Video Visitation is becoming an increasingly more attractive feature for jails. The kiosks feature a webcam so that inmates can visit with friends and family members who are either at a lobby visitation kiosk or at home using their own webcam. Video visitation costs 39 cents per minute, which is the lowest in the industry. Like the other communications functions, Jefferson County will retain 30 percent of this revenue. This feature makes your facility safer, as inmates do not have to be moved out of their housing unit or pod. The visits are monitored in real time by our customer service staff to ensure there is no inappropriate behavior; your jail may also choose to monitor the calls as you see fit. Visits can be terminated immediately or flagged if there is a violation. The function may also be turned off for a inmate, pod, unit, or entire facility. The videos are stored securely for one year, can be accessed at any time by your staff and are admissible in court.

Additional Functions: There are other features that Jefferson County can take advantage of for free with our kiosk system and patented software. These include a medical request, electronic kites and grievances, and law library access.

- Medical information can be completed by the inmate on the booking kiosk and the housing unit kiosks. If Jefferson County desires to have a inmate medical intake form integrated into the booking kiosk, this form would be custom-created to fit the jail's needs. The form would then be electronically routed and accessible only be designated personnel and complaint with HIPAA laws. Requests for medical and/or dental visits may also be made on the kiosk by a inmate; if your facility assesses a site charge for these visits, that billing will show up on the inmate's account information for them to view.
- Electronic kites and grievances are another free feature included with TKC services. Instead of using paper forms, inmates can use the kiosk to communicate their problems and needs to jail staff, who may respond in kind from their computers. These communications are then stored indefinitely and can be accessed at any time by any authorized user. Doing so decreases the likelihood of conflict regarding what was said or done.
- Law library services are executed through a partnership with Fast Case and are free to your facility and the inmate. The feature can accessible by all inmates or only selected inmates, as jail administration sees fit.

The screenshot below shows the features that an inmate could have access to. Features are fully customizable and can include any additional needs that Jefferson County may have, such as video messages or orientation materials from jail administration.



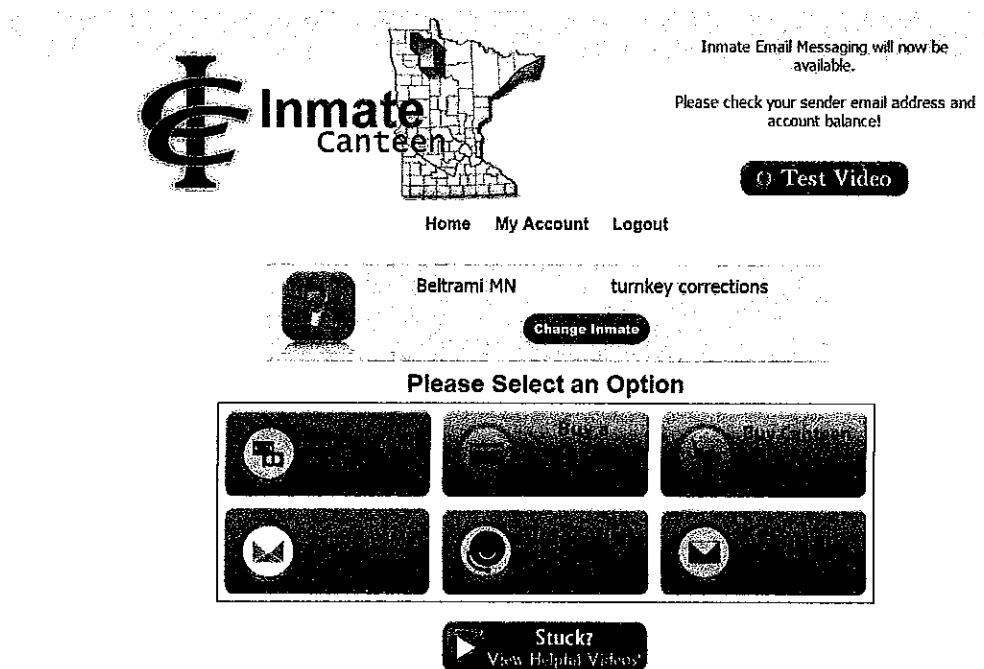
Adding Money to a Inmate's Trust Fund Account

Both the lobby kiosk and the booking kiosk will be able to accept and deposit funds to inmate accounts. Deposits may also be made via credit card on our website, www.inmatecanteen.com.

- Lobby kiosks will accept cash or credit cards and generate a receipt for same. The cash lockbox will accept up to 1200 bills of any denomination. The bill acceptor does scan and flag potentially counterfeit cash. The lockbox contents are synched with TKC's patented TEAM software for accounting purposes for easy reconciliation of funds. Cash deposits do not incur any sort of transaction fee; however, credit card deposits made at the lobby kiosk will incur an \$8.95 transaction fee which is charged to the user, not the County. TKC retains those funds.
- Booking kiosks can accept cash and/or coin, with the cash lockbox accepting up to 1200 bills of any denomination (RFP item 3.20.1). Like the lobby kiosk, the bill acceptor scans for and flags potentially counterfeit bills as well as generates a complete receipt. The TEAM accounting software provides an online money count option for reconciliation purposes at shift change or as frequently as jail administration deems necessary. TKC will provide a change counting machine that will print a receipt for accounting purposes.
- InmateCanteen.com: In order to more easily facilitate deposits from family and friends to Inmate accounts, TKC has its own website that is accessible from any computer. Inmate Canteen users will search for the correct inmate by state and then county. Once the inmate is found, the user can make a credit card deposit to their account. This transaction also costs the user (not

the County) \$8.95 and TKC retains those funds. Inmate Canteen may also be used by friends and family members in the following ways:

- In addition to depositing funds, this website is also used for the video visitation function and to do the initial set up on the texting and email functions. Each of the six options is available at the discretion of jail administration. In the example here, Beltrami County (Minnesota) has opted not to allow friends or family members to purchase canteen items or phone cards for their inmates. Any of these functions can be limited for individual inmates as well for any amount of time.
- If there are inmates that your jail prefers are not accessible by the public, their name can be excluded from the search list. Often this is done for high-profile inmates and those being detained by the US Marshal's Office or other federal jurisdiction.



Inmate Release and Account Refunds

When jail staff are processing an inmate to leave the Jefferson County jail, part of the exit process will include a refund of their trust fund account, if a balance exists. This may be done in one of two ways: through printed check or through a debit card loaded with the funds. Even if the debit card will be the primary way to disburse funds, TKC recommends having a check printer for those instances when a inmate is being transferred to another facility or prison; TKC will supply the printers (2) and ink. The TEAM accounting software can be customized to require that a inmate balance be paid off prior to any refund.



APPENDIX B:
TURNKEY ELITE ACCOUNT MANAGEMENT (TEAM)
SOFTWARE SYSTEM

C

(

(

Install Handbook

JAIL SUPPORT:

1-866-755-JAIL ext. 1

To Deposit Funds Online:

WWW.INMATECANTEEN.COM

WWW.INMATECANTEEN.COM CUSTOMER SUPPORT:

1-715-690-2965

TurnKey Corrections Main Office Number 715-386-5700

Web Site: www.TurnKeyCorrections.com

Turnkey Corrections Support

Address:

- 2801 Harvey Street
Hudson WI 54016

Business Hours:

- Normal Business hours: 1-715-386-5700 or 1-866-755-JAIL
 - o Live Support
 - o Ticket System
- M-F from 7:00 am to 10:00 pm (Central Time)

After hours support:

- 24 Hour Support:
 - o Ticket System
- Weekend and Holidays: 8am – 10pm (Central Time)
 - o 1-715-386-5700 or 1-866-755-JAIL

Add funds to Inmates account:

- www.InmateCanteen.com

TurnKey Service Line 1-866-755-JAIL

- Online Help click “Live Support” tab in TEAM program
- Ticket system click “Submit Ticket” tab in TEAM program

Training Site: Training Site Pacific

Username: training

Password: training

TEAM2

Cheat Sheet

TurnKey Service Line 1-866-755-JAIL

- Online Help click “Live Support” tab in TEAM program
- Ticket system click “Submit Ticket” tab in TEAM program

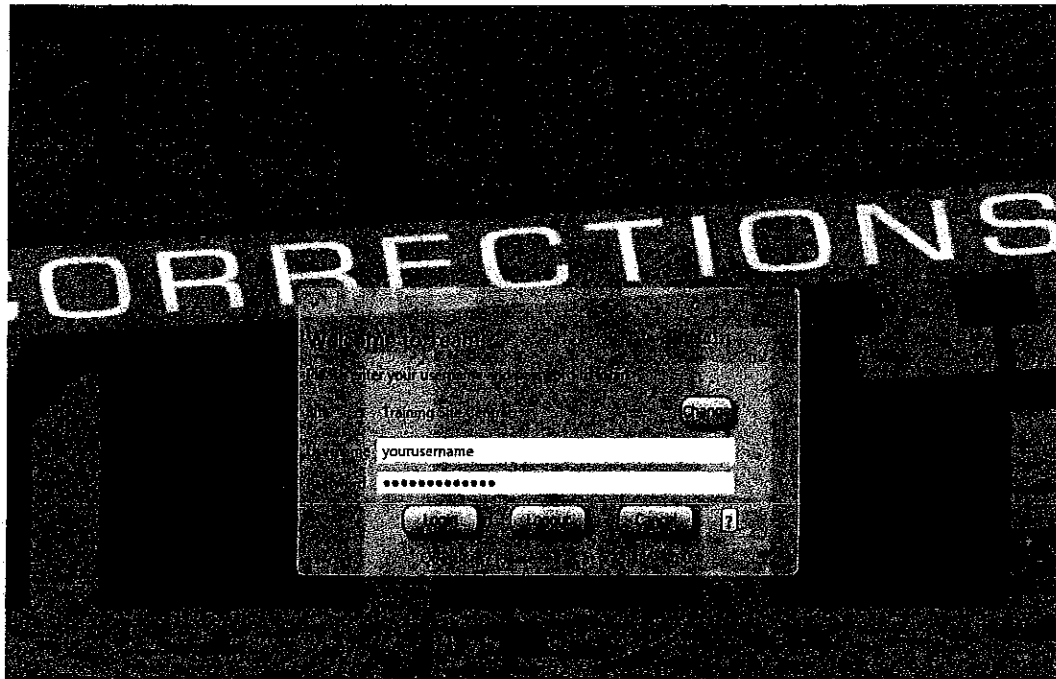
Training Site: Training Site Pacific

Username: training

Password: training

T.E.A.M. – TurnKey Elite Account Management

1. Double-click on Shortcut Icon **TEAM2 Admin** to start program.
2. Enter Username
3. Enter Password
4. Click “*Login*”



TEAM WELCOME SCREEN

System: Inmate Account, Trust Accounting, Vendor, Collections, JMS, Communication, Reports, Training Videos, Help Recent Updates | News Alerts

Welcome

Welcome to Team, please choose from the options below

?

You have 0 unread inmate messages and 0 unread user messages.

Create an Inmate Account	Close an Inmate Account
Deposit to an Inmate Account	Withdrawal from an Inmate Account
Site Charge an Inmate Account	Inmate History Report
Inmate Messaging	Undo Correction Wizard
Submit Ticket	Remote Support Portal
	Live Chat

Create an Account

1. Select "Create Account"
2. Enter "Account Code" (that you use for the inmate)
3. Click "Tab" Key
4. Enter **First Name, Middle Name, Last Name, D.O.B**
5. Add optional notes about account
6. Click on "CREATE ACCOUNT" button

DEPOSITS

NO DEPOSIT

- If no money click "Proceed to Site Charge"

DEPOSITING CASH

1. The default deposit is "CASH IN DEPOSIT"
2. Feed bills into Bill Acceptor.
 - i. *Note:* Green Lights on bill feeder must be steady; do not stack bills.
3. Feed all bills
4. Amount Box will calculate deposit amount as you enter bills
5. When all bills are deposited, click "Submit Deposit"

Note: if bills will not feed, change the type of deposit to **Cash Deposit** and manually enter dollar amount. Enter note why bill acceptor would not take funds. Place money in an envelope and place envelope in appropriate location. Enter "Submit Deposit"

CHECK OR MONEY ORDER DEPOSIT

1. Change Deposit Type to *Check / Money Order Deposit*
2. Enter Check #
3. Enter Payer Name
4. Enter Pay to Order Of
5. Enter Amount
6. Enter "*Submit Deposit*"
7. Place Check or Money Order in proper secure location

Deposit		Bill Acceptance Status	
Deposit Type:	Check/Money Order Dr.	Check #:	123456
Amount:	\$25.00	Payer:	Casson County Sheriff's Office
Account Balance:	\$418.89	Pay to the order of:	Inmate's Name
Notes			
Transfer / Release check from Casson Co			

SITE CHARGE

1. Choose on intended site charge from drop down menu (ex. "Booking Fee"), or site charge easy buttons
2. Chosen fee has now been charged
3. Certain Site Charges allow for price changes by clicking on the price of the Site Charge.
4. If fee was charged twice or in error, click "*Remove*" on left side of booking fee to remove charge.
5. When with all Site Charges, click "*Continue*"

SITE CHARGE (Continued)

Site Charges

Remove	Site Charge	Amount	Notes	Status
<input type="button" value="Remove"/>	Booking Fee	10.00		Pending
<input type="button" value="Remove"/>	Phone Card	10.00		Pending
<input type="button" value="Remove"/>	RX Fee	0.00		Pending

Total \$20.00

Site Charges

Remove	Site Charge	Amount	Notes	Status
<input type="button" value="Remove"/>	Booking Fee	10.00		Pending
<input type="button" value="Remove"/>	Phone Card	10.00		Pending
<input type="button" value="Remove"/>	RX Fee	0.00		Pending

Change charge details

Min: \$0.00 Max: \$100.00

Amount \$

Notes

Total \$20.00

Close Account upon Release

1. Select "Inmate Account"
2. Select "Close Account" *Also available on the welcome screen
3. Enter inmate name, click "Search"

FINAL SITE CHARGE

1. If no site charge required, click "Continue"
2. If site charge is necessary select appropriate site charges
3. Certain Site Charges allow for price changes by clicking on the price of the Site Charge.
4. If fee was charged twice or in error, click "Remove" on left side of booking fee to remove charge.
5. Select "Continue"

PRINT A CHECK

CREATE A DEBIT CARD

1. Select Debit Card withdrawal
2. Confirm Credentials (D.O.B. and State are required to issue a Debit Card)
3. Swipe the card
4. Click load card
5. Click Submit Withdrawal

Account Code	Name	Status	Session	Trust	Loan	Bid	Debit	SmartCard	Communication
2831	Handy Conditions	Active	Passive Work Release	\$0.75	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Selected Transaction Type: Debit Card Withdrawal

Amount: \$0.00

Address 1:

Address 2:

City:

State:

Zip:

Date of Birth:

Card # Expiration Date Name

Save Load Card

Manually Entering Site Charges

1. Select Site Charge Inmate Account
2. Enter name
3. Click Select/ Find
4. Click on site charge dropdown menu or easy tabs and select correct site charge.
5. Click on site charge(s).
6. Click on individual price if price needs to be changed from default.
7. You will now be able to enter amount of site charge.
8. **YOU MUST ENTER DECIMAL if changing price**
9. Click on notes – Type in EX; Ben, TYL etc...
10. Click Apply Charge

MANUALLY ENTER A SITE CHARGE (Continued)

Welcome | Close Inmate Account

Account	Card	Name	Status	Section	Trent	Men	Bar	Escort	Smart Card	Communication
2891	TurnKey Corrections	Active	Booking	\$0.00	-\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Remove Site Charge Amount Status

Damage to Property 0.00 Pending

Change charge details

Min: \$0.00 Max: \$100000.00

Amount \$ 25.00

Notes Damaged Mattress

Save

Total \$0.00

Continue

Look up Inmates History

1. Under "Inmate Account", or from the Welcome Screen, select "Inmate History Report"
2. Type in the inmates name or account number
3. Click "Search"
4. Click "Run" or "Run Detail"
5. Transactions are listed by date, from oldest to newest (bottom of list)

WELCOME Inmate History Report X

Go To: [Home](#) [Inmate](#) [Inmate Account](#) [Inmate History](#) [Inmate Search](#) [Inmate Detail](#) [Inmate Transfer](#) [Inmate Release](#)

Account Code Name Status Section Trust Den Bail Escrow Smart Card Communication

j1812 Johnny James Authorized SR Active Booking \$418.59 \$0.00 \$50.00 \$0.00 \$0.00 \$0.00

Starting: 4/16/2015 5:27:18 AM Ending: 4/16/2015 5:27:18 AM Today: 4/16/2015

Report View: [Graph View](#) [Print Preview](#)

Transaction ID	Description	Date	User	Amount	Balance
8281824	Inmate Account Status Change Inmate status changed to active	4/16/2015 5:27:18 AM	dcslm	6.00	320.19
8483861	Check/Money Order Deposit Transfer check from other county	4/16/2015 5:29:11 AM	dcslm	10.00	400.19
8483862	Size Charge Withdrawal Booking Fee Booking Fee	4/16/2015 5:30:59 AM	dcslm	-10.00	390.19
8483864	Inmate Account Status Change Inmate status changed to inactive	4/16/2015 5:36:24 AM	dcslm	0.00	390.19
8587264	Size Charge Withdrawal Training Site Damage to Property Damaged Kitchens	4/16/2015 5:38:06 AM	dcslm	-15.00	375.19
8483864	Inmate Account Status Change Inmate status changed to active	4/17/2015 6:15:52 AM	dcslm	0.00	375.19
8587264	Check/Money Order Deposit Transfer from Virginia	4/17/2015 6:17:04 AM	dcslm	10.00	385.19
8483864	Size Charge Withdrawal Training Site Phone Card	4/17/2015 6:20:47 AM	dcslm	-10.00	375.19
8483864	Size Charge Withdrawal Booking Fee Booking Fee	4/17/2015 6:20:47 AM	dcslm	-20.00	355.19
8587264	Cash Deposit Ten \$10 would not accept in all locations	4/17/2015 9:22:00 AM	dcslm	10.00	365.19
8587264	Size Charge Withdrawal Training Site Phone Card	4/17/2015 9:22:22 AM	dcslm	-10.00	355.19
8483864	Size Charge Withdrawal Booking Fee Booking Fee	4/17/2015 9:22:27 AM	dcslm	-10.00	345.19
8587264	Inmate Account Status Change Inmate status changed to inactive	4/17/2015 6:28:17 AM	dcslm	0.00	345.19

Edit an Inmate Account

1. Click "Inmate Account", then select "Edit Account"
2. Fill in the inmates name, or account number
3. Click "Search"
4. Change any information on the inmates account
5. Click save on the bottom of the screen

System: Inmate Account Trans Accounting Vendor: Collections PMS: Communications Reports: Training Videos: Help

WELCOME Inmate History Report X

Go To: [Home](#) [Inmate](#) [Inmate Account](#) [Inmate History](#) [Inmate Search](#) [Inmate Detail](#) [Inmate Transfer](#) [Inmate Release](#)

Account Code Name Status Section Trust Den Bail Escrow Smart Card Communication

j1812 Johnny James Authorized SR Active Booking \$418.59 \$0.00 \$50.00 \$0.00 \$0.00 \$0.00

Starting: 4/16/2015 5:27:18 AM Ending: 4/16/2015 5:27:18 AM Today: 4/16/2015

Report View: [Graph View](#) [Print Preview](#)

WELCOME Inmate History Report X Edit Inmate Account X

Lookup Inmate

Go To: [Home](#) [Inmate](#) [Inmate Account](#) [Inmate History](#) [Inmate Search](#) [Inmate Detail](#) [Inmate Transfer](#) [Inmate Release](#)

Account Code Name Status Section Trust Den Bail Escrow Smart Card Communication

j1812 Johnny James Authorized SR Active Booking \$418.59 \$0.00 \$50.00 \$0.00 \$0.00 \$0.00

General Detail: [Inmate Account](#) [Inmate History](#) [Inmate Search](#) [Inmate Detail](#) [Inmate Transfer](#) [Inmate Release](#)

Account Code First Name First Middle Name Second Middle Name Last Name Address Status Accounting Group Contain Group Inmate Section

j1812 Johnny James Authorized SR Active Standard Standard Booking

Address1 2801 Harvey Home Phone 7153857700 Gender Male Bypass Line Recapture F

Address2 Mobile Phone 7153857700 Language English Bypass Deposit Split C

City Hickman Mobile Phone Visible at Lobby B

State VA Eassey Account E

Zip 54006 Date of Birth 06-05-1983

Notes

Reset Inmates Kiosk Password

1. Click "Inmate History Report".
2. Search Inmate
3. Click "Edit Account" at the top of the screen

System: Inmate Account, Trust Accounting, Vendor, Collections, RMS, Communication, Reports, Training, Visitor, Help

Welcome | Inmate History Report | **Edit Account** | Edit Account | Edit Account | Edit Account | Edit Account | Edit Account

Account Code: Name Status Section Trust Lien Bail Estrow Smart Card Communication

41982 Johnny James Rutherford SR Active Booking \$415.69 \$0.00 \$50.00 \$0.00 \$0.00 \$0.00

Starting: Friday, August 26, 2011 AM 12:00 Ending: Friday, August 26, 2011 PM 11:59 Today

4. On the left hand side of the screen near the middle of the page, click on the "Additional Account Options" tab

Welcome | Inmate History Report | **Edit Inmate Account** | Edit Inmate Account | Edit Inmate Account | Edit Inmate Account | Edit Inmate Account

Lookup Inmate

Go To: **Edit Account** | Edit Account | Edit Account | Edit Account | Edit Account | Edit Account

Account Code: Name Status Section Trust Lien Bail Estrow Smart Card Communication

41982 Johnny James Rutherford SR Active Booking \$415.69 \$0.00 \$50.00 \$0.00 \$0.00 \$0.00

General Detail Inmate Reports **Additional Account Options** Stored Contacts

Account Code: First Name Last Name First Middle Name Second Middle Name Last Name Account Status Accounting Group Carsten Group Inmate Section

41982 Johnny James Rutherford SR Active Booking Standard

Address1: 2602 Harvey Home Phone: 7133155370 Gender: Male Bypass Util. Telephone: ☐

Address2: Mobile Phone: 7133155370 Language: English Bypass Deposit Spk: ☐

City: Houston Work Phone: Visible at Lobby: ☐

State: WI Escrow Account: ☐

Zip: 52016 Date of Birth: 06-21-1946

Notes: **Reset Password**

5. Click "Reset Password".

System: Inmate Account, Trust Accounting, Vendor, Collections, RMS, Communication, Reports, Training, Visitor, Help

Welcome | Inmate History Report | **Edit Inmate Account** | Edit Inmate Account | Edit Inmate Account | Edit Inmate Account | Edit Inmate Account

Lookup Inmate

Go To: **Edit Account** | Edit Account | Edit Account | Edit Account | Edit Account | Edit Account

Account Code: Name Status Section Trust Lien Bail Estrow Smart Card Communication

41982 Johnny James Rutherford SR Active Booking \$415.69 \$0.00 \$50.00 \$0.00 \$0.00 \$0.00

General Detail Inmate Reports **Additional Account Options** Stored Contacts

Reset Password | Edit Account | Edit Account | Edit Account | Edit Account | Edit Account

6. Once completed, the inmate can log into the kiosk and establish a new password with their account number.

Void a Check

1. Click Undo Correction Wizard
2. Select Vendor
3. Select Void Check
4. Search by Check Number or select drop down to search by Inmate

System: Inmate Account Trail Accounting Vendor Collections JMS Communication Reports Training Videos Help

Undo Correction Wizard X

Select Operation:

Undo Correction Wizard X

5. Select Void
6. Type in Notes and select Save
7. Select Refresh at the top of the screen to verify amount is back on account

System: Inmate Account Trail Accounting Vendor Collections JMS Communication Reports Training Videos Help

Undo Correction Wizard X

Void Check

Check Number: [Search] Account Code: Name: Status: Section: Trust: Lien: Bail: Expense: Smart Card: Codification:

M568318 JOHN INMATE Inactive 10-Pod \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00

Check's Member Check Payor: Check Payee: Check Date: Check Amount: Void

2078 JOHN INMATE 8/26/2015 125000 RM 34.83



APPENDIX C:
ACCOUNTING & REPORTING



TEAM

ACCOUNTING

TRAINING

ACCOUNTING TRAINING

CONTENTS:

1. Changing a cash box
2. Reconciling a cash box
3. Bank Deposit
4. Printing Deposit Slip
5. Bank Statement Reconciliation
6. Printing Bank Statement
7. Stale Date Process
8. Paying Vendors
9. Paying Commissions from TEAM
10. Deposit Funds to a Vendor

1. CHANGING A CASH BOX

(Booking Station)

- Log in to TEAM on the computer where cash box is attached
- Remove the cash box from the assembly, and press 'ok' when prompted that the cash box has been removed.
- Remove funds from the cash box.
- Insert the new cash box, and a pop-up will appear asking if you would like to change the cash box; select "YES."
- Choose the cash box you would like to insert.

(Lobby Kiosk)

- Unlock the Lobby Kiosk.
- Remove the cash box from the assembly. The screen of the Lobby Kiosk will ask if you would like to change a cash box. Please select "YES" to change cash box.
- Remove funds from the cash box.
- Insert the new cash box.
- Choose the cash box you would like to insert.

2. RECONCILING A CASH BOX

- Under 'Trust Accounting' > 'cash' > 'cash box reconciliation'.
- Once open, select your cash box from the drop down in the upper left of the screen. (1)
- Enter the number of bills for each denomination in the column of grey boxes. (2)
- Ensure the difference between expected / actual balances on the lower right hand side is \$0.00. (3)
- If there is any difference here, submit a ticket or call into TurnKey for assistance.
- If you have any additional cash boxes, repeat 1 & 2 until all are reconciled.

Supervisor Reconciliation

Select a Cashbox/Till to Reconcile

OFFICE086 - Box #: 3 (Open) ▼

1.

Till Detail

Enter Actual Cashbox/Till Detail

2.

Expected / Actual

\$1 x	4	0	=	\$0.00	Original Till Float Amount	\$0.00
\$2 x	0	0	=	\$0.00	Net Transactions	\$134.00
\$5 x	0	0	=	\$0.00	Transaction Exceptions	\$0.00
\$10 x	1	0	=	\$0.00	Expected Cashbox / Till Balance	\$134.00
\$20 x	1	0	=	\$0.00	Actual Cashbox / Till Balance	\$0.00
\$50 x	0	0	=	\$0.00	Difference between Expected / Actual Balances	\$134.00
\$100 x	1	0	=	\$0.00		

3.

View Report

Force End Session ?

Once you have entered all of the bill amounts in step 2, this amount should be at \$0.00.

3. BANK DEPOSIT

- Under 'Trust Accounting' > 'bank' > 'bank deposit'.
- Click 'End Current Session' to pull in all transactions ready to deposit. (1)
- Select all funds you will be bringing to the bank with you by checking the box to the left of the transaction. (2)
- Ensure to select all transactions under the cash, coin, checks, Transfer In, and Misc. tabs that are necessary. (3)
- Any transactions not checked will be available to deposit at a later time.
- Enter any applicable notes in the lower right hand corner. (4)
- Click 'save'. (5)

Welcome Bank Deposit X

Undeposited Cash Balance \$ 2653.00
Undeposited Coin Balance \$ 101.62
Undeposited Check Balance \$ 1709.17
Undeposited Transfer In Balance \$ 100.00
Undeposited Misc Deposit \$ 0.00
Undeposited Funds For Deposit \$ 4563.79

3. ☒ End Current Session 1.

Cash(18) Coin(2) Checks(19) Transfer In(1) Misc(0)

Check/Uncheck All:

Amount	Type	Date	cashtans	Detail
<input type="checkbox"/> 34.00	CashDeposit	11/16/2015 3:47 PM	112251832	<input type="checkbox"/>
<input type="checkbox"/> 60.00	CashDeposit	11/19/2015 11:07 AM	112500132	<input type="checkbox"/>
<input type="checkbox"/> 50.00	CashBoxReconciliation	12/16/2015 8:14 PM	115049332	<input type="checkbox"/>
<input type="checkbox"/> 2.62	CashDrawerAdvance	12/18/2015 4:45 PM	115211132	<input type="checkbox"/>
<input type="checkbox"/> 1.00	CashDeposit	12/18/2015 4:44 PM	115211032	<input type="checkbox"/>
<input type="checkbox"/> 2.62	CashDrawerDrop	12/18/2015 4:45 PM	115211232	<input type="checkbox"/>
<input type="checkbox"/> 10.00	CashDeposit	1/4/2016 3:42 PM	116891932	<input type="checkbox"/>

Undeposited Funds Total \$ 4563.79
Current Till Balance \$20.00
Amount To Transfer \$0.00

Cash Total \$ 0.00
Coin Total \$ 0.00
Check Total \$ 0.00
Transfer In Total \$ 0.00
Misc Total \$ 0.00
Total Deposit 5. \$ 0.00

4.

4. PRINTING YOUR DEPOSIT SLIP

- Under 'Reports > 'Bank' > 'Bank Deposit Report'
- Select the date of deposit from the dropdown, and click 'run' on the upper right hand side.
- Click 'print' on the lower right.
- Once deposited in the bank, attach the deposit slip to this report for records.

5. BANK STATEMENT RECONCILIATION

- Go to Trust Accounting > Bank > Bank Statement Reconciliation
 - Statement Information box – upper left corner:
 1. Make sure the date matches your bank statement's ending date
 2. Compare your bank beginning balance to your bank statement – do they match?
 3. Input the debits according to your bank statement
 4. Input the credits according to your bank statement
 5. Compare your bank ending balance to your bank statement – do they match?
 6. The 'Cleared Difference' is the difference between your debits and credits
 7. After the bank reconciliation is all done the 'Difference' should be at \$0.00

Welcome		Bank Statement Reconciliation X	
Statement Information			
Reload	<input type="button" value="Reload"/>		
Statement Ending Date	<input type="text" value="Monday, August 31, 2015"/>	1	
Bank Beginning Balance	36878.05	2	
Debits	<input type="text" value="0.00"/>	3	
Credits	0.00	4	
Bank Ending Balance	36878.05	5	
Cleared Balance	0.00	6	
Difference	0.00	7	

Bank Adjustment' section – Lower left corner

- Did your bank charge you any fees or issue any credits?
 1. Select Bank Adjustment Type – credit or debit
 2. Put in the Adjustment Amount
 3. Change the Adjustment Date to match your bank statement
 4. Put in notes
 5. Click on 'Add Bank Adjustment'
 6. Repeat if there are more

Bank Adjustment

Bank Adjustment Type **Bank Debit**

Adjustment Amount **\$5.00**

Adjustment Date **Monday, August 10, 2015**

Notes **Check fees**

Save **Add Bank Adjustment**

- After filling out the Statement Information start checking off all of your debits
 1. Bank fees
 2. Debit cards
 3. Checks that have cleared
 4. After all debits have been checked, the amount expected and the amount checked should have a difference of \$0.00. If the difference is not \$0.00 then you either have not checked them all or adjustments had to be made in TEAM to match your bank statement.

Debits

Credits

4

Debits expected \$ 3440.87, checked \$ 3440.87, difference \$ 0.00

Uncheck All

Check Num	Amount	Description	Date
<input checked="" type="checkbox"/> 1	5.00	Bank Fee	11/15/2014
<input checked="" type="checkbox"/> 3.25	3.25	Bank Fee	11/25/2014
<input type="checkbox"/> 2	88.75	Debit Card Withdrawal	10/29/2015
<input type="checkbox"/> 196.00	196.00	Debit Card Withdrawal	10/30/2015
<input checked="" type="checkbox"/> 1040	1153.27	Turnkey	4/9/2014
<input checked="" type="checkbox"/> 1044 3	60.00	Plumber	5/29/2014
<input checked="" type="checkbox"/> 1048	50.00	Michele	6/10/2014
<input type="checkbox"/> 1049	301.25	Turnkey Corrections	6/10/2014

- Do the same for the credits
 1. Bank Credits

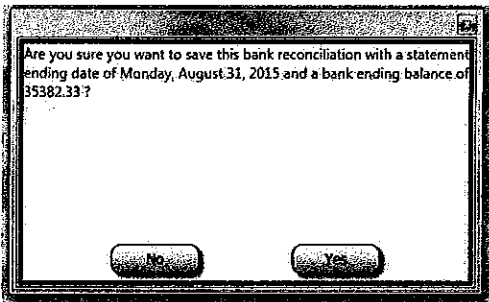
2. Transfer in Deposit to Vendor - ACH deposits from credit card transactions through Meritus (our credit card company)
3. Facility deposits

Debits		Credits	
4			
Credits expected \$ 1945.15, checked \$ 1945.15, difference \$ 0.00			
Undo & All			
Description	Amount	Date	Date
<input checked="" type="checkbox"/> Bank Credit	5.00	1	8/10/2015
<input checked="" type="checkbox"/> Transfer-In Deposit to Vendor	132.00	2	10/31/2015
<input checked="" type="checkbox"/> Transfer-In Deposit to Vendor	196.05		11/1/2015
<input type="checkbox"/> 56267442	35.00		3/11/2014
<input checked="" type="checkbox"/> 56348042	134.89	3	3/12/2014
<input checked="" type="checkbox"/> 60216642	543.62		5/7/2014
<input checked="" type="checkbox"/> 61065542	136.72		5/22/2014
<input checked="" type="checkbox"/> 61544342	133.00		5/29/2014

- After you have checked all of your debits and credits, you can click on the green 'Complete Bank Rec' button in the lower right corner.



- A screen will pop up and ask 'Are you sure you want to save'? **DOUBLE CHECK** everything before you say 'Yes' then click on 'Yes'



6. PRINTING YOUR BANK RECONCILIATION

- Once you have reconciled your bank statement, print the report in TEAM
- Go to 'Reports' > 'Bank' > 'Bank Statement Reconciliation Report'
- Select your bank statement from the drop down menu in the upper left corner – your most recent one will already be showing.
- Click on run
- Print off and attach to your statement from the bank or export it to an Excel spreadsheet and save as a PDF

7. STALE DATE CHECKS

- Go to 'Trust Accounting' > 'Bank' > 'Stale Date Check'
- You can search for checks by Check number or by check amount if needed. (1)
- All checks are listed by check number
- Click in the box next to the checks that you are Stale Dating based on your time frame of when you can consider a check to be 'stale' (6 months, 1 year, 3 years, etc.) (2)
- Once you have selected all of your checks, click on the 'submit' button in the lower right corner. (3)
- All of the money is now in a 'Stale Date' vendor
- To cut a check from the Stale Date vendor – follow the instructions in #8. 'Paying your Vendors'.

Search by Check # 1.

Search by Check Amount

2.

Stale Check Number	Amount	Pttoo	Date	Transaction Id	Memo
<input type="checkbox"/> 25006	1.86	Brenda L. Luke	2012-04-02	854731606	
<input type="checkbox"/> 25026	3.09	Daniel E. Pearson	2012-04-04	856196106	
<input type="checkbox"/> 25136	3.00	Brant R. Nelson	2012-04-24	869526506	
<input type="checkbox"/> 25138	50.00	William J. Pond	2012-04-24	869530006	
<input type="checkbox"/> 25153	15.00	Jacob A. Klingberg	2012-04-26	870769306	
<input type="checkbox"/> 25165	10.04	Corrinia J. Seseman	2012-05-01	873927206	
<input type="checkbox"/> 25171	4.20	Nelson Izaguirre-Figueroa	2012-05-04	876032106	
<input type="checkbox"/> 25172	2.17	Todd J. Lindstrom	2012-05-04	876032906	
<input type="checkbox"/> 25180	29.25	Fancisco J. Lara	2012-05-07	878144906	
<input type="checkbox"/> 25182	20.00	Donald J. Deutschlander	2012-05-07	878146006	
<input type="checkbox"/> 25188	192.58	Timothy P. Hansen	2012-05-07	878173506	
<input type="checkbox"/> 25189	40.00	Jason S. Evans	2012-05-07	878224706	
<input type="checkbox"/> 25195	165.00	Troy L. Christopherson	2012-05-08	878822906	
<input type="checkbox"/> 25199	2.06	Hector Maldonado-Picazo	2012-05-09	879349406	
<input type="checkbox"/> 25223	5.63	Joshua C. Reed	2012-05-17	885036706	
<input type="checkbox"/> 25227	4.46	Eric J. Yankovic	2012-05-17	885037606	
<input type="checkbox"/> 25257	8.00	Adelaida M. Telles	2012-05-23	889234406	
<input type="checkbox"/> 25269	7.33	Bo B. Anderson	2012-05-24	890134606	
<input type="checkbox"/> 25274	2.00	Thomas A. Urbach	2012-05-24	890151106	
<input type="checkbox"/> 25281	4.38	Timona Barrow	2012-05-25	890869406	
<input type="checkbox"/> 25293	5.00	Justin M. Wade	2012-05-30	894191106	
<input type="checkbox"/> 25317	30.00	Brian A. Jones	2012-06-04	897563606	
<input type="checkbox"/> 25333	11.92	Tamara J. Thurston	2012-06-07	899930206	
<input type="checkbox"/> 25334	20.00	Ronald G. Berner	2012-06-07	899953706	
<input type="checkbox"/> 25338	3.00	T. D. D.	2012-06-08	899953706	

3.

8. PAYING YOUR VENDORS – Cutting Checks

- Go to Trust Accounting > Vendor Trans > Pay Vendor
- If “Assign Check batch” pops up – contact us by submitting a ticket
 - This means that the computer you are using is not set up to print checks
- Understanding your VENDORS:
 - Anything with TKC or ICC in the name is one of our vendors
 - Use these vendors to pay invoices that are owed to us EXCEPT:
 - Indigent invoices
 - Check Stock
 - These are paid by one of your vendors or paid by your treasurer
 - DO NOT USE any of the TKC/ICC vendors
 - Other vendors to NOT touch:
 - The credit card float vendor – this vendor is usually negative and it is used for the website credit card transactions
 - TKC Card fee – if you site uses vending machines this vendor is used to collect and refund the fee for the vending machine card
- VIEW VENDOR BALANCES (1)
 - Allows you to see vendor balances on a specific date
 - Select the Invoice Date from the invoice
- CHECK TOTAL (2)
 - Display's the running total of the check amount
 - Anything you click on will go on the check
 - Adding to your check total
 - Click directly in the box from one of the Vendors (3)
 - This will give you exactly the amount that is in the vendor as of that date.
 - To pay a different amount, click anywhere on the vendor name (4)
 - Enter the amount you want to pay.
- CHECK NUMBER (5)
 - Gives the next check # from last check used
- PAY TO THE ORDER OF (6)
 - Fill in – the name of the vendor is not always the name that goes on the check
- MEMO (7)
 - Fill in what you want in the Memo line – this will appear on the check
 - Copy and paste this info in the 'Notes' button
- ADDITIONAL MEMO (8)
 - TEAM's memo – this info will appear on the check stub
- BACKDATE TRANSACTION (9)
 - Check if you need the transaction to be backdated in TEAM
 - This date will be the same as the “View Vendor Balances” date (This is a **MUST** if you are paying a TurnKey Invoice!)
 - This change will show in the “Control Account Detail” report

- NOTES (10)
 - Add any additional notes if needed – these notes will appear in the check reports
- PRINT CHECK (11)
 - Click on print check – sends immediately to printer
 - Void check if it didn't print or click on OK
 - ****Checks that are voided will be voided as of 'Today's Date' – not the back dated date.**

Welcome Pay Vendor X

View Vendor Balances On: 1. Friday, April 15, 2016

Check Total: 2. 3.

Check Number: 5. 1113

Pay to the order of: 6.

Memo: 7.

Additional Memo: 8.

Include	Vendor Name	Balance	Check Amount
<input type="checkbox"/>	Demo Site	1978.22	1978.22
<input type="checkbox"/>	Demo Site Commissions	525.00	525.00
<input type="checkbox"/>	Haircut	22.00	22.00
<input type="checkbox"/>	Huber	100.00	100.00
<input type="checkbox"/>	Inmate Email	131.80	131.80
<input type="checkbox"/>	Media Communications	-110.05	-110.05
<input type="checkbox"/>	Medical	359.50	359.50
<input type="checkbox"/>	MP3 Fee Vendor	114.95	114.95
<input type="checkbox"/>	MP3 Vendor	268.78	268.78
<input type="checkbox"/>	Pay For Stay	750.00	750.00
<input type="checkbox"/>	State Dated Checks	1187.69	1187.69
<input type="checkbox"/>	TKC Canteen	293.22	293.22
<input type="checkbox"/>	TKC Card Fee	412.01	412.01
<input type="checkbox"/>	TKC Phone Card	1724.93	1724.93

☐ MP3 Vendor 268.78 268.78

☐ Pay For Stay 750.00 750.00

☐ State Dated Checks 1187.69 1187.69

☐ TKC Canteen - A 293.22 293.22

☐ TKC Card Fee 412.01 412.01

☐ TKC Phone Card 1724.93 1724.93

☐ Turnkey Corrections Sales Tax 35.63 35.63

☐ Work Release 116.00 116.00

Please enter an amount 4.

Cancel OK

Backdate Transaction ☐ 9.

10. Notes

11. Print Check

9. PAYING COMMISSIONS FROM TEAM (This follows the same steps as 'Paying Your Vendors')

- Commissions will appear on the invoice – Canteen, Email, SMS
- Go to 'Trust Accounting' > 'Vendor Transactions' > 'Pay Vendor'
- 'View Vendor Balances On' – Change your date to match the date from the invoice.
- Select the vendor you have received commissions from and put in the amount from your invoice:
 - TKC Canteen for Canteen commissions
 - ICC Message for email commissions
 - ICC SMS for SMS/Text commissions

- After all commission amounts have been selected, fill in all of the fields, memo and notes
- Check the Backdate transaction box to match the date on the invoice
- Click on 'Print Check'

10. DEPOSIT A CHECK TO A VENDOR

- Go to 'Trust Accounting' > 'Vendor Transactions' > 'Deposit to Vendor'
- Select a vendor to make the Deposit (1)
- Select your deposit type (it defaults to Check Deposit) (2)
- If you need the funds to be deposited for a different date, you can change the date and check the 'Back Date' box – if not, just leave the date as today's date. (3)
- Fill in the fields for Amount, check number, payer and Pay to the order of if it is a check. Fill in the 'Amount' for Cash and Transfer In Deposits. (4, 5, 6, 7)
- Fill in your notes for the deposit description (8)
- Click on 'Submit' in the lower right corner (9)
- This deposit will now appear in the 'Bank Deposit' section in TEAM

Welcome		Pay Vendor X		Deposit To Vendor X	
Vendor	1.	Check Number	5.		
Deposit Type	Check Deposit to Vendor 2.	Payor	6.		
<input type="checkbox"/> Back Date	Friday, April 15, 2016	Pay to the order of	7.		
Amount	4.	\$0.00			
Transaction Notes					
8.					
					9. Submit

Turnkey Corrections

2801 Harvey Street
Hudson, WI 54016

INVOICE

Invoice Number: 44558

Invoice Date: May 18, 2016

Page: 1

Voice: (715) 386-5700

Fax: (715) 386-9988

Bill To:

Demo Invoice
1234 Main St
HUDSON, WI 54016

Ship to:

Demo Invoice
1234 Main St
HUDSON, WI 54016

Customer ID	Customer PO	Payment Terms	
Demo Invoice		Net 20 Days	
Sales Rep ID	Shipping Method	Ship Date	Due Date
	Choose One		6/7/16

Quantity	Item	Description	Unit Price	Amount
		Vending Sales / Smart Card Withdrawals		3,273.29
		Canteen Sales		494.07
		Smart Card Refund / Release		-17.59
		Commissions due to Demo COUNTY JAIL		-693.08
		Sales Tax Collected		11.50
Subtotal				3,068.19
Sales Tax				
Total Invoice Amount				3,068.19
Payment/Credit Applied				
TOTAL				3,068.19

Check/Credit Memo No:

Sample Reports

1. Balance Sheet report – All funds either undeposited or deposited to trust checking account including all assets and liabilities at time of report being pulled.

System: Inmate Account - Trust Accounting - Vendor - Collections - RMS - Communication - Reports - Training Videos - Help

Balance Sheet Report X

Ending: 12/31/2014 PM 11:00 Today: 12/31/2014

Description	Amount
Cash In Till	\$763.00
Trust Checking	\$124,935.00
Undeposited Funds	\$249.00
Monetary Trust Asset Total	\$125,947.00
AP from Inmate (Banc)	\$176.99
Non Trust Asset Total	\$176.99
Assets Total	\$126,123.99
AP to Vendor from Trust	\$137,765.00
AP to Vendor from Trust	\$137,765.00
Trust Checking	\$100.00
Inmate Bill	\$100.00
Cash On Hand	\$100.00
Monetary Liabilities	\$100.00
Trust Checking	\$100.00
AP to Vendor from Trust	\$176.99
AP to Vendor from Trust	\$176.99
Liabilities Total	\$138,041.00
Final Balance	\$100.00

2. Bank Deposit report – All checks and cash deposited to bank on chosen date.

System: Inmate Account - Trust Accounting - Vendor - Collections - RMS - Communication - Reports - Training Videos - Help

Bank Deposit Report X

Bank Deposit: 12/31/2014: Thursday, December 11, 2014

Description	Amount
Check: Mr. Anderson - Jackie - 225588	50.00
Check: Lucy - Check - 312211	25.00
Check: Dallas County - Reno County - 70870780	125.00
Cash Transfer In Deposit - Account, Test	100.00
Cash Transfer In Deposit - Account, Test	100.00
Cash Transfer In Deposit - Account, Test	100.00
Cash Transfer In Deposit - Account, Test	100.00
Cash Transfer In Deposit - Brown, Charles	5.00
Cash Transfer In Deposit - Penny, Lee	10.00
Cash Cash Deposit - Anderson, Jackie	25.00
Cash Cash Deposit - Connor, Sarah	100.00
Cash Cash Box Reconciliation	70.00
Cash Cash Deposit - Benson, Douglas	20.00
Cash Cash Deposit - Benson, Douglas	20.00
Cash Cash Deposit - Smith, Jessica	15.00
Cash Cash Deposit - Benson, Douglas	25.00
Cash Cash Box Reconciliation	44.00
Total	940.00

3. Control Account Detail Report – All debits and credits associated with a specific vendor/site charge, ie., Pay for Stay Charges.

System: Inmate Accounts - Trust Accounting - Vendor - Collections - JMS - Communications - Reports - Training Videos - Help

Welcome | Control Account Detail Report | 15

Select Inmate

Vendor: Pay For Stay GL Account: AP to Vendor Debt Trust User:

Starting: Wednesday, October 22, 2014 12:00 AM Ending: Monday, November 18, 2014 12:00 PM Today

Report View: Graph View Print Preview

Transaction ID	Type	Date	Vendor	Account	Last Name	First Name	Debit	Credit	User	Balance	Delta
Totals 305.00 415.00											
0	Change in Balance						193.00	578.00		377.00	0
17850446	Starting Balance as of	10/1/2014 12:00:00 AM									
77850442	Site Charge Withdrawal	10/21/2014 1:48:19 PM	Pay For Stay	89635	Benson	Douglas	0.00	89.00	Stemichew	467.00	100.00
77851242	Cash Deposit	10/21/2014 1:31:16 PM	Pay For Stay	89635	Benson	Douglas	100.00	0.00	Stemichew	377.00	0.00
77851412	Check/Money Order Deposit	10/21/2014 2:18:50 PM	Pay For Stay	89635	Benson	Douglas	0.00	25.00	Stemichew	402.00	25.00
77850742	Trust Balance Applied To Inm	10/21/2014 2:09:43 PM	Pay For Stay	89635	Benson	Douglas	0.00	6.00	Stemichew	408.00	6.00
70293142	Check/Money Order Deposit	10/23/2014 11:44:07 AM	Pay For Stay	092263	Brown	Charles	0.00	15.00	Stemichew	423.00	15.00
80385542	Cash Deposit	11/17/2014 2:59:11 PM	Pay For Stay	89635	Benson	Douglas	0.00	49.00	Stemichew	472.00	49.00
81228942	Check to Multiple Vendor Withdrawal	12/19/2014 8:48:18 PM	Pay For Stay				200.00	0.00	Stemichew	272.00	-96.00
81811812	Check to Multiple Vendor Withdrawal	12/19/2014 2:06:19 PM	Pay For Stay				0.00	600.00	Stemichew	872.00	600.00

4. Current Balance Summary Report – Shows positive, negative and zero balance for inmates filtered by account status for trust, bail and escrow accounts.

System: Inmate Accounts - Trust Accounting - Vendor - Collections - JMS - Communications - Reports - Training Videos - Help

Welcome | Current Balance Summary Report | 15

Filter By Status

☒ Show Active Accounts ☒ Show Inactive Accounts ☒ Show Suspended Accounts

☒ Show Escrow Accounts ☒ Show Positive Balances ☒ Show Positive Bail Balances ☒ Show Positive Escrow Balances

☒ Show Negative Balances ☒ Show Zero Balances ☒ Show Zero Escrow Balances

Filter By Balance

Ending: Monday, November 18, 2014 12:00 PM Today

Report View: Print Preview

Account	First Name	Last Name	Status	Last Transaction	Balance	Bail	Escrow
115669	Jackie	Anderson	active	2014-10-27 14:24:53	67.00	0.00	0.00
15236312	Jason	Anderson	active	2014-10-27 14:24:53	30.00	0.00	0.00
89635	Douglas	Benson	active	2014-12-10 15:24:30	25.00	0.00	0.00
090269 (merged account - trust)	Charles	Brown	active	2014-11-04 16:16:30	55.49	0.00	0.00
067529 - 09290726 (merged - account - member)	Charles	Brown	inactive	2014-04-21 16:29:49	0.00	0.00	0.00
12091	Tammy	Corrections	active	2015-01-05 16:44:24	0.00	0.00	0.00
2291	Tammy	Corrections	active	2015-01-05 11:28:37	1787.03	100.00	50.00
18434	Alamy	Garland	active	2014-04-30 12:09:25	61.00	0.00	0.00
314	Ben	Hallberg	active	2012-11-18 16:01:51	67.02	0.00	0.00
1282 (merged account - trust)	Katherine	Hanson	active	2014-12-11 10:57:34	772.66	50.00	0.00
2102 - 458456456 (merged - account - member)	Katherine	Hanson	inactive	2014-04-10 09:57:56	0.00	0.00	0.00
0666935	Philly	Jackson	active	2014-12-30 15:22:55	1.00	0.00	0.00
125895	Harry	Johnson	active	2014-10-22 11:35:59	38.00	0.00	0.00
133985	Smith	Johnson	active	2014-10-21 15:12:24	12.00	0.00	0.00
3352	Olaf	Kenebe	active	2015-01-06 13:22:50	0.00	0.00	0.00
14391	Stephan	McGowan	active	2014-10-30 12:52:02	91.77	25.00	0.00
11626	Brad	Nelson	active	2014-10-27 14:23:31	126.43	0.00	0.00
80192	Ben	Olander	active	2014-12-08 11:00:21	586.62	0.00	0.00
31338	Asuka	Smith	active	2014-12-01 11:57:57	15.00	0.00	0.00
090981	Charles	Smith	active	2014-12-01 14:19:38	9.00	0.00	0.00
2000	Da East	Termin	active	2014-12-22 12:59:07	716.33	100.00	0.00
Totals					4807.34	225.00	50.00

5. Statement Reconciliation Report – Breakdown of deposit totals, check withdrawals, bank credits and bank fees for reconciliation of monthly bank statements.

System : Inmate Account, Trust Accounting, Vendor, Collections, AMS, Communication, Reports, Training Videos, Help

Welcome Transaction Detail Report X Bank Statement Reconciliation Report X

Select Bank Statement: 10/31/2013

Report View Print Preview

Transaction ID	Date	Type	Check #	Debit	Credit
Statement Date: 10/31/2013					
Starting Balance \$ 10416.14					
Ending Balance \$ 34282.47					
Check Total \$ 9809					
Deposit Total \$ 3929.33					
Other Total \$ 0.00					
43900002	10/15/2013 1:11:09 PM	Check Withdrawal	1014	25.00	0.00
43900002	10/15/2013 11:06:27 AM	Check Withdrawal	1015	25.00	0.00
43900002	10/17/2013 11:06:27 AM	Bank Deposit		0.00	255.00
43900002	10/17/2013 4:07:01 PM	Bank Deposit		0.00	114.33
43900002	10/22/2013 4:30:05 PM	Bank Deposit		0.00	449.00
43900002	11/5/2013 12:13:27 PM	Bank Deposit		0.00	321.00
43900002	11/5/2013 5:55:04 PM	Bank Deposit		0.00	174.00
43900002	12/4/2013 12:01:27 PM	Bank Deposit		0.00	698.87
52851442	1/17/2014 11:01:55 AM	Bank Deposit		0.00	1284.80
54951442	2/18/2014 12:05:51 PM	Bank Deposit		0.00	211.75
55398342	3/5/2014 12:14:59 PM	Bank Deposit		0.00	57.00
56346042	3/17/2014 2:21:02 PM	Bank Deposit		0.00	134.89
60216442	5/7/2014 3:40:55 PM	Bank Deposit		0.00	843.62
61065542	5/22/2014 10:44:06 AM	Bank Deposit		0.00	135.72
61954342	5/29/2014 3:59:55 PM	Bank Deposit		0.00	133.00
61911642	6/3/2014 4:16:21 PM	Bank Deposit		0.00	266.15
62430742	6/10/2014 12:55:51 PM	Bank Deposit		0.00	725.17
66814842	7/8/2014 12:43:52 PM	Bank Deposit		0.00	700.60
70721942	7/22/2014 10:49:51 AM	Bank Deposit		0.00	112.00
70338442	7/25/2014 2:27:23 PM	Bank Deposit		0.00	57.00
74951142	9/18/2014 2:15:56 PM	Bank Deposit		0.00	314.00
75051642	9/18/2014 2:02:14 PM	Bank Deposit		0.00	248.00
75372142	9/23/2014 11:46:23 AM	Bank Deposit		0.00	104.75

6. Transaction Detail Report – All transactions during a selected period of time filterable by transaction type and system user.

System : Inmate Account, Trust Accounting, Vendor, Collections, AMS, Communication, Reports, Training Videos, Help

Welcome Transaction Detail Report X

Filter By

Account Code First Name Last Name Status Section Recently Found

or

Select User: Michele Fraser / Itcmichale

Select Transaction Type: Bank Deposit

Starting: 10/15/2013 AM 12:00 Ending: 10/31/2013 PM 11:59 AM

Report View Print Preview

Transaction ID	Transaction Type	Date	User	Account	Amount	Balance
43900002	Bank Deposit	10/16/2013 11:06:27 AM	Itcmichale	2655.00	0.00	
46009402	Bank Deposit	10/17/2013 11:06:27 AM	Itcmichale	702.00	0.00	
46024902	Bank Deposit	10/17/2013 4:07:01 PM	Itcmichale	114.33	0.00	
46347502	Bank Deposit	10/22/2013 4:30:05 PM	Itcmichale	449.00	0.00	
47382602	Bank Deposit	11/5/2013 12:13:27 PM	Itcmichale	321.00	0.00	
47817202	Bank Deposit	11/5/2013 5:55:04 PM	Itcmichale	174.00	0.00	
49500402	Bank Deposit	12/4/2013 12:01:27 PM	Itcmichale	698.87	0.00	
52851442	Bank Deposit	1/17/2014 11:01:55 AM	Itcmichale	1284.80	0.00	
54951442	Bank Deposit	2/18/2014 12:05:51 PM	Itcmichale	211.75	0.00	
55398342	Bank Deposit	3/5/2014 12:14:59 PM	Itcmichale	57.00	0.00	
56346042	Bank Deposit	3/17/2014 2:21:02 PM	Itcmichale	134.89	0.00	
60216442	Bank Deposit	5/7/2014 3:40:55 PM	Itcmichale	843.62	0.00	
61065542	Bank Deposit	5/22/2014 10:44:06 AM	Itcmichale	135.72	0.00	
61954342	Bank Deposit	5/29/2014 3:59:55 PM	Itcmichale	133.00	0.00	
61911642	Bank Deposit	6/3/2014 4:16:21 PM	Itcmichale	266.15	0.00	
62430742	Bank Deposit	6/10/2014 12:55:51 PM	Itcmichale	725.17	0.00	
66814842	Bank Deposit	7/8/2014 12:43:52 PM	Itcmichale	700.60	0.00	
70721942	Bank Deposit	7/22/2014 10:49:51 AM	Itcmichale	112.00	0.00	
70338442	Bank Deposit	7/25/2014 2:27:23 PM	Itcmichale	57.00	0.00	
74951142	Bank Deposit	9/18/2014 2:15:56 PM	Itcmichale	314.00	0.00	
75051642	Bank Deposit	9/18/2014 2:02:14 PM	Itcmichale	248.00	0.00	
75372142	Bank Deposit	9/23/2014 11:46:23 AM	Itcmichale	104.75	0.00	

7. Canteen Report – All items purchased by category during filterable timeframe and by individual inmate or all inmates.

☐ Filter
 Account Code First Name Last Name ☐ Status Section Recently found

or

☐ Group Items
 Category:

Old Canteen ☐

Starting: Ending:

Report View		Print Preview				
Account	Name	Date	Product	Description	Qty	Total
4370	Offlander, Jim	4/25/2013 1:48:32 PM	02629-V	Almond Joy	3	4.05
2000	Timmons, Du Beast	6/4/2013 10:53:25 PM	02629-V	Almond Joy	7	9.45
82193	Offlander, Jim	7/25/2013 4:26:13 PM	02629-V	Almond Joy	7	9.45
4	Westly, Todd	8/15/2013 3:11:51 PM	02629-V	Almond Joy	3	4.05
84321	Bowleshaw, Arny	9/26/2013 11:06:38 PM	02629-V	Almond Joy	2	2.70
82193	Offlander, Jim	10/4/2013 3:17:00 PM	02629-V	Almond Joy	11	14.8
1172	Frank, Lee	10/25/2013 4:23:51 PM	02629-V	Almond Joy	1	1.35
02669	Brown, Charlie	10/25/2013 4:20:24 PM	02629-V	Almond Joy	2	2.70
34	Conoc, Sarah	10/25/2013 4:36:39 PM	02629-V	Almond Joy	1	1.35
02669	Brown, Charlie	10/25/2013 4:36:55 PM	02629-V	Almond Joy	1	1.35
82193	Offlander, Jim	10/25/2013 5:46:29 PM	02629-V	Almond Joy	2	2.70
9876543	Bergman, Ron	10/25/2013 7:06:04 PM	02629-V	Almond Joy	2	2.70
82193	Offlander, Jim	10/30/2013 1:23:30 PM	02629-V	Almond Joy	3	4.05
2801	Corrections, Tumble	11/1/2013 4:19:15 PM	02629-V	Almond Joy	2	2.70
02669	Brown, Charlie	11/1/2013 24:24:07 PM	02629-V	Almond Joy	2	2.70
82193	Offlander, Jim	11/8/2013 6:56:57 PM	02629-V	Almond Joy	1	1.35
2000	Timmons, Du Beast	1/26/2014 10:59:01 PM	02629-V	Almond Joy	1	1.35
82193	Offlander, Jim	2/10/2014 10:38:57 PM	02629-V	Almond Joy	1	1.35
2801	Corrections, Tumble	3/11/2014 6:26:53 PM	02629-V	Almond Joy	1	1.35
100	Robinson, Dan	3/12/2014 3:00:13 PM	02629-V	Almond Joy	1	1.35
430854	Black, John	3/12/2014 4:54:14 PM	02629-V	Almond Joy	1	1.35



APPENDIX D:
PROJECT PHASES

C

(

(

APPENDIX D: PROJECT PHASES

Following the contract award from Jefferson County, the following project phases will occur:

PHASE 1: Kickoff & Project Planning

Kick Off Call – A brief conference call where key players from both parties are introduced. This conversation will also include information on the project schedule and integration plan. If a site visit is required or desired, TKC will coordinate such a visit at this time.

Installation Documentation – TKC's Installation Coordinator, Kris DeSmith, will share pertinent documents for the transition. This will include information on how to set up banking, detailed explanations of services, and a conversation about exactly which TKC options Jefferson County will use.

Schedule Effective Meeting – a 75 point, itemized, Q & A session where all aspects of the installation and scope of services are discussed in detail with TKC's Installation Coordinator and Jefferson County's jail administration, accounting staff, maintenance, and IT personnel.

IJMS Integration - Contact IJMS representative to begin integration process. TKC's Installation Coordinator will compile and share a comprehensive checklist with Jefferson County to track progress.

Phase 2: Design/Development

Complete Effective Meeting via conference call. Compile and share Effective Meeting notes with all involved. This will also include solidifying Installation and Go Live dates.

Begin Remote TEAM Software Installation - During the Effective Meeting, the Installation Coordinator will gather details about the customizable options that Jefferson County wishes to take advantage of. The Installation Coordinator works with TKC's IT team to develop those options; TKC then contacts Jefferson County IT to begin remote installation of the software system.

Begin Preliminary TEAM Software Training - The Installation Coordinator and Training Coordinator will work with jail staff to begin user training on TEAM software. This training will happen via phone, video, and/or conference call, as appropriate.

Kiosk Manufacturing – TKC will order and construct hardware and kiosk components.

IJMS - Continue IJMS integration process.

Progress Reporting - TKC's Installation Coordination will follow up on Effective Meeting Notes / Progress with Jefferson County jail administration. He will also share updated checklist progress.

Phone Service/Card Sales - TKC will contact Jefferson County's inmate phone provider to coordinate phone card/PIN sales.

Documents Requested from Jefferson County - Receive returned installation documents.

Software Installation - Complete remote TEAM software installation.

Kiosks - Complete construction and testing of all hardware / kiosks.

Training - Continue preliminary TEAM software training.

IJMS - Test IJMS integration.

Progress Reporting – The Installation Coordinator will follow up on Effective Meeting Notes / Progress with Jefferson County jail administration and other pertinent personnel. He will also share updated checklist progress.

Phase 3: Deployment/Installation:

Software - TKC will present customized software to Jefferson County. This will include the final presentation and verification of:

- Built-in site charges (line items charged by Jefferson County to inmates, such as medical/dental costs, prescriptions, damages, etc)
- Inmate Handbook
- Automated messaging system for kites/grievances and other inmate communications
- Automated inmate PREA agreement
- Inmate SMS/email system (if using)
- Video Visitation is working properly (if using)
- Verify IJMS integration compatibility.

Commissary - TKC will work with jail administration to verify approved commissary items, quantities, and any applicable restrictions.

Banking and Accounting – TKC will verify account, vendor and sub-vendor information to ensure accuracy. This also includes verifying debit card release credentials for inmate release procedure.

Security – TKC will verify that the appropriate personnel are designated as TEAM users as well as ensure the proper TEAM security access levels .

Phone PIN sales - TKC will verify phone debit calling/PIN sales are in place and ready for go-live

Kiosks - Wrap and ship all hardware and kiosks.

Training - Continue preliminary TEAM software training.

Progress Reporting – The Installation Coordinator will follow up on Effective Meeting Notes / Progress with Jefferson County jail administration and other pertinent personnel. He will also share updated checklist progress.

Installation Team Travel: Confirm TKC's installation team arrival information and work itinerary.

PHASE 4: Training

Under the TKC model, training begins as soon as possible through remote channels such as phone, video, webinar, and conference call. As the install progresses, the training will keep pace. Additional training will take place when the installation team arrives onsite before go-live. Once the system is live, TKC continues to provide remote training for one month and as needed or required thereafter. TKC also conducts trainings scheduled every month in which staff from any facility TKC services can join remotely.

PHASE 5: Acceptance

The TKC installation team will spend approximately one week onsite to ensure that all equipment is working properly, that jail personnel are fully trained, and to work with inmates to teach kiosk use. The installation team is available at any time to any jail personnel for questions, troubleshooting, problem resolution, and to address other questions or concerns that may arise. Defects or deficiencies will be addressed and corrected within 5 business days. The Sheriff and/or his designee will sign off on all deliverables at the completion of this phase.

C

(

C



APPENDIX E:

INSTALLATION SPECIFICATIONS

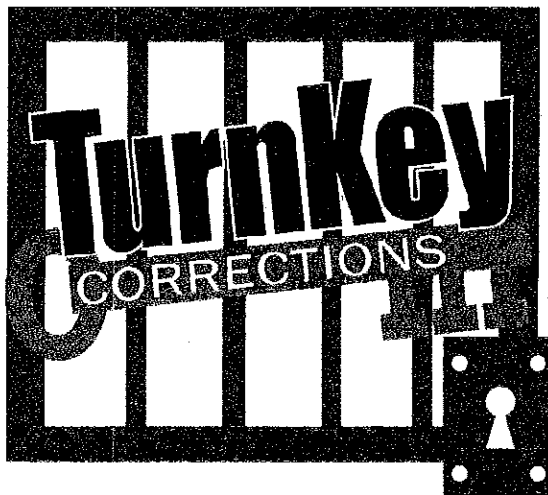
C

(

C

OPERATIONS & TROUBLESHOOTING MANUAL

TurnKey Corrections Kiosk Guide



© TurnKey Corrections
2801 Harvey St.
Hudson, WI 54016
Phone 715.386.5700
Last Updated: 07-01-2015

TurnKey Corrections Operating and Troubleshooting Guide to Inmate and Lobby Kiosks

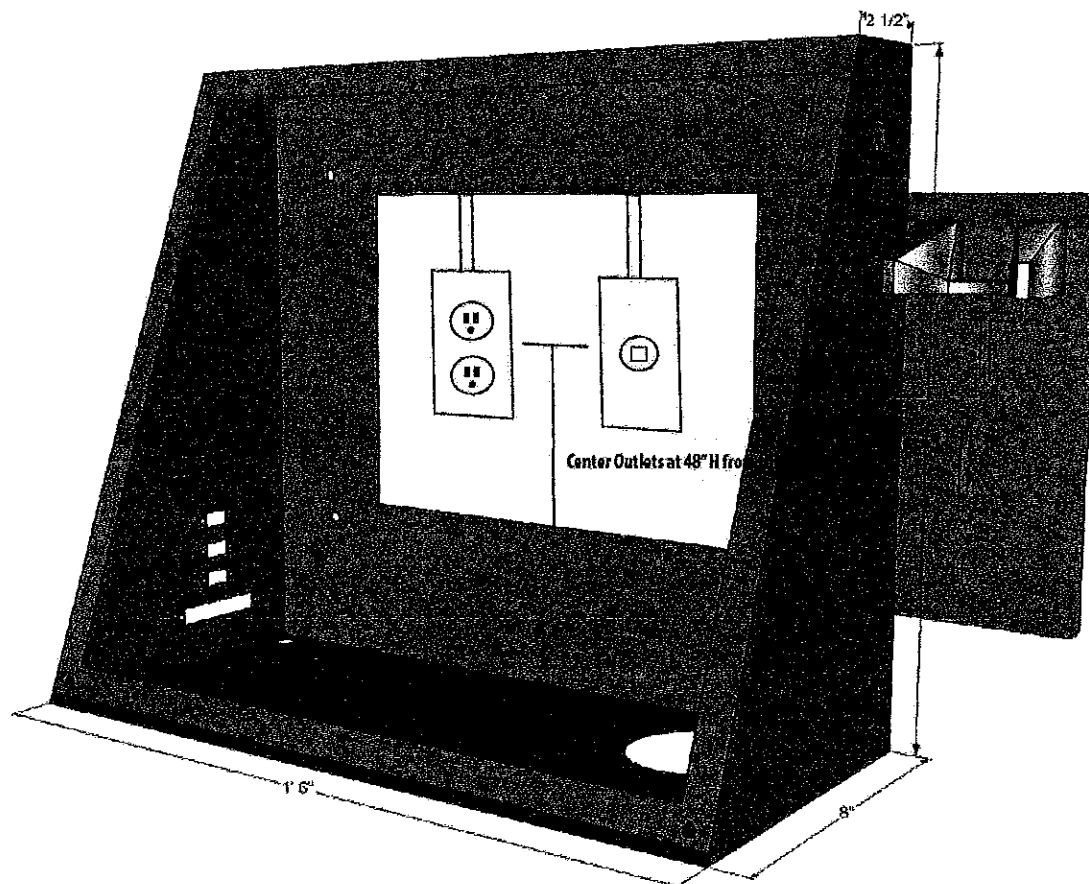
Table of Contents

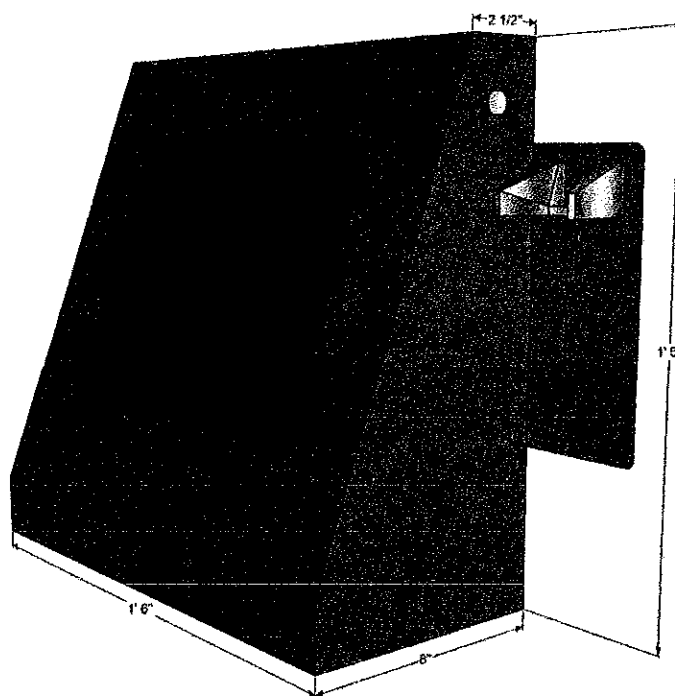
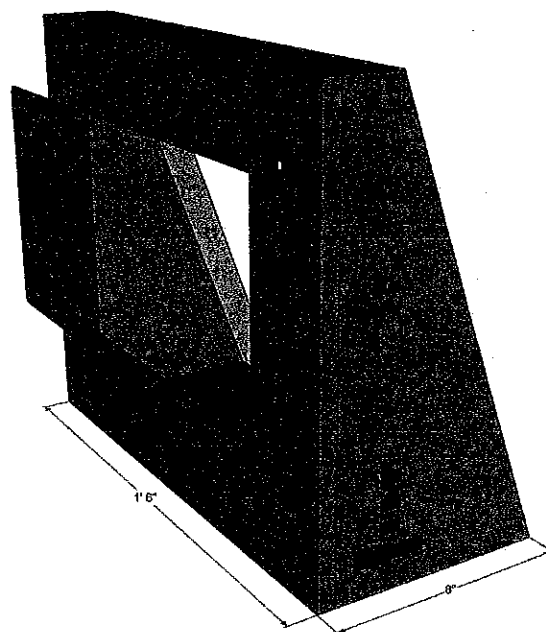
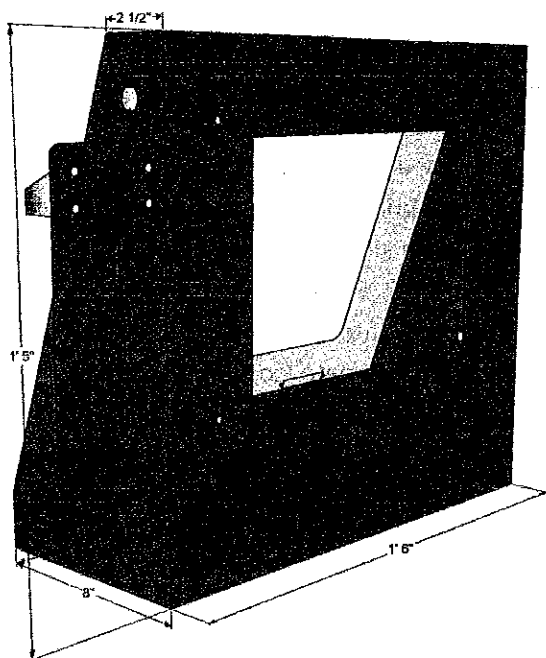
1. Kiosk introduction and specs
2. Kiosk system requirements for operating on network
3. Kiosk Device/Hardware Replacement
4. Kiosk Troubleshooting Guide

1. Kiosk introduction

TurnKey Corrections manufactures its own kiosks constructed with a corrections-grade, re-enforced aluminum. Each kiosk contains a 15 inch front mount ELO touch screen which has been rigorously tested in corrections environments. Inmate kiosks also are equipped with smart card readers for withdrawing money to smart cards for the use of vending machine purchases. USB ports are installed on inmate kiosks for MP3 use and troubleshooting ease. The inmate kiosks are equipped with Asus Eebox small form computers or a compatible unit with Windows 7 OS. Each has a case fan and a key switch for turning the computer on and off manually. All components are contained within the kiosk and are not removable without the use of a security bit screw driver. Inmate kiosks are typically mounted using Tapcon screws and are then closed with 4 security bits on the face of the kiosk. Inmate kiosks are typically mounted to the wall and centered at 48" inches off of the floor. Electrical and internet are preferred to be terminated and tested prior to mounting. Conduit can be run to all sides of the inmate kiosk.

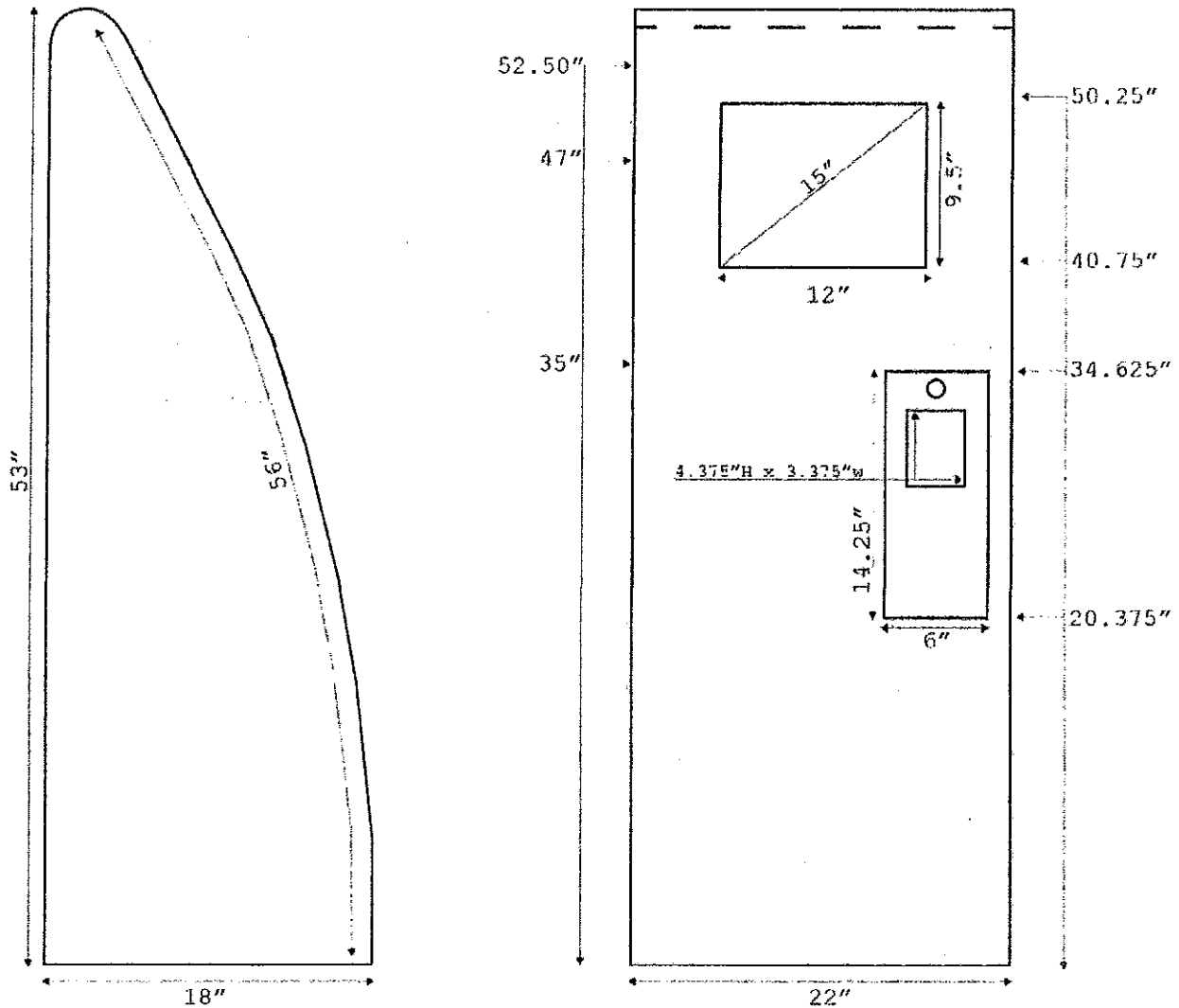
Inmate Kiosk Specs:





Lobby Kiosk Specs:

The lobby kiosk is outfitted with either an Asus Eeebox or Desktop computer loaded with Windows 7 OS. It has a 15 inch ELO touch screen installed. The lobby also comes equipped with a credit card reader/swiper, 4 inch AC fan and MEI 2000 Series bill acceptor. Access to the bill acceptor is possible by key/barrel lock capability. Lobby kiosks are typically mounted to the floor unless otherwise specified.



2. Kiosk system requirements for operating on network

TEAM2 FIREWALL ACCESS REQUIREMENTS

The following information is in regards to software loading on local PCs and web addresses that are requested to be allowed through the County firewall for the TEAM2 accounting software to be operational.

For installation of the TEAM2 software on the facility PCs the following items are requested;

- We will need a user with Administrator privileges during the install process to install the TEAM2 software.
- We highly recommend wired network to all Admin & Kiosk stations.
- Computers can run Windows XP, Vista, or Windows 7 & 8 operating system.
- Recommend DHCP network configuration instead of static IP.
- All PCs need to have all essential Microsoft updates done as well as .NET 4.0 extended version full update and Adobe Flash Player Update to run TEAM and view video visitation.

The following web addresses need to be allowed through the firewall, with no filtering, or modification to the packets / headers.

- www.team.twvending.net:80
- eastern.team.twvending.net: 80,30000
- central.team.twvending.net: 80,30000
- mountain.team.twvending.net: 80,30000
- pacific.team.twvending.net: 80,30000
- dev.team.twvending.net: 80,30000
- www.twvending.net:80
- support.twvending.net:80

Version 3 updated 5/21/2014

For any questions regarding Firewall access, please contact Courtney at our main office:

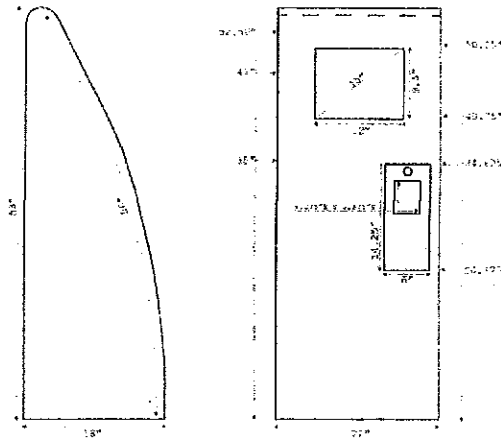
Courtney Hawkins: 715-386-5700 ext 604

courtneyha@turnkeycorrections.com

3. Kiosk Device/Hardware Replacement

If changing out devices or components of the kiosk, please use the following steps as a guide through this process. Assuming all tools needed are in place please proceed with the build.

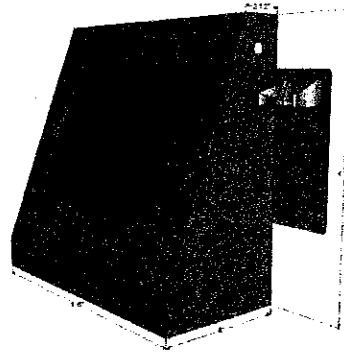
To save time in the future, ensure you make note of how the kiosk is built before swapping out devices and hardware. With the printed document in hand, ensure you are in a well-lit area with easy access to components and devices, in conjunction with the appropriate tools. Each kiosk style essentially has the exact same build.



Lobby Kiosk

- If changing out the locks; attach locks using Loctite and wrench or socket
- If changing or replacing the credit card reader, remove current one and secure the new one with the screws that were in place.
- If replacing or inspecting the bill acceptor entry guide, lift up on the metal fastening bar and pull the entry guide towards you. Once the guide is out, it can be opened for cleaning or inspection by pulling the top forward and the bottom backward. To reinstall or install a new entry guide, push the guide back into the slot until the metal fastening bar clicks into the holding grooves.
- If needing to replace the MEI Series 2000 bill mechanism, first disconnect the power supply. Then disconnect the harness from the computer. Once those are done, remove the four nuts holding the bill acceptor in place. Now repeat the steps in reverse order to finish changing the bill acceptor.

- To replace the monitor, first unplug the monitor power supply. Then disconnect the monitor's VGA cable and USB cable from the computer inside. Remove the nuts holding the screen to the front of the kiosk. Install the new screen and repeat steps in reverse.



Inmate Kiosk

- If changing the screen on the inmate kiosk, first power the computer down using the key switch. The key switch operates in an on/off position. Remove the four security nuts from the face plate of the kiosk and pull the face off. Unplug the power supply to the touch screen and then unplug the VGA and USB cables to the screen. Unscrew the nuts holding the touch screen to the face plate and remove the screen. To install a new screen, repeat these steps in reverse.
- To replace the computer, first power the computer down using the key switch on the outside of the kiosk. Remove the faceplate holding the touch screen by removing the 4 security bits from the front of the kiosk. The computer is attached to the back of the touch screen. Unplug all USB, VGA and power cords from the computer. Remove the computer by unscrewing the one screw holding it in place to the mounting bracket. Repeat steps in reverse to replace the computer. Power back on the device with the key switch when done.
- To replace a smart card reader, first power the computer down using the key switch on the outside of the kiosk. Remove the faceplate holding the touch screen by removing the 4 security bits from the front of the kiosk. The smart card reader is USB powered. Unplug it from the computer and remove the two security bits from the front of the face plate holding the card reader in place and remove card reader. Repeat these steps in reverse to install a new card reader.

Kiosk Troubleshooting Guide

There may be times when the computer will need to be accessed on the administrative side in order to navigate the desktop. TKC inmate and lobby computers both run on a password protected, locked down program that does not allow access without a keyboard and mouse.

- **Logging on to Admin side of kiosk**

To log into kiosk computer desktop using a keyboard and mouse to check on devices and connectivity:

Ctrl + Alt + Del -> Select Start Task Manager -> Click on the tab "Processes" (if not already there) and locate (image name) process "Team2mon.exe" and right-click on it to 'end process tree' Now click on "File" (in upper left corner) -> select "New Task (Run)" hit ok -> type in "explorer" or if there just click 'ok'.

You can now access the computer's desktop, menu and setting screens as a normal PC. This process will be used throughout the troubleshooting guide. If the following steps do not work or you have trouble getting through them, call TurnKey Corrections support TEAM at 715-386-5700.

Bill Acceptor is not working:

- *Restart the kiosk to reset the connection between PC and Bill Acceptor.*
- Confirm the dip switches on the side of the validator (MEI 2000 Series) are all set to "Off".
- Check "Device Manager" for error. If present (yellow triangle), right-click on device and select 'scan for changes'. If that does not work, contact TurnKey Corrections.

Bills are not being accepted:

- Is the bill being inserted at a screen that is awaiting payment (deposit funds, or pay with cash)? If not, note that it will not randomly accept a bill and needs to be prompted through the system to take it.
- Alternatively, go to the station settings in TEAM and make sure the COM port is set correctly by verifying in the device manager where it is set.

Bill Jam:

- Open bill acceptor panel and remove the bill acceptor head (lift up on the small metal bar), check for a bill jam by opening the yellow portion of the head. Put acceptor back together.
- After closing up acceptor, disconnect USB cord that goes from the bill acceptor to the computer. Next, power off the bill acceptor ONLY. After waiting 10 seconds, then plug the USB cord back into the computer. After that you need to power on the bill acceptor. Finally, restart the computer so that the connection reset.

Disabled from System:

- Check for red light blinking twice. Once confirmed, disconnect USB cord that goes from the bill acceptor to the computer. Next, power off the bill acceptor ONLY. Then plug the USB cord back into the computer. After that you need to power on the bill acceptor. Finally, restart the computer so that the connection resets.

Green lights are off:

- Has the USB or bill acceptor been unplugged recently? You need to check the cables are securely connected to the PC (USB harness) and the power supply is plugged-in.
- Alternatively, go to the station settings in TEAM and make sure COM port is set correctly. Double check COMx matches with station settings for bill acceptor.

Touch screen is not working:

- *Restart the kiosk to reset the connection between PC and Touch Screen.*
- Confirm the monitor is powered on (small button on top center of monitor), does a green light show on the back of the monitor?
- Open the start menu and then select "Devices and Printers" in the right column. Ensure that the top row has icon of a mouse with Elo underneath in the description. If not, monitor to computer USB cord is not plugged-in.

Unresponsive or un-calibrated:

- Check cables inside to make certain all are connected securely; power cord, VGA cord (with screws) and USB cord to computer.
- On the desktop of the computer or in the start menu, locate icon that says "Elo Config" and double click. Once opened, click on 'Calibrate Touch Screen' and press your finger in the center of the target that pops up in the upper left then follow the next two with the same process. After completed, restart kiosk.

Credit card reader is not reading cards:

- *Restart the kiosk to reset the connection between the PC and the CC Reader.*
- Double check the "Devices and Printers" menu has the 'USB Swipe Reader' in it. If not, ensure reader is plugged-in.

Smart Card reader is not reading:

- Use smart card reader cleaning card to attempt to clean the contacts inside of the card reader. If the reader still does not react, make sure that the card reader is plugged in to the computer. If it is, unplug it and plug in the other card reader on the kiosk until the bad one can be replaced.

If results are the same after attempting to resolve any of these issues, please call customer support at 715-386-5700.



APPENDIX F:
COMMISSARY PRODUCTS

Installation Document #6

TEAM CANTEEN LIST

PLEASE EXCLUDE NON-APPROVED ITEMS WITH AN "X" IN THE BOX TO THE LEFT OF THE PRICE

*not all items are available at individual regional warehouses

**Sales tax not included

	PRICE
Bagged Candies	
Atomic Fireballs	<u>\$1.80</u>
Butterscotch Buttons	<u>\$1.80</u>
Jolly Ranchers	<u>\$1.80</u>
Lemon Heads	<u>\$1.80</u>
Rootbeer Barrels	<u>\$1.80</u>
Sourballs	<u>\$1.80</u>
Starlite Mints	<u>\$1.80</u>
Sugar Free Hard Candy	<u>\$3.09</u>

Candy	
Almond Joy	<u>\$1.39</u>
Butterfinger	<u>\$1.39</u>
Caramello Bar	<u>\$1.39</u>
Honey Granola Bars	<u>\$1.39</u>
Kit Kat -Large	<u>\$1.39</u>
M&M Peanut	<u>\$1.39</u>
M&M Peanut Butter	<u>\$1.39</u>
M&M Plain	<u>\$1.39</u>
Milky Way	<u>\$1.39</u>
Now N Later Classic	<u>\$1.39</u>
Protein Bar Chocolate	<u>\$1.39</u>
Protein Bar Chocolate w/PB	<u>\$1.39</u>
Reeses Peanut Butter Cups	<u>\$1.39</u>
Salted Nut Rolls	<u>\$1.39</u>
Skittles Regular	<u>\$1.39</u>
Skittles Tropical	<u>\$1.39</u>
Skittles Wild Berry	<u>\$1.39</u>
Snickers Bar	<u>\$1.39</u>
Starburst Original	<u>\$1.39</u>
Starburst Tropical	<u>\$1.39</u>
Three Musketeers Bar	<u>\$1.39</u>
Tube of Peanuts 2oz	<u>\$1.39</u>
Twix Caramel	<u>\$1.39</u>
Twix Peanut Butter	<u>\$1.39</u>

Cups

Meals	PRICE
Beef Stew	<u>\$2.68</u>
Chili No Beans	<u>\$2.68</u>
Chili With Beans	<u>\$2.68</u>
Chili With Beans Western Hot	<u>\$2.68</u>
Easy Mac	<u>\$1.60</u>
Oatmeal Maple and Brown Sugar	<u>\$0.98</u>
Salisbury Steak	<u>\$4.12</u>
Tortilla Shells	<u>\$1.91</u>
Tuna in a Pouch	<u>\$4.02</u>

Meats	
Obriens Beef and Cheddar	<u>\$1.34</u>
Obriens Dbl Barrel Hot Shots	<u>\$1.34</u>
Obriens Double Barrel Salami	<u>\$1.34</u>
Obriens Hickory Smoked Beef Sticks	<u>\$1.34</u>

Medical	
Acetaminophen (non-aspirin)	<u>\$0.31</u>
Acne Treatment	<u>\$5.30</u>
Allergy Packet	<u>\$0.82</u>
Anesthetic Oral Gel	<u>\$4.79</u>
Antifungal Creme	<u>\$3.14</u>
Aspirin Packet	<u>\$0.31</u>
Bacitracin Ointment	<u>\$0.82</u>
Denture Adhesive	<u>\$4.22</u>
Denture Cleanser Tablet	<u>\$0.57</u>
Ear Plugs	<u>\$0.82</u>
Halls Cough Drops	<u>\$1.91</u>
Hydrocortisone Cream	<u>\$0.31</u>
Ibuprofen Packet	<u>\$0.31</u>
Multi Vitamins	<u>\$4.27</u>
Muscle and Joint Gel 3oz	<u>\$2.68</u>
Petroleum Jelly 4oz	<u>\$2.42</u>
Tums	<u>\$1.44</u>

Microwaveable

C

C

C

Cheetos Crunchy		<u>\$1.34</u>
Cheetos Flamin Hots		<u>\$1.34</u>
Cheetos Jalapeno Cheddar		<u>\$1.34</u>
Doritos Cool Ranch		<u>\$1.34</u>
Doritos Nacho Cheese		<u>\$1.34</u>
Earl's Cheesy Corn		<u>\$1.34</u>
Fritos Chili Cheese		<u>\$1.34</u>
Funyuns Onion Chips		<u>\$1.34</u>
Lays BBQ 1.5oz		<u>\$1.34</u>
Lays Regular Chips		<u>\$1.34</u>
Lays Sour Cream & Onion		<u>\$1.34</u>
Salsitas		<u>\$1.34</u>
Snyders Jalapeno Pieces		<u>\$1.34</u>
Snyders Honey Mustard Pieces		<u>\$1.34</u>
Snyders Hot Buffalo Pieces		<u>\$1.34</u>

Clothing

Sweatshirt Orange 2XL		<u>\$11.69</u>
Sweatshirt Orange 3XL		<u>\$11.69</u>
Sweatshirt Orange L		<u>\$10.09</u>
Sweatshirt Orange M		<u>\$10.09</u>
Sweatshirt Orange XL		<u>\$11.69</u>
Shirt 2nds 2XL White		<u>\$4.27</u>
T-Shirt 2nds 3XL White		<u>\$4.79</u>
T-Shirt 2nds 4XL White		<u>\$4.79</u>
T-Shirt 2nds L White		<u>\$3.76</u>
T-Shirt 2nds M White		<u>\$3.76</u>
T-Shirt 2nds S White		<u>\$3.76</u>
T-Shirt 2nds XL White		<u>\$3.76</u>
T-Shirt Premium 2XL White		<u>\$10.09</u>
T-Shirt Premium 3XL White		<u>\$10.09</u>
T-Shirt Premium 4XL White		<u>\$10.09</u>
T-Shirt Premium L Orange		<u>\$7.98</u>
T-Shirt Premium L White		<u>\$7.98</u>
T-Shirt Premium M White		<u>\$7.98</u>
T-Shirt Premium S White		<u>\$7.98</u>
Thermal Shirt 3XL		<u>\$7.47</u>
Thermal Shirt 4XL		<u>\$7.47</u>
Thermal Shirt 5XL		<u>\$7.47</u>
Thermal Shirt L		<u>\$7.47</u>
Thermal Shirt M		<u>\$7.47</u>
Thermal Shirt S		<u>\$7.47</u>
Thermal Shirt XL		<u>\$7.47</u>
Thermal Shirt XXL		<u>\$7.47</u>

Popcorn Act II		<u>\$1.08</u>
Popcorn Jalapeno		<u>\$1.08</u>
Popcorn Kettle Corn		<u>\$1.08</u>
Red Beans and Rice with Chili		<u>\$3.19</u>
Refried Pinto Jalapeno w/ Green Chili		<u>\$3.19</u>

Pastries

Big Texas Cinnamon Roll		<u>\$1.65</u>
Blueberry Blasters		<u>\$1.65</u>
Cup Cakes Chocolate		<u>\$1.65</u>
Danish Apple Claw		<u>\$1.65</u>
Danish Strawberry Cheese Claw		<u>\$1.65</u>
Honey Bun Chocolate		<u>\$1.65</u>
Honey Bun Iced Jumbo		<u>\$1.65</u>
Nutty Bar		<u>\$0.88</u>
Oatmeal Creme Pie		<u>\$0.57</u>
Pop Tart Frosted Brown Sugar		<u>\$1.65</u>
Pop Tart Frosted Strawberry		<u>\$1.65</u>
Swiss Roll		<u>\$0.88</u>

Plateware

Bowl and Lid		<u>\$2.16</u>
Bowl w/ Security Lid		<u>\$2.42</u>
Spork Buff - Firm		<u>\$1.08</u>
Spork Orange - Flexible		<u>\$1.08</u>
Thermal Cup		<u>\$4.33</u>

Postage

\$0.49 Cent Stamp		<u>\$0.50</u>
Stamp \$.01		<u>\$0.01</u>
Stamped Envelope \$0.49		<u>\$0.75</u>

Ramen Noodles

Ramen Beef		<u>\$0.98</u>
Ramen Chicken		<u>\$0.98</u>
Ramen Chili		<u>\$0.98</u>
Ramen Oriental		<u>\$0.98</u>
Ramen Picante Beef		<u>\$0.98</u>
Ramen Picante Chicken		<u>\$0.98</u>
Ramen Shrimp		<u>\$0.98</u>

Soda

Dr. Pepper		<u>\$1.91</u>
Grape Soda		<u>\$1.91</u>

C

C

C

Thermal Underwear 2XL		<u>\$7.21</u>
Thermal Underwear 3XL		<u>\$7.47</u>
Thermal Underwear L		<u>\$7.21</u>
Thermal Underwear M		<u>\$7.21</u>
Thermal Underwear S		<u>\$7.21</u>
Thermal Underwear XL		<u>\$7.47</u>
Tube Sock Orange		<u>\$2.16</u>
Washcloth		<u>\$0.67</u>

Coffee

Creamer Packet qty 2		<u>\$0.31</u>
Columbian Freeze Dried Instant Coffee 11GRAM		<u>\$1.75</u>
Columbian Coffee 2 oz,		<u>\$3.45</u>

Condiments

Hot Sauce		<u>\$2.83</u>
Jalapeno Cheese Squeezer		<u>\$1.34</u>
Jumbo Hot Dill Pickle		<u>\$1.60</u>
Ketchup Packet 7gm		<u>\$0.26</u>
Kosher Dill Pickle		<u>\$1.60</u>
Mayonnaise Packet 9gm		<u>\$0.31</u>
Mustard Packet 4.5gm		<u>\$0.26</u>
Pepper Packet		<u>\$0.26</u>
Pepper Shaker		<u>\$2.16</u>
Salt Packet		<u>\$0.21</u>
Salt Shaker		<u>\$1.60</u>
Saltine Crackers 12/ 2-Packs		<u>\$1.03</u>

Cookies

Fudge Strip Mini Cookies		<u>\$1.60</u>
Grandmas Chocolate Chip Cookies		<u>\$1.60</u>
Grandmas Oatmeal Raisin		<u>\$1.60</u>
Oreo Mini Bites		<u>\$1.60</u>

Drink Mixes

Cappuccino Mix		<u>\$0.72</u>
Grape Drink Mix		<u>\$0.31</u>
Fruit Punch Drink Mix		<u>\$0.31</u>
Hot Cocoa Mix		<u>\$0.57</u>
Iced Tea Drink Mix		<u>\$0.31</u>
Lemonade Drink Mix		<u>\$0.31</u>
Orange Drink Mix		<u>\$0.31</u>
Sweet N Low 1gm Packet		<u>\$0.15</u>
Sweet N Low 1gm Packet		<u>\$0.15</u>

Lemon Lime Soda		<u>\$1.91</u>
Mountain Dew		<u>\$1.91</u>
Mountain Dew Diet		<u>\$1.91</u>
Orange Soda		<u>\$1.91</u>
Pepsi		<u>\$1.91</u>
Pepsi Diet		<u>\$1.91</u>
Pepsi Wild Cherry		<u>\$1.91</u>
Rootbeer		<u>\$1.91</u>
Strawberry Soda		<u>\$1.91</u>

Shoes

Canvas Shoes Navy Sizes 9-11		<u>\$6.39</u>
Orange Clogs Sizes 8-13		<u>\$8.50</u>
Black Clogs Sizes 4-13		<u>\$8.50</u>
Shower Shoes Sizes M-2XL		<u>\$2.68</u>

Stationery

#10 Envelope		<u>\$0.36</u>
#10 Envelope w/ 2 Stamps		<u>\$1.37</u>
9x12 Catalog Envelop w/ 3 Stamps		<u>\$2.17</u>
9x12 Catalog Envelope 2 Stamps		<u>\$1.68</u>
9X12 Catalog Envelope no Stamp		<u>\$0.82</u>
Anniversary Card with Stamp		<u>\$2.95</u>
Birthday Card with Stamp		<u>\$2.95</u>
Blank Card with Stamp		<u>\$2.95</u>
Child Birthday Card with Stamp		<u>\$2.95</u>
Christmas Card with Stamp		<u>\$2.95</u>
Clear Flex Pen - Black		<u>\$0.82</u>
Clear Flex Pen - Blue		<u>\$0.82</u>
Colored Pencil Short		<u>\$4.12</u>
Eraser Pink Pearl		<u>\$1.08</u>
Eraser Tip		<u>\$0.31</u>
Love You Card with Stamp		<u>\$2.95</u>
Mechanical Pencil		<u>\$1.55</u>
Miss You Card with Stamp		<u>\$2.95</u>
Paper Computer 5 Sheets		<u>\$0.26</u>
Paper Lined Writing Pad		<u>\$4.12</u>
Paper Sketch Pad		<u>\$4.12</u>
Pencil Full Size		<u>\$0.52</u>
Pencil Golf		<u>\$0.31</u>
Postcard		<u>\$0.47</u>
Thank You Card with Stamp		<u>\$2.95</u>
Thanksgiving Card with Stamp		<u>\$2.95</u>
Thinking of You Card with Stamp		<u>\$2.95</u>

C

C

C

Electronics

Battery		<u>\$0.82</u>
AAA Battery		<u>\$0.82</u>
Alarm Clock		<u>\$15.91</u>
Audio Earbuds		<u>\$3.76</u>
E-Cigarette		<u>\$15.45</u>
Hiteker AM/FM Clear Radio		<u>\$42.44</u>
Radio Headphones		<u>\$18.03</u>

Entertainment

Checkers		<u>\$5.30</u>
Chess		<u>\$7.47</u>
Crossword Puzzle Books		<u>\$3.19</u>
Economy Playing Cards		<u>\$2.01</u>
Pinochle Cards		<u>\$3.19</u>
Plastic Tournament Dominos		<u>\$5.30</u>
Skip-Bo Cards		<u>\$9.58</u>
Sudoku Numeric Puzzles		<u>\$3.19</u>
Uno Cards		<u>\$7.98</u>
Word Search		<u>\$3.19</u>

Hygiene

Baby Powder 4oz		<u>\$2.42</u>
BIC Disposable Razor		<u>\$0.57</u>
Blue Magic Conditioner		<u>\$4.79</u>
Clear Hinged Soap Dish		<u>\$0.82</u>
Cocoa Butter Lotion		<u>\$2.68</u>
Dandruff Shampoo 4oz		<u>\$2.16</u>
Deodorant Mens-Solid Gel		<u>\$4.79</u>
Deodorant Suave Womens		<u>\$4.27</u>
Floss Loops		<u>\$6.90</u>
Hair Brush Vented		<u>\$2.68</u>
Hair Pick		<u>\$0.82</u>
Hairbrush Military		<u>\$1.60</u>
Hemorrhoid Cream		<u>\$6.39</u>
Lip Ex Lip Balm		<u>\$1.91</u>
Lotion Eucerine 1oz		<u>\$3.76</u>
Magic Shave Tube		<u>\$7.47</u>
Maxi Pad		<u>\$0.67</u>
Ponytail Holder		<u>\$0.82</u>
Q-Tips Bag of 100		<u>\$4.12</u>
Shampoo 2 in 1 12.6oz		<u>\$3.86</u>
Shampoo Suave 15oz		<u>\$4.02</u>

Undergarments

Boxer Shorts 2XL		<u>\$5.30</u>
Boxer Shorts 3XL		<u>\$5.30</u>
Boxer Shorts 4XL		<u>\$5.30</u>
Boxer Shorts L		<u>\$4.79</u>
Boxer Shorts M		<u>\$4.79</u>
Boxer Shorts XL		<u>\$5.30</u>
Mens Underwear L		<u>\$3.45</u>
Mens Underwear M		<u>\$3.45</u>
Mens Underwear XL		<u>\$3.45</u>
Mens Underwear 2XL		<u>\$3.76</u>
Mens Underwear 3XL		<u>\$3.76</u>
Mens Underwear 4XL		<u>\$3.76</u>
Sports Bra 32		<u>\$6.39</u>
Sports Bra 34		<u>\$6.39</u>
Sports Bra 36		<u>\$6.39</u>
Sports Bra 38		<u>\$6.39</u>
Sports Bra 40		<u>\$6.39</u>
Womens Bra 32A		<u>\$5.15</u>
Womens Bra 34B		<u>\$5.15</u>
Womens Bra 36C		<u>\$5.15</u>
Womens Bra 38C		<u>\$5.15</u>
Womens Bra 42D		<u>\$5.15</u>
Womens Underwear Size10 White		<u>\$3.81</u>
Womens Underwear Size12 White		<u>\$3.81</u>
Womens Underwear Size6 White		<u>\$3.81</u>
Womens Underwear Size8 White		<u>\$3.81</u>

Indigent (Cost may be applied to Inmate)*

Indigent 2 Sheets of Paper		<u>\$0.04</u>
Indigent Acetaminophen		<u>\$0.26</u>
Indigent Clear Flex Pen -Black		<u>\$0.52</u>
Indigent Comb		<u>\$0.10</u>
Indigent Deodorant		<u>\$0.62</u>
Indigent Eraser Tip		<u>\$0.26</u>
Indigent Golf Pencil		<u>\$0.26</u>
Indigent Ibuprofen		<u>\$0.26</u>
Indigent Lip Balm		<u>\$0.77</u>
Indigent Postcard		<u>\$0.46</u>
Indigent Shampoo 2oz		<u>\$0.46</u>
Indigent Shampoo 4oz		<u>\$0.77</u>
Indigent Skin Lotion		<u>\$1.03</u>
Indigent Soap Bar		<u>\$0.82</u>

C

C

C

Shave Cream Packet .25oz		<u>\$0.57</u>
Shave Cream Tube .85		<u>\$0.82</u>
Shave Care Lotion		<u>\$2.94</u>
Sleeping Mask		<u>\$1.03</u>
Small Comb		<u>\$0.57</u>
Soap Bar Dial		<u>\$2.06</u>
Soap Bar Dove		<u>\$4.79</u>
Soap Bar Freshscent 3oz		<u>\$0.82</u>
Soap Bar Irish Spring		<u>\$2.73</u>
Soap Bar Lever 2000		<u>\$2.68</u>
Suave Conditioner 15oz		<u>\$4.02</u>
Sulfur 8 Medicated Shampoo		<u>\$7.98</u>
Tampon		<u>\$0.57</u>
Toilet Paper 1 Roll		<u>\$2.16</u>
Toothbrush Holder		<u>\$1.60</u>
Toothbrush Long Handled		<u>\$1.29</u>
Toothbrush Stubby		<u>\$1.08</u>
Toothpaste Colgate .85oz		<u>\$1.75</u>
Toothpaste Colgate 1.3oz		<u>\$2.16</u>
Toothpaste Colgate 2.8oz		<u>\$3.76</u>
Toothpaste Pepsodent 6oz		<u>\$3.76</u>
Vaseline Lip Therapy		<u>\$2.68</u>

Please return via email or fax back to **715-386-9988**

ATTN: Kris DeSmith

KrisD@TurnKeyCorrections.com

Tony Brooks

TonyB@TurnKeyCorrections.com

Indigent Stamped Envelope		<u>\$0.52</u>
Indigent Toothbrush Stubby		<u>\$0.31</u>
Indigent Toothpaste 0.6oz		<u>\$0.31</u>

Kosher

Popcorn Act 2		<u>\$1.08</u>
Kit Kat		<u>\$1.39</u>
Twizzlers		<u>\$1.39</u>
Almond Joy		<u>\$1.39</u>
Funyuns		<u>\$1.34</u>
Grandma's Big Chocolate Chip Cookie		<u>\$1.60</u>
Grandma's Big Oatmeal Cookie		<u>\$1.60</u>
Lay's Potato Chips Regular		<u>\$1.34</u>
Lay's BBQ Chips		<u>\$1.34</u>
Lay's Sour Cream and Onion Chips		<u>\$1.34</u>
Snyder's Honey Mustard Pieces		<u>\$1.34</u>
Snyder's Hot Buffalo Pieces		<u>\$1.34</u>
Snyders Jalapeno Pieces		<u>\$1.34</u>

Diabetic

Mustard Packet 4.5gm		<u>\$0.26</u>
Saltine Crackers 12/ 2-Packs		<u>\$1.03</u>
Jumbo Hot Dill Pickle		<u>\$1.60</u>
Creamer Packet qty 2		<u>\$0.31</u>
Kosher Dill Pickle		<u>\$1.60</u>
Hot Sauce		<u>\$2.83</u>
Tito's Whole Jalapeno		<u>\$1.08</u>
Pepper Pack		<u>\$0.26</u>
Tuna in a Pouch		<u>\$4.02</u>
Red Beans and Rice with Chili		<u>\$3.19</u>
Sugar Free Hard Candy		<u>\$3.09</u>
Tube of Peanuts 2oz		<u>\$1.39</u>
Columbian Freeze Dried Instant Coffee 11 GRAM		<u>\$1.75</u>
Sweet N Low 1gm Packet		<u>\$0.15</u>

C

C

C



APPENDIX G:

INSURANCE COVERAGE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

1/8/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Reis Insurance Agency 220 South Main Street River Falls WI 54022		CONTACT Warren Kozitza NAME: PHONE (A/C, No. Ex): (715) 425-6721 FAX (A/C, No.): (715) 425-1766 E-MAIL: warren@reisagency.com ADDRESS:	
INSURED Three Square Market Inc 2801 HARVEY ST HUDSON WI 54016		INSURER(S) AFFORDING COVERAGE INSURER A: Acuity Heritage Insurance NAIC # 14184 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES CERTIFICATE NUMBER: CL161801561 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY			227255	8/13/2015	8/13/2016	EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
							MED EXP (Any one person) \$ 5,000
							PERSONAL & ADV INJURY \$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER						GENERAL AGGREGATE \$ 2,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						PRODUCTS - COM/OP AGG \$ 2,000,000
	OTHER						\$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident) \$
	<input type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS						BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident) \$
							\$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR						EACH OCCURRENCE \$
	EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE						AGGREGATE \$
	DED <input type="checkbox"/> RETENTIONS						\$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/>
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y/N	N/A				E.L. EACH ACCIDENT \$
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$
							E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER	CANCELLATION
	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE Melissa Miles/MMI

© 1988-2014 ACORD CORPORATION. All rights reserved.

C

C

C



APPENDIX H:
EVIDENCE OF ZERO TAX DELINQUENCY

C

C

C

JEFFERSON COUNTY MISSOURI

Online Property Inquiry

Property Search

Step 1: Select a Search Method

What would you like to do?

- ☐ Search for a specific real estate property by parcel number (PIN)
- ☒ Search for real estate properties by name, address, and other criteria
- ☐ Search for a specific personal property account by account number
- ☐ Search for personal property accounts by name

Step 2: Enter Search Information

Select one or more groups of information to search by:

☒ Name Criteria

Business Name

☒ Individual ☐ Business

☐ Owner/Mailing Address Criteria

☐ Site Address Criteria

☐ Property Class/Township Criteria

☐ Attribute Criteria

☐ Legal Description Criteria

☐ Tax Year Criteria

Loading Results...

I Want To...

- ☐ Start a New Search
 - ☐ Go to the Assessor Website
 - ☐ Go to the Collector Website
 - ☐ Go to the County Website
- Shop:
-

JEFFERSON COUNTY MISSOURI

Online Property Inquiry

Property Search

Step 1: Select a Search Method

What would you like to do?

- ☐ Search for a specific real estate property by parcel number (PIN)
- ☒ Search for real estate properties by name, address, and other criteria
- ☐ Search for a specific personal property account by account number
- ☐ Search for personal property accounts by name

Step 2: Enter Search Information

Select one or more groups of information to search by:

☒ Name Criteria

☐ Business Name

☐ Individual ☒ Business

☐ Owner/Mailing Address Criteria

☐ Site Address Criteria

☐ Property Class/Township Criteria

☐ Attribute Criteria

☐ Legal Description Criteria

☐ Tax Year Criteria

Loading Results...

jeffersonmo.devnetwedg.com says:

No matching parcels found.

☐ Prevent this page from creating additional dialogs.

OK

I Want To...

☐ Start a New Search

☒ Go to the Assessor Website

☒ Go to the Collector Website

☒ Go to the County Website

Shop:



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

Request for Proposal: JAIL COMMISSARY 2016

Date Issued: 5-10-2016

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, JUNE 7, 2016 AT 2:00 P.M. LOCAL TIME.

**Specification
Contact:**

LT. PATRICK HAWKINS
Department of the Sheriff
636-797-5318
phawkins@jeffcomo.org

**Contract
Contact:**

VICKIE PRATT
Department of Administrative Services
636-797-5380

**Mail (3) Three
Complete Copies
With Vendor And
Proposal
Information As
Shown In Sample:**

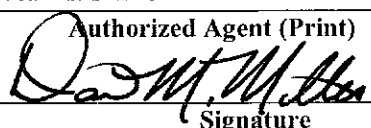
SAMPLE ENVELOPE

<i>VENDOR NAME</i>	
<i>VENDOR ADDRESS</i>	
<i>CONTACT NUMBER</i>	DEPARTMENT OF THE COUNTY CLERK
	JEFFERSON COUNTY MISSOURI
	729 MAPLE ST / PO BOX 100
	HILLSBORO MO 63050-0100
SEALED PROPOSAL: (PROPOSAL NAME)	

**Contract Term:
upon approval by
the County Council
and County
Executive**

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

**Vendor
Information:**

Trinity Services Group, Inc.	David M. Miller
Company Name	Authorized Agent (Print)
477 Commerce Blvd	
Address	Signature
Oldsmar, FL 34677	Chief Operating Officer
City/State/Zip Code	Title
813-854-4264	5/25/16 59-3026703
Telephone #	Date Tax ID #
dave.miller@trinityservicesgroup.com	813-855-2330
E-mail	Fax #

EXECUTIVE SUMMARY

Trinity Services Group is the largest independent, comprehensive food and commissary service provider in the corrections industry. Operating in 43 states, Puerto Rico and the U.S. Virgin Islands, Trinity is committed to providing customized, cost-savings solutions for every size and type of operation. Trinity has been operating for more than 30 years, and we pride ourselves on building personal relationships to better meet your needs. Our approach is distinct—a local focus backed by national resources and expertise.

Qualifications

Trinity has a network of proud and satisfied clients that champion our solution-based philosophy. These valued partnerships include:

- St. Claire County, Illinois, Average Daily Population 400
- Taney County Jail, Missouri, Average Daily Population 160
- Adair County Detention Center, Missouri, Average Daily Population 30
- Garland County Detention Center, Arkansas, Average Daily Population 300
- Florida Department of Corrections, Average Daily Population 120,000

Our hard work and collaboration produce a record of demonstrated results.

Findings

During my meeting with Lt. Hawkins and Martha, we discovered ways Trinity could help improve the commissary operations at your facility. We know every facility encounters different needs and expectations and you will see below how we developed a commissary operation offer based on your needs and expectations.

Banking Software - We know that you would like to see a more user friendly software that offers a multitude of reports. With Cobra Banker, you have the ability to get step by step instructions on how to complete tasks by clicking on the help section of the software. The software gives you quick access to hundreds of reports. You also will have the ability to create reports specific to the information you are trying to gather.

Technology - Trinity has a seamless interface in place with your current inmate phone service provider that will allow us to provide a one kiosk, one solution offer. This interface allows us to add the commissary ordering to the Securus Video Visitation kiosks that are currently in place at your facility today. We also have included our TeleLink interface that will allow inmates to transfer money from their trust account to the inmate phone account. Also, our debit release cards will allow you to release inmate funds from both the phone account and trust account all at one time, on one debit card.



Ease of Transition - Trinity has created a transition plan that will ensure your transition is seamless. You will not see any interruption in your commissary operations during the transition, nor will the inmates. Your facility will also receive training on either an individual basis or in a group depending on what access level you grant each staff member. Our banking software allows each staff member to have their own individual login that will grant them access only to the areas they need to complete their tasks. This is done so it is easy to identify errors or mistakes that may need to be corrected as our system will time stamp each transaction or change each user makes in the software.

High Quality Standards and Professional Integrity Yield Positive Results from Day One

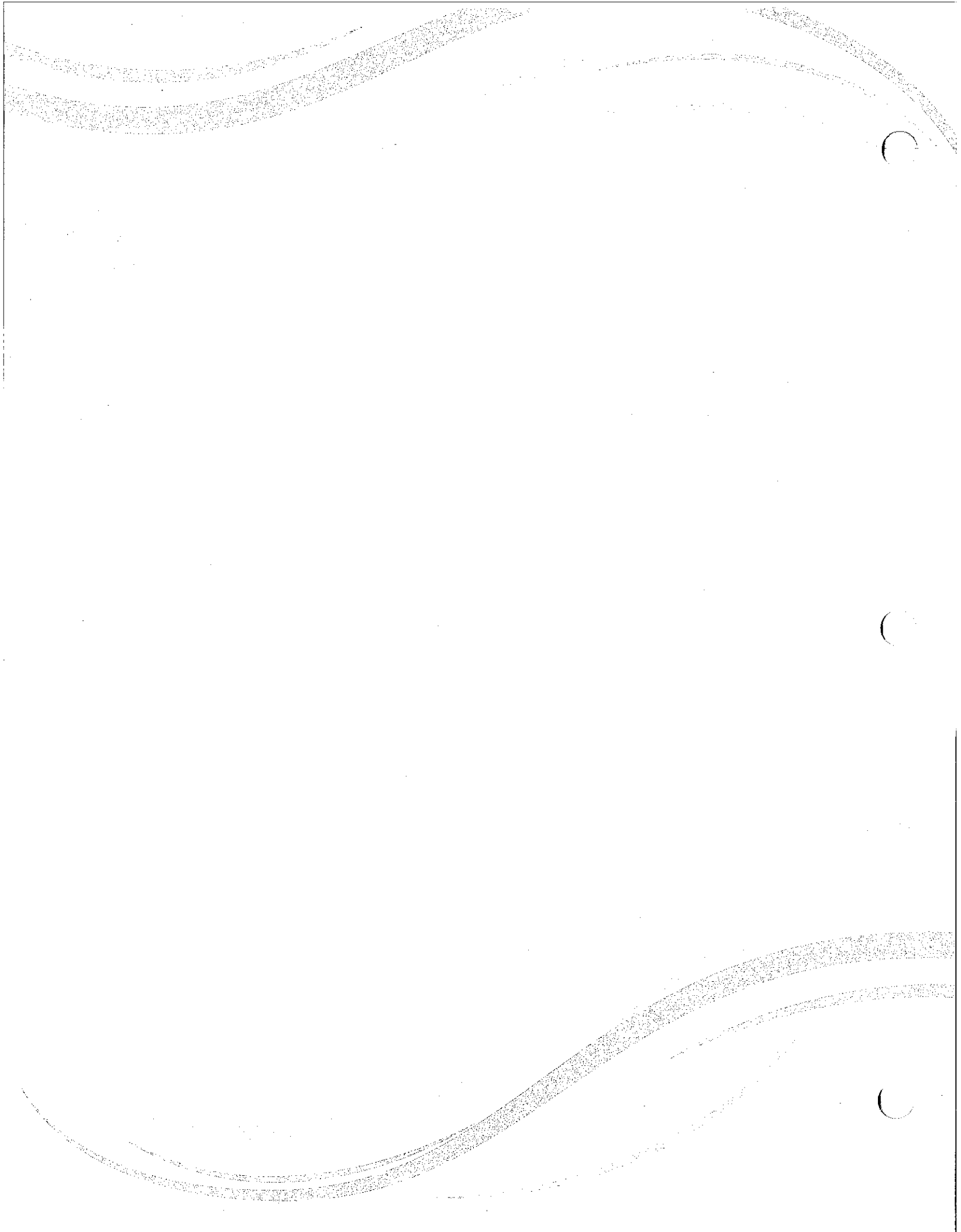
Conclusions

Trinity Services Group provides Jefferson County with superior tools, support, resources, and accountability through a detailed report and audit trail. Trinity's synergistic approach offers the best overall operation, value, and price for you.

Trinity Services Group – The Pathway to Excellence in Food and Commissary Service



Experience



EXPERIENCE

Company Profile

Trinity was incorporated in Florida on August 22, 1990 to provide services to correctional institutions. From our base in the Tampa Bay, Florida area, Trinity grew rapidly as word of its focus on quality and responsiveness spread.

In April 2000, Trinity became a wholly owned subsidiary of Compass Group and continued to operate with all personnel intact. As a member of Compass Group, Trinity continued to focus its efforts on growing the business.

In 2012, a capital investment group acquired Trinity Services Group and merged its name, as well its resources, programs, systems, and people with Canteen Correctional Services, another regional division of Compass Group, creating a nationwide company that focuses on our core business, the corrections industry. The combination of these two divisions gave Trinity more than 30 years experience in the Corrections industry!

In 2014 Trinity made two significant acquisitions. In March, we acquired Swanson Services Corporation and in June, Prevatek Corporation, further strengthening our position as a leader in the correctional commissary and commissary technology. As a result of our combined resources and outstanding organic growth, Trinity encompasses more than 3,300 Team Members and serves approximately 700,000 inmates in 42 states, Puerto Rico and the Virgin Islands each day.



Trinity is a leader in providing technology solutions to the corrections market. We focus on establishing systems that support the custody and control requirements at each facility we serve. Recently, we have been involved with many state-of-the-art implementations that have changed, for the better, the way many facilities operate.

Trinity leads the nation with the number of installed Behind-the-Bar kiosks and our software is the standard by which other programs are judged.

Trinity has almost 1000 clients across the United States. Clients include county and city agencies, statewide Departments of Correction, partnerships with private corrections providers, rehabilitation sites for alcohol treatment, Meals on Wheels and Senior Nutritional programs, and homeless shelters. These types of facilities allow us to expand our service knowledge, enhance problem-solving expertise, and develop innovative solutions for our clients.

Our annual revenue is approximately \$600,000,000.

Trinity is a member of the American Correctional Association, American Jailers Association, National Association of Deputy Wardens, National Sheriff's Association, and various state and county sheriff associations across the nation.

With more than 3,300 team members, Trinity serves approximately 700,000 inmates in 43 states, Puerto Rico and the U.S. Virgin Islands, each day.



Company Achievements

Trinity has approximately 1000 clients across the United States. Below is a representation of individual facility achievements to attest to our experience in providing Correctional Commissary Management services.

In April 2014, **Florida Department of Corrections** chose Trinity to operate their Canteen services. Trinity successfully transitioned 257 service locations throughout the State in 90 days! Today, we operate 373 inmate Canteens during the week and 106 Visitor Park Canteens on the weekends. Commissary products are delivered, usually weekly, to approximately 50 warehouses throughout the State. The Canteen Stores are operated by inmate store clerks and use a sophisticated bar code POS (point of sale) system to “sell” products to their fellow inmates. Our name brand products and client focused approach has resulted in a number of significant improvements along with increased sales. ADP: 89,000

Since 2009, the partnership between Trinity and the **Broward Sheriff's Office (BSO)** in Florida has resulted in streamline processes and customized systems. Trinity's Canteen Manager program has allowed Inmate Banking to go paperless and abridge processes. The ASK system functions as the middleware program for the housing kiosk, which Trinity installed over 175 housing kiosks throughout four jails. Inmates can order from their housing kiosk, see all activity on their banking account, file grievances/ requests, and view the handbook in three different languages. ADP: 4,500.

Weber County Sheriff's Office knows that food and commissary services are critical, complex, and costly processes and when it's used to its full potential, it can be an effective management tool and an asset to the organization. Trinity has provided Weber County with an on-site staff that is extremely knowledgeable and efficient; they manage inmate workers and are in constant contact with the facility. ADP: 1000

Utah County Sheriff's Department is one of the original facilities utilizing our current generation of correctional technology. Our strong partnership has lead to Utah County serving as a field test site for system enhancements and updates. Their valuable feedback has enabled Trinity to deployed new systems that meet the needs of correctional facilities. Utah County is a fully wireless environment that supports 32 inmate kiosks and the Canteen Manager Inmate Banking system. ADP: 900

Trinity Services Group has an impressive time line showing our continued development of commissary and inmate trust fund services.

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1983: Early adopter of computerized banking for corrections.</p> <p>1988: First with its own technical team dedicated to inmate banking software & hardware solutions.
First with in-house team to service & maintain our technology.</p> <p>1998: First to implement debit phone calling interfaces with multiple national phone providers.</p> <p>1990: Canteen Manager initial release.</p> <p>1998: Canteen develops systems to scan bubble forms through OMR technology.</p> <p>1995: Proprietary Warehouse Management System developed specifically for correctional commissaries and released.</p> <p>2000: Compass Group acquires Trinity Services, a Florida based company, and operate under Canteen Correctional Services umbrella, including several Florida commissary contracts and a warehouse in Oldsmar, FL.
Accounting software with general ledger – Cobra Banker®, Windows®, initial release.
Comprehensive receivables module for cost recovery – Cobra Collector™ initial release.</p> <p>2001: Canteen Manager, Windows version release.</p> <p>2002: Inmate Kiosks installed in Los Angeles County. Proof-of-concept leading to development of our own kiosk system.</p> <p>2003: Automated bank reconciliation feature – Cobra AutoRec™ initial release.
Interfaces to client's bank – Cobra Validator™ initial release.</p> <p>2004: MyCarePack.com website launches, enables friends and family to purchase products and services for inmates online.
Electronic Signature Capture release.</p> <p>2005: First with in-pod kiosks for commissary ordering and inmate-staff communications – Cobra Kiosk™ initial release.</p> | <p>First to implement seamless debt consolidation and reporting to a National Collection Agency.</p> <p>Hosted Software Solution for resident accounting – Remote Access Banker™ initial release.</p> <p>Automated commissary funds deposit system – Cobra AutoCash™ initial release.</p> <p>MICR Check Writing Technology initial release.</p> <p>Automated 3rd Party Debt Collection – Cobra AutoCollect™ initial release.</p> <p>2006: Electronic Grievance Tracking software – Grievance Tracker™ initial release.
Cash, Credit & Debit Card Acceptance Kiosk – Cobra Cashier™ initial release.</p> <p>2007: ASK, our proprietary inmate kiosk system, initial release, internally developed. Kiosks manufactured in-house at a production facility in Baltimore, MD.</p> <p>2008: Canteen Manager Hosted initial release.</p> <p>2010: CAPS phone ordering system initial release.</p> <p>2012: Compass Group sells majority ownership in Canteen Correctional Services and company operates as Trinity Services Group.</p> <p>2012: H.I.G. Capital, a leading global private equity investment firm with more than \$15 billion of equity capital under management, and an affiliate acquired the correctional services business ("Trinity") of Compass Group PLC and operates under the name "Trinity Services Group."</p> <p>2012: Trinity acquires A&S Commissary, a major Compass franchise.</p> <p>2013: Next Generation ASKiosk inmate kiosks release.</p> <p>2014: SmartPhone application initial release.
Trinity acquires Swanson Services Corporation, Denver CO, and Prevatek Development, Boston MA.</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



OUR VISION

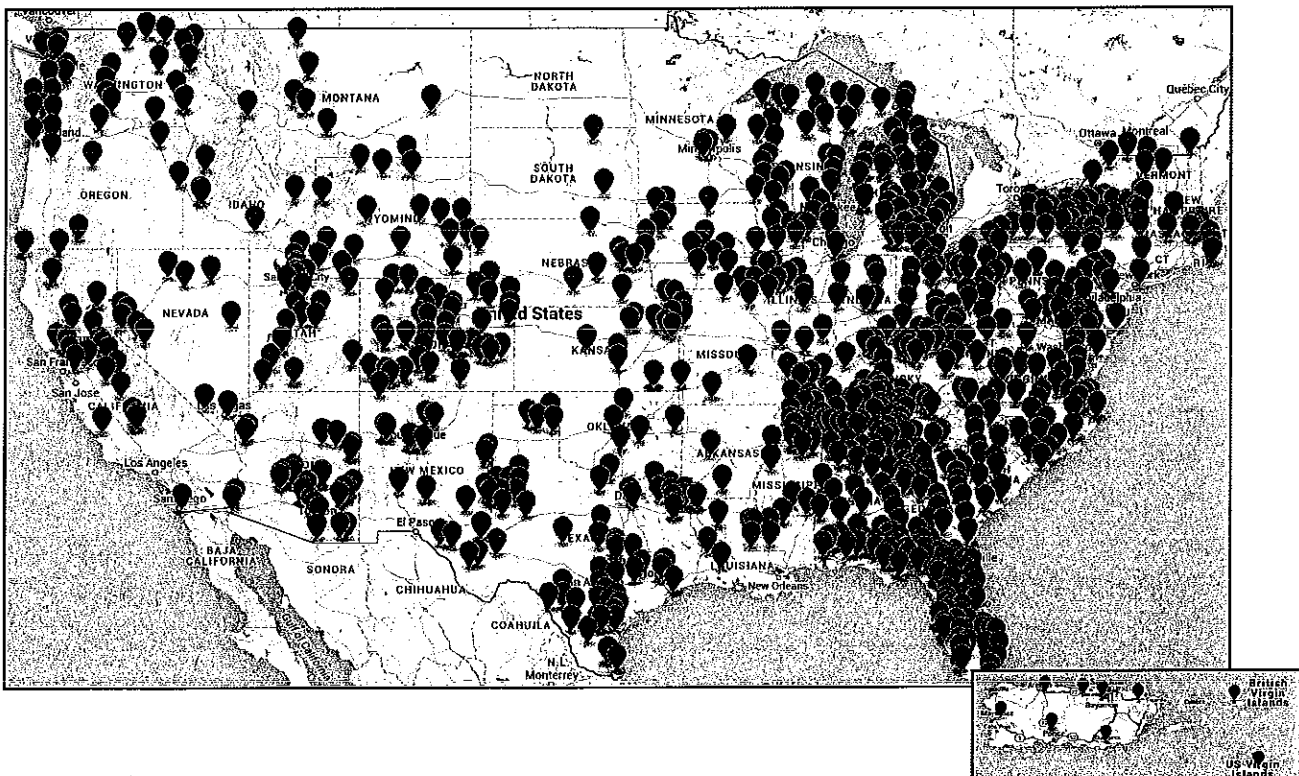
To be the industry's best team, delivering innovative solutions and profitable relationships.

OUR MISSION

We are committed to consistently delivering quality support services and products to correctional facilities for the shared benefit of our Team Members, Customers, and Partners.



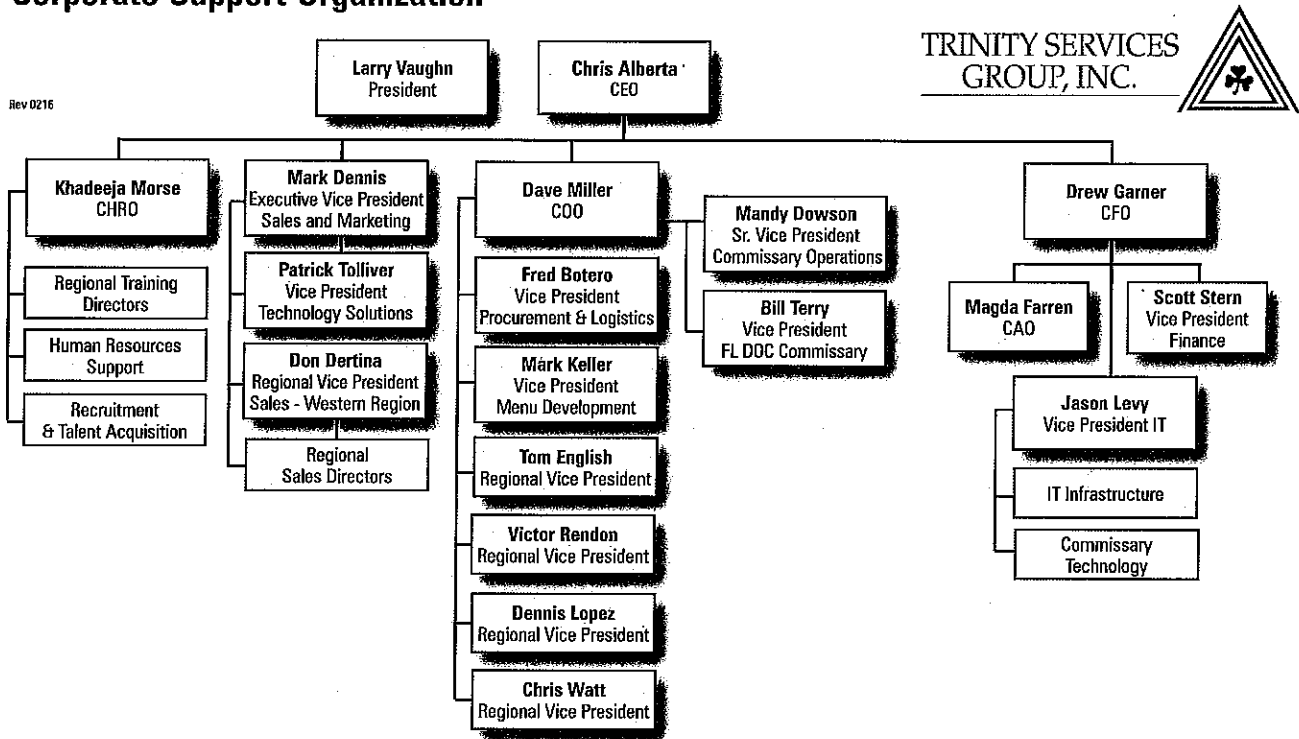
Trinity Locations



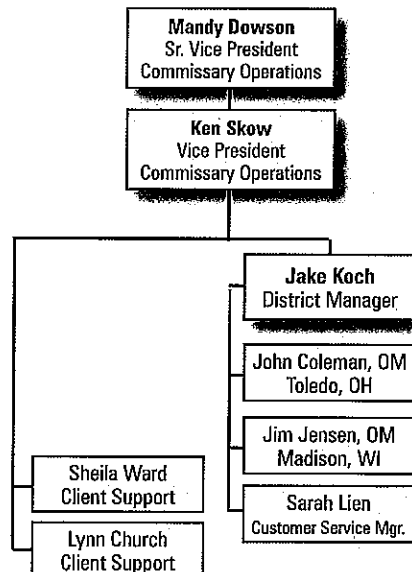
Corporate Leadership

Trinity believes the key to success in our industry is management strength at the local and account level. Our corporate staff provides a foundation that contributes to success—for your facility and ours. Our field personnel are encouraged to use our corporate departments and personnel to solve problems and provide direction for day-to-day operations to ensure top-quality service and financial performance.

Corporate Support Organization



Commissary Support Organization





References

St. Clair County

700 N. 5th Street

Belleville, IL 62220

Tammy Grime, Master Sergeant

618-277-3505

tammy.grime@co.stclair.il.us

400 ADP

Adair County Detention Center

215 N. Franklin Street

Kirksville, MO 63501

John Axsom, Jail Administrator

660-665-4644

jaxsom@adaircoso.com

30 ADP

Taney County Jail

266 Main Street

Forsyth, MO 65653

Terry Schade, Jail Administrator

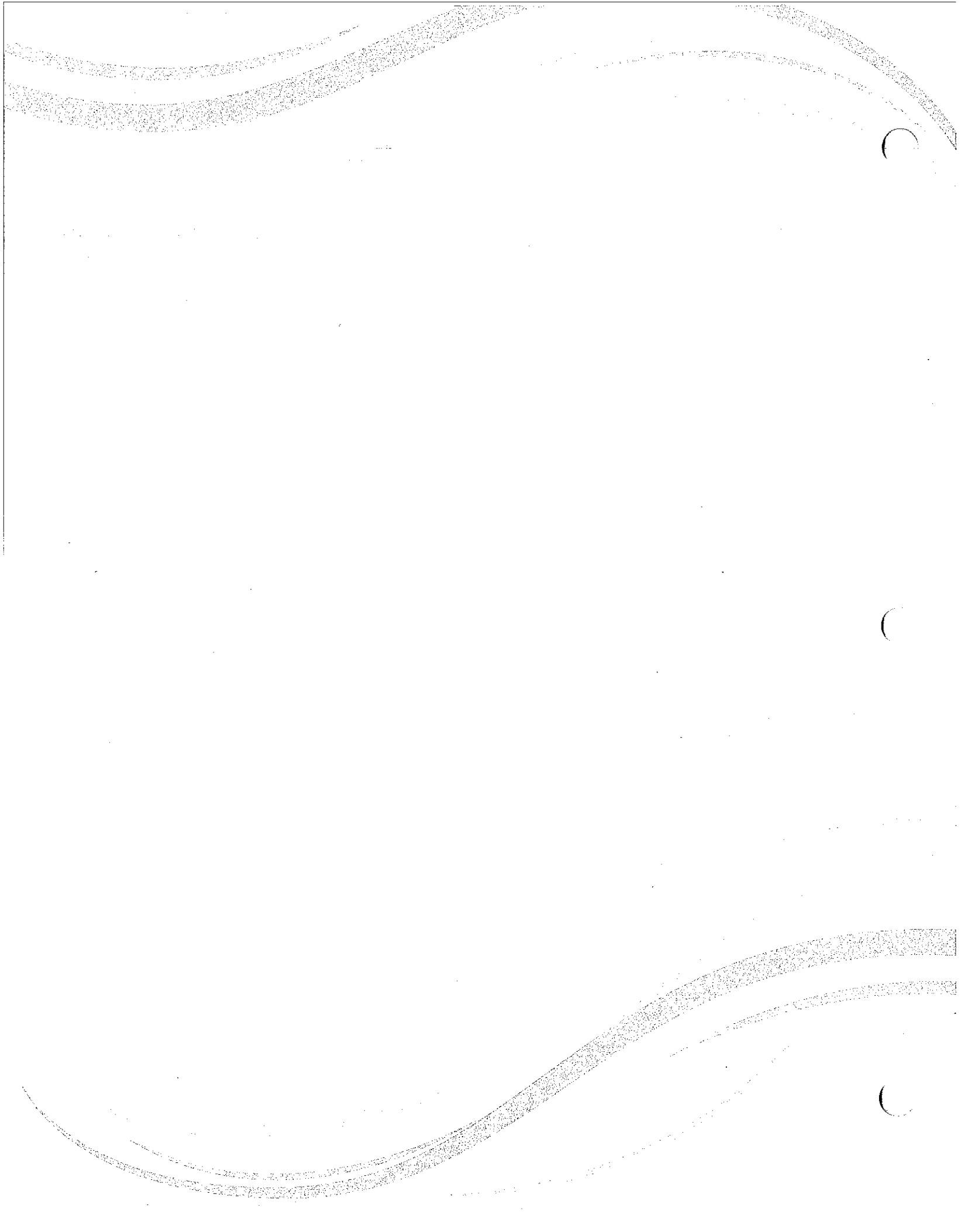
417-546-7257

terry@co.taney.mo.us

160 ADP



Operation Plan



OPERATION PLAN

Commissary Operations

Trinity will provide an off-site commissary operation for Jefferson County Sheriff's Department. As an experienced national provider of commissary services to correctional facilities, Trinity brings expertise, state-of-the-art technology, and quality products to your facility.

Trinity places service to the client and the inmate population at the top of our operation plan. Jefferson County expects and deserves a total commitment on the part of our staff to provide the best possible service, and we expect no less from our staff. Our competitors can certainly provide commissary services, but none of them can match our complete package of advanced technology, professional conduct, responsiveness, dedication, and a deep-seated desire to provide a commissary operation that is second to none in the industry. We encourage you to communicate with our references to confirm this standard of excellence.

The order process begins with our inmate kiosk ordering system. The inmates place their order using one of the 5 kiosks. We download the orders and pack them individually in a clear, plastic, heat-sealed, perforated bag. We place them in cardboard boxes by housing location and prepare for delivery.

Cobra Banker does not allow any inmate to order beyond their account balance and enforces the facility's set spending and quantity limits, as well as any medical and disciplinary restrictions. It also monitors indigent statuses and only allows inmates who meet the indigent criteria of your facility to order an indigent kit.

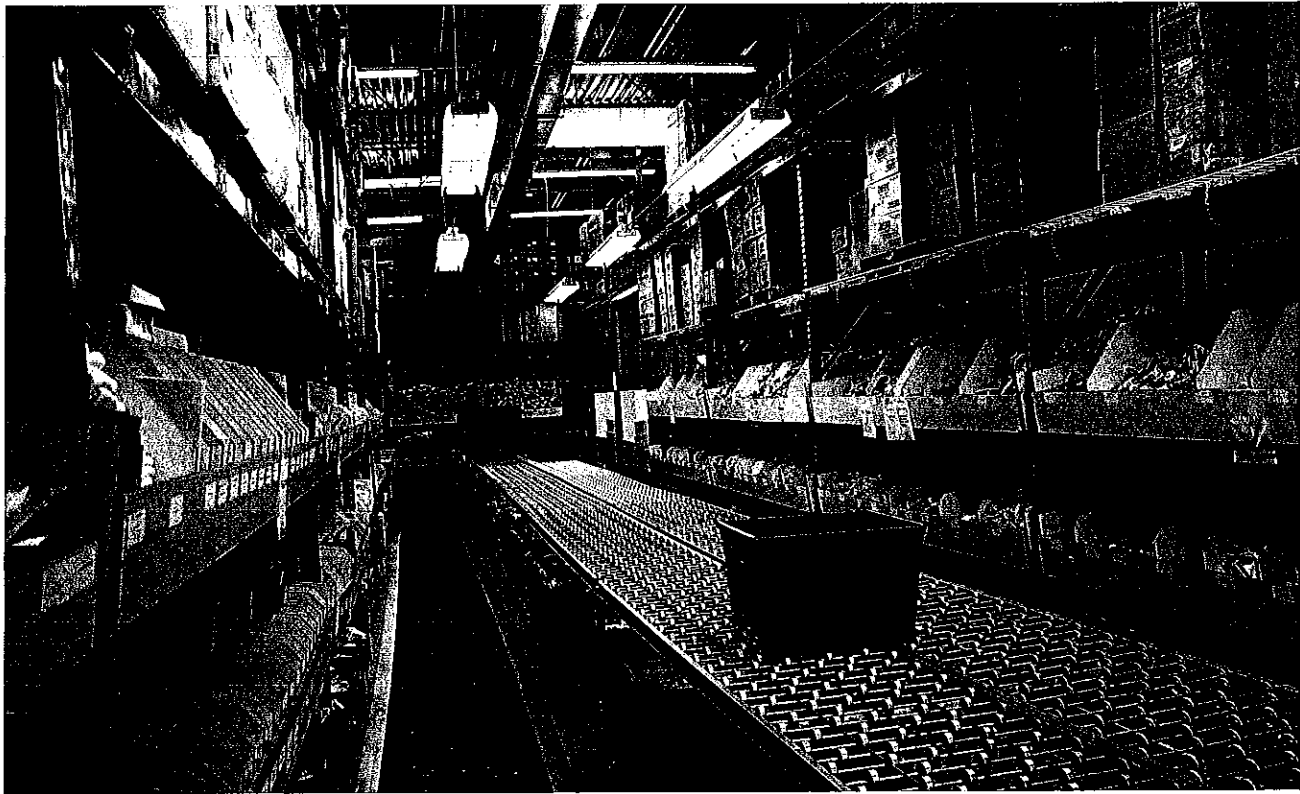
The completed order is shipped via common carrier to arrive on the designated delivery day.

Order Processing. Our warehouse software will generate the order pick list, which also serves as the invoice to be signed by the inmate upon receipt of his/her commissary order.

Orders are assembled using zone-picking methods, designed to maximize efficiency and order accuracy, as well as, reduced product damage by enabling the packing of heavier items on the bottom. One person is assigned to a particular zone, which allows them to get to know all the items in their zone and increase their accuracy. Plus, the Order Pick List/Invoice display the ordered items in the same sequence as the zones—promoting efficiency and accuracy.

Each order contains a two-copy receipt that includes:

- Inmate's name, jail number, facility and housing location
- Delivery date
- Item description and quantity
- Item price, sales tax (when appropriate), and total cost [sales tax is calculated, collected and remitted by Trinity]
- Inmate's account balance, both before and after sale
- Any items removed from the order, with the reason for removal (e.g. exceeds quantity allowed)



Zone-Picking Assembly

The invoices have areas where information that needs to be shared with the inmates, such as menu changes or holiday item availability, can be printed. For larger communications to the inmate population, approved fliers can be added to each commissary order. The bagged orders are rechecked by the Production Line Checker and counted for number accuracy. The finished orders are clearly labeled, grouped by location, and packed for delivery.

Delivery. Each inmate is verified by their ID number to make sure that each order is delivered to the correct inmate. Inmates are given the opportunity to inspect and verify that all the items they ordered, have been delivered. They must sign a record of receipt.

Quality and Inventory Control. Each vendor delivery to our warehouse is compared to the packing slip to ensure all items are present and in good condition; only then is it entered into our software program. We use the first in, first out system for all products and we never sell any item that is beyond its “Best by” date or is damaged in any way—preserving product freshness. It is the responsibility of our supervisor and all workers in the commissary to ensure that we never deviate from this policy. Products that are stale or damaged are accounted for and destroyed.

Inventory. We conduct weekly inventories of all products. Our software maintains a perpetual inventory, which is compared to the physical inventory. Moreover, it is the responsibility of our District Manager to spot-check the inventory during their periodic visits.

Zero Contraband. All products are ordered from established and approved suppliers. Trinity's Production Manager will check in each order to ensure not only that all ordered products have arrived, but also that all packaging is secure and intact. We have never had an incident of contraband, in any form, using this arrangement. It is very unlikely that a driver or vendor employee would be able to insert contraband into a load, since each pallet is broken down and the products inventoried—ensuring that nothing has been added or removed.

It is not feasible that contraband would enter the facility. Our staff follows the same entrance procedure as your staff. Anyone who would bring unapproved product or substance into the facility is subject to revocation of their security clearance and termination of employment.

Safety and Security. Trinity stresses safety and security to all staff in our monthly training sessions. Our staff will observe all of the facility's security and safety policies and procedures during the delivery process and will follow any directives given to them by the facility's staff.

Procedures Used for Return and Credit

We are very conscious of the fact that the inmate expects and deserves quality products and service. If a product is damaged on receipt, the inmate returns it to the delivery person for a credit. All credits will be processed after the initial delivery.

When an inmate is released, his/her undeliverable commissary order can be credited to his/her account and the remaining funds can be included

on their Numi Debit Card. Or, within the facility's predefined timeframe, the commissary order can either be credited or claimed as belongings are claimed. Trinity will work with your facility to implement the most feasible option in handling commissary credits and returns for released inmates.



Reporting

The software retains all historical records of commissary sales. Numerous reports can be generated including: sales analysis reports, product history reports, item analysis reports, inventory reports, and much more.



Emergency Contingency Plan

In the event of a nature related emergency or disaster situation that prevents normal commissary functionality, we have warehouses throughout the country that can be called upon to provide support to your facility. All facility information (menu, pricing, restrictions) is maintained by Trinity and can be downloaded to any one of our distribution facilities in the event of an emergency. The orders can be assembled and sent from our back-up warehouse to your dock for distribution to the inmates—ensuring continued commissary service.

Procedures for Dealing with Complaints/Grievances

Complaints are to be directed to the Trinity manager, who will investigate, assess, and assign responsibility for resolution. Our Customer Service Manager will respond to the inmate or staff within 24 hours. Should our manager deem it prudent, he/she will visit with the inmate or staff to discuss the complaint and follow-up in writing. He/She will take immediate corrective action in resolving the complaint. A documented resolution will be issued within 24 hours. All facets (from issuance to resolution) of the complaint/grievance will be tracked, documented, and maintained in permanent records. The manager will not close the file until he/she has assessed the matter and determined that all corrective steps have been taken, all parties are informed, and the matter is resolved.

Product Selection and Pricing Philosophy

Our product selections are based on our experience regarding the most popular and required products for inmate populations. We submit our Commissary Product List with the intent that we are establishing a partnership with Jefferson County Sheriff's Department. Products can be added or deleted as needed prior to finalizing the menu. All products meet the standards for correctional facility sales and glass containers or products with alcohol are never sold.

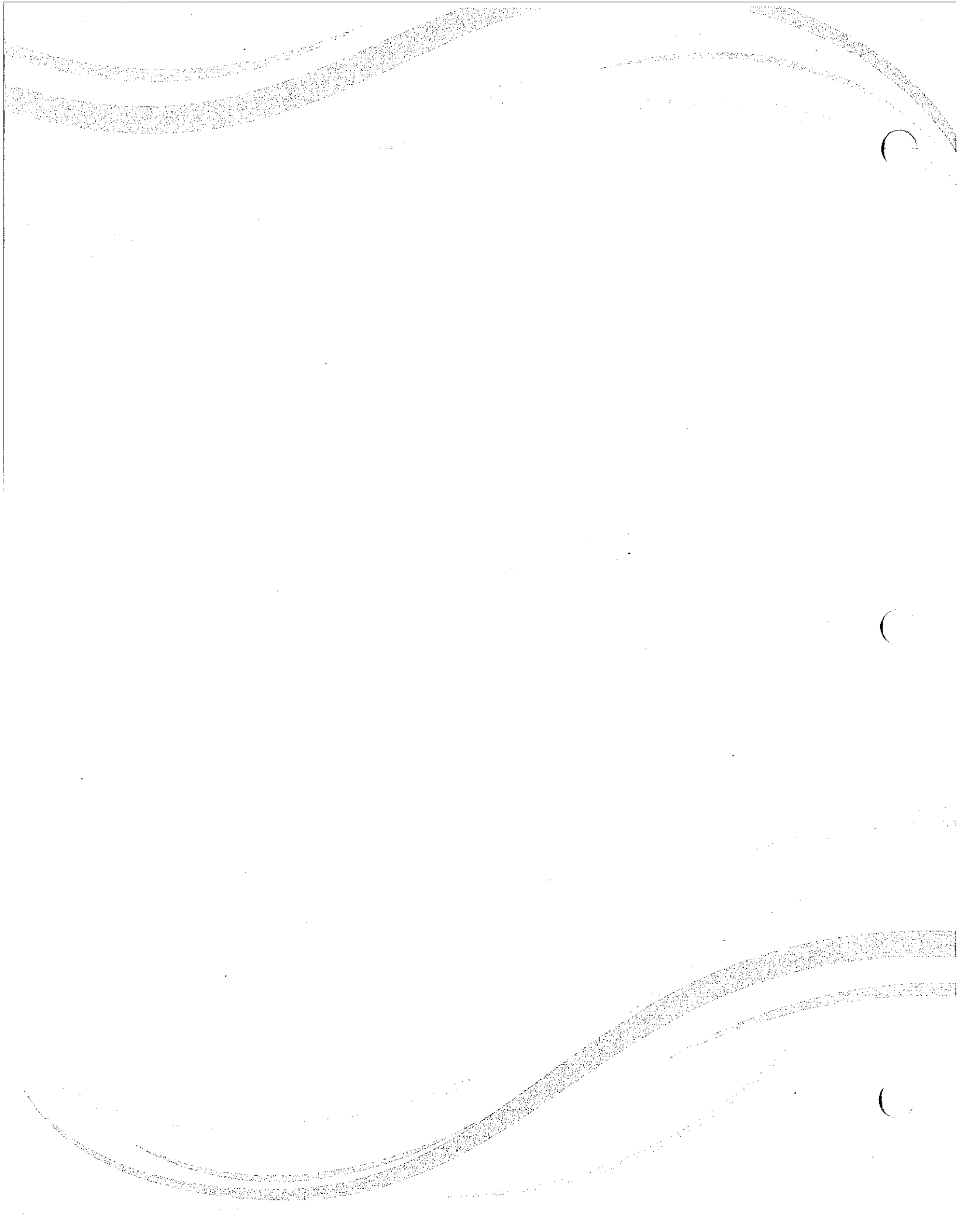
We acknowledge that all products and pricing are solely determined by Jefferson County's designated representative. Moreover, we will maintain initial pricing for one year. At the end of the first year, we will conduct a survey of at least three convenience stores in the local area and provide this survey, along with any suggested price changes, for your consideration. It is always our intention to offer quality products at fair pricing to the inmate population.

Additionally, we recommend that our Customer Service Manager and/or District Manager meet quarterly with the facility's contact to discuss our sales analysis for the quarter, to discuss slow selling items, and to recommend new items that sell well in other facilities.





Ordering System



ORDERING SYSTEM

Kiosk Ordering

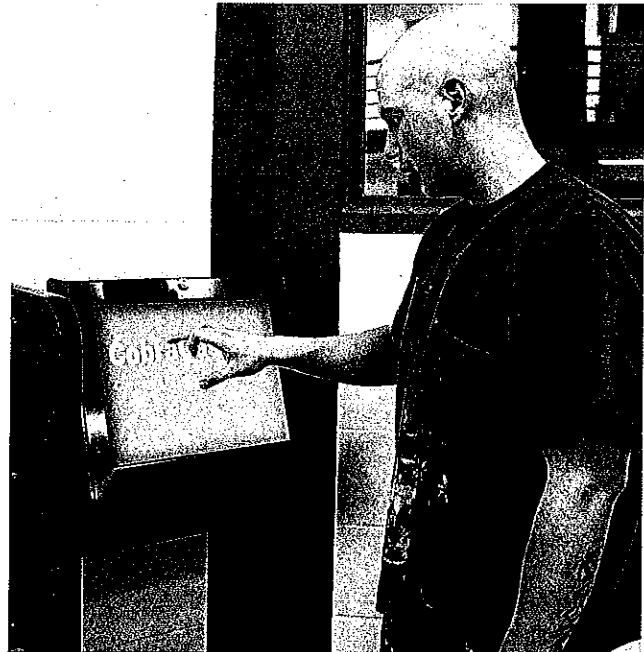
Trinity can provide inmate self-service, tamper-resistant kiosks with hardened glass.

Inmates use kiosks by entering their facility-assigned number and four digit PIN number. The kiosks are user-friendly and have multiple language options, including English, Spanish, Hmong, Creole, and French. Cobra Kiosk can be customized to provide the information and applications the client determines should be available to inmates.

Cobra Kiosk can be used by inmates to access their Banker account to:

- Place commissary orders
- Research commissary account transactions
- View account balances
- Purchase phone units/time

Cobra Kiosk also offers a Facility Bulletin Board that allows a facility to post any type of information for inmates to view. Popular uses for the Bulletin Board might be to post information, such as:



- Visitation schedules
- Meal schedules and menus
- Commissary order and delivery schedules
- Inmate rules and regulations
- Job assignments



Inmate Kiosk features include:

Setup: Allows the client to design the functionality of their Inmate Kiosks. The client determines:

- The time of day the kiosks are accessible
- The number of unsuccessful login attempts an inmate is allowed to make
- The number of times per day an inmate is allowed to use a kiosk
- The security tools used by inmate to login to a kiosk

Order Schedule: Allows the client to define when the Kiosk "Order Commissary" feature is available for use. Order schedules not only define what days a Kiosk can be used to order commissary but also the exact time frame that they can be used.

Lock: Allows the client to manually deny an inmate access to a Inmate Kiosk. Lock can be used to block an inmate's use of a kiosk for a specific number of days or indefinitely. When locked for a specific number of days, once the days have elapsed, the lock will automatically be removed and the inmate will be allowed to access their commissary account again.

Unlock: Provides a means to remove a lock that has been placed on an inmate's commissary account.

Reset: Provides a means to manually remove an inmate's Kiosk Sign-In identification information. This feature allows the inmate to resubmit the identification information through a Inmate Kiosk. Reset will most often be used with the Password security option when an inmate forgets their password.

Print Kiosk Orders: Allows an operator to print commissary orders placed by inmates through a Inmate Kiosk.

Kiosk Reports: Standard kiosk reports can be produced reflecting:

- Kiosk Setup
- Kiosk Order Schedules
- Inmate Kiosk Activity
- Inmate Lock History

Additional Software Applications

LexisNexis Law Library

Inmate Kiosks allow your inmates access to a law library from LexisNexis for the area/county.

Inmate Handbook

The Inmate Kiosk application can also be used to display the facility's Inmate Handbook, reducing the cost of updates by not incurring printing costs whenever updated.

A Guide to Ordering Commissary

Following is a step-by-step guide on how inmates place their order using the Inmate Kiosks.

First, select a language:

English
Creole
French
Hmong
Spanish

Second, choose the reason for using the kiosk. In this case, ordering commissary.

Press the « > » button to choose an option	
>	View Balances and History
>	Order Commissary
>	GI
>	Change Password
>	WR Submit Schedule
<div> <div><< Previous Page</div> <div>Next Page >></div> </div>	



Once "Order Commissary" is selected, the system displays a list of icons: Candy, Liquids, Toilet Articles, Chips and Snacks, and Miscellaneous (includes stationary, games, etc.) and on the far right side of the screen, the account balance is displayed.

The screenshot shows the 'Order Commissary' interface. At the top, there are fields for 'ID NUMBER' (1224), 'LAST NAME' (LAND), 'FIRST NAME' (JENNIFER), and 'NIGHT CLERK'. Below this is a 'Select a Group' section with a grid of icons and labels: Candy, Liquids, Personal Hygiene, Clothing, Miscellaneous, and Snacks. Navigation buttons '<< Previous Page' and 'Next Page >>' are at the bottom of the grid. On the right side, there is a 'Balances' section with a table showing 'Remaining' (\$148.33), 'Sub Total' (\$0.00), 'Tax' (\$0.00), 'Total Amount' (\$0.00), and 'Total Items' (0). Below the balances is a 'Messages' section with a large empty box and two buttons: '> Show Selected Items' and '> Show Item Groups'. At the bottom of the screen are 'Log Out' and 'Cancel' buttons.

Order Commissary			
ID NUMBER	LAST NAME	FIRST NAME	NIGHT CLERK
1224	LAND	JENNIFER	

Select a Group	
	Candy
	Liquids
	Personal Hygiene
	Clothing
	Miscellaneous
	Snacks

<< Previous Page Next Page >>

Balances	
Remaining	\$148.33
Sub Total	\$0.00
Tax	\$0.00
Total Amount	\$0.00
Total Items	0

Messages

> Show Selected Items

> Show Item Groups

Log Out Cancel

To order drink packets, the inmate selects "Liquids." The following screen appears, showing the list of available beverages with prices.

The screenshot shows the 'Order Commissary' interface with the 'Liquids' category selected. The title is 'Commissary Items for Ordering (Liquids)'. It features a table with columns for 'ITEM ID', 'DESCRIPTION', 'PRICE', and 'QUANTITY'. The table lists five items: 4003 DECAFE (\$0.51), 4306 SF COCOA (\$0.57), 4301 SF FRUIT PUNCH (10) (\$3.56), 4304 SF LEMONADE (10) (\$3.56), and 4305 SF TEA (10) (\$3.56). Navigation buttons '<< Previous Page' and 'Next Page >>' are at the bottom of the table. On the right side, there is a 'Balances' section with a table showing 'Remaining' (\$294.52), 'Sub Total' (\$0.00), 'Tax' (\$0.00), 'Total Amount' (\$0.00), and 'Total Items' (0). Below the balances is a 'Messages' section with a large empty box and two buttons: '> Show Selected Items' and '> Show Item Groups'. At the bottom of the screen are 'Log Out' and 'Cancel' buttons.

Order Commissary			
ID NUMBER	LAST NAME	FIRST NAME	NIGHT CLERK
500	UUUUU	YYY	DDD

Commissary Items for Ordering (Liquids)			
ITEM ID	DESCRIPTION	PRICE	QUANTITY
> 4003	DECAFE	\$0.51	0
> 4306	SF COCOA	\$0.57	0
> 4301	SF FRUIT PUNCH (10)	\$3.56	0
> 4304	SF LEMONADE (10)	\$3.56	0
> 4305	SF TEA (10)	\$3.56	0

<< Previous Page Next Page >>

Balances	
Remaining	\$294.52
Sub Total	\$0.00
Tax	\$0.00
Total Amount	\$0.00
Total Items	0

Messages

> Show Selected Items

> Show Item Groups

Log Out Cancel

Once an inmate has chosen the items he/she wants to order, he/she can edit and/or finish their order. The system will not allow an inmate to purchase anything that has been restricted by the facility.

Order Commissary																		
NAME NUMBER		Last Name		First Name		Middle Name												
900		000000		YYYY		DD												
Selected Items																		
ITEM	DESCRIPTION	PRICE	QUANTITY	TOTAL														
>	SF COCOA	\$0.57	1	\$0.57														
>	SF LEMONADE (10)	\$3.56	1	\$3.56														
<< Previous Page		Next Page >>		Finish Order														
<table border="1"> <thead> <tr> <th colspan="2">Balances</th> </tr> </thead> <tbody> <tr> <td>Remaining</td> <td>\$290.39</td> </tr> <tr> <td>Sub Total</td> <td>\$4.13</td> </tr> <tr> <td>Tax</td> <td>\$0.00</td> </tr> <tr> <td>Total Amount</td> <td>\$4.13</td> </tr> <tr> <td>Total Items</td> <td>2</td> </tr> </tbody> </table>							Balances		Remaining	\$290.39	Sub Total	\$4.13	Tax	\$0.00	Total Amount	\$4.13	Total Items	2
Balances																		
Remaining	\$290.39																	
Sub Total	\$4.13																	
Tax	\$0.00																	
Total Amount	\$4.13																	
Total Items	2																	
<table border="1"> <thead> <tr> <th colspan="2">Messages</th> </tr> </thead> <tbody> <tr> <td>></td> <td>Show Selected Items</td> </tr> <tr> <td>></td> <td>Show Item Groups</td> </tr> </tbody> </table>							Messages		>	Show Selected Items	>	Show Item Groups						
Messages																		
>	Show Selected Items																	
>	Show Item Groups																	
Log Out				Cancel														

View Balance and History

View Balances and History						
NAME NUMBER		Last Name		First Name		Middle Name
11111111111111		TEST		CASH		
Commissary		Debit		Credits		Balance
\$4.60		\$0.00		\$0.00		\$0.00
Commissary View						
VIEW	DATE	TIME	Receipt Number	Transaction Type	Amount	Balance
>	01/19/2011	14:06	834928	Intake	\$0.00	\$0.00
>	01/19/2011	17:59	L1	Cashier-Cash	\$2.25	\$2.25
>	01/19/2011	18:04	L4	Cashier-Cash	\$0.05	\$2.30
>	02/11/2011	16:27	L154	Cashier-Cash	\$0.05	\$2.35
>	06/04/2011	12:20	L754	Cashier-Cash	\$2.25	\$4.60
<< Previous Page		Next Page >>				

> Commissary

> Receivables

> Bail



GT

Cobra Banker's GT module is a paperless grievance tracking system that:

- Reduces valuable staff time spent on processing inmate's requests
- Requires little effort in providing electronic, trackable, responses to inmates
- Enables inmate access through their fingerprint or four digit PIN number
- Uses reporting tools that are ACA compliant
- Can be customized and organized to each facility's preference

The screenshot shows the 'GT' module interface. At the top, there are fields for 'NAME NUMBER' (111111111111), 'TEST' (TEST), 'CASH' (CASH), and 'Middle Name'. Below these is a text input field with the text 'Enter your request for - GRIEVANCE' and a sample message: 'ON OCTOBER 11TH 2011 AT 7 42 AM MY BREAKFAST WAS COLD.' To the right of the text input field are three buttons: '> Clear Message', '> Cancel Message', and '> Submit Message'. Below the text input field is a numeric keypad (0-9) and an alphabetic keypad (A-Z). At the bottom of the keypad are 'Backspace', 'Space', and '?' buttons.

File Grievance

The screenshot shows the 'GT' module interface for submitting a general request. At the top, there are fields for 'RESIDENT NUMBER' (1234), 'DATE' (01/01/2011), 'TIME' (12:00), and 'LOCATION' (1234). Below these is a text input field with the text 'Touch an icon to create a request'. To the left of the text input field is a grid of icons and labels: 'Commissary', 'Facility Employee', 'INDIGENT MAIL ITEMS', 'Adult', 'Medical', 'Misc', 'Dental', 'HYGIENE PAK', 'Legal', 'Meals', 'Medical emergency', and 'Money Transactions'. To the right of the text input field are four buttons: '> Show Pending', '> Show Closed', '<< Previous Page', and '>> Next Page >>'. At the bottom of the interface are 'Log Out' and 'Cancel' buttons.

Submit a General Request

GT																																																	
NAME NUMBER			Last Name			First Name		Middle Name																																									
1111111111111111			TEST			CASH																																											
Enter your request for - MEDICAL AND MENTAL HEALTH REQUEST																																																	
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>0</td></tr> <tr><td>A</td><td>B</td><td>C</td><td>D</td><td>E</td><td>F</td><td>G</td><td>H</td><td>I</td><td>J</td></tr> <tr><td>K</td><td>L</td><td>M</td><td>N</td><td>O</td><td>P</td><td>Q</td><td>R</td><td></td><td></td></tr> <tr><td>S</td><td>T</td><td>U</td><td>V</td><td>W</td><td>X</td><td>Y</td><td>Z</td><td></td><td></td></tr> </table>										1	2	3	4	5	6	7	8	9	0	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R			S	T	U	V	W	X	Y	Z		
1	2	3	4	5	6	7	8	9	0																																								
A	B	C	D	E	F	G	H	I	J																																								
K	L	M	N	O	P	Q	R																																										
S	T	U	V	W	X	Y	Z																																										
Backspace			Space				.			?																																							

>

Clear Message

>

Cancel Message

>

Submit Message

Submit Request for Medical and Mental Health Service

GT				
NAME NUMBER		Last Name	First Name	Middle Name
1111111111111111		TEST	CASH	
Closed Request(s)				
VIEW REQUEST	REQUEST ID	ID Message	Date	
>	GRIEVANCE	5266 ON OCTOBER 11TH 2011 AT 7 42 A...	10/10/2011 09:49 A	

>

Show Pending

>

Create a Request

<< Previous

GT				
NAME NUMBER		Last Name	First Name	Middle Name
1111111111111111		TEST	CASH	
Request ID Number : 5266 (GRIEVANCE) --- Page 1 of 1				
10/10/2011 09:53 - Opr				
Thank you for your comments. Your feedback will be taken to the kitchen staff to ensure meals are served at the optimal temperature.				
10/10/2011 09:49 - You				
ON OCTOBER 11TH 2011 AT 7 42 AM MY BREAKFAST WAS COLD.				

>

Show Closed

<

<< Previous Page

>

Next Page >>

Track Grievances and Requests



Document Manager

Document Manager allows your facility to maintain a library of documents on the Inmate Kiosks that the inmates can review. It provides the facility with the ability to designate specific documents as "Required," "Important," or "Standard."

Required – Inmates must view and accept all "Required" documents prior to being allowed to use the Kiosk for any other function. The date and time of the viewing and acceptance of these documents is stored in the system, providing a record. Modified documents required accept again.

Important – Inmates have the option to view these documents. Either way, inmates may proceed to other kiosk functions. When documents are viewed and accepted, the date and time are recorded.

Standard – These documents are optional. No tracking is recorded when viewed.

Prison Rape Elimination Act (PREA)

The system allows our clients to determine whether or not PREA information is viewable on the kiosk Document Menu. This feature enables you to display PREA information and it creates a record when an inmate views these documents. The inmate must acknowledge the document to use the kiosk when this feature is activated.

- After an inmate logs into a kiosk, a PREA button displays on the main menu. When pressed, a record with the following information will be stored:
 - Inmate Booking Number
 - Inmate first and last name
 - Current housing location
 - Date and time submitted
- A report is available to determine which inmates have not viewed these materials
- The facility can also require this document to be viewed and acknowledged at regular intervals

Benefits of Document Manager – A "Green" Solution

- Provides an easy way for inmates to read and acknowledge mandatory documents and for the facility to track acceptance.
- Eliminates the posting of paper documents, which can easily become damaged or outdated.
- Allows for easy replacement of documents, no expensive reprinting costs.

Examples of documents to present:

- Inmate Handbook
- Commissary Menu
- Visitation Schedule
- Bond Agent Listing

Press the « > » button to choose an option

> Facility Information

Cobra Kiosk Login

Press the « > » button to choose a document

> Inmate Handbook

> Inmate Housing

> Inmate Grievance Procedure

> Inmate Fund Acceptance

> Approved Bondsman

<< Previous Page

Next Page >>

Touch the document's text to stop scrolling.

START SCROLL

Slower

Faster

August 10, 2009

TABLE OF CONTENTS

Foreword

Contraband

Inmate Classification

Section I

Inmate Rights

Personal Property

Inmate Welfare Fund

Section II

Rules & Regulations

Supply Schedule

Hair Clipper Schedule

Cell/Cell Block Inspection Criteria

Section III

Discipline

Prohibited Acts and Sanctions

Inmate Grievance Procedure

<< Previous Page

Next Page >>

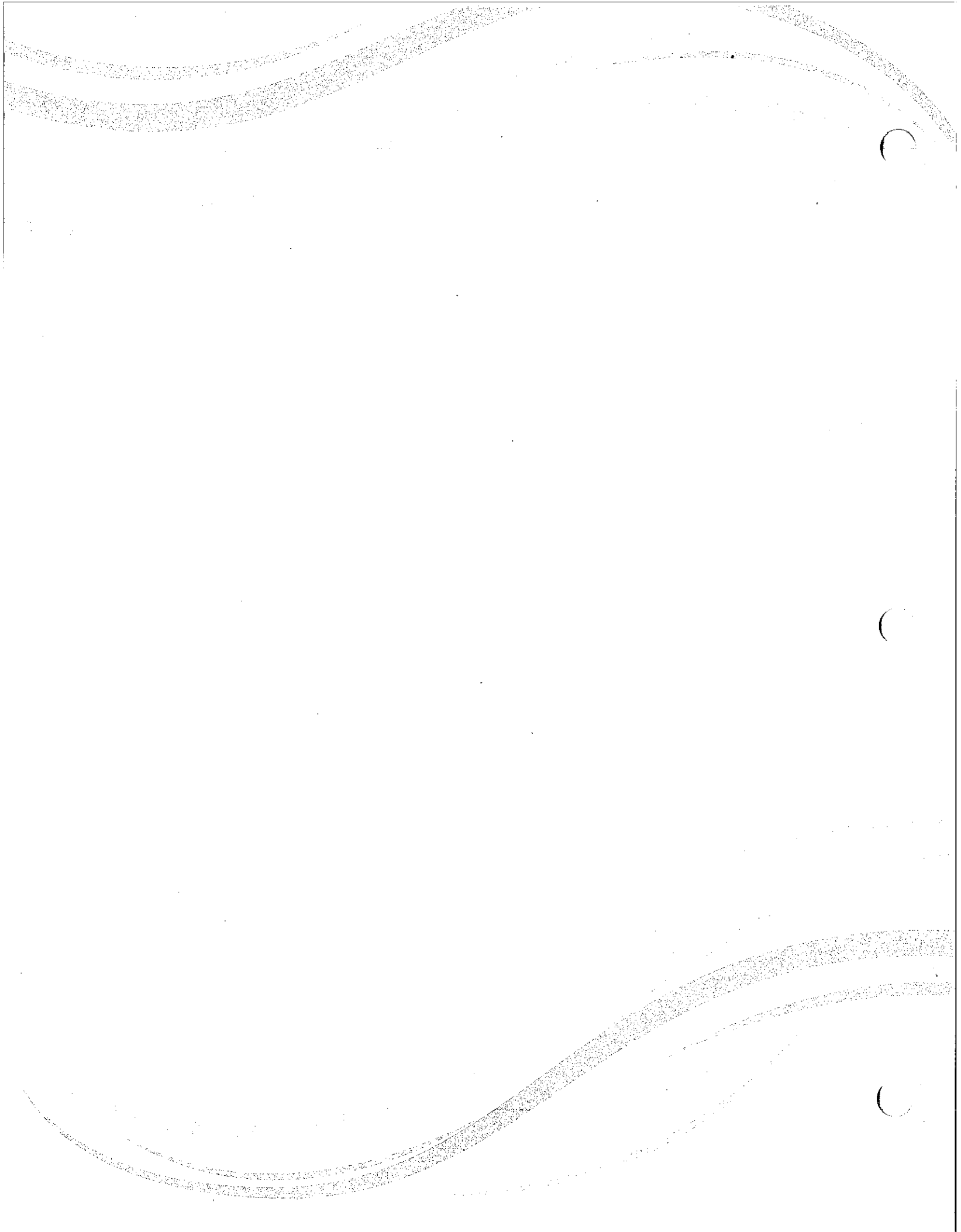
Page # 1 of 1

Document List

View Electronic Copy of Jail Rules and Other Documents



Commissary Products and Services



COMMISSARY PRODUCTS AND SERVICES

Commissary Products

Ongoing negotiations with our vendors, high-volume buying, and memberships in national cooperatives allow Trinity to offer high-quality, name-brand products at market-based pricing. Low costs, combined with market-based pricing consistent with convenience stores in your area, yield competitive value for your inmates and healthy profit margins for your facility.

Product Pricing Reviews

Following the first year of the contract term, Trinity and Jefferson County Sheriff's Office will meet at least twice annually to review the commissary menu and pricing. Commissary pricing will be consistent with convenience stores in Jefferson County. In the event of material cost changes, whether in taxes, labor, employee benefits, merchandise, equipment, the minimum wage rate or benefits or the enactment or application of any "living wage", "prevailing wage" or similar laws, Trinity may request a price adjustment to reflect the impact of cost changes.

If costs increase due to other causes beyond Trinity's control, including, but not limited to a change in the scope of services, merchandise changes requested by the County, a decrease in inmate population, efforts to organize labor, changes in federal, state or local standards or regulations, Trinity may request an adjustment of its prices to reflect the impact of the change in circumstances.

If Trinity believes a change in price is required, we will submit a written notice to the County not less than 10 calendar days prior to the date the price change will be implemented. The notice will include copies of documentation reasonably necessary to document the change in circumstances. Unless the County submits a written objection to the price change during the 10 day notice period, the price change will be deemed approved. In the event the County submits a written objection, it will include the basis for the objection, and we will agree to meet promptly and negotiate in good faith regarding the requested price adjustment.



HYGIENE	
ITEM NAME	PRICE
DEODORANT SOAP	\$1.27
DIAL SOAP	\$1.79
IVORY SOAP	\$1.05
ACNE SOAP	\$6.10
LEVER 2000 SOAP	\$1.71
COAST SOAP	\$2.09
DARK & LOVELY SHAMPOO	\$7.65
SHAMPOO 4 OZ	\$1.21
CONDITIONER 4 OZ	\$1.20
VO5 SHAMPOO	\$3.39
DANDRUFF SHAMPOO 12 OZ	\$2.33
SUAVE SHAMPOO & CONDITIONER	\$4.45
SUAVE CONDITIONER	\$3.80
SUAVE SHAMPOO	\$3.80
QUEEN HELENE STYLE GEL	\$5.25
SHAMPOO 2 OZ	\$0.86
VO5 CONDITIONER	\$3.39
BABY SHAMPOO	\$1.17
POCKET HAND BRUSH	\$0.59
LADY SPEED STICK	\$3.59
MENNEN SPEED STICK	\$3.40
SUAVE ANTIPIRANT STICK	\$3.23
ROLL-ON DEODORANT	\$2.24
SPORT STICK	\$4.66
GEL TOOTHPASTE	\$2.90
FLUORIDE TOOTHPASTE	\$1.40
CREST TOOTHPASTE	\$5.21
MOUTHWASH	\$1.38
DENTURE ADHESIVE	\$4.54
TOOTHBRUSH SOFT	\$0.92
DENTAL FLOSSERS 50'S	\$2.39
DENTURE BRUSH	\$0.75
COLGATE SENSITIVE	\$7.00
TOOTHBRUSH NO SHANK	\$0.86
DENTURE CUP	\$0.90
DENTURE CLEANER	\$0.29
THORTON 3-IN-1 FLOSS	\$2.47
ACCLEAN ANGLE TOOTHBRUSH	\$2.18
FLEXBRUSH	\$2.68
FIBER LAXATIVE	\$13.88
BABY POWDER	\$1.38
BABY OIL 4 OZ	\$1.25
LOTION 4 OZ	\$1.25
COCOA BUTTER 4 OZ	\$1.55
COCOA BUTTER 12 OZ	\$3.29
PETROLEUM JELLY	\$1.65
NOXZEMA	\$3.40
VASELINE INTENSIVE	\$8.16
COUGH SYRUP UNIT	\$1.25
DIPHEN	\$0.50

ZANTAC TAB	\$1.10
ARTIFICIAL TEARS	\$3.44
SHAVING CREAM TUBE	\$2.21
DEPILATORY	\$8.50
AFTER SHAVE	\$2.09
SINGLE BLADE RAZOR	\$0.25
TWIN BLADE RAZOR	\$0.35
5 INCH COMB	\$0.10
AFRO PICK	\$0.75
HAIR BRUSH W/HANDLE	\$1.53
PALM BRUSH	\$1.79
CHLORPHEN (HAY FEVER)	\$0.50
CURL ACTIVATOR	\$2.81
CONDITIONER/HAIR DRESSING	\$3.59
PRO HAIR FOOD	\$2.81
COCONUT HAIR CREAM	\$3.31
SULFER 8 CONDITIONER	\$5.98
ECO STYLER	\$3.82
POMADE MURRAYS	\$3.79
SF HALLS DROPS	\$3.60
HAIR NET	\$0.86
PONY TAIL HOLDER	\$0.15
ACETAMINOPHEN 2 TABS	\$0.50
ASPRIN 2 TABS	\$0.45
MULTI-VITAMINS 100 CT	\$6.28
IBUPROFEN 2 TABS	\$0.50
COUGH DROPS	\$1.83
ANTACID ROLL	\$1.55
MILK OF MAGNESIA	\$3.89
TRIPLE ANTIBIOTIC OINTMENT	\$2.50
ANTI-FUNGAL CREAM	\$4.47
ACNE TREATMENT 1 OZ	\$2.50
HEMORRHOID CREAM	\$2.25
HYDROCORTISONE 1 USE	\$0.45
LIP BALM	\$1.31
SUN BLOCK LOTION	\$2.95
DECONGESTANT 2 TABS	\$0.45
BISMUTH TAB	\$0.50
TAMPON, REGULAR	\$0.29
TAMPON, SUPER	\$0.32
CONTACT LENS HOLDER	\$3.55
SHOWER CAP	\$0.26
TERRY CLOTH BAND	\$3.20
DU RAG	\$4.20
SANITARY NAPKINS 12 CT	\$3.97
PANTY LINERS	\$2.25
EMERY BOARD	\$0.15
COTTON SWABS 300 CT	\$3.00
METAMUCIL 3.4 GM PACKET	\$1.25
BANDAGE	\$0.10
FIRST AID CREAM 1 USE	\$0.30
ORAL PAIN RELIEF	\$4.43

CARMEX/TUBE	\$3.16
-------------	--------

CANDY	
ITEM NAME	PRICE
M&M'S PEANUTS VEND SIZE	\$1.50
SNICKERS VEND SIZE	\$1.50
REESE'S PIECES BAG	\$2.35
BUTTERFINGER BAR	\$1.50
NESTLE'S CRUNCH	\$1.50
TWIX VEND SIZE	\$1.50
REESE'S PB CUP LARGE	\$1.85
KIT KAT LARGE	\$1.85
FRUIT SNACK MIXED	\$1.00
OREOS	\$0.95
HERSHEY'S W/ALMONDS LARGE	\$1.85
PAYDAY BAR	\$1.85
3 MUSKETEER VEND SIZE	\$1.50
FIVE FLAVOR ROLL	\$0.75
JOLLY RANCHERS 4 OZ	\$1.45
FIRE JOLLY RANCHERS	\$3.45
BUTTERSCOTCH CANDY	\$1.25
LEMON DROPS	\$1.25
STARLIGHT MINTS	\$1.25
ROOT BEER BARRELS	\$1.25
SF HARD CANDY BAG	\$1.33
ATOMIC JAWBREAKER	\$1.25
SF BREATH MINTS	\$1.15
LARGE SIZE TWIZZLERS	\$2.55
SKITTLES	\$2.55
STARBURST	\$2.55
MAMBA FRUIT CHEWS	\$1.50
TOOTSIE POP	\$0.40
RED VELVET CUPCAKES	\$1.75
BLAZIN HOT CHEESE NIBBLERS	\$2.99
RESTAURANT STYLE TORTILLA CHIPS	\$2.99
NACHO TORTILLA CHIPS GRANNY GOOSE	\$2.99
MAPLE BROWN SUGAR OAT SS	\$0.40
APPLE CINNAMON OAT SS	\$0.40
ORIGINAL OAT SS	\$0.40

BEVERAGES	
ITEM NAME	PRICE
TEA MIX	\$0.40
DECAF COFFEE SINGLE	\$0.40
COCOA	\$0.40
COFFEE BAG 3 OZ	\$5.15
BILLY BREW PREM. COFFEE	\$5.75
STALLION SINGLE	\$0.31
DECAF COFFEE BAG LARGE	\$5.75
TEA BAGS 48 HERITAGE	\$2.76
MAXWELL HOUSE 10 CT	\$3.75
SUGAR PACKETS 10 CT	\$0.47
SUBSTITUTE SUGAR PACKETS 10 CT	\$0.64
CREAMER	\$3.57
FRUIT PUNCH MIX	\$0.40
CHERRY DRINK MIX	\$0.40
LEMONADE MIX	\$0.40
ORANGE DRINK MIX	\$0.40
APPLE CIDER DRINK	\$0.40
GRAPE DRINK MIX	\$0.40
ORANGE BREAKFAST DRINK	\$2.31
PEACH DRINK MIX	\$5.35
DEJA BLUE WATER	\$1.00
JUICE ORANGE	\$1.79
SF BLACK CHERRY 10 PK	\$3.15
SF FRUIT PUNCH 10 PK	\$3.15
SF ORANGE DRINK 10 PK	\$3.15
SF LEMONADE 10 PK	\$3.15
A&W ROOT BEER 20 OZ	\$1.79
MT. DEW 20 OZ	\$1.79
RC COLA 20 OZ	\$1.79
SUNKIST ORANGE 20 OZ	\$1.79
DR. PEPPER 20 OZ	\$1.79
DIET 7 UP 20 OZ	\$1.79
7 UP 20 OZ	\$1.79
SUNKIST GRAPE DRINK 20 OZ	\$1.79



SNACKS	
ITEM NAME	PRICE
BBQ CHIPS	\$1.00
FRITOS	\$1.00
CHEETOS	\$1.00
DORITOS NACHO CHEESE	\$1.00
MICROWAVE POPCORN	\$1.00
FLAMIN' HOT CHEETOS	\$1.00
CORN NUTS BBQ	\$0.93
JALAPENO KRUNCHERS	\$1.00
POPCORN CHEESE	\$1.00
GARDETTO'S SNACK MIX	\$0.90
FRIES HOT	\$0.75
ROLD GOLD PRETZELS	\$1.00
HOT PORK RIND	\$1.00
GOMBOS PIZZA FLAVOR	\$1.15
PEANUTS	\$1.00
CRACKLINS HOT	\$1.45
OATMEAL CREAM PIE	\$1.50
SWEET & SALTY TRAIL MIX	\$0.95
OATS/HONEY GRANOLA	\$0.85
PEANUT BUTTER GRANOLA	\$0.85
GOLD ENERGY BAR	\$2.28
GRANOLA BAR	\$0.90
NUTRI-GRAIN STRAWBERRY	\$1.00
RAISINS	\$0.60
COOL RANCH DORITOS	\$1.00
SALTINE CRACKERS 3 OZ SLEEVE	\$1.35
SNACK CRACKERS 3 OZ SLEEVE	\$1.35
CRACKERS CHEESE P/B	\$0.65
WHEAT/CHEESE CRACKERS	\$0.65
WHEAT THIN CRACKERS	\$1.00
TORTILLAS FLOUR	\$1.85
SF WAFERS	\$0.85
FAMOUS AMOS COOKIES	\$1.00
OATMEAL COOKIES 2 PK	\$0.85
MARSHMALLOW KRISPY TREAT	\$1.15
BROWNIE/FUDGE	\$1.35
OATMEAL COOKIES	\$2.15
CHOCOLATE COOKIES	\$2.15
CHOCOLATE CHIP COOKIES	\$2.75
LEMON COOKIES	\$1.25
DUPLEX CREAM COOKIES	\$1.25
PB CREME COOKIES	\$1.25
MINI FUDGE STRIPES	\$0.95
HOT BUFFALO PRETZEL PIECES	\$1.00
MEAT STICK	\$1.25
JALAPENO SLICES	\$1.00
CRUNCH BUDDY BAR	\$1.00
APPLE PIE	\$1.35
CUPCAKES	\$1.35
CHERRY PIE	\$1.35

MINI DONUTS 6 CT	\$1.35
POP-TARTS STRAWBERRY	\$1.25
POP-TARTS	\$1.25
HONEY BUNS	\$1.35
CHEEZ-IT CRACKERS	\$1.35
VANILLA PUDDING CUP	\$0.90
CHOCOLATE PUDDING	\$0.90
EASY MAC	\$2.25
VANILLA CREME COOKIE	\$1.25
HOT REFRIED BEANS	\$2.95
TUB JALAPENO CHEESE	\$3.08
CHEESE SQUEEZER 1 OZ	\$0.85
JAR PEANUT BUTTER	\$5.46
P/B SQUEEZER 1 OZ	\$0.75
PICKLE IN A POUCH	\$1.85
HOT SAUCE	\$1.55
SALT PACKETS 10 CT	\$0.35
PEPPER PACKETS 10 CT	\$0.35
NACHO CHEESE DIP	\$2.09
JELLY SQUEEZER GRAPE	\$0.75
SQUEEZER JALAPENO CHEESE	\$0.85
HOT PICKLE IN A POUCH	\$1.85
PICANTE SAUCE	\$3.43
HOT N' SPICY STICK	\$1.51
JERKY BEEF	\$1.81
MAYONNAISE	\$0.12
SPICY SAUSAGE LOG 5 OZ	\$3.50
SAUSAGE LOG 5 OZ	\$3.50
TERIYAKI BEEF STEAK	\$1.85
CHICKEN CUP-O-NOODLE	\$1.14
SOUP BEEF CUP	\$1.14
SOUP SHRIMP CUP	\$1.14
SOUP CHICKEN SPICY CHILI	\$1.14
RAMEN CHICKEN	\$0.82
RAMEN CAJUN CHICKEN	\$0.82
RAMEN CHILI	\$0.82
RAMEN BEEF	\$0.82
INSTANT RICE WHITE	\$1.04
CHILI W/BEANS POUCH	\$3.15
CHICKEN IN A BAG	\$3.97
REFRIED BEANS	\$2.42
TUNA IN A BAG	\$2.95
KETCHUP PACKET	\$0.11
MUSTARD PACKET	\$0.11
BEEF STEW FOIL	\$3.45
RANCH DRESSING	\$0.80
FRITOS CHILI CHEESE	\$1.00

MISCELLANEOUS	
ITEM NAME	PRICE
LEGAL PAD YELLOW	\$1.44
SKETCH PAD	\$2.98
#10 PLAIN ENVELOPE	\$0.12
9 X 12 ENVELOPE	\$0.36
10 X 15 ENVELOPE	\$0.49
STAMPED ENVELOPE	\$0.64
SAFETY PEN BLACK	\$0.45
BOOK OF 10 \$0.49 STAMPS	\$4.90
PENCIL	\$0.22
GOLF PENCIL	\$0.17
BALL POINT PEN BLUE	\$0.45
COLORLED PENCILS	\$3.00
ERASER	\$0.15
DICTIONARY	\$2.95
SPANISH/ENGLISH DICTIONARY	\$2.95
2 POCKET FOLDER	\$0.77
PHOTO ALBUM	\$4.19
ADDRESS BOOK	\$1.65
SCOTCH TAPE	\$3.25
NOTEBOOK WIRELESS	\$2.49
WHITE LEGAL PAD	\$1.44
BALL POINT PEN BLACK	\$0.45
FRIENDSHIP CARD W/STAMP	\$2.28
FRIENDSHIP CARD W/STAMP, SPANISH	\$2.25
BIRTHDAY CARD W/STAMP	\$2.28
BIRTHDAY CARD W/STAMP, SPANISH	\$2.28
LOVE CARD	\$2.28
HOLIDAY CARD	\$2.28
POSTCARD STAMPED	\$0.48
DISH DETERGENT	\$2.40
SAFETY PEN BLUE	\$0.45
SUDOKU BOOK	\$3.46
PLASTIC SPOON	\$0.08
TUMBLER W/LID	\$1.50
DRINKING MUG 12 OZ	\$1.75
BOWL W/LID	\$1.65
SOAP DISH HOLDER	\$0.85
HOLDER TOOTHBRUSH	\$0.85
FINGER NAIL CLIPPER	\$0.85
ACRYLIC MIRROR	\$2.50
LAUNDRY SOAP 1 USE	\$0.95
FORK PLASTIC	\$0.08
SPORK	\$0.08
PAPER BAG LARGE	\$0.29
TOILET PAPER ROLL	\$1.50
PAPER BAG SMALL	\$0.22
TOENAIL CLIPPER	\$1.21
QURAN	\$6.04
PLAYING CARDS DECK	\$2.25

PINOCHLE CARDS	\$2.45
DOMINOS SET	\$4.78
CHECKERS SET	\$7.30
CHESS SET	\$8.51
PUZZLE BOOKS	\$2.28
HEAD PHONE	\$9.95
EARBUDS/HEADPHONES	\$8.45
AA BATTERY	\$1.00
AAA BATTERY	\$1.00
CLEAR ALARM CLOCK	\$14.00
CLEAR RADIO	\$35.30
CLEAR KOSS EARBUD	\$5.95
HITEKER CLEAR RADIO	\$36.40
REPLACEMENT EARBUD	\$4.43
GLASSES 1.25	\$7.55
READING GLASSES 2.0	\$7.55
GLASSES 2.5	\$7.55
GLASSES 1.75	\$7.55
GLASSES 2.25	\$7.55
GLASSES 3.0	\$7.55
HOLY BIBLE	\$6.00
NA BOOK	\$13.00



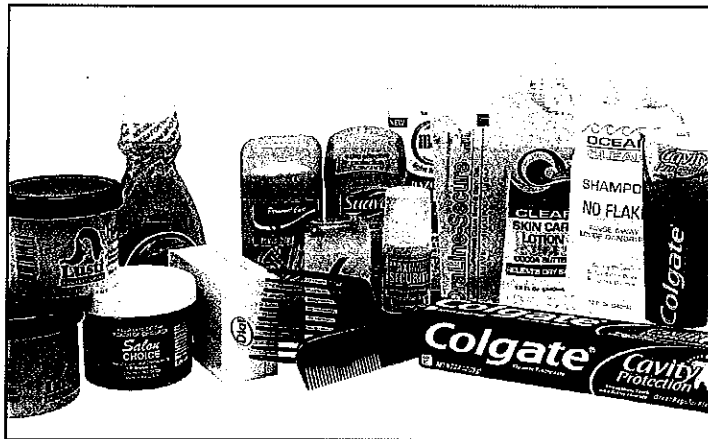
CLOTHING	
ITEM NAME	PRICE
PAIR OF SOCKS	\$1.79
WASHCLOTH	\$0.66
LAUNDRY BAG	\$4.25
T-SHIRT LRG	\$4.14
T-SHIRT XL	\$4.14
T-SHIRT 2XL	\$6.20
T-SHIRT 3XL	\$6.54
T-SHIRT 4XL	\$7.19
T-SHIRT 5XL	\$7.50
MENS BRIEFS SMALL	\$3.29
MENS BRIEFS MED	\$3.29
MENS BRIEFS LRG	\$3.29
MENS BRIEFS XL	\$3.29
BOXERS MED	\$4.03
BOXERS LRG	\$4.03
BOXERS XL	\$4.03
BOXERS 2XL	\$4.31
BOXERS 3XL	\$4.31
THERMAL TOP LRG	\$6.50
THERMAL TOP XL	\$6.50
THERMAL TOP 2XL	\$7.25
THERMAL TOP 3XL	\$7.25
THERMAL BOTTOMS LRG	\$6.50
THERMAL BOTTOMS XL	\$6.50
THERMAL BOTTOMS 2XL	\$7.25
THERMAL BOTTOMS 3X	\$7.25
THERMAL TOP 4XL	\$8.35
THERMAL BOTTOMS 4XL	\$8.35
THERMAL TOP 5XL	\$11.35
THERMAL BOTTOMS 5XL	\$11.35
SWEATSHIRT ASH MED	\$12.85
SWEATSHIRT ASH LRG	\$12.85
SWEATSHIRT ASH XL	\$12.85
SWEATSHIRT ASH 2XL	\$14.00
GYM SHORTS BLUE SMALL	\$11.75
GYM SHORTS BLUE MED	\$11.75
GYM SHORTS BLUE LRG	\$11.75
GYM SHORTS BLUE XL	\$11.75
GYM SHORTS BLUE 2XL	\$18.75
GYM SHORTS BLUE 3XL	\$18.75
CLOGS BLACK SZ 6	\$11.50
CLOGS BLACK SZ 7	\$11.50
CLOGS BLACK SZ 8	\$11.50
CLOGS BLACK SZ 9	\$11.50
CLOGS BLACK SZ 11	\$11.50
CLOGS BLACK SZ 12	\$11.50
CLOGS BLACK SZ 13	\$11.50
WOMENS BRIEFS MED (SZ 7)	\$3.45
WOMENS BRIEFS LRG (SZ 9)	\$3.45
WOMENS BRIEFS XL (SZ 12)	\$3.45

SPORTS BRA MED (SZ 34)	\$10.00
SPORTS BRA LRG (SZ 38)	\$10.00
SPORTS BRA XL (SZ 42)	\$10.00
CLOGS ORANGE SZ 6	\$11.50
CLOGS ORANGE SZ 7	\$11.50
CLOGS ORANGE SZ 8	\$11.50
CLOGS ORANGE SZ 9	\$11.50
CLOGS ORANGE SZ 10	\$11.50
CLOGS ORANGE SZ 11	\$11.50
CLOGS ORANGE SZ 12	\$11.50
CLOGS ORANGE SZ 13	\$11.50
CLOGS ORANGE SZ 14	\$11.50
SPORTS BRA 2XL (SZ 48)	\$11.35
SLIP ON SHOES SZ 6	\$8.37
SLIP ON SHOES SZ 7	\$8.37
SLIP ON SHOES SZ 8	\$8.37
SLIP ON SHOES SZ 9	\$8.37
SLIP ON SHOES SZ 10	\$8.37
SLIP ON SHOES SZ 11	\$8.37
SLIP ON SHOES SZ 12	\$8.37
SLIP ON SHOES SZ 13	\$8.37
SLIP ON SHOES SZ 14	\$8.37
EARPLUGS	\$0.32
X STRAP THONG 2XL	\$2.16
X STRAP THONG LRG	\$2.16
X STRAP THONG XL	\$2.16
X STRAP THONG MED	\$2.16

Growing Revenue with Indigent Products & Pre-packaged Options

Trinity provides a variety of pre-packaged commissary items designed to supplement revenue while meeting the full spectrum of provisional and eligibility requirements at your facility:

- **Indigent Packs** – These packs supply designated indigent inmates with daily necessities including personal hygiene items and writing materials. Trinity will keep you supplied with the quantity of Indigent Packs needed to ensure on-demand availability.
- **Special Indigent Packs** – Flexibility is the key to providing custom packs for new incarcerations and other one-time situations that require inmate-specific items, such as properly sized clothing. We will work with you to develop Special Indigent Packs that meet a variety of inmate sizing and gender specific requirements that conform to your facility's indigent eligibility guidelines.
- **Weekender Packs** – Designed for short-term incarcerations, Weekender Packs translate to more income when provided to inmates who are released before they can place a regular commissary order.
- **Rotating Indigent Packs** – Eliminate product duplication and save money when you schedule multiple, changing packs for indigent inmates.





Internet Ordering - MyCarePack

MyCarePack.com is a unique resource that allows family and friends to order commissary items through a web-based shopping cart. The MyCarePack site interacts with various external systems. We are responsible for building and maintaining these interfaces. All costs, as well as technical issues relating to interfaces with MyCarePack, are managed by Trinity.

Payment for MyCarePack purchases are received on the MyCarePack.com website. Trinity is responsible for the proper operation of the shopping cart software and all related functionality. This includes maintenance of Payment Card Industry (PCI) compliance standards, privacy policies, security policies, and all other industry-standard criteria for proper operation of a public-facing e-commerce web site. Payments received through the MyCarePack web site are deposited into a merchant account.

MyCarePack has an excellent track record of reliability and performance. The goal in supporting this application is to ensure the highest possible level of service and to allow Trinity and the correctional facility to take maximum advantage of this resource.

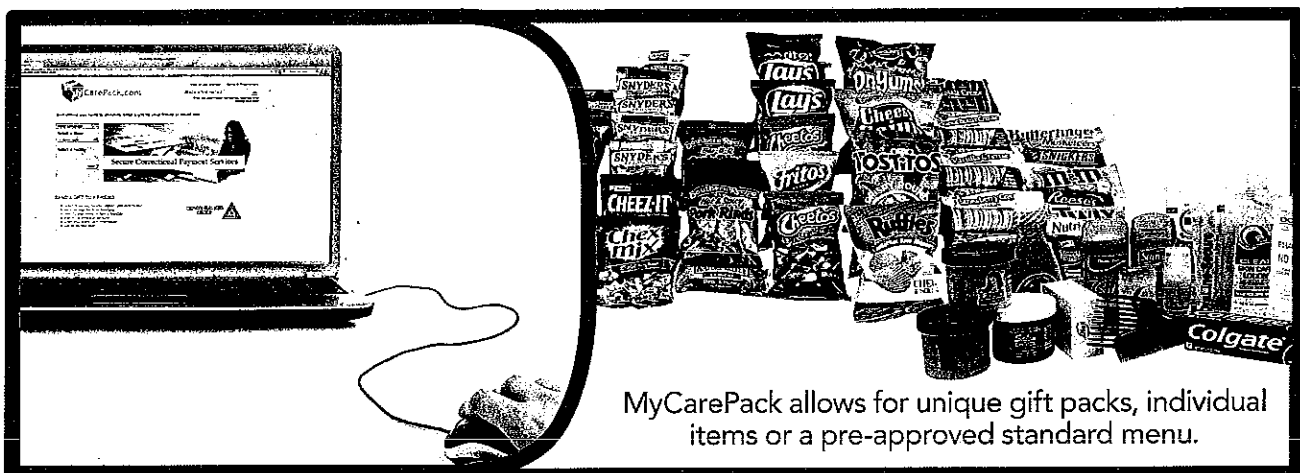
Family/Friends Holiday Sales

Our Family/Friends Holiday Sales program was developed in response to the vast amount of family members seeking permission to bring in special items for their loved ones. This program offers a way to meet the family's wish while maintaining a high level of security by ensuring that the items come from our warehouse and are contraband-free. The response to this program has been overwhelming.

During the holidays, family and friends have the opportunity to purchase a holiday gift for their incarcerated loved one. We assemble several pre-approved gift packs for each holiday and place order forms for the gifts in the visitation area.

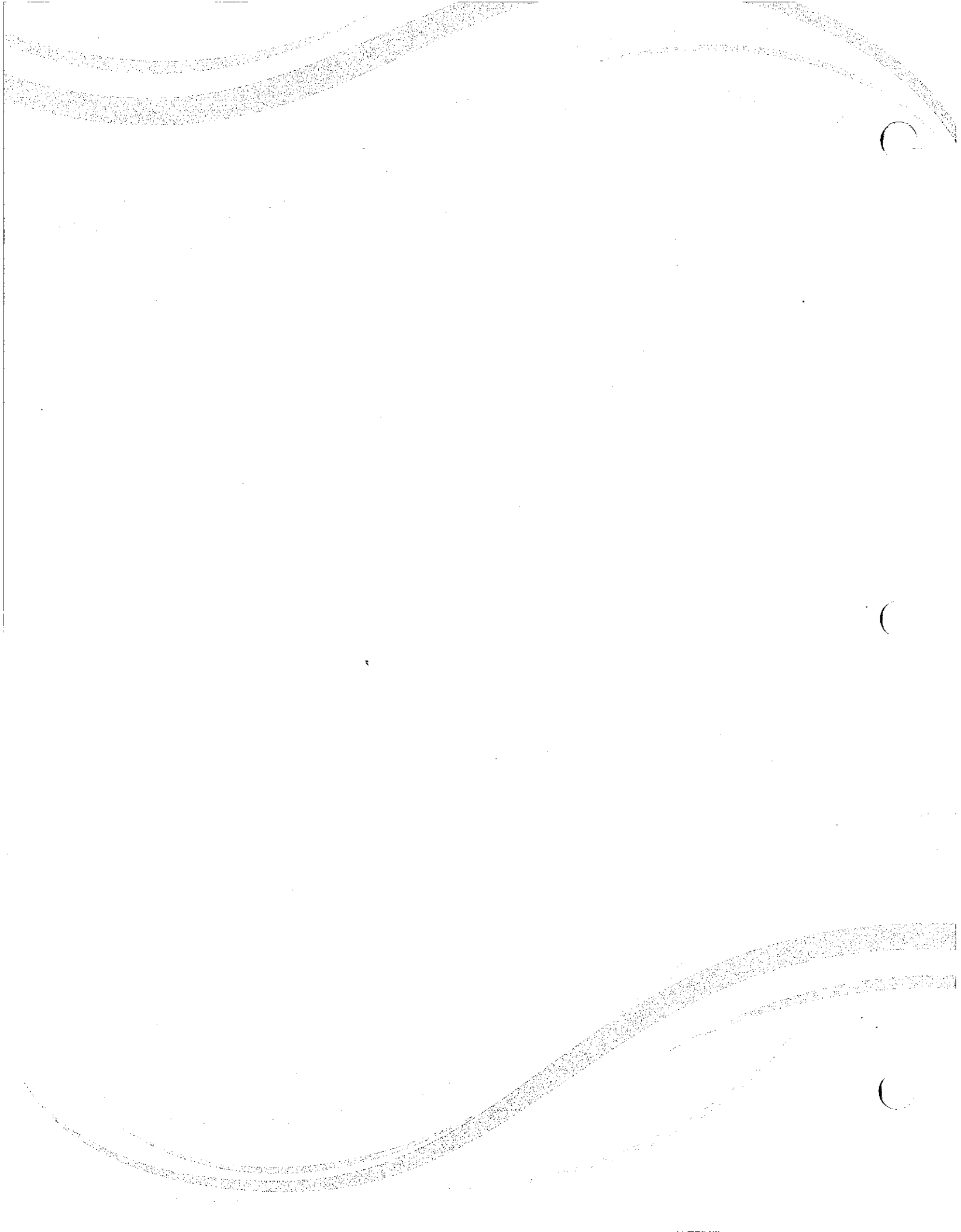
Completed order forms are sent directly to Trinity for processing and gift bags are delivered to the inmate on their regularly designated commissary day.

Holiday gift sales are reported on the regular commissary sales report and provide additional commission revenue to your facility.





Technology



TECHNOLOGY

Details of Jefferson County's Proposed Technology Package

Installation

Trinity's technical team will install the work stations and kiosks (licensed electricians may be contracted to complete the kiosk installation). Please note that you will be responsible for:

- Providing 110V power to all locations
- Providing Category-5 cabling kiosk locations that will connect the network
- Installing Lobby and Booking Kiosks (stands on floor) and Inmate Kiosks (attaches to wall)

Software and Hardware

Software—Cobra Banker® Inmate Banking Software

2 Workstations with Laser and Receipt Printers

1 MICR check printing package

- HP MICR™ Printer
- HP replacement toner cartridge
- Three-year on-site maintenance agreement
- 500 blank security stock

Kiosks

Your technology package includes the following state-of-the-art financial and communication management kiosks:

- 1 Lobby Kiosk
- 1 Booking Cube
- 5 Inmate Kiosks



Cobra Banker™

Cobra Banker is a flexible, easy-to-operate accounting software system, designed specifically to manage the personal funds and property of inmates. Cobra Banker is the result of 30 years of direct experience in providing fiduciary and accounting software to correctional facilities across most of the United States, and incorporates many key features suggested by our clients. Trinity is the exclusive distributor of this innovative banking solution, which operates in an Oracle® database, the most widely used relational database, and is written in Visual Basic.net®.

Reporting. Cobra Banker is designed to keep accurate records of all commissary activity and balances of inmate accounts while providing over 200 reports to meet the requirements of any audit. All information is tracked from book-in to release and available from within the system. The module specific information for Cobra Banker is provided below and includes a list of available reports for each area.

All data is exportable to Microsoft® Excel® or as a PDF. Should custom reports be required, Trinity's development team will work with your team to create the required reports. Additional fees may apply.

Interfaces. A custom interface to your accounting program is possible but requires a formal discussion in order to completely understand the desired results. Once in use, the interface will alleviate the unproductive task of double entry.

License. Clients who complete a continuous five-year service contract with Trinity, through either a five-year contract or as a result of annual renewals, will be issued a non-exclusive license to the Cobra Banker software, which will ensure that your inmate banking automation capability continues to operate smoothly and without interruption.

Functionality

User-definable Security Levels

To facilitate system control, all functions are password-protected and controlled through the Access Level feature. Access levels allow clients to strictly control the software features individual operators can access. Although most facilities only establish three to five access levels, Cobra Banker allows up to 95 user-definable levels of access.

Once an access level is established, the client determines which Cobra Banker features that access level is allowed to use. This process is called "authorizing" and is handled by the Authorization feature. Once the access level has been authorized, it is assigned to the appropriate operator account(s), restricting that operator's access to only those features authorized for that access level. To further secure access, any operator that is given access to the Authorizations feature cannot assign access to features from which they are restricted. Additionally, an operator cannot assign or modify an access level that is higher than their own, nor can they modify their own level.

General Ledger

Cobra Banker software is designed to meet generally accepted accounting principles. All monetary transactions are automatically posted to the appropriate general ledger accounts using the double-entry accounting method. This method ensures that the Cobra Banker system is always in balance. Cobra Banker also produces essential accounting reports, such as trial balances, balance sheets, ledger reports, and receipt reports.

A standard chart of accounts is provided, however, the general ledger accounts actively used will be based on the client's use of the system. With Cobra Banker there is no need to hire a CPA to set-up your general ledger accounting system. You can be confident that the accounts are set-up correctly because Cobra Banker does it for you, based on the usage of the system and GAAP standards.

Because Cobra Banker tracks all monetary transactions through a general ledger, individual inmate accounts and a multitude of transaction specific reports, make auditing quick and easy.

Inmate Accounts

Cobra Banker allows the client to create a trust fund account for each inmate at the facility. These accounts are used by Cobra Banker to track monetary transactions for the inmate. Cobra Banker provides over 100 inmate reports, reflecting transactional information, specific to an inmate.

Standard inmate account reports include:

- Account Balances
- Account Edit Log
- Account History
- Account Inactivity
- Account Statements
- Aliases
- Bail Transactions
- Check Transactions
- Classifications
- Housing Locations
- Housing Location Updates
- Identification Information
- Inactivity Report
- Indigence Report
- Intake Transactions
- Payroll Transactions
- Receivable Transactions
- Release Transactions
- Restrictions
- Scheduled Payments
- Void Transactions



Cash Management

Managing cash, checks, and other funds is a very important component of any successful banking system. Cobra Banker is designed to work effectively in cash and cashless environments. Its cash management and cash drawer reconciliation is easy and efficient.

From a cash management standpoint, the software operates much like an electronic cash register. Each transaction is fully receipted and includes a receipt number, transaction date and time, and operator information. Cobra Banker allows clients to determine where cash drawers will be located by assigning a cash drawer to a station. If a station is not assigned a cash drawer, monetary transactions that require a cash drawer cannot be processed on that station. Based on the client procedures, cash drawers can be balanced once a day or as many times as necessary. When the balancing process is complete, Cobra Banker produces a receipt reflecting all balancing information.

Standard cash drawer reports can be produced reflecting:

- Balances
- Transaction Detail
- Movements
- Discrepancies
- Adjustments
- Payment Types
- Payment Sources

Accounts Receivable

This Accounts Receivable module provides a very effective cost recovery tool for recuperating expenses incurred by the client for the services and supplies provided to inmates during their incarceration. Due to the specifics of charging and collecting for services varies, Cobra Banker's receivables have been designed with many facets that allow a facility to determine how each receivable should function. This versatile feature allows clients to designate:

- The order in which receivables are collected
- When a receivable will be collected (i.e. during intake, release, when to add money to the account, etc.)
- The percentage of the incoming money that will be collected
- When the receivable should be blocked from being charged to classified inmates (i.e. federal detainees)
- The amount of money that must be retained in an inmate's account when receivables are charged or collected, if any
- When the receivable should be an automatic charge at intake and/or release (i.e. a booking fee charges to all inmates)
- When the receivable is a group charge that will be charged to most or all of the inmates (i.e. meals)
- If and when a receivable debt must be written-off, available by inmate and receivable
- An amount of money that an inmate will be required to save during their incarceration. Clients typically use this feature to withhold funds, so upon release, the inmate has a specific amount of money.

Cobra Banker also provides a convenient means of disbursing payments collected from inmates to the appropriate entities.

Receivable features include:

- Setup – Allows the client to create and define the functionality of up to 999 receivables.
- Charge – Allows the client to process receivable charges to an individual inmate account, when necessary. Once a receivable has been charged to an account, how and when money is collected is determined by the receivable and system settings.
- Apply Money – Provides a convenient way to accept payment for an inmate's receivable debt from an outside source, without affecting the inmate's commissary balance. When money from an outside source is applied, Cobra Banker allows the operator to apply the money based on the receivable and system settings or to manually apply specific amounts to specific receivables. Operators are required to enter the name and address of the person or entity presenting the money. This information can be valuable to the client when it is necessary to research or monitor whom an inmate is receiving money from. Apply Money also allows a client to use an inmate's commissary balance to pay receivable debt over and above payments systematically collected based on the receivable and system settings. This option, called "Transfer Money," allows the client to apply all or part of the inmate's commissary balance to any receivable with an outstanding balance.
- Credit – Provides a convenient means of reversing a receivable charge made in error. When a Credit is processed, if the amount credited is greater than the amount owed for the receivable at the time the credit is processed, the difference will be uncollected and returned to the inmate's commissary balance.
- Write-Off – Allows outstanding receivable debt to be removed, if necessary. This action may be carried out on an individual inmate account or for a particular receivable.
- Disburse – Generates checks to payout receivable payments collected from inmates. If multiple receivables are payable to the same entity, they may be disbursed together in one check.
- Group Charge – Allows multiple inmate accounts to be charged for a receivable, at one time. Cobra Banker allows the client to exclude inmate accounts from a group charge, when necessary. Inmates can be automatically excluded based on a minimum balance or a classification, or can be manually excluded by the operator.
- Classification – Provides a tool to classify inmate accounts that are exempt from being charged for a particular receivable. This feature is most often used to ensure that inmates housed in the facility under contract (i.e. for state or federal governments) do not get charged for services that are covered under the contract agreement.



Bail

The Bail module provides a way for the client to track inmate bail charges assessed by the courts and payment of those charges. Cobra Banker allows bail payments to be processed from the inmate's commissary balance or received from an external source, at the time of charge or later, until the charge is paid-in-full.

The Bail module allows flexibility in the handling of bail payments by allowing the client to set up bail accounts that can be paid out individually by inmate or stored and disbursed for several inmates in one lump sum.

Checkbooks

A comprehensive checkbook module is fully integrated with Cobra Banker modules to allow all necessary banking functions to be carried out effortlessly. Modules include inmate accounts, receivables, sales and tax disbursements, payroll reimbursements, and others. The Checkbook module is designed to carry out all standard-banking functions, such as check writing, deposits, and bank reconciliation as well as reclaiming stale dated checks and voiding checks.

Standard checkbook reports can be produced reflecting:

- Balances
- Check Payees
- Deposits
- Outstanding Items
- Reclaimed Checks
- Transaction Detail
- Transaction Summary

Payroll

Provides an easy means to pay and track funds due to inmates for work they have performed. Clients define jobs with regard to name, rate, and unit of pay. When an inmate's account receives payroll funds, the Payroll module collects any outstanding receivable debt from the payroll amount. Any remaining payroll is added to the inmate's commissary balance. All paid payroll data is stored in Cobra Banker until the client is reimbursed by the appropriate agency. Upon reimbursement, Cobra Banker deposits the reimbursed amount to the checkbook.

Payroll features include:

- Setup – Allows the client to create and define the functionality of up to 999 payroll jobs.
- Payroll – Allows the client to process payments to an inmate's account for work they have performed. Total paid for each payroll job is stored as a receivable until the client physically receives payment from the appropriate entity.
- Reimburse – Provides a means to record receipt of reimbursements received for payroll previously paid to inmates. When a reimbursement is processed, Cobra Banker records a deposit in the Cobra Banker Checkbook.

Standard payroll reports can be produced reflecting:

- Payroll Balances
- Payroll Reimbursements
- Payroll Transaction Detail
- Inmate Payroll Transaction Detail
- Inmate Payroll Transaction Summary

Scheduled Payments

The Scheduled Payment (SP) module is an invaluable tool in administering mandated inmate financial obligations, such as court fees and restitution. Scheduled Payments allow the client to assign, collect, and disburse these obligations by inmate. Due to the manner in which SPs are collected and paid per inmate, Cobra Banker provides great flexibility when assigning, collecting, and disbursing these obligations.

Scheduled Payment features include:

- Setup – Allows the client to create and define functionality of up to 999 scheduled payments.
- Assign – Allows the client to assign a Scheduled Payment to an inmate's account. When a SP is assigned to an inmate's account, the SP settings (that were defined when the SP was created) will default but may be changed to fit the specific mandate of the inmate's obligation.
- Maintenance – Allows the client to modify the SP settings for a SP that has been assigned to an inmate's account.
- Write Off – Allows the outstanding SP balance for an inmate to be removed, if necessary.

- Disburse – Provides an easy means of paying out money collected from inmates for scheduled payments. The collection of SP often must be disbursed based on the guidelines outlined by the imposing authority. Because these guidelines are very often specific to the inmate, the SP Disburse feature has been designed with great flexibility. Disburse provides three "disburse by" options: "Scheduled Payment," "Inmate" or "ALL" and two "disburse options:" "Generate individual checks for each item" and "Group items into one check where the Payee information is the same." The disburse options selected will determine the number of disbursement checks that will be generated upon completion of the transactions.

Standard SP reports can be produced reflecting:

- Disbursements
- SP Balance Detail
- SP Balance Summary
- SP Check Transactions
- SP Transaction Detail
- Inmate SP Balance Detail
- Inmate SP Balance Summary
- Inmate SP Edit Log
- Inmate SP Setup
- Inmate SP Transaction Detail



Transfer

Transfer provides a facility with a quick and easy way to move money from one inmate's account to another inmate's account.

Transfer features include:

- Setup – Allows the client to determine whether or not the transfer "From" account's receivable debt will be considered when calculating the available amount to transfer. The client also decides whether or not receivable debt and scheduled payments will be collected from the transfer amount for the transfer "to" account.
- Transfer – Allows the client to move money from one inmate's commissary balance to another inmate's commissary balance.

Transfer transactions are reflected on the following standard inmate reports:

- Inmate Account Statement
- Inmate History Report
- Inmate Transaction Report

Commissary

When the Cobra Banker system has been setup in accordance with the client's policies and procedures, the Commissary features will manage commissary accordingly. Commissary not only manages the amount of money an inmate has available to spend, but it also ensures that inmates with restrictions and inventory items with restrictions and/or limits are handled properly.

To protect clients, the Cobra Banker software does not allow inmates to spend more than they have in their accounts, it prevents orders from being placed on closed or inactive accounts, and it provides a number of client-defined controls.

Commissary features include:

- Order – Allows commissary orders to be hand-keyed.
- Credit – Refunds money deducted from inmate's commissary balance for commissary orders or indigent packs.
- Indigent Packs – Provides a tool to allow clients to sell indigent packs to inmates. These kits are basically pre-packaged commissary orders provided to inmates by the facility. This feature is often used to provide inmates with essential items when they are booked into the facility, i.e. personal hygiene. However, PAKs can be sold at any time the facility determines necessary. The client determines:
 - Contents of the pack
 - Pack Limit
 - Pack Price
 - If the inmate is charged for the pack
 - If the inmate must have the pack price at the time it is sold
- Review Orders – Allows the client to view and reprint commissary orders, indigent pack orders, and credits previously processed on an inmate's account.

- Process Scanned Menus – This feature is used to process commissary and indigent pack orders that have been previously scanned through an optical scanner. This process reads the scan file and places the orders in Cobra Banker. Process scanned menus incorporate all system and commissary restrictions and controls.

Standard commissary reports can be produced reflecting:

- Commissary Transactions
- Consolidation Detail
- Consolidation History
- Daily Commissary Orders
- Item Purchases
- Orders and Credits
- Indigent Pack Purchases
- Scanner Errors
- Scanner Sales

Indigent Controls

Indigent Controls allows the client to define the criteria that an inmate must meet in order to be considered indigent. The client determines:

- A maximum commissary balance that determines indigent status
- The minimum number of days the maximum balance must be in effect to be considered indigent
- The minimum number of days that must lapse between an inmates indigent pack orders
- How inmates will be charged for indigent packs: charged, not charged, or only charged the commissary balance at the time of order, regardless of the packs price

Whether indigent packs orders will be placed and delivered with regular commissary orders or handled manually at the facility.

Commissary Restrictions and Controls

The Commissary module provides flexibility and control and allows the client to determine the functionality of the ordering process in relation to:

- Indigent Criteria
- Inventory Group Limits
- Inventory Item Limits
- Number of days between orders
- Scan Order Priority
- Spending Limit
- Unit Limit

Cobra Banker also provides many ordering restrictions to allow a client to dictate an inmate's ordering ability to meet County defined policies and procedures:

- Age Restriction
- Detention Restriction
- Freeze Restriction
- Gender Restriction
- Indigent Restrictions
- Location Restrictions
- Medical Restrictions
- Receivable Classifications
- Inmate Spending Restriction
- Status Restriction
- Item Restriction - There are several options available based on the facility's needs. Items can be assigned to a group that limits the number of units available to order in a time period.



Property

The Property module efficiently records and tracks an inmate's property. It allows the client to assign a specific property bag to an inmate's account and enter the property items confiscated from the inmate into the bag. If necessary, multiple property bags may be assigned to an inmate's account. Property items may be received from the inmate or from a third party. If received from a third party, the name and address of the source is required. Property items may also be released to the inmate or a third party. For convenience, Property is also available through the Intake and Release features.

Standard property reports can be produced reflecting:

- Bag Assignment/History
- Bag Contents
- Bag Listing
- Item Report
- Reprint Property Reports
- Inmate Property
- Void Property Releases

Report Exporter

The Report Exporter provides the client with a way to save data compiled through a Cobra Banker report to a file outside of the Cobra Banker system. This was a direct request from several of our clients who wanted the ability to take information from Cobra Banker and create their own reports.

On-Screen Documentation / Help

Comprehensive information and step-by-step instructions for all Cobra Banker features is available electronically within the system.

County Access to Cobra Banker

Cobra Banker is a Hosted Solution. Clients access the system via the Internet. The server is located in a secure facility with multiple back up servers in case of a catastrophic event.

Service and Support

To help your operation run smoothly, Trinity offers a variety of software support options (at no extra cost to the County) following the initial training period, including phone and on-premises support and training. Dedicated project managers, network architects, computerized remedy systems, and motivated trainers are key components to providing our clients with professional support. Add to that, our tradition of personal attention and our clients have a complete system they can depend on to meet their needs.

Staff Training. Your Trinity installation team will work with you to develop a training program, which includes multi-day instruction at your facility and covers the inmate banking software's features and capabilities. We will work with your staff to set up program options to create a system that works hand-in-glove with your specific requirements—and make sure you have the knowledge you need to put Cobra Banker's powerful capabilities to work for you.

Inmate Training. Ongoing, video training is provided for usage of the Inmate Kiosks.

Hardware Warranty. All mission critical server hardware, provided by Trinity, is covered under our four-hour response time manufacturer's warranty. All other hardware, provided by Trinity, is covered under on-site repairs or exchange warranties depending on the client's needs. Backup hardware is available if there are any unexpected delays in warranty support.

Trinity's Support Center. We coordinate all facets of technology related matters including, but not limited to, down system, diagnosis, remote resolution, dispatch of Trinity field service personnel, or the coordination of field service from local/national providers. Since most of Trinity's software is datacenter-based, it is updated automatically.

24/7 Technical Help Line: 1-800-435-7742.

For technical assistance during normal business hours, simply call your Trinity Service Center to access our two-tier technical support team. For after-hour emergencies, call the Technical Help Line, which is staffed by a Trinity trained technical professional twenty-four-hours-a-day, seven-days-a-week, all year long.

Trinity commits to responding to calls to our 24 hour Help Desk, within 15 minutes. If a resolution cannot be accomplished, the Technician will escalate the call to the appropriate person in the next echelon. A response from this person will be within 24 hours of the escalation.

Support Contact. A Trinity Field Support Engineer (FSE) is assigned to every client to lead the support and maintenance of all hardware and software provided by Trinity. The FSE is knowledgeable about your facility's environment and your system. In addition, detailed Standard Operating Procedures for our systems is provided and includes a backup system that is specifically designed for your environment. Trinity provides all technical service, eliminating third-party involvement and related security issues.

Remote Access. Using Bomgar, remote desktop support software, we will establish a secure, connection into your system for instant troubleshooting and interactive training.



Inmate Funds Management

Lobby Kiosk

The Lobby Kiosk works with our Cobra Banker software to receive and process cash, credit cards or debit cards deposits from inmates' families and friends. Deposits made at a Lobby Kiosk post directly to your inmates' accounts, eliminating the time your staff would normally spend at a service window processing manual payments. Plus, deposits post to inmate accounts in real-time—funds are readily available for commissary purchases and receivables payments. Moreover, visitors can make self-serve deposits whenever your lobby is open, inmate balances typically increase—along with their spending power.

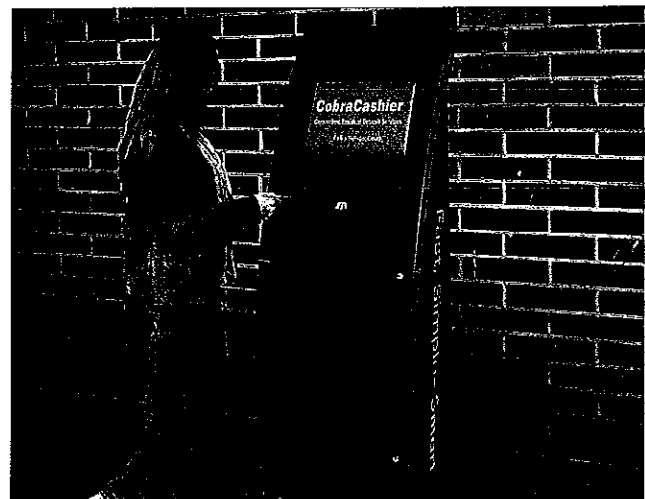
Since Cobra Banker is fully integrated with our Lobby Kiosks, daily, weekly, and monthly reports detailing the deposit activity at each Lobby Kiosk location will be available. Deposits and ACH (automated clearing house) transfers are automatically reconciled.

A Lobby Kiosk in Your Lobby:

- Increases inmate spending power via larger fund balances and real-time deposits
- Eliminates labor—you can reallocate staff to where you need them most
- Accepts cash, credit cards and debit cards
- Verifies card viability during the transaction
- Requires no capital investment—Lobby Kiosks are 100% financed through transaction fees assessed to the depositor
- Maintenance is free—Trinity does it all!
- Rejects counterfeit / non-detectable currency
- Full integration with our Cobra Banker software provides comprehensive reporting of Lobby Kiosk transactions

Lobby Kiosk Features and Benefits

- A key tool for eliminating labor and increasing revenue from commissary and receivables
- Our self-serve lobby deposit kiosk is integrated with our Cobra Banker inmate banking software to measurably reduce staff labor
- Encourages larger and more frequent deposits and increases inmate spending power
- Receives and processes deposits from inmate families and friends using cash, credit cards or debit cards
- Deposits post directly to your inmates' accounts, eliminating the time your staff would normally spend at a service window processing manual payments
- Deposits post in real-time, so funds are readily available for commissary purchases and receivables payments
- Daily, weekly, and monthly reports detail deposit activity at each Kiosk location
- Automatically reconciles deposits and ACH (automated clearing house) transfers
- All deposits are guaranteed by Trinity Services Group



Lobby Kiosks are easy to use, encourages frequent deposits from family and friends, and increases inmate spending.

Kiosk Technology Solutions

Booking Cube

a small-footprint solution to receiving money at intake

The Booking Cube is Trinity's exciting new approach to the traditional booking kiosk. Designed by Trinity's financial and technology experts, the Booking Cube is **Secure** and **Easy-to-Use**.

Fully integrated with our inmate banking system, the Booking Cube automates the money handling process. Received funds are automatically entered into an inmate's trust fund account and tracked in our inmate banking system. The small footprint is a space-saving alternative to larger booking kiosks.

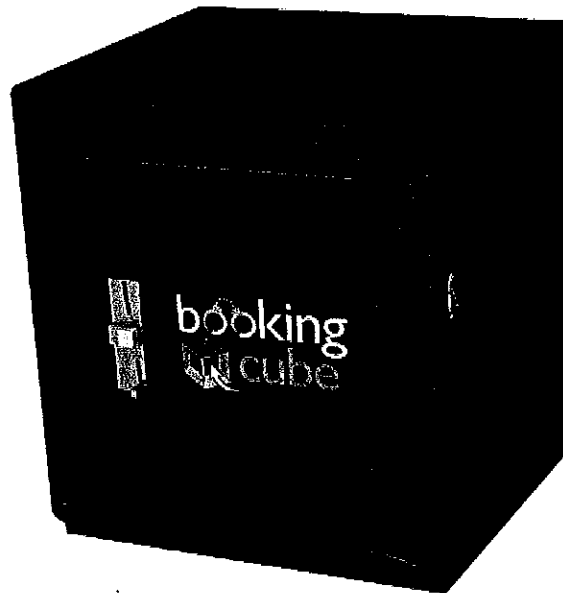
The Booking Cube is a member of the **Smart Deposit** family which includes kiosk, web and phone deposits. The service is completely free to the facility. **No investment** and **no risk** makes Smart Deposit a great choice for deposit automation.

Key Features:

- No need to install a new data line
- Connects via USB to an existing workstation
- Receipts print from an existing printer
- Securely stores cash until picked up
- It's small enough to fit under a desk

Benefits of the Booking Cube

- Simple, secure system
- Size allows for multiple installations for increased booking speed
- Accepts coins and currency. Credit and debit card acceptance is available.
- Complete back-office integration with our or your inmate banking system
- Real-time posting and instant availability of funds
- No setup, hardware or maintenance costs



TRINITY SERVICES
GROUP



Everywhere Funding

Easy, remote deposits keep inmate accounts "in the money"

Everywhere Funding encourages more frequent deposits to inmate accounts because family and friends can simply dial a toll-free phone number, use the internet to transfer cash with a credit or debit card, or make deposits at any other facility lobby in the country with a Lobby Kiosk. Additionally:

- Trinity financial partners offer hundreds of deposit locations, coast-to-coast
- Everywhere Funding deposits are guaranteed, post to inmate accounts in real-time
- Deposits record automatically to your Cobra Banker Checkbook—ACH reporting verifies that deposits are accurate, ACH-compliant and audit-ready
- Everywhere Funding is 100% funded by depositor-paid fees, so there is no cost to you

How Everywhere Funding Increases Revenue and Reduces Costs

- Real-time, automated deposits increase inmate spending power and per capita revenue
- Less incoming mail, money orders, and personal transactions decrease labor costs...Everywhere Funding is proven to save significant staff hours yearly!
- Funds are fully guaranteed—there is no risk
- Cobra Banker integration delivers automatic reconciliation and comprehensive reporting
- Fewer opportunities to lose or misplace cash and money orders; money can only be deposited to active accounts

TeleLink

A solution that allows inmates to transfer dollars from their inmate trust fund account to the Securus Technologies. Trinity has developed this interface with many of the leading inmate phone providers in the corrections industry. The interface protocols that we use are industry standard with regards to format and communication.

TeleLink is a must have tool that works with a facility's Securus Technologies to manage inmate phone dollar transfers and the payment of Securus Technologies invoices through our Cobra Banker software. Everything can be handled systematically through Cobra Banker. Phone dollar transfers can be hand-keyed through Cobra Banker's Commissary-Order; Inmate Kiosk's Order Commissary; or scanned through Commissary-Process Scanned Menus. TeleLink even systematically handles the crediting of unused phone time to a inmates's commissary balance when the inmate is released from the facility.

MICR Check Printing

Our MICR Check Printing solution nearly eliminates check fraud altogether and substantially reduces the material and labor costs of manual or standard printer-based systems. The MICR system includes a state-of-the-art printer that prints magnetic-ready routing and account numbers required for high-speed sorting by financial institutions.

- Print individual checks as you need them on inexpensive paper.
- Integrated with our Cobra Banker software for comprehensive accounting and reporting.
- Eliminates storing, securing and transporting expensive pre-printed check forms



Debit Cards on Release

Fast, Simple and "Smart"

Today's correctional facilities demand quick and efficient solutions for inmate banking, including the distribution of inmate funds at release.

Trinity's debit cards meets that challenge. This service is free to the facility and removes the burden of writing checks at release.

Key Features and Benefits:

- Fast, real-time loading with inmate banking system
- Immediate activation and funds availability
- 24/7/365 Customer Service
- Accepted at over 900,000 ATMs worldwide
- Use for purchases at millions of merchants that accept Visa and MasterCard
- No cost to facility - low activation and ATM fees paid by card holder
- Simplifies the release process
- Reduces check writing
- Reduces bank account reconciliation time
- Overall reduced staff labor equals cost savings
- Highly Secure
- Replaceable if lost or stolen



TRINITY SERVICES
GROUP



numi
FINANCIAL

Important Information Guide

Your card is activated and ready to use immediately for purchases, cash back, etc.

Please ask your Jail Administrator for your PIN before departure.

Toll Free Phone Support:
1-800-384-4424

GET CASH AT AN ATM:

1. Insert your Card and enter your PIN.
2. Choose "Checking" as the account type to withdraw.
3. Enter the amount to be withdrawn.

PIN PURCHASES WITH CASH BACK:

1. Swipe card.
2. Select "Debit" and enter your PIN.
3. For cash back, enter the amount and it will be added to the purchase total.

**ATM fees may apply.*

Please keep this guide in the event that you lose your card.

How to avoid Service Fees:

- Please use card immediately to avoid any service fees! Your card will incur a service fee the third day after you are released.
- Go online to www.FCSprepaid.com and sign up for an online account. You will be able to transfer money to your bank account through your online account.

Card Usage Fees

Weekly Service Fee	\$3.50
Signature Purchase (Choose "Credit")	FREE
POS PIN Purchase (Choose "Debit")	\$0.95
ATM Fee	\$2.50 (1 FREE/mo)
ATM (balance inquiry)	\$1.00
Bank Cash Advance	\$4.95
Live Customer Service	\$3.95 (1 FREE/mo)
Automated Customer Service (balance inquiry)	\$0.50 (1 FREE/mo)

-- See cardholder agreement for complete list of fees --

Web Technology Solutions

Smart Deposit

Is the **newest** way to collect funds **electronically** for inmates

Web Technology

MyCarePack.com is the only site offering the ability to place a commissary order and make a deposit during the same visit.

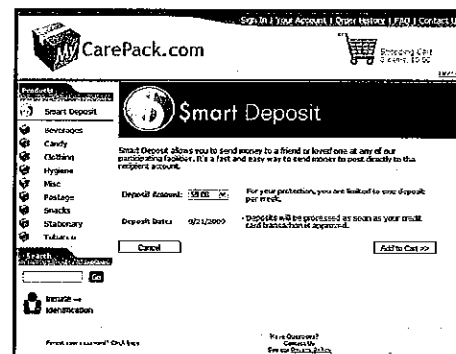
Deposit funds from a Trinity kiosk or Smart Deposit/web. Either way, the deposit is Fast, Simple and "Smart."

Key Features:

- Deposits are posted quickly -- in 10 minutes, or less
- Easily add to an existing MyCarePack site
- Fast ACH transfer of funds to client's account
- Web-based reporting of remittances to the facility -- no guesswork
- Full web-based reporting tool to instantly track all transactions

Benefits of Smart Deposit

- Simple, secure system for accepting and tracking funds from friends and family
- Reduce reconciliation time and decrease workload of mail room and accounting staff
- Reduce administrative costs and eliminates fraud/counterfeit liabilities
- Allow acceptance of deposits 24/7 365 days per year
- Complete back-office integration with our or your inmate banking system
- Real-time posting and instant web-based reporting
- No setup, hardware or maintenance costs



How It Works



Place an Orders

Or



Send Funds



Can be sent fast and easily through MyCarePack.com from a Trinity Kiosk.



TRINITY SERVICES
GROUP



Additional Technology

eNotez – Electronic Inmate Mail

Our eNotez inmate e-mail will substantially reduce the cost, aggravation and hazards associated with a traditional mail program.

- Inmates access e-mail using the touch-screen of the Inmate Kiosk
- E-mail is available only if the recipient's name and e-mail address are located in a database of approved recipients
- You control to whom e-mails are sent and the maximum number of e-mails inmates can send and receive
- The inmate can send a single, limited-length, text-only message and eNotez permits just a single reply
- No attachments are allowed in either inbound or outbound e-mails.
- eNotez blocks delivery and notifies your administrator when restricted words are contained in the messages

This non-commissionable service charges inmates \$3.00 for seven (7) days of eNotez usage or \$8.00 for thirty (30) days (*fees subject to change*). Although this service is non-commissionable, clients can participate in our revenue-sharing program by defining an additional fee for the facility.

eNotez v1.0.0h
 © HELP LOGOUT

Caddo Correctional Center -- Cobra Site 1

STATION 17

[Home](#)
[Search](#)
[Setup](#)
[Reports](#)

Resident Search ☒ Active Only

Last Name:
 First Name:
 Incarceration:
 Date:

ALERTS

 High Priority - Hold (0)
 Low Priority - Flagged (0)
 Operator Holds - (0)

	Last Name	First Name	Status	SO Number	DOB	Gender
<input type="button" value="Select"/>	ALFORD	THOMAS	Active	59394	04/01/1972	M
<input type="button" value="Select"/>	BARFIELD	JUSTIN, JR	Active	54125	06/13/1969	M
<input type="button" value="Select"/>	BRADFORD	JANEL	Active	109955	02/28/1981	F
<input type="button" value="Select"/>	BRADFORD	JENNIFER	Active	108883	05/30/1984	F
<input type="button" value="Select"/>	BRADFORD	JERRY	Active	72355	05/10/1978	M
<input type="button" value="Select"/>	COFFMAN	JONAS	Active	79942	07/19/1979	M
<input type="button" value="Select"/>	CRANFORD	JEFFERY	Active	105089	01/23/1983	M
<input type="button" value="Select"/>	CRAWFORD	LARRY	Active	55847	04/21/1967	M
<input type="button" value="Select"/>	CRAWFORD	MARK	Active	107173	02/20/1992	M
<input type="button" value="Select"/>	DFGDFGDF	GDFGDFGDF	Active	906		
<input type="button" value="Select"/>	DFGDFGDF	GDFGDFGDF	Active	907		
<input type="button" value="Select"/>	FAITH	KIM	Active	9996	03/08/1960	F
<input type="button" value="Select"/>	FARRIS	RICHARD	Active	106837	10/07/1988	M

eNotez © 2010 Cobra Software Group LLC

Data Directory Set Up

eNotez v1.0.0h
 © HELP LOGOUT

Caddo Correctional Center -- Cobra Site 1

STATION 17

[Home](#)
[Search](#)
[Setup](#)
[Reports](#)

System
Data Dictionary
Domains
Email Addresses
Disclaimers

ALERTS

 High Priority - Hold (0)
 Low Priority - Flagged (0)
 Operator Holds - (0)

Import/Export

Import Path:

Export:

Modify Keywords
 Add Keyword: ☐ High ☐ Low

Filter keywords:

	Delete All	Keyword	Priority
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	bang	High
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	bust	High
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	coke	Low
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	dead	Low
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	drug	High
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	druggie	High
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	gang	High
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	nitro	Low
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	pot	Low
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	rogue	High
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	smack	Low
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	smoke	Low
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	smoker	Low

Blocked E-Mail Address Set Up

Technology | 103



eNotez v1.0.0h

© HELP LOGOUT

Caddo Correctional Center -- Cobra Site 1

STATION 17

System

Data Dictionary

Domains

Email Addresses

Disclaimers

Home
Search
Setup
Reports

Modify Blocked Email Addresses

Add SO Number:

Email Address to block:

ALERTS

High Priority - Hold (0)
Low Priority - Flagged (0)
Operator Holds - (0)

Filter SO Number:

	SO Number	Last Name	First Name	Email Address Blocked
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	1234	WEYANT	A	jimrussell@gmail.com
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	2345	JONES	JIM	johnrebel@hooterville.net
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	4567	SNYDER	KIM	jimrichardson@hooterville.net
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	50665	GILES	MOSES	mlthompson@cbd.com
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	6789	HOOVER	CINDY	stevehoover@thefarm.net

eNotez © 2010 Cobra Software Group LLC

Keyword Report Search

eNotez v1.0.0h

© HELP LOGOUT

Caddo Correctional Center -- Cobra Site 1

STATION 17

Home
Search
Setup
Reports

Site:

Report Type:

☒ Keywords

☐ Blocked
Domains

☐ Blocked Email
Address

Sort By: ☒ Keywords


☐ Priority

ALERTS

High Priority - Hold (0)
Low Priority - Flagged (0)
Operator Holds - (0)

eNotez © 2010 Cobra Software Group LLC

High Priority View E-Mail and Set Status



[HELP](#)
[LOGOUT](#)

Caddo Correctional Center -- Cobra Site 1

STATION 17

[Home](#)
[Search](#)
[Setup](#)
[Reports](#)

View Email

To: jdjones@respondnow.com

Subject: Hi there

From: WEYANT, A K

SO Number: 1234

Sent: 9/9/2011 9:28 AM

Message:

I am thinking about joining a new gang, what do you think?

Cancel

Approve

Deny

Hold




Print/Save

eNotez © 2010 Cobra Software Group LLC

Resident View Email

eNotez

SO Number	Last Name	First Name	Middle Name
1234	WEYANT	A	K

[Buy Email Time](#)
[Reply](#)
[Inbox](#)

You have 1 days email usage remaining

You can send 12 more emails this week

View Email

From : jdfearthers@swansons.net

Date : 09/09/2011 10:32:18

Subject : Hello

I am responding to your email. I won't be in to see you today.

----- ORIGINAL EMAIL -----

To : jdfearthers@swansons.net

Date : 09/09/2011 10:17:18

Subject : Hello

Hi, when are you coming to see me?

Log Out

Cancel



Pay My Jailer™

helps you with **billing** and **recovery** of booking, boarding and other fees that might subsequently be lost.

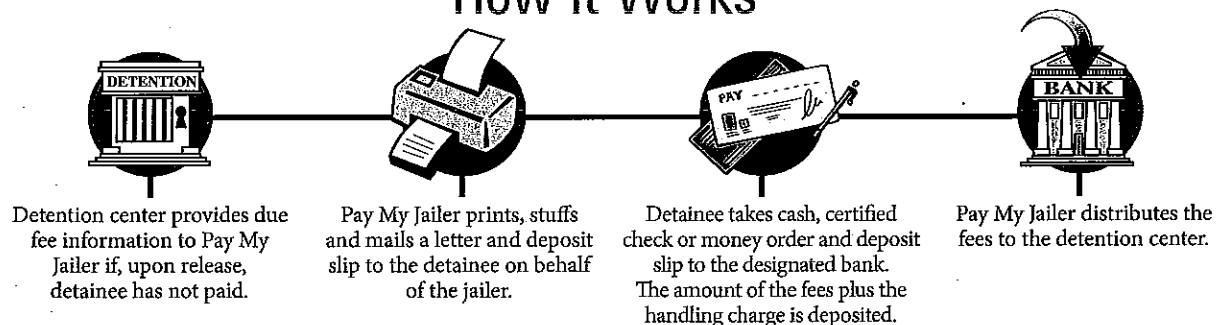
Pay My Jailer program provides you with an easy method for collecting the outstanding booking, boarding and other fees owed your detention center without you having to add staff or handle the money. This Internet-based service generates payment letters with deposit slips and works with your local prosecutor to encourage payment. Recovered funds are paid by the released detainee directly to a local bank account, providing a convenient and anonymous way to pay. Pay My Jailer also provides multiple payment options including credit card and payment plans.

It's a free-to-you service and easy to use... the flat fees are paid by former detainees in their transactions and you receive 100% of your fees. Because it's Internet-based, there's no software to buy, install or maintain and it integrates with JailTracker™, the corrections management systems.

Benefits of Pay My Jailer

- Can increase fee recoveries by 30% - 40%
- No need for you to handle the money
- We oversee all mailings, saving you time and manpower, letting you manage your detention center more efficiently
- Internet-based so there's no software to buy, install or maintain
- Free-to-you service - the flat fee for each transaction is paid by the former detainee and you recover 100% of your fee
- Deposit slip allows detainee, or a third party acting for the detainee, to conveniently pay, thereby increasing chances of recovery (85% of recoveries are generated by deposit slip)
- Multiple payment methods including credit card and payment plans
- Provides an alternative to expensive and difficult collection agencies
- Supports any fees, including booking, boarding, medical co-pays, property damage and more

How It Works



TRINITY SERVICES
GROUP

System Security

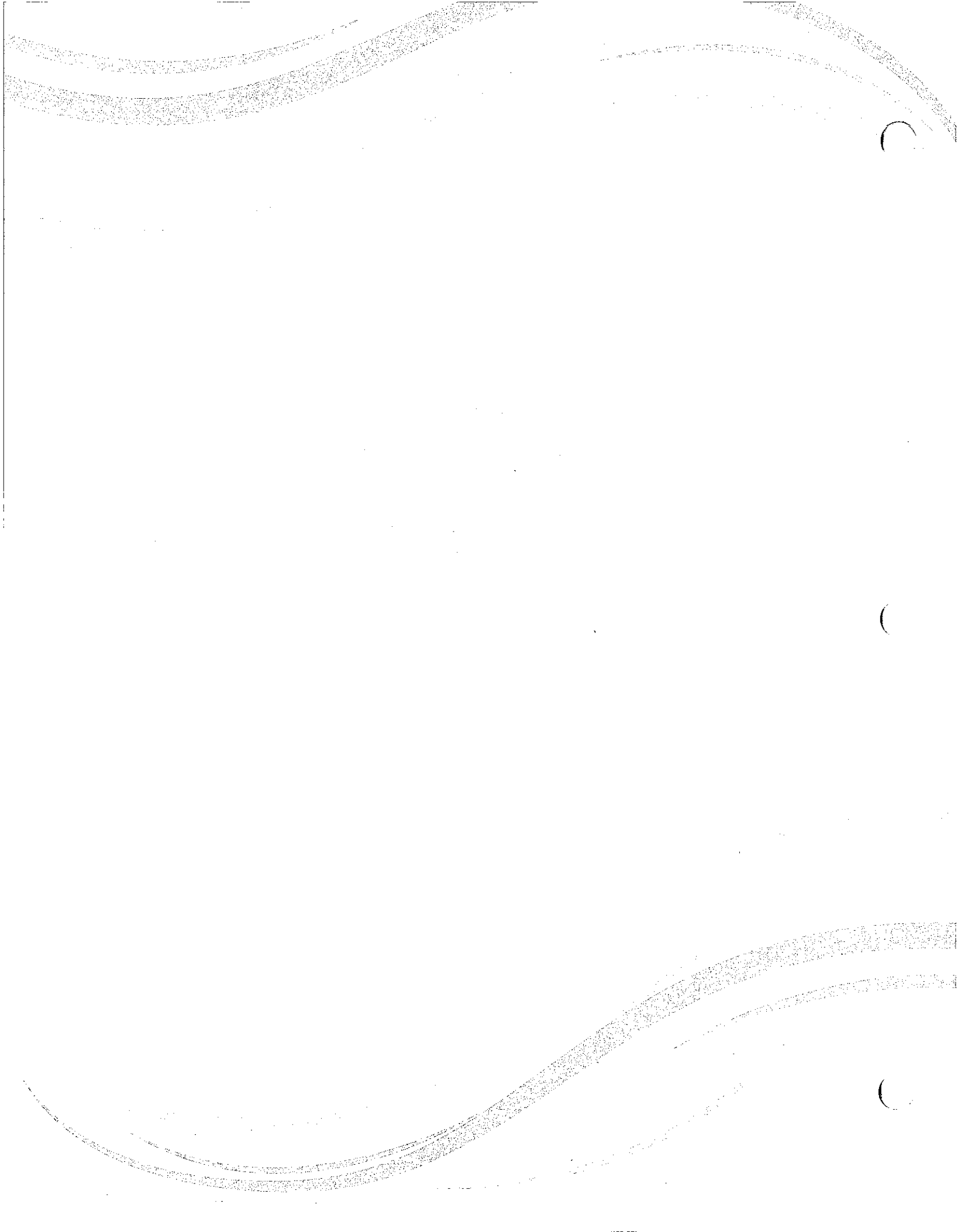
Trinity uses industry-standard practices to protect and safeguard data and systems. A specific plan is tailored to the requirements and environment at each facility.

In general, standard procedures and practices followed by Trinity include:

1. All servers are protected via standard Microsoft® password security, blocking access to unauthorized personnel, both locally and remotely. This includes server and database access. Handling and use of administrative passwords are very tightly controlled.
2. Remote access capabilities are carefully monitored and restricted to authorized, need-to-access personnel. Access policy and methodology are developed on a system-by-system basis predicated upon local or facility security policies.
3. Our warehouse software has sophisticated security protocols built around a password scheme that allows layered security access to the program. Program security is configurable to specific needs.
4. A password scheme involving scheduled password renewal and review of those granted access is developed for every system.
5. Virus protection and intrusion software is installed and configured on every Trinity computer and server. Definition updates and system scans are configured to occur on a daily and/or as-needed basis.
6. Regularly scheduled data backups are configured into all systems to protect critical data in case of equipment failure. Backups are to either removable media or external devices, depending on the environment. Procedures for control and protection of media are developed on a system-by-system basis predicated upon local or facility security policies.
7. Our preferred method of data communication is via secure VPN, protecting data during the transmission process. We work with local personnel to develop a secure communications channel for every system.
8. Support personnel routinely review system logs and other data storage records to ensure integrity of data.
9. We work with local staff and/or IT personnel to develop policies and procedures for securing on-site hardware.



Financial Proposal



FINANCIAL PROPOSAL

Commission and Investment

Based on the information provided in this proposal and a comprehensive menu with market-based pricing, Trinity Services Group offers the following options to Jefferson County Sheriff's Office:

- Option 1 Kiosks – Trinity offers to pay a commission of **44.00% of net sales**
- Option 2 No Kiosks – Trinity offers to pay a commission of **44.00% of net sales**

Net sales are calculated as follows: Gross sales revenue less any non-commissionable sales revenue (to include postage stamps, stamped envelopes, and indigent items).

How We Calculate and When We Pay Your Commissions

Our fiscal calendar includes 12 accounting periods, each period including either four or five full seven-day weeks, comprise Trinity's fiscal year. Four quarters of thirteen weeks each combine for the fifty-two-week year. At the end of each fiscal accounting period, your Trinity operations team will create a weekly sales summary that reports the gross sales for each week of the period. The report shows your commission payment for the period, calculated as your commission percentage of net sales less applicable sales taxes and commissary credits.

Your period sales summary report and the commission payment are typically sent to your facility within two weeks after the close of each accounting period. So you will receive commission payments twelve times each year.

We will meet with your staff regularly to review service levels, retail prices and revenue rates to ensure that they continue to meet your objectives.

We Make an Investment in our Partnership

We strongly believe that our relationship with you will be a win-win partnership that could endure well beyond the initial term of our agreement. That's one reason we're willing to make an up-front investment of almost \$36,000, plus our inmate banking software, valued at upwards of \$90,000, to put your facility on a fast-track to optimal performance.



Trust Fund Deposits

All deposits made to your inmates' trust fund accounts during the term of our contract will be facilitated exclusively through our deposit services locations and includes:

- Your Lobby Kiosk(s)
- Lobby kiosks in the lobbies of other Trinity clients
- Electronic deposits through our Smart Deposit online service or phone service

Deposit Fee Schedule * Commissary Fee Schedule

<u>Payment Type</u>	<u>Fee</u>	<u>Limits</u>
Cash	\$3.25	Up to \$200.00
Credit Card, Web or Mobile	\$4.50	Up to \$30.00
	\$5.95	\$30.01 - \$50.00
	\$6.95	\$50.01 - \$70.00
	\$7.95	\$70.01 - \$100.00
Phone Deposits	\$6.50	Up to \$30.00
	\$7.95	\$30.01 - \$50.00
	\$8.95	\$50.01 - \$70.00
	\$9.95	\$70.01 - \$100.00

Bail Fee Schedule

<u>Payment Type</u>	<u>Fee</u>	<u>Limits</u>
Cash	\$3.25	Up to \$200.00
Credit Card	\$9.95	\$0.01 - \$250.00
Credit Card	\$15.95	\$250.01 - \$500.00

**These lobby kiosk transaction fees are retained by Trinity and/or our financial suppliers and allow us to include many features at no cost to you. These fees are subject to change.*

Our Total Solution Proposal for Jefferson County

- Reduces staff time required to handle inmate banking activities and commissary services so you can reallocate resources where you need them most
- Provides a powerful, user-friendly technology solution—fully paid for by your inmates—that will grow revenue, reduce costs, and improve overall efficiency
- Frees up dollars previously committed to banking activities and commissary services

Technology Package

- Cobra Banker Software
- One (1) Lobby Kiosk
- Trinity In-House Tech Team Support
- Comprehensive Configuration, Setup & Training
- Five (5) Inmate Kiosks
- One (1) Booking Cube
- 24 / 7 / 365 Tech Support Hot Line

Commissary Operations Management

- Full-service team and operations center in Madison, WI
- FOB-Dock delivery once a week by Common Carrier
- Local management with authority for fast decisions
- 100% Trinity management of your lobby kiosks
- High-quality name brands your inmates trust
- Easy, technology-based commissary ordering
- Clean, secure order prep and delivery; Trinity's screened, industry-envied operations team
- No-substitution, no-backorder policy
- 99.8% order fill rates

Commission Rate on Net Sales

Option 1 Kiosks — 44.00%

Option 2 No Kiosks — 44.00%



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

Request for Proposal: JAIL COMMISSARY 2016

Date Issued: 5-10-2016

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, JUNE 7, 2016 AT 2:00 P.M. LOCAL TIME.

**Specification
Contact:**

LT. PATRICK HAWKINS
Department of the Sheriff
636-797-5318
phawkins@jeffcomo.org

**Contract
Contact:**

VICKIE PRATT
Department of Administrative Services
636-797-5380

**Mail (3) Three
Complete Copies
With Vendor And
Proposal
Information As
Shown In Sample:**

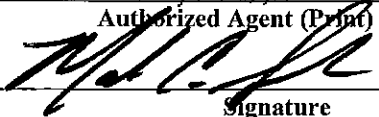
SAMPLE ENVELOPE

VENDOR NAME
VENDOR ADDRESS
CONTACT NUMBER **DEPARTMENT OF THE COUNTY CLERK**
JEFFERSON COUNTY MISSOURI
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050-0100
SEALED PROPOSAL: (PROPOSAL NAME)

**Contract Term:
upon approval by
the County Council
and County
Executive**

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

**Vendor
Information:**

<u>CBM Managed Services</u>	<u>Marlin C. Sejnoha, Jr.</u>
<u>Company Name</u>	<u>Authorized Agent (Print)</u>
<u>500 East 52nd Street North</u>	<u></u>
<u>Address</u>	<u>Signature</u>
<u>Sioux Falls, South Dakota 57104</u>	<u>President & CEO</u>
<u>City/State/Zip Code</u>	<u>Title</u>
<u>(605) 335-0825</u>	<u>June 3, 2016</u>
<u>Telephone #</u>	<u>Date</u>
	<u>91-1827040</u>
	<u>Tax ID #</u>
<u>Marlin.Sejnoha@CBMManagedServices.com</u>	<u>(605) 977-1836</u>
<u>E-mail</u>	<u>Fax #</u>

Statement of Pricing & Costs

CBM Managed Services will comply with all Federal and State laws, pay all applicable taxes and will hold the client harmless as a result of any violation throughout the life of the agreement. In addition, CBM Managed Services agrees to maintain a fair pricing structure for all commissary goods sold.

CBM Managed Services offers Jefferson County Sheriff's Office:

33.5% Commissary Commission

1 Lobby ATM for Deposit Services

1 Money Booking Manager

5 Titan Inmate Pod Kiosks

2 Credit Card Readers for Inmate Debit Card Release

Lockdown Inmate Banking Software at No Cost to Jefferson County

Net Sales is defined as Total Gross Sales minus sales tax, postal products, credits and any other items sold at no mark-up or at cost.

Commissions will be paid in accordance to the RFP requirements throughout the duration of the contract.

C

C

C

Commissary Corporate Overview

CBM Managed Services is an industry leading national provider of commissary service and technology and correctional food service for juvenile, city, county, regional, state and federal correctional facilities, school nutrition, and retail services since 2002. CBM's Commissary Program is one of the most comprehensive and advanced programs in the country. We understand that every facility is unique. We adapt our program to precisely fit each client's needs. CBM will provide solutions that will streamline daily operations and increase revenue.

CBM Managed Services currently operates in over 250 sites in 30 states with a team of 1,360 dedicated professionals. Our commissary clients range from small facilities to facilities with over 3,600 residents.

CBM's advanced technology program includes:

- Industry Leading Software
- Phone Ordering
- Debit Calling
- Debit Release
- Booking Managers
- Customizable Kiosk Options
- Handheld InTouch Tablets
- Online Deposit Services
- Customizable Value-Added Services
- 24/7/365 Customer Support



We realize that, along with adaptability, product selection and advanced technology, developing a successful commissary program requires a strong emphasis on customer service. CBM strives to foster meaningful and consistent communication with our clients in order to ensure their commissary program is the finest and most comprehensive available.

CBM Managed Services prides itself on being large enough to serve yet small enough to care and maintains a face to the company. Marlin Sejnoha, Jr., President & CEO is available to you anytime.

C

(

C

Corporate Profile

Corporate Address: CBM Managed Services
500 East 52nd Street North
Sioux Falls, South Dakota 57104

Telephone Number: (605) 335-0825

Fax Number: (605) 977-1836

Corporate e-mail: Marlin.Sejnoha@CBMManagedServices.com

Legal Status: Corporation

State of Incorporation: South Dakota (1997)

States of Operation: AL, AR, CO, ID, IL, IN, IA, KS, KY, LA, MD, MI, MN,
MS, MO, MT, NE, NJ, NM, NC, ND, OH, PA, SD, TN,
TX, UT, VA, WI, WY

Federal Tax ID Number: 91-1827040

DUNS Number: 009810594

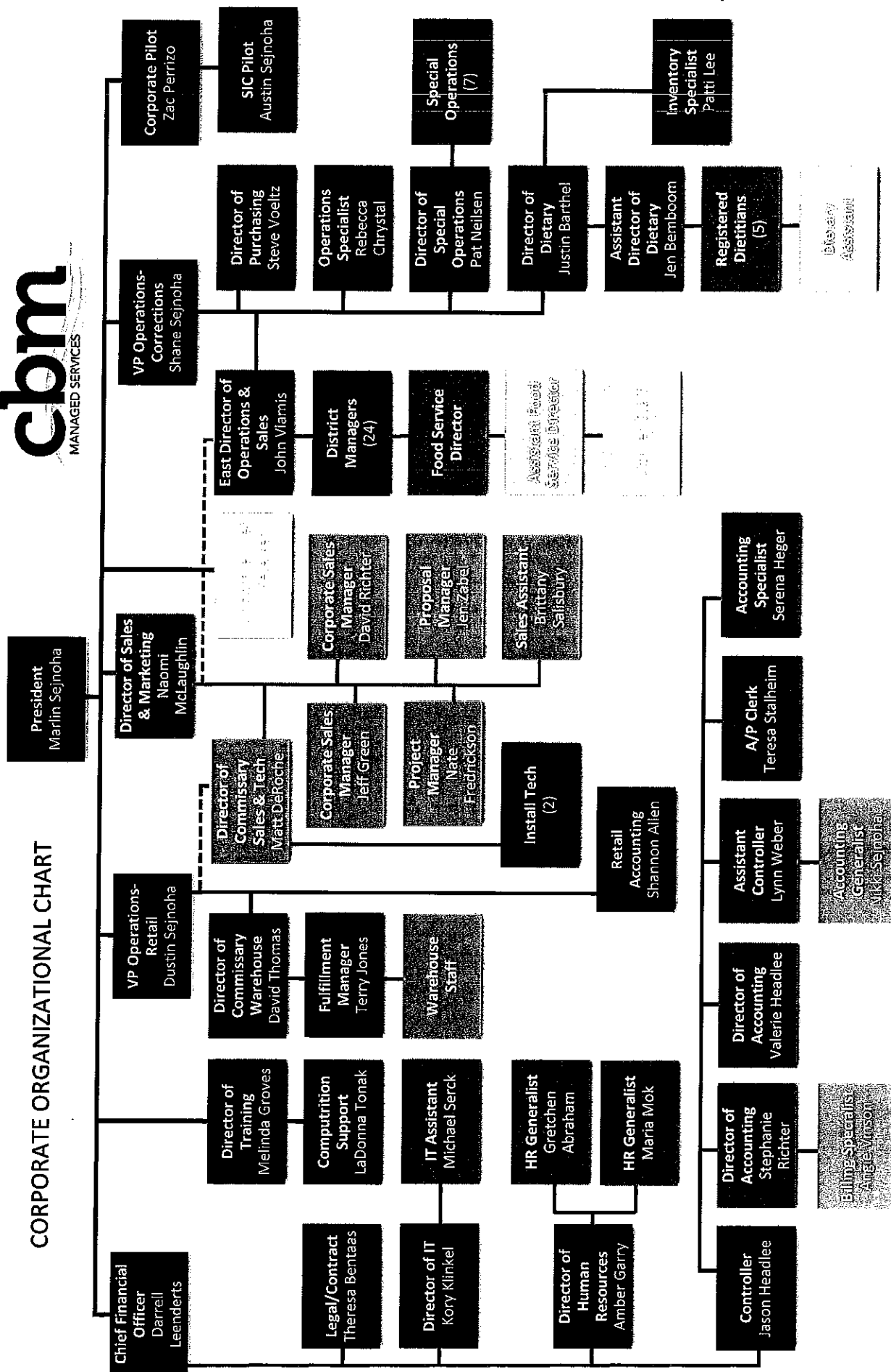
Number of Employees: 1,260

President & CEO: Marlin C. Sejnoha, Jr.
500 East 52nd Street North
Sioux Falls, South Dakota 57104
(605) 335-0825
Marlin.Sejnoha@CBMManagedServices.com





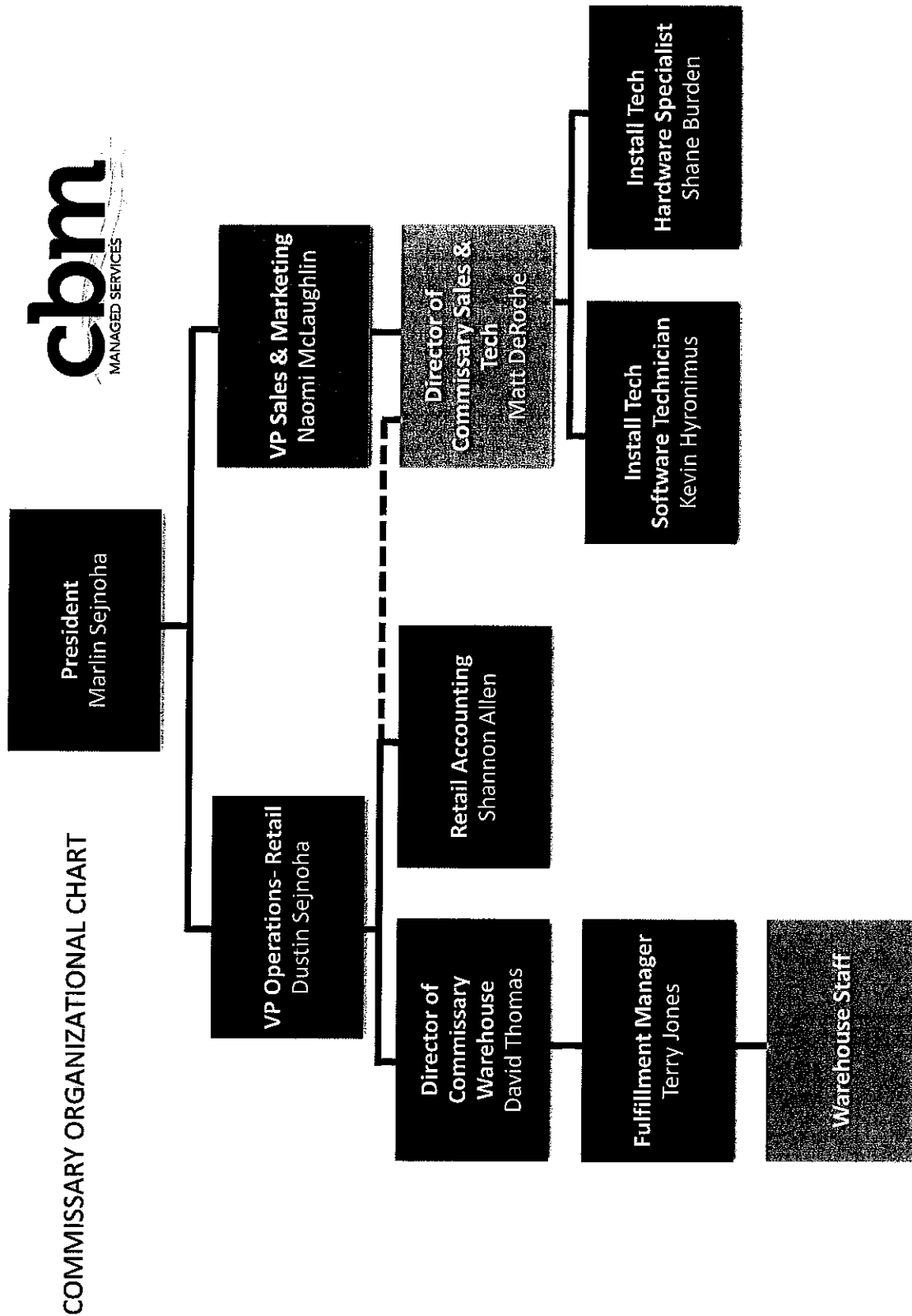
CORPORATE ORGANIZATIONAL CHART



(

(

(



(

(

(

Key Personnel



Marlin C. Sejnoha, Jr.
President & CEO
(605) 310-4950

Marlin.Sejnoha@CBMManagedServices.com



Dustin Sejnoha
VP of Retail Operations
(605) 359-7810

Dustin.Sejnoha@CBMManagedServices.com



Naomi McLaughlin
VP of Sales & Marketing
(605) 444-5071

Naomi.McLaughlin@CBMManagedServices.com



Matt DeRoche
Director of Commissary Services
(605) 321-7117

Matt.DeRoche@CBMManagedServices.com



David Thomas
Director of Warehouse Operations
(605) 444-5012

David.Thomas@CBMManagedServices.com



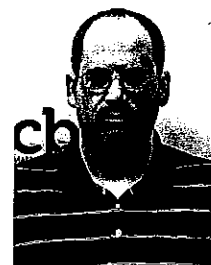
Shannon Allen
Commissary Accounting
(605) 444-5037

Shannon.Allen@CBMManagedServices.com



Shane Burden
Commissary Hardware Specialist

Shane.Burden@CBMManagedServices.com



Kevin Hyronemus
Commissary Software Specialist

Kevin.Hyronemus@CBMManagedServices.com

C

(

C

Marlin C. Sejnoha, Jr., CCM

500 East 52nd Street North

Sioux Falls, SD 57104

(605) 310-4950

Marlin.Sejnoha@CBMManagedServices.com

Marlin Sejnoha, President/CEO has over 28 years of business management experience in all aspects of the managed services industry. Under Marlin Sejnoha's leadership, CBM Managed Services has expanded into 250 facilities in 30 states serving over 51 million meals each year. Marlin Sejnoha's leadership approach has helped formulate CBM's mission of being a "trusted, relationship-driven provider of quality managed services."

EXPERIENCE:

1997 – Present President/CEO	CBM Managed Services	Sioux Falls, SD
1995 – 1997 Chief Executive Officer	Minnehaha Country Club	Sioux Falls, SD
1992 – 1995 Chief Operating Officer	Sioux City Country Club	Sioux City, IA
1989 – 1992 General Manager	Norfolk Country Club	Norfolk, NE

EDUCATION:

Nettleton Business College Associates of Business Degree Business Administration, Hotel/Restaurant Management Accounting, Computer Science	Sioux Falls, SD
Georgia State University Business Management	Atlanta, GA
Michigan State University Business Management	Lansing, MI

SUMMARY OF QUALIFICATION:

- Twenty-eight years of business management experience
- Daily operation experience in all aspects of food service
- Innovative leader capable of motivating employees and fostering their personal growth
- Financial operations experience in all aspects of diversified companies
- Positive customer interaction with effective communication, response and dedication to their facilities

Dustin L. Sejnoha
500 East 52nd Street North
Sioux Falls, South Dakota 57104
(605) 359-7810
Dustin.Sejnoha@CBMManagedServices.com

CAREER EXPERIENCE:

2010-Present	Hungry's Restaurants, Inc. /CBM Managed Services Vice President of Retail Operations	Sioux Falls, SD
2001-2010	Hungry's Restaurants, Inc. Director of Retail Operations	Sioux Falls, SD
1994-2001	CBM Managed Services Director of Purchasing	Sioux Falls, SD
1991-1994	Marlin's Family Restaurant and Catering General Manager	Sioux Falls, SD

EDUCATION:

Huron University Business Administration	Sioux Falls, SD
University of Sioux Falls General Studies	Sioux Falls, SD

SUMMARY OF QUALIFICATIONS:

- Working knowledge of operational characteristics, services and activities of a variety of food service operations in both public and private sectors.
- Advanced principles and practices of program development, administration, budget, preparation, principles or supervision, training and performance evaluations.
- Member of the Association of Correctional Food Service Affiliates (ACFSA).
- ServSafe Certified.

Naomi C. McLaughlin
500 East 52nd Street North
Sioux Falls, South Dakota 57104
(605) 444-5071
Naomi.McLaughlin@CBMManagedServices.com

CAREER EXPERIENCE:**2013 – Present**

CBM Managed Services Sioux Falls, SD
Director of Sales and Marketing
Oversees all sales and marketing activities for CBM's correctional, emergency feeding and school nutrition divisions. Ensures all sales protocols and procedures are adhered to by sales team. Responsible for contract compliance and quality and content control of all submitted proposals.

1999 – 2013

McLaughlin Agency Sioux Falls, SD
Principal / Agent
Creatively designed benefits packages for individuals and businesses. Oversaw a team of 32 agents and provided ongoing recruitment, training and support for sales team. Acted as a District Sales Manager with both Aflac, Colonial Life while representing Wellmark Blue Cross Blue Shield, Delta Dental along with other major insurance providers.

1990 – 1999

Herberger's /Sak's Incorporated Watertown, SD
Sales Manager
Managed, hired, developed and trained department store staff. Carefully monitored profit and loss statements, maintained inventory levels, developed presentations and performed conflict resolutions.

EDUCATION:

College of St. Mary Omaha, NE

SUMMARY OF QUALIFICATION:

- Management of CBM sales team, overseeing budgets, performance and establishing goals/objectives
- Provides logistical support to all of CBM's divisions, including emergency feeding
- Leads development of new programs, including CBM's client relationship software
- Instrumental in development protocols and procedures throughout the company

C

(

(

Matt DeRoche

500 East 52nd Street North
Sioux Falls, South Dakota 57104
(605) 321-7117

Matt.DeRoche@CBMManagedServices.com

CAREER EXPERIENCE:**2012 – Present****CBM Managed Services**

Sioux Falls, SD

Director of Commissary

Provides daily oversight of corrections compliant purchasing for all CBM commissary sites and assists with all commissary hardware and software installation. Maintains strong, consistent lines of communication between CBM and Jail Administrators/Wardens. Also responsible for CBM's Commissary Vending inmate/correctional staff program.

2007 – 2012**ABL Management, Inc.**

District Manager

Management and oversight of food service sites in district.

Responsible for carefully monitoring budgets and performance at numerous food service sites.

2003 – 2007**Aramark Corrections**

Food Service Director/General Manager

Responsible for overall operation of multiple contracted facilities.

Managed P&L for all accounts including all inventory, purchasing, HR issues, contract compliance, client and vendor relations, safety and accounts payable/accounts receivable.

EDUCATION:**Idaho State University**

Business Management

SUMMARY OF QUALIFICATION:

- Operational Leadership
- Vendor Management
- Conflict Resolution
- Contract Negotiations
- Management Recruitment
- Written / Verbal Communications
- Time Management
- Budgeting
- Team Building

C

(

C

David Thomas

**500 East 52nd Street North
Sioux Falls, South Dakota 57104
(605) 335-0825
David.Thomas@CBMManagedServices.com**

CAREER EXPERIENCE:

2014 – Present

CBM Managed Services

Sioux Falls, South Dakota

Director of Warehouse Operations

Maintain a working knowledge of products and pricing, oversee purchasing, stocking, receiving and shipping.

Manage on-site inventory control

Perform and report weekly/monthly inventory and financial audits

1996-2014

Pepsi Beverage Company

Sioux Falls, South Dakota

General Manager

Drive revenue, profit, and market share for Pepsi in Sioux Falls, Yankton, and Watertown area. Location of the year for 2012-2013. 7 consecutive years meeting or exceeding annual expectations for volume and profits.

1995-1996

Anderson-Erickson Dairy

Carroll, Iowa

Route Salesman

Awarded New Driver Salesman of the Year for District in 1995

Grew sales by 10%

1994-1995

Pamida Inc.

Carroll, Iowa

Assistant Store Manager

Drive sales and profits through coaching and developing staff to obtain desired results. Best in class in customer service

Lead District for sales growth in 1994

Reduced turnover by 25% in 1994 compared to 1993

EDUCATION:

Northwest Missouri State University

Des Moines Area Community College

SUMMARY OF QUALIFICATIONS:

- 20+ years in customer service industry.
- 14+ years in management
- Consistently delivered at or better than planned results

C

(

C

Shane Burden

500 East 52nd Street North

Sioux Falls, South Dakota 57104

(605) 335-0825

Shane.Burden@CBMManagedServices.com

CAREER EXPERIENCE:

2015-Present	CBM Managed Services Commissary Hardware Specialist	Sioux Falls, SD
2006-Present	South Dakota Army National Guard Signal Support Soldier	Sioux Falls, SD
2013-2014	Compro Technician	Sioux Falls, SD

EDUCATION: Colorado Technical University

US Army 25 U Signal Course

SUMMARY OF QUALIFICATIONS:

- Deployed to Afghanistan 2010-2011
- Computer Skills – Word, Excel, Access, and PowerPoint. Adobe
- Installation knowledge of computers, printers, phones and security systems
- Set up new user accounts
- Help Desk experience



Kevin Hyronemus

500 East 52nd Street North

Sioux Falls, South Dakota 57104

(605) 335-0825

Kevin.Hyronemus@CBMManagedServices.com

CAREER EXPERIENCE:

2015-Present	CBM Managed Services Commissary Software Specialist	Sioux Falls, SD
2013-2015	Self-Employed Computer Consultant and Repair Services	Inwood, IA
1999-2013	United States Air Force	
2009-2013	Lead Systems Administrator	Davis – Monthan AFB, AZ
2008-2009	Network Warfare Operations Planner	Davis – Monthan AFB, AZ
2005-2008	Wing Communication Security Manager	Dover AFB, DE
2003-2005	Messaging Tech/System Administration	Dover AFB, DE
2002-2003	Messaging Tech/System Administration	Osan AB, Republic of Korea
2001-2002	Network Infrastructure Technician	Offutt AFB, NE
1999-2001	Computer Operator	Offutt AFB, NE

EDUCATION:

Military Technical Training	
Network Offensive/Defensive Training Course	2009
Communications Computer Systems Operations Craftsman Course	2005
Airman Leadership School	2003
Communications Computer Systems Operations Apprentice Course	1999

SUMMARY OF QUALIFICATIONS:

- 9 years' experience in a supervisory/management role
- Able to work independently or with a team and drive team involvement
- Able to multi-task and operate in a high stress environment
- 16 years' experience with Microsoft Windows Server, client hardware and operating systems
- 16 years' experience with the Microsoft Office Suite
- 5 years' experience with configuring and maintaining Microsoft DNS and Active Directory
- Supported creation and maintenance of 1000+ user and email accounts
- Combined 5 years' experience with Microsoft Exchange 2000, 2003, and 2007
- Experience with server and client system backup and restoral using Symantec Ghost
- Maintained server and client system backup and restoration
- Maintained 2 Network Storage solutions
- Coordinated problem resolutions, tracked and reported status to leadership
- Security + clearance obtained in 2011

C

(

(

References

Sheriff Kelly Herzet

Butler County Adult Detention Center
701 South Stone Road
El Dorado, Kansas 67042
(316) 320-7766
Inmate Food Services
Number of Inmates: 250
Contract Start Date: 2009

Sheriff Darren Chambers

Sumner County Detention Facility
610 East Hillside Road
Wellington, Kansas 67152
(620) 326-8941
Inmate Food & Commissary Services
Number of Inmates: 160
Contract Start Date: 2006

Sheriff Don Read

Cowley County Jail
911 Fuller Street
910 Loomis Street
Winfield, Kansas 67156
(620) 221-5445
Inmate Food & Commissary Services
Number of Inmates: 130
Contract Start Date: 2008

Sheriff Jerome Kramer
Chief Deputy Roland Kramer

Lincoln County Detention Center
302 North Jeffers Street
North Platte, Nebraska 69101
(308) 535-9599
Inmate Food & Commissary Services
Number of Inmates: 120
Contract Start Date: 2009

Sheriff Kevin Thom
ACA Accredited

Pennington County Sheriff's Office
307 St. Joseph Street
Rapid City, South Dakota 57701
(605) 394-6116
Inmate Food & Commissary Services
Number of Inmates: 760
Contract Start Date: 2002

C

(

C

Commissary Proposal Highlights

Lockdown™ Banking Software: CBM Managed Services is offering the Lockdown™ Inmate trust account software to Jefferson County and interface with your JMS provider at no cost to the County.

Booking Manager Kiosk: CBM will provide one (1) booking kiosk for the Jefferson County Intake Area.

Lobby ATM: CBM will provide one (1) Lobby ATM at no cost to Jefferson County. The Lobby ATM fee structure is: \$3.25 for cash deposits, Credit Cards are 10% of the amount deposited, or a minimum of \$3.25.

Swipe at Booking: Inmates have the opportunity to swipe a Credit or Debit Card to store on their account. It can be utilized for phone and commissary purchases or to pay a bond.

Automated Phone Ordering & Debit Calling: Inmates will order by phone and check account balances, or purchase phone time. CBM will provide an interface with the phone provider for inmates to order commissary by phone.

Wall-Mounted Kiosks: CBM will provide a mutually agreed upon amount of wall-mounted kiosks at no cost to Jefferson County. Any required wall-mounted kiosks will be placed in mutually agreed upon areas.

CBM Cares/Online Family Ordering: Family and Friends will be able to order commissary items at JailATM.com and Care Packages or CBM Fresh Express at CBMCares.com

CBM Snack Wagon: CBM Managed Services offers as an added value the CBM Snack Wagon. The CBM Snack Wagon expands the Commissary Menu to provide inmates additional opportunities to purchase Hot and Cold Food Options, that are not typically apart of the standard Commissary offerings.

Inmate Debit Release Cards: CBM will provide Inmate Debit Cards at no cost to the facility or released inmate.

Installation and Training: CBM will install and fully train all Jefferson County staff on the Lockdown™ Banking Software and inmate kiosks. CBM will provide customer support 24 hours a day, 7 days a week, and 365 days a year. Training will be ongoing and unlimited.

Commissary Delivery: CBM staff will deliver all commissary orders to the inmates.



Lockdown™

CBM Managed Services offers the Lockdown™ Inmate Banking System. Lockdown is the most advanced trust fund system in the corrections marketplace. It is a fully self-contained system, Lockdown™ incorporates all functionality into a concise, easy to learn comprehensive package.

Lockdown™

- Fully GAAP compliant to ensure exact bank reconciliation with all transactions backed up and permanently archived.
- Maintains a permanent record of all inmate activity, including commissary and balance information.
- Permits access to all authorized facility personnel.
- Supports any number of simultaneous users.
- Can be installed both on provided workstations and facility equipment.
- Allows each user to perform any of the various software functions independently of the other users with no risk of database corruption.
- Supports the capability of manually creating a user account but also supports a real-time interface with the JMS software.
- Provides a specific field for entering the amount of money that an inmate may have on them during account creation.
- User friendly and highly customizable to meet the needs of each facility.
- Over 250 reports available including individual reports, fund reports, debt reports, accounting & audit reports and many more.
- CBM Managed Services provides complete training on account reconciliation and all functions built into Lockdown

Lockdown™ is used in over 500 facilities with the large majority of those partners requiring software customization.

C

(

C

Inmate Account Management

Inmate Trust Account Debit Calling Requirements

Lockdown™ can fully integrate its system with all phone service providers that includes both phone ordering and debit based calling. The same IVR that is used to order commissary has an option to purchase phone time at any time they have phone access.

Lockdown™ has a real-time interface with your current phone provider, which immediately deducts the proper funds and applies it to the inmates' debit account for immediate use to make calls. The Lockdown™ phone system interface automatically refunds any unused balance on the inmates' debit account. If the inmate has debt that is owed to the facility, the debit funds may be used to satisfy this debt before any remaining funds are loaded on the debit card.

Phone Ordering System Requirements

The Lockdown™ phone ordering system is used with phone systems in many accounts throughout the United States. This interface supports the ordering for over 10,000 inmates each week. Lockdown's™ order by phone will repeat each item that is ordered, as well as give the remaining balance. This feature helps the inmates spend a larger percentage of their money, which will increase sales and commissions.

Lockdown™ can be configured to enforce restrictions at the time of ordering or at posting. At posting is the typical setting used by most facilities as it results in larger scale. No user input is needed with Lockdown's™ phone ordering system. It is completely self-contained.

Lobby Cashier Kiosk Requirements

Lockdown™ has been producing JailATM™ kiosk for over 6 years. With over 300 in the field, they have proven to be extremely reliable and accurate. JailATM™ kiosks accept both cash and credit/debit cards. These units have encrypted swipes to ensure customer security. Receipts are printed for all transactions.



Inmate Account Management

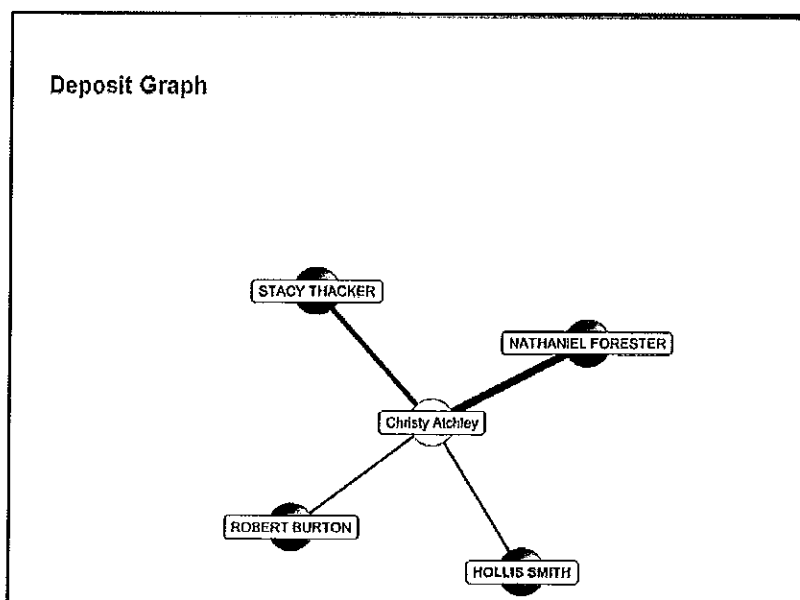
Booking Kiosk Requirements

JailATM™ booking managers will be provided that accepts both bills and coins. JailATM™ kiosks are well within this requirement at 12x18x18. The kiosks also accept bills and coins.

In many instances, bills may be damaged or soiled and may not feed through the bill acceptor. In this case JailATM™ booking kiosk has a drop slot for manual entry of funds. This keeps the money in the same cash drawer making counts much easier and less prone to error. JailATM™ booking kiosks connect directly to booking machines through USB connections, so no network is needed.

Web Deposit Requirements

All credit/debit card transactions that occur via web or at the kiosk will automatically create entries into the trust accounting system. Bonding via the web and the lobby kiosk are options that may be enabled at any point that the facility so desires.



C

(

C

Inmate Account Management

Debt Collection Options

Each collection account (a fund in Lockdown™) can be configured to collect a percentage of incoming fund to satisfy debt obligations. Lockdown™ has a built-in feature to automatically generate debt letters for released inmates with existing debt.

Lockdown™ allows cards to be swiped into the property module and a later accessed by the inmates for the purpose of adding funds to their account for commissary, phone spending, or bonding out.

Inmates may bond out with credit/debit cards in two ways. They can do this at booking with the aid of an officer, or if their card was swiped at booking, they can initiate the transaction using the inmate phones. Lockdown's™ bonding system can combine all the bond fund collected for a given agency into a single check with a report that details the individual amounts for each bond. If, however, the agency (Clerk of Courts) requires individual checks, this option is also possible.

Investigative Tool Requirements

A graphical tool for displaying relationship between inmates and friends/family for both deposits and two-way messaging. The red icons represent inmates while the yellow designate friends and family who have made deposits or sent emails. The thickness of the lines represent the strength of the connection. Strength is measured in dollars for deposits and number of emails for message graphs. Messages may be searched by date ranges, inmates, and keywords.



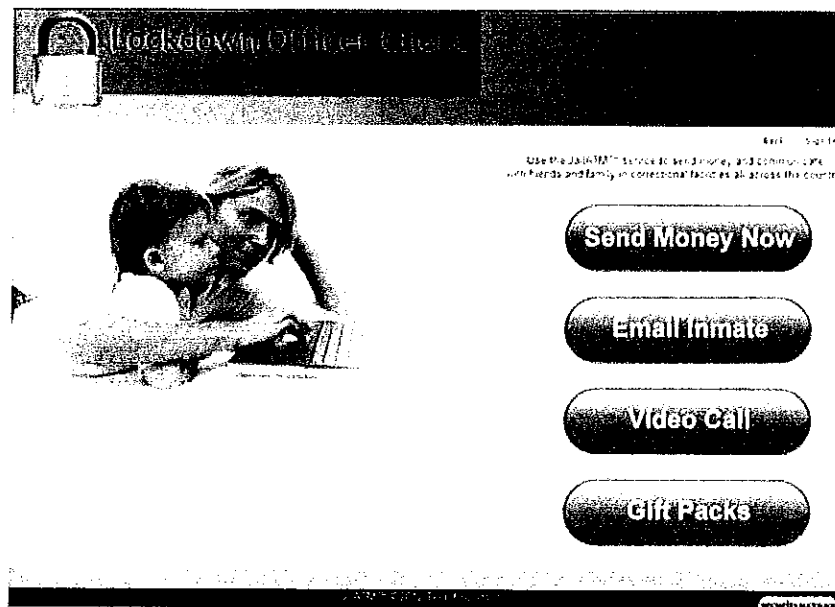
Inmate Account Management

In-Pod Kiosks

Lockdown's™ touchscreen kiosk software supports commissary ordering, a very general grievance workflow, appointment scheduling, as well as having the inmate handbook, and an orientation video. Upcoming features will include requiring the inmates to watch the orientation video, and reading certain sections of the handbook before they are allowed to use the kiosk.

Lockdown's™ kiosks all two-way secure messaging. A catalog of words can be incorporated into message delivery that alerts designated staff when keyword matches have been made. The Jail Site Manager will be made an Administrator in the Lockdown™ system. This will provide the proper credentials to adjust things as needed. All personnel will be offered training on this software. Technical support will be available 8am-5pm, with emergency support available around the clock.

Jail ATM™ is a service that can be used to communicate with friends and family in participating facilities. Gift packs can be ordered, money can be sent to the inmate, along with emails and video calls. CBM will work with the facility to determine if this meets the needs and demands of the facility.



C

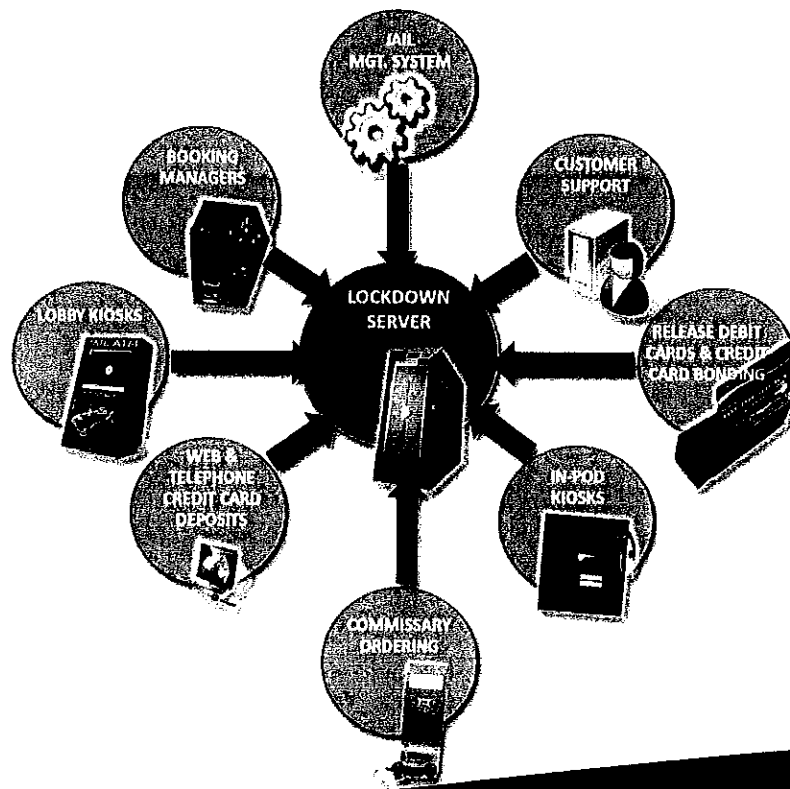
(

C

Billing & Accounting

CBM offers the Lockdown™ Inmate Banking System – the most advanced trust fund system in the corrections marketplace. A fully self-contained system, Lockdown™ incorporates all functionality into a concise, easy to learn comprehensive package. This system is fully GAAP compliant to ensure exact bank reconciliation with all transactions backed up and permanently archived both on and off site. The system maintains a permanent record of all inmate activity including commissary and balance information. The system permits access to all authorized County personnel.

Lockdown™ can support any number of simultaneous users. It can be installed on both provided workstations as well as county equipment. Each user can perform any of the various software functions independently of the other users with no risk of database corruption. Lockdown™ supports the capability of manually creating a user account but also supports a real-time interface with the JMS software. Lockdown™ provides a specific field for entering the amount of money that an inmate may have on them during account creation.





Billing & Accounting

Lockdown™ is used in over 500 facilities with the large majority of those partners requiring software customization. Not only do we agree to provide this support but we have the proven track record in meeting this requirement.

Trust Accounting

Lockdown™ has numerous interfaces with various JMS software packages. Lockdown™ will be configured to match the provided format of the JMS export at the facility. Lockdown™ allows an unlimited number of user accounts. In addition, user accounts may be created by users with administrative permissions with specific, customized security settings. Security groups can be created with users assigned to single or multiple groups.

Lockdown™ allows authorized users to create custom collection accounts, funds to which inmates may be billed. Some typical examples are commissary, medical, property damage, etc.. The initial and ongoing collection percentages can be set for each individual collection account. The fund also has setting for prioritizing which fund takes precedent in the collection process. The client may want to satisfy a property damage claim before medical co-pays. With Lockdown™ this is a simple setting.

Authorized users with appropriate credentials may bill inmates for charges. If an inmate does not have sufficient fund to satisfy the charge, the inmate is put into debt to the particular collection account. If additional funds are deposited to his or her account, the appropriate collection rules will be applied. Lockdown™ performs debt collection in an automated fashion, when there are instances in which the debt collection needs to be voided, Lockdown™ allows the debit collection portion to be removed which places these funds back into the inmate account.

Lockdown™ allows debt percentage collection via the funds account configurations settings. The percentage can be set for the initial charge (usually 100%) and overtime (usually 50%). Adopting this policy ensures the maximum amount of revenue (debt payment + commissary commission) for the facility.



Billing & Accounting

Inmate web and phone deposits are automatically imported within 5 minutes eliminating the need for operator intervention. Lockdown™ will also automatically export inmate information to the commissary phone ordering system. Inmate credit or debit cards can be swiped into property during the booking process. The inmates will then have the ability to add funds to their accounts and/or bond themselves out using their stored cards. This feature increases sales and removes the burden of County personnel to retrieve cards from physical property to be used by the inmate.

Lockdown™ offers a combo billing option so that frequently occurring billing can be saved for reuse. By clicking on the combo billing option, users are presented an itemized list where quantity may be specified. This feature is used most often for billing medical procedures and medication purchases. Lockdown™ provides a scheduled payment feature that once entered, manages the debt collection automatically and will stop once the billing obligation is satisfied. The frequency may be set to daily, weekly, or monthly.

Lockdown™ provides for multiple bank accounts so that a single inmate may have multiple bank accounts or groups of inmates could be assigned to different bank accounts based on status. Reconciliation is fully supported for all bank account options. Inmate accounts can be accessed by either last name or inmate ID. The smart search option requires a small number of characters or numbers to be entered. Inmate photos can also be displayed with the account description, if made available from the JMS. Lockdown™ property module can track all of the personal belongings of each inmate, and can be configured to automatically add items purchased by the inmate.

Account holds are an option that can be enabled. Holds can be placed on funds for a predetermined time, or until release. This can be useful for checks and money orders when there is a reason to believe that they could possibly be fraudulent.



Billing & Accounting

Lockdown™ allows the release of inmate funds by cash, check or debit release card. Release options may be set to the default value (i.e. debit card), or may still be chosen at the time of release, by authorized users. Lockdown™ also supports the funds being dispersed in two different forms (i.e. cash and check).

Lockdown™ group release provides the option for generating a single release check for a group of inmates that are transferring to another facility. A report is generated that details the separation of funds at the receiving facility. Lockdown™ work release provides a work sign-out tracking for inmates assigned to jobs outside the facility. Lockdown™ can also track obligations such as rent, child support, per diem, etc., that are owed by work release inmates. Lockdown™ also allows inmate billing for work assignments and per diem tracking for inmates housed in other agencies.

Often inmates will leave the facility owing money for services rendered while incarcerated (i.e. medical services, indigent kits, etc.) Lockdown™ allows an automated way to attempt to collect on these outstanding debt by generating inmate specific debt collection letters that can be mailed to the released inmate. Lockdown™ allows signature files to be incorporated into the check writing configuration to automatically place signatures on checks. Signature pads are fully supported, allowing all receipts to be printed containing signatures generated from the signature pad. Lockdown™ supports multiple signatures if needed. Single or multiple copies of receipts can be configured to print without the need for additional confirmations. Network default or station specific printers are both supported. Any receipt can be easily reprinted.

Bad inmate debt can be turned over to collection agency if the facility so desires. Lockdown™ can be configured to support this function. Should the inmate choose to pay off a portion of their debt at the facility or directly to the collection agency, the necessary accounts are created and managed accordingly. Lockdown™ can also be configured to write off debts that are older than a predetermined date after the release of an inmate.

C

(

C

Billing & Accounting

Lockdown™ fully supports downloadable statements and auto reconciliations. Lockdown™ is also one of the few packages that automatically incorporates ACH batching that occurs when debit cards are used. Positive pay is available and easily enable in the configuration settings. All reports can be generated in PDF, RTF and Microsoft Excel formats.

Some examples or reports that can be generated are:

- Balances
 - Trial, Resident
- Funds
 - Billings, Collections, Credits
- Check Postings
- Money Receipts
- Cash Disbursements
- Inmate Debt
- Payroll
- Indigents
- Savings
- Releases
- Bank Deposits
- Debt Write-off
- Reconciliation
- Commissary
 - Receipts, Housing Totals, Prouct Sales
- Check Register

975733 : STEWART, TYESHIA S		Receipt #147588		
Location: KCJ 02 POD 2A4				
Knox County Jail	6/28/2012			
		Invoice :5978:knox-5979		
Code	Qty	Product	Price	Ext
2074	1	Deodorant, Ladies Speed Stick	2.79	2.79
Purchase Limit : 1 not filed				
2120	1	Lotion, Cocoa Butter	2.29	2.29
2195	1	Soap, Dove	1.79	1.79
Purchase Limit : 2 not filed				
4050	20	Envelopes, Regular	0.05	1.00
4000	20	Stamp	0.45	9.00
4065	1	Notebook Paper, 150 sheets	2.39	2.39
4070	2	Pencil #2	0.25	0.50
Purchase Limit : 2 not filed				
7110	1	Corn Nuts Ranch	0.78	0.78
7310	4	Beef Noodles	1.19	4.76
1309	1	XXL Thermal Top	5.79	5.79
1005	2	Crew Socks	1.19	2.38
Purchase Limit : 2 not filed				
6084 *	1	Mountain Dew 20oz	1.39	1.39
* Shipped separately.				
55 items		SubTotal:	\$34.87	Tax: \$2.40
		Total:	\$37.27	
Delivered By: _____		Date: _____	Start Balance:	\$47.50
Resident: _____			Total Purchase:	\$37.27
			End Balance:	\$10.23



Billing & Accounting

Lockdown™ provides reporting filters based on defined inmate groups. Some examples are housing assignment, gender, age, debt or current balance range. Lockdown™ also allows user-customizable report information, as well as the inclusion of the facility logo.

Station specific comments are available in Lockdown™, this is very useful if a specific station is used to process certain things, such as money orders. The predefined comment could be "sender," which reminds everyone who uses this specific station that a sender name is required to process money orders.

During the first login, users can change their passwords from the default username password. We will work with the facilities' IT department to determine the password requirements (length, numbers, symbols, and letters) and configure the password setting to match this requirement.

Debit Release Cards

When releasing with a debit card in Lockdown™, the cards are swiped with encrypted card readers (supplied to the facility), ensuring PCI compliance. Only the correct amount that is currently in the released inmates account can be loaded on to the debit card. These cards are activated immediately, there is no additional steps to be taken by the staff or the inmate.

Lockdown™ is the only inmate banking system that automatically incorporates ACH amounts that are debited each day into reconciliation.

C

(

C

Enhanced Commissary Offerings

Booking Manager Kiosk

- Inmate information is added to the Lockdown™ software at booking.
- Kiosk is the size of a desktop computer.
- Casino-grade bill and coin acceptor developed by MEI.
- Validates bills and coins to help eliminate the passing of counterfeits.
- Adds accountability to the in-take process.
- Credit/Debit Card swipe for “swipe at booking” – This is a patent-pending technology that allows inmates to swipe a credit/debit card into the Lockdown™ system for later use. All stored information is encrypted for security purposes, the card is stored with their physical property. Inmates can add funds to their own account using the stored card via phones or kiosks.

Commissary Phone Ordering and Debit Calling

CBM Managed Services integrates with your current inmate phone provider to establish a seamless interface and utilize existing phones eliminating the need for additional phone hardware to be installed. The bi-lingual (English and Spanish) system allows inmates to place their own orders by utilizing an interactive voice response system (IVR). This system allows inmates to purchase phone time, check trust fund balances along with placing their orders, eliminating the need for paper order forms. The IVR is integrated with the Lockdown™ software to ensure a smooth order fulfillment process and easy accounting. The orders are automatically deducted from the inmate's trust account. All order information is retained for proper record keeping.

Inmate Release Debit Cards

Lockdown™ supports inmate release debit cards. This service is provided at no cost to the facility. An automatic transfer of funds from the inmate account to the bank issued debit card takes place upon release. This eliminates keying errors or the need to issue checks by facility staff. Any remaining debit phone time will be transferred back to the inmate account and added to the release balance. These cards are issued with no fees for the first 24 hours, and are able to be utilized at any retail establishment. Cards are reloadable if the individual is unable to obtain a bank account after release.

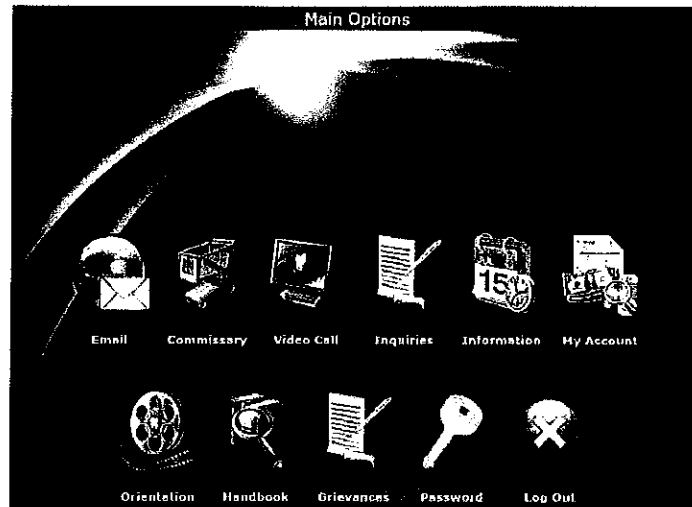
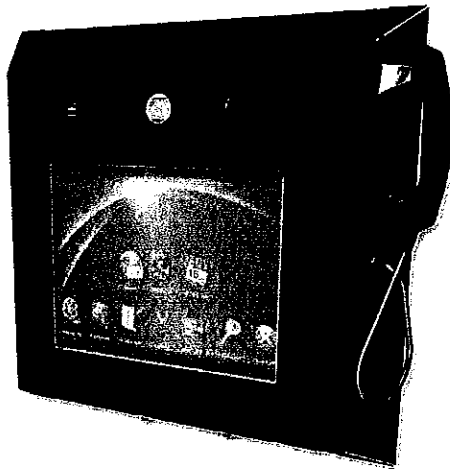
C

(

C

Deluxe Commissary Offerings

Inmate – Facing Pod Kiosk



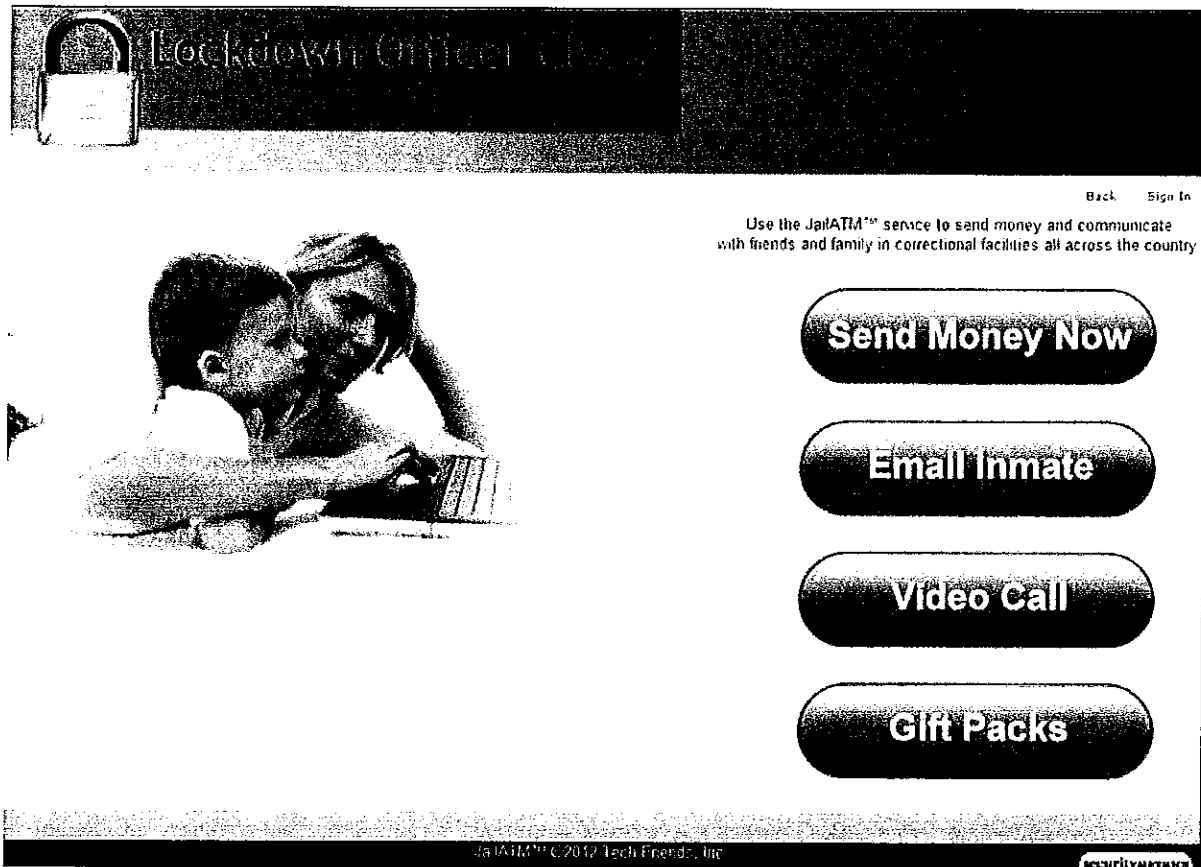
The Inmate-Facing Pod Kiosks is a wall-mounted kiosk. It is the safest kiosk available with a shatterproof touchscreen and is an ideal solution for specific areas in any facility. This kiosk has a 2,000 pound wall pull-off capacity. The capabilities of this all-in-one unit is as follows:

- Secure Messaging
- Commissary Ordering
- Inmate Inquiries
- Inmate Grievances
- Customized Information
- Inmate Account Information
- Appointment Requests (medical, haircuts, etc.)
- Orientation Video
- Jail/Facility Handbook
- Law Library
- PREA
- Video Visitation



Deluxe Commissary Offerings

JailATM.com



JailATM.com provides the ability for family and friends to deposit funds or order commissary goods for their loved one. All purchases can be made with a Credit or Debit Card. Other features may include:

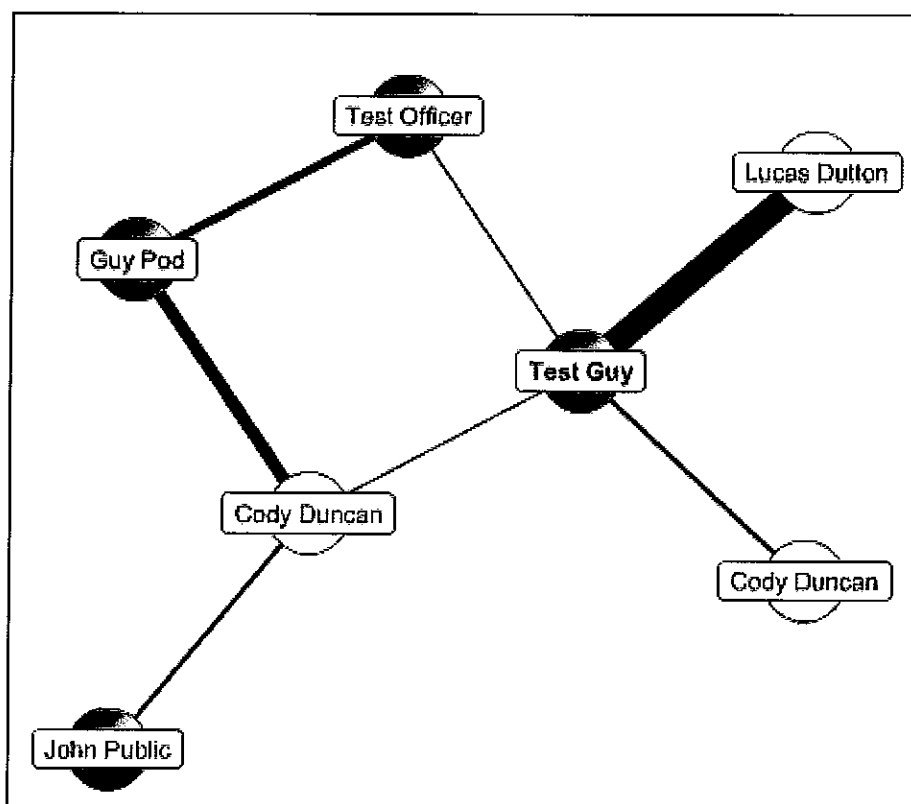
- Bonding via Web
- Inmate Secure Messaging
- Video Visitation
- Gift Pack Purchasing
- Web Commissary Ordering



Deluxe Commissary Offerings

Investigative Tools

Secure inmate e-mails and deposits on inmate accounts may be viewed by administration, to determine connections between outside parties and inmates. The graph below is an example of activity related to inmate **Test Guy**. Note that the inmate **Test Guy** has a strong connection to **Lucas Dutton**. The family member **Cody Duncan** (yellow) is communicating with 3 different inmates (**John Public**, **Test Guy** and **Guy Pod**). The thickness of the lines represent the strength and frequency of communication. All e-mail and deposit transaction have this type of graph associated with it.



C

(

C

Deluxe Commissary Offerings

CBM Fresh Express

CBM Fresh Express provides the opportunity for inmates to purchase restaurant-quality meals, giving offenders a taste of home—with a menu that includes pizzas, salads, wraps, nachos, hot wings, hamburgers and much more—all made fresh and on site.



CBM Fresh Express functions as an incentive-based behavior management tool for offenders. CBM Fresh Express reinforces the benefit of good behavior and allows a no-cost reward for our clients. CBM works closely with our clients to stay within the parameters of their security protocol and provide local preferences to drive sales.

CBM Fresh Express Benefits

- **Behavioral control** CBM Fresh Express gives correctional officers a tool to manage offender behavior. Facilities benefit with fewer disruptions and security-related issues
- **Improved offender morale** Officers are quick to recognize that this program can be an important factor in maintaining inmates' morale
- **Improved correctional officer morale** Improved offender morale positively affects your officers and staff
- **Another revenue stream for the facility** CBM Fresh Express often encourages more inmate commissary participation, boosting your facility's commissions

CBM Fresh Express Pricing

CBM Fresh Express base pricing will be determined by the menu options chosen; upon final menu design a base price will be determined, this base price is typically between \$2 and \$12 which allows more of the population to participate. After determining final pricing, commission will be paid to you after all State and Local taxes have been paid (net sales).

*CBM Fresh Express can be associated with Inmate Back2Work, and CBM must be the foodservice provider at the facility to offer this option.



Deluxe Commissary Offerings

CBM Cares provides an easy, secure way for family and friends to send a gift for any occasion, using a credit or debit card. CBM Cares' goal is to provide loved ones with supplies to help improve their morale, mental health and quality of life; and to remind them that they are remembered by people back home. It is difficult to have a loved one incarcerated and CBM Cares was created to help them maintain relationship and to help make their time away a little better.

All transactions are completed online by family and friends that choose to place orders.



Welcome CBM CARES



CBM Cares provides an easy way to securely send your loved one or friend a gift from you for any occasion using your credit or debit card. CBM Cares goal is to provide your loved ones with supplies to help improve their morale, mental health, and quality of life, and to remind them that they are remembered by people "back home." We recognize the importance of letting your loved one know you care. It's difficult to have a loved one incarcerated and CBM Cares was created to help you maintain your relationship with your loved one in prison or jail and to help make their time away a little better as well.

To get started, type the name of the facility you would like your order delivered to:

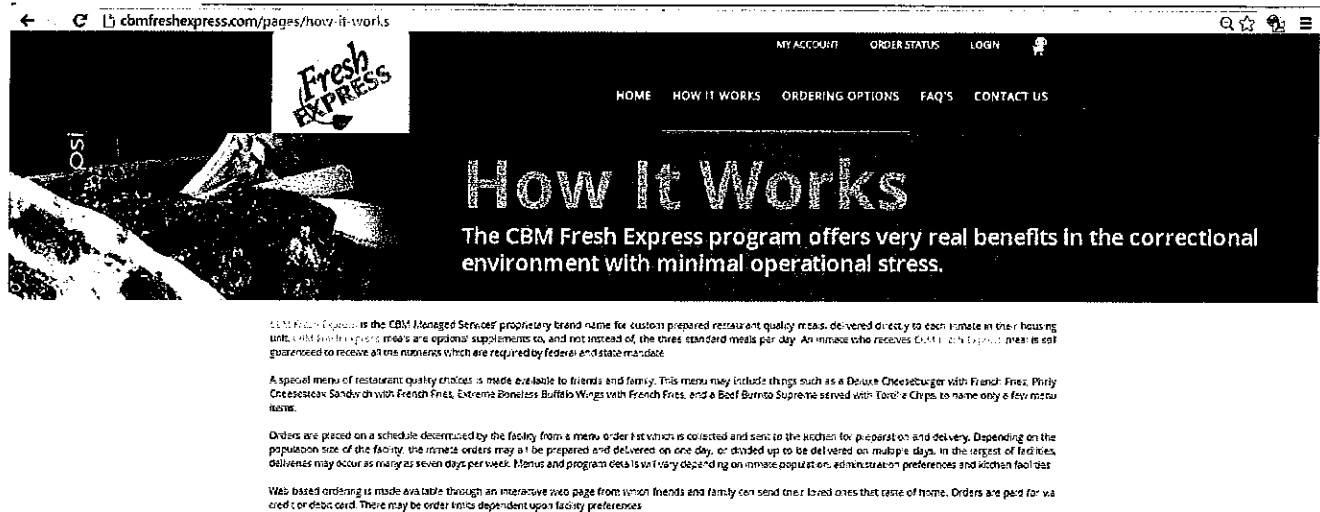
Location

Enter facility name

CONTINUE



Deluxe Commissary Offerings



cbmfreshexpress.com/pages/how-it-works

MY ACCOUNT ORDER STATUS LOGIN

HOME HOW IT WORKS ORDERING OPTIONS FAQ'S CONTACT US

How It Works

The CBM Fresh Express program offers very real benefits in the correctional environment with minimal operational stress.

CBM Fresh Express is the CBM Managed Services proprietary brand name for custom prepared restaurant quality meals delivered directly to each inmate in their housing unit. CBM Fresh Express meals are optional supplements to, and not instead of, the three standard meals per day. An inmate who receives CBM Fresh Express meals is not guaranteed to receive all the nutrients which are required by federal and state mandate.

A special menu of restaurant quality choices is made available to friends and family. This menu may include things such as a Deluxe Cheeseburger with French Fries, Philly Cheesesteak Sandwich with French Fries, Extreme Boneless Buffalo Wings with French Fries, and a Beef Burrito Supreme served with Tostito Chips, to name only a few menu items.

Orders are placed on a schedule determined by the facility from a menu order system which is collected and sent to the kitchen for preparation and delivery. Depending on the population size of the facility, the inmate orders may all be prepared and delivered on one day, or divided up to be delivered on multiple days. In the largest of facilities, deliveries may occur as many as seven days per week. Menus and program details will vary depending on inmate population, administration preferences and kitchen facilities.

Web based ordering is made available through an interactive web page from which friends and family can send their loved ones that taste of home. Orders are paid for via credit or debit card. There may be order limits dependent upon facility preferences.

cbm
Cares



cbmfreshexpress.com/pages/ordering-options

MY ACCOUNT ORDER STATUS LOGIN

HOME HOW IT WORKS ORDERING OPTIONS FAQ'S CONTACT US

Ordering Options

Family, Friends will find ordering a CBM Fresh Express meal easy and fast.

FOR FAMILY AND FRIENDS

Ordering a CBM Fresh Express meal is easy and fast. The following instructions show how simple it is to order CBM Fresh Express meals.

ONLINE

Step 1: Select location to place an order.

Step 2: Select inmate in that location.

Step 3: Pick the item(s) to make an order.

Step 4: Login or Create an account (if not already registered) to proceed with the checkout.

Step 5: Enter your billing details and payment information to complete the order.



Deluxe Commissary Offerings

cbmfreshexpress.com/pages/faqs

Search, Favorites, and Menu icons



MY ACCOUNT ORDER STATUS LOGIN

HOME HOW IT WORKS ORDERING OPTIONS FAQ'S CONTACT US

FAQ's Frequently Asked Questions

ARE ALL INMATES ELIGIBLE TO TAKE ADVANTAGE OF THE CBM FRESH EXPRESS PROGRAM?

Inmates who are on a medically restricted diet are not usually eligible to take advantage of CBM Fresh Express. In addition, as most facilities use commissary programs as a reward for good behavior, inmates who have committed an offense requiring discipline are not usually eligible to participate.

WHAT FORMS OF PAYMENT CAN I USE?

Both MasterCard and Visa debit and credit cards are accepted.

I DON'T HAVE A CREDIT CARD. IS THERE ANOTHER WAY TO PAY FOR MY FRESH EXPRESS MEALS?

Yes, you can use your paypal account to make an order. You can also go to most major retailers and purchase a pre-paid credit card.

HOW MANY CBM FRESH EXPRESS MEALS CAN I SEND AT A TIME?

The number of meals an inmate can receive will vary by facility. Orders are placed on a schedule determined by the administration and sent to the kitchen for preparation and delivery. Depending on the population size of the facility, the inmate orders may all be prepared and delivered on one day, or divided up to be delivered on multiple days. In the largest of facilities, deliveries may occur as many as seven days per week. Meals and program details will vary depending on inmate population, administration preferences and kitchen facilities.

WHAT IF AN INMATE IS ON A MEDICALLY RESTRICTED DIET?

Inmates who have been prescribed a special diet usually are not eligible to participate in the CBM Fresh Express program. If your medical department no longer requires the restricted diet, the inmate can request a clearance in order to be able to order meals on the CBM Fresh Express program.

cbmfreshexpress.com/pages/contact-us

Search, Favorites, and Menu icons



MY ACCOUNT ORDER STATUS LOGIN

HOME HOW IT WORKS ORDERING OPTIONS FAQ'S CONTACT US

Contact Us

Telephone Support

Our Customer Service Team can assist you in placing an order. Please call 605-444-5006, Monday - Friday 9:00 a.m. to 4:00 p.m.

General Time with questions about placing an order. To assist you with your questions or order, we will need the following information: your Name, your Phone Number, and Facility Name where the inmate is located. If this is in reference to an existing order, we need the Fresh Express Order Number and the Date the Fresh Express Order was placed.

We do not accept orders or take any personal credit card information by phone. Please note, you may also follow step by step instructions to place your order 24 hours a day. Answers to the most frequently asked questions are posted on our FAQ page. Please review this page before calling for assistance. Thank you.

Name *
Email *
Phone Number *
Message *

CBM Managed Services
A Division of CBM Management Services, Inc.



Deluxe Commissary Offerings

CBM Snack Wagon

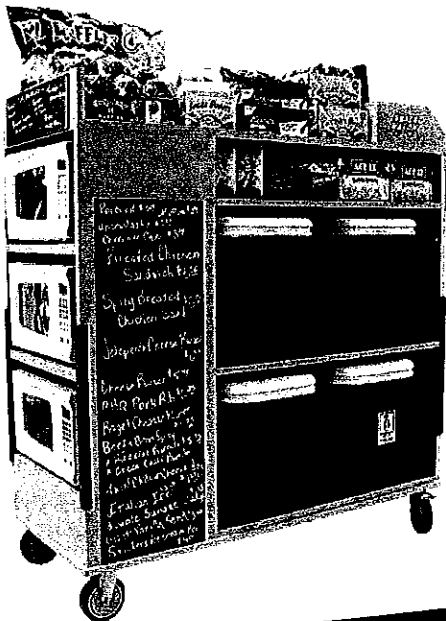
The CBM Snack Wagon expands the Commissary menu to provide inmates impulse buying options that include hot and cold food options that are not typically included in the standard Commissary offerings.



The CBM Snack Wagon functions as a behavior management tool in the facilities. It can be made available as an incentive for good behavior. CBM works closely with our clients to stay within the parameters of their security protocol and provide local preferences to drive sales and increase inmate satisfaction.

Benefits

- Expands Commissary Menu to Hot & Cold Options
- Significantly Increase Sales with Inmate Impulse Buying
- Fully Integrates with Lockdown™ Software
- Offered as a Privilege
- Hot, Convenient Favorites
- Boosts Morale



Pricing

CBM Snack Wagon base pricing will be determined by the menu options chosen. Upon final menu design, a base price will be determined. This base price is typically set to allow a greater percentage of the population to participate. After determining final pricing, commission will be paid to the facility after all State and Local taxes have been paid (net sales).



Implementation Plan - Commissary

Award of Contract

- Begin programming interface with JMS and phone companies.
- CBM will order all hardware and necessary equipment.
- Conference call with facility IT department to discuss the technology that will be installed.
- Develop menu and send to facility for approval.
- Conference call with facility to discuss the CBM transition and takeover. with current vendor to ensure a seamless changeover.

21 Days from Installation

- Build the server and install all necessary software.
- Update on all interface development.
- CBM will begin the hiring process of onsite employee.

14 Days from Installation

- Interface programming is completed and tested.
- Onsite staff hired.
- All background checks sent to facility for jail clearance.
- Menu approved and finalized.
- Conference call with commissary liaison to discuss commissary restrictions.
- CBM will provide online training of the Lockdown software.
- Inmate debit release cards order (if applicable).
- Book any necessary travel plans.

7 days from Installation

- All commissary restrictions are built to required specifications.
- All hardware delivered at the facility.
- All office/paper supplies delivered at the facility.
- Place initial product orders.
- CBM support/technical staff travels to facility to be onsite for transition.

C

(

C

Staffing & Training - Commissary

Employment Process

CBM considers safety and security of utmost importance. Prior to CBM assuming operational control of the commissary operations, all CBM employees must undergo a drug screening and criminal background check. In addition, CBM will work closely with the facility to ensure that all CBM employees are in compliance with the established security policies of the facility. At any time the facility deems appropriate, CBM will make available all facilities for inspection.

Employee Training Process

CBM will utilize its safety training program to ensure each employee fully comprehends and practices all workplace safety protocols and procedures. Initial safety training through CBM University requires regularly scheduled follow-up throughout the year. If requested, CBM is willing to provide additional information about the CBM University training program.

Proposed Training Schedule

- CBM will schedule training prior to installation with all key personnel.
- CBM will provide formal on-site training for your accounting department.
- Pre-Installation – One week prior to installation, a 20 minute training session or system overview is presented to all staff (booking, release, etc.). Sessions are scheduled during all shifts to accommodate all staff.
- CBM will also provide on-site training for each shift during the installation of the accounting software.
- Back end users will receive unlimited classroom training and onsite training on all day to day processes including:
 - Daily cash reconciliations.
 - Site charge summations.
 - System balancing.
 - Overall reconciliations.
 - All other pertinent system procedures.
- Training is ongoing and unlimited.

C

(

C

Customer Support

Customer Support

CBM Managed Services will hire an on-site full-time commissary manager. The manager will be responsible for the daily commissary operation. This person will be the on-site first point of contact to ensure prompt resolution of any issues. This manager will attend any weekly/monthly County administration meetings.

CBM Managed Services assigns a corporate installation technician and training specialist to each facility. They will become the first point of contact at the corporate office to assist with technology needs and other issues that may arise. This person will provide all on-site training during installation and any additional training as needed. CBM also has a District Manager that is assigned to every location.

CBM prides themselves on prompt issue resolution. It is our goal to have inmate complaints resolved within 24 hours. We provide 24/7/365 technical support to all of our clients.





JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

Request for Proposal: JAIL COMMISSARY 2016

Date Issued: 5-10-2016

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, JUNE 7, 2016 AT 2:00 P.M. LOCAL TIME.

Specification

Contact:

LT. PATRICK HAWKINS

Department of the Sheriff

636-797-5318

phawkins@jeffcomo.org

Contract

Contact:

VICKIE PRATT

Department of Administrative Services

636-797-5380

**Mail (3) Three
Complete Copies
With Vendor And
Proposal
Information As
Shown In Sample:**

SAMPLE ENVELOPE

VENDOR NAME

VENDOR ADDRESS

CONTACT NUMBER

DEPARTMENT OF THE COUNTY CLERK

JEFFERSON COUNTY MISSOURI

729 MAPLE ST / PO BOX 100

HILLSBORO MO 63050-0100

SEALED PROPOSAL: (PROPOSAL NAME)

**Contract Term:
upon approval by
the County Council
and County
Executive**

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Tiger Correctional Services

Jenna Waddill

Company Name

Authorized Agent (Print)

515 W. Washington Ave.

Address

Jenna Waddill

Signature

Jonesboro, AR 72401

Sales and Marketing Specialist

City/State/Zip Code

Title

877-844-3726 x 211

05/26/2016

71-0823107

Telephone #

Date

Tax ID #

jwaddill@tigercommissary.com

870-336-1956

E-mail

Fax #

**Vendor
Information:**



Sample Commissary Menus

Tiger will invoice the Jail at the wholesale price of the product. The Jail's profit never leaves the county, giving you immediate access to your funds at any time.

(QID)	Description	Unit Price
	Shake	
7002	Hot Sauce 6.0 oz. Plastic Bottle	\$1.47
7003	Peanut Butter 18 oz Plastic Jar	\$5.22
7004	Meat and Cheese Stick 1.2 oz	\$2.39
7005	Meat Stick 1.125 oz	\$1.13
7006	Hot Pickle	\$1.50
7008	Dill Pickle	\$1.50
7009	Red Hot Pickled Sausage 1.7 oz.	\$1.21
7010	Peanut Butter Cheese Cracker 1.52 oz.	\$0.56
7020	Toast Peanut Butter Cracker 1.29 oz.	\$0.56
7024	Jalepeno Cheddar Crackers	\$0.56
7030	Wheat Cracker	\$0.56
7035	Dill Chips 1.5 oz.	\$1.17
7040	Pork Rinds .875 oz	\$0.86
7050	BBQ Pork Rinds .875 oz	\$0.86
7060	Hot Fries 1.0 oz	\$1.17
7062	Voo Doo Chips, Zapp's 1.5 oz.	\$1.17
7070	Cheese Popcorn 0.75 oz	\$0.61
7075	** Zapp's Cajun Crawtator Chips 1.5 oz **	\$1.17
7080	Moon Pie Chocolate 2.75 oz.	\$0.89
7090	Moon Pie Vanilla 2.75 oz.	\$0.89
7100	Moon Pie Banana 2.75 oz.	\$0.89
7110	Chips Ahoy 2.0 oz	\$0.88
7119	Takis Rolled Chips 2 oz.	\$1.17
7120	Lays Reg 1.5 oz	\$1.17
7130	Lays BBQ 1.5 oz	\$1.17
7140	Cheetos Crunchy 2.0 oz	\$1.17
7145	Jalapeno Cheetos 2.0 oz.	\$1.17
7150	Doritos Cool Ranch 1.75 oz	\$1.17
7160	Doritos Nacho Cheese 1.75 oz	\$1.17
7165	Fritos Chili Cheese 2.0 oz.	\$1.17
7170	Fritos Corn Chips 2.0 oz	\$1.17
7180	Fritos BBQ Corn Chips 2.0 oz	\$1.17
7182	Ruffles Cheddar & Sour Cream 1.5 oz.	\$1.17
7190	Rold Gold Pretzel 2.0 oz	\$1.17
7191	Cheez It 1.5 oz.	\$0.82
7200	Brownie 2.75 oz	\$1.19
7202	Crème Wafers-Sugar Free 2.2 oz	\$0.81
7205	Nutter Butter Cookies 1.9 oz	\$0.96
7206	Vanilla Crème Cookies 5.0 oz	\$1.14
7208	Lemon Crème Cookies 5.0 oz	\$1.14
7209	Duplex Cookies 5.0 oz	\$1.14
7210	Grandmas Peanut Butter 2.50 oz	\$0.74
7220	Grandmas Chocolate Chip 2.50 oz	\$0.74
7230	Grandmas Oatmeal Raisin 2.50 oz	\$0.74
7240	Nutri Grain Bar 1.3 oz. - Asst Flavors	\$0.79
7241	Granola Bar Oats & Honey 1.5 oz.	\$0.93
7245	Cereal - Asst. Flavors	\$1.01
7250	Salted Peanuts 2.0 oz	\$0.79
7252	Hot & Spicy Nuts 3.5 oz.	\$1.96
7260	Saltine Crackers (8 Pieces)	\$0.38
7265	Mini Fudge Stripe Cookies 2.0 oz.	\$0.86
7270	Pecan Pie 3.0 oz.	\$1.01
7280	Oreo Cookies 1.8 oz	\$0.76

(QID)	Description	Unit Price
	Shake	
7282	Crunch N Munch 1 oz	\$0.82
7285	Rice Krispies Treats 2.13 oz.	\$1.11
7290	Fig Newtons 2.0 oz	\$0.92
7295	Strawberry Cookies 5.0 oz	\$1.06
7300	Chocolate Cupcakes 4.0 oz	\$1.19
7310	Apple Fruit Pie 4.5 oz	\$1.18
7320	Cherry Fruit Pie 4.5 oz	\$1.18
7340	Cinnamon Roll 4.0 oz	\$1.18
7350	Honey Bun 5.0 oz	\$1.18
7360	Powdered Donuts 3 oz	\$1.18
7370	Peanut Butter Squeezer - 1.12 oz	\$0.65
7380	Jalapeno Cheese Squeezer- 1.0 oz	\$0.82
7390	Cheddar Cheese Squeezer- 1.0 oz	\$0.82
7400	Grape Jelly Squeezer- 1.0 oz	\$0.42
7410	Ramen Noodles - Beef 3.0 oz	\$0.71
7420	Ramen Noodles - Chicken 3.0 oz	\$0.71
7430	Ramen Noodles - Shrimp 3.0 oz	\$0.71
7435	Ramen Noodles - Spicy Chicken 3.0 oz	\$0.71
7440	Cup-O-Soup - Beef 2.25 oz	\$1.01
7450	Cup-O-Soup - Chicken 2.25 oz	\$1.01
7460	Cup-O-Soup - Shrimp 2.25 oz	\$1.01
7470	Oatmeal Crème Pie 2.5 oz.	\$0.76
7501	Instant White Rice -2.0 oz.	\$0.89
7503	Instant Chili Rice 2.0 oz.	\$0.99
7504	Instant Spanish Rice 2.2 oz.	\$1.01
7505	Instant Oriental Rice 2.0 oz.	\$1.03
7507	Instant Red Beans & Rice 2.0 oz.	\$1.13
7508	Hot Instant Refried Beans 8.0 oz	\$2.29
7509	Instant Refried Beans 8.0 oz.	\$2.29
7510	Instant Chili Mix 4.0 oz	\$1.96
7511	Macaroni and Cheese 6.25 oz. Box	\$1.22
7512	Tortilla Shells (6 Count)	\$1.90
7560	Tuna Pouch 3.0 oz	\$3.65
7562	Boneless Chicken Pouch 3.0 oz	\$3.82
7564	Sardines in Oil-Pouch 3.53 oz	\$1.68
7565	Sardines in Hot Sauce-Pouch 3.53 oz	\$1.68
7567	Mackerel Fillets 3.53 oz.	\$2.45
7580	Beef Pot Roast-Pouch	\$3.31
7585	Hot Chili w/ Beans Pouch	\$3.47
7600	Microwave Popcorn 2.75 oz	\$0.78
7601	Variety Pack Oatmeal (10 Pack)	\$4.03
7602	Toaster Pastry-Cherry (6 Pack)	\$2.54
7603	Toaster Pastry-Strawberry (6 Pack)	\$2.54
7604	Toaster Pastry- Blueberry (6 Pack)	\$2.54
7605	Toaster Pastry- Brn Sugar Cinn. (6 Pack)	\$2.54
7606	Grape Jelly Squeeze Bottle 12 oz	\$3.81
7607	Strawberry Preserves Squeeze Bottle 12 oz.	\$4.39
7609	Mayonnaise Squeeze Bottle 12 oz	\$4.06
7610	Instant Grits (12 Pack)	\$4.31
7700	Beef Summer Sausage 5.0 oz	\$3.22
7800	Cheddar Cheese Spread 8.0 oz	\$2.54
7801	Nacho Cheese Spread 8.0 oz	\$2.54
7802	Medium Salsa 3.0 oz.	\$1.65

CODE	Description	Unit Price	CODE	Description	Unit Price
Candy			Beverages and Condiments		
5001	Reeses Nutrageous 1.66 oz	\$1.29	6003	Salt (30 pack)	\$0.51
5002	Payday 1.85 oz	\$1.29	6004	Pepper (30 pack)	\$0.64
5003	Strawberry Twizzlers 2.5 oz.	\$1.29	6005	Sugar (10 pack)	\$0.92
5010	Zero 1.85 oz.	\$1.29	6006	Creamer (10 pack)	\$2.20
5020	Jolly Rancher Asst 4.0 oz	\$1.29	6007	Sweet & Low (10 pack)	\$0.97
5030	Kit Kat 1.61 oz	\$1.29	6010	Coffee Bag 3.3 oz. (Private Label)	\$5.96
5040	Reeses Peanut Butter Cup 1.5 oz	\$1.29	6020	Cocoa Single Serving	\$0.38
5042	Mr. Goodbar 1.75 oz	\$1.29	6030	Coffee Single Serving	\$0.39
5051	Hershey Cookies & Crème 1.54 oz.	\$1.29	6031	Vanilla Cappuccino-Single Serving	\$0.74
5052	Reese's Pieces 1.53 oz.	\$1.29	6040	Fruit Punch Drink Mix – Single Serving	\$0.32
5055	Hershey w/Almond 1.45 oz.	\$1.29	6050	Cherry Drink Mix – Single Serving	\$0.32
5060	Nutty Bars 3.0 oz	\$0.94	6060	Lemonade Drink Mix – Single Serving	\$0.32
5070	Hershey w/Almond 1.45 oz.	\$1.29	6065	Tea Drink Mix – Single Serving	\$0.32
5078	Moon Pie Bites	\$1.29	6070	Orange Drink Mix – Single Serving	\$0.32
5080	Twix 1.79 oz	\$1.29	6071	Ketchup (10 Pack)	\$0.93
5085	Reese Sticks 1.5 oz.	\$1.29	6072	Mayonnaise (10 Pack)	\$2.06
5090	Starburst Fruit Chews 2.07 oz	\$1.29	6073	Mustard (10 Pack)	\$0.82
5095	Skittles 2.17 oz.	\$1.29	6074	Hot Sauce (10 Pack)	\$1.69
5100	Three Musketeers 1.92 oz	\$1.29	6075	BBQ Sauce (10 Pack)	\$2.14
5120	Milky Way 1.84 oz	\$1.29	6076	Ranch Dressing-Squeeze 1.5 oz.	\$0.76
5130	Snickers Almond 1.76 oz	\$1.29	6080	Tea w/Lemon (Nutra Sweet) 5 Pack	\$0.86
5135	Peppermints 4.5 oz	\$1.10	6090	Fruit Punch (Nutra Sweet) 5 Pack	\$0.86
5140	M&M Plain 1.69 oz	\$1.29	6095	Non-Fat Dry Milk (Makes 3 Quarts)	\$6.97
5150	M&M Peanut 1.74 oz	\$1.29			
5160	Snickers 1.86 oz	\$1.29			
5170	Nestle Crunch 1.55 oz	\$1.29			
5180	Baby Ruth 2.1 oz	\$1.29			
5190	Butterfinger 1.9 oz	\$1.29			
5192	Atomic Fireballs 4 oz.	\$1.81			
5200	Lemon Drops 4.5 oz	\$1.28			
5210	Butterscotch Candy 4.5 oz	\$1.28			
5220	Tootsie Pop	\$0.32			
5230	Rootbeer Barrels 4.5 oz	\$1.36			
5240	Sugar Free Hard Candy 2.0 oz.	\$1.64			
5260	Now & Laters 3.5 oz.	\$1.51			
5270	Chick-O-Sticks Nuggets 3.0 oz.	\$1.44			

(C) (b) Description		Inmate Price	(C) (b) Description		Inmate Price
010100 Clothing			010100 Clothing		
1000	Men's Ankle Socks	\$2.71	1300	Boxers Small	\$3.67
1010	Men's Crew Socks	\$2.71	1310	Boxers Med	\$3.67
1020	Female Socks	\$2.11	1320	Boxers Large	\$3.67
1025	T-Shirt Small	\$4.93	1330	Boxers XL	\$3.67
1030	T-Shirt Med	\$4.93	1340	Boxers 2XL	\$4.00
1040	T-Shirt Large	\$4.93	1341	Boxers 3XL	\$4.00
1050	T-Shirt XL	\$4.83	1342	Boxers 4XL	\$4.00
1055	T-Shirt 2XL	\$8.43	1400	Thermal Set Small	\$13.62
1060	T-Shirt 3XL	\$8.43	1401	Thermal Set Med	\$13.62
1062	T-Shirt 4XL	\$8.43	1402	Thermal Set Large	\$13.62
1075	Briefs Size S (28-30)	\$4.08	1403	Thermal Set XL	\$13.62
1085	Briefs Size M (32-34)	\$4.08	1404	Thermal Set 2XL	\$18.66
1105	Briefs Size L (36-38)	\$4.08	1405	Thermal Set 3XL	\$18.66
1114	Briefs Size XL (40-42)	\$4.08	1406	Thermal Set 4XL	\$18.74
1115	Briefs Size 2X	\$4.65	1410	Sweat Shirt Small – Ash Gray	\$16.96
1116	Briefs Size 3X	\$4.65	1411	Sweat Pants Small – Ash Gray	\$16.96
1117	Briefs Size 4X	\$4.65	1412	Sweat Shirt Med. – Ash Gray	\$16.96
1119	Panties Size 5	\$3.63	1413	Sweat Pants Med. – Ash Gray	\$16.96
1120	Panties Size 6	\$3.63	1414	Sweat Shirt Large – Ash Gray	\$16.96
1130	Panties Size 7	\$3.63	1415	Sweat Pants Large – Ash Gray	\$16.96
1140	Panties Size 8	\$3.63	1416	Sweat Shirt XL – Ash Gray	\$16.96
1150	Panties Size 9	\$3.63	1417	Sweat Pants XL – Ash Gray	\$20.05
1152	Panties Size 10	\$3.63	1418	Sweat Shirt 2XL – Ash Gray	\$20.05
1154	Panties Size 11	\$3.63	1419	Sweat Pants 2XL – Ash Gray	\$20.05
1155	Panties Size 12	\$5.52	1420	Sweat Shirt 3XL – Ash Gray	\$22.53
1156	Panties Size 13	\$5.52	1421	Sweat Pants 3XL – Ash Gray	\$22.53
1160	Shower Shoes Size 8	\$5.31	1422	Sweat Shirt 4XL – Ash Gray	\$22.53
1161	Shower Shoes Size 9	\$5.31	1423	Sweat Pants 4XL – Ash Gray	\$22.53
1162	Shower Shoes Size 10	\$5.31	1500	Sports Bra Small (32)	\$8.43
1163	Shower Shoes Size 11	\$5.31	1510	Sports Bra Med (34)	\$8.43
1164	Shower Shoes Size 12	\$5.31	1520	Sports Bra L (36)	\$8.43
1165	Shower Shoes Size 13	\$5.31	1530	Sports Bra XL (38)	\$8.43
1208	Canvas Deck Shoe Size 6	\$14.00	1535	Sports Bra 2XL (40)	\$8.43
1209	Canvas Deck Shoe Size 7	\$14.00	1540	Sports Bra 3XL (42)	\$8.43
1210	Canvas Deck Shoe Size 8	\$14.00	1545	Sports Bra 4XL (44)	\$8.43
1220	Canvas Deck Shoe Size 9	\$14.00			
1230	Canvas Deck Shoe Size 10	\$14.00			
1240	Canvas Deck Shoe Size 11	\$14.00			
1250	Canvas Deck Shoe Size 12	\$14.00			
1260	Canvas Deck Shoe Size 13	\$14.00			
1270	Canvas Deck Shoe Size 14	\$14.00			

CODE	Description	Unit Price	CODE	Description	Unit Price
Personal Hygiene			Personal Hygiene		
2001	Ivory Soap 3.1 oz	\$1.25	2110	Lotion 4.0 oz	\$0.94
2002	Lever 2000 4.0 oz	\$1.43	2115	20 oz. Aloe Vera Lotion	\$4.72
2005	Irish Spring 3.75 oz	\$1.25	2120	Baby Lotion 4.0 oz	\$1.19
2012	Dove Soap 4 oz.	\$2.38	2130	Petroleum Jelly 8.0 oz	\$2.29
2015	Dial Soap 4.0 oz	\$1.28	2132	Short Handle Comb	\$0.43
2016	Ambi Cocoa Butter Soap 3.5 oz.	\$3.79	2135	5" Pocket Comb	\$0.08
2017	Ambi Complexion Bar 3.5 oz.	\$3.79	2137	Small Hair Pick	\$0.51
2018	Cocoa Butter Soap 3.5 oz	\$1.79	2138	Hair Brush (No Handle)	\$1.86
2019	Body Wash 12 oz.	\$2.58	2140	Activator Gel 10 oz (Ethnic)	\$2.22
2020	Shampoo 4.0 oz	\$0.99	2142	Motions Shampoo - 6.0 oz. (Ethnic)	\$5.79
2031	Head & Shoulders Dandruff 1.7 oz.	\$2.14	2145	S&B Relaxer Regular (Ethnic)	\$12.35
2040	Conditioner 4.0 oz	\$0.94	2150	Lusti Hair Food 4 oz (Ethnic)	\$3.49
2050	Suave A/P Deodorant 1.4 oz.	\$2.70	2152	Blue Magic Hair Dressing 4.0 oz. (Ethnic)	\$3.70
2052	Degree A/P Deodorant 1.7 oz.	\$4.43	2153	Murray's Hair Pomade 3.0 oz. (Ethnic)	\$4.10
2060	Power Stick A/P Deodorant 2.0 oz.	\$2.90	2154	Sulfur 8 Conditioner 2.0 oz. (Ethnic)	\$5.60
2063	Mennen Speed Stick Deodorant 1.8 oz.	\$2.90	2156	T-Gel Therapeutic Shampoo 8.5 oz.	\$5.95
2064	Clear Stick Deodorant 1.6 oz.	\$1.03	2160	Medicated Skin Crème 4.0 oz.	\$2.04
2071	Shaving Cream Tube 3.0 oz.	\$1.86	2170	Single Blade Razor	\$0.32
2072	Magic Shave Powder (Metal Top & Bottom)	\$5.11	2171	Twin Blade Razor	\$0.38
2073	Magic Shave Cream	\$6.77	2172	Security Razor-short handled	\$0.21
2074	After Shave 4.0 oz.	\$1.47	2200	Ponytail Holders - 18 Pack	\$2.50
2075	Mouthwash 4.0 oz	\$1.01	2220	Shower Cap	\$0.21
2078	Cotton Swabs	\$1.38	2230	Styling Gel 20 oz	\$2.49
2080	Gel Toothpaste 2.75 oz	\$1.81	2241	Denture Adhesive 2 oz.	\$3.71
2081	Freshmint Sensitive Toothpaste 4.3 oz.	\$3.33	2242	Denture Cleaner (4 Tablets)	\$0.61
2082	Colgate Toothpaste 2.8 oz	\$2.76	2250	12.5 oz. VO5 Conditioner	\$2.89
2090	Toothbrush	\$1.00	2300	12.5 oz. VO5 Shampoo	\$2.89
2091	Toothbrush Short Handle	\$0.14	2301	12.5 oz. VO5 Shampoo + Conditioner	\$2.89
2092	Thumbprint Toothbrush	\$0.14	2400	Hair Spray Pump 7.0 oz.	\$2.57
2095	Dental Floss Packet	\$0.14	2500	Toilet Paper	\$0.79
2100	Baby Powder 4.0 oz	\$1.24	2502	Ampro Hair Gel 6.0 oz. (Ethnic)	\$2.43
2105	Baby Oil 6.5 oz	\$3.15	2503	Emery Boards (10 Pack)	\$0.89
2106	Baby Oil 4.0 oz	\$1.46			

Code	Description	Unit Price
Miscellaneous Items		
3000	Lipbalm	\$2.06
3005	Adult Oral Pain Gel 0.5 oz.	\$3.40
3006	Ibuprofen - 2 Pack	\$0.47
3007	Sinus Medication 2 Pack	\$0.60
3010	Vitamins 100ct	\$5.39
3011	Antacid (Roll)	\$1.57
3012	Cough Drops - 10 Pack	\$1.19
3015	Alka Seltzer - 2 Pack	\$0.53
3020	Non-Aspirin X-Strength 2 Pack	\$0.54
3022	Douche 4.5 oz. (2 Pack)	\$2.82
3025	Tampons (8 Pack)	\$2.40
3027	Maxi Pads (4 Pack)	\$1.00
3050	Eye Drops 0.5 oz.	\$3.35
3053	Saline Solution 12 oz.	\$6.27
3055	Acne Crème 1 oz.	\$3.88
3057	Hemorrhoid Ointment 1 oz.	\$4.02
3059	Anti-Fungal Crème 0.5 oz.	\$3.31
3060	Hydrocortisone Crème .5 oz.	\$3.22
3061	Triple Antibiotic Crème 0.5 oz.	\$4.42
3062	Muscle Rub Crème 1.25 oz.	\$3.52
3063	Flexible Fabric Bandage - 30 ct.	\$1.93
3065	Foot Powder 4.0 oz	\$1.63

Miscellaneous Items		
4000	Foam Ear Plugs	\$0.57
4001	#10 Plain Envelope	\$0.06
4010	9x12 Envelope	\$0.26
4013	Postcard-Stamped	\$0.43
4015	Stamped Envelope	\$0.59
4020	Dictionary	\$2.56
4025	Magnifier 3.5"x2.0"	\$3.81
4030	Soap Dish (2 Piece)	\$0.85
4040	Toothbrush Holder	\$0.82
4050	Playing Cards	\$2.22
4055	Pinochle Cards	\$2.50
4060	Writing Pad (8 ½ x 11)	\$1.44
4065	Gummed Writing Pad (8 ½ x 11)	\$1.72
4070	Stamp Book - 10 ct	\$4.80
4075	Flex Pen w/Cap	\$0.47
4080	Pencil	\$0.22
4081	Golf Pencil	\$0.14
4082	Cup w/ Lid 22 oz.	\$0.85
4083	Bowl with Lid	\$1.79
4084	Plastic Spoon	\$0.08
4085	Ink Pen	\$0.33
4100	Eraser Top	\$0.13
4150	Detergent 1.94 oz.	\$0.81
4170	Nail Clippers (No file)	\$0.89
4175	Du-Rag (Black)	\$2.42
4180	Handkerchief	\$1.90
4185	Laundry Bag (18X 24)	\$5.82
4188	Laundry Bag (24 X 30)	\$7.45

Miscellaneous Items		
4189	Pillow(Fire Retardant Covers)	\$7.56
4190	Washcloth (White)	\$1.47
4194	Bath Towel (White)	\$8.26
4195	Hand Towel (White)	\$3.24
4210	AA Batteries- 4 Pack	\$4.86
4220	Clear Am Fm Radio	\$23.13
4222	Sony AmFm Walkman	\$40.88
4230	Headset for Radio	\$8.50
4240	AAA Batteries- 4 Pack	\$5.51
4300	Coffee Cup	\$3.33
4305	Foam Rollers (10 Pack)	\$2.25
4309	Sketch Pad 18x12	\$8.99
4310	Colored Pencils (12 Pack)	\$3.76
4320	Rubber Bands (200 Count)	\$2.49
4325	Acrylic Mirror (4x6)	\$2.29
4330	Elmer's Glue	\$2.25
4400	Word Find Book	\$2.49
4405	Crossword Puzzle Book	\$2.49
4410	Checker Set	\$6.81
4415	Chess Set	\$7.63
4420	Dominoes	\$4.29
4500	Combination Lock	\$6.96
4520	Birthday Card	\$1.28
4530	Friendship Card	\$1.28
4540	Holiday Card	\$1.28
4998	E-Cigarette-Regular	\$7.96
4999	E-cigarette-Menthol	\$7.96



Specialty Menu

We offer to provide a 25% profit rate to your facility for the specialty menu items.

Specialty Menu			
CODE	Description	Size (Oz.)	Inmate Price
9001	Small Ice Cream Sandwich-Vanilla	3.50	\$1.41
9003	Mississippi Mud Sandwich	6.00	\$2.19
9004	Chips Galore Ice Cream Sandwich	4.50	\$2.79
9005	Twix Ice Cream Bar	3.00	\$2.71
9006	Nutty Sunday Cone	4.30	\$1.96
9007	Neopolitan Ice Cream Sandwich	6.00	\$2.19
9008	Cheeseburger W/Jalapeno	9.70	\$5.80
9009	Bacon Addict Cheeseburger	9.35	\$5.63
9010	Triple Double Cheeseburger	7.25	\$4.88
9011	Philly Cheese Steak Sandwich	6.20	\$5.37
9012	5" Pepperoni Pizza	6.00	\$3.07
9020	Peach Soft Drink	20.00	\$1.40
9021	Arctic Rain Soft Drink	20.00	\$1.40
9022	Diet Cola Soft Drink	20.00	\$1.40
9023	Cola Soft Drink	20.00	\$1.40
9024	Orange Soft Drink	20.00	\$1.40
9025	Grape Soft Drink	20.00	\$1.40
9026	Pineapple Soft Drink	20.00	\$1.40
9027	Fruit Punch Soft Drink	20.00	\$1.40
Note: Sales Tax Will Be Added & Paid By Tiger Based On A Predetermined Inmate Price Established By the Facility			



SnackGrabber Packs

In this tough economy all facilities are looking for ways to increase revenues. The Tiger SnackGrabbers™ Pack Program is designed to increase sales to that segment of your inmate population that may not be able to order commissary for several reasons. The biggest reason may be that they are released before commissary order day. Other inmates choose to order Packs if they run out of commissary before the next order. Many jails have inmates that are booked in and released every day and aren't available for commissary. Most of these inmates have money and will buy products if they are available.

SnackGrabber™ Packs are designed to make these items available without your facility being required to carry a lot of inventory.

The SnackGrabber™ Packs are identical prepackaged bags with 5 to 7 of the same items in every bag. They are ready to sell to the inmate and hand to them right away.

The Packs can be ordered weekly and delivered with regular commissary shipments. There is no set minimum or maximum for the weekly number of packs. The facility is billed at a wholesale price and the desired markup can be added as the inmate price.

RFP Exceptions

The following outlines some of the exceptions we offer that are slightly different than what is listed in the RFP guidelines:

We are not currently participating in E-Verify, but would discuss it once awarded contract.

Our intake cash collector is a bill only machine. We have found that coin collection causes machine malfunctions and most clients now prefer to keep the coins in personal property.

We facilitate family and friend deposits via website and lobby kiosks.

Only the ACH deposits can be made to the Jail bank account nightly.



References

Orleans (Criminal) Parish
Colonel Juliet Langham
2800 Gravier St
New Orleans, LA 70119
504-827-2707

Harrison County, MS
Sheriff Melvin Brisolara
10046 Lorraine Rd
Gulfport, MS 39503
228-865-0665

St. Charles Parish
Sheriff Greg Champagne
PO Box 426
Hahnville, LA 70057
985-783-6237

Oktibbeha County, MS
Sheriff Steve Gladney
111 D L Conner Dr
Starkville, MS 39759
662-323-2421

Craighead County, AR
Sheriff Marty Boyd
901 Willett Rd
Jonesboro, AR 72401
870-933-4551

Arkansas County, AR
Sheriff Allen Cheek
312 S. College
Stuttgart, AR 72160
870-673-2121

Mississippi County, AR
Sheriff James Sanders
685 North C.R. 599
Luxora, AR 72358
870-658-2243

Hardeman County, TN
Sheriff John Doolan
315 E. Market St.
Bolivar, TN 38008
731-658-3971

Lee County, MS
Sheriff Jim H. Johnson
510 N. Commerce Street
Tupelo, MS 38804
662-841-9040

Lafourche Parish
Sheriff Craig Webre
PO Box 5608
Thibodaux, LA 70302
985-449-4420

COMMISSARY SERVICES AGREEMENT

This Commissary Services Agreement (the "Agreement"), made effective _____, _____ (the "Effective Date"), by and between the Jefferson County Jail located at 510 1st Street, Hillsboro, MO 63050 (hereinafter referred to as "Client"), and Tiger Correctional Services, Inc., an Arkansas corporation located at 515 W. Washington Ave., Jonesboro, Arkansas 72401 (hereinafter referred to as "TCSI").

WHEREAS, TCSI provides commissary services to jails and correctional facilities (the "Commissary Services") including, but not limited to, the stocking and supply of food products, beverages, personal hygiene products, tobacco products, debit phone cards and other similar articles and appropriate merchandise (the "Commissary Products") and the training, equipment and software necessary to provide commissary services; and

WHEREAS, Client desires to avail itself of the Commissary Services offered by TCSI and TCSI desires to provide such Commissary Services to Client.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, and in consideration of the mutual covenants which follow, Client and TCSI agree to be legally bound as follows:

1. Appointment

A. *Grant of Rights.* Client grants unto TCSI, as an independent contractor, the exclusive right to provide Commissary Services and to sell Commissary Products directly to inmates or to Client for resale to inmates, in the following described jail(s): [Enter text] (hereinafter referred to as the "Facility" or collectively the "Facilities").

2. Obligations of Commissary Provider

A. TCSI will purchase and maintain such mutually agreed good quality Commissary Products, including those set forth on Exhibit A, attached hereto and incorporated herein, in sufficient quantities to supply the Facility or Facilities and will keep the Facilities adequately serviced and supplied with Commissary Products. The Commissary Products shall be sold to Client or the inmates, as applicable, at the prices set forth in Exhibit A or as otherwise agreed, subject to ordinary price increases that might, from time to time, be necessary in TCSI's sole discretion, due to market factors beyond the control of TCSI, during the term of this Agreement.

B. TCSI will maintain and keep on file all records of sales to Client or Client's inmates for a period of three years from the date of each sale. TCSI will give Client or Client's authorized agent the opportunity to inspect such records which are directly relevant to purchases by inmates. The cost of such audit or inspection will be at the expense of Client. The examination of kept records shall be conducted at the TCSI location set forth above or such other location where TCSI maintains such records.

C. Delivery of commissary orders by TCSI will take place on the agreed upon date.

D. TCSI shall provide and install Tiger Track Commissary Software and any other software necessary (the "Software") to enable Client to place orders for Commissary Products and utilize Commissary Services. Where applicable, TCSI shall, at its expense, also provide Client: (i) the hardware necessary for one Client user to operate the Software; (ii) technical training as deemed reasonable by TCSI upon initial start-up of the Software; (iii) full instructions on the operating procedures of the Software (the "Operating Instructions"); and (iv) the Standard Maintenance and other services set forth in Section 3 of this Agreement.

E. Upon Client's request and mutual agreement, TCSI shall provide Client one or more lobby kiosks for the purchase of commissary items or deposit of money into inmate commissary accounts and all necessary equipment to operate the same (each, including kiosk and equipment, a "Kiosk") for additional fees and pursuant to the terms and conditions set forth on Exhibit B attached hereto and incorporated herein.

F. Any other equipment provided by TCSI to Client shall be provided at Client's additional expense at TCSI's cost.

3. Software Maintenance

A. *Scope.* During the term of this Agreement, TCSI agrees to provide Client standard maintenance, custom enhancements, and on-site support services for the Software, as set forth in this Section 3.

B. *Standard Maintenance Service.* During the term of this Agreement TCSI will provide Client the following standard maintenance services (the "Standard Maintenance") for the Software:

- i. Corrections of substantial defects in the Software so that the Software will operate as described in its user manuals.
- ii. Periodic updates of the software that may incorporate (a) corrections of any substantial defects, (b) fixes of any minor bugs, and (c) any enhancements, revisions or updates TCSI chooses to make to the Software in its sole discretion.
- iii. Telephone support for Software between the hours of 8:00 a.m. and 5:00 p.m. Central Standard Time, Monday through Friday, excluding federal holidays and emergency hotline telephone support at all other times.

C. *Services Not Included.* Standard Maintenance does not include:

- i. Custom programming services.
- ii. On-site support.
- iii. Training, other than training specified in section 2. D. of this Agreement.

- iv. Hardware trouble-shooting services relating to hardware problems unless said hardware and supplies are provided by TCSI.
- v. Monthly balancing of commissary or inmate trust fund checkbook.
- vi. Restoring lost software data that is not Tiger Software.
- vii. Network support.

D. *Charged-for-Trouble-Shooting.* In the event that TCSI determines that a request for Standard Maintenance does not qualify for Standard Maintenance but is instead a trouble shooting service as set forth in subsection 3. C. iv above, TCSI shall promptly notify client of this determination. TCSI may recover fees at TCSI's then current troubleshooting hourly rate for trouble shooting services provided prior notification of the foregoing determination is given to Client. The parties acknowledge and agree that TCSI's current troubleshooting hourly rate is \$85 per hour but that TCSI has the option to increase such rate at least once each calendar year upon notice to Client provided that such rate increase may not increase the hourly troubleshooting rate by more than 10% over the previous year's rate. TCSI may provide additional trouble-shooting services, as agreed to in a written addendum to this Agreement, signed by both parties, that specifies the trouble-shooting services to be provided by TCSI and the fee for services.

E. *Custom Programming Services.* TCSI will provide custom programming services to Client, as agreed to in a written addendum to this Agreement, signed by both parties, that specifies the custom programming services to be provided by TCSI and the fee for the services. Custom programming services shall include but are not limited to development of custom computer programs and installation, training, and maintenance with respect to such computer programs.

F. *On-Site Support.* TCSI, upon receipt of a written request from Client, will provide Client with on-site support at a mutually agreed time. Client agrees to pay TCSI all costs associated with the provisions of on-site support, including charges for TCSI's personnel, charges for travel, lodging and miscellaneous expenses.

4. Client Responsibilities.

A. Client shall provide the personnel necessary to operate the Software and work with TCSI to.

B. Whether Commissary Products are sold directly by TCSI to inmates or by TCSI to Client to sell to inmates, Client shall pay all taxes, fees and other assessments levied by federal, state, local and other governments related to the sales of Commissary Products and profits from sale of Commissary Products, except for any taxes based on TCSI's net income. TCSI may elect, at its option, to submit sales or other taxes, fees or assessments generated from the sale of Commissary Products on behalf of Client.

C. Install any updates, releases or revisions to the Software as required by TCSI

5. Payments or Commissions

A. TCSI and Client shall mutually agree, as set forth on the Payment Basis Election attached hereto as Exhibit C and incorporated herein, if all or part of the Commissary Products sold shall be sold to inmates by TCSI on a commission basis or if TCSI shall sell such Commissary Products to Client for resale to inmates by Client.

B. For Commissary Products sold by TCSI to Client for Client to resell to inmates, Client shall pay TCSI for the Commissary Products purchased by Client on a weekly basis.

C. For Commissary Products sold by TCSI to inmates on a commission basis, TCSI agrees to provide 25% markup of such sales to Client as ("Commissary Commissions"). Commissary Commissions will not be paid on postage stamps or stamped envelopes. Commissary Commissions will not be paid on any item Client wishes TCSI to sell at or near cost. Notwithstanding the foregoing, in the event that Client has agreed pursuant to a separate Software License and Maintenance Agreement (the "Software License") to purchase TCSI's Tiger Track Public Safety Software ("Public Safety Software") and elects to apply its Commissary Commissions toward such purchase, TCSI shall, so long as amounts remain outstanding under the Software License and this Agreement remains in effect, provide Client a monthly statement detailing the amount of Commissary Commissions owed to Client and applied to defray the cost of the Public Safety Software owed to TCSI under the Software License. Termination of this Agreement shall not terminate any obligation of Client under the Software License to pay TCSI for the Public Safety Software.

D. If Client fails to pay TCSI any amount when due, Client shall pay TCSI interest on the unpaid amount at the rate of 24% per annum, or at the highest rate of interest allowed by law, whichever is lower, and TCSI shall be entitled to terminate delivery of Commissary Products and Commissary Services until payment is received.

6. Term and Termination

A. *In General.* This Agreement commences on Effective Date and shall remain in effect for 24 months (the "Initial Term") until _____, _____ (the "Initial Termination Date"). Thereafter, this Agreement shall automatically renew for successive one (1) year periods, unless either party notifies the other party in writing, at least sixty (60) days before the end of the then current term, of its election not to renew.

B. *Relief.* It is understood and acknowledged that TCSI has invested significant cost and expense in the startup, training, installation of equipment, and equipment purchases associated with TCSI being able to fulfill their obligations under this Agreement (collectively, "TCSI Costs"). If Client elects to cancel this Agreement for any

reason before the Initial Termination Date, Client shall pay TCSI for all TCSI Costs less Accrued Monthly Depreciation determined as follows: The TCSI Costs associated with this Agreement equals N/A ; Monthly Depreciation equals N/A per month (TCSI Costs divided by number of months in the Initial Term); Accrued Monthly Depreciation equals the Monthly Depreciation multiplied by the number of months in the Initial Term which have been completed at the time of such calculation.

7. Indemnification and Limitation of Liability

A. TCSI shall indemnify Client against any loss, damage, injury or death arising out of the consumption or use of the Commissary Products sold and caused by TCSI's or TCSI's agents or employee's negligent acts; provided, however, that nothing contained herein shall require TCSI to defend or indemnify Client for losses, damages, injuries or death arising out of the negligence of Client, its agents or employees.

B. TCSI's obligation to hold the Client harmless pursuant to the Agreement shall be dependent upon Client promptly notifying TCSI in writing of any such claims or lawsuits against either TCSI or Client, but in no event not later than thirty (30) days after the date the Client first received notice of such claim or lawsuit, and forwarded to TCSI the summons, complaint and all other documents which relate to said claim or lawsuit no later than thirty (30) days after the date the Client was served with such documents. Failure of Client to notify TCSI of any such claim or lawsuit within said thirty (30) day period shall relieve TCSI of any and all responsibility and liability under the Agreement to indemnify and hold Client harmless.

C. WHATEVER THE CAUSE, TCSI SHALL NOT BE LIABLE TO CLIENT FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY CHARACTER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF GOOD WILL, LOSS OF BUSINESS, LOSS OF REVENUE, LOSS OF ANTICIPATED SAVINGS, WORK STOPPAGE, DATA LOSS, ECONOMIC DAMAGE, LOST PROFIT OR COMPUTER FAILURE WHICH MAY ARISE WITH RESPECT OF THE SOFTWARE, THE HARDWARE ON WHICH IT IS INSTALLED OR IN RESPECT OF OTHER EQUIPMENT OR PROPERTY.

D. Except as expressly provided herein, TCSI shall not be liable to Client for any loss or damage whatsoever or howsoever caused arising directly or indirectly in connection with this Agreement or the Software or otherwise, except to the extent which it is unlawful to exclude such liability under the applicable law.

E. Notwithstanding the generality of the provisions set out within this Section 7, TCSI expressly excludes liability for errors in any data information, reports or results in any form that is produced by the Software.

F. In the event that any exclusion contained in this Agreement shall be held to be invalid or unenforceable for any reason and TCSI becomes liable for loss or damage that may lawfully be limited, such liability shall be limited to the amount paid to TCSI by Client under this Agreement.

8. Warranties

A. TCSI represents and warrants that (i) it is the sole owner of the Software and that it has full right, title and authority to license the Software to Client for use under this Agreement; (ii) the Software will contain the functions substantially in accordance with the Operating Instructions; (iii) Client's use of the Software will not infringe upon any United States patent, copyright or trade secret; and the (iv) the Commissary Products shall be of good merchantable quality.

B. TCSI does not warrant that Client's use of the Software will be uninterrupted or error free.

C. TCSI does not warrant or guarantee that Client shall make any certain amount of Commissary Commissions or any profits or other income from the sales of Commissary Products.

D. THE WARRANTIES PROVIDED FOR IN THIS AGREEMENT ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. TO THE EXTENT PERMITTED BY LAW, TCSI EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, THAT MAY ARISE EITHER BY AGREEMENT BETWEEN THE PARTIES OR BY OPERATION OF LAW INCLUDING THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

9. Relationship of Parties

It is mutually understood and agreed, TCSI nor Client are authorized to oblige the other party or act in the name of the other party other than as stated in this Agreement and it is the intent of the parties that an independent contractor relationship be and is hereby established under the terms and conditions of this Agreement; the employees of TCSI are not nor shall they be deemed to be employees of Client; and that employees of Client are not nor shall they be deemed to be employees of TCSI.

10. TCSI's Title to the Software and Hardware

A. All Software installed by TCSI pursuant to this Agreement is proprietary, and copyrighted. This Software and technology shall at all times remain the property of TCSI, with title and all rights vested in TCSI. Client shall have a license to use the Software during the term of this Agreement but shall otherwise have no property interest in the Software and technology and shall at all times protect the Software and technology from copying, removal, tampering with, or disclosure to other persons or companies, without the express written consent of TCSI. Client may not (a) copy (other than for back-up purposes),

distribute, rent, lease or sublicense all or any portion of the Software (b) modify or prepare derivative works of the software product (c) use the Software in a computer-based services business or publicly display visual output of the Software (d) transmit the Software over a network, telephone, or electronically using any means (e) reverse engineer, decompile or disassemble the Software. Client agrees to keep confidential and use Client's best efforts to prevent and protect the contents of the Software from unauthorized disclosure or use.

B. All computer hardware necessary to operate the commissary system which is provided by or installed by TCSI shall remain the property of TCSI. TCSI shall NOT BE responsible for any other software or loss of data on the equipment provided. If Client uses our computers for purposes other than Commissary Services, the CLIENT ASSUMES ALL RISK. All maintenance, repair or replacement of hardware provided by or installed by TCSI shall be the responsibility of TCSI.

11. Assignment

Neither TCSI nor Client may assign or transfer this Agreement or any part thereof without the written consent of the other party, except that TCSI shall not need Client's consent to assign or transfer the Agreement in the event that TCSI merges into another corporation or sells substantially all of its assets.

12. General Provisions

A. *Notices.* All notices under this Agreement are to be sent by registered mail to the address below or to any address as the party may designate:

Tiger Correctional Services, Inc.
515 W. Washington Ave.
Jonesboro, AR 72401

Client:

Jefferson County Jail
510 1st Street
Hillsboro, MO 63050

B. *Amendment.* This Agreement and the exhibits set forth constitute the entire understandings of the parties with respect to the subject matter of this Agreement and supersede all prior agreements, understandings and negotiations with respect to the subject matter hereof. Any amendment to this Agreement must be in writing and signed by both parties.

C. *Governing Law.* This Agreement is to be construed in accordance with the law of the State of **Missouri**.

D. *Waiver.* Failure by either party to enforce at any time or for any period of time the provisions of this Agreement shall not be construed as a waiver of such provisions, and shall in no way affect such party's right to later enforce such provisions.

E. *Severability.* If any part of this Agreement is determined by any court or tribunal of competent jurisdiction to be wholly or partially unenforceable for any reason, such unenforceability shall not affect the balance of this Agreement.

F. *Limitations.* No action under this Agreement, unless involving death or personal injury, may be brought by either party against the other more than two (2) years after the cause of action arises.

G. Orders that are below \$100 of client cost, not the inmate sale price total, will be subject to shipping charges via UPS or other applicable freight carrier charges. These charges will be billed to the client.

[signatures on the following page]

(CODE)	Description	Unit Price
Snacks		
7002	Hot Sauce 6.0 oz. Plastic Bottle	\$1.47
7003	Peanut Butter 18 oz Plastic Jar	\$5.22
7004	Meat and Cheese Stick 1.2 oz	\$2.39
7005	Meat Stick 1.125 oz	\$1.13
7006	Hot Pickle	\$1.50
7008	Dill Pickle	\$1.50
7009	Red Hot Pickled Sausage 1.7 oz.	\$1.21
7010	Peanut Butter Cheese Cracker 1.52 oz.	\$0.56
7020	Toast Peanut Butter Cracker 1.29 oz.	\$0.56
7024	Jalapeno Cheddar Crackers	\$0.56
7030	Wheat Cracker	\$0.56
7035	Dill Chips 1.5 oz.	\$1.17
7040	Pork Rinds .875 oz	\$0.86
7050	BBQ Pork Rinds .875 oz	\$0.86
7060	Hot Fries 1.0 oz	\$1.17
7062	Voo Doo Chips, Zapp's 1.5 oz.	\$1.17
7070	Cheese Popcorn 0.75 oz	\$0.61
7075	** Zapp's Cajun Crawtator Chips 1.5 oz **	\$1.17
7080	Moon Pie Chocolate 2.75 oz.	\$0.89
7090	Moon Pie Vanilla 2.75 oz.	\$0.89
7100	Moon Pie Banana 2.75 oz.	\$0.89
7110	Chips Ahoy 2.0 oz	\$0.88
7119	Takis Rolled Chips 2 oz.	\$1.17
7120	Lays Reg 1.5 oz	\$1.17
7130	Lays BBQ 1.5 oz	\$1.17
7140	Cheetos Crunchy 2.0 oz	\$1.17
7145	Jalapeno Cheetos 2.0 oz.	\$1.17
7150	Doritos Cool Ranch 1.75 oz	\$1.17
7160	Doritos Nacho Cheese 1.75 oz	\$1.17
7165	Fritos Chili Cheese 2.0 oz.	\$1.17
7170	Fritos Corn Chips 2.0 oz	\$1.17
7180	Fritos BBQ Corn Chips 2.0 oz	\$1.17
7182	Ruffles Cheddar & Sour Cream 1.5 oz.	\$1.17
7190	Rold Gold Pretzel 2.0 oz	\$1.17
7191	Cheez It 1.5 oz.	\$0.82
7200	Brownie 2.75 oz	\$1.19
7202	Crème Wafers-Sugar Free 2.2 oz	\$0.81
7205	Nutter Butter Cookies 1.9 oz	\$0.96
7206	Vanilla Crème Cookies 5.0 oz	\$1.14
7208	Lemon Crème Cookies 5.0 oz	\$1.14
7209	Duplex Cookies 5.0 oz	\$1.14
7210	Grandmas Peanut Butter 2.50 oz	\$0.74
7220	Grandmas Chocolate Chip 2.50 oz	\$0.74
7230	Grandmas Oatmeal Raisin 2.50 oz	\$0.74
7240	Nutri Grain Bar 1.3 oz. - Asst Flavors	\$0.79
7241	Granola Bar Oats & Honey 1.5 oz.	\$0.93
7245	Cereal - Asst. Flavors	\$1.01
7250	Salted Peanuts 2.0 oz	\$0.79
7252	Hot & Spicy Nuts 3.5 oz.	\$1.96
7260	Saltine Crackers (8 Pieces)	\$0.38
7265	Mini Fudge Stripe Cookies 2.0 oz.	\$0.86
7270	Pecan Pie 3.0 oz.	\$1.01
7280	Oreo Cookies 1.8 oz	\$0.76

(CODE)	Description	Unit Price
Snacks		
7282	Crunch N Munch 1 oz	\$0.82
7285	Rice Krispies Treats 2.13 oz.	\$1.11
7290	Fig Newtons 2.0 oz	\$0.92
7295	Strawberry Cookies 5.0 oz	\$1.06
7300	Chocolate Cupcakes 4.0 oz	\$1.19
7310	Apple Fruit Pie 4.5 oz	\$1.18
7320	Cherry Fruit Pie 4.5 oz	\$1.18
7340	Cinnamon Roll 4.0 oz	\$1.18
7350	Honey Bun 5.0 oz	\$1.18
7360	Powdered Donuts 3 oz	\$1.18
7370	Peanut Butter Squeezer - 1.12 oz	\$0.65
7380	Jalapeno Cheese Squeezer- 1.0 oz	\$0.82
7390	Cheddar Cheese Squeezer- 1.0 oz	\$0.82
7400	Grape Jelly Squeezer- 1.0 oz	\$0.42
7410	Ramen Noodles - Beef 3.0 oz	\$0.71
7420	Ramen Noodles - Chicken 3.0 oz	\$0.71
7430	Ramen Noodles - Shrimp 3.0 oz	\$0.71
7435	Ramen Noodles - Spicy Chicken 3.0 oz	\$0.71
7440	Cup-O-Soup - Beef 2.25 oz	\$1.01
7450	Cup-O-Soup - Chicken 2.25 oz	\$1.01
7460	Cup-O-Soup - Shrimp 2.25 oz	\$1.01
7470	Oatmeal Crème Pie 2.5 oz.	\$0.76
7501	Instant White Rice -2.0 oz.	\$0.89
7503	Instant Chilli Rice 2.0 oz.	\$0.99
7504	Instant Spanish Rice 2.2 oz.	\$1.01
7505	Instant Oriental Rice 2.0 oz.	\$1.03
7507	Instant Red Beans & Rice 2.0 oz.	\$1.13
7508	Hot Instant Refried Beans 8.0 oz	\$2.29
7509	Instant Refried Beans 8.0 oz.	\$2.29
7510	Instant Chili Mix 4.0 oz	\$1.96
7511	Macaroni and Cheese 6.25 oz. Box	\$1.22
7512	Tortilla Shells (6 Count)	\$1.90
7560	Tuna Pouch 3.0 oz	\$3.65
7562	Boneless Chicken Pouch 3.0 oz	\$3.82
7564	Sardines in Oil-Pouch 3.53 oz	\$1.68
7565	Sardines in Hot Sauce-Pouch 3.53 oz	\$1.68
7567	Mackerel Fillets 3.53 oz.	\$2.45
7580	Beef Pot Roast-Pouch	\$3.31
7585	Hot Chili w/ Beans Pouch	\$3.47
7600	Microwave Popcorn 2.75 oz	\$0.78
7601	Variety Pack Oatmeal (10 Pack)	\$4.03
7602	Toaster Pastry-Cherry (6 Pack)	\$2.54
7603	Toaster Pastry-Strawberry (6 Pack)	\$2.54
7604	Toaster Pastry- Blueberry (6 Pack)	\$2.54
7605	Toaster Pastry- Brn Sugar Cinn. (6 Pack)	\$2.54
7606	Grape Jelly Squeeze Bottle 12 oz	\$3.81
7607	Strawberry Preserves Squeeze Bottle 12 oz.	\$4.39
7609	Mayonnaise Squeeze Bottle 12 oz	\$4.06
7610	Instant Grits (12 Pack)	\$4.31
7700	Beef Summer Sausage 5.0 oz	\$3.22
7800	Cheddar Cheese Spread 8.0 oz	\$2.54
7801	Nacho Cheese Spread 8.0 oz	\$2.54
7802	Medium Salsa 3.0 oz.	\$1.65

CODE: Description Innate Price

CODE: Description Innate Price

Candy

5001	Reeses Nutrageous 1.66 oz	\$1.29
5002	Payday 1.85 oz	\$1.29
5003	Strawberry Twizzlers 2.5 oz.	\$1.29
5010	Zero 1.85 oz.	\$1.29
5020	Jolly Rancher Asst 4.0 oz	\$1.29
5030	Kit Kat 1.61 oz	\$1.29
5040	Reeses Peanut Butter Cup 1.5 oz	\$1.29
5042	Mr. Goodbar 1.75 oz	\$1.29
5051	Hershey Cookies & Crème 1.54 oz.	\$1.29
5052	Reese's Pieces 1.53 oz.	\$1.29
5055	Hershey w/Almond 1.45 oz.	\$1.29
5060	Nutty Bars 3.0 oz	\$0.94
5070	Hershey w/Almond 1.45 oz.	\$1.29
5078	Moon Pie Bites	\$1.29
5080	Twix 1.79 oz	\$1.29
5085	Reese Sticks 1.5 oz.	\$1.29
5090	Starburst Fruit Chews 2.07 oz	\$1.29
5095	Skittles 2.17 oz.	\$1.29
5100	Three Musketeers 1.92 oz	\$1.29
5120	Milky Way 1.84 oz	\$1.29
5130	Snickers Almond 1.76 oz	\$1.29
5135	Peppermints 4.5 oz	\$1.10
5140	M&M Plain 1.69 oz	\$1.29
5150	M&M Peanut 1.74 oz	\$1.29
5160	Snickers 1.86 oz	\$1.29
5170	Nestle Crunch 1.55 oz	\$1.29
5180	Baby Ruth 2.1 oz	\$1.29
5190	Butterfinger 1.9 oz	\$1.29
5192	Atomic Fireballs 4 oz.	\$1.81
5200	Lemon Drops 4.5 oz	\$1.28
5210	Butterscotch Candy 4.5 oz	\$1.28
5220	Tootsie Pop	\$0.32
5230	Rootbeer Barrels 4.5 oz	\$1.36
5240	Sugar Free Hard Candy 2.0 oz.	\$1.64
5260	Now & Laters 3.5 oz.	\$1.51
5270	Chick-O-Sticks Nuggets 3.0 oz.	\$1.44

Beverages and Condiments

6003	Salt (30 pack)	\$0.51
6004	Pepper (30 pack)	\$0.64
6005	Sugar (10 pack)	\$0.92
6006	Creamer (10 pack)	\$2.20
6007	Sweet & Low (10 pack)	\$0.97
6010	Coffee Bag 3.3 oz. (Private Label)	\$5.96
6020	Cocoa Single Serving	\$0.38
6030	Coffee Single Serving	\$0.39
6031	Vanilla Cappuccino-Single Serving	\$0.74
6040	Fruit Punch Drink Mix - Single Serving	\$0.32
6050	Cherry Drink Mix - Single Serving	\$0.32
6060	Lemonade Drink Mix - Single Serving	\$0.32
6065	Tea Drink Mix - Single Serving	\$0.32
6070	Orange Drink Mix - Single Serving	\$0.32
6071	Ketchup (10 Pack)	\$0.93
6072	Mayonnaise (10 Pack)	\$2.06
6073	Mustard (10 Pack)	\$0.82
6074	Hot Sauce (10 Pack)	\$1.69
6075	BBQ Sauce (10 Pack)	\$2.14
6076	Ranch Dressing-Squeeze 1.5 oz.	\$0.76
6080	Tea w/Lemon (Nutra Sweet) 5 Pack	\$0.86
6090	Fruit Punch (Nutra Sweet) 5 Pack	\$0.86
6095	Non-Fat Dry Milk (Makes 3 Quarts)	\$6.97

COP			COP		
Description			Description		
Unit Price			Unit Price		
Clothing			Clothing		
1000	Men's Ankle Socks	\$2.71	1300	Boxers Small	\$3.67
1010	Men's Crew Socks	\$2.71	1310	Boxers Med	\$3.67
1020	Female Socks	\$2.11	1320	Boxers Large	\$3.67
1025	T-Shirt Small	\$4.93	1330	Boxers XL	\$3.67
1030	T-Shirt Med	\$4.93	1340	Boxers 2XL	\$4.00
1040	T-Shirt Large	\$4.93	1341	Boxers 3XL	\$4.00
1050	T-Shirt XL	\$4.83	1342	Boxers 4XL	\$4.00
1055	T-Shirt 2XL	\$8.43	1400	Thermal Set Small	\$13.62
1060	T-Shirt 3XL	\$8.43	1401	Thermal Set Med	\$13.62
1062	T-Shirt 4XL	\$8.43	1402	Thermal Set Large	\$13.62
1075	Briefs Size S (28-30)	\$4.08	1403	Thermal Set XL	\$13.62
1085	Briefs Size M (32-34)	\$4.08	1404	Thermal Set 2XL	\$18.66
1105	Briefs Size L (36-38)	\$4.08	1405	Thermal Set 3XL	\$18.66
1114	Briefs Size XL (40-42)	\$4.08	1406	Thermal Set 4XL	\$18.74
1115	Briefs Size 2X	\$4.65	1410	Sweat Shirt Small – Ash Gray	\$16.96
1116	Briefs Size 3X	\$4.65	1411	Sweat Pants Small – Ash Gray	\$16.96
1117	Briefs Size 4X	\$4.65	1412	Sweat Shirt Med. – Ash Gray	\$16.96
1119	Panties Size 5	\$3.63	1413	Sweat Pants Med. – Ash Gray	\$16.96
1120	Panties Size 6	\$3.63	1414	Sweat Shirt Large – Ash Gray	\$16.96
1130	Panties Size 7	\$3.63	1415	Sweat Pants Large – Ash Gray	\$16.96
1140	Panties Size 8	\$3.63	1416	Sweat Shirt XL – Ash Gray	\$16.96
1150	Panties Size 9	\$3.63	1417	Sweat Pants XL – Ash Gray	\$20.05
1152	Panties Size 10	\$3.63	1418	Sweat Shirt 2XL – Ash Gray	\$20.05
1154	Panties Size 11	\$3.63	1419	Sweat Pants 2XL – Ash Gray	\$20.05
1155	Panties Size 12	\$5.52	1420	Sweat Shirt 3XL – Ash Gray	\$22.53
1156	Panties Size 13	\$5.52	1421	Sweat Pants 3XL – Ash Gray	\$22.53
1160	Shower Shoes Size 8	\$5.31	1422	Sweat Shirt 4XL – Ash Gray	\$22.53
1161	Shower Shoes Size 9	\$5.31	1423	Sweat Pants 4XL – Ash Gray	\$22.53
1162	Shower Shoes Size 10	\$5.31	1500	Sports Bra Small (32)	\$8.43
1163	Shower Shoes Size 11	\$5.31	1510	Sports Bra Med (34)	\$8.43
1164	Shower Shoes Size 12	\$5.31	1520	Sports Bra L (36)	\$8.43
1165	Shower Shoes Size 13	\$5.31	1530	Sports Bra XL (38)	\$8.43
1208	Canvas Deck Shoe Size 6	\$14.00	1535	Sports Bra 2XL (40)	\$8.43
1209	Canvas Deck Shoe Size 7	\$14.00	1540	Sports Bra 3XL (42)	\$8.43
1210	Canvas Deck Shoe Size 8	\$14.00	1545	Sports Bra 4XL (44)	\$8.43
1220	Canvas Deck Shoe Size 9	\$14.00			
1230	Canvas Deck Shoe Size 10	\$14.00			
1240	Canvas Deck Shoe Size 11	\$14.00			
1250	Canvas Deck Shoe Size 12	\$14.00			
1260	Canvas Deck Shoe Size 13	\$14.00			
1270	Canvas Deck Shoe Size 14	\$14.00			

Code	Description	Unit Price	Code	Description	Unit Price
Personal Hygiene			Personal Hygiene		
2001	Ivory Soap 3.1 oz	\$1.25	2110	Lotion 4.0 oz	\$0.94
2002	Lever 2000 4.0 oz	\$1.43	2115	20 oz. Aloe Vera Lotion	\$4.72
2005	Irish Spring 3.75 oz	\$1.25	2120	Baby Lotion 4.0 oz	\$1.19
2012	Dove Soap 4 oz.	\$2.38	2130	Petroleum Jelly 8.0 oz	\$2.29
2015	Dial Soap 4.0 oz	\$1.28	2132	Short Handle Comb	\$0.43
2016	Ambi Cocoa Butter Soap 3.5 oz.	\$3.79	2135	5" Pocket Comb	\$0.08
2017	Ambi Complexion Bar 3.5 oz.	\$3.79	2137	Small Hair Pick	\$0.51
2018	Cocoa Butter Soap 3.5 oz	\$1.79	2138	Hair Brush (No Handle)	\$1.86
2019	Body Wash 12 oz.	\$2.58	2140	Activator Gel 10 oz (Ethnic)	\$2.22
2020	Shampoo 4.0 oz	\$0.99	2142	Motions Shampoo – 6.0 oz. (Ethnic)	\$5.79
2031	Head & Shoulders Dandruff 1.7 oz.	\$2.14	2145	S&B Relaxer Regular (Ethnic)	\$12.35
2040	Conditioner 4.0 oz	\$0.94	2150	Lusti Hair Food 4 oz (Ethnic)	\$3.49
2050	Suave A/P Deodorant 1.4 oz.	\$2.70	2152	Blue Magic Hair Dressing 4.0 oz. (Ethnic)	\$3.70
2052	Degree A/P Deodorant 1.7 oz.	\$4.43	2153	Murray's Hair Pomade 3.0 oz. (Ethnic)	\$4.10
2060	Power Stick A/P Deodorant 2.0 oz.	\$2.90	2154	Sulfer 8 Conditioner 2.0 oz. (Ethnic)	\$5.60
2063	Mennen Speed Stick Deodorant 1.8 oz.	\$2.90	2156	T-Gel Therapeutic Shampoo 8.5 oz.	\$5.95
2064	Clear Stick Deodorant 1.6 oz.	\$1.03	2160	Medicated Skin Crème 4.0 oz.	\$2.04
2071	Shaving Cream Tube 3.0 oz.	\$1.86	2170	Single Blade Razor	\$0.32
2072	Magic Shave Powder (Metal Top & Bottom)	\$5.11	2171	Twin Blade Razor	\$0.38
2073	Magic Shave Cream	\$6.77	2172	Security Razor-short handled	\$0.21
2074	After Shave 4.0 oz.	\$1.47	2200	Ponytail Holders – 18 Pack	\$2.50
2075	Mouthwash 4.0 oz	\$1.01	2220	Shower Cap	\$0.21
2078	Cotton Swabs	\$1.38	2230	Styling Gel 20 oz	\$2.49
2080	Gel Toothpaste 2.75 oz	\$1.81	2241	Denture Adhesive 2 oz.	\$3.71
2081	Freshmint Sensitive Toothpaste 4.3 oz.	\$3.33	2242	Denture Cleaner (4 Tablets)	\$0.61
2082	Colgate Toothpaste 2.8 oz	\$2.76	2250	12.5 oz. VO5 Conditioner	\$2.89
2090	Toothbrush	\$1.00	2300	12.5 oz. VO5 Shampoo	\$2.89
2091	Toothbrush Short Handle	\$0.14	2301	12.5 oz. VO5 Shampoo + Conditioner	\$2.89
2092	Thumbprint Toothbrush	\$0.14	2400	Hair Spray Pump 7.0 oz.	\$2.57
2095	Dental Floss Packet	\$0.14	2500	Toilet Paper	\$0.79
2100	Baby Powder 4.0 oz	\$1.24	2502	Ampro Hair Gel 6.0 oz. (Ethnic)	\$2.43
2105	Baby Oil 6.5 oz	\$3.15	2503	Emery Boards (10 Pack)	\$0.89
2106	Baby Oil 4.0 oz	\$1.46			



Commissary - Jail Management Software - Food Services

Jefferson (110)

Plus Price



Commissary - Jail Management Software - Food Services

Code	Description	Unit Price
Miscellaneous-Items		
3000	Lipbalm	\$2.06
3005	Adult Oral Pain Gel 0.5 oz.	\$3.40
3006	Ibuprofen - 2 Pack	\$0.47
3007	Sinus Medication 2 Pack	\$0.60
3010	Vitamins 100ct	\$5.39
3011	Antacid (Roll)	\$1.57
3012	Cough Drops - 10 Pack	\$1.19
3015	Alka Seltzer - 2 Pack	\$0.53
3020	Non-Aspirin X-Strength 2 Pack	\$0.54
3022	Douche 4.5 oz. (2 Pack)	\$2.82
3025	Tampons (8 Pack)	\$2.40
3027	Maxi Pads (4 Pack)	\$1.00
3050	Eye Drops 0.5 oz.	\$3.35
3053	Saline Solution 12 oz.	\$6.27
3055	Acne Crème 1 oz.	\$3.88
3057	Hemorrhoid Ointment 1 oz.	\$4.02
3059	Anti-Fungal Crème 0.5 oz.	\$3.31
3060	Hydrocortisone Crème .5 oz.	\$3.22
3061	Triple Antibiotic Crème 0.5 oz.	\$4.42
3062	Muscle Rub Crème 1.25 oz.	\$3.52
3063	Flexible Fabric Bandage - 30 ct.	\$1.93
3065	Foot Powder 4.0 oz	\$1.63

Miscellaneous-Items		
4000	Foam Ear Plugs	\$0.57
4001	#10 Plain Envelope	\$0.06
4010	9x12 Envelope	\$0.26
4013	Postcard-Stamped	\$0.43
4015	Stamped Envelope	\$0.59
4020	Dictionary	\$2.56
4025	Magnifier 3.5"x2.0"	\$3.81
4030	Soap Dish (2 Piece)	\$0.85
4040	Toothbrush Holder	\$0.82
4050	Playing Cards	\$2.22
4055	Pinochle Cards	\$2.50
4060	Writing Pad (8 1/2 x 11)	\$1.44
4065	Gummed Writing Pad (8 1/2 x 11)	\$1.72
4070	Stamp Book - 10 ct	\$4.80
4075	Flex Pen w/Cap	\$0.47
4080	Pencil	\$0.22
4081	Golf Pencil	\$0.14
4082	Cup w/ Lid 22 oz.	\$0.85
4083	Bowl with Lid	\$1.79
4084	Plastic Spoon	\$0.08
4085	Ink Pen	\$0.33
4100	Eraser Top	\$0.13
4150	Detergent 1.94 oz.	\$0.81
4170	Nail Clippers (No file)	\$0.89
4175	Du-Rag (Black)	\$2.42
4180	Handkerchief	\$1.90
4185	Laundry Bag (18X 24)	\$5.82
4188	Laundry Bag (24 X 30)	\$7.45

Code	Description	Unit Price
Miscellaneous-Items		
4189	Pillow(Fire Retardant Covers)	\$7.56
4190	Washcloth (White)	\$1.47
4194	Bath Towel (White)	\$8.26
4195	Hand Towel (White)	\$3.24
4210	AA Batteries- 4 Pack	\$4.86
4220	Clear Am Fm Radio	\$23.13
4222	Sony AmFm Walkman	\$40.88
4230	Headset for Radio	\$8.50
4240	AAA Batteries- 4 Pack	\$5.51
4300	Coffee Cup	\$3.33
4305	Foam Rollers (10 Pack)	\$2.25
4309	Sketch Pad 18x12	\$8.99
4310	Colored Pencils (12 Pack)	\$3.76
4320	Rubber Bands (200 Count)	\$2.49
4325	Acrylic Mirror (4x6)	\$2.29
4330	Elmer's Glue	\$2.25
4400	Word Find Book	\$2.49
4405	Crossword Puzzle Book	\$2.49
4410	Checker Set	\$6.81
4415	Chess Set	\$7.63
4420	Dominoes	\$4.29
4500	Combination Lock	\$6.96
4520	Birthday Card	\$1.28
4530	Friendship Card	\$1.28
4540	Holiday Card	\$1.28
4998	E-Cigarette-Regular	\$7.96
4999	E-cigarette-Menthol	\$7.96

EXHIBIT B

LOBBY KIOSK TERMS AND CONDITIONS

TCSI shall provide each Kiosk to Client and Client shall accept each Kiosk upon the following terms and conditions:

1. Client acknowledges and agrees that TCSI incurs significant expenses in the installation and operation of a Kiosk.
2. Each Kiosk shall be operated for at least the "Initial Term" outlined in Article 6, Section A, (the "Minimum Operation Time") after the date of installation.
3. Each Kiosk shall generate a minimum of \$200 in fees per month ("Minimum Monthly Fee") payable to TCSI. To the extent that the Minimum Monthly Fee is not generated in a certain month, TCSI shall invoice client for the Minimum Monthly Fee less the amount of actual fees generated in such month by use of the applicable Kiosk. Such invoice shall be due and payable by Client within thirty (30) days after receipt.
4. In the event that a Kiosk is removed for any reason before the completion of the Minimum Operation Time applicable to such Kiosk, Client shall owe TCSI a Kiosk removal fee per Kiosk removed equal to \$1,200 less \$100 multiplied by the number of months the Kiosk has been in operation (the "Kiosk Removal Fee"). TCSI shall invoice client for the Kiosk Removal Fee. Such invoice shall be due and payable by Client within thirty (30) days after receipt.
5. By requesting TCSI to install a Kiosk in a certain Facility, Client is agreeing to the foregoing terms and conditions with respect to such Kiosk.
6. Kiosk Fees will be \$ 3.50 for each cash transaction and 10% for each credit card transaction. These are subject to change with thirty (30) days prior written notice.

EXHIBIT C

PAYMENT BASIS ELECTION

Select One:

- ☐ TCSI shall sell Commissary Products to Client to resell to inmates and Client shall pay TCSI for such Commissary Products. _____ [initial]

EXHIBIT D

TIGER CORRECTIONAL SERVICES REMOTE COMPUTER ACCESS POLICY

As part of the services offered to the Corrections Industry Tiger Correctional Services (Licensor) provides module based software systems called TigerTrack to clients (Licensee) under two categories and under these conditions:

- A. Computer equipment owned by Licensee
- B. Computer equipment owned by Licensor
- C. Ownership of informational files generated by TigerTrack software is the property of the Licensee.

Computer equipment owned by Licensee

1. For equipment owned by Licensee, the Licensee grants permission to the Licensor for limited remote or direct access with or without notice on said equipment to TigerTrack inmate accounting and banking software modules related to; offsite backup, troubleshooting, upgrades, and specific requests for assistance from the Licensee.
2. For any additional Jail Management System modules the Licensee grants permission to the Licensor the same limited access to offsite backup, troubleshooting, upgrades, and specific requests for assistance from the Licensee.

Computer equipment owned by Licensor

1. For equipment owned by Licensor and lent to Licensee, the Licensor retains all rights of ownership. The licensor may gain remote or direct access to the equipment with or without notice to the Licensee. This includes the right to, but does not limit the right to: maintain offsite backup, troubleshoot, upgrade, and respond to specific requests for assistance from the Licensee.
2. As the Licensor maintains ownership rights of Licensor owned equipment, it may restrict the use of any programs, software, browsers, or add-ons of any kind and any use of the equipment not directly connected to the operation of TigerTrack software.
3. The Licensor may block access to any Internet sites it deems inappropriate to the stated purpose of utilization of TigerTrack software.
4. The Licensee may request the addition of programs, software, browsers, or add-ons with justification of said items in writing.
5. If any unauthorized programs, software, browsers, or add-ons are discovered upon inspection of Licensor owned equipment either on premises or by remote means, the Licensor may at its discretion remove the said items with or without notification.
6. If any unauthorized programs, software, browsers, or add-ons installed by Licensee causes defects, infection by computer virus, Trojan horse, worms, or any other damage, Licensee will be responsible for the costs of repair or replacement of equipment at the discretion of the Licensor.

The undersigned signifies they understand and agree with this policy.

Printed Name

Title

Signature

Date

AFFIDAVIT OF WORK AUTHORIZATION

The grantee, sub grantee, contractor or subcontractor who meets the section 285.525, RSMo definition of a business entity must complete and return the following Affidavit of Work Authorization.

Comes now _____ (Name of Business Entity Authorized Representative) as
_____ (Position/Title) first being duly sworn on my oath, affirm
_____ (Business Entity Name) is enrolled and will continue to participate in the
E-Verify federal work authorization program with respect to employees hired after enrollment in the program
who are proposed to work in connection with the services related to _____
(Bid/Grant/Subgrant/Contract/Subcontract) for the duration of the grant, subgrant, contractor, or subcontractor,
if awarded in accordance with subsection 2 of section 285.530, RSMo. I also affirm that
_____ (Business Entity Name) does not and will not knowingly employ a person
who is an unauthorized alien in connection with the contracted services related to _____
(Bid/Grant/Subgrant/Contract/Subcontract) for the duration of
the grant, subgrant, contract, or subcontract, if awarded.

In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under section 575.040, RSMo.)

Authorized Representative's Signature

Printed Name

Title

Date

Subscribed and sworn to before me this _____ of _____. I am
(DAY) (MONTH, YEAR)

commissioned as a notary public within the County of _____, State of
(NAME OF COUNTY)

_____, and my commission expires on _____.
(NAME OF STATE) (DATE)

Signature of Notary

Date

*Not currently participating in E-Verify. Will enroll if awarded contract.

How Commissions Are Determined

The commissions will be based on the weekly, adjusted gross commissary sales. Adjusted gross sales are gross sales less postage sales or other noncommissioned sales.

Monthly Sales
Less Postage/Non Commissionable
= Adjusted Gross Sales

x 15% Commission **

*Postage sales and stamped envelopes are noncommissioned.

** 15% is the minimum commission requested.

25% Commission offer by bidder (Percentage)



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

Request for Proposal: **JAIL COMMISSARY 2016**

Date Issued: **5-10-2016**

PROPOSALS SHALL BE ACCEPTED UNTIL: **TUESDAY, JUNE 7, 2016 AT 2:00 P.M. LOCAL TIME.**

Specification
Contact:

LT. PATRICK HAWKINS
Department of the Sheriff
636-797-5318
phawkins@jeffcomo.org

Contract
Contact:

VICKIE PRATT
Department of Administrative Services
636-797-5380

Mail (3) Three
Complete Copies
With Vendor And
Proposal
Information As
Shown In Sample:

SAMPLE ENVELOPE

VENDOR NAME
VENDOR ADDRESS
CONTACT NUMBER DEPARTMENT OF THE COUNTY CLERK
JEFFERSON COUNTY MISSOURI
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050-0100
SEALED PROPOSAL: (PROPOSAL NAME)

Contract Term:
upon approval by
the County Council
and County
Executive

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Vendor
Information:

KEEFE COMMISSARY NETWORK LLC JOHN PURICELLI
Company Name Authorized Agent (Print)
10880 LINPARK PLACE Signature
Address
ST. LOUIS, MO 63132 822 VP / OM
City/State/Zip Code Title
314 919 4100 5/23/16 43-125649A
Telephone # Date Tax ID #
jpuricelli@keefegroup.com 314 919 4111
Email Fax #

C

(

C

How Commissions Are Determined

e commissions will be based on the weekly, adjusted gross commissary sales. Adjusted gross sales are gross sales less postage sales or other noncommissioned sales.

$$\begin{array}{r} \text{Monthly Sales} \\ \text{Less Postage/Non Commissionable} \\ \hline = \text{Adjusted Gross Sales} \end{array}$$

$$\times \underline{15\%} \text{ Commission **}$$

*Postage sales and stamped envelopes are noncommissioned.

** 15% is the minimum commission requested.

See Below Commission offer by bidder (Percentage)

We have included two separate commission offerings\service fees in our proposal for the commissary service and technology that has been requested in this RFP, labeled 'Option A' and 'Option B', each with a different pricing structure. 'Option A' calls for the exact same pricing that is currently in place today, while 'Option B' pricing has been increased, in order to allow us to offer a higher commission rate to the county, if so desired. Either of these options is subject to negotiation in order to create the combination of commission and pricing that is best suited for the Jefferson County Sheriff's Office.

Commission Rate / Service Fee

Pricing 'Option A': 35%

Pricing 'Option B': 39.5%

Note: If the county wished to increase the number of times inmates could order commissary from once to twice per week, we could increase these commission offerings by 2%.

Additionally, we have included in our proposal an option for an alternate commissary service, which would **augment the current bag and deliver method** with the implementation of our ***unique direct-debit vending service***. 'Option B' pricing (only) would apply to this proposed option. The proposal includes Keefe providing a local part time employee to stock the vending machines 2-3 times per week (M-F).

Pricing 'Option A': N/A

cing 'Option B': 33%

C

C

C

health records, pharmacy administration, trust accounting, commissary operations, food service, inmate enablement and investigation solutions. It helps state and federal correctional agencies to operate more efficiently and helps offenders prepare to re-integrate into society. To date, 6 statewide DOCs and the Federal Bureau of Prisons have chosen ATG software solutions.

Keefe Group strives to continually exceed its customers' expectations by providing the most timely and innovative solutions, and to always make exceptional service—the cornerstone of a lasting partnership— its top priority.

Market Share

Based on information we have been able to gather, the following tables illustrate KCN's dominant market share both nationally and within the state of Missouri for facilities that have outsourced their commissary services

National

	# of Facilities	# of Inmates	Market Share
TOTAL	2319	988,498	
KCN	744	496,571	49.43%
COMPETITOR #1	673	212,924	24.75%
COMPETITOR #2	108	87,639	9.11%

State of Missouri

	# of Facilities	# of Inmates	Market Share
TOTAL	58	9,619	
KCN	33	7,186	74%
COMPETITOR #1	13	1,465	15%
COMPETITOR #2	6	498	5%

Note: This dominance we enjoy within the state of Missouri can be explained in large part by the fact that we operate a full-service, top of the line service center within the state (located just 40 miles away from the Jefferson County Jail, in Bridgeton, Missouri) as well as the fact that our corporate technical support is located within the state as well. So both PRODUCTS and SUPPORT are close at hand! Other vendor's experience this same dominance in states where they too operate a full-service, top of the line service center and have their corporate technical support team is located. This is something that should definitely be factored into when choosing your commissary provider.

We noted that the RFP did not request\require vendors to submit a list of references. References are available upon request.

(

(

(

Another advantage with our call center is that the primary call center is located only feet away from our technical department should a call need to be escalated, and allows KCN to ensure that any issue will be resolved efficiently and professionally. The KCN call center is available to take deposits Monday – Friday, 7:30am to 7:00pm (CST).

Internet:

Depositors can visit a secure deposit website and set up an account with a personal password using their email address. If they do not have an email account, the supplier will direct them to a free email provider such as Yahoo or Hotmail to allow them to create an email account. Once they have completed this process, users may deposit funds into an inmate's account using their MasterCard or Visa logo debit/credit card. All transactions are fully PCI compliant.

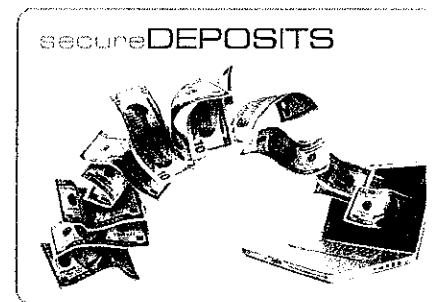
Keefe Response:

Online Deposits

In order to allow family and friends to make deposits online, KCN operates a secure website 24/7/365. Depositors can visit our Secure Deposit website at www.securedeposits.com and setup an account. All that is required to set up an account is an email address and a personal password. If a user does not currently have an email account, the website will direct them to a free email provider such as Yahoo or Hotmail in order to create an email account. Once they have completed this process, they can log onto the secure website.

Once the user is logged into their account, they are in complete control. Depositors have the following functions available to them:

- Recipient list – Users are allowed to create a recipient list that will allow them to add as many inmates as they choose. This list allows the users to efficiently add funds to an inmate's account.
- View deposit history – Each user is able to view their history for every deposit made from the website to each inmate's account.
- Edit account information – Users are able to enter in current information such as address and telephone number that will be used to process all deposits made
- Add funds – Users are able to simply click on a button, provide their debit/credit card information and make a deposit.
- Remove inmate – User can choose to remove the selected inmate from their recipient list at any time.





Select your Language:
[English](#)
[Español](#)

Logged in as: KCN Developer Logout

secure **DEPOSITS**

Deposit Funds				Logged in as: KCN Developer
DEPOSITS	Select a recipient from the list below or visit My Recipients to add another Recipient			
Deposit Funds	Click here to view past Transactions			
MAIL				
My Recipients				
Edit Profile				
Logout				
	Offender #	Name	Birth Date	
	114304	BENJAMIN JOHNSON	0001-01-01	Add Funds
	27025	BILL JOHNSON	0001-01-01	Add Funds
	A072611548	JACKIE JOHNSON	XXXX-XX-XX	Add Funds
	516468ABC	JOSE SANCHEZ	XXXX-XX-XX	Add Funds
	143722	ADAM SMITH	0001-01-01	Add Funds
	143542	ALAN SMITH	0001-01-01	Add Funds
	TEST-001	BOBBY SMITH	1975-06-14	Add Funds
	357370	JOE SMITH	1976-03-12	Add Funds
	38174	JOHN SMITH	0001-01-01	Add Funds

[Privacy Policy](#) | [Terms and Conditions](#) | [Contact Us](#) | [FAQ](#)

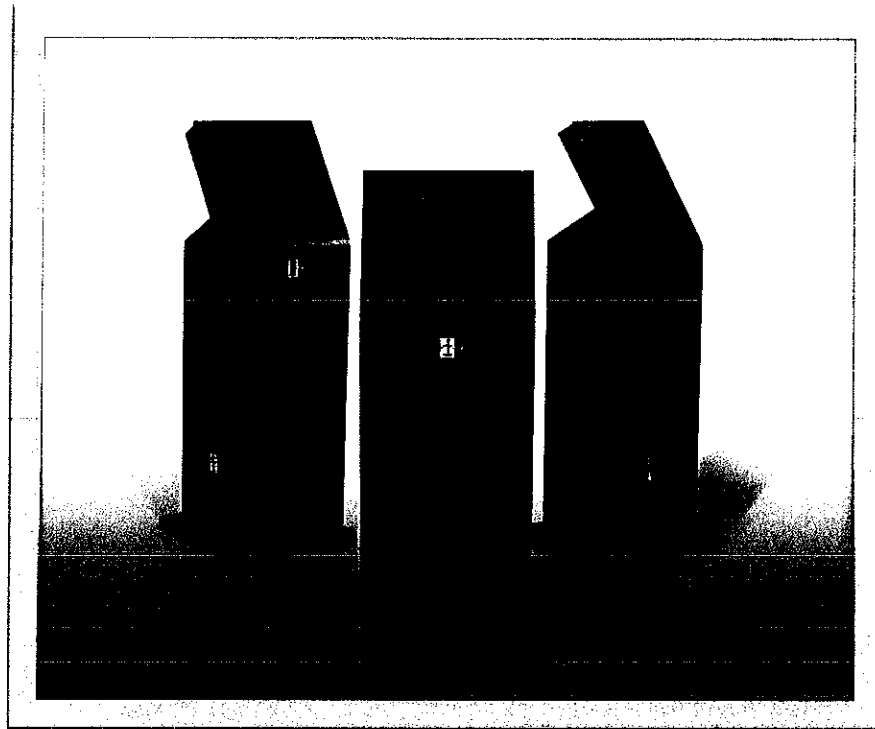
Copyright © 2009 Access Corrections. All rights reserved.

Depositors are able to contact Customer Service under the “Contact Us” section of the website. Depositor emails from our website are sent directly to the Customer Service department for review and response.

Lobby Kiosk:

Provide a touch screen kiosk for both cash and credit/debit card use for depositing funds directly to an inmate account. Friends and family can look up their loved one by ID number or name, confirming identity with birth date, booking date, and/or picture. The Supplier will provide all technical support and documentation, as well as provide cash pick-up via armored car service every two weeks.

Keefe Response: KCN has the largest network of lobby kiosks in the country servicing the Correctional market. We currently have over 400 lobby kiosks deployed in jails across the country. KCN has technical support technicians who are responsible for the installation of our deposit kiosks. These technicians are employees of KCN and have years of experience involved in technology implementation, including deposit kiosks. All deposit kiosks are shipped to our Corporate Headquarters where they are tested thoroughly before shipped to the customer location. KCN technicians will install, configure and test the kiosk on-site. Furthermore, a designated technician will monitor each kiosk utilizing our management software. This management software sets KCN apart from our competitors as it enables our staff to monitor each kiosk with alerts. Alerts we receive encompass all operations allowed by the kiosk. This guarantees that KCN’s deposit kiosks are managed as efficiently as possible. The kiosk will accept deposits via cash or credit/debit cards. Each kiosk also has the ability to take a photo of each depositor for potential investigative purposes.



KCN has a single point of contact that is responsible for oversight/administration of a contract, transaction reports, contract monitoring, billing resolutions, and system improvement processes. KCN will make this point of contact available for the means of this contract.

FEE STRUCTURE				
Gross Amount Deposited	Web	Phone	Credit at Kiosk	Cash at Kiosk
\$0.01 - \$19.99	\$2.95	\$3.95	\$4.00	\$4.00
\$20.00 - \$99.99	\$5.95	\$6.95	\$4.00	\$4.00
\$100.00 - \$199.99	\$7.95	\$8.95	\$4.00	\$4.00
\$200.00 - \$300.00	\$9.95	\$10.95	\$4.00	\$4.00

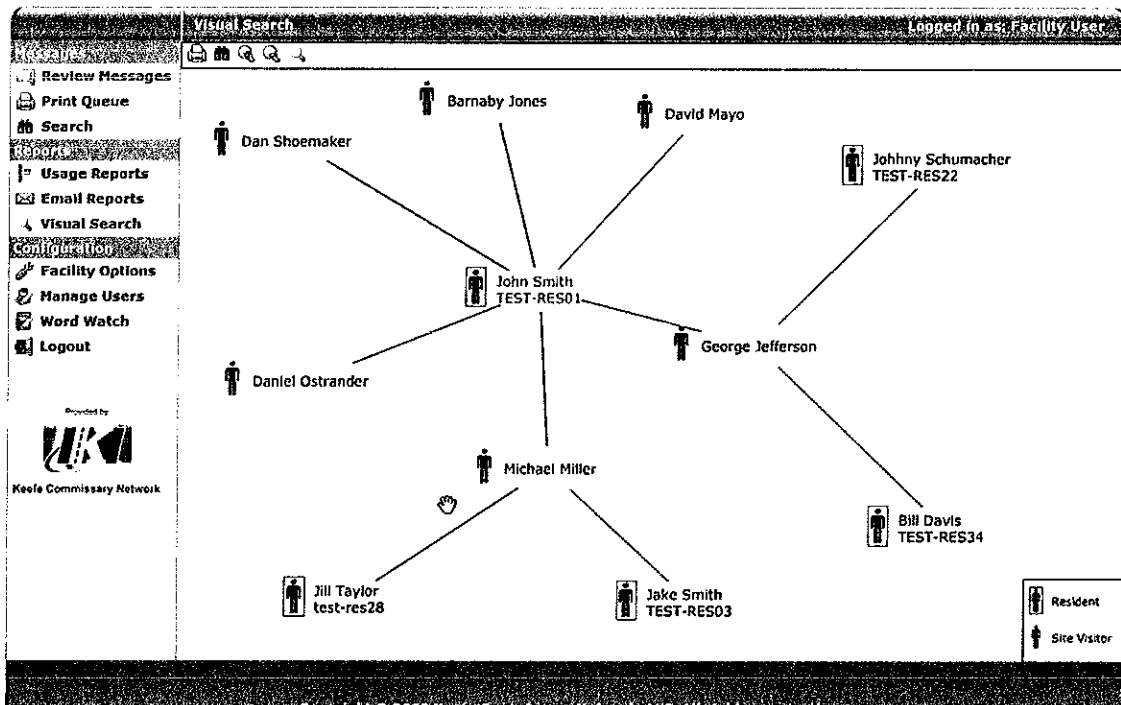
Data Detective

As an additional feature and another way for the County to monitor its services, KCN is proposing its Data Detective®. The Data Detective® is KCN's data mining solution specifically designed for our services. This tool is designed with the investigative nature of the corrections market in mind. Authorized staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Some of the features are listed below:

- Facility staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators to quickly find connections and patterns
- Web based program so authorized facility staff are able to view from their own desktop computer.

Months of research and development, utilizing established relationships with correctional facilities allowed KCN to develop the very best solution for the corrections market. This tool will automatically be applied to all payment information.

Please see below for a sample screen shot of the Data Detective® tool.



Access Secure Deposits™ - Deposit Purpose Overview

Our Deposit Purpose feature allows depositors to make deposits for a specific purpose. This can include Trust Fund Deposits, Bail, Probation and Parole, Medical, etc. The deposit purpose fields can be customized per the facility's needs. By identifying what the deposit is for it allows for easier understanding and reconciling of each deposit. These deposits can be made via lobby kiosk, web or phone.

Lobby Kiosk

Our Lobby Kiosk can be setup with our Deposit Purpose feature. This allows the depositor to identify what purpose (Trust Fund Deposits, Bail, Probation and Parole, Medical, etc.) they wish to make a deposit.



The depositor first searches for the offender they wish to make a deposit for.

START OVER 

Please enter Last and First Name by using the on-screen keyboard.
When you are done, select **NEXT** to continue!

Last Name	<input type="text"/>
First Name	<input type="text"/>

Q	W	E	R	T	Y	U	I	O	P	Backspace	7	8	9	
A	S	D	F	G	H	J	K	L	Next Field		4	5	6	
Z	X	C	V	B	N	M	Symbols				1	2	3	
CAPS	Space											0	.	Del

 BACK	NEXT 
----------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------

The depositor then selects the offender they were searching for.

Is this the Inmate you were looking for?
Press **YES** to confirm

Booking #: 554013

First Name: ANTONIO

Middle Name:

Last Name: SANCHEZ-MORENO

Booking Date: 02/20/2009

Date of Birth: 05/XX/1974

Photo not available



After the offender is selected, a list of deposit purposes will display. This allows the depositor to select the purpose of their deposit. The list of deposit purposes can be customized per facility.

(

(

(

START OVER 

List of Deposit Purposes!

TRUST FUND

Credit towards a Trust Fund Account.

BAIL

Credit towards a Bail account.

PAROLE and PROBATION

Credit towards a Parole account.

MEDICAL

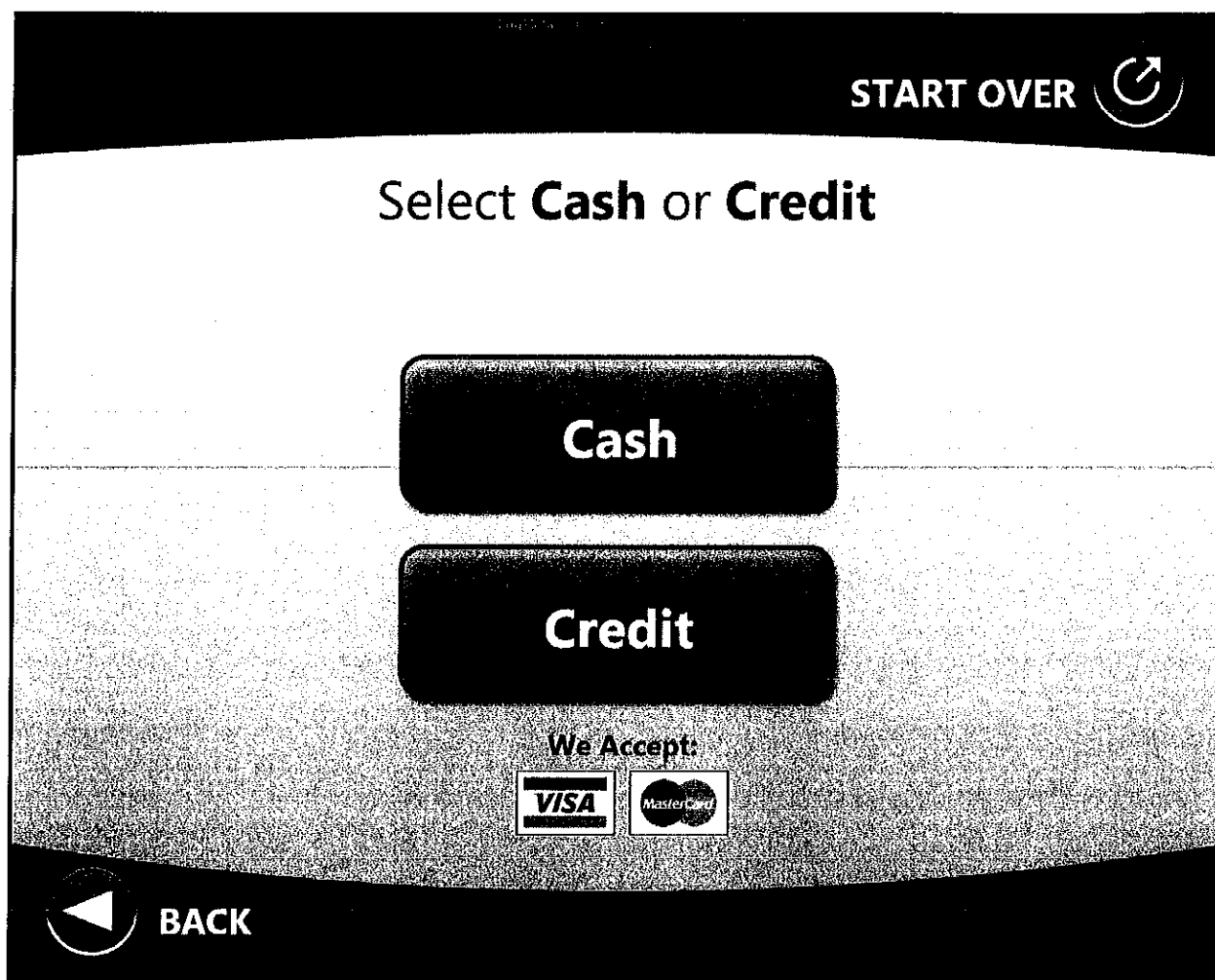
Credit towards a Medical account.



BACK

Results Page 1 of 1 (Total : 4 items)

We accept both cash and credit/debit card deposits. The depositor then selects their method of deposit to complete.



Additional Related Service

Lock Box Service

KCN's proposed Lock Box collection will be maintained by KCN staff. KCN does not outsource its operations and handles these important and secure services in-house using KCN employees. All of KCN employee candidates must successfully pass a thorough background check, a satisfactory credit check, and drug testing before they are considered for employment. We take full responsibility of our operations and employees, and go above and beyond to provide exceptional, professional, and the most secure services to our customers.

In order to process transactions through a bank lock box, the designated bank will receive payments from the public and in turn deposit to KCN's bank account within 24 hours. KCN in turn will post funds to the facility the following day. This process will take, at a minimum 48 hours. With KCN's ability to collect funds from a P.O. Box designated for inmate funds, in most cases we are able to receive, process, and post the same day. By utilizing this method the facility will receive the funds 24 hours faster than if payments were sent to a bank lock box.

The process for collecting funds is simple and efficient. KCN staff will receive payment designated for inmate deposits and in most cases, review, process and post within 24 hours. All funds delivered through this method are guaranteed by KCN. Please note that personal checks will not be applied for a minimum of 14 days or until cleared by the depositor's bank.

Booking Kiosk

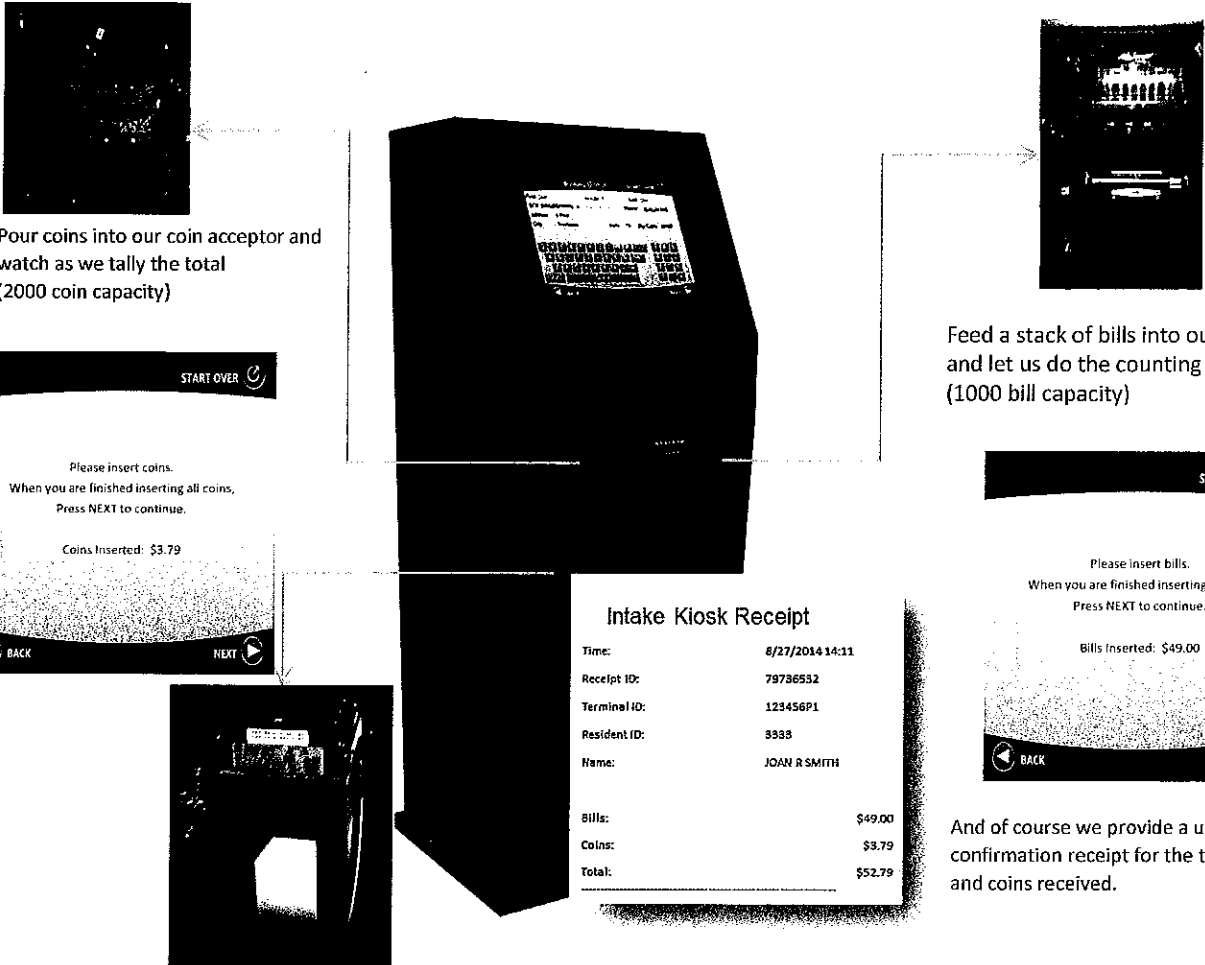
The booking kiosk is a peripheral device that attaches via USB cable to a computer running the accounting software. The kiosk's money acceptor is activated from within the accounting software when an officer deposits money to an inmate's account. The kiosk accepts bills and coins, automatically counts them and totals the amount, then the officer commits the deposit transaction and a receipt is printed.

Keefe Response: Acknowledged and agreed.

We currently provide this very piece of equipment, as described above, to the county under the current contract.

We have a new intake kiosk (see below) that could replace the current-style booking kiosk, and could be available as part of our proposal. The main benefit to this kiosk is it contains a bulk coin counter. If the county wishes to utilize this intake kiosk, we would have to lower the commission we have offered by 2%.

Intake Kiosk



Pour coins into our coin acceptor and watch as we tally the total (2000 coin capacity)

Feed a stack of bills into our bill acceptor and let us do the counting for you (1000 bill capacity)

START OVER

Please insert coins.
When you are finished inserting all coins,
Press NEXT to continue.

Coins Inserted: \$3.79

BACK NEXT

Intake Kiosk Receipt

Time:	6/27/2014 14:11
Receipt ID:	79736532
Terminal ID:	123456P1
Resident ID:	3333
Name:	JOAN R SMITH
Bills:	\$49.00
Coins:	\$3.79
Total:	\$52.79

START OVER

Please insert bills.
When you are finished inserting all bills,
Press NEXT to continue.

Bills Inserted: \$49.00

BACK NEXT

And of course we provide a uniquely numbered confirmation receipt for the total amount of bills and coins received.

(

(

(

Online Shift Report Details

Instate Kiosk View Deposit

Station: Bell County TX 28320 Station Desk Help

Deposit Request History

Unmatched Deposit Requests
View Unmatched Request History

Print Report Export Report to Excel Back

Deposit Request History Report

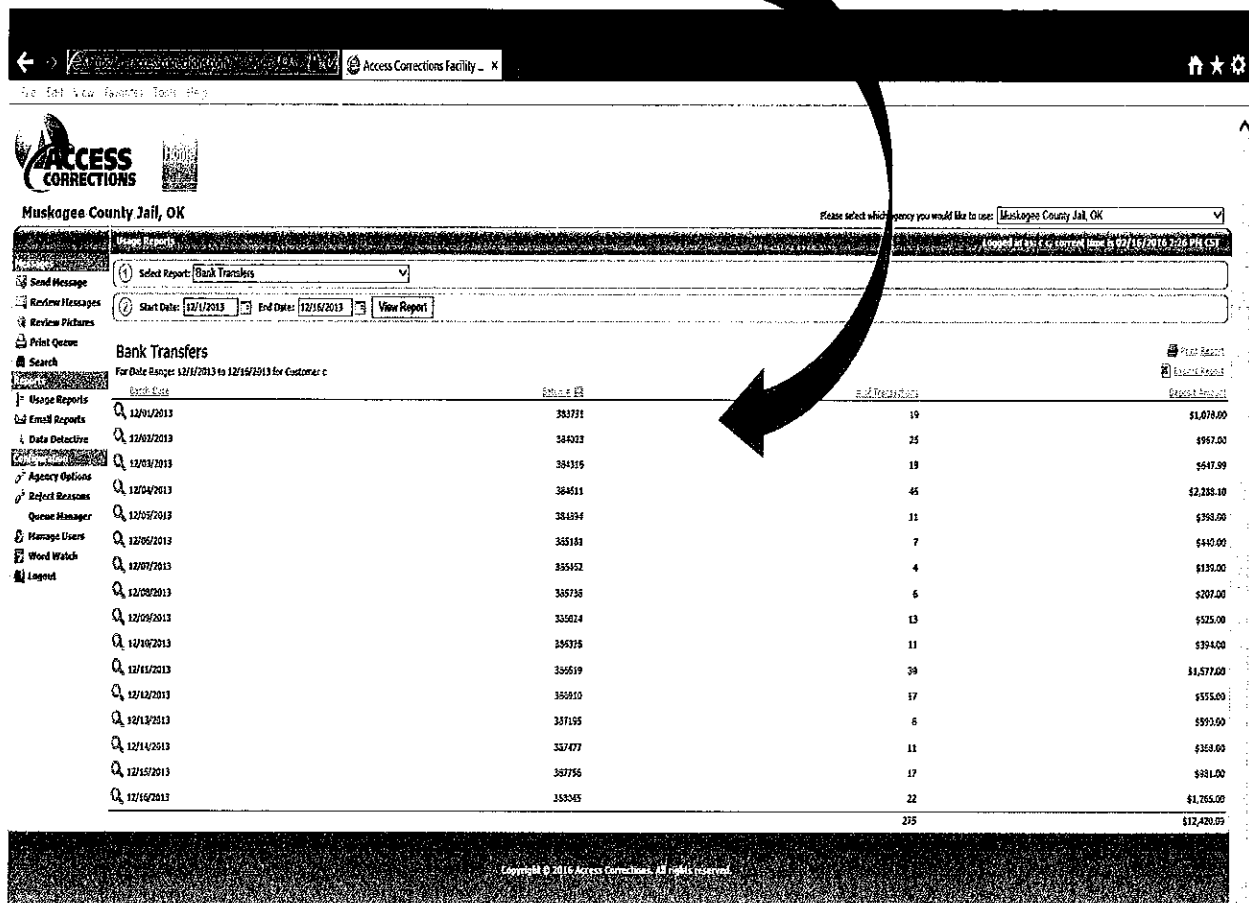
Date	Booking ID	Last Name	First Name	Matched By	Receipt ID	Amount	Status	Shift	Kiosk
02/15/2016 10:40	2016-00001431	BENIGNI	CHRISTOPHER	Auto Type 1	12478350	\$ 0.00	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/15/2016 00:08	2016-00001433	RAMIREZ	FABIAN	Auto Type 1	16550120	\$ 0.00	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/13/2016 13:47	2016-00001443	MOTTEL	ERRICK	Auto Type 1	15330040	\$ 1.25	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/13/2016 13:32	2016-00001442	DAVIS	DANIEL	Auto Type 1	12282140	\$ 159.00	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/13/2016 13:25	2016-00001440	WILSON	JACK	Auto Type 1	17173550	\$ 24.50	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/13/2016 06:19	2016-00001425	CALBERTH	SAPPHENA	Auto Type 1	14320025	\$ 174.50	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/13/2016 06:17	2016-00001427	MARTINEZ	TOMAY	Auto Type 1	99351623	\$ 83.13	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/12/2016 23:38	2016-00001443	SCOTT	XELVIN	Auto Type 1	10965208	\$ 620.25	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/12/2016 12:47	2016-00001390	OWSLEY	SANDRA	Auto Type 1	18277341	\$ 14.76	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/12/2016 12:40	2016-00001399	WIGGINS	ISWAYNE	Auto Type 1	10754241	\$ 0.80	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/12/2016 11:40	2016-00001377	BECK-HAMMACK	CHASTITY	Auto Type 1	19242223	\$ 2.00	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/12/2016 11:31	2016-00001366	Powell	DESHANA	Auto Type 1	12439701	\$ 5.00	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/12/2016 10:14	2016-00001391	RICHARDSON	MONTREAL	Auto Type 1	16425767	\$ 7.80	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/12/2016 09:40	2016-00001390	OWSLEY	SANDRA	Auto Type 1	13007189	\$ 5.02	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/12/2016 01:56	2016-00001386	Sims	Leticia	JAMES, REDDEMAN	13084485	\$ 514.80	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/11/2016 11:45	2016-00001363	RUBIN	MAYMAHANE	Auto Type 1	16931490	\$ 50.00	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/11/2016 11:28	2016-00001362	SAYERS	EDWARD	Auto Type 1	14213545	\$ 40.00	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/11/2016 10:24	2016-00001359	HERRER	KATHAHAN	Auto Type 1	12095768	\$ 219.85	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/11/2016 10:19	2016-00001358	FLOYD	CHRISTIAN	Auto Type 1	16528144	\$ 8.08	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/11/2016 09:09	2016-00001357	HILLARD	JOHAN	Auto Type 1	18495587	\$ 156.65	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/11/2016 05:05	2016-00001356	GOSSETT	Vincent	Auto Type 1	15940354	\$ 1.05	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/10/2016 15:52	2016-00001339	ANKORIS	KELLY	Auto Type 1	14358777	\$ 106.90	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/10/2016 15:00	2016-00001328	SMITH	JOSEPH	Auto Type 1	15605006	\$ 1.01	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/10/2016 11:41	2016-00001328	BLACK	SHAQUANTA	Auto Type 1	19420224	\$ 67.35	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/10/2016 14:39	2016-00001331	CANACHO	ROBERT	Auto Type 1	14555535	\$ 0.80	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/10/2016 12:01	2016-00001322	EIDRIDGE	ALESSA	Auto Type 1	10198372	\$ 2.00	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/10/2016 12:05	2016-00001322	EIDRIDGE	ALESSA	Auto Type 1	12279451	\$ 5.00	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/10/2016 09:28	2016-00001320	DOBBREFFY	JASMINE	Auto Type 1	11861974	\$ 2291.66	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/10/2016 02:00	2016-00001311	LOPACHEK	DEVON	JAMES, REDDEMAN	18295666	\$ 0.00	Matched	Unassigned Shift	Bell County TX Instate Kiosk
02/10/2016 01:59	2016-00001312	MITCHELL	JUSTIN	JAMES, REDDEMAN	15042776	\$			

The individual deposits and the ACH Batch Transaction will have automatically posted to your Online Deposits Clearing account in the KeepTrak General Ledger:

Transaction Detail for Bank Transfer For Batch# 384023 on 12/01/2013 for Customer c									
Receipt #	Deposit Source	Recipient #	Recipient Name	Depositor	Depositor Address	Recipient DOB	Deposit Purpose	Deposit Amount	
76048783	X	2263	VAHN, LEONARD RAY	SWANSON/HANCIK	311 S9 MUSKOGEE OK 74401	XX/XX/XXXX	N/A	\$50.00	
76670166	Web	209982	ALLEN, TRIVIAN	Edward Wickson	1103 n j st Hugo OK 74743	XX/XX/XXXX	N/A	\$19.00	
74836541	K	72560	MAXWELL, BRANDON TORINO	MAXWELL LADONNA	4715 W 53RD ROW SOUTH OF MUSK MUSKOGEE OK 74401	XX/XX/XXXX	N/A	\$52.00	
74722939	K	97583	SCOTT, KENNETH EDWIN	SCOTT ELIZABETH	215 S 15TH ST MUSKOGEE OK 74401	XX/XX/XXXX	N/A	\$37.00	
74629983	K	97583	SCOTT, KENNETH EDWIN	BALESANNA MARIE	11145 N 530 RD TAHLEQUAH OK 74464	XX/XX/XXXX	N/A	\$30.00	
76721761	K	21224	PERRY, LEON TAMISSION	PERRY NATASHA	PO BOX93 MUSKOGEE OK 74402	XX/XX/XXXX	N/A	\$57.00	
77050017	K	153023	SIMPSON, QUINCY SANTANA	SPENCER RETRINDA	1714 PINE KENS MUSKOGEE OK 74401	XX/XX/XXXX	N/A	\$17.00	
79731097	Web	236297	ROBERTS, DUSTIN LEE	delores mcdonald	20408 s. 216th east ave haskett OK 74436	XX/XX/XXXX	N/A	\$75.00	
78921134	K	215600	MILLER, JORDAN CORTEZ	MILLER TOWANNIA	703 HC				
78212119	K	10831	FREEMAN, BARBARA JEAN	PEYHOUSE VERNIA	RT1 BC				
77804603	K	19912	PARRIS JR., STEVE JOE	BURGESS ROWIE	2920 E				
74276075	K	215919	ROGERS, ZACHARY RYAN	MARTINEZ JOHNNIE	805 SE				
74254557	K	215605	MILLER, MARTIN D	MILLER TOWANNIA	703 HC				
71309652	K	40638	ARMSTRONG, KEVIN LEE	ARMSTRONG KIMBERLY	3506 RI				
71374788	K	27918	GILBRETH, DARRELL DEWAYNE	GILBRETH DARRELL	123 N.				
70768439	K	8024	TOLLIVER, ROBERT ALLEN	AGUIRRE ZELMA	1805A				
70637286	K	238143	NORWOOD, NICKOLAS JAZZ	NORWOOD/JOHN	64 9TH				
70609634	K	39745	PEPPER, JEREMY PATRICK	FAGG/PAMELAP	400 NW				
72355242	K	183306	THOMPSON, SHANE EDWARD	HARRIS ALICE	P BOX				
72924557	K	179662	WARTSON, SHAWN DEWIGHT	PERRY NATASHA	PO BOX				
73731800	K	233585	SKADAL, CHRIS FREDERICK	SKADAL SHERRY	RR4 BC				
73266686	K	203239	SHANK, LARRY ALEXANDER	SHANK LARRY	122 N.				
73063518	K	216450	WASHINGTON, WILLIE DEON	OSBORN MAE	2301 D				
73002344	K	158946	SANDERS, ADAM RANDALL	SANDERS ADAM	115 N				
70547255	K	98741	NEIGHBORS, SEAN CURTIS	HAYDEN JEANNE	5212 X				

Date/Time	Accounting Event	Description	Amount	Balance
02/16/2016 01:25	Online ACH Deposit	a047-de211-fa47111-de93e-3e6411	(\$967.00)	\$1,615.25
02/15/2016 23:25	Online Deposit	70637286 NORWOOD/JOHN	\$100.00	\$1,582.25
02/15/2016 22:40	Online Deposit	74276075 MARTINEZ JOHNNIE	\$37.00	\$1,482.25
02/15/2016 21:24	Online Deposit	74722939 SCOTT ELIZABETH	\$37.00	\$1,445.25
02/15/2016 20:38	Online Deposit	71309652 ARMSTRONG KIMBERLY	\$42.00	\$1,408.25
02/15/2016 20:32	Online Deposit	70609634 FAGG/PAMELAP	\$15.00	\$1,363.25
02/15/2016 20:19	Online Deposit	74836541 MAXWELL LADONNA	\$52.00	\$1,336.25
02/15/2016 19:40	Online Deposit	79731097 delores mcdonald	\$75.00	\$1,284.25
02/15/2016 19:09	Online Deposit	76670166 Edward Wickson	\$19.00	\$1,209.25
02/15/2016 18:56	Online Deposit	77050017 SPENCER RETRINDA	\$17.00	\$1,190.25
02/15/2016 17:48	Online Deposit	77804603 BURGESS ROWIE	\$22.00	\$1,173.25
02/15/2016 16:45	Online Deposit	76721761 PERRY NATASHA	\$57.00	\$1,151.25
02/15/2016 16:07	Online Deposit	76648783 SWANSON/HANCIK	\$50.00	\$1,094.25
02/15/2016 15:19	Online Deposit	70768439 AGUIRRE ZELMA	\$22.00	\$1,064.25
02/15/2016 15:17	Online Deposit	71374788 GILBRETH DARRELL	\$17.00	\$1,022.25
02/15/2016 14:24	Online Deposit	70547255 HAYDEN JEANNE	\$17.00	\$1,005.25
02/15/2016 13:37	Online Deposit	15320040 ERICK MITCHELL	\$1.25	\$1,988.25
02/15/2016 13:32	Online Deposit	12292140 DENZEL DAVIS	\$158.00	\$1,987.00
02/15/2016 13:28	Online Deposit	74629983 BALESANNA MARIE	\$30.00	\$1,829.00
02/15/2016 12:19	Online Deposit	73002344 SANDERS ADAM	\$22.00	\$1,799.00

To create a Transaction Detail for Bank Transfer report, start from the Bank Transfers Report, and set a date range. This will show the summaries for the nightly ACH batches



Access Corrections Facility

Muskogee County Jail, OK

Please select which agency you would like to use: Muskogee County Jail, OK

Selected Report: Bank Transfers

Start Date: 12/1/2013 End Date: 12/16/2013 View Report

Bank Transfers
For Date Range: 12/1/2013 to 12/16/2013 for Customer: c

Batch Date	Batch ID	Batch Transactions	Batch Amount
12/01/2013	383731	19	\$1,078.00
12/02/2013	384023	25	\$967.00
12/03/2013	384315	19	\$647.99
12/04/2013	384611	46	\$2,328.10
12/05/2013	384904	11	\$593.00
12/06/2013	385191	7	\$440.00
12/07/2013	385482	4	\$130.00
12/08/2013	385766	6	\$207.00
12/09/2013	386024	13	\$525.00
12/10/2013	386315	11	\$394.00
12/11/2013	386619	38	\$1,577.00
12/12/2013	386910	17	\$555.00
12/13/2013	387195	6	\$393.00
12/14/2013	387477	11	\$368.00
12/15/2013	387756	17	\$981.00
12/16/2013	388045	22	\$1,765.00
		275	\$12,420.00

Copyright © 2016 Access Corrections. All rights reserved.

Click on the spy glass for a date you want to report on, and select the 'Transaction Detail for Bank Transfer' sub report to show the family member deposits for that date.

Transaction Detail for Bank Transfer
For Batch# 384023 on 12/1/2013 for Customer c

Recipient Name	Depositor	Depositor Address	Recipient DOB	Deposit Purpose	Deposit Amount
SWANSON/NANCY	311 S 9 MUSKOGEE OK 74401	10/00/0000	H/A	\$50.00	
WICKSON	1303 N 1st Hwy OK 74743	10/00/0000	H/A	\$19.00	
WICKSON	4715 W 53RD ROW SOUTH OF MUSK MUSKOGEE OK 74401	10/00/0000	H/A	\$52.00	
WICKSON	2155 15TH ST MUSKOGEE OK 74401	10/00/0000	H/A	\$37.00	
WICKSON	11145 N 530 RD TALLULAH OK 74964	10/00/0000	H/A	\$30.00	
WICKSON	PO BOX 838 MUSKOGEE OK 74402	10/00/0000	H/A	\$17.00	
WICKSON	1714 PICKENS MUSKOGEE OK 74401	10/00/0000	H/A	\$17.00	
WICKSON	21508 S. 216th east ave Haskell OK 74436	10/00/0000	H/A	\$75.00	

Summary: 278 transactions, Total Amount: \$12,420.00

The individual deposits and the ACH Batch Transaction will have automatically posted to your Online Deposits Clearing account in the KeepTrak General Ledger:

Online Deposits

Date/Time	Accounting Event	Description	Amount	Balance
02/16/2016 01:25	Online ACH Deposit	3647-de211-fa7111-dc30e-3ed141	(\$597.00)	\$1,615.25
02/15/2016 23:25	Online Deposit	70637286 NORWOOD/JOHN	\$100.00	\$2,582.25
02/15/2016 22:40	Online Deposit	74276075 MARTINZ JOHNNIE	\$37.00	\$2,482.25
02/15/2016 21:24	Online Deposit	74722939 SCOTT ELIZABETH	\$37.00	\$2,445.25
02/15/2016 20:38	Online Deposit	71306652 ARMSTRONG KIMBERLY	\$47.00	\$2,408.25
02/15/2016 20:31	Online Deposit	70909638 FAGG/PAMELA	\$25.00	\$2,383.25
02/15/2016 19:19	Online Deposit	74836543 MAXWELL LADONHA	\$52.00	\$2,336.25
02/15/2016 19:40	Online Deposit	49731097 d'lores mcdonald	\$75.00	\$2,261.25
02/15/2016 19:09	Online Deposit	76570165 Edward Wickson	\$18.00	\$2,243.25
02/15/2016 18:56	Online Deposit	71050017 SPENCER BETRINDA	\$17.00	\$2,192.25
02/15/2016 17:48	Online Deposit	77804603 BURGESS ROXIE	\$22.00	\$2,173.25
02/15/2016 16:45	Online Deposit	74671761 PERRY NATASHA	\$57.00	\$2,151.25
02/15/2016 16:07	Online Deposit	76048783 SWANSON/NANCY	\$50.00	\$2,094.25
02/15/2016 15:19	Online Deposit	70768438 AGUIRRE ZELMA	\$22.00	\$2,044.25
02/15/2016 15:17	Online Deposit	71374788 GILBRETH DARRELL	\$17.00	\$2,027.25
02/15/2016 14:24	Online Deposit	70547255 HAYDEN JEANNE	\$17.00	\$2,005.25
02/15/2016 13:37	Online Deposit	15320040 ERICK MITCHELL	\$1.25	\$1,988.25
02/15/2016 13:32	Online Deposit	12282140 DENZEL DAVIS	\$158.00	\$1,987.00
02/15/2016 13:28	Online Deposit	74629983 BALESAN NAMARIE	\$30.00	\$1,829.00
02/15/2016 12:19	Online Deposit	73002344 SANDERS ADAM	\$22.00	\$1,799.00

Intake Kiosk Deposits will show in the Cash Pickup Report. To run this report start from Cash Pickups and Set a Date Range. This will show the summaries for the scheduled cash pickups.

Access Corrections Facility

Muskogee County Jail, OK

Please select which agency you would like to view: Muskogee County Jail, OK

Select Report: Cash Pickups

Start Date: 02/09/2016 End Date: 02/18/2016 View Report

Cash Pickups
For Date Range: 02/09/2016 to 02/18/2016 for Customer: c

Date Range	Cash Pickup Amount	Payee Deposit Amount	Fee Amount	Surcharge Amount
02/09/2016	34814001-00001 - Muskogee County Jail, OK Lobby 1	77410	300	\$14,325.00
02/09/2016	34814001-00001 - Muskogee County Jail, OK Lobby 1	78797	378	\$12,000.00
Totals:		579		\$25,145.00

Clicking the spy glass on this report will immediately show the details of the deposits that accumulated within this cash pickup period

Date & Time	Receipt #	Recipient #	Payee	Location Code	Purpose	Kiosk Deposit Amount	Payee Deposit Amount	Fee Amount	Surcharge Amount
02/11/2016 06:07	15940354	2016-00001356	Vincent Gressett	Intake 01	Default Purpose	\$1.06	\$1.06	\$0.00	\$0.00
02/11/2016 08:09	18499587	2016-00001357	JOVAN HILLIARD	Intake 01	Default Purpose	\$156.65	\$156.65	\$0.00	\$0.00
02/11/2016 10:19	10503144	2016-00001358	CHRISTIAN FLOYD	Intake 01	Default Purpose	\$0.08	\$0.08	\$0.00	\$0.00
02/11/2016 10:24	32095768	2016-00001359	JONATHAN MEREE	Intake 01	Default Purpose	\$219.85	\$219.85	\$0.00	\$0.00
02/11/2016 11:28	14213546	2016-00001362	EDWARD SAYERS	Intake 01	Default Purpose	\$40.00	\$40.00	\$0.00	\$0.00
02/11/2016 11:45	16981490	2016-00001363	MAYNANNE KUBAN	Intake 01	Default Purpose	\$50.00	\$50.00	\$0.00	\$0.00
02/12/2016 01:56	13084485	2016-00001385	Letitia Sims	Intake 01	Default Purpose	\$51.40	\$51.40	\$0.00	\$0.00
02/12/2016 09:40	13007109	2016-00001390	SANDRINA CROWLEY	Intake 01	Default Purpose	\$5.02	\$5.02	\$0.00	\$0.00
02/12/2016 10:14	16425707	2016-00001391	MONTREAL RICHARDSON	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/12/2016 11:31	12489701	2016-00001396	DENESHA POWELL	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/12/2016 11:48	19242228	2016-00001397	CHASTITY BECK-HAMMACK	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/12/2016 12:40	10754841	2016-00001399	DAWAYNE WIGGINS	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/12/2016 12:47	16277841	2016-00001390	SANDRINA CROWLEY	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/12/2016 23:38	10965208	2016-00001423	KELVIN SCOTT	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/13/2016 05:17	19351623	2016-00001427	TONYA MARTINEZ	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/13/2016 05:19	14380625	2016-00001425	SAPRIENNA GALBRAITH	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/13/2016 13:25	12173558	2016-00001440	JACK JEWISON	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/13/2016 13:32	12282140	2016-00001442	DENZEL DAVIS	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/13/2016 13:37	15320040	2016-00001443	ERRICK MITCHELL	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/15/2016 00:08	16858120	2016-00001481	Fabian ramirez	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/15/2016 10:40	12478350	2016-00001491	CHRISTOPHER WINSUN	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00

The individual deposits will have automatically posted to your Online Deposits Clearing account in the KeepTrak General Ledger. Use the Total from the Cash Pickup Report to post the Bank Deposit.

Transaction Detail for Cash Pickup
For Cash Pickup # 80453 for Seminole County FL

Date & Time	Receipt #	Recipient #	Payee	Location Code	Purpose	Kiosk Deposit Amount	Payee Deposit Amount	Fee Amount	Surcharge Amount
02/11/2016 06:07	15940354	2016-00001356	Vincent Gressett	Intake 01	Default Purpose	\$1.06	\$1.06	\$0.00	\$0.00
02/11/2016 08:09	18499587	2016-00001357	JOVAN HILLIARD	Intake 01	Default Purpose	\$156.65	\$156.65	\$0.00	\$0.00
02/11/2016 10:19	10503144	2016-00001358	CHRISTIAN FLOYD	Intake 01	Default Purpose	\$0.08	\$0.08	\$0.00	\$0.00
02/11/2016 10:24	32095768	2016-00001359	JONATHAN MEREE	Intake 01	Default Purpose	\$219.85	\$219.85	\$0.00	\$0.00
02/11/2016 11:28	14213546	2016-00001362	EDWARD SAYERS	Intake 01	Default Purpose	\$40.00	\$40.00	\$0.00	\$0.00
02/11/2016 11:45	16981490	2016-00001363	MAYNANNE KUBAN	Intake 01	Default Purpose	\$50.00	\$50.00	\$0.00	\$0.00
02/12/2016 01:56	13084485	2016-00001385	Letitia Sims	Intake 01	Default Purpose	\$51.40	\$51.40	\$0.00	\$0.00
02/12/2016 09:40	13007109	2016-00001390	SANDRINA CROWLEY	Intake 01	Default Purpose	\$5.02	\$5.02	\$0.00	\$0.00
02/12/2016 10:14	16425707	2016-00001391	MONTREAL RICHARDSON	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/12/2016 11:31	12489701	2016-00001396	DENESHA POWELL	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/12/2016 11:48	19242228	2016-00001397	CHASTITY BECK-HAMMACK	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/12/2016 12:40	10754841	2016-00001399	DAWAYNE WIGGINS	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/12/2016 12:47	16277841	2016-00001390	SANDRINA CROWLEY	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/12/2016 23:38	10965208	2016-00001423	KELVIN SCOTT	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/13/2016 05:17	19351623	2016-00001427	TONYA MARTINEZ	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/13/2016 05:19	14380625	2016-00001425	SAPRIENNA GALBRAITH	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/13/2016 13:25	12173558	2016-00001440	JACK JEWISON	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/13/2016 13:32	12282140	2016-00001442	DENZEL DAVIS	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/13/2016 13:37	15320040	2016-00001443	ERRICK MITCHELL	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/15/2016 00:08	16858120	2016-00001481	Fabian ramirez	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00
02/15/2016 10:40	12478350	2016-00001491	CHRISTOPHER WINSUN	Intake 01	Default Purpose	\$7.00	\$7.00	\$0.00	\$0.00

Accounting Event
Intake Kiosk Cash Deposit

Description
Feb 15 Cash Pickup #80453

Receipt
1615.25

Amount
1615.25

Balance
(\$967.00)

Inmate POD Kiosks

The kiosk is designed to allow inmates to enter their order and adjust it as often as they would like up to the scheduled time for processing orders, **without regard for the inmate's account balance**. Once the cutoff time is reached all orders will be processed, and at that time, the inmate account balance, as well as facility rules and restrictions will be applied. After all requests are processed, orders are built and dispatched to the distribution center (remote or local) for fulfillment.

Kiosks must be built with the safety of the inmate and security of the facility in mind. All enclosures shall be made from at minimum, 11 gauge steel and rounded at each corner. The touch screen will be required to be made from shatter-proof material, and the locks must be high security (tamperproof) vending machine style locks. All kiosks will be wall-mounted and are easily converted to floor stand-alone models, if desired.

An Inmate ID number and self-assigned PIN are needed to gain access to the kiosk. The pin number is able to be reset by either the inmate or an authorized facility administrator as often as necessary.

The application offers the ability to allow the facility to customize the functions available to the inmate population when accessing the kiosk, such as inmate requests/grievances, hair cut requests, policy and procedures postings, FAQ's by counselors, etc. Other software capabilities shall include access to:

Keefe Response:

Edge™ Offender Kiosks

A centralized suite of browser services including

FACILITY access

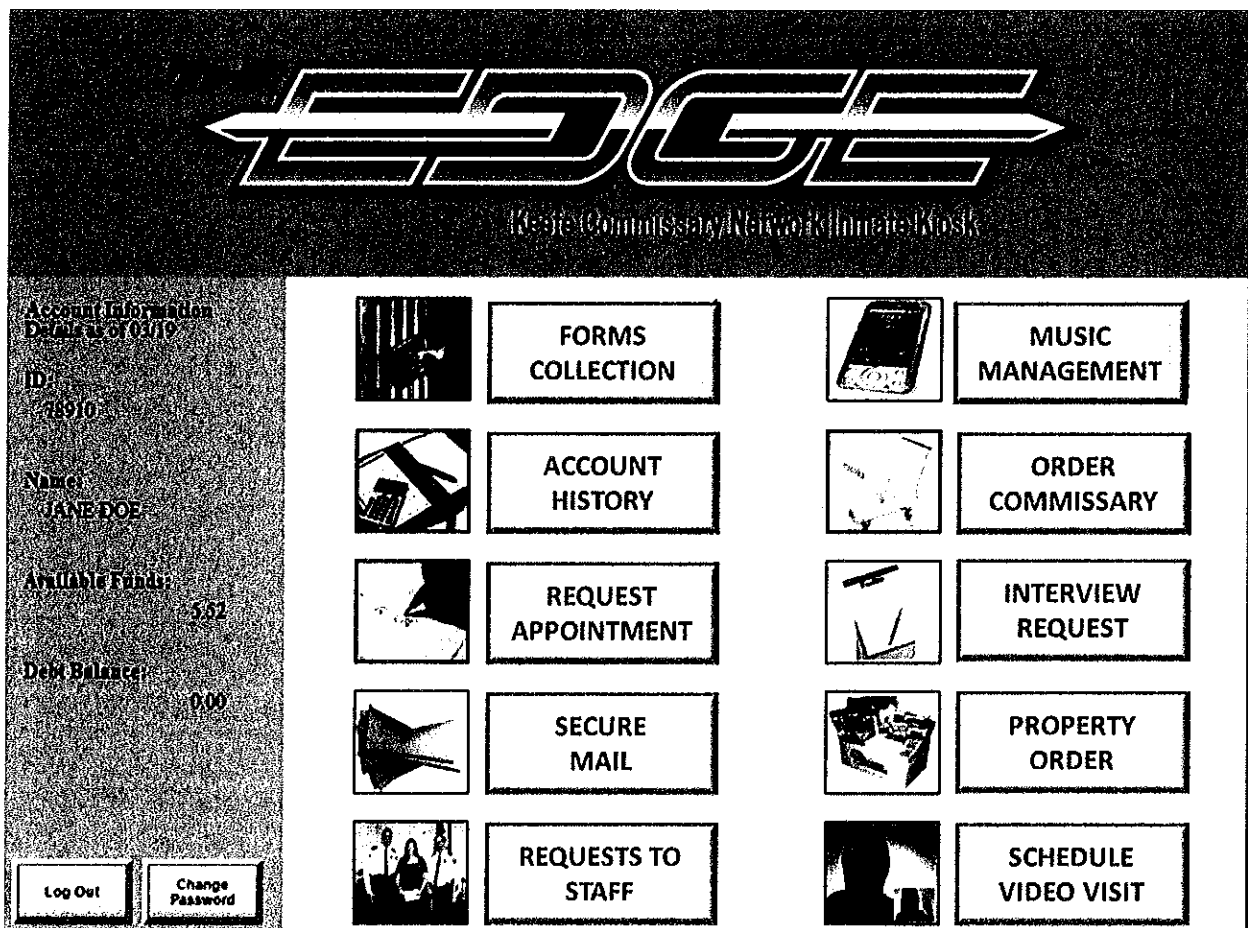
- Edge™ Administrator allows FACILITY staff to establish controls over commissary catalogs and items, facility bulletin board information, calendaring and offender request features, individual offender access, and offender password resets

Offender access

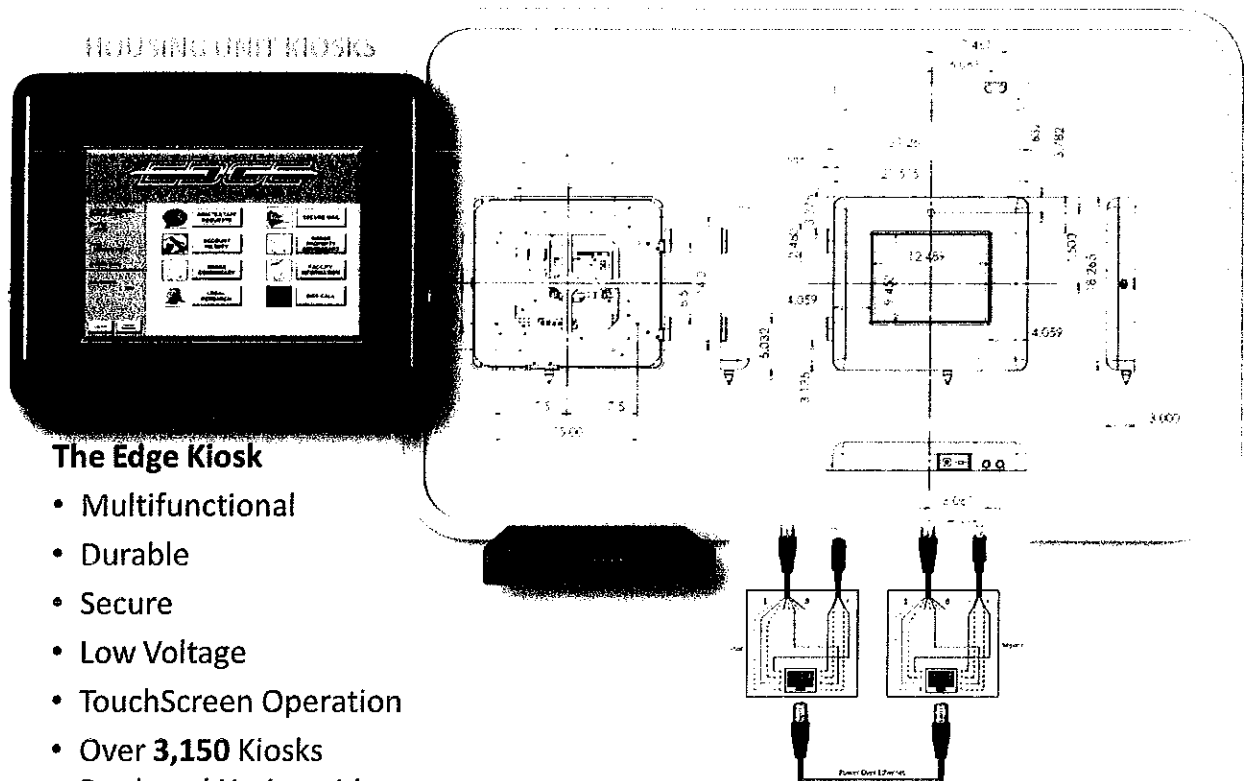
- Offender ID and password login to the KEEFE Edge™ kiosk browser with access to the Edge™ intranet website
 - hosted either at
 - facility-based IIS servers provided by KEEFE or
 - optionally at IIS servers provided by KEEFE and centrally deployed within the FACILITY network and accessible from KEEFE Edge™ kiosks through the FACILITY Wide Area Network
 - Offender Identity information may be made present to the KEEFE Edge™ Offender Kiosk with scheduled or real time data exchanges from the FACILITY Offender Management System. The exchange of information would be similar to the data exchanged to the SecureDeposit™ and SecureMail™ Services for inmate lookup by the community when sending deposits or messages.

Kiosk Functions

- Collection and processing of order requests within the KEEFE commissary module with Edge™ administrator management of restrictions
- Collection and Review of Property purchase Requests
- Collection and processing of SecureMedia™ Player / Prepaid Song Purchase Requests
- Inmate Information Requests
- Grievance Forms Processing
- Appointment Scheduling
- Facility Bulletin Board
- Offender Trust Account Review - real time lookup of offender balance and account history
- Enabled by a real time network connection between the FACILITY Inmate Banking Application and the KEEFE Edge™ Kiosk Application based on a *secure xml/SOAP web service ??*
- Media Sync



KIOSK TECHNOLOGY



Because the Edge™ kiosk is a web appliance, each kiosk needs to communicate with an Edge™ web server. The Edge™ web server must be located within a network that the Edge™ kiosk can be part of.

Security and Controls Edge™ Kiosk Implementations

Edge Security Configuration

- Windows 7 embedded OS – no local storage
- Replacement of Windows Explorer with KCN Security Shell
- Windows user rights limited to execution of KCN Security Shell
- User interface contained in Internet Explorer kiosk mode with no exit to Windows desktop
- Touch Screen only – prohibits use of keystroke and/or mouse exit sequences
- Hours of Operation controlled by KCN Security Shell
- Triangulation of Kiosk Station, Facility Housing area, and inmate housing location to prohibit sharing of inmate ids across housing units.
- Registry level limitation of server URL location
- Fixed IP/MAC addressing for control within subnets / VLANs

(

(

(

- VNC monitoring tools for surveillance and reset
- Administrator ability to freeze inmate access to kiosk

Computing Devices inside the Kiosk – Power Requirements

Each kiosk contains both a computer and a touch screen monitor. The CPU and monitor are driven from a single 12 V AC to DC power supply.

Specifications of CPU and monitor are as follows:

Atom Z530 processor at 1.1GHz, 1G DDR,

6 USB, Camera interface, 2 Ethernet, audio, Mini PCI

Embedded XP, 2GB Mini SD Card

15" Active Matrix TFT LCD

Native Resolution 1024 x 768

Injection molded mini-bezel

Watertight seal

Surface touch Technology – pure glass chemically strengthened

Transducers embedded on back of touchscreen glass

Scratch Resistant, but will continue to work if scratched

Edge Kiosk rugged enclosure:

The Edge™ Kiosk enclosure is a hinged configuration with ABS bezel and steel backframe for wall mounting. The TouchScreen display and CPU are integrated into the liftoff hinged bezel for ease of maintenance. Knockout blocks are provided at both top and bottom of the enclosure for routing of Ethernet and electrical conduit. A single side-lock mechanism provides additional sealing points between the bezel and backframe for durability once mounted and operational.

Specifications of the Wyse R90L Thin Client computer are as follows:



Processor: 1GHz AMD Sempron Processor

Memory: Standard: 1G RAM / 1G Flash
Maximum: 2G RAM / 4G Flash

I/O peripheral support:	One DVI-I Port One DVI-D Port Two PS/2 ports Two serial ports Six External USB 2.0 ports (2 front; 4 back) One Mic In One Line Out
Networking:	10/100/1000 Base-T Gigabit Ethernet 802.11 b/g/n and Bluetooth 2.0 (optional)
Power:	Worldwide auto-sensing 100-240 VAC, 50/60 Hz 65W, 19V DC
Power consumption:	Average 12.7 W
Dimensions:	250mm x 225mm x 53mm (9.8 in. x 8.8 in. x 2.1 in.)
Mountings:	Vertical or Horizontal (optional), VESA mount.
Temperature Range:	Horizontal position: 50 to 95 F (10 to 35 C) Vertical position: 50 to 104 F (10 to 40 C)

Advantages of Edge® Technology approach

Space – compact, combined internal equipment space requirements less than 0.2 cu ft.

- Minimizes enclosure space requirements
- Maximizes service-ability

Embedded OS – XPe - no hard drive required

- Minimizes heat – eliminates need for enclosure fan
- Maximizes change management, reducing cost of ownership
- Minimizes power consumption
- XPe includes proven device drivers for common peripherals including identification devices
- XPe SP2 includes Windows security features including Windows Firewall
- Edge® Shell Replacement for enhanced security

Addition of custom Edge® Windows Shell

- prevents inmate access to Windows Explorer functionality
- allows for shell-level controls including availability & timeout, shutdown and service
- manages connectivity to server
- allows lockdown of endpoint unit from central location
- Limited Windows User rights prevents introduction and proliferation of mal-ware

Application delivered from intranet web site via endpoint IE browser in kiosk mode

- Limits data access to central services
- Eliminates need for custom application code at kiosk level
- Promotes openness to additional web content provided from diverse sources
- Prevents programmatic navigation from kiosk to other information resources
- Minimizes bandwidth required for content presentation

(

(

(



Rede Computação/Networks/Rede de Redes

Please select your language.

English

Seleccione por favor su idioma.

Español

(

(

(

The Edge Kiosk complies with the personal identification password requirement.

The image displays two screenshots of the EDGE Kiosk interface, which is used for personal identification. Both screens feature the 'EDGE' logo at the top, with the text 'Kiosk Commission / Network / Internet / Kiosk' below it.

Top Screenshot: ID Entry

The screen prompts the user to "Type your ID and press enter." It includes a numeric keypad with letters a-z and numbers 0-9. A speech bubble indicates "Touch-Type the ID Here". The ID field shows "78910". A speech bubble indicates "Press <Enter> to Continue". Buttons for "Enter", "Clear", and "Cancel" are present.

Bottom Screenshot: Password Entry

The screen prompts the user to "Type your Password and press enter." It includes the same numeric keypad with letters a-z and numbers 0-9. A speech bubble indicates "Touch-Type the Password Here". The Password field shows "*****". A speech bubble indicates "Press <Enter> to Continue". Buttons for "Enter", "Clear", and "Cancel" are present.


Account History:

Fully integrated with the accounting system, the feature shall provide an account history transaction screen. After logging in, the inmate simply touches the option to view their entire history of account transactions and running balance. The transactions are conveniently listed by entry date, in descending order.

Keefe Response:

Account History

After logging in, the inmate simply touches the option to view their account history, which shows not only their current balance, but also a history of all account transactions. The transactions are conveniently listed in order of entry date, in reverse chronological order (most recent at the top), and will go back to the inmates initial transaction that was posted on the system.

					
Account Information		Date	Type	Description	Amount Balance
Def. Card: 60210		01/26/2009	CASH DEPOSIT	TEST	50.00 184.23
FILE #		09/10/2008	EPR	OID:100006444-ComisaryPurch-Reg	-1.15 134.23
1024		07/21/2008	<DOCTOR VISIT>	Payment for DOCTOR VISIT on 2008-07-14-0	-14.62 135.38
Name:		07/21/2008	DEPOSIT MO	MONEY ORDER RECEIVED IN THE MAIL	150.00 150.00
ANTHONY SMITH		07/14/2008	<DOCTOR VISIT>	DR VISIT	-0.38 0.00
Available Funds:		07/14/2008	DOCTOR VISIT	DR VISIT	15.00 0.38
184.23		07/14/2008	EPR	OID:100006227-ComisaryPurch-Reg	-97.18 0.38
Debit Balance:		07/13/2008	PHONE CARD	PURCHASE	-20.00 97.56
0.00		07/11/2008	DEPOSIT CHECK	NORTH CENTRAL CORRECTIONS #51281	117.56 117.56
Log Out		Page 1 of 1			
Main Menu					

(

(

(

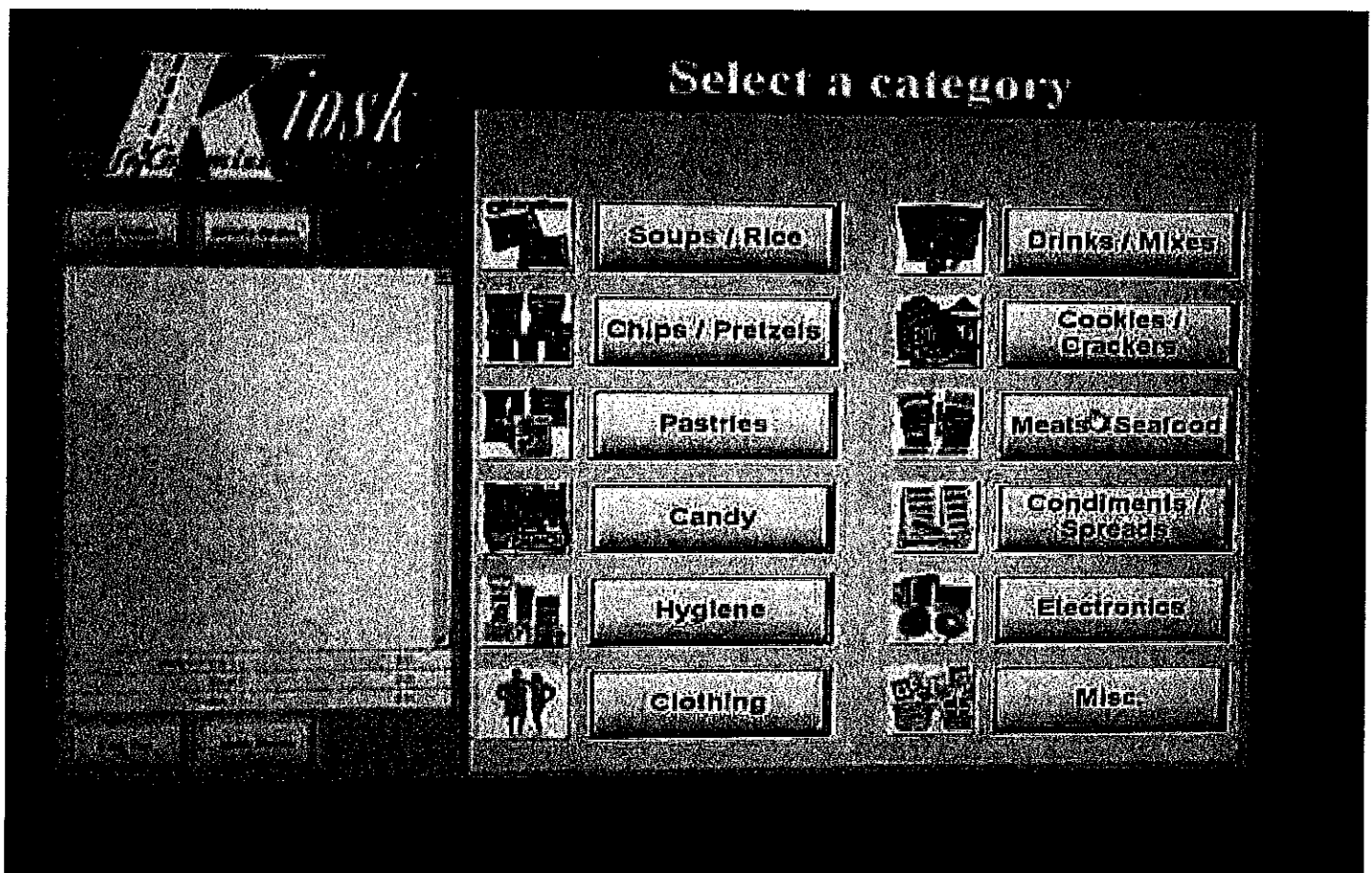
Order Entry:

Placing a commissary and/or indigent order request is simple and accurate. The inmate touches the option to open the commissary screen. A wide assortment of products is available from this screen; however, preset restrictions ensure that inmate views only the items he or she is authorized to order.

Each item features a picture to improve the accuracy of the product selected, and the quantity is entered by touching the corresponding number on the touch screen number pad.

The Jefferson County Jail will have the ability to display specials, on site products, indigent and miscellaneous items, simply from a touch screen. Each item selected is displayed onscreen in an order ticket that can be edited during the ordering process.

Keefe Response: Placing a commissary and/or indigent order request is simple and accurate. The inmate starts by pressing the Commissary Order button. A screen showing the various item categories will display next (shown below). Once a category has been selected, all the items that are included in that particular category are displayed (with images). Pressing the item to be ordered will bring up a number pad to allow the desired quantity to be entered. This process is repeated until the entire order is complete. **Orders can be revised and/or deleted, as the inmate sees fit, up to the time designated for processing the orders.** All orders in their current state at the time the processing has begun (manual process) will be processed. At this time, all orders are in the 'Open Order' state and available for revision by KCN personnel. The debits for commissary orders are not posted to inmate accounts until which time KCN personnel 'Send' the orders for print/assembly.





Edit Order

Delete Order

Subtotal:

\$0.00

Tax:

\$0.00

Total:

\$0.00

Log Out

Categories

Select an item

Item	Description	Price	Tax
 4000	M&M PLAIN	0.85	6%
 4001	M&M PEANUT	0.85	6%
 4005	BUTTERFINGER	0.85	6%
 4010	SNICKERS BAR	0.85	6%
 4013	MILKY WAY CANDY BAR	0.85	6%
 4019	CHICK O STICK	0.35	6%
 4020	PAYDAY	0.85	6%
 4030	ZERO BAR	0.85	6%
 4035	REESES P/BUTTER CUP	0.85	6%
 4036	HERSHEY'S CHOCOLATE BAR	0.85	6%


◀

◀

Page 1 of 3

▶

▶



Edit Order

Delete Order

Subtotal:

\$0.00

Tax:

\$0.00


Total:

\$0.00

Log Out

Items

Please enter an item quantity.

Item	Description	Price	Tax
 4030	ZERO BAR	0.85	6%

1

2

3

5

4

5

6

Enter

7

8

9

Clear

0

Cancel

Edit Order		Delete Order	
1. ZERO BAR			
4030	5 @ 0.85		\$4.25
	Tax @ 6.000%		\$0.26
2. MILKY WAY CANDY BAR			
4013	5 @ 0.85		\$4.25
	Tax @ 6.000%		\$0.26
Subtotal:			\$8.50
Tax:			\$0.52
Total:			\$9.02

This item, along with the updated order total, will then be added to the order which is displayed in the left panel of the screen.

Facility Information:

The Kiosk is a multipurpose tool that will allow the facility to post information such as answers to the most frequently asked questions. Users touch an information button to display important facility information such as daily commissary specials, facility policies and procedures, and any other information preset and determined by the facility.

Keefe Response: Through the Edge Kiosk Facility Information, a Detainee can be required to accept a customized statement or policy before using other features and require users to accept the statement or policy again if their account is active longer than a set period of time to be determined by the Sheriff Administrator or designee. This acceptance must be logged and reported in a searchable document to track Detainees who did or did not accept the statement.

Generate Report

Information **Must Read Properties** [Back to Content](#)

Grouping [Add](#)

Name:

1. Show this message now?

☒ Yes

☐ No

2. Does this message require acknowledgement with a specific period of time?

☒ Yes

☐ No

3. How is acknowledgment time determined?

Select Acknowledgement Type

Number of Days Starting From Booking Date

Number of Days Starting From Specific Date

Number of Logins

By Specific Date

English

Test Add Group

PREA

Test Group

Handbook

Spanish

Welcome to the facility information section.

Please select a group in the navigation panel on the left to view its contents. To view more groups please use the Scroll Up and Scroll Down buttons above the navigation panel. To return to the main information groups panel, please use the View Groups button.

You have unacknowledged messages that require acknowledgement!

Se han reconocido los mensajes que requieren reconocimiento!

If an inmate logs in after the deadline, the menu screen will not be use-able until he/she acknowledges the past due message

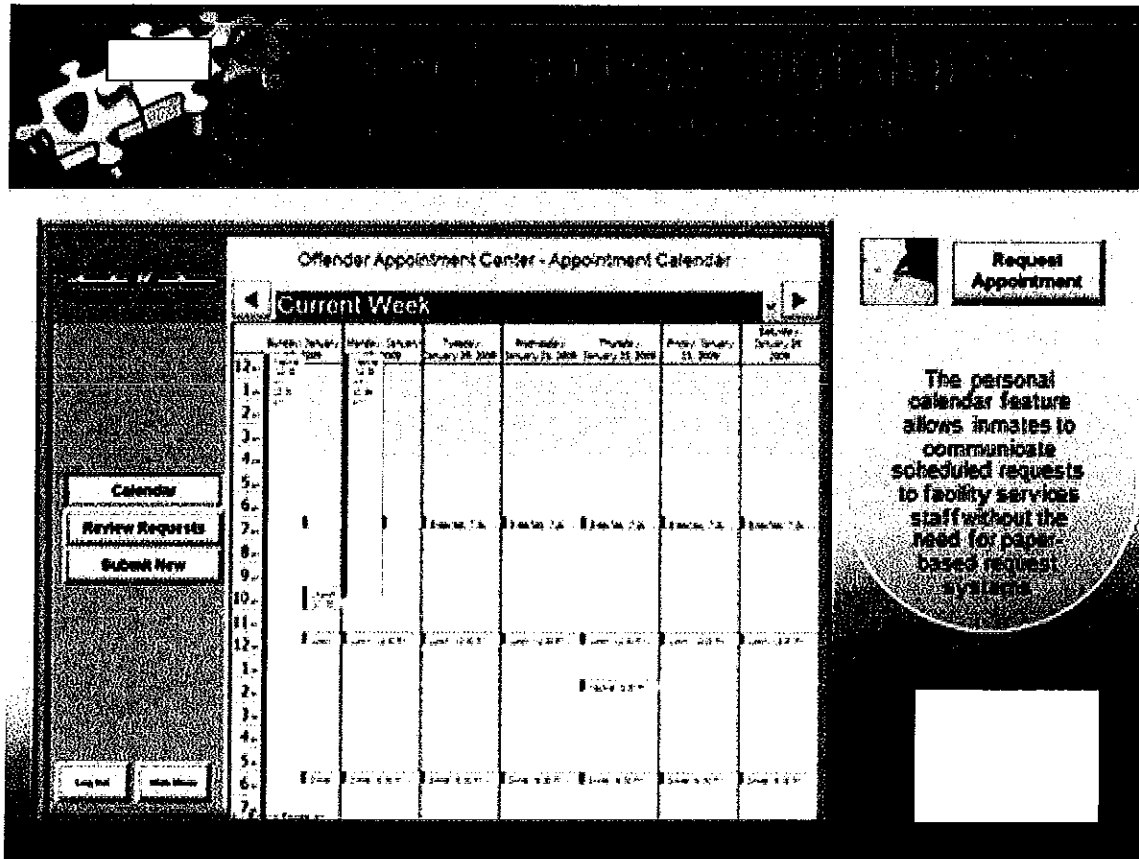
Log Out

Main Menu

Scroll Down

Grievance/Calendar/Request Appointment:

This feature allows inmates to submit requests electronically. After the facility configures the types of requests that the inmate is allowed to submit, the inmate will be able to logon to the kiosk and submit the requests. Inmates will also be able to view their calendar. The facility is able to post static calendar information as well as all approved inmate appointments that are a direct result of an electronic request through IJMS.



Keefe Response:

Calendar/Request appointment

This feature allows inmates to submit requests electronically. After the facility configures the types of requests that the inmate is allowed to submit, the inmate will be able to logon to the kiosk and submit the requests. Inmates will also be able to view their calendar. The facility is able to post static calendar information as well as all approved inmate appointments that are a direct result of an electronic request.

Note: Our relatively new Offender Communication Center can also be used to accomplish this. Information on this feature has been included at the end of our response.

Commissary List

Suppliers shall submit a comprehensive list of commissary items and cost for review and consideration. Percentage profit/return to the Jefferson County Jail must be submitted.

Keefe Response: We have included two separate commission offerings in our proposal for the commissary service and technology that has been requested in this RFP, each with its own pricing structure, labeled 'Option A' and 'Option B'. 'Option A' is the exact same pricing that is currently in place today, while the pricing for 'Option B' has been increased. We have included these two pricing options at the back of our response.

We have many additional items that we can make available to the inmate population if the county wishes to expand on this menu.

Commissary Restrictions

KCN software offers the widest possible set of order restrictions ranging from items, categories, time-based purchasing, multiple spending limits, location-based profiles, indigent purchasing. Below is a comprehensive list of KCN restriction features:

Restriction Type: Quantity Per Order

Any Item may be restricted to any quantity.

Example: For instance, any inmate may be restricted to no more than 2 2-pack Tylenols per order.

Scope: Per inmate, per order.

Restriction Type: Quantity per time span

In addition to the quantity per order restriction, any item may be restricted to any quantity over any time span in days.

Example: For instance, any inmate may be restricted to no more than 4 2-pack Tylenols over a 60-day period.

Scope: Per inmate, per item, per time span.

Restriction Type: Orders per time span

Any inmate may be restricted from placing any number of commissary orders over any time span in days.

Example: For instance, any inmate may be restricted to no more than four orders in thirty days.

Scope: Per inmate, per time span.

Restriction Type: Disallowed item

Any item may be restricted entirely from a given inmate.

Example: For instance, any inmate may have smoked sausage restricted entirely so that none may be ordered.

Scope: Per inmate, per item.

Restriction Type: Category Quantity Restriction

Any inmate may be restricted to a given quantity of a collection of related items.

Example: For instance, any inmate may be restricted to ordering up to 7 candy items.

Scope: Per inmate, per category.

Restriction Type: Category Age Restriction

Any inmate may be completely restricted from ordering a class of items on account of age.

Example: For instance, any inmate less than 19 years of age may be restricted entirely from purchasing tobacco products.

Scope: Per inmate, per category.

Restriction Type: Spending Limit Restriction

Any inmate may be restricted to a maximum dollar amount to be spent per order.

Example: For instance, any inmate may be limited to spending no more than \$50 per order.

Scope: Per inmate, per order.

Restriction Type: Spending Limit over timespan

Any inmate may be restricted to a maximum dollar amount to be spent per week or month.

Example: For instance, any inmate may be limited to spending no more than \$50 per order and no more than \$150 per month.

Scope: Per inmate, per timespan.

Restriction Type: Spending Limit Override

Any inmate may be granted a spending limit override to order a given item.

Example: For instance, any inmate may be allowed to spend up to \$40 on tennis shoes, which amount does not contribute to the spending limit for the rest of the items ordered.

Scope: Per inmate, per item.

Restriction Type: Restriction Grid by Housing Location, Gender and / or Age

Entire restriction grids including combinations of any of the above restrictions can be applied automatically during the scan process based upon an inmate's location in the facility, gender or age.

Example: For example, an inmate in a female only pod can be automatically assigned to a female restriction profile without user intervention.

Scope: Per inmate, per grid.

Restriction Type: Indigent Items

Indigent purchasing requires both the item and the inmate to be classified as indigent. Commissary indigent inmate classification is determined instantaneously at time of order based on the current balance, indigent item purchasing may be controlled both at time of order and over a timespan.

Example: For example, an inmate with a current balance of \$2.25 may be classified as indigent at time of order, but the indigent items desired may be restricted to one per order or one every 14-days, etc.

Scope: Per Inmate, per grid, per item.

Installation of Technology/Kiosks

Suppliers will be responsible for costs associated with installation, electric, and software necessary for successful implementation of (Secure Deposit Services (phone, web, and lobby kiosk), booking kiosk and inmate Edge Kiosks). The server will be added to the County's network to allow the Jail's workstations and inmate Edge Kiosks to communicate back to the suppliers database / web server. Supplier will install new server hardware, perform software upgrade on new server, and ensure that all existing software functionality is working once the hardware / software upgrade is complete. The supplier will install booking kiosk hardware to the designated Jail workstation or supplier workstation. The supplier will install and configure booking kiosk software, test/verify functionality of the booking/cash kiosk in the booking area, and train end user facility staff on the booking kiosk software functionality. The supplier will facilitate the installation of all install and configurations to implement the inmate Kiosk software on the server. The supplier will finalize all configurations required at each inmate Edge Kiosk to allow for the kiosks to communicate back to the supplier server. The supplier will be responsible for test/verify functionality of the inmate Edge kiosk units, training end user facility staff on the inmate kiosks, install and configure the deposit apply service software, test/verify functionality of the Secure Deposit Services, and train end user facility staff on the overall program functionality, reconciling and reporting on daily activity.

Keefe Response: Acknowledged and agreed.

Support

Supplier must have and address support in the area for technology support for equipment, software, delivery, and commissary issues that develop.

Keefe Response:

Technical Services Support

Keefe Commissary Network staffs a centralized Technical Services support center including Help Desk, Configuration, Installation, Training, Systems Integration, and Software Development Services. The entire staff is located at the Keefe Group corporate office in St. Louis, Missouri.

KCN Technical Services provides five (5) areas of services to customers on a daily basis.

- Help Desk Support
 - Contact Services
 - Escalation Services
- Project Services
 - Implementations and Upgrades
 - Accounting Analysis and Review
 - Training and Documentation

Help Desk Support Team – Contact Services and Escalation Services

- 30 Total Staff – 3 managers, 27 support, average 4 years experience
- 2015 Stats – Average 3,000 cases per month, 99.01% customer satisfaction

Contact Services

Contact Services is the first line of contact for service requests via phone or e-mail. All customer support cases are documented in Microsoft CRM. History is available to all field sales staff and regional management on a real time basis.

Examples of first line support services:

- Resolution of communications errors
- Analysis of hardware errors and replacement of defective hardware
- Standard end-user training
- Order Tracking, Order Processing, Pricing Updates

Telephone

Phone requests are routed through CISCO Call Manger on a 24 x 7 x 365 basis – phone requests are placed by dialing 800 864-5986. Phone services are available during business hours, defined as 8 AM – 5 PM Monday through Friday. During business hours, inbound calls are answered by an administrative attendant. The administrative attendant determines whether the call is related to marketing, accounting, or technical services. If the call is technical in nature, the attendant can route the call either to the direct extension of an individual technician or to the call-queue for the first available technician.

Calls queued for the first available technician can travel through four staff levels, with an increasing cumulative number of extensions accessed throughout wait-time. If a queued call is not answered within five minutes, the call is routed to a voice mail extension which records a message from the caller and automatically begins paging a group of six escalation phone numbers. Calls directed to an individual technician are subject to the current availability of that technician at the time the call is transferred.

Any inbound call outside of business hours can access technical support by choosing option 7 on a touch-tone phone. When option 7 is selected, the call routing routine first checks for available staffed extensions. If none are available the call is routed to a voice mail which automatically begins paging a group of six escalation extensions. On-call staff is equipped with notebook computer systems integrated with wireless internet access and VPN access to the KCN Corporate Service Center.

E-Mails

E-mail requests are monitored during business hours by a designated Service Center administrator. The Solutions Center administrator screens e-mail either for immediate response or for escalation as a service event. If escalated to a service event, the Service Center Administrator opens a CRM Case and either assigns the case to a technician or adds the case to the service ticket queue.

Location

Contact Services staff is located at the KCN Service Center Corporate Office in St. Louis MO Monday through Friday 6 AM – 7 PM CST. On-Call Staff are located off premises Monday through Friday 5 PM – 8 AM, Saturday and Sunday 24 hrs. per day, and Monday morning 12 AM – 8 AM. On-Call staff is located at the KCN Service Center Office in St. Louis MO Monday through Friday 8 AM – 5 PM.

C

(

(

Escalation Services

Escalation Services is the delivery of complex helpdesk service requirements. Contact Services escalate more complex service requirements to a higher level of complexity and urgency. Some examples of complex service requirements are:

- Recovery of failed hard drive and / or data recovery
- Re-configuration of standard software features including
- Accounting profiles
- Commissary restrictions
- Integration settings
- Communications setup
- Bank, check and cash management features
- Receipt settings
- Standard installations and upgrades.
- Analysis and reporting of software errors
- Specialized end-user training
- Standard Software Upgrades

Project Services Team

Implementation and Upgrade

20 Total Staff – 2 managers, 18 support, average 5 years experience

2015 Stats – 37 new customer implementations and 100+ customer upgrades

Accounting Analysts

7 Total Staff – 1 managers, 6 analysts, average 6 years of experience

2015 Stats – handle 25-40 cases per month

Technical Writing & Training

2 Total Staff – Training and Development Staff, average 2 years of experience

Project Services Support Activities

Project services is the planning and implementation of software, hardware and network deployments at customer sites. Typically, this includes new account, first time installation of hardware and software. Project technicians receive and review approved system quote and new KCN account information documents. They contact account manager on any questions or inquiries regarding the account setup to ensure regional and facility expectations are met. Hardware and equipment needed for the installation on site is purchased. The Project technician creates a KCN transition document – this document may vary depending on the complexity of the new account. The document will be a working plan between Keefe and the facility. It will include some of the following topics that the project technician will gather from the key contacts at the facility.

Computer layout at the facility – how many computers will Keefe provide, how many computers will the jail supply that the Keefe software will be installed on. Jail computers – what windows operating system, size of hard drive, RAM, etc. The facility network infrastructure is assessed:

- Server(s) – model, configuration details
- Remote access – which enables KCN help desk technicians assist with customer questions, inquiries, problems
- Backup method
- Data conversion
- Integration details – contacts, file specifications, etc.
- Special features / services requested – positive pay, paid check, debt write off, merge resident,
- Kiosks, On-line deposits, special order entry methods, prepaid sales, etc.
- Officer roster – list of officers, officer duties, groups
- General ledger accounts and associated GL account events
- Number of used cash drawers
- Facility's current everyday business flow / operations
- Resident account events
- Recoverable charges – priority and recovery percentage
- Order forms – commissary restrictions
- Bank account
- Check printing / layout
- Software / system reports
- Training – room / structure / end user schedule / end user manuals

When the equipment is received in the KCN office, the project technician will build and configure the hardware to meet the requests of the facility. Final configuration and setup of account management, officer management, inmate banking module, commissary module, reports, etc. Final configuration, setup, and testing of all integrated systems (booking, fund, sale integrations) in the KCN Corp. office prior to onsite implementation. Prepare for onsite end user training (manuals, tip sheets, user scheduling, training computers, training classroom) Project technician on site visit for hardware installation, end user training, and implementation of Keefe software applications.

Repairs and ongoing maintenance

Vendor warrants that all repairs will be made at its expense. Offerers shall make all reasonable efforts to ensure that all equipment associated with commissary services are operational and repaired as quickly as possible.

Once the onsite visit has been completed, the project technician will follow up with the customer to ensure satisfaction and open items have been resolved – all detailed information is then documented in CRM. Current account – complex upgrade of hardware and/or software – for example, a new feature which involves changes to business processes, server and/or workstation operating system or database level, network topology, etc.

- Review of new features / equipment required for upgrade
- Receipt of signed authorization to proceed with equipment / software changes

- Testing of new features / hardware required for upgrade
- Development of transition plan
- Preparation for additional on-site training if required for the upgrade

Commissary & Delivery Support

Commissary and delivery support will be handled by our regional staff, located a mere 40 miles away from the Jefferson County Jail, in Bridgeton Missouri.

The Account Manager for your account, Joe Bauer, and/or our Sales Assistant, David "DJ" Conwell will be your main point of contact for any commissary and delivery issues.

Joe can be reached at 314.264.2967 and DJ can be reached at 314.264.2902.

In addition to the technical support outlined above that is provided by our corporate technical staff, a second line of technical support will be provided by the technical staff at our regional office, as detailed in table below on following page.

Experience of Regional Staff

Management Staff

Name	Title	Reports To	Years w/Keefe
Steve Busch	Group Vice President	Company President	33
Melissa Gibbs	Regional Business Manager	Steve Busch	29
Ken Wright	Vice President of Sales	Steve Busch	20
Steve Stark	Warehouse Manager	Steve Busch	32
Tim Werre	Receiving Manager	Steve Stark	28
Mary Faith	KCN Warehouse Manager	Steve Stark	29
John Freeman	KCN Asst. Warehouse Manager	Mary Faith	15
Tracy Aiello	Operations Manager	Steve Kruse	16
Steve Kruse	Regional Manager, KCN	Steve Busch	21
Average			24.8

In addition to the technical support outlined above that is provided by our corporate technical staff, a second line of technical support will be provided by the technical staff at our regional office.

Technical Support Staff

Name	Title	Reports To	Years w/Keefe
Demarco Taylor	Technical Coordinator, St. Louis	Steve Kruse	17
Dominique Horn	Technical Coordinator, St. Louis	Steve Kruse	9
Julie Martin	Technical Coordinator, St. Louis	Steve Kruse	3
Average			9.7

Exhibit B

Noncommissioned Items

Stamped envelopes

Postage stamps

Indigent Kits

Admission Kits

On-site, special commissary item sales sold by Jefferson County Jail

Keefe Response: The items listed above, along with phone time\card sales, are all the items that we consider non-commissionable.

How Commissions Are Determined

he commissions will be based on the weekly, adjusted gross commissary sales. Adjusted gross sales are gross sales less postage sales or other noncommissioned sales.

$$\begin{array}{r} \text{Monthly Sales} \\ \text{Less Postage/Non Commissionable} \\ \hline = \text{Adjusted Gross Sales} \end{array}$$

$$\times \text{15\% Commission **}$$

*Postage sales and stamped envelopes are noncommissioned.

** 15% is the minimum commission requested.

See Below Commission offer by bidder (Percentage)

We have included two separate commission offerings\service fees in our proposal for the commissary service and technology that has been requested in this RFP, labeled 'Option A' and 'Option B', each with a different pricing structure. 'Option A' calls for the exact same pricing that is currently in place today, while 'Option B' pricing has been increased, in order to allow us to offer a higher commission rate to the county, if so desired. Either of these options is subject to negotiation in order to create the combination of commission and pricing that is best suited for the Jefferson County Sheriff's Office.

Commission Rate | Service Fee

Pricing 'Option A': **39.5%**

Pricing 'Option B': **43.5%**

Note: If the county wished to increase the number of times inmates could order commissary from once to twice per week, we could increase these commission offerings by 2%.

Additionally, we have included in our proposal an option for an alternate commissary service, which would **augment the current bag and deliver method** with the implementation of our ***unique direct-debit vending service***. 'Option B' pricing (only) would apply to this proposed option. The proposal includes Keefe providing a local part time employee to stock the vending machines 2-3 times per week (M-F).

Pricing 'Option A': **N/A**

Pricing 'Option B': **33%**

PROPOSED MENU & PRICING OPTIONS

PRICES DO NOT INCLUDE SALES TAX

ITEM#	DESCRIPTION	OPTION A	OPTION B
1	4OZ SHAMPOO	\$1.40	\$1.48
2	4OZ CONDITIONER	\$1.40	\$1.48
20	4OZ DANDRUFF SHAMPOO	\$1.60	\$1.70
31	S-8 CONDITIONER	\$3.50	\$3.71
40	HAIR FOOD W/VITAMIN E	\$2.90	\$3.07
45	AFRICAN CROWN HAIRDRESS	\$2.65	\$2.81
50	HAIRDRESS 5 OZ	\$2.65	\$2.81
51	HAIRDRESS & PRESS OIL	\$2.40	\$2.54
106	P-UP WOMENS A/P DEODORANT	\$3.20	\$3.39
107	P-UP DRIVE DEODORANT	\$2.90	\$3.07
121	1.5 OZ FRESHSCENT ROLL-ON	\$1.00	\$1.06
123	.5 OZ. SPEED STICK	\$1.55	\$1.64
147	P-UP A/P DEOD DRIVE	\$3.35	\$3.55
210	4OZ SKIN CARE LOTION	\$1.30	\$1.38
216	COCOA BUTTER STICK	\$1.80	\$1.91
240	GEN STRIDEX(HTG SKIN CRM)	\$2.15	\$2.28
250	HYDROCORTISONE CREAM	\$2.15	\$2.28
255	GEN ACNE 10(BENZL PRXD)	\$3.15	\$3.34
273	LIP BALM	\$1.40	\$1.48
320	REG MAGIC CREAM SHAVE	\$4.50	\$4.77
331	PRO-TECTION SHAVE CREAM	\$2.00	\$2.12
350	AFTER SHAVE	\$1.80	\$1.91
402	1.5 OZ FRESHSCENT SOAP	\$0.45	\$0.48
520	COLGATE TOOTHPASTE	\$2.60	\$2.76
520	COLGATE TOOTHPASTE	\$2.60	\$2.76
530	COOL WAVE CLR TOOTHPASTE	\$2.25	\$2.39
590	DENTURE TABLET	\$3.30	\$3.50
595	2.5OZ EFFERGRIP	\$5.00	\$5.30
596	DENTURE BATH (CUP)	\$2.50	\$2.65
611	ASPRIN - GENERIC	\$0.60	\$0.64
614	GEN TYLENOL(NON-ASPIRIN)	\$0.60	\$0.64
671	GEN CGH DROPS-CHRY 30/CT	\$1.60	\$1.70
700	VIN/WTR TWIN PACK DOUCHE	\$4.00	\$4.24
710	TAMPONS 1BX	\$6.50	\$6.89
800	5 INCH COMB	\$0.50	\$0.53
855	PONYTAIL HOLDER	\$0.35	\$0.37
1001	LARGE STAMPED ENVELOPE	\$0.64	\$0.68
1004	(1/EA)ONE CENT STAMP	\$0.01	\$0.01
1010	#10 WHITE ENVELOPE	\$0.15	\$0.16
1015	MANILLA ENVELOPE	\$0.50	\$0.53
1049	1 EACH 1ST CLASS STAMP	\$0.49	\$0.49
1050	BOOK OF TEN STAMPS	\$4.90	\$4.90
1060	8.5 X 11 LETTER PAD WHT	\$1.25	\$1.33
1062	8.5 X 14 LEGAL PAD YELLOW	\$1.75	\$1.86

ITEM#	DESCRIPTION	OPTION A	OPTION B
1068	SECURITY PEN-BLACK	\$0.55	\$0.58
1070	SKETCH PAD 8.5 X 11 WHITE	\$1.50	\$1.59
1085	BEVELED ERASER	\$0.55	\$0.58
1100	BIRTHDAY CARD	\$1.75	\$1.86
1101	JUVENILE BIRTHDAY CARD	\$1.75	\$1.86
1110	FRIENDSHIP CARD - ACETATE	\$1.75	\$1.86
1115	ANNIVERSARY CARD	\$1.75	\$1.86
1120	THANK YOU CARD	\$1.75	\$1.86
1121	SEASONAL GREETING CARD	\$1.75	\$1.86
1300	PLAYING CARDS	\$2.50	\$2.65
1305	PINOCHLE CARDS	\$2.50	\$2.65
1308	WORD SEARCH BOOK	\$3.25	\$3.45
1400	BOWL	\$1.00	\$1.06
1411	12OZ COFFEE CUP W/HANDLE	\$0.95	\$1.01
1415	PLASTIC CUP 22OZ	\$0.50	\$0.53
1438	FRESHCENT ALL IN ONE	\$1.15	\$1.22
1450	SM. SHOWER SHOE	\$1.75	\$1.86
1451	MED. SHOWER SHOE	\$1.75	\$1.86
1452	LG. SHOWER SHOE	\$1.75	\$1.86
1504	SMALL T-SHIRT	\$3.95	\$4.19
1505	MED T-SHIRT	\$3.95	\$4.19
1506	LG T-SHIRT	\$3.95	\$4.19
1507	XLG T-SHIRT	\$3.95	\$4.19
1508	XXLG T-SHIRT	\$5.00	\$5.30
1509	3X LARGE T-SHIRT	\$6.00	\$6.36
1514	MEN BRIEFS SMALL	\$3.75	\$3.98
1515	MEN BRIEFS MED	\$3.75	\$3.98
1516	MEN BRIEFS LRG	\$3.75	\$3.98
1517	MEN BRIEFS XL	\$3.75	\$3.98
1530	MED BOXER SHORTS WHITE	\$4.00	\$4.24
1531	LG BOXER SHORTS WHITE	\$4.00	\$4.24
1532	XLG BOXER SHORTS WHITE	\$4.00	\$4.24
1533	2XLG BOXER SHORTS WHT	\$5.75	\$6.10
1540	TUBE SOCK (ONE SIZE FITS	\$1.65	\$1.75
1550	MEN THERMAL TOP SMALL WHT	\$7.00	\$7.42
1551	MED THERMAL TOP	\$7.00	\$7.42
1552	LRG THERMAL TOP	\$7.00	\$7.42
1553	XL THERMAL TOP	\$7.00	\$7.42
1555	3XL THERMAL TOP	\$10.00	\$10.60
1556	THERMAL TOP 4XLG	\$10.00	\$10.60
1625	SPORTS BRA SMALL	\$8.00	\$8.48
1626	SPORTS BRA MEDIUM	\$8.00	\$8.48
1627	SPORTS BRA LARGE	\$8.00	\$8.48
1628	SPORTS BRA XLARGE	\$8.00	\$8.48
1650	SZ 6 WOMENS PANTIES	\$4.00	\$4.24
1651	SZ 8 WOMENS PANTIES	\$4.00	\$4.24
2006	DECAF COFFEE (1-STICK)	\$0.45	\$0.48

ITEM#	DESCRIPTION	OPTION A	OPTION B
2011	KF DECAF(CLRPK W/ZIP)3 OZ	\$5.15	\$5.46
2035	SALT 10PK	\$0.30	\$0.32
2036	PEPPER 10PK	\$0.25	\$0.27
2070	S.S. HOT COCOA	\$0.45	\$0.48
2073	(1 PKT) SS SF HOT COCOA	\$0.45	\$0.48
2087	NON DAIRY CREAMER 10PK	\$0.75	\$0.80
2091	SUGARTWIN 10 PK	\$0.80	\$0.85
2105	N/S SS TEA W/LEMON	\$0.50	\$0.53
2110	N/S S.S FRUIT PNCH	\$0.50	\$0.53
2115	N/S SS BLACK CHRY	\$0.50	\$0.53
2120	N/S SS LEMONADE	\$0.50	\$0.53
2210	S.S. FRUIT PUNCH	\$0.50	\$0.53
2220	S.S. LEMONADE	\$0.50	\$0.53
2615	JL ORIGINAL CHUB	\$1.45	\$1.54
2665	SPICY MAC & CHEESE 3 OZ	\$2.15	\$2.28
2667	SPICY CHEESY RICE 2 OZ	\$1.30	\$1.38
2670	SPICY REFRIED BEANS&RICE	\$2.15	\$2.28
3004	ZC PB CREME COOKIES 6 OZ	\$1.65	\$1.75
3010	ZC SOFT CHOC CHIP COOKIES	\$1.15	\$1.22
3015	SOFT OATMEAL RAISIN COOKI	\$1.15	\$1.22
3020	OREO SANDWICH COOKIES	\$0.90	\$0.95
3030	ZC VNILLA CRM COOKIES 6OZ	\$1.60	\$1.70
3031	ZC ORNG-PNAPPLE CRMS 6OZ	\$1.60	\$1.70
3035	ZC CHOC CHIP COOKIES 6OZ	\$1.60	\$1.70
3036	ZC SOFT PB COOKIES	\$1.10	\$1.17
3040	ZC ICED OATML COOKIES 6OZ	\$1.65	\$1.75
3045	ZC DUPLEX CREMES 6OZ	\$1.65	\$1.75
3115	CHEEZ ITS CRACKERS 1.5OZ	\$1.90	\$2.01
3124	PEANUT BUTTER CRKRS (SLV)	\$0.80	\$0.85
3130	CHEESE SAND CRKRS(SLEEVE)	\$0.75	\$0.80
3139	(SLEEVE) SALTINE CRACKERS	\$0.90	\$0.95
3198	2/PK STRWBRY TSTR PASTRY	\$1.15	\$1.22
3201	STRAWBERRY MOON PIES	\$1.00	\$1.06
3206	CHOCOLATE MARSHMALLOW PIE	\$1.00	\$1.06
3207	BANANA MARSHMALLOW PIE	\$1.00	\$1.06
3226	ZC CHOCOLATE ICED ZU ZU	\$1.40	\$1.48
3230	(EA) ZC PB WAFERS	\$0.70	\$0.74
3231	(EA) ZC YUM YUM'S	\$0.45	\$0.48
3236	(EA) ZC SWISS ROLLS	\$0.75	\$0.80
3245	(EA)ZC D-DUNX	\$0.65	\$0.69
3248	ZC ICED SWIRL	\$1.40	\$1.48
3261	ZC MEGA BUNEEZ	\$1.40	\$1.48
3270	ZC CHOC CREME CUPCAKE	\$1.60	\$1.70
3274	ZC MONSTER ICED BUNEEZ	\$1.45	\$1.54
3290	ZC STRAWBERRY ZU ZU 2/PK	\$1.40	\$1.48
3291	ZC WHAM WHAMS	\$1.55	\$1.64
3329	ZC LONG JOHN-JELLY FILLED	\$1.35	\$1.43

ITEM#	DESCRIPTION	OPTION A	OPTION B
3581	JL HOT LIL CHUB SAUSAGE	\$1.45	\$1.54
3692	MULTI-PURPOSE SOLUTION	\$6.50	\$6.89
4000	M&M PLAIN	\$1.11	\$1.18
4001	M&M PEANUT	\$1.11	\$1.18
4010	SNICKERS BAR	\$1.11	\$1.18
4013	MILKY WAY CANDY BAR	\$1.11	\$1.18
4019	CHICK O STICK	\$0.45	\$0.48
4035	REESES P/BUTTER CUP	\$1.11	\$1.18
4040	SKITTLES	\$1.11	\$1.18
4065	BIG HUNK	\$1.11	\$1.18
4100	BUTTERSCOTCH BUTTONS	\$1.16	\$1.23
4110	LEMON DROPS	\$1.16	\$1.23
4124	MINT STICK .8 OZ.	\$0.45	\$0.48
4135	JOLLY RANCHERS ASST. 3.7O	\$1.66	\$1.76
4145	STARLITE MINTS 3.75OZ	\$1.16	\$1.23
4146	ATOMIC FIRE BALLS	\$1.16	\$1.23
4150	SOUR FRUIT BALLS 4.25OZ	\$1.16	\$1.23
4155	SUGAR FREE WILD FRUIT 1.7	\$1.26	\$1.33
4315	TOOTSIE POPS	\$0.35	\$0.37
4387	ROCKY ROAD BAR	\$1.11	\$1.17
4429	ZC STRAWBERRY SF WAFERS	\$1.25	\$1.33
4430	ZC BLUEBERRY CHS DANISH	\$1.40	\$1.48
4431	ZC STRAWBERRY CHS DANISH	\$1.40	\$1.48
4569	TWO CENTS STAMP	\$0.02	\$0.02
5275	SHARKEYES_READING GLASSES	\$5.00	\$5.30
5957	SZ 7 CANVAS VELCRO SHOES	\$9.00	\$9.54
5958	SZ 8 CANVAS VELCRO SHOES	\$9.00	\$9.54
5959	SZ 9 CANVAS VELCRO SHOES	\$9.00	\$9.54
5960	SZ 10 CANVAS VELCRO SHOES	\$9.00	\$9.54
5961	SZ 11 CANVAS VELCRO SHOES	\$9.00	\$9.54
5962	SZ 12 CANVAS VELCRO SHOES	\$9.00	\$9.54
5963	SZ 13 CANVAS VELCRO SHOES	\$9.00	\$9.54
5965	SZ 15 CANVAS VELCRO SHOES	\$9.00	\$9.54
6011	HOT & SPICY VEG RAMEN	\$0.97	\$1.03
6013	CAJUN CHICKEN RAMEN	\$0.97	\$1.03
6018	TEXAS BEEF RAMEN SOUP	\$0.97	\$1.03
6026	CHILI RAMEN	\$0.97	\$1.03
6046	CHICKEN RAMEN	\$0.97	\$1.03
6050	KK INSTANT RICE	\$2.00	\$2.12
6079	WHOLE SHABANG 1.5 OZ	\$1.00	\$1.06
6100	POTATO CHIPS	\$1.00	\$1.06
6102	1.5OZ STUFD JALP CHIPS	\$0.95	\$1.01
6103	HABANERO TORTILLA CHIPS	\$1.20	\$1.27
6105	BBQ POTATO CHIPS	\$1.00	\$1.06
6111	CA HOT&SPICY CORN CHIPS	\$0.95	\$1.01
6112	BBQ CORN CHIPS	\$1.05	\$1.11
6114	HOT FRIES (ANDY CAPP)	\$0.90	\$0.95

ITEM#	DESCRIPTION	OPTION A	OPTION B
6116	CHEESE PUFFS	\$1.30	\$1.38
6120	NACHO TORTILLA CHIPS	\$0.95	\$1.01
6125	HOT CHIPS 1.5 OZ	\$1.00	\$1.06
6127	HOT SPICY PORK RINDS	\$1.80	\$1.91
6134	ML CARAMEL POPCORN	\$1.90	\$2.01
6154	NACHO FLVR DORITOS	\$1.25	\$1.33
6159	CHEETOS FLMN HOT 1.75-OZ	\$1.20	\$1.27
6167	CHEETOS 2-OZ	\$1.25	\$1.33
6174	BC HOT CHILI W/ BEANS	\$2.75	\$2.92
6176	BC BEEF STEW	\$2.65	\$2.81
6178	FC MACKERAL	\$1.95	\$2.07
6205	CASHEWS	\$1.85	\$1.96
6212	SPICY CAJUN MIX 3.5OZ	\$1.60	\$1.70
6213	HEALTH MIX	\$1.60	\$1.70
6217	TROPICAL BLEND	\$1.60	\$1.70
6250	ONION DIP 3.5OZ	\$2.30	\$2.44
6255	CC JALAPENO NACHO CHS DIP	\$1.80	\$1.91
6262	MAYONNAISE 12PK	\$1.20	\$1.27
6263	MUSTARD 12PK	\$0.65	\$0.69
6264	BAGO KETCHUP 12PK	\$0.85	\$0.90
6268	HOT SAUCE 12PK	\$0.90	\$0.95
6300	TWIN BEEF STICK	\$1.61	\$1.71
6320	BEEF & CHEESE STICK	\$1.20	\$1.27
6322	O'BRIEN'S HOT & SPICY SAU	\$1.20	\$1.27
6400	(EA)CHWY CHOC CHIP GRANOL	\$0.75	\$0.80
6412	GRAPE JELLY 1 OZ.	\$0.55	\$0.58
6415	SS PEANUT BUTTER	\$0.70	\$0.74
6428	CA SHARP CHDR CHS SQUEEZE	\$0.85	\$0.90
6429	CA JALAP CHEESE SQUEEZE	\$0.85	\$0.90
6500	PICKLE (HOT)	\$0.70	\$0.74
6520	(SS) APPLE-CINN OATMEAL	\$0.60	\$0.64
6523	(SS)MPL BRWN SGR OATMEAL	\$0.55	\$0.58
6540	ZC STRAWBERRY CEREAL BAR	\$0.65	\$0.69
6600	FLOUR TORTILLAS	\$1.85	\$1.96
6606	SALTED PEANUTS 1.75 OZ	\$0.90	\$0.95
6607	HOT PEANUTS 1.75 OZ	\$0.85	\$0.90
6700	SV REFRIED BEANS	\$2.65	\$2.81
6711	HOT CHILI REFRI BEAN&RICE	\$1.80	\$1.91
6721	FISH STEAKS IN HOT SAUCE	\$1.85	\$1.96
6826	FRESH CATCH TUNA 4.23 OZ.	\$2.55	\$2.70

(

(

(

INFORMATION ON ADDITIONAL SERVICES INCLUDED IN PROPOSAL

INMATE VENDING MACHINE PURCHASES

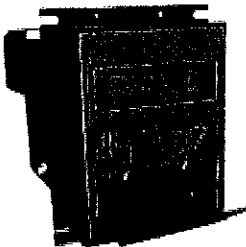
This unique service allows inmates to make purchases from vending machines located within the housing unit (or some common area), directly and immediately from funds they have in their inmate trust account in the KCN banking system.

How it works:

- Inmate presents his/her card (containing the inmate's ID) to the card reader installed in the vending machine (card reader may also be programmed to allow the inmate's ID to be manually entered)
- Card reader displays the inmate's ID number and instructs the inmate to enter his/her PIN (same PIN used to access the kiosk)
- KCN system verifies this information, and if accurate, authorizes approval for a purchase to be made
- Once a selection has been made, the KCN system verifies the inmate's account balance (in the banking system), and if the account balance exceeds the price of the product selected, the inmate's account is charged for the amount of the purchase
- If the product vends successfully, the transaction is complete
- If the product does not vend successfully, the transaction is cancelled, and a credit matching the amount of the original charge, is immediately posted to the inmate's account
- Process complete - another selection will require all the above steps to be repeated

Vending Card Reader

The following is information on the card readers we would install in all the vending machines as part of our proposal.



Bar Code Card Only – NetLink Terminal for MDB Vending – TCP/IP

Features

- Full online, real time transaction and activity log reporting capabilities
- Debits the inmate's online account in the KCN database **IN REAL TIME**
- Fits in vending machines via insertion in the bill validator cut out
- Uses a **Bar Coded OR Mag Stripe card** to conduct transactions
- Supports MDB Protocol
- PIN protected

We are successfully operating our Direct-Debit vending service at the locations shown in the following table.

Facility Name	Facility Address	Contact Name	Contact Number
Anoka, County Jail	325 E Jackson St. Anoka, MN 55303	Dave Pacholl	(763) 323-5070
Sherburne County Jail	13880 Business Center Drive Elk River, MN 55330	Michele Mareck	(763) 765-3509
Racine County Jail	717 Wisconsin Ave. Racine, WI 53403	Douglas Wearing	(262) 636-3693
Will County Jail	95 S Chicago St. Joliet, IL 60436	Chief Dale Santerelli	(815) 740-5647
Erie County Jail	11581 Walden Ave. Alden, NY 14004	Sgt. Karen Yetzer	716-937-5579
Kent County	703 Ball Ave NE Grand Rapids ,MI	Sabrina Jonio	616-632-6312
Western KY Corr. Complex (KY DOC Facility)	374 New Bethel Church Rd. Fredonia, KY 42411	David Kennedy	(270) 388-9781 x2012
Kentucky Corr. Inst. for Women (KY DOC Facility)	3000 Ash Ave Pewee Valley, KY 40056	Lisa Lewis	(502) 241-8454 x3323

Direct-Debit Vending Sales History

We have implemented our Direct-Debit vending service, facility-wide, in the following 3 accounts.

- **Racine County Jail (WI)** - Sales of \$105/inmate/month
- **Ramsey County ADC (MN)** - Sales of \$112/inmate/month
- **Anoka County Jail (MN)** - Sales of \$130/inmate/month

Note: Prior to implementing our direct-debit vending service at the Anoka County Jail, we operated a commissary, where each inmate could access the cart 3 times per week. This cart service generated sales of \$72/inmate/month, so the switch to our vending service increased the sales by \$58/inmate/month.

By comparison, Jefferson County's current monthly DPI is roughly \$45. Based on our experience, we feel that facility-wide implementation of this service at the Jefferson County Jail, while attaining monthly DPI sales falling within the range stated above (\$105-\$130), would lead to an **increase in gross commissary sales** of between \$234,000 and \$331,500 per year or total annual sales of \$409,500 – \$507,000.

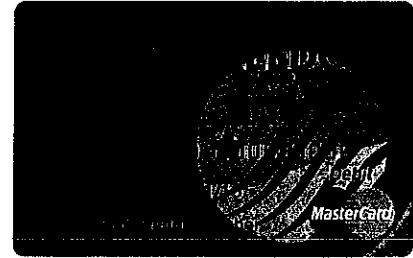
Our proposal includes Keefe hiring a part time employee to stock the vending machines 2-3 times per week (M-F). Implementation of this service would require secured space within the facility be allocated to Keefe for storing the products needed to stock the vending machines. If space is not available but the county wanted to explore implementing this service, we would welcome the opportunity to discuss other means of accomplishing this.

C

(

(

In the last decade, correctional facilities have experienced a tremendous increase in costs associated with handling Inmate Trust Funds. In an effort to streamline and reduce costs associated with this obligation many facilities have replaced cash and checks with our debit card program. Debit cards are a cost-effective alternative to issuing traditional checks. All hardware needed to provide this service will be provided by Keefe at no cost.



Benefits of releasing inmates with a debit card include:

- Reduces exposure to fraud and lost checks
- Easy to use; Simplifies Bank Account Reconciliation
- Eliminates checks and cash handling

The Access Freedom debit release card will be provided to the County at no cost. The debit card is **MasterCard** logoed and can be used worldwide. The card will be immediately activated at the time the funds are loaded on to the card and a PIN code will be provided to the cardholder (initial PIN code is the last four digits of the card). There are no extra steps required to activate the card. This provides the cardholder with immediate access to their funds.

Our debit card is also part of a national surcharge free network – **Money Pass**. This means that the cardholder can get cash via an ATM without paying additional surcharge fees, when using a participating MoneyPass ATM at such convenient locations as Credit Unions, National Banks or Wal-Mart store ATMs. This debit card allows inmates with or without a bank account access to their money 24 hours a day at ATM locations and Point-of-Sale locations worldwide.

In addition to the MoneyPass ATM network, our debit cards also provide the cardholder the ability to remove the total balance of their card for **FREE** by visiting any financial institution that is a MasterCard principal member (almost every bank) and asking for a cash advance for the balance of their card.

Inmates can also access their cash for **FREE** by requesting Cash Back at Point-of-Sale locations anywhere in the world or by requesting a **FREE** ACH Transfer of funds from their debit card to their personal bank account. The facility can load the card with as little as \$0.01 or as much as \$9,700.00. All funds are on deposit at an FDIC insured bank. Every inmate qualifies for this program and can be issued a debit card regardless of immigration status

Cards will be shipped directly to the County for use at release. Cards are loaded by County staff with the inmate balance. Inmates are able to use the card anywhere MasterCard is accepted. All PIN and signature based transactions are free of charge and the first ATM withdrawal is also free of charge from KCN

Inmate Release Card Program Fees

Cardholder Fees Associated with the Inmate Release Program

	Charge
Card Activation Fee	FREE
Support Calls Fee	FREE
PIN Change Fee	FREE
Point of Sale (POS) Transactions (PIN & Signature)	FREE
Cash Back Option with POS purchase	FREE
POS Declines	FREE
Card to Bank ACH Transfer****	FREE
Cash Out at any Principal MasterCard Member Institution	FREE
Weekly Maintenance Fee*	\$2.50
ATM Account Inquiry Fee	\$1.50
Inactivity Fee**	\$2.00
Domestic ATM Fees***	\$2.95
ATM Decline for Non-Sufficient Funds Fee	\$2.95
International ATM Fees***	\$3.95
ATM Decline International Fee	\$3.95
Replacement of lost or stolen card	\$10.00
Account Closure Fee/Request for Balance by Check	\$25.00

Access Securepak®

Access Securepak® is the most comprehensive custom package program in the correctional industry. Securepak® is a program designed to allow family members and friends to send packages to inmates. Securepak® was developed to eliminate contraband and greatly reduce the time and labor required to process packages. Access Securepak® makes the process of creating a package program easy – all you have to answer is 4 simple questions:

- 1) Who – determine which inmates are eligible to receive a package
- 2) What – approve menu to be offered for selection
- 3) How much – determine dollar, quantity or weight limit of order
- 4) When – determine how frequent a package can be ordered and received

As an affiliate of Keefe Group, you will benefit from the market and product expertise we have been offering since 1975.

For over 35 years, Keefe Group has been the industry leader in the packaging and distribution of high quality products and services to correctional facilities.

Access Securepak® is the clear choice for your custom package program, offering:

- Innovative Product Line
- Safety and Security
- Outstanding Customer Service
- Flexibility
- Industry Expertise
- Order Accuracy
- Customized Delivery & Shipping Schedule

SECUREPAK PACKAGE PROGRAMS

Access Securepak® is designed to allow the DOC / Jail to determine the frequency in which an inmate may receive a package. This frequency could be once a week, once a month, once a quarter or once a year – this option is totally under the control of the DOC / Jail. Package shipments can arrive daily or be consolidated shipped on a weekly, bi-weekly, monthly, quarterly or end of program basis – again this feature is totally under the control of the DOC / Jail.

Access Securepak® allows family and friends to send packages to inmates. By allowing Access Securepak® to be your package provider, you will reduce the amount of time necessary to search inmate packages shipped from outside sources.

SECUREPAK PROGRAM BENEFITS

Access Securepak® allows you to control full implementation of the program; making sure the Securepak program meets the unique needs of your particular institution.

When designing a custom package program, you should consider:

- The safety of your officers and inmates
- The cost to process incoming packages from non-approved vendors
- The vendor's ability to deliver packages in a timely manner
- The vendor's variety of products and 'correctional friendly' packaging
- The vendors experience in implementing a statewide package program

(

(

(

How Securepak® will help ensure a secured environment:

- Securepak offers the most 'correctional friendly' commissary items in the correctional industry
- Orders are packaged at Keefe's / Access SecurePak secured warehouse
Boxes or bags are sealed with a tamper evident tape to ensure the security of the packages
- All employees undergo an extensive screening process and background check
- Securepak eliminates the need to search and x-ray packages from outside sources

SECUREPAK TECHNOLOGY

Access Securepak®, as your partner, we make it our mission to understand the technical needs of your facility and provide you with solutions to fit your needs.

Our Proprietary Software:

- Processes orders, enforces product restrictions and quantity limits
- Enforces spending, weight, order frequency, and inmate status limits
- Detailed reporting and customized reports including inmate order history and ship dates
- Software changes are available at your request

Our Customized Website Enables:

- Customized, easy-to-use website for online purchases
- Your website will be built for your facility or state, displaying your approved menu
- Facility regulations and order limitations will be enforced
- Online ordering is available 24 hours a day, 7 days a week
- Online order confirmation is given to the customer

SECUREPAK - EXCEEDING EXPECTATIONS

Access Securepak® Custom Package Program is not only hassle-free for institutions, it's easy for everyone with our customized online ordering and pre-printed order forms, customers may choose a method which best suits their needs.

Convenience

- An easy to navigate website for online purchases
- Free catalogs, order forms and marketing support
- On time, accurate delivery of orders
- The largest selection of products in the industry
- Proprietary software customized to meet the needs of your institution
- State-of-the art call center to process orders and answer questions
- Major credit cards accepted – MasterCard, Visa and Discover
- Toll-free customer assistance available in English and Spanish

SECUREPAK PRODUCT MENUS

Access Securepak® features over 5,000 products, including many name brand items and products specifically designed for the corrections market, the Access Securepak® Custom Package Program is designed to meet the unique needs of facilities and families

Food & Snacks:

- Flexible pouches
- Clear packages
- Resealable packages

- Plastic jars
- Kosher & Halal certified products

Personal Hygiene Products:

- Hundreds of items to choose from
- Name brand and private label products available
- Products available in clear containers

Electronics:

- Televisions, radios, headphones and more
- Clear plastic casings to eliminate contraband
- Security screws
- Headphone jacks
- Custom modifications available

Apparel:

- Shoes, boots, underwear, t-shirts, sweats, socks, shorts, jeans and more
- Colors to meet facility requirements
- Sizes available in Small to 6XL

(

(

(

Secure Mail Customer Set Up

KCN's electronic messaging and photo messaging system has been detailed below.

Secure Mail Customer Set Up

KCN's Secure Mail service allows the Customer to log into our secure website and create a membership. Similar to a Yahoo or Hotmail account, the membership is free to the Customer. Once membership is established, the Customer is able to log-in using our secure website and view their individual mailbox which includes all received messages and archived sent messages. See below for a sample screen shot of the Access Corrections website.

The screenshot shows the Access Corrections website with a navigation menu on the left containing links like DEPOSITS, MAIL, Send Message, Send Picture, Inbox (4), Sent (5), Deleted (0), Message Credits, Search, Purchase Credits, My Recipients, Edit Profile, and Logout. The main content area features a 'secureMAIL' logo and a message stating: 'You currently do not have any recipients in your My Recipients list that can use the secureMail service. Click here to add a recipient to your account.' The top right corner includes a language selector (English, Español) and a login status for 'KCN Developer'.

When a customer is logged in to our secure website, they can edit their profile and account information. They will have the option to select if they would like to be notified when receiving a message and if they would like to be notified if one of their messages is rejected.

The screenshot shows the 'Edit Profile' page in the Access Corrections Secure Mail system. It contains two main sections: 'Login Information' and 'Account Information'. The 'Login Information' section includes fields for Email (kcndev@mailinator.com), Verify Email (kcndev@mailinator.com), Password, and Verify Password, with a checkbox for 'Password is Optional'. The 'Account Information' section includes fields for First Name (KCN), Middle Name, Last Name (Developer), Birthday (May 12, 1979), Address 1 (10880 Ln Page Pl), Address 2, City (St. Louis), State (Missouri), Zip (63132), Home Phone (314-919-4100), Work Phone (314-318-6800), Cell Phone, and Alternate Email. There are also checkboxes for notification preferences: 'I would like to be notified when I receive messages' and 'I would like to be notified if one of my messages is rejected.' A 'Save' button is located at the bottom right of the form.

Once a customer has their account set up, they can then purchase message plans to with a Visa or MasterCard credit or debit card. Message plans will be stored on the Customers profile allowing them access to their remaining balance every time they log-in. Customers will be able to access their inbox and have the ability to purchase message plans 24/7/365. All messages are paid for by the friend/family of the offender. The friend/family sending the message will also have the option of letting the inmate send them a reply. This can be done at no additional cost.

After the customer has purchased a message plan and is ready to send a message, they will then need to add the recipient to their "My Recipients" list. The customer can find the recipient in three easy steps:

- **Step 1: Select a State**
- **Step 2: Select a Facility**
- **Step 3: Search for Offender**

The customer can search for the offender using the offender's number or by the offender's last name. Once the search results are populated, the customer selects the recipient he/she was looking for and adds them to their "My Recipient" list.

The screenshot displays the 'Add Recipient' interface on the ACCESS CORRECTIONS website. At the top, there is a navigation bar with the ACCESS CORRECTIONS logo, a 'Home' button, and links for 'Contact Us' and 'Help'. A language selection dropdown is set to 'English', with 'Español' as an option. The user is logged in as 'Liz Scott'. The main content area is titled 'Add Recipient' and includes a sub-header 'Please look-up and add the people you will be sending text/picture messages or depositing money to.' The process is divided into three steps: 1. 'Select a State' with a dropdown menu showing 'Mississippi'; 2. 'Select a Facility' with a dropdown menu showing 'Mississippi DOC'; 3. 'Search for Offender'. Below these steps are input fields for 'Number:', 'Last Name:' (containing 'smith'), 'First Name:' (containing 'john'), and 'Birth Date:'. A 'Find Offender >>' button is located below the birth date field. To the right of the search steps, there is a 'Services Offered' section with checkboxes for 'SecureMAIL' and 'PictureMAIL'. Below this is a 'Search Results:' section showing a list of offenders, all named 'SMITH, JOHN' with ID 'XXXX-01-01'. An 'Add Selected Offender >>' button is at the bottom of the search results. Below the search results is an 'Add These Offenders:' section with a checkbox for 'Let this Offender use my Credits.' and a 'REMOVE' button. At the bottom of the page, there are links for 'Privacy Policy', 'Terms and Conditions', 'Contact Us', and 'Help', along with a copyright notice for 2005 ACCESS CORRECTIONS.

Once the recipient has been added, the customer will be able to view them in the "My Recipients" page. This page will show the customer the recipient's Offender number, Name, Birth Date, and whether they are sharing their credits with that recipient (for non-message plan programs). This page will also show the customer what services the offender can receive (Secure mail, Secure photo mail and if they have an MP3 player to receive the message (if the County adds this service at a later date)). This will be displayed by the icons next to the offender number.

Note: Additional information about this service is available upon request.

(

(

(

OFFENDER COMMUNICATIONS CENTER

Screen Shots & Capabilities

Inmate Message Screen



Offender Communication Center

Logged in as MATT CLARK

New Conversation

My Messages

My Messages

Show: All Only show New Messages: ☐

Conversation Topic	Author	Date
Dental - Tooth Needs To Be Pulled - I have a tooth that needs to be pulled.	MATT CLARK (4752)	10/16/2012 12:19 PM
Grievance - Shower Head in Pod B - Have been requesting shower head repaid in P...	MATT CLARK (4752)	9/19/2012 8:36 AM
Informal request - Movement - I would like to change pods.	MATT CLARK (4752)	9/13/2012 8:17 AM
Informal request - Move - No.	Jailtracker Test Administrator	9/4/2012 11:26 AM
Informal request - Cell move - Is there anyway I can switch cell assignments with J...	MATT CLARK (4752)	8/31/2012 8:48 AM
Medical - Medical appointment - Your presence is required at 0830 outside medical...	Jailtracker Test Administrator	8/30/2012 3:48 PM

Log Out

Main Menu

Offender Requests
are kept in the My
Messages section of
the Kiosk Application

EDGE
TECHNOLOGY

(

(

(

Inmate New Conversation Screen



Offender Communication Center

Logged in as DANIEL VITALE

New Conversation

My Messages

New Conversation

Conversation Topic:

Conversation Subject:

Message:

- A - Grievances
- B - Medical/Sick Call
- C - Mental Health
- D - Dental
- E - Schedule Visitation
- F - Medical Dietary
- G - Religious Dietary
- H - Nutrition Service
- I - Community Reintegration

Create New Conversation

1 2 3 4 5 6 7 8 9 = Backspace
Tab q w e r t y u i o p
Caps a s d f g h j k l
Shift z x c v b n m ,

To create a new request
the Offender Selects a
Conversation Type
(supplied by facility
administrator)

Log Out

Main Menu

© 2010 KEEFE GROUP. ALL RIGHTS RESERVED.

Inmate Grievance



Offender Communication Center

Logged in as DANIEL VITALE

New Conversation

My Profile

New Conversation

Conversation Topic:

A - Grievance

Conversation Subject:

Stolen Player

Message:

My MP3 player went missing from my cell yesterday. I need help getting it back

Create New Conversation

1 2 3 4 5 6 7 8 9 = Backspace
Tab q w e r t y u i o] \
Caps a s d f g h j k l ; ' Enter
Shift z x c v b n m , . /

Offender completes the message and sends it for facility review

Log Out

Main Menu

Inmate Grievance



Offender Communication Center

Logged in as DANIEL VITALE

New Conversation

My Messages

My Messages

Show: Open ☒ Only show New Messages: ☐

Conversation Topic

A – Grievance – My MP3 player went missing from my cel yesterday. I nee. . .

Author

DANIEL VITALE (1234)

Date

6/25/2013 1:28 PM

The new conversation
is added to the
inmate's open list

Log Out

Main Menu

Dashboard | Inmate Messages | Grievances | Profile

powered by

EDGE
TECHNOLOGY

Offender Communication Services

Log On

Username

Password

Log in



Facility Manager
Logs in to Keefe
website to review
Offender Requests

Facility Conversation Topics:

- The CCA facility is able to customize the OCC options including: Kite/Special Request, Sick Call, Visitor List Management, Communications with Staff, Grievances and DR Appeals as requested in *Tab 8: Scope*



Offender Communication Center

County Correctional, New Jersey

Logged in as County Administrator

[\[My Account \]](#) [\[Logout \]](#)

New Conversation

Open

Closed

Topics

Manage Users

Conversation Topics

New Topic

Active	Name	Edit	Delete
<input checked="" type="checkbox"/>	A - Grievances	Edit	Delete
<input checked="" type="checkbox"/>	B - Medical/Sick Call	Edit	Delete
<input checked="" type="checkbox"/>	C - Mental Health	Edit	Delete
<input checked="" type="checkbox"/>	D - Dental	Edit	Delete
<input checked="" type="checkbox"/>	E - Schedule Visitation	Edit	Delete
<input checked="" type="checkbox"/>	F - Medical Dietary	Edit	Delete
<input checked="" type="checkbox"/>	G - Religious Dietary	Edit	Delete
<input checked="" type="checkbox"/>	H - Nutrition Service	Edit	Delete
<input checked="" type="checkbox"/>	I - Community Reintegration	Edit	Delete

ons

Contact Us

Help

The Facility Controls which Conversation Topics will be created and made available for the offenders to view at the kiosk

Keefe
Group
Offender Communication Center

Logged in as Hudson County, NJ Administrator
[My Account] [Logout]

Open

Topics

Manage Users

♥ - Denotes last response from facility.

to

☒

Date _____

6/25/2013 2:41 PM

12/10/2012 6:14 PM

Help

Facility Manager can review Open or Closed Conversations, Reply to a Message or create a New Message to an Offender

Facility Conversation View



Demo Customer
Logged in as Hudson County, NJ Administrator
[\[My Account \]](#) [\[Logout \]](#)

New Conversation Open Closed Topics Manage Users
View Conversation **Print Conversation**

Offender: DANIEL VITALE (1234)

Subject: Stolen Player

Topic: A - Grievances

Ref #: 7684

Status: Replied

DANIEL VITALE (1234)
6/25/2013 2:44:17 PM

My MP3 player went missing from my cell yesterday. I need help getting it back

I contacted Keefe and had them put the player in fraud lock. If anyone tries to connect it to buy a song it will disable the player and report the kiosk that it was connected to.

Hudson County, NJ
Administrator
6/25/2013 2:46:04 PM

Message:

☐ Close Conversation on Reply

Send Reply

Close Message

Facility Managers Reply to a Message by selecting it and typing a reply. The conversation can be closed on reply or left open for the inmate's reply

[t Us](#) [Help](#)

Facility View



Offender Communication Center

[User's Name]

Logged in as Keefe Offender Communication Administrator

[\[My Account\]](#) [\[Logout\]](#)

[New Conversation](#)

[Open](#)

[Closed](#)

[Topics](#)

[Manage Users](#)

Closed

♥ - Denotes last response from facility.

Date Range: 7/27/2012 to 8/27/2012 ☐ Topic: CD28 Request ☐ Status: New ☐ Offender: [All Offenders](#) [\[Show All\]](#)

Conversation Topic	Original Author	Date
Grievance - Inappropriate Language - Havin the preacher come to visit	ERIC HOLDEN (4752)	8/15/2012 3:16 PM
Grievance - Shower Head not operatring in pod B - topic closed	ERIC HOLDEN (4752)	8/14/2012 2:04 PM
Dental - Tooth-ache - I have scheduled an appointment for you with the dentist Th...	ERIC HOLDEN (4752)	8/14/2012 1:55 PM
Schedule Visitation - Schedule visit with son and daughter - We are opening a visit...	ERIC HOLDEN (4752)	8/14/2012 11:19 AM
Schedule Visitation - Add Visitor to List - You have five people on the list. You can...	HOLDEN (4752)	8/3/2012 8:12 AM

[Conditions](#)

[Contact Us](#)

[Help](#)

All Messages are
retained and time-
stamped for audit
and review

Inmate Conversation View



Offender Communication Center

Logged in as DANIEL VITALE

[New Conversation](#)

[Send Reply](#)

[View Message](#)

[My Messages](#)

View Conversation

Subject: Stolen Player

Topic: A - Grievances

Status: Read

DANIEL VITALE (1234)
6/25/2013 2:44:17 PM

My MP3 player went missing from my cell yesterday. I need help getting it back

I contacted Keefe and had them put the player in fraud lock. If anyone tries to connect it to buy a song it will disable the player and report the kiosk that it was connected to.

Hudson County, NJ
Administrator
6/25/2013 2:46:04 PM

[Send Reply](#)

[Back To List](#)

The offender reviews
facility management
replies at the Edge
Kiosk

[Log Out](#)

[Main Menu](#)



(

(

(



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

Request for Proposal: JAIL COMMISSARY 2016

Date Issued: 5-10-2016

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, JUNE 7, 2016 AT 2:00 P.M. LOCAL TIME.

**Specification
Contact:**

LT. PATRICK HAWKINS
Department of the Sheriff
636-797-5318
phawkins@jeffcomo.org

**Contract
Contact:**

VICKIE PRATT
Department of Administrative Services
636-797-5380

**Mail (3) Three
Complete Copies**

**With Vendor And
Proposal
Information As
Shown In Sample:**

SAMPLE ENVELOPE

VENDOR NAME

VENDOR ADDRESS

CONTACT NUMBER

**DEPARTMENT OF THE COUNTY CLERK
JEFFERSON COUNTY MISSOURI
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050-0100**

SEALED PROPOSAL: (PROPOSAL NAME)

**Contract Term:
upon approval by
the County Council
and County
Executive**

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

**Vendor
Information:**

Stellar Services, LLC

Edward Bierer

Company Name
301 Business Park Circle

Authorized Agent (Print)

Edward Bierer

Address

Signature

Stoughton, WI 53589
City/State/Zip Code

Owner

Title

608-877-1525

6/5/2016

39-2015576

Telephone #

Date

Tax ID #

ebierer@stellar-services.net

608-877-1527

E-mail

Fax #

C

C

C

TECHNICAL REQUIREMENTS – COMMISSARY SERVICES

5.1 Overview of Inmate Commissary Services

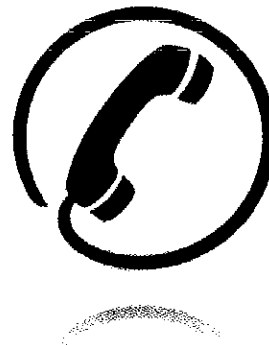
AUTOMATED PHONE ORDERING SYSTEM

Using the inmate phone system to connect into our Stellar Services system to place commissary orders has been a huge success in County Jails throughout the Midwest. We work with a number of different Inmate Phone companies. We all see it as a **win-win** situation.

See how easy it is for yourself by following the simple menu below:

1. Dial: 608-807-0583 – When our system picks up the call you will hear music.
2. It will ask for your language selection, please enter it
3. It will then ask you for your site code. Enter 5#. This tells the system which facility you are calling from.
4. It will ask you for your inmate ID #. Enter 1234#
5. It will ask for you to create a new PIN or enter your PIN. Enter 5678#
6. Here are some sample product codes that you can enter to see how easy it is:

2125 Premium Double Blade Razor
2074 Oral B Toothbrush
1001 Socks
5000 M & M Plain
5008 Nestle Crunch Bar
7027 Honey Bun
7062 Sausage Log Beef



Keep in mind that the inmate is the person entering the information into his or her own account. The inmate can enter the order anytime during the week and if he or she leaves before the facility sends us the orders, that inmate's order is automatically deleted out of the system. In facilities that have pod kiosks and phone ordering, the inmates can use both to place their commissary orders.

C

C

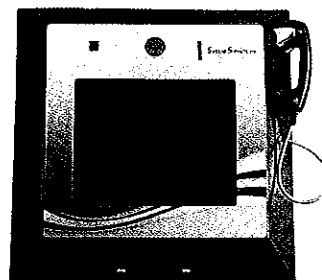
C

TECHNICAL REQUIREMENTS – COMMISSARY SERVICES

STELLAR POD KIOSKS

Stellar Services, LLC Pod Kiosk is the leading inmate self service system in use by correctional facilities. The touch screen kiosk allows inmates to:

- ✓ Access account balances and transaction history
- ✓ Place commissary orders
- ✓ View facility Inmate Handbook
- ✓ Request medical and haircut appointments
- ✓ Submit a paperless grievance or appeal form
- ✓ Communicate with family members through Stellar Secure Email
- ✓ Off-Site Video Visitation (with patent pending Eclipse Software).
- ✓ Watch orientation video
- ✓ Our Kiosk is the only kiosk with an unbreakable screen
- ✓ Completely manufactured and serviced by Stellar Services.



Stellar Services offers two styles of pod kiosks. One is a tablet style kiosk which works very nice in non-high security areas. This kiosk uses a tablet interface which can be powered over Ethernet, POE, to reduce having to run high power and network cabling to the kiosk location.

Our high security kiosk is pictured above and features shatter proof glass on the touch screen. It is also built with a heavier metal shell. This kiosk does require both 120 volt power line and a network cat5 connection to operate.

Both kiosks run exactly the same security protected software and is web based.

The jail or officer software is also web based and runs at www.jailatm.com. At the time of installation we will set up the workflows for grievances, inquiries, medical requests and any other workflows that the facility would like to have setup. Workflows are nothing more than setting up which officer will get to answer these requests. When an inmate sends in a requests it will show up on the officers assigned duties list. The officer can answer the request or assign it to the officer in charge of this type of request. Once the request is answered the inmate will have his name come up on the kiosk that he has a new message. The inmate can log into his account and review the answer.

The inmate population needs no training on the kiosk as it guides them through what they wish to do with a pictorial menu. Inmates will use the same inmate ID and PIN numbering system as they use on the phone system to keep their accounts private.

C

C

C

TECHNICAL REQUIREMENTS – COMMISSARY SERVICES

5.2 Product Specifications

Product selection and pricing will be agreed upon by the Jefferson County Jail and the supplier. Menu selection shall be reviewed as needed, and no less than annually. All changes must be approved by the Jefferson County Jail. Any price adjustments will be made at least yearly on the contract anniversary date with prior approval of the Jefferson County jail.

Stellar Services understands and will comply with products and pricing.

-- Reference Attached --

C

C

C

TECHNICAL REQUIREMENTS – COMMISSARY SERVICES

5.2 Product Specifications

The COUNTY expects fair and competitive pricing for inmates with an allowance for a reasonable commission to the COUNTY. One marker for competitive pricing is retail prices of similar items at retail outlets in Jefferson County.

Stellar Services understands and will comply with products and pricing.

TECHNICAL REQUIREMENTS – COMMISSARY SERVICES

5.2 Product Specifications

Product, containers and packaging shall not have metal, glass or powder as part of their content. Product must conform to all precautions for safety and security in a correctional facility, as determined by the Sheriff's Office. All product, containers and packaging must be pre-approved by the Sheriff's Office before the product is made available to inmates.

Stellar Services, LLC understands and will comply.

C

C

C

TECHNICAL REQUIREMENTS – COMMISSARY SERVICES

5.3 Operations

Stellar Services, LLC will deliver the orders in heat sealed clear plastic bags with two (2) copies of the order receipt sealed within the bag. The receipts should contain the following information:

- Inmate Name
- Inmate Location
- Inmate ID#
- Items and quantity ordered
- Quantity delivered if different than quantity ordered
- Total of order and sales tax, if applicable
- Balance of account after the order

Stellar Services receipts are all printed on large laser printed 8.5" x 11" two part paper. Stellar Services, LLC will collect the clear plastic bag from the resident upon delivery.

C

C

C

TECHNICAL REQUIREMENTS – COMMISSARY SERVICES

5.4 Personnel, Employment Practices, and Staffing

CONTRACTOR shall at all times maintain on duty for the Sheriff's Office an adequate staff of employees for efficient operation. The CONTRACTOR shall provide expert administrative, purchasing, equipment, consulting and personnel supervision.

The CONTRACTOR shall have adequate staffing to support inmate trust accounting software issues that arises within four hours, 24/7, 365. In the event an escalation of the issue is needed, advance technical staff must be available within eight (8) hours.

Stellar Services has a three level support tree in place 24/7/365. The County will be provided with our LIVE technician's phone number who is on call anytime after hours. During normal business hours we recommend calling our office that is staffed with our Applications staff. You will never be issued a customer number and never get issued a service ticket number but you will be serviced by technicians that has visited your facility. Our family of technicians has gotten to know your family of staff. Technical support is able to use remote computer access.

We believe that knowing our customers creates a better working environment.

We build our success on lasting relationships with each of our customers!

C

C

C

BANKING SOFTWARE

Our inmate banking software is called Lockdown. It is completely Windows based and has a Microsoft SQL backbone. We have the ability to load it on as many computers that the county will require. One checking account is standard with the facilities that we currently service. We do require you to open a new checking account for balancing purposes and we will also provide you with your first 500 checks at **NO COST** to you.

User access levels: The facility administrator can assign user access from the most basic view and print only up to their level, administrator. Each individual has his/her own login for security purposes and tracking.

PC Requirements — Minimum Requirements

- ☆Pentium 4 or Athlon XP class processor at least 1.4Ghz
- ☆512MB RAM
- ☆100MB Hard Disk space for client software installation and Microsoft .NET Framework
- ☆1024 X 768 Desktop Resolution
- ☆Microsoft XP note: Windows 2000 no longer supported

Recommended

- ☆Dual core processor at least 1.66GHz
- ☆1024 X 768 Desktop Resolution
- ☆Microsoft Windows XP Professional

Additional Information:

With a combined experience in the inmate commissary business of over 50 years and clients throughout Wisconsin, Iowa, Illinois, Indiana, Minnesota, Michigan, Missouri, Kansas and Ohio, all Jefferson County Sheriff's Department requirements will be met or exceeded.

Our Lockdown software is the most comprehensive and easiest to use by jail personnel. Not only is all the inmates' information accessible from 1 screen, but in the event of a mistake, we have a one click fix button that can correct nearly any mistake made.

Our system has capabilities for inmates' orders to be manually entered, scanned and even ordered over the inmate phone system. All these options are available to Jefferson County Sheriff's Department with **no additional expense** charged to your facility that has not been outlined in this proposal.

C

C

C

Software Features

The Stellar Services Banking Program is cutting edge technology. Our program is Windows based, featuring on-screen help including a step-by-step guide for performing all the software functions.

On the next page is a list of features offered in the Stellar Services, LLC inmate banking software. Keep in mind that new features are always being added and most of the new features come from customer suggestions.

Right from the start, Stellar Services impressed us with their efficient, professional manner - an approach that not only inspired confidence, but generated the results we were looking for. We needed an effective solution to Inmate Commissary and by partnering with Stellar Services, LLC we have been able to obtain an inmate commissary system that not only reduced the amount of time an officer needed to devote to commissary, but greatly improved the overall inmate satisfaction of the products. The employees of Stellar Services are always very willing and able to assist us in whatever we need. The Lockdown Resident Banking System is fantastic and provides an excellent way to track inmate money with detailed reports. Thanks Stellar Services for providing an excellent service to the Corrections Industry.

Ken White
Superintendent
Grundy County Jail
Morris, Illinois

C

C

C

REPORTS AND TOOLS

Inmate Reports

- Inmate List
- Account Activity Ledger
- Bond Account Ledger
- Adjustment Batch Listing
- Negative Balance List
- Indigent List
- Inactive List
- Inmate Labels
- Discipline List
- Print Checks
- Withdrawal Listing
- Debit Card Receipt Listing
- Account Adjust History
- Multiple Release
- Inmate Analysis
- Inactive Accounts
- Expires Balance Listing
- Account Status Listing
- Inmate Summary
- Transaction Summary
- On Hold Listing
- Check Listing
- Electronic Deposit Listings
- Debit Release Card List

Debt Reports

- Debt Payment History
- Outstanding Debts
- Debt Type Summary
- Debt Statement
- Debt Aging
- Debt Write Off

Sales Reports

- Sales & Use Tax
- Invoice List
- Sales Movement
- Sales Analysis
- Sales by Cell Block
- Sales by Day
- Sales by User

System Reports

- Restriction Code List
- System Status
- System Audit Listing
- Login Listing

Banking Reports

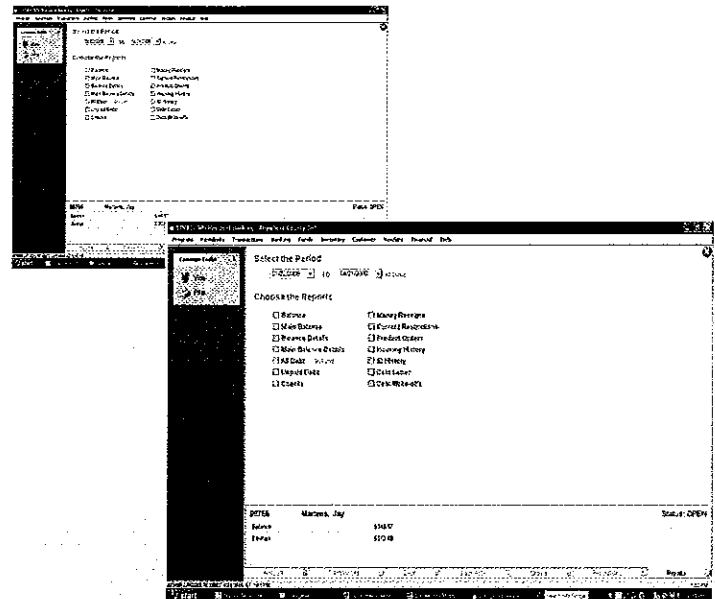
- Withdrawal Listing
- Deposit Listing
- Shift Closing
- Bank Deposit
- Electronic Deposit Listing
- Debit Card Bank
- Cleared Checks

Ledger Account Reports

- Account List
- Account Ledger
- Transaction List
- Register Batch Listing
- Balance Sheet
- Trial Balance
- Transaction List
- Check Listing
- Journal Entry
- Check Reclaim
- Balance to Cash
- Bank Account Summary

Vendor/Inventory Reports

- Inventory List
- Item Analysis
- Recommended Reorder
- Restricted Items
- Inventory Adjustment
- Physical Inventory
- Price List
- order Form
- Vendor Listing



C

C

C

LOCKDOWN REPORTS AVAILABLE

RESIDENT REPORTS

These global reports include all the inmates in the chosen category.

These reports can be selected by Current Residents (active in your facility), Former Residents (closed accounts or released), or All Residents consisting of Current and Former Residents.

You can also select by group, this is a good way to see who is on a selected restriction. DOC Inmates have a DOC Trust restriction. You can pull up a listing of that select group of inmates or you can select the Sugar Restriction and get a listing of inmates with that restriction depending on the reports that you select at the bottom.

Reports can be sorted by ID, Name or Housing locations

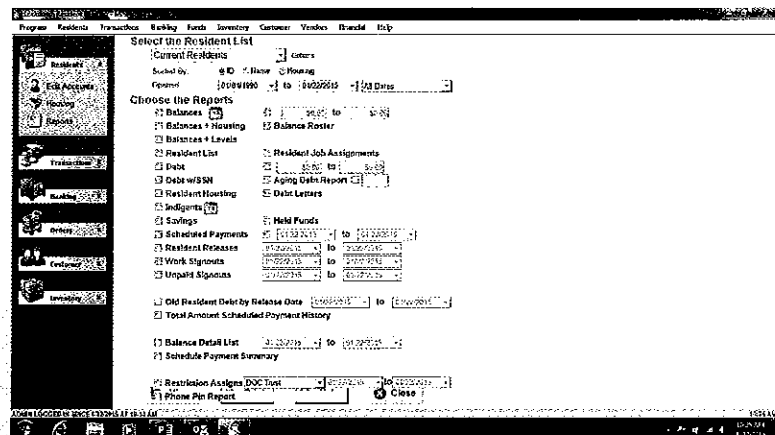
All of the reports can be date specific, just select the start and end dates.

Choose the reports that you would like to view or print. You can view any report prior to printing.

All reports in our system can also be exported to specific files like RTF (Word), HTML, PDF, TXT, TIF or XLS (Excel)

Resident reports available:

- | | |
|------------------|--------------------|
| Balances | Resident Housing |
| Balances+Housing | Indigents |
| Resident List | Savings |
| Debt | Scheduled Payments |
| Aging Debt | Releases |





LOCKDOWN REPORTS AVAILABLE

INDIVIDUAL REPORTS

These individual reports are for a specific inmate.

All of the reports can be date specific, just select the start and end dates.

Choose the reports that you would like to view or print. Any report can be viewed prior to printing.

All reports in our system can also be exported to specific file types like RTF (Word), HTML, PDF, TXT, TIF or XLS (Excel)

Individual Reports Available:

Balance	Unpaid Debt
Main Balance	Restrictions
Checks	Product Orders
Balance Details	Housing History
Main Balance Details	ID History
Money Receipts	Debt Letters
All Debt	Debt Write-offs
Debt by Fund	

We continue to add new reports as requested by customers.

Lockdown Resident Banking - Jefferson County Jail

Program Residents Transactions Banking Funds Inventory Customer Vendors Financial Help

Common Tasks: View Print

Select the Period: 01/22/2015 to 01/22/2015 All Dates

Choose the Reports

<input type="checkbox"/> Balance	<input type="checkbox"/> Money Receipts
<input type="checkbox"/> Main Balance	<input type="checkbox"/> Money Receipts with Gift Cards
<input type="checkbox"/> Balance Details	<input type="checkbox"/> Current Restrictions
<input type="checkbox"/> Main Balance Details	<input type="checkbox"/> Product Orders
<input type="checkbox"/> Simple Balance Details	<input type="checkbox"/> Housing History
<input type="checkbox"/> Simple Main Balance Details	<input type="checkbox"/> ID History
<input type="checkbox"/> All Debt By Fund	<input type="checkbox"/> Debt Letter All Dates
<input type="checkbox"/> Unpaid Debt	<input type="checkbox"/> Debt Write-offs
<input type="checkbox"/> Checks	<input type="checkbox"/> Work Signouts
<input type="checkbox"/> Received Property	<input type="checkbox"/> Debit Card Releases
<input type="checkbox"/> Released Property	<input type="checkbox"/> Pin History
<input type="checkbox"/> Property With Item #	<input type="checkbox"/> Balance Details w/Savings
<input type="checkbox"/> Intake Property Receipt	<input type="checkbox"/> Current Property Locations
<input type="checkbox"/> Returned Property	
<input type="checkbox"/> Retired Property	
<input type="checkbox"/> Manual Restriction History	

123 Racer, Speed R

Balance	\$0.00
Prescriptions Debt	\$11.00

C

C

C

LOCKDOWN REPORTS AVAILABLE

FUND REPORTS

These reports are specific to a selected fund, with the exception of the Fund Summary, Account Details and Combined Debt.

Most of the reports are date specific, some are in real time, just select the start and end dates for the specific dates you require.

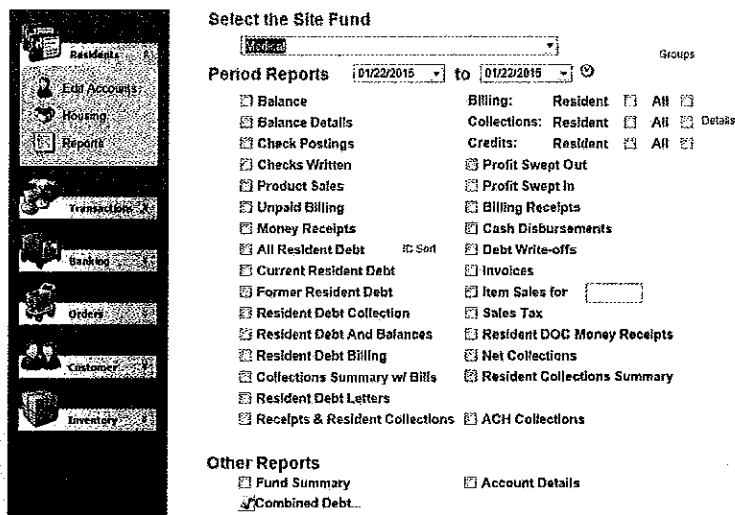
Choose the reports that you would like to view/print. You can view any report prior to printing.

All reports in our system can also be exported to specific files like RTF (Word), HTML, PDF, TXT, TIF or XLS (Excel)

Fund reports available:

Balance	Resident Billing
Check Postings	Resident Collections
Product Sales	Resident Credits
Balance Details	Profits
Checks Written	Cash Disbursements
Unpaid Billing	Debt Write-Offs
Money Receipts	Invoices
Resident Debt	Items Sales by Product
Debt Collection	Sales Tax

We have also added additional reports as requested by customers



The screenshot displays the software's main menu on the left, with 'Reports' highlighted. The main window shows the 'Select the Site Fund' dialog box. The 'Period Reports' section is active, showing a list of reports with checkboxes. The 'Billing' section is also visible, showing 'Resident' and 'All' options. The 'Other Reports' section at the bottom includes 'Fund Summary' and 'Account Details'.

Select the Site Fund

Medico

Period Reports: 01/22/2015 to 01/22/2015

Groups

☐ Balance
☐ Balance Details
☐ Check Postings
☐ Checks Written
☐ Product Sales
☐ Unpaid Billing
☐ Money Receipts
☐ All Resident Debt
☐ Current Resident Debt
☐ Former Resident Debt
☐ Resident Debt Collection
☐ Resident Debt And Balances
☐ Resident Debt Billing
☐ Collections Summary w/ Bills
☐ Resident Debt Letters
☐ Receipts & Resident Collections

Billing: Resident ☐ All ☐
 Collections: Resident ☐ All ☐ Details
 Credits: Resident ☐ All ☐
☐ Profit Swept Out
☐ Profit Swept In
☐ Billing Receipts
☐ Cash Disbursements
☐ Debt Write-offs
☐ Invoices
☐ Item Sales for
☐ Sales Tax
☐ Resident DOC Money Receipts
☐ Net Collections
☐ Resident Collections Summary
☐ ACH Collections

Other Reports

☐ Fund Summary
☐ Account Details
☐ Combined Debt



LOCKDOWN REPORTS AVAILABLE

FINANCIAL REPORTS

This section is broken down into a number of tabs to group different areas of reports.

Most reports are date specific, some are in real time, just select the start and end dates for the specific reports that you require.

Choose the reports that you would like to view or print. You can view any report prior to printing.

All reports in our system can also be exported to specific file types like RTF (Word), HTML, PDF, TXT, TIF or XLS (Excel)

Financial reports available on the ACCOUNTS tab:

- Trail Balance
- Trial Balance with Subaccounts
- Simple Trial Balance
- Simple Trial Balance with Subaccounts
- General Ledger
- General Ledger Account
- Profit and Loss
- Expense Report
- Deposits

Lockdown Resident Banking - Milwaukee County Jail

Program Residents Transactions Banking Funds Inventory Customer Vendors Financial Help

Select the Period

01/22/2015 to 01/22/2015
12:00 AM to 11:59 PM

Choose the Reports

Accounts | Cash Drawers | Checks | Funds | Residents | Inventory | Misc.

☐ Trial Balance Normal

☐ Trial Balance with SubAccounts Normal

☐ Simple Trial Balance

☐ Simple Trial Balance w/Sub

☐ Balance Sheet

☐ Balance Sheet with SubAccounts

☐ General Ledger

☐ General Ledger Acct

☐ Profit and Loss

☐ Expense Report

☐ Deposits

C

C

C

LOCKDOWN REPORTS AVAILABLE

FINANCIAL REPORTS

Most reports are date specific, some are in real time, just select the start and end dates for the specific reports that you require.

Choose the reports that you would like to view or print. You can view any report prior to printing.

All reports in our system can also be exported to specific file types like RTF (Word), HTML, PDF, TXT, TIF or XLS (Excel)

Financial reports available on the CASH DRAWERS tab: (select any or all cash drawers)

- Cash Drawer Transactions
- Cash Disbursements
- Money Receipts with Gift Cards
- Money Counts
- Money Receipts Daily Subtotals
- Money Receipts by Date or Type
- Receipts by Type

Lockdown Resident Banking - Milwaukee County Jail

Program Residents Transactions Banking Funds Inventory Customer Vendors Financial Help

Residents

Edit Accounts

Housing

Reports

Transactions

Banking

Orders

Select the Period

01/22/2015 to 01/22/2015

12:00 AM to 11:59 PM

Choose the Reports

Accounts **Cash Drawers** Checks Funds Residents Inventory Misc.

☐ Cash Drawer Transactions

☐ Cash Disbursements

☐ Money Receipts w/ GC

☐ Money Counts

☐ Money Receipts Daily Subtotals

☐ Money Receipts ☒ Date ☐ Type

☐ Receipt by Type Money Order

Select Cash Drawers

☒ Cash Drawer #1

☒ Money Manager

☒ Stellar Teller

C

C

C

LOCKDOWN REPORTS AVAILABLE

FINANCIAL REPORTS

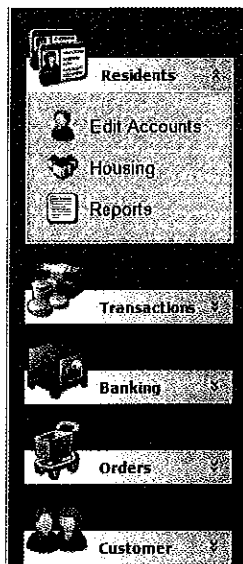
Most reports are date specific, some are in real time, just select the start and end dates for the specific reports that you require.

Choose the reports that you would like to view or print. You can view any report prior to printing.

All reports in our system can also be exported to specific file types like RTF (Word), HTML, PDF, TXT, TIF or XLS (Excel)

Financial Reports Available on the CHECKS tab:

- Current Outstanding Checks
- Check Postings
- Fund Checks Written
- Checks Voided
- Check Register
- Uncleared Check Voids
- Checks Written
- Outstanding Checks and ACH s
- Outstanding Deposits



Select the Period

01/22/2015 to 01/22/2015
12:00 AM to 11:59 PM

Choose the Reports

Accounts | Cash Drawers | **Checks** | Funds | Residents

- ☐ Current Outstanding Checks
- ☐ Check Postings
- ☐ Fund Checks Written
- ☐ Checks Voided
- ☐ Check Register
- ☐ Uncleared Check Voids
- ☐ Checks Written
- ☐ Outstanding Checks and ACHs
- ☐ Outstanding Deposits

C

C

C

LOCKDOWN REPORTS AVAILABLE

FINANCIAL REPORTS

Most reports are date specific, some are in real time, just select the start and end dates for the specific reports that you require.

Choose the reports that you would like to view or print. You can view any report prior to printing.





All reports in our system can also be exported to specific file types like RTF (Word), HTML, PDF, TXT, TIF or XLS (Excel)


Financial reports available on the FUNDS tab:


- Fund Income Summary
- Debt Write-Offs
- Gift Card Transactions
- Unprinted Gift Card Receipts
- Fee Disbursement Report

Lockdown Resident Banking - Milwaukee County Jail

Program	Residents	Transactions	Banking	Funds	Inventory	Customer	Vendors	Financial
---------	-----------	--------------	---------	-------	-----------	----------	---------	-----------

**Residents**
 Edit Accounts
 Housing
 Reports

**Transactions**

**Banking**

Select the Period

01/22/2015 to 01/22/2015

12:00 AM to 11:59 PM

Choose the Reports

Accounts | Cash Drawers | Checks | **Funds** | Residents |

☐ Fund Income Summary

☐ Debt Write-offs

☐ Gift Card Transactions

☐ Unprinted Gift Card Receipts

☐ Fee Disbursement Report

C

C

C

LOCKDOWN REPORTS AVAILABLE

FINANCIAL REPORTS

Most reports are date specific, some are in real time, just select the start and end dates for the specific reports that you require.

Choose the reports that you would like to view or print. You can view any report prior to printing.

All reports in our system can also be exported to specific file types like RTF (Word), HTML, PDF, TXT, TIF or XLS (Excel)

Financial Reports Available on the RESIDENTS tab:

- Resident Balances
- Resident Balance Details (name or housing sort)
- Main Balance Details (name or housing sort)
- Resident Summary
- Total Resident Receipts, dollar amount filter (Include or exclude funds)

Lockdown Resident Banking - Milwaukee County Jail

Program Residents Transactions Banking Funds Inventory Customer Vendors Financial Help

Residents

Edit Accounts

Housing

Reports

Transactions

Banking

Select the Period

01/22/2015 to 01/22/2015

12:00 AM to 11:59 PM

Choose the Reports

Accounts | Cash Drawers | Checks | Funds | **Residents** | Inventory |

☐ Resident Balances

☐ Resident Balance Details Name Sort

☐ Main Resident Balance Details Name Sort

☐ Resident Summary

☐ Total Resident Receipts \$0.00 Include Funds



LOCKDOWN REPORTS AVAILABLE

FINANCIAL REPORTS

Most reports are date specific, some are in real time, just select the start and end dates for the specific reports that you require.

Choose the reports that you would like to view or print. You can view any report prior to printing.

All reports in our system can also be exported to specific file types like RTF (Word), HTML, PDF, TXT, TIF or XLS (Excel)

Financial Reports Available on the INVENTORY tab:

- Inventory End Value
- Inventory Value (Avg Cost)
- Inventory Value (Last Cost)
- Invoice Profit
- Invoice Sales by Location

Lockdown Resident Banking - Milwaukee County Jail

Program Residents Transactions Banking Funds Inventory Customer Vendors Financial Help

Select the Period

01/22/2015 to 01/22/2015

12:00 AM to 11:59 PM

Choose the Reports

Accounts | Cash Drawers | Checks | Funds | Residents | **Inventory** | Misc. |

☐ Inventory End Value

☐ Inventory Value (Avg Cost)

☐ Inventory Value (Last Cost)

☐ Invoice Profit

☐ Invoice Sales by Location

C

C

C

LOCKDOWN REPORTS AVAILABLE

FINANCIAL REPORTS

Most reports are date specific, some are in real time, just select the start and end dates for the specific reports that you require.

Choose the reports that you would like to view or print. You can view any report prior to printing.

All reports in our system can also be exported to specific file types like RTF (Word), HTML, PDF, TXT, TIF or XLS (Excel)

Financial Reports Available on the MISC tab:

All Receipts

Transaction Voids (filter by All, Adds, Bills, Bill Payment)

Lockdown Resident Banking - Milwaukee County Jail

Program Residents Transactions Banking Funds Inventory Customer Vendors Financial Help

Select the Period

01/22/2015 to 01/22/2015
12:00 AM to 11:59 PM

Choose the Reports

Accounts | Cash Drawers | Checks | Funds | Residents | Inventory | **Misc.**

☐ All Receipts

☐ Transaction Voids All

C

C

C

LOCKDOWN REPORTS AVAILABLE

COMMISSARY ORDER REPORTS

These global reports include all the inmates in the chosen category.

Most of the reports are invoice (order day) specific.

Choose the reports that you would like to view or print. You can view any report prior to printing.

All reports in our system can also be exported to specific file types like RTF (Word), HTML, PDF, TXT, TIF or XLS (Excel)

Commissary Order Reports:

Invoices	Resident List
Resident Housing	Resident Housing Totals
Resident Detail	Product List
Group Sales	Resident Receipts
Credit Invoices	Daily Totals
Commission Totals	Commission Details

Lockdown Resident Banking - Milwaukee County Jail

Program Residents Transactions Banking Funds Inventory Customer Vendors Financial Help

Residents

Transactions

Banking

Orders

Edit Orders

Credit Orders

Reports

Menus

Select an Invoice

Period Reporting
11/12/2014 \$20.00 REF:7

Export the Invoice

Sorted By: ☒ ID ☐ Name ☐ Housing

Choose the Reports

☒ Invoice
☒ Resident List
☒ Resident Housing List
☒ Resident Details
☒ Product List
☒ Group Sales
☒ Resident Receipts
☒ Credit Invoices
☒ Daily Totals

☐ Commission Totals
☐ Commission Details
☐ Resident Housing Totals

Save Settings

C

C

C

TECHNICAL REQUIREMENTS – COMMISSARY SERVICES

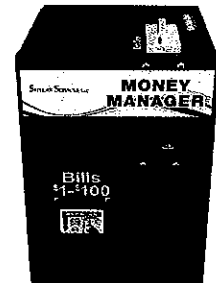
6.3 Booking Kiosks

The CONTRACTOR shall provide cash accepting kiosks for the booking area that accept both bills and coins. These units should not require direct network access.

BOOKING MONEY MANAGER

Our Booking Money Manager is a safe and secure way for Correctional Officers in the booking area to deposit funds to an inmate's account during the booking process. When opening an account the Correctional Officer can input money securely into the Money Manager. When the bill and coin acceptors are activated, money can be inserted and counted. If the inmate is coming from another facility with a check, then the Correctional Officer will enter a check deposit into Lockdown and when finished the check can be inserted in the slot in the Money Manager.

This allows all funds in the booking area to be kept in one safe location. Again, we manufacture this product Ourselves and used only the best materials available. The bill and coin acceptors are MEI brand, a well known American manufacturer and are all casino grade to assure that no counterfeit bills are accepted.





TECHNICAL REQUIREMENTS – COMMISSARY SERVICES

6.4 Release Debit Cards

The Trust Accounting System must have the capability to directly release an inmates' funds onto a debit card with minimal effort.

The system must have the capability to swipe a debit card at release using vendor provided encrypted magnetic stripe readers and automatically load the debit card with the inmate's balance at release. Redundant data entry including debit card numbers, transaction amounts, or separate login for releases is unacceptable. At no time should unencrypted credit card numbers should be transmitted or stored on the County's network.

The cards should not require additional action by the inmate to activate the card.

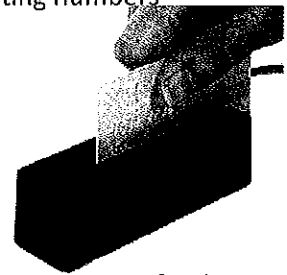
The Trust Accounting System must automatically create ACH entries for monthly bank reconciliation based on withdrawals from the Sheriff's Office bank account required to fund the release debit cards.

DEBIT CARD RELEASE

Stellar Services, LLC understands that today's correctional facilities demand quick and efficient solutions for inmate banking, including the distribution of inmate funds at release. This service is free to the facility and removes the burden of writing checks at release.

There are many benefits to Debit Card Release:

- ✓ Stop releasing Residents with sensitive information such as bank account and routing numbers found on your facility's release checks.
- ✓ One click of the mouse and one swipe of the card and the inmate has his money
- ✓ Funds transfer is automatic, no going to a separate website to issue a card
- ✓ **ZERO COST** to the facility
- ✓ **NO MINIMUM LOAD AMOUNT**
- ✓ Free retail usage as well as free cash back at point of sale
- ✓ Minimum 24 hour window before weekly fee applies, giving an inmate opportunity to receive funds with no fee.
- ✓ Fully Integrated—No chance for keying errors when issuing cards.
- ✓ Banking grade security including private certificates .
- ✓ Disputes that arise (e.g., lost card, etc.) are between the issuing bank and the former inmate – not the Jail.



C

C

C

TECHNICAL REQUIREMENTS – COMMISSARY SERVICES

6.5 Lobby Kiosks

The CONTRACTOR must provide bill accepting kiosks for friends and family to place funds on inmate accounts. In addition, the kiosk must also allow payments using credit/debit cards. Vendor must provide proof on PCI compliance certificate. A receipt shall be given for each transaction.

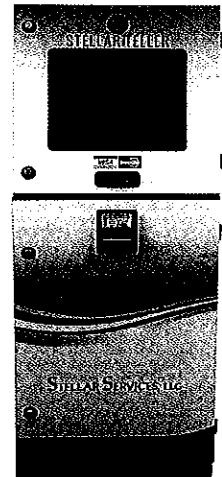
STELLAR TELLER

A single Stellar Teller cashier kiosk in the lobby of your jail can virtually eliminate the time consuming task of receiving inmate deposits. Our Stellar Teller is a floor mounted kiosk system that would be located in the lobby or area of the facility that is open to the public. Friends and family of an inmate can deposit funds into an inmate's account from the Stellar Teller. Our Stellar Teller accepts both cash and credit cards. These funds are deposited into the inmate's account immediately upon completion of the deposit into the Stellar Teller. We manufacture the Stellar Teller ourselves, using only best parts available. Our current down time on our Stellar Teller product is less than 0.0001%. If something does go down or a problem is reported, we don't have to wait for a third party to come and fix the unit. We built it and we know how to fix it. Our average wait time for a service call is less than 24 hours and many calls are resolved in under 8 hours.

TOTAL INTEGRATION

The Stellar Teller system is completely integrated with the Lockdown Resident Banking Software. This means that inmate deposits put into the Stellar Teller will automatically be deposited into inmate accounts. Your staff will only need to count the cash, and verify the total of monies deposited.

As an added benefit, the system's integrated tracking decreases opportunities for employee errors, keeping the cash more secure.



C

C

C

ACCOUNTING AND PAYMENT REQUIREMENTS

- 7.1 Accounting practices to include the use of the CONTRACTORs technological solution shall be compliant with the guidelines set forth in Generally Accepted Accounting Principles. Audit trail reports should include operator identification, date of all entries, and updates to records. The system shall provide a series of reports as specified by the COUNTY, including: detailed weekly invoices, cash reconciliation, and records of charges to inmates for other services. The system shall provide various levels of security, including password control. These levels will have the capability to be customized by the jail site manager. The CONTRACTOR shall install the system, train COUNTY personnel, provide remote support to maximize utilization and minimal down time of the inmate accounts system at no additional cost to the COUNTY. The vendor shall provide continuing support for the software and hardware throughout the length of the contract. Support is to include updates and enhancements to the software.

Stellar Services LLC has developed the Lockdown software package that follows GAAP guide lines. Every transaction has a complete audit trail. Every transaction is dated, marked with user ID, assigns that transaction to the cash drawer assigned to that computer station and then the software also attaches a receipt number and if it is an add we assign an additional add receipt number to it. No transaction can be completely removed from the database to assure our integrity of the accounting practices.

Our series of reports start with cash drawer reconciliation, deposit reports, inmate receipts, checkbook deposit reports, weekly invoices, inmate transaction reports, County fund transaction reports and checkbook monthly reconciliation reports. These are just a few of the reports our system has built into it out of the over 250 reports. If the County needs any additional reports we happy to provide them at no cost. Our software has passed thousands of audits with flying colors.

User security has a large number of security options available for all different parts of the software. Every user has the ability to change their own password and at least one site administrator can reset user passwords and change their system permissions.

Stellar Services take a lot of pride in our installation procedures as we do more training and hands on work during the installation than other commissary companies do. We want to make sure the customer feels comfortable with the software before we leave the site. Our installation team is normally three or four technician for a jail the size of Jefferson County. Not only do we stay on site for the first shift staff but train second and third shift staff during their normal hours. This means we have a larger install staff which means everyone feels more comfortable when we finish.

Our 24/7 staff are the same people that do the installation so many times the facility is calling someone they have met, which makes it a much easier phone call. There is never a charge for any support on software or hardware. All the support is 100% at no charge.



ACCOUNTING AND PAYMENT REQUIREMENTS

- 7.10 Commissary service commissions shall be paid on or before the 15th day of the period following the last day of the period in which commissions were earned. The payment shall be accompanied with a record of receipted sales and State Sales Tax and commission calculation.

Stellar Services, LLC understands and will comply.



How Commissions Are Determined

The commissions will be based on the weekly, adjusted gross commissary sales. Adjusted gross sales are gross sales less postage sales or other noncommissioned sales.

$$\begin{array}{r} \text{Monthly Sales} \\ \text{Less Postage/Non Commissionable} \\ \hline = \text{Adjusted Gross Sales} \end{array}$$

x 15% Commission **

*Postage sales and stamped envelopes are noncommissioned.

** 15% is the minimum commission requested.

_____ 25.5% Commission offer by bidder (Percentage)

C

C

C

CLOTHING

1001	Socks - pair	1.52
1020	T-Shirt White - Large	5.15
1021	T-Shirt White XL	5.15
1022	T-Shirt White 2XL	7.58
1023	T-Shirt White 3XL	7.73
1024	T-Shirt White 4XL	8.33
1040	Men's Briefs White Small	2.58
1041	Men's Brief White Medium	2.58
1042	Men's Brief White Large	2.58
1043	Men's Briefs White XL	2.58
1044	Men's Briefs White - 2 XL	3.18
1051	Men's White Boxers - Medium	4.00
1052	Men's White Boxers - Large	4.00
1053	Men's White Boxers - XL	4.00
1054	Men's White Boxers - 2XL	4.35
1055	Men's White Boxers - 3XL	4.30
1060	TOP, Thermal - Large	6.97
1061	TOP, Thermal - XL	6.97
1062	TOP, Thermal - 2XL	8.24
1063	BOTTOM, Thermal - Large	6.97
1064	BOTTOM, Thermal - XL	6.97
1065	BOTTOM, Thermal - 2XL	8.24
1066	TOP, Thermal - 3XL	8.85
1067	BOTTOM, Thermal - 3XL	8.85
1068	TOP, Thermal - 4XL	10.30
1069	BOTTOM, Thermal - 4XL	10.30
1072	Thermal Top 6XL	11.27
1078	Womens Briefs Size 6	2.70
1079	Woman's Briefs-Size 7	2.70
1080	Women's Brief - Size 8	2.70
1081	Women's Brief - Size 10	2.70
1082	Women's Brief- Size 12	2.70
1083	Womens Panties- Size 9	2.70
1084	Womens Panties - Size 11	2.70
1090	Sports Bra - Medium 34	7.42
1091	Sports Bra - Large 36	7.42
1092	Sports Bra - XL 38	7.42
1093	Special Order Bras	13.41
1200	Slip On Shoes - 5	10.42
1201	Slip On Shoes - 6	10.42
1202	Slip On Shoes - 7	10.42
1203	Slip On Shoes - 8	10.42
1204	Slip On Shoes - 9	10.42
1205	Slip On Shoes - 10	10.42
1206	Slip On Shoes - 11	10.42
1207	Slip On Shoes - 12	10.42
1208	Slip On Shoes - 13	10.42
1209	Slip On Shoes - 14	10.42
1210	Slip On Shoes - 15	10.42

PERSONAL HYGIENE

2001	Spring Green Soap	1.36
2002	Gold Antibacterial Soap	1.36
2003	Lever 2000 Soap	1.85
2004	Ambi Soap/Complexion Bar 3.5 oz	4.55
2005	Cocoa Butter Soap 5oz	1.36
2006	Moisturizing Soap 5oz	1.67
2008	Dial HypoAllergenic Soap 3.2 oz	1.85
2010	Body Wash Soap 16 oz	3.49
2011	Dove Soap Bar 3.15oz	3.90
2012	SUAVE Body Wash 12oz	6.43
2020	Clear Balsam Shampoo 16 oz	2.73
2021	Shampoo 4oz small	1.15
2022	Dandruff Shampoo 16oz	2.73
2024	V05 CONDITIONER	3.57
2025	Hair Conditioner 4oz small	1.15
2026	Sulphur 8 Shampoo 7.5oz	7.82
2029	Head & Shoulders 14.2 oz.	8.91
2030	Suave Dandruff Shampoo	5.50
2031	V05 SHAMPOO	3.85
2032	T-Gel Genric Shampoo	8.97
2038	Degree Extreme Blast Deodorant 1.7oz	4.75
2039	Speed Stick Clear Deodorant 2.0 oz	3.60
2040	Ladies Stick Gel Deodorant 2.25 oz	2.75
2042	Mens Sport Clear Stick Deodorant 2.5 oz	3.54
2044	Clear Stick Fresh Scent Deodorant 2.25 oz	2.35
2046	Roll On Deodorant 1.5oz	1.70
2048	Suave Powder Scent A/P Deodorant Stick 1.4 oz.	4.12
2050	Hypoallergenic Deodorant	7.58
2060	Close Up Toothpaste 4oz	3.76

2062	Flouride Freshmint Gel 2.75oz	1.65
2063	Sensitive Toothpaste 6.0 oz	6.24
2064	Mouthwash - Alcohol Free 4.0oz	1.73
2066	Tarter Control - 4.2 oz	4.26
2067	Biotene Toothpaste 4.5 oz	11.18
2068	Loop ToothBrush White-Soft	3.42
2069	Short Handle Toothbrush	0.45
2070	Toothbrush - Soft	1.25
2072	Dental Flossers - 50 count	2.68
2074	Oral B Toothbrush	4.23
2080	Denture Adhesive 2.4 oz	3.95
2082	Denture Cleaner 6 tabs	1.52
2084	Denture Cup	1.35
2086	Denture Brush	1.36
2104	Lotion 4oz	1.34
2105	Vaseline Moisture Care Lotion 3.0 oz	5.13
2106	Aloe Vera Skin Lotion 20oz	3.43
2107	Cocoa Butter Cream 8 oz	2.58
2108	Petroleum Jelly 4oz	2.15
2112	(Medicated Skin Cream) Cold Cream 8.0oz	2.73
2122	Magic Shave Cream 6oz	8.06
2140	5" Comb	0.25
2142	Small Hair Pick	0.53
2143	Military Hair Brush	1.59
2144	Palm Hair Brush	1.24
2160	Activator Gel 10 oz	3.25
2164	Pomade 4.0 oz	3.25
2166	Bergomol 4.0 oz	3.25
2168	Hair Food 4.0 oz	3.25
2170	Sulphur 8 Conditioner 2oz	6.83
2172	Blue Magic Conditioner 4oz	3.57
2180	Shower Caps-Single	0.28
2202	Tampons Reg. 8 cnt	3.43
2204	Sanitary Napkins 16 cnt	2.42
2206	Panty Liners 22 cnt	2.79
2827	Effergrip Denture Adhesive 1.5 oz	8.95

MEDICAL

3002	Acetaminophen 2 tabs	0.30
3004	Asprin 2 tab	0.30
3006	Ibuprofen 2 tab	0.30
3008	Cold/Flu/Allergy Relief 2 tabs	0.45
3010	Bismuth liquid 8oz (generic Pepto)	3.55
3020	Halls Cherry Cough Drops 9 tabs	2.00
3021	Sugar Free Cough Drops 10 count	2.45
3022	Antacid Roll 12 ct	1.45
3030	Antifungal Cream .5oz	2.56
3040	Chap Lip Stick .15oz	1.58
3042	Lip Balm Treatment .35oz	1.62
3044	Eye Drops .5oz	2.40
3045	Contact Lens Case	5.70
3046	Saline Solution 12 oz	9.48
3050	Hydrocortisone Cream Single	0.40
3055	Nasal Spray 1.5 oz	4.26
3100	Vitamins 100 cnt	5.36
3110	Acne Cream 1 oz	3.68
3111	Phisoderm 6 oz	8.09
3112	Clearasil Tube .65 oz	7.89
3115	Henorrhoid Ointment .75 oz	4.00
3117	A&D Ointment single use	0.50
3201	Ear Plugs - pair	0.55
3300	Milk of Magnesia eq. 12 oz	4.85
3802	"C" Vitamin 500 Complex - 100 ct	7.58
3808	Oral Pain Relief Genric	2.97
3809	Anti-Gas Liquid 12 oz (Genric Malox)	5.64
3814	Yeast Infections 3 day treatment	11.00

MISC

4000	Wireless Notebook 80 sheets	3.76
4001	White Writing Tablet 50 count	1.79
4002	Sketch Pad 8.5 X 11	2.27
4003	#10 Envelope	0.10
4005	9x12 Envelope	0.36
4009	Yellow Writing Tablet 50 count	1.73
4010	Pocket Folder	0.75
4021	Stamped Envelope	0.63
4022	Book of 10 - .47 Stamps	4.70
4040	Pencil WITH Eraser	0.30
4042	Golf Pencil	0.40
4044	Colored Pencils-Full Length	3.00
4045	Eraser	0.15
4059	Spanish/English Dictionary	2.85

C

C

C

4060	Dictionary	2.73	6060	Capri Sun Juice Pouch	0.65
4061	Laundry Detergent 1 Load	0.82	6100	Sugar-10-packs "K"	0.45
4062	Dryer Sheets 40 Cnt	3.03	6101	Sweet-N-Low 10 Packs	0.45
4082	Plastic Soap Box	0.91	6102	Creamer 10-Pack "K"	0.45
4090	Flex Spoon - Tan	1.76	6106	Creamer in a resealable pouch "K"	3.33
4100	Playing Cards	1.76	6201	RC Cola Bottle 20 oz	1.76
4104	UNO Cards	10.00	6202	Sunny Delight Bottle 20 oz	1.76
4105	Wordsearch Book	2.85	6204	A&W Rootbeer Bottle 20 oz	1.76
4106	Crossword Book	2.27	6206	7Up Bottle 20 oz	1.76
4107	Sudoku Puzzle Book	2.70	6207	Dr. Pepper Bottle 20 oz	1.76
4108	Koran	8.41	6210	Hawaiian Punch Bottle 20 oz	1.76
4111	Holy Bible	9.05	6211	Bottled Water 20 oz	0.88
4120	Sony AM/FM Radio w/ Ear Buds	25.24	6212	Diet 7 Up Bottle 20 oz	1.76
4121	Ear Buds - Clear Lightweight	8.03	6213	Grape Soda 20 oz	1.76
4140	AA Battery	0.85	6220	Pepsi 20 oz Bottle	1.76
4160	Friendship English with Stamp	2.45	6222	Diet Pepsi 20 oz Bottle	1.76
4161	Birthday English with Stamp	2.45	6229	Jarritos Mandarin 20oz	1.76
4162	Love You Card with Stamp	2.45	6230	Grape G2 Gatorade 20 oz bottle	1.76
4163	Spanish Friendship Card w/ Stamp	2.45		CHIPS / SNACKS	
4164	Spanish Birthday Card w/ stamp	2.45	7000	Cheese Popcorn 2oz	1.82
4166	Anniversary Card w/stamp	2.45	7001	Chips Plain Extra Value 2.5 oz	2.45
4168	Get Well Card w/stamp	2.45	7002	BBQ Chips LSS 1.25oz	1.24
4169	Holiday Card with Stamp	2.45	7003	Fritos Extra value 4oz	2.45
4170	Sympathy Card w/stamp	2.45	7004	Cheetos Extra Value 3.25oz	2.45
4171	Juvenile Birthday card w/stamp	2.45	7005	Doritos Extra Value 2.87oz	2.45
4805	Toothbrush Cap	0.95	7006	White Tortilla Chip 9 oz	3.61
4811	Reading Glasses 1.5	4.75	7007	Garden of Eatin' 1.75 oz	0.82
4812	Reading Glasses 1.75	4.75	7008	Salsitas Tortilla Chips 3 oz	2.05
4813	Reading Glasses 2.0	4.75	7009	Snyder's Cheddar Pretzel Pieces 2.25oz	1.15
	CANDY		7010	Corn Chips BBQ 10 oz bag	3.61
5000	M&M Plain "K"	1.36	7011	Blazin Hot Cheese Crunchy Nibblers 7oz	2.82
5001	M & M Peanut "K"	1.36	7012	Cracklins Hot Pork Rinds 1.75oz	1.64
5002	Almond Snickers (Mars Bar) "K"	1.36	7013	Hot Fries .75oz	0.63
5003	Milky Way "K"	1.36	7015	Ms Vicki Frito Lay Chips - Jalapeno 1.38 oz	1.35
5004	Snickers "K"	1.36	7017	Chocolate Chip Cookies - 12 oz "K"	3.33
5005	Baby Ruth "K"	1.36	7018	S/F Vanilla Wafers 1.7 oz "K"	0.75
5006	Butterfinger "K"	1.36	7019	Peanut Butter Granola Bar 1.5oz	0.94
5007	Kit Kat Bar "K"	1.36	7020	Oat & Honey Granola Bar 1.5oz "K"	0.91
5008	Nestle Crunch	1.36	7021	Saltine Crackers 16 ounce Box "K"	3.86
5009	Candy Bar of the Month	1.36	7022	Oatmeal Raisin Cookies 2.5oz "K"	0.79
5010	Three Musketeers "K"	1.36	7023	Mini Chocolate Chip Cookie 3.0 oz	1.33
5011	Reeses Peanut Butter Cups "K"	1.36	7024	Fig Newton 2 ounce	1.18
5012	Payday "K"	1.36	7025	Fudge Brownie 3.25oz	1.42
5014	Whatchamacalit bar "K"	1.36	7026	Rice Krispy Treat 2.13 oz	1.39
5015	Nutrageous "K"	1.36	7027	Honey Bun 6.0oz	1.42
5016	Twix Caramel Cookie Bar "K"	1.36	7028	Assorted Mini Donuts 24 count	4.77
5019	Salted Peanuts 3.5oz	1.45	7029	Nutty Crunch Bar 3.0oz	1.09
5020	Wheat N Cheddar Crackers "K"	0.62	7030	Snack Crackers 12 ounce "K"	4.05
5021	Peanut Butter & Cheese Crackers "K"	0.62	7031	Toaster Pastry-Br. Sugar & Cinn. 11.0oz	3.27
5022	Sweet N SALTY Trail Mix "K"	1.67	7032	Toaster Pastry-Strawberry Box 11.0 oz	3.27
5023	Raisins 1oz	0.70	7033	Texas Cinnamon Roll 4 oz	1.52
5024	Fruit Snacks 2.25oz	1.15	7034	Chocolate Pudding Cups	0.73
5041	Assorted Jolly Ranchers 4oz	1.70	7035	Cup Cakes	1.52
5043	Butterscotch Candy 4.5oz	1.30	7036	Graham Crackers 14oz	4.85
5044	Lemon Drops 4.5oz	1.30	7037	Duplex Cream Cookies 13 oz "K"	3.03
5045	S/F Hard Candy 2oz	1.30	7038	Nekot Peanut Butter Cookie 1.25oz	0.61
5046	Atomic Fireballs 4 oz	1.30	7039	Wheat Crackers 7 oz "K"	3.24
5048	Breathsavers Roll .75oz	0.95	7040	Cheese Tub - 8 ounce	3.45
5049	Tootsie Pops -Bag 10 oz "K"	4.99	7041	Jalapeno Cheese Squeezer	1.00
5050	Root Beer Barrels 4.5 oz	1.30	7042	P/B Squeezer "K"	0.85
5060	Red Twists - Licorice 4.0oz	2.30	7044	Cheddar Cheese Squeezer	1.00
5061	Starburst 2.07oz	1.29	7045	Grape Jelly Squeezer	0.34
5062	Orange Slices 8.0 oz	2.33	7046	Mayo - 10 pk. "K"	1.45
5064	Skittles	1.36	7051	Ketchup - 10 Packs "K"	1.00
5065	Mamba Fruit Chews	1.36	7052	Mustard - 10 packs "K"	0.85
5807	Creame Drops 8 oz bag	3.30	7056	Pepperoni Sliced 3.5 oz	5.55
	BEVERAGES		7057	Cheez-It 3.0oz "K"	1.55
6001	Tea Single .77oz	0.50	7059	Honey Nut Toasted Oats Cereal	4.67
6002	Coffee Single "K"	0.35	7060	Meat Stick 1.2 oz	1.85
6003	Bag of Cocoa 10oz "K"	4.33	7061	All American Value Smoked Jerkey 1.1oz	2.45
6004	COCOA single	0.45	7062	Sausage Log Beef 5oz	3.76
6005	Fruit Punch Mix Single	0.45	7063	Spicy Meat Stick 1.2oz	1.85
6006	Cherry Single	0.45	7065	Hot Sauce Packet	0.55
6007	Lemonade Mix Single	0.45	7067	Easy Mac	1.91
6008	Orange Drink Single	0.45	7068	Oatmeal Single "K"	0.48
6009	Classic Instant Coffee 4oz	3.78	7070	Instant White Rice 2 oz. "K"	1.15
6010	Decaf Coffee Bag 3 oz "K"	6.54	7071	Spanish Rice 2 oz.	1.21
6011	Grape Drink Single	0.45	7072	Chili in a pouch	2.99
6012	MAXWELL HOUSE Coffee 4oz	7.24	7073	LARGE Refried beans 8 oz	2.95
6016	Sanka Decafe Single Coffee "K"	0.35	7074	Tuna in a Pouch 6 oz "K"	4.21
6020	Sugar Free Fruit Punch 10 pack "K"	2.65	7075	Mackerel 3.5oz "K"	2.78
6021	Sugar Free Orange Drink 10 Pack "K"	2.65	7076	Sardines in Oil 3.5oz "K/H"	2.06
6022	Sugar Free Lemonade 10 Pack "K"	2.65	7078	Refried Beans - Hot 4.0oz "K"	2.58

C

C

C

7080	___ Chicken Cup-O-Noodle	1.16
7081	___ Beef Cup-O-Noodle	1.16
7082	___ Spicy Shrimp Cup-O-Noodle	1.16
7083	___ Ramen Chicken 3.0oz	0.65
7084	___ Ramen Chili 3.0oz	0.65
7085	___ Ramen Beef 3.0oz	0.65
7086	___ Ramen Picante Beef 3.0oz	0.65
7100	___ Flour Tortilla Shells 10 cnt	3.18
7200	___ Swiss Cake Rolls - Box	3.55
7202	___ Donut Sticks - Box of 6	3.45
7203	___ Vanilla Wafers 10oz Bag	2.64
7204	___ Apple Fruit Pie	1.73
7205	___ Cherry Fruit Pie	1.73
7206	___ Mrs. Freshley's 10 Layer Cakes - Creme Filled	2.94
7207	___ Mrs. Freshley's Oatmeal Cremes - Box 8 count	2.94
7806	___ Ranch Dressing 1.5oz	0.85
SPECIAL		
9005	___ \$3 Laundry Card	4.00
9010	___ \$10 Laundry Card	11.00

ALL SALES FINAL

CHECK ORDER AT DELIVERY

TAXES ADDED AS NECESSARY

"K" = Kosher Items

C

C

C