

BILL NO.: 18-0816

ORDINANCE NO.: 18-

0358

INTRODUCED BY: COUNCIL MEMBER (s) Bickowski

1        **AN ORDINANCE AWARDING BIDS FOR CERTAIN PRODUCTS AND**  
2        **SERVICES TO THE LOWEST AND BEST BIDDERS AS REFLECTED IN THE**  
3        **RESPONSES TO CERTAIN INVITATIONS FOR BID AND REQUESTS FOR**  
4        **PROPOSALS FOR JAIL COMMISSARY 2018; AND AUTHORIZATION FOR**  
5        **THE COUNTY EXECUTIVE TO EXECUTE ANY NECESSARY AGREEMENTS**  
6        **OR CONTRACTS TO EFFECTUATE THE AWARD OF THE BIDS AND**  
7        **PROPOSALS.**

8        **WHEREAS**, Jefferson County, Missouri, (hereafter, the "County") in response to  
9        certain Invitations for Bids and Requests for Proposals issued by the County, received bids  
10       and proposals for the following items or services:

11                                BID NAME

12                                Jail Commissary 2018

13                                NUMBER OF BIDS RECEIVED

14                                6

15                                DATE OF BID OPENING

16                                6-12-2018

17        **WHEREAS**, after reviewing the bids and proposals set forth above, the  
18        Department of the Sheriff has determined that certain bids and proposals represent the best

1 bid for the respective items or services and met the bid or proposal specifications issued by  
2 the County; and

3 **WHEREAS**, the Jefferson County, Missouri, Council finds it is in the best interest  
4 of the County to award the bids and proposals to Keefe Commissary Network, LLC for a  
5 term from date of approval to 08-13-20 upon approval by the County Council and County  
6 Executive for **up to \$221,000.00 annually, for total amount not to exceed \$221,000.00**  
7 **annually**, subject to budgetary limitations.

8 **BE IT ENACTED BY THE JEFFERSON COUNTY, MISSOURI, COUNCIL,**  
9 **AS FOLLOWS:**

10 Section 1. The County awards the following bids and proposals which are  
11 incorporated by this reference as if fully set out herein, to the lowest and best vendor(s)  
12 bidding for each respective item or service as follows:

13 BID NAME

14 Jail Commissary 2018

15 TERM

16 Date of approval to 08-13-20

17 with one (1) additional renewal option

18 Upon approval by the County Council and County Executive

19 AMOUNT

20 **Up to \$221,000.00 annually,**

21 **for total amount not to exceed \$221,000.00 annually,**

22 **subject to budgetary limitations**

1

2

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8

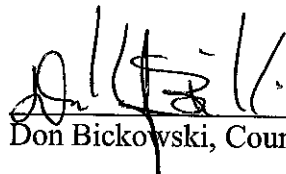
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**THIS BILL BEING DULY INTRODUCED, THE MEMBERS OF THE  
JEFFERSON COUNTY, MISSOURI, COUNCIL VOTED AS FOLLOWS:**

Council Member District 1, Don Bickowski	<u>yes</u>
Council Member District 2, Renee Reuter	<u>Abstain</u>
Council Member District 3, Phil Hendrickson	<u>absent</u>
Council Member District 4, Charles Groeteke	<u>yes</u>
Council Member District 5, Daniel Darian	<u>yes</u>
Council Member District 6, Daniel Stallman	<u>yes</u>
Council Member District 7, James Terry	<u>yes</u>

**THE ABOVE BILL ON THIS 13<sup>th</sup> DAY OF August, 2018:**

✓ **PASSED**             **FAILED**

  
Don Bickowski, County Council Chair

  
Pat Schlette, Council Administrative Assistant

THIS BILL WAS ✓ APPROVED BY THE JEFFERSON COUNTY  
EXECUTIVE AND ENACTED AS AN ORDINANCE OF JEFFERSON COUNTY,  
MISSOURI, THIS 14<sup>TH</sup> DAY OF AUGUST, 2018.

THIS BILL WAS \_\_\_\_\_ VETOED AND RETURNED TO THE  
JEFFERSON COUNTY, MISSOURI, COUNCIL WITH WRITTEN OBJECTIONS  
BY THE JEFFERSON COUNTY EXECUTIVE, THIS \_\_\_\_\_ DAY OF  
\_\_\_\_\_, 2018.

Kenneth B. Waller

Kenneth B. Waller, Jefferson County, Missouri, Executive

**ATTEST:**

Randy B. Holman

Randy B. Holman, County Clerk

BY: John Benton

Reading Date: 08-13-2018

## Executive Summary

Keefe Commissary Network, L.L.C. (KCN) would like to thank the Jefferson County Sheriff's Office for the partnership we have enjoyed over the years. Additionally, we appreciate the opportunity to submit a proposal for jail commissary services with the hopes of continuing this lengthy partnership.

KCN acknowledges, accepts, and will comply with all terms, conditions, and specifications as stated in the RFP, unless otherwise stated.

KCN has included all the required forms as outlined in the Invitation to Bid.

KCN's goal in submitting this bid response is to demonstrate the benefits KCN can provide to Jefferson County Sheriff's Office if KCN is selected to continue as your partner for commissary services. We view each account as a partnership, and work diligently to ensure that each program is tailored to meet the specific needs of the customer. We hope that we have displayed this commitment during our time as your commissary provider/partner, which now extends beyond 20 years.

KCN is the largest commissary provider in the nation, currently providing commissary service to over 65% of the outsourced inmate population, no other commissary vendor comes close, the next closest competitor services under 10% of the outsourced inmate population.

If selected as your partner to provide commissary service, KCN would continue to service the Jefferson County Sheriff's Office out of our Midwest Distribution Center, which is located a mere 40 or so miles away in Bridgeton, Missouri. Additionally, our corporate office, and **our entire technical support** team is located in St. Louis County as well. The addresses of our distribution center as well as our corporate offices are listed below.

### **Midwest Distribution Center**

13870 Corporate Woods Trail  
Bridgeton, MO 63044  
314-264-2900

### **KCN Corporate**

10880 Lin Page Place  
St. Louis, MO 6313  
314-919-4100

The following individuals are authorized to answer questions regarding this bid:

**Steve Kruse** – Midwest KCN Regional Manager  
314-264-2903, [skruse@keefegroup.com](mailto:skruse@keefegroup.com)

**Steve Busch** - Midwest Group Vice-President  
314-264-2909, [sbusch@keefegroup.com](mailto:sbusch@keefegroup.com)

**Joe Bauer** – Account Manager  
314-264-2967, [jbauer@keefegroup.com](mailto:jbauer@keefegroup.com)

Two separate commission offerings have been included in this 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 at a rate that would allow us to match the commission rate the county is currently receiving. Either of these options is open to negotiation, if necessary, in order to create the combination of commission and pricing that is best suited for the Jefferson County Sheriff's Office.

Additionally, KCN can offer the county the ability to implement the industry's only direct-debit vending service for the inmate population, as a means of augmenting the current bag and deliver commissary service. In facilities where KCN has implemented this service facility-wide, KCN has attained monthly dollar-per-inmate (DPI) sales in the \$105-\$130 range. By comparison, Jefferson County's current monthly DPI is roughly \$38. Additional information on this service has been included at the end of this proposal.

KCN also offers the potential to implement a tablet program (see below for available features/functions – also additional information on this service has been included at the very end of this proposal) if this is of interest to Jefferson County. Implementation of this program would be subject to negotiation as it would require the county be willing to allow inmates access to some of the revenue producing service options this program offers, as a means of offsetting the cost of the installation, equipment and ongoing maintenance.

Tablet program offers the following features and functions:

- Electronic Inmate Grievances
- Electronic Inmate Requests
- Commissary Ordering
- News
- Law Library
- Secure Web Browsing
- Inmate Resources
- Religious, Self-Improvement & Recovery Content
- Music & Entertainment
- Acuity Games
- Library of eBooks
- Education: Telmate Academy

KCN believes its proposal offers Jefferson County Sheriff's Office an exceptional combination of experience and resources to meet the needs of your commissary program. KCN is offering the Jefferson County Sheriff's Office, innovative and superior technology (i.e., direct-debit vending & tablet program), competitive pricing to the inmate, product selection specifically catered to the correctional environment, superior distribution capabilities, and unmatched customer service. We look forward to the prospects of continuing to work with the staff at the Jefferson County Sheriff's Office. We continue our belief in earning your business each and every day and will do all that is necessary to keep you more than satisfied with our service.

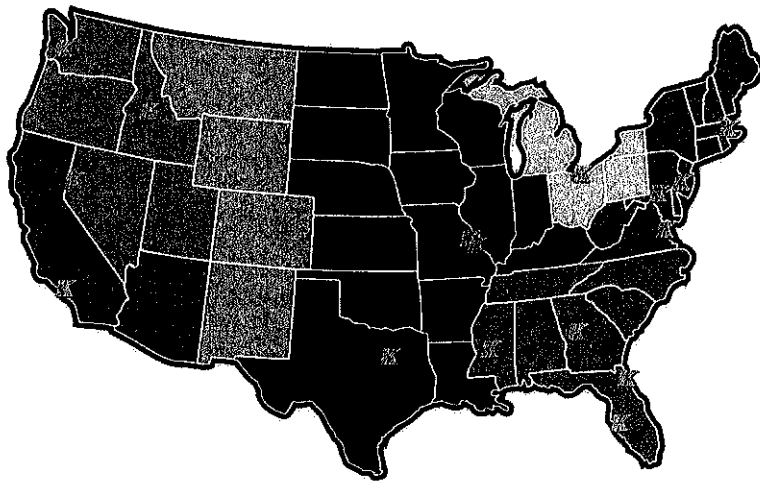
## Company Background



**Keefe Group** is comprised of six business units, including **Keefe Supply Company**, **Keefe Commissary Network**, **Access Securepak**, **Access Corrections**, **ICSolutions**, and **Advanced Technologies Group**.

**Keefe Supply Company** entered the corrections market in 1975 by supplying single-serve coffee packets to the Florida prison system. It's the nation's leading provider of food, personal care items, shoes, electronics and clothing to prison and jail commissaries nationwide. From the beginning, Keefe has pioneered the development of products designed to meet the correctional industry's unique safety and security requirements. Its innovations include flexible pouches, which replaced metal cans, clear housing for electronics and clear packaging of food and personal care items. Today, Keefe Supply Company offers more than 10,000 name-brand and private-label products to the federal, state and county markets.

Keefe currently has **seventeen (17) distribution centers** totaling 1,439,000 square feet, shipping over 25 million pounds of inventory per month and carrying over **\$80 million in inventory daily**. Should a service disruption occur at the service center providing service to your facility (in Bridgeton, Missouri), backup service could easily be provided from one of two Keefe distribution/service centers (Strongsville, Ohio and Dallas, Texas) offering a one-day or two-day delivery service to the Jefferson County Sheriff's Office.



**Keefe Commissary Network (KCN)** was established in 1993 to provide privatized commissary services to prisons and jails nationwide. It was created specifically to meet the changing needs of Keefe customers, and it quickly became the largest supplier of privatized commissary operations in the nation. Because KCN writes and supports its own software and provides 24/7/365, live technical support, it has set the industry standard for commissary technology and customer service. In addition to commissary and software capabilities, KCN's EDGE housing unit kiosk is the leading inmate self-service system used by correctional facilities today. Currently, KCN

has contracts with 744 correctional facilities totaling over 496,571 inmates nationwide, and has 13 statewide DOC commissary contracts.

**Access Securepak**, established in 1993, offers the most comprehensive custom inmate package program in the correctional industry. Family members and friends can send packages to inmates while eliminating contraband and greatly reducing package processing time. Securepak can customize a program to fit any facility's needs, and it gives its customers several easy and convenient ways to place orders—online, by phone or with pre-printed order forms. Access Securepak has over 125 individual active programs spanning the entire country, and is the exclusive provider to 21 statewide DOC's.

**Access Corrections**, established in 2006, is leading the way on many fronts by streamlining how correctional facilities manage and process the flow of information, financial transactions and entertainment for inmates. Access Corrections offers a variety of services, ranging from deposit services and debit release cards to electronic messaging and MP4 players. Integrated Data Detective software can identify and connect individuals on the outside who have interacted with multiple inmates at a facility. Access Corrections has contracts with 16 statewide DOCs for its Music Program, 16 statewide DOCs for Deposit Services and 6 statewide DOCs for electronic messaging.

**Inmate Calling Solutions (ICSolutions)**, founded in 2002 and acquired by Keefe Group in 2006, is a leading provider of innovative telecommunications products and technologies to the correctional market. The advanced call-processing platform includes unique capabilities, features and investigative tools that help facilities manage the flow of telephone communication between the inmates and their family and friends. A variety of payment plans and calling options, coupled with live customer service agents, translate to more call completions, greater customer satisfaction and increased revenues for the facilities. ICSolutions currently serves over 200,000 inmates in over 200 correctional facilities, and is deployed at 8 statewide DOC's.

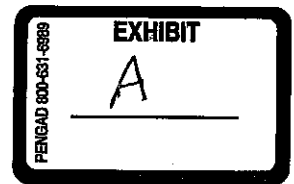
**Advanced Technologies Group (ATG)**, founded in 1991 and acquired by Keefe Group in 2011, develops customizable software specifically for state and federal correctional agencies. The company's software solutions are designed to support all aspects of managing offenders, including case management, electronic 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.

**We noted that the RFP did not request\require vendors to submit a list of references. References are available upon request.**



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



**BID #: 18-0040**

**Request for Proposal: JAIL COMMISSARY 2018**

**Date Issued: 5-15-2018**

**PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, JUNE 12, 2018 AT 2:00 P.M. LOCAL TIME.**

**Specification  
Contact:**

**CAPTAIN ANDREW SIDES**  
 Jefferson County Sheriff's Office  
 636-797-5538  
 asides@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>Keefe Commissary Network, LLC</u>	<u>STEVEN M. BUSCH</u>
Company Name	Authorized Agent (Print)
<u>13870 Corporate Woods Trail</u>	<u>[Signature]</u>
Address	Signature
<u>Bridgeton MO 63044</u>	<u>Group VP</u>
City/State/Zip Code	Title
<u>314-264-2900</u>	<u>6-11-18</u> <u>43-1856999</u>
Telephone #	Date      Tax ID #
<u>sbusch@keefegroup.com</u>	<u>314-264-2901</u>
E-mail	Fax #

[Signature]

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## **\*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, on company letterhead stating that the applicant does not own any real or personal property in Jefferson County, Missouri.**

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 MAYBE REJECTED IF REQUIRED DOCUMENTATION IS NOT INCLUDED OR COMPLETED AT DISCRETION OF THE COUNTY**



## PROPOSAL REQUIREMENTS

Bidder shall initial all pages and return where the Bid Document denotes

"BIDDER'S INITIALS."

*SWB*

### A. DEFINITIONS:

1. The term "County" means the Jefferson County, Missouri and its designated representatives.
2. The term "Vendor" means Supplier, Contractor, and Seller and includes designated representatives.
3. The term "RFP" means Request for Proposal.
4. The term "Agreement/Contract means Binding Agreement, Contract, Request for Purchase, Order.

### B. PROPOSAL SUBMISSION:

Submit bid form in original (one original) and two (two copies) with all specification pages, if applicable. No facsimile or electronic proposals shall be accepted and shall be rejected. A fully executed Affidavit is required by Section 285.530 RSMo., and shall be submitted with the proposal form. A copy of the Affidavit is attached hereto. Failure to execute the Affidavit shall result in the proposal being rejected. Vendor shall comply with the requirements of Sections 285.525 to 285.555 of the Revised Statutes of the State of Missouri. If any part of the work is subcontracted, each subcontractor shall comply with the same requirements of this specification. No contractor shall knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the State of Missouri. Vendor and any of its subcontractors, shall, by sworn affidavit and provision of documentation, affirm their enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. Vendor and its subcontractors shall also sign an affidavit affirming that they do not knowingly employ any person who is an unauthorized alien.

Prevailing Wage Vendor and its subcontractors shall pay not less than the prevailing hourly rates of wages, as determined by the Labor and Industrial Relations Commission of Missouri. Vendor shall abide by the most current Annual Wage Order published by the Missouri Department of Labor and Industrial Relations or other similar resources and publications. Failure to comply with any provision, provide any required documentation, insurance forms or deposits or bonds in exact amounts or any other term or condition that is not in strict conformance shall result in the bid being rejected.

### C. BASIS OF PROPOSAL AWARD:

Award may be made on an item-by-item basis to the lowest and best proposals or award may be made to the lowest and best proposal total, whichever is in the best interest of the County. County may reject any or all proposals for any reason and may waive any informality. Proposals submitted from a Missouri State Contract shall include a copy of the State Contract with the proposal.

It is further agreed that the Contract shall not be valid and binding upon the County until approved by the County Counselor, as to legal form and is subject to the Ordinances, Resolutions and Orders of Jefferson County, Missouri, and State and Federal Law. If no proposal or proposals have been awarded by the County Council within forty-five (45) days following the opening of the proposal then all proposals will be deemed rejected.

### D. PROPOSAL PREPARATION:

1. Vendors are responsible for examination of drawings, specifications, schedules and instructions.
2. Each Vendor shall furnish the information required by the invitation. The vendor shall sign all required documents. All deletions and erasures shall be initialed
3. Alternate proposals for supplies or services other than specified shall not be considered unless authorized by invitation.
4. Vendor shall state a definite time for delivery of goods or for performance of services unless otherwise specified in the Request for Proposal.
5. When specified, samples must be timely submitted and at no expense to the County.
6. Failure to adhere to all requirements may result in the response being disqualified as non-responsive.

### E. MODIFICATION OR WITHDRAWAL OF PROPOSALS:

Proposals may be modified or withdrawn prior to the exact hour and date specified for receipt of proposals, provided the modification or withdrawal is in writing and is delivered in the same manner as a proposal submission.

### F. LATE PROPOSALS:

It is the responsibility of the vendor to deliver his proposal or proposal modification on or before the date and time of the proposal closing to the Department of the County Clerk of Jefferson County. Proposals received late will be rejected and returned unopened to the vendor.

### G. BID DEPOSITS/BONDS:

Bid Deposits/Bonds are not required unless specified in the specifications. Bid deposits/Bonds must be in the exact amount as stipulated in the bid.

**H. MATERIAL AVAILABILITY:**

Vendors must accept responsibility for verification of material availability, product schedules and other pertinent data prior to submission of proposal and delivery time. It is the responsibility of the vendor to notify the County immediately if the materials specified are discontinued, replaced, or not available for an extended period of time. All materials ordered by the County, shall be as needed. A sample of materials may be requested.

**I. ALTERNATE PROPOSALS:**

Where required, vendors must submit complete specifications on all alternate proposals with the proposal form. Alternate proposals without complete specifications may be rejected. Alternate proposals and exceptions to proposal clauses must be clearly noted on the proposal form. The County may accept or reject alternate proposals; whatever is most advantageous to the County.

**J. INCORPORATION OF DOCUMENTS:**

The terms of the proposal invitation, proposal specifications, proposal form are and shall be incorporated into the contract as if fully setout therein. The Proposal, if accepted and approved by the County Council and County Executive shall constitute the terms of a Contract or Agreement with Jefferson County, Missouri, subject to any further Amendments, Memoranda or other documents or specifications which must be set forth in writing and signed by all parties.

**K. ADDENDA:**

Addenda to proposal specifications are incorporated by reference as if fully setout herein. It is the responsibility of the vendor to insure and verify that they are in receipt of and completed all attached addenda's prior to submission of proposal forms. Verification is made by contacting the Department of Administrative Services or by reviewing the County Web Site. ([www.jeffcomo.org](http://www.jeffcomo.org)).

**L. INSURANCE:**

The Vendor/Contractor shall purchase and maintain insurance with an insurance company licensed to do business in the State of Missouri or in the state where the vendor is incorporated or otherwise licensed to do business and which shall remain, at all times during the term of any contract with the County, in full force and effect. Preference will be given to a Vendor/Contractor who provides insurance with an insurance company licensed to do business in the State of Missouri, but in any event said Vendor/Contractor shall provide said insurance at it's own expense. Such insurance shall be provided as will protect the Vendor/Contractor from claims which may arise out of or result from the Vendor/Contractor's execution of the work, whether such execution be by himself, his employees, agents, or by anyone for whose acts any of them may be liable. If any such work covered by the Contract is to be performed on County owned or leased premises, the Vendor agrees to carry liability and workman's compensation insurance, satisfactory to the County, and to indemnify the County against all liability, loss, and damage arising out of any injuries to persons and property caused by the Vendor, his sub-contractors, employees or agents. The insurance coverage shall be such as to fully protect the County and the general public from any and all claims for injury and damage resulting by any actions on the part of the Vendor/Contractor or its' forces as enumerated above. All policies must name the County as an additional insured and provide for thirty (30) days written prior to any material changes or cancellation. Any disputes regarding a breach, insurance amounts, liability, coverage, lapse or otherwise shall be litigated in the Circuit Court of Jefferson County, Missouri and the same shall be incorporated into any Contract agreed to by the parties.

THE COUNTY REQUIRES A CURRENT AND VALID CERTIFICATE OF INSURANCE OR BINDER SHOWING REQUIRED INSURANCE COVERAGE MUST BE PROVIDED WITH EACH BID. JEFFERSON COUNTY MUST BE ADDED AS AN ADDITIONAL INSURED AFTER AWARD OF THE BID. ANY LAPSE IN INSURANCE COVERAGE OR CANCELLATION THEREOF BY THE CONTRACTOR OR SUB-CONTRACTORS DURING THE TERMS OF THE CONTRACT SHALL IMMEDIATELY BE DEEMED A MATERIAL BREACH UNDER THE TERMS OF ANY CONTRACT.

A. (X)Required ( ) Not Required **Comprehensive General Liability Insurance**

The Vendor/Contractor shall maintain and keep in full force and effect during the terms of this Contract such comprehensive general liability insurance as shall protect them from claims which may arise from operations under this Contract, whether such operations be by themselves or by anyone directly or indirectly employed by them. The amounts of insurance shall be not less than \$1,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death.

B. (X)Required ( ) Not Required **Professional Liability Insurance**

The Vendor/Contractor shall provide the County with proof of Professional Liability Insurance, which shall protect the County against any and all claims, which might arise as a result of the operation of the Vendor/Contractor in fulfilling the terms of this Contract during the life of the Contract. The minimum amounts of such insurance will be \$1,000,000.00. Should any work be subcontracted, these limits will also apply.

C. (X)Required ( ) Not Required **Worker's Compensation Insurance:**  
per Missouri Revised Statutes Chapter 287



The Vendor/Contractor or his sub-contractor or contractors, shall maintain and keep in force of this Contract such worker's compensation insurance limits as required by the statutes of the State of Missouri and Employer's Liability with limits no less than \$500,000.00.

**M. PROPOSAL OPENINGS:**

Proposals will be publicly opened and read aloud at the time indicated on page 1. The vendors and the public are invited but not required to attend the formal opening of the proposals. No decisions relating to the award of a contract or agreement will be made at the opening.

**N. PROPOSAL TABULATIONS:**

Proposal Tabulations will be available 5 to 7 business days following the proposal opening. Proposal submissions are open for public review at the time of the proposal opening. Proposal tabulations are posted on the County's web-site address, [www.jeffcomo.org](http://www.jeffcomo.org), under the services tab, Invitation for Bid/Request for Proposal link. **NO COPIES** of proposal tabulations are sent to vendors.

### **PROPOSAL FORM AND CONTRACT**

**A. PROPOSAL REPRESENTATIONS:**

The vendor, by executing the proposal form certifies that:

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

**B. TAXES:**

No bid or proposal shall be awarded by Jefferson County unless the prospective bidder provides proof that the bidder does not owe delinquent real or personal property taxes to Jefferson County. The prospective bidder may be required to provide proof in the form of an original paid tax receipt issued by the Jefferson County Collector or a verified affidavit stating that the applicant does not own any real or personal property in Jefferson County. Tax receipts for the past 3 years are required and may be obtained at <http://jeffersonmo.devnetwedge.com/> or a notarized affidavit stating that the applicant does not own any real or personal property in Jefferson County on company letterhead.

**Section 135.040 of the Jefferson County Code of Ordinances (Ord. No. 10-0411) requires that no bid or proposal shall be awarded by Jefferson County unless the prospective bidder provides proof that the bidder does not owe delinquent real or personal property, or that the bidder does not own any real or personal property in Jefferson County. All delinquent real or personal property taxes shall be paid, in-full, prior to the award of any bid, or proof shall be provided that the bidder does not own any real or personal property in Jefferson County prior to the award of any bid. Jefferson County considers that the failure to pay any and all real or personal property taxes due Jefferson County, Missouri, the failure to report all real or personal property owned, held or used in Jefferson County, the failure to provide proof thereof, and/or the failure to keep said tax bills current shall be deemed a material breach of the contract and will subject the contract to immediate cancellation. All taxes, due and owing, must be paid in full at the time the bid is awarded by Jefferson County and remain paid during the entire term of the contract unless the prospective bidder provides proof that the bidder does not own real or personal property in Jefferson County. This requirement shall not apply to the award of bids for projects which are funded in whole or in part by Federal funds.**

**C. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION:**

1. The prices in the proposal shall be independently determined, without consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to price with any Vendor or other person.
2. Unless otherwise required by law, the prices shall not have been knowingly disclosed by the Vendor prior to opening; or
3. No attempt has been made or will be made by the vendor to induce any other person or firm to submit or not to submit a proposal.

**D. PRICE:**

The price(s) specified in this proposal shall be firm and not subject to contingency or reservation. The vendor represents prices specified in the proposal do not exceed current selling price for the same or substantially similar good or service, and are the same as or lower than other prices charged to the vendor's most favored customer. In the event the stated prices are determined to be higher than the prices for which Supplier has sold the items, or services, to others, this contract price shall be reduced accordingly. **Proposal prices are ALL INCLUSIVE: (Shipping, Handling, Delivery, and Assembly to locations specified by the County). Prices shall be firm for ALL County departments and locations for term of the agreement.**

**E. MISSOURI DOMESTIC PRODUCT PROCUREMENT ACT:**

Vendor represents that the goods provided comply with Sections 34.350 to 34.359, RSMo., known as the Domestic Product Procurement Act. The act encourages the purchase of products manufactured or produced in the United States, State of Missouri, and Jefferson County, Missouri. Vendor shall include proof of compliance with the Act with the proposal.



**F. NON-EXCLUSIVE AGREEMENT:**

The contractor shall understand and agree that the contract shall not be construed as an exclusive agreement and further agrees that the County may secure identical and/or similar services or products from other sources at anytime in conjunction with or in replacement of the contractor's services.

**H. INSPECTION, ACCEPTANCE AND APPROVALS:**

Goods shall at all times and places, including the period of manufacture, are subject to inspection and test by County. County will accept or give notice of rejection of goods delivered within a reasonable time after receipt. Acceptance shall not waive any warranty. All goods supplied are subject to final inspection and acceptance by County notwithstanding payment, prior inspections or approvals. County may require prompt replacement or correction of rejected goods at Supplier's expense, including a reduction in price for rejected goods. Supplier shall not resubmit rejected goods to County without prior written approval and instructions from County. In addition, Supplier shall identify resubmitted goods as previously rejected. Supplier shall provide and maintain a quality assurance and control system acceptable to County.

**I. WARRANTY:**

Unless otherwise agreed to in writing by the parties, Supplier warrants that items ordered to specifications will conform thereto and to any drawings, samples or other descriptions furnished or adopted by County, or, if not ordered to specifications will be fit and sufficient for the purpose intended, and that all items will be new, merchantable, of good material and workmanship, and free from defect. Such warranties, together with Supplier's service warranties and guarantees, if any, shall survive inspection, test, acceptance of, and payment for the items and shall run to County and its assigns. Except for latent defects, the County shall give notice of any nonconformity to the Supplier within one (1) year after acceptance. County may return for credit or require prompt correction or replacement of the defective or non-conforming goods or have the defective good corrected or replaced at Supplier's expense. Return to Supplier of any defective or non-conforming goods and delivery to County of any corrected or replaced goods shall be at Supplier's expense. Defective or non-conforming items shall not be corrected or replaced without written authorization by County. Goods required to be corrected or replaced shall be subject to the provisions of this clause and the clause hereof entitled "Inspection, Acceptance and Approvals" in the same manner and to the same extent as goods originally delivered under this contract.

**J. PAYMENT:**

County will pay Supplier for goods upon delivery to, submission of certified invoices and acceptance. The County will not be responsible for articles or services furnished without a purchase order. Price is tax-exempt.

**K. CHANGE ORDER:**

County may make changes within the general scope of this contract. If any such changes cause an increase or decrease in the cost of or the time required for the performance of any part of the work, whether changed or not changed by any such order, an equitable adjustment shall be made in the price or delivery schedule or both, and any change order shall be in writing. Any claim by a Supplier for adjustment under this clause shall be asserted within fifteen (15) days from the date of receipt of this written order directing the change, provided, however, County, if it decides that the facts justify such action, may receive and act upon such claim asserted at any time prior to final payment.

**L. DELIVERIES:**

Deliveries shall be made in strict accordance with any delivery schedule contained in the proposal specification or contract and in the exact quantity ordered. Failure to adhere to delivery schedule is reason for termination in accordance with the "termination" clause. Deliveries are to be made at locations specified by the County at time of Order.

**M. RESPONSIBILITY FOR SUPPLIES:**

Pursuant to Section 290.560 RSMo., Supplier/Contractor shall employ only Missouri laborers and laborers from nonrestrictive states except that other laborers may be used when Missouri laborers or laborers from nonrestrictive states are not available, or are incapable of performing the particular type of work involved, if so certified by the contractor and approved by the County. Except as otherwise provided, Supplier shall be responsible and bear all risks for loss and damage to goods until delivery at County's facilities, regardless of F.O.B. point, point of inspection or acceptance; and if the goods are rejected.

**N. SUBCONTRACTS:**

Supplier shall not enter into any subcontract(s) in excess of \$25,000 or 20% of this contract price; whichever is less, for any goods without County's prior written approval.

**O. CHOICE OF LAW:**

This proposal and contract shall be governed and interpreted according to the laws of the State of Missouri. Venue for any court action shall be in Jefferson County, Missouri.

**P. TERMINATION:**

1. **General:** Performance of work may be terminated by the County in whole, or from time to time in part, whenever County shall determine that such termination is in the best interests of County. Termination shall be affected by delivery to Supplier of a Notice of Termination specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. If such notice does not state termination is pursuant to subparagraph 2, 3, or 4 of this paragraph, County shall have the right to so indicate within thirty (30) days. If no notice is delivered within the thirty (30) day period, or such longer periods as is mutually agreed to by the parties, the original Notice of Termination shall be deemed to be issued pursuant to subparagraph 1 of this paragraph.
2. **Bankruptcy or Insolvency:** In the event bankruptcy proceedings are commenced by or against Supplier or under any provisions of the United States Bankruptcy Act or for the appointment of a receiver or trustee or a general assignment for the benefit of creditors of either party, County shall be entitled to terminate without further cost or liability.
3. **Section 135.040 of the Jefferson County Code of Ordinances (Ord. No. 10-0411) requires that no bid or proposal shall be awarded by Jefferson County unless the prospective bidder provides proof that the bidder does not owe delinquent real or personal property, or that the bidder does not own any real or personal property in Jefferson County. All delinquent real or personal property taxes shall be paid, in-full, prior to the award of any bid, or proof shall be provided that the bidder does not own any real or personal property in Jefferson County prior to the award of any bid. Jefferson County considers that the failure to pay any and all real or personal property taxes due Jefferson County, Missouri, the failure to report all real or personal property owned, held or used in Jefferson County, the failure to provide proof thereof, and/or the failure to keep said tax bills current shall be deemed a material breach of the contract and will subject the contract to immediate cancellation. All taxes, due and owing, must be paid in full at the time the bid is awarded by Jefferson County and remain paid during the entire term of the contract unless the prospective bidder provides proof that the bidder does not own real or personal property in Jefferson County. This requirement shall not apply to the award of bids for projects which are funded in whole or in part by Federal funds.**
4. **Default:** County may terminate the whole Contract or any part in either of the following circumstances:
  - a. If supplier fails to deliver the items required by the contract within the time specified; or
  - b. If supplier fails to perform any of the other provisions of the contract, or so fails to make progress as to endanger performance of the contract in accordance with its terms, and in either of these two circumstances does not cure such failure within a period of ten (10) days after notice from County specifying such failure. In the event of termination under subparagraph 1, County shall have the right to procure, on such terms and in such manner as it may deem appropriate, items similar to those terminated, and to recover from Supplier the excess cost for such similar items provided, however, Supplier shall not be liable for such excess costs where the failure upon which the termination is based has arisen out of causes beyond the control of Supplier and without the fault or negligence of Supplier. Such causes shall be deemed to include fires, floods, earthquakes, strikes, and acts of the public enemy. The rights of County provided in subparagraph 1 shall be in addition to any other rights provided by law or the contract.
  - c. In the event of the Supplier's non-compliance with the provisions as set forth. This Contract may be cancelled, terminated or suspended in whole or in part and the supplier may be declared ineligible for further County contracts. The rights and remedies of the County provided in this paragraph shall not be exclusive but are in addition to any remedies provided in this Contract or as provided for by law.

**Q. NOTICE AND SERVICE THEREOF:**

Any notice from the County shall be in writing and considered delivered and the service thereof completed when said notice is posted, by certified or regular mail, to the Supplier, at the address stated on the proposal form.

**R. CONTRACT TERM:**

Performance shall be governed solely by the terms and conditions as set forth in the Request for Proposal, Proposal Specifications, Proposal Form and the Contract notwithstanding any language contained on any invoice, shipping order, bill of lading or other document furnished the Seller at any time and the acceptance by the County for any goods furnished.

**S. COMPLIANCE WITH APPLICABLE LAWS:**

Supplier warrants it has complied with all applicable laws, rules and ordinances of the United States, Missouri or any other Governmental authority or agency in the manufacture or sale of the goods, including but not limited to all provisions of the Fair Labor Standards Act of 1938, as amended.

**T. ACTS OF GOD:**

No party shall be liable for delays, nor defaults due to Acts of God or the public enemy, riots, strikes, fires, explosions, accidents, governmental actions of any kind or any other causes of a similar character beyond its control and without its fault or negligence.

**U. SELLER'S INVOICES:**

Invoices shall contain the following information. Contract number (if any), Purchase Order Number, Item number, contract description of goods or services, sizes, quantities, unit prices and extended totals. Invoices for and inquiries regarding payment should be addressed to the County Accounts Payable Clerk.

**V. APPROVAL:**

It is agreed the acceptance of a proposal shall not be valid and binding upon the County until approved by the County Purchasing Agent, County Council and County Counselor.

**W. INDIVIDUAL, PARTNERSHIPS, CORPORATIONS:**

Indicate: ☐ Individual: ☐ Partnership: ☒ Corporation.

Incorporated in the State of Missouri.

**X. LITIGATION:**

This agreement shall be interpreted under the laws of the State of Missouri. Any disagreements, questions, controversies, litigation or other causes of action whatsoever arising from or under the terms of this agreement shall be resolved in the trial courts of 23rd Judicial Circuit Court of the State of Missouri-Hillsboro, Missouri.

**Y. LANGUAGE:** Bids and all related documents will only be accepted in the English Language.

THE INVITATION FOR BID / REQUEST FOR PROPOSAL NOTICES ARE POSTED ON THE JEFFERSON COUNTY, MISSOURI WEBSITE AT WWW.JEFFCOMO.ORG LOCATED UNDER THE SERVICES TAB, INVITATION FOR BID / REQUEST FOR PROPOSAL LINK.

**SPECIFICATION**  
**CONTACT**

**CAPTAIN ANDREW SIDES – JEFFERSON COUNTY SHERIFF'S OFFICE**  
**636 797 5528**

## 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 Steve Busch (Name of Business Entity Authorized Representative) as Group Vice President (Position/Title) first being duly sworn on my oath, affirm Keele Commissary Network, LLC (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 Jail Commissary (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 Keele Commissary Network, LLC (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 Jail Commissary (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.)*

[Signature] Steve M. Busch  
Authorized Representative's Signature Printed Name

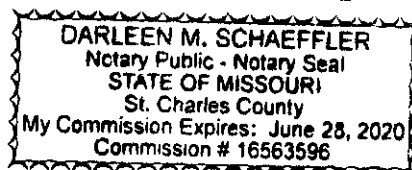
Group V.P. 6-11-18  
Title Date

Subscribed and sworn to before me this 11th of June, 2018. I am  
(DAY) (MONTH, YEAR)

commissioned as a notary public within the County of St. Charles, State of  
(NAME OF COUNTY)

Missouri, and my commission expires on June 28, 2020.  
(NAME OF STATE) (DATE)

Darleen M. Schaeffler June 11, 2018  
Signature of Notary Date



**AFFIDAVIT OF WORK AUTHORIZATION**

(Continued)

**CURRENT BUSINESS ENTITY STATUS**

I certify that Keele Commissary Network, LLC (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo., pertaining to section 285.530, RSMo., as stated above.

Steven M. Bush  
Authorized Business Entity  
Representative's Name  
(Please Print)

Steven M. Bush  
Authorized Business Entity  
Representative's Signature

Keele Commissary Network, LLC  
Business Entity Name

6/11/18  
Date

As a business entity, the grantee, sub grantee, contractor, or subcontractor must perform/provide the following. The grantee, sub grantee, contractor, or subcontractor shall check each to verify completion/submission:

- ☐ Enroll and participate in the E-Verify federal work authorization program  
(Website: <http://www.dhs.gov/e-verify>;  
Phone: 888-464-4218; Email: [e-verify@dhs.gov](mailto:e-verify@dhs.gov)) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein;

AND

- ☐ Provide documentation affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program. Documentation shall include a page from the E-Verify Memorandum of Understanding (MOU) listing the grantee's, subgrantee's, contractor's, or subcontractor's name and the MOU signature page completed and signed, at minimum, by the grantee, subgrantee, contractor, or subcontractor and the Department of Homeland Security – Verification Division; (if the signature page of the MOU lists the grantee's, subgrantee's, contractor's, or subcontractor's name, then no additional pages of the MOU must be submitted).

## **SPECIFICATIONS**

### **JEFFERSON COUNTY SHERIFF'S OFFICE**

The Jefferson County Sheriff's Office is seeking bids for commissary responsibilities to support the Jefferson County Jail, a correctional institution in the County of Jefferson, State of Missouri.

All commissary must be integrated or capable to integrate with Integrated Jail Management System (IJMS).

#### **Commissary Functions for Bid**

The supplying of food and other related products to the inmate commissary department within the jail; to facilitate the ordering of commissary supplies by inmates; to render payments between the parties.

**Keefe Response:** Acknowledged and agreed.

#### **Function of the Sheriff's Office**

The Jefferson County Sheriff's Office, at its expense, will provide personnel to operate the computer equipment, account for inmate welfare funds, and deliver the completed orders to the individual inmates.

**Keefe Response:** Acknowledged and agreed.

#### **Function of the Supplier**

The supplier will download all inmate orders for commissary items, bag individually, box, and ship such commissary items to the Jefferson County Jail for the distribution to the inmates. The supplier will bill the Jefferson County Jail monthly or more frequently for all such purchases. In addition, the supplier will keep the computer equipment updated with complete information as to commissary items available, pricing, and other terms and conditions of sale.

**Keefe Response:** Acknowledged and agreed.

#### **Supplier Equipment**

The supplier shall provide the Jefferson County Jail with such computer equipment and software as listed in Exhibit A

**Keefe Response:** Acknowledged and agreed. Based on discussions during the walkthrough, it is our understanding that the county wishes to have a total of 14 housing kiosks (Exhibit A shows only 5). Our proposal as submitted **includes up to 14 housing kiosks and associated wiring.**

#### **Payment**

The Supplier will invoice the Jefferson County Jail for all commissary items purchased. The Jefferson County Jail will pay such invoices in accordance with standard credit terms (NET 30 DAYS) from the Inmate Trust Account.

**Keefe Response:** Acknowledged and agreed.

#### **Service Fees**

The Jefferson County Jail will receive a service fee for the services to be provided by it equal to a % of adjusted gross sales. The supplier should offer a reasonable percentage of adjusted gross sales; gross sales less the sales of noncommissioned items as determined by the supplier and the Jefferson County Jail listed on Exhibit B to this Agreement.

**Keefe Response:** 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 match the commission rate the county is currently receiving. **The commission rates applies to both commissary sales and (SecurePak) package program sales.**

#### ***Commission Rate | Service Fee***

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##### **Pricing 'Option A'**

Commission: **42%**

*Estimated annual return to the county: **\$58,867** (based on the current rate of non-commissionable sales, @ 5.5%)*

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##### **Pricing 'Option B'**

Commission: **44%**

*Estimated annual return to the county: **\$61,670** (based on the current rate of non-commissionable sales, @ 5.5%)*

---

##### **Menu**

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.

**Keefe Response:** Acknowledged and agreed.

##### **DEPOSIT SERVICES**

The supplier will facilitate family deposits to inmate trust accounts via website, toll free phone number and deposit kiosk placed in a mutually agreeable site within the facility. Facility will provide power and network connectivity for the kiosk. The supplier will guarantee all deposits and ACH moneys to the Jefferson County Jail bank account nightly. No fees for this service will be born by the Jefferson County Jail.

**Keefe Response:** Acknowledged and agreed.

We have provided detailed information addressing each of these topics later in our response. We have also included with our response a current copy of **our Missouri Money Transmitter license required by the state of Missouri** to provide this service.

##### **TERM & TERMINATION**

This Agreement shall continue in effect for a period of two years (the base term) from the date hereof.

**Keefe Response:** Acknowledged and agreed.

### **INDEMNIFICATION**

The supplier and the Jefferson County Jail shall indemnify each other against any loss, damage, injury, or death caused by the negligent acts or omissions by their agents or employees for losses, damages, injuries or death caused by their negligence and arising out of the consumption or use of the products sold or services provided; however, nothing contained herein shall require the parties to defend or indemnify each other for losses, damages, injuries or death arising out of the negligence of their respective agents or employees.

The computer hardware is provided, maintained, and warranted at no additional cost for the life of the commissary agreement.

### **Exhibit A - Hardware - Equipment & Technology/Services Demanded**

Note\* The computer hardware is provided, maintained, and warranted at no additional cost for the life of the commissary agreement.

- 1 Lobby Kiosk (& other aspects of deposit services, as described below)
- 1 Booking Kiosk
- 5 Edge Housing Kiosks (Dorm 1, 2, 3, Upper, and Lower)
- 1 Computer (server) with monitor
- 1 Computer (workstation) with monitor and printer
- Wiring & Electric needed to operate all kiosks.

**Keefe Response:** Acknowledged and agreed.

Our proposal includes all of the equipment listed above, **plus up to an additional 9 Edge Housing Kiosks.** If awarded this contract we would replace all of the existing equipment with new equipment.

### **Supplier Services**

The supplier will provide a direct deposit service that is fully integrated with software, which allows friends and family members to be able to deposit funds directly into an inmate's account, without it ever touching the hands of our staff. These deposit options eliminate the man power and time that it takes to receive in and enter deposits onto an inmate's account. The deposit methods required by the Jefferson County Jail include:

#### **Phone:**

By dialing a 1-800 number friends and family members would be allowed to use a credit or debit card to deposit funds directly into an inmate's account. The call center shall offer bilingual translation, and call center representatives are available Monday through Friday, from 7:00 AM until 11:00 PM, Central time. Cardholder information is verified and approved prior to funds being transmitted to the facility.

#### **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.

**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:** Following is an overview of our deposit services.

**Access Secure Deposits™ Overview**

Keefe is well experienced in handling a large volume of trust fund deposits for the correctional market. Keefe currently processes over 7 million transactions per year while providing these services to over 700 County facilities and sixteen (16) State Department of Corrections encompassing over 650,000 inmates.

**Online Deposits**

In order to allow inmates' family and friends to make deposits online, Keefe operates a secure website 24/7/365 – [www.accesscorrections.com](http://www.accesscorrections.com). To set up an account the user must provide an email address, first, middle and last name, date of birth, relationship to the inmate, billing address, and a personal password. Once they have completed this process, they can log onto the secure website. Users 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
- **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 Language ▾

Hello, Renee ▾

My Dashboard

[Home](#) [Send Money](#) [Messaging](#) [About](#) [Help](#)

## FIND AN AGENCY

Make a deposit or payment by selecting a state and an agency.

VISA

### AGENCY SEARCH

Select State:

OREGON ▾

Select Agency:

Oregon Dept. of Corrections ▾

Please enter a Recipient ID OR enter a last name and first name.

Enter Recipient ID:

11154456

Find

Enter Last Name and First Name:

Enter Last Name and First Name

[Privacy Policy](#) [User Agreement](#) [Terms & Conditions](#)

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Select Language ▾

Hello, Renee ▾

My Dashboard

[Home](#) [Send Money](#) [Messaging](#) [About](#) [Help](#)

## DASHBOARD

Welcome to your Dashboard. Here you may create another transaction or view history for a Recipient from the list below, or select Send Money Now to start a transaction for a new Recipient.

Send Money Now

### MY RECIPIENTS

Show 10 ▾ entries

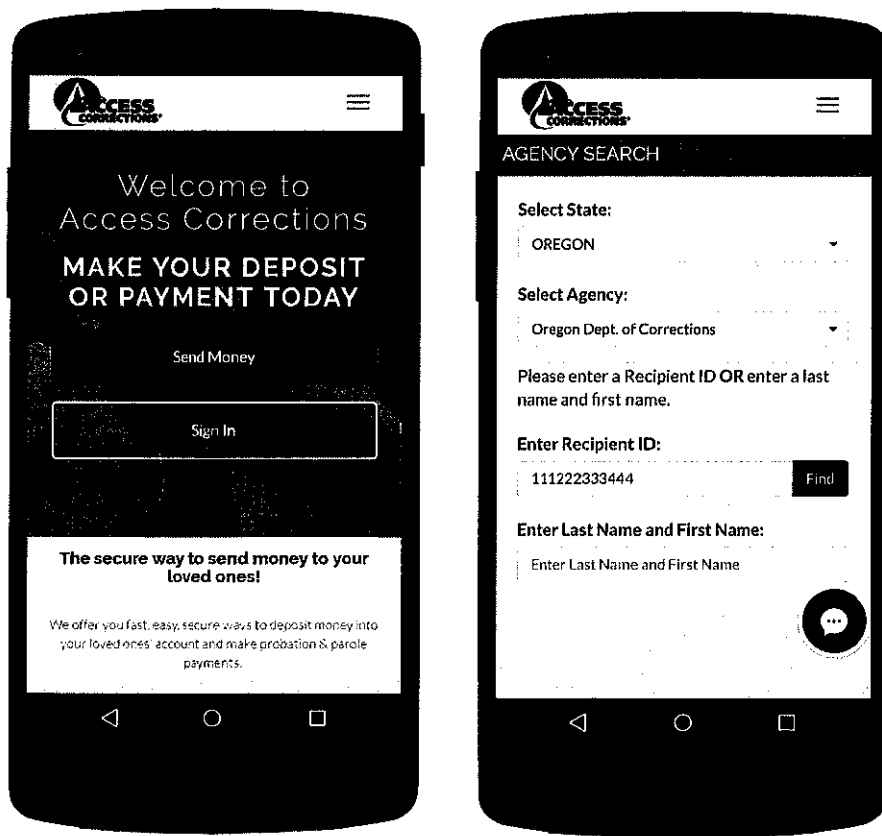
Search recipients

Name	DOB	Agency			
AARON SMITH (16837221)	1991-09-07	Oregon Dept. of Corrections	Make Deposit		X Remove
ALEXANDER SMITH (1000338720)	1957-03-24	GADOC State Probation Office	Make Payment		X Remove
ALEXIS SMITH (1000450082)	1961-11-01	GADOC State Probation Office	Make Payment		X Remove
ANTHONY ABRAHAM (17674732)	1952-03-26	Oregon Dept. of Corrections	Make Deposit		X Remove
DUSTIN SMITH (1300010597)	1977-07-23	Humboldt County CA	Make Deposit		X Remove
JESSICA SMITH (157228)	1956-05-03	Bonneville County Jail	Make Deposit		X Remove
JOHN SMITH (02699882)	1980-05-12	Oregon Dept. of Corrections	Make Deposit		X Remove



### Deposit Mobile App

Keefe also offers the ability for individuals to make deposits via our user friendly Mobile App.



### **Phone Deposits**

Keefe offers a 24/7 toll free phone number for friends and family to deposit funds using their MasterCard or Visa debit/credit card into an inmate's account. Our bilingual (English & Spanish) Customer Service Representatives ("CSR's") collect all account holder information that is required to gain approval for the use of the credit card.

Keefe has in-house customer service representatives and also provides support through a U.S. based third party call center. All CSRs are specifically trained to handle customer's phone deposits, transaction history, complaints and financial discrepancies. Keefe provides support and allows for phone deposits 24 hours a day, 7 days a week. In addition to live CSR's, users can make deposits via ***Interactive Voice Response System (IVR)*** for a quick and easy deposit option.

All call center 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 call center operations and employees, and go above and beyond to provide exceptional, professional, and the most secure services to our customers.

We have two separate and independent call centers which operate daily as backup and disaster recovery. Should one call center experience technical difficulties, all calls would automatically route to the other call center to continue providing uninterrupted service.

### **Lobby Kiosk Deposits**

Keefe has the largest network of lobby kiosks in the country servicing the correctional market. We currently have **over 800** lobby kiosks deployed in correctional facilities across the country. An added benefit of the lobby kiosk is that friends & family can use the lobby kiosk to make a deposit for any agency that Keefe has deposit services with, regardless of its' location.

Keefe has technical support technicians who are responsible for the installation of our deposit kiosks. These technicians are employees of Keefe 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 being shipped to the customer location. Keefe 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 Keefe 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 Keefe'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. A new feature to Keefe's Lobby Kiosk is a Driver's License Reader. This allows both Keefe & the County to collect a more positive identification of the depositor. Additionally, this helps reduce the time a depositor has to spend at the kiosk.

### **Lobby Kiosk**



### PHOTO CAPTURE

Mounted camera takes a photo of each depositor at the time of the transaction

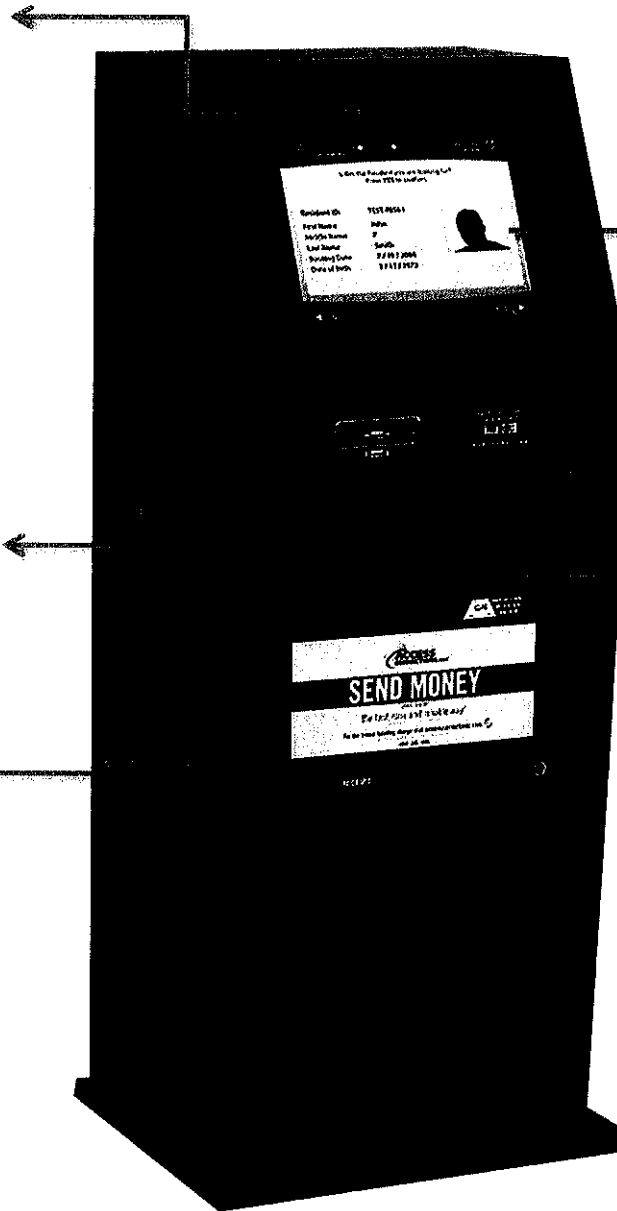


### DRIVER'S LICENSE/CARD READER

Reads driver's license and Accepts Visa or MasterCard Debit and Credit Cards

### RECEIPTS

Each depositor receives a printed receipt of the transaction



### PHOTO IDENTIFICATION

Kiosk software has the ability to show a provided image of the recipient during a transaction

### BILL COLLECTOR (Available with bulk acceptor)

Accepts \$5, \$10, \$20, \$50 and \$100 bills

### **Data Detective**

Data Detective® is Keefe'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 Keefe to develop the very best solution for the corrections market. This tool will automatically be applied to all payment information.

The Facility will have access to reports 24/7 in real time via the facility website. These reports can be searched by date range and include all transaction information including the depositor/sender's address and IP address.

Keefe also provides detailed information regarding the sender through its Data Detective software. This provides the Facility with the sender's address as well as varying degrees of separation in order to establish links from inmate to inmate or end user to end user.

FEE STRUCTURE				
Gross Amount Deposited	Web	Phone	Credit at Kiosk	Cash at Kiosk
\$0.01 - \$19.99	\$3.95	\$4.95	\$4.00	\$4.00
\$20.00 - \$99.99	\$6.95	\$7.95	\$4.00	\$4.00
\$100.00 - \$199.99	\$8.95	\$9.95	\$4.00	\$4.00
\$200.00 - \$300.00	\$10.95	\$11.95	\$4.00	\$4.00

### **Access Secure Deposits™ - Deposit Purpose Overview**

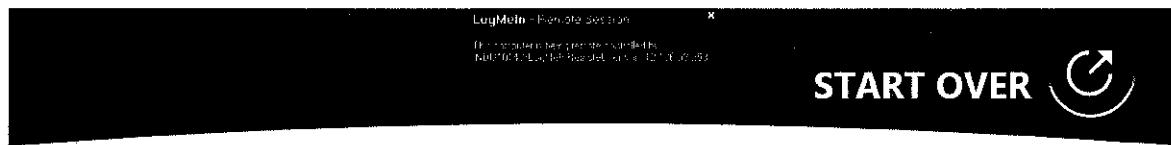
Our Deposit Purpose feature allows depositors to make deposits for a specific purpose. This can include Trust Fund Deposits, Bail, Probation and Parole, Medical, etc. The deposit purpose fields can be customized per the facility's needs. By identifying what the deposit is for it allows for easier understanding 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.



Please enter Last and First Name by using the on-screen keyboard.  
When you are done, select **NEXT** to continue!

A screenshot of the input section of the kiosk screen. It features two text input fields: 'Last Name' and 'First Name'. Below these fields is a full QWERTY on-screen keyboard. The keyboard includes letters, a 'Backspace' key, a 'Next Field' key with a right-pointing arrow, a 'Symbols' key, a 'CAPS' key, and a 'Space' key. To the right of the main keyboard is a numeric keypad with digits 0-9, a decimal point, and a 'Del' key. At the bottom of the screen, there are two large buttons: 'BACK' with a left-pointing arrow and 'NEXT' with a right-pointing arrow.

The depositor then selects the offender they were searching for.

A handwritten signature in black ink, appearing to be 'Sue'.

Is this the Inmate you were looking for?  
Press **YES** to confirm

Booking #: 554013	
First Name: ANTONIO	
Middle Name:	Photo not available
Last Name: SANCHEZ-MORENO	
Booking Date: 02/20/2009	
Date of Birth: 05/XX/1974	

◀ NO YES ▶

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.

*Jan*

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.

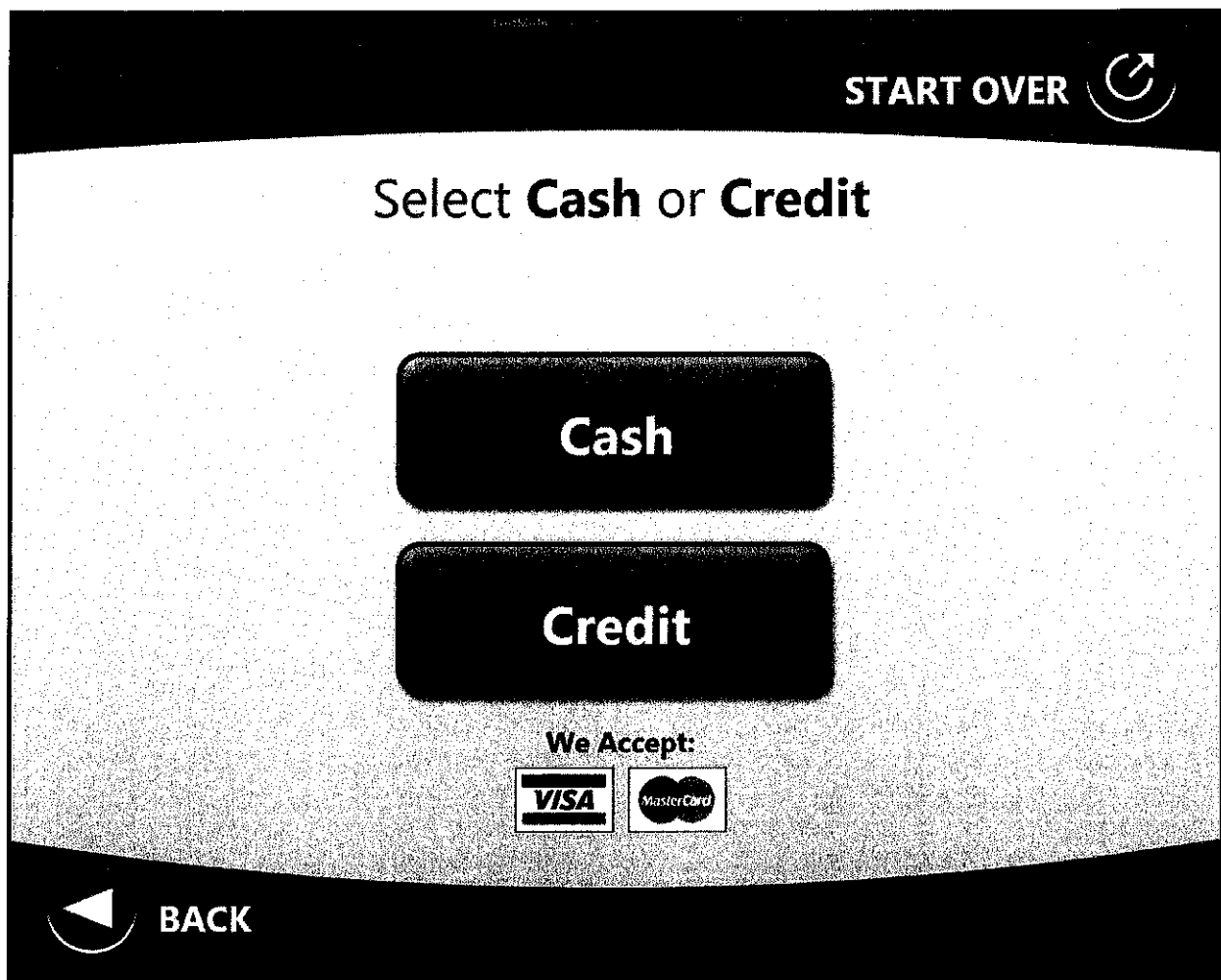


BACK

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.

*Free*



### **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.

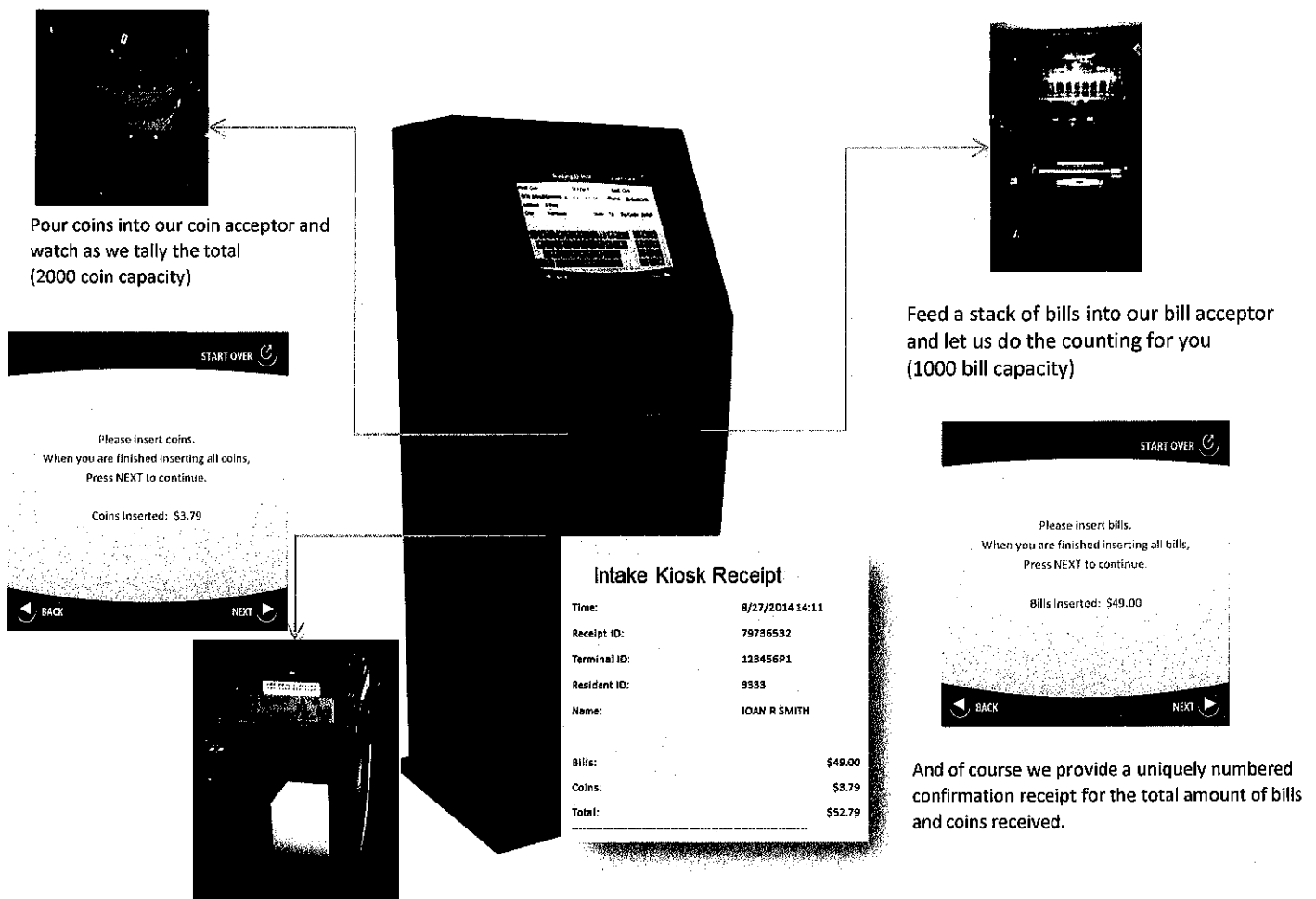
### **Booking Kiosk**


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 **is included in our proposal**. The main benefit to this kiosk is it contains a bulk coin counter.





**Inmate Banking**

Inmate Banking > Accounts

Search Inmate By:

---

### Accounts

Booking #: 201600004760    Name: SMITH, DERRICK DEWAYNE    PIN:

Trust	Debit		
<b>New Transaction</b>			
Accounting Event	Description	Receipt	Amount
-- Select --			
<b>Accounts:</b> Inmate Trust <b>Current Balance:</b> \$177.00 <b>Category:</b> Spending			
Date/Time	Accounting Event	Description	Amount
05/11/2016 11:30 PM	Bedding/Clothing Fee Payment	Pay: 5/11,	\$49.00
05/11/2016 11:30 PM	Subsistence Fee Payment	Pay: 5/11,	\$3.79
05/10/2016 03:50 PM	Deposit Online	Receipt: 1	\$52.79

## Intake Kiosk Receipt

**Time:**
8/27/2014 14:11

**Receipt ID:**
79736532

**Terminal ID:**
123456P1

**Resident ID:**
3333

**Name:**
JOAN R SMITH

**Bills:**
\$49.00

**Coins:**
\$3.79

**Total:**
\$52.79

**Intake Kiosk Deposits**

Station: Forsyth County NC, 302331 Station Desk Help ▾

### Shifts

Active	Pending	Closed	Shift	Start Time	End Time	Deposit Requests Received	Deposit Requests Amount
<a href="#">Shift Detail Report</a>	Unassigned Shift	02/01/2016 00:00	02/01/2016 23:59	12	1346.17		
<a href="#">Shift Detail Report</a>	Unassigned Shift	02/02/2016 00:00	02/02/2016 23:59	14	3565.05		
<a href="#">Shift Detail Report</a>	Unassigned Shift	02/03/2016 00:00	02/03/2016 23:59	11	851.37		
<a href="#">Shift Detail Report</a>	Unassigned Shift	02/04/2016 00:00	02/04/2016 23:59	18	878.26		
<a href="#">Shift Detail Report</a>	Unassigned Shift	02/05/2016 00:00	02/05/2016 23:59	17	925.97		
<a href="#">Shift Detail Report</a>	Unassigned Shift	02/06/2016 00:00	02/06/2016 23:59	12	714.92		
<a href="#">Shift Detail Report</a>	Unassigned Shift	02/07/2016 00:00	02/07/2016 23:59	15	1187.02		
<a href="#">Shift Detail Report</a>	Unassigned Shift	02/08/2016 00:00	02/08/2016 23:59	18	708.61		
<a href="#">Shift Detail Report</a>	Unassigned Shift	02/09/2016 00:00	02/09/2016 23:59	11	645.84		
<a href="#">Shift Detail Report</a>	Unassigned Shift	02/10/2016 00:00	02/10/2016 23:59	18	1211.21		

◀ ◻ ... 16 17 18 19 20 ▶ ▶▶ 10 • items per page

181 - 190 of 194 items

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# Online Shift Report Details

Intake Kiosk View Deposit										
Station: Bell County TX 28320 Station Desk Help										
Deposit Request History										
Unmatched Deposit Requests										
View Deposit Request History										
Shifts										
Shift Manager										
Deposit Request History Report										
Date	Booking ID	Last Name	First Name	Matched By	Receipt ID	Amount	Status	Shift	Kiosk	
02/15/2016 10:40	2016-00001491	BENSON	CHRISTOPHER	Auto Type 1	12478350	\$ 0.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/15/2016 00:08	2016-00001481	RAMIREZ	FABIAN	Auto Type 1	16558120	\$ 0.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/15/2016 13:37	2016-00001443	MITCHELL	BRUCE	Auto Type 1	15320040	\$ 1.25	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/15/2016 13:32	2016-00001442	DAVIS	DENZEL	Auto Type 1	12382140	\$ 150.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/15/2016 13:25	2016-00001440	JENNIFER	JACK	Auto Type 1	17173358	\$ 24.50	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/15/2016 05:19	2016-00001425	GALBRAITH	SAPHERIA	Auto Type 1	14000625	\$ 174.50	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/15/2016 05:17	2016-00001427	MARTINEZ	TORRYA	Auto Type 1	19351623	\$ 83.13	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/12/2016 23:36	2016-00001423	SCOTT	KELVIN	Auto Type 1	10955208	\$ 620.25	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/12/2016 12:47	2016-00001390	CROWLEY	SANDRINA	Auto Type 1	16277841	\$ 14.75	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/12/2016 12:40	2016-00001389	WAGGINS	EWANNE	Auto Type 1	10754841	\$ 0.80	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/12/2016 11:45	2016-00001397	BECK-HAMMACK	CHASTITY	Auto Type 1	19242220	\$ 2.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/12/2016 11:41	2016-00001396	POWELL	DENESHA	Auto Type 1	12489704	\$ 5.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/12/2016 10:14	2016-00001391	RICHARDSON	MONTREAL	Auto Type 1	16425707	\$ 7.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/12/2016 09:40	2016-00001390	CROWLEY	SANDRINA	Auto Type 1	13007109	\$ 5.02	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/12/2016 01:56	2016-00001385	Sims	LESLIE	JAMES REDEANA	13084485	\$ 51.40	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/11/2016 11:45	2016-00001363	KUBAN	MAYNARDINE	Auto Type 1	15981490	\$ 50.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/11/2016 11:28	2016-00001362	SAYERS	EDWARD	Auto Type 1	14213545	\$ 40.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/11/2016 10:24	2016-00001361	MERRE	JONATHAN	Auto Type 1	12095768	\$ 219.85	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/11/2016 10:19	2016-00001358	FLOYD	CHRISTIAN	Auto Type 1	10503144	\$ 0.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/11/2016 09:09	2016-00001357	HILLARD	JOVAN	Auto Type 1	16490587	\$ 155.65	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/11/2016 06:07	2016-00001356	Gosselt	Vicente	Auto Type 1	15940354	\$ 1.06	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/10/2016 15:02	2016-00001330	MORRIS	KELLY	Auto Type 1	14368771	\$ 106.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/10/2016 15:00	2016-00001329	SMITH	JOSEPH	Auto Type 1	15502008	\$ 1.91	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/10/2016 14:41	2016-00001311	MACHACEK	SHAKWITA	Auto Type 1	19428238	\$ 67.35	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/10/2016 14:39	2016-00001331	CAMACHO	ROBERT	Auto Type 1	14355536	\$ 0.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/10/2016 12:01	2016-00001322	ELDRIDGE	ALYSSA	Auto Type 1	10998372	\$ 2.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/10/2016 10:35	2016-00001322	ELDRIDGE	ALYSSA	Auto Type 1	13279461	\$ 5.00	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/10/2016 09:28	2016-00001320	DOUGHERTY	JASMINE	Auto Type 1	11661974	\$ 2291.66	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/10/2016 02:00	2016-00001311	MACHACEK	DEVON	JAMES REDEANA	18505666	\$ 0.09	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/10/2016 01:59	2016-00001312	MITCHELL	AUSTIN	JAMES REDEANA	13804276	\$ 1.20	Matched	Unassigned Shift	Bell County TX Intake Kiosk	
02/10/2016 01:57	2016-00001303	SILVA	CLAUDIA	JAMES REDEANA	19585591	\$ 6.66	Matched	Unassigned Shift	Bell County TX Intake Kiosk	

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 K		2363	VANN, LEONARD RAY	SWANSON/NANCY	311 S MUSKOGEE OK 74401	XX/XX/XXXX	N/A	\$50.00		
76070166 Web		209882	ALLEN, TRIVIA N	Edward Wickson	1103 n st Hugo OK 74743	XX/XX/XXXX	N/A	\$19.00		
74835341 K		72560	MAXWELL, KURBAN TORINO	MAXWELL LADONHA	4715 W 53RD ROW SOUTH OF 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	BALESANAMARIE	11145 N 530 RD TAHLEQUAH OK 74464	XX/XX/XXXX	N/A	\$30.00		
75721761 K		121224	PERRY, LEON TEMARION	PERRY NATASHA	PO BOX93 MUSKOGEE OK 74402	XX/XX/XXXX	N/A	\$57.00		
75700017 K		153923	SIMPSON, QUINCY SANTANA	SPENCER RETRINDA	1714 PICKENS MUSKOGEE OK 74401	XX/XX/XXXX	N/A	\$17.00		
79731097 Web		226297	ROBERTS, DUSTIN LEE	dolores mcdonald	20508 S. 218th east ave Haskell OK 74436	XX/XX/XXXX	N/A	\$75.00		
78421134 K		115600	MILLER, JORDAN CORTEZ	MILLER TOWANNIA	703 HC					
78212119 K		140831	FREEMAN, BARBARA JEAN	PEVEHOUSE VERNIA	RT1 BC					
77804603 K		19952	PARRIS JR., STEVE JOE	BURGESS ROXIE	2920 E					
74276075 K		215919	ROGERS, ZACHARY RYAN	MARTINZ JOHNNIE	805 SE					
74254537 K		215605	MILLER, MARTIN O	MILLER TOWANNIA	703 HC					
71309652 K		40638	ARMSTRONG, KEVIN LEE	ARMSTRONG KIMBERLY	35068I					
71374788 X		27918	GILBRETH, DARRELL DEWAYNE	GILBRETH DARRELL	123 N.					
70768439 K		8024	TOLLIVER, ROBERT ALLEN	AGUIRRE ZELME	1050A					
70637286 K		238143	NORWOOD, NICKOLAS JAZZ	NORWOOD/DHNN	64 9TH					
70609634 K		39745	PERCEPUL, JEREMY PATRICK	FAGG/PAMELA P	400 NC					
72355242 K		183306	THOMPSON, SHANE EDWARD	HARRIS ALICE	P BOX					
72924557 K		179662	WARTSON, SHAWN DEWIGHT	PERRY NATASHA	PO BOX					
73731800 K		233389	SKADAL, CHRIS FREDERICK	SKADAL SHERRY	804 GE					
73765606 K		232339	SHANK, LARRY ALEXANDER	SHANK LARRY	122 N.					
73063518 K		216450	WASHINGTON, WILLIE DEON	OSBORN MAE	2301 D					
73002344 K		158945	SANDERS, ADAM RANDALL	SANDERS ADAM	115 N					
70547255 K		98741	NEIGHBORS, SEAN CURTIS	HAYDEN JEANNE	5212 K					

Date/Time	Accounting Event	Description	Amount	Balance
02/15/2016 01:25	Online ACH Deposit	ae47-de211-fa47111-de99e-3e6411	\$967.00	\$1,615.25
02/15/2016 23:25	Online Deposit	70637286 NORWOOD/DHNN	\$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	71309652 ARMSTRONG KIMBERLY	\$47.00	\$2,408.25
02/15/2016 20:32	Online Deposit	70609634 FAGG/PAMELA P	\$25.00	\$2,383.25
02/15/2016 19:24	Online Deposit	74835341 MAXWELL LADONHA	\$52.00	\$2,336.25
02/15/2016 19:40	Online Deposit	79731097 dolores mcdonald	\$75.00	\$2,261.25
02/15/2016 19:09	Online Deposit	76670166 Edward Wickson	\$19.00	\$2,209.25
02/15/2016 18:56	Online Deposit	77050017 SPENCER RETRINDA	\$17.00	\$2,190.25
02/15/2016 17:48	Online Deposit	77804603 BURGESS ROXIE	\$22.00	\$2,173.25
02/15/2016 16:45	Online Deposit	74276075 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	70768439 AGUIRRE ZELME	\$22.00	\$2,044.25
02/15/2016 15:17	Online Deposit	71374788 GILBRETH DARRELL	\$17.00	\$2,022.25
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	\$1,983.25
02/15/2016 13:32	Online Deposit	12382140 DENZEL DAVIS	\$158.00	\$1,987.00
02/15/2016 13:28	Online Deposit	74629983 BALESANAMARIE	\$30.00	\$1,829.00
02/15/2016 12:19	Online Deposit	73002344 SANDERS ADAM	\$22.00	\$1,799.00

*Sims*

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**

Logged in as: c.c. current time is 02/16/2016 2:38 PM CST

**Bank Transfers**  
For Date Range: 12/1/2013 to 12/16/2013 For Customer c

1 Select Report: **Bank Transfers**

2 Start Date: **12/1/2013** End Date: **12/16/2013** **View Report**

Batch Date	Batch #	# of Transactions	Deposit Amount
12/01/2013	383731	19	\$1,078.00
12/02/2013	384023	25	\$967.00
12/03/2013	384395	19	\$647.99
12/04/2013	384611	46	\$2,288.10
12/05/2013	384894	11	\$388.00
12/06/2013	385181	7	\$440.00
12/07/2013	385462	4	\$139.00
12/08/2013	385738	6	\$207.00
12/09/2013	386024	13	\$525.00
12/10/2013	386326	11	\$354.00
12/11/2013	386619	39	\$1,577.00
12/12/2013	386910	17	\$555.00
12/13/2013	387195	8	\$500.00
12/14/2013	387477	11	\$368.00
12/15/2013	387756	17	\$981.00
12/16/2013	388045	22	\$1,265.00
		<b>275</b>	<b>\$12,420.09</b>

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*Shirley*

[illegible]

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
7608783 K		2263	VANNI, LEONARD RAY	SWANSON/NANCYK	311 S S MUSKOGEE OK 74401		N/A	\$50.00
76670166 Web		209982	ALLEN, TRIVIA N	Edward Wickson	1103 n 1st Hwy OK 74743		N/A	\$19.00
7486541 K		72580	MAXWELL, BRANDON TORINO	MAXWELL LADONNA	4735 W 53RD ROW SOUTH OF MUSK MUSKOGEE OK 74401		N/A	\$52.00
74722993 K		97583	SCOTT, KENNETH EDWIN	SCOTT ELIZABETH	215 S 15TH ST MUSKOGEE OK 74401		N/A	\$37.00
74629683 K		97583	SCOTT, KENNETH EDWIN	BALESANNAMARIE	11345 N 530 RD TAHLEQUAH OK 74464		N/A	\$30.00
76721761 K		212224	PERRY, LEON TEMARON	PERRY NATASHA	PO BOX93 MUSKOGEE OK 74402		N/A	\$57.00
77090017 K		153923	SIMPSON, QUINCY SANTANA	SPENCER RETRINDA	1714 PICKENS MUSKOGEE OK 74401		N/A	\$17.00
79731097 Web		236297	ROBERTS, DUSTIN LEE	dolores mcdonald	20508 s. 216th east ave Haskell OK 74436		N/A	\$75.00
78421134 K		215800	MILLER, JORDAN CORTIZ	MILLER TOWANNU				
78232119 K		140831	FREEMAN, BARBARALEAN	PEVERHOUSE VERNI				
77804603 K		13952	PARRIS JR., STEVE JOE	BURGESS ROXIE				
74217875 K		215819	ROGERS, ZACHARY RYAN	MARTINEZ JOHNNIE				
74254557 K		215825	MILLER, MARTIN D	MILLER TOWANNU				
713739652 K		40638	ARMSTRONG, KEVIN LEE	ARMSTRONG KIMB				
71374788 K		27598	GILBRETH, DARRELL DEWAYNE	GILBRETH DARRELL				
71784939 K		8024	TOLLIVER, ROBERT ALLEN	AGUIRRE ZELINE				
70637286 K		238143	NORWOOD, NICKOLAS JAZZ	NORWOOD/JOHN				
70639634 K		36745	PERCERUI, JEREMY PATRICK	FAGG/PAMELAP				
72355242 K		183306	THOMPSON, SHANE EDWARD	HARRIS ALICE				
72584557 K		179662	WATKINSON, SHAWN DEWIGHT	PERRY NATASHA				
73731800 K		233389	SKADAL, CHRIS FREDERICK	SKADAL SHERRY				
73366086 K		208320	SHANK, LARRY ALEXANDER	SHANK LARRY				
73033518 K		216450	WASHINGTON, WILLIE DEON	OSBORN MAE				
73032344 K		158946	SANDERS, ADAM RANDALL	SANDERS ADAM				
70547255 K		98741	NEIGHBOYS, SEAM CURTIS	HAYDEN JEANNE				

Date/Time	Accounting Entry	Description	Amount	Balance
02/15/2016 01:25	Online ACH Deposit	ac47-de111-fa47111-de119e-3e6a11	\$967.00	\$1,615.25
02/15/2016 18:25	Online Deposit	70637286 NORWOOD/JOHN	\$100.00	\$2,582.25
02/15/2016 12:40	Online Deposit	74276073 MARTINEZ JOHNNIE	\$37.00	\$2,482.25
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02/15/2016 20:38	Online Deposit	71309652 ARMSTRONG KIMBERLY	\$47.00	\$2,408.25
02/15/2016 20:32	Online Deposit	70609634 FAGG/PAMELAP	\$25.00	\$2,361.25
02/15/2016 20:19	Online Deposit	74385541 MAXWELL LADONNA	\$52.00	\$2,336.25
02/15/2016 19:40	Online Deposit	79731097 dolores mcdonald	\$75.00	\$2,284.25
02/15/2016 19:09	Online Deposit	76570166 Edward Wickson	\$19.00	\$2,269.25
02/15/2016 18:56	Online Deposit	77050017 SPENCER RETRINDA	\$17.00	\$2,190.25
02/15/2016 17:48	Online Deposit	77804603 BURGESS ROXIE	\$17.00	\$2,173.25
02/15/2016 16:45	Online Deposit	7821761 PERRY NATASHA	\$57.00	\$2,151.25
02/15/2016 16:07	Online Deposit	78048783 SWANSON/NANCYK	\$50.00	\$2,094.25
02/15/2016 15:19	Online Deposit	70768439 AGUIRRE ZELINE	\$22.00	\$2,044.25
02/15/2016 15:17	Online Deposit	71374788 GILBRETH DARRELL	\$17.00	\$2,022.25
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 BALESANNAMARIE	\$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

Unlink Reports  
Select Report: Cash Pickups  
Start Date: 02/09/2015 End Date: 02/16/2016 View Report

Cash Pickups  
For Date Range: 02/09/2015 to 02/16/2016 for Customer c

Cash Pickup #	Amount	Balance
77410	\$20	\$14,139.00
76799	\$79	\$14,060.00
Total:	\$99	\$14,188.00

Clicking the spy glass on this report will immediately show the details of the deposits that accumulated within this cash pickup period

*Sum*

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.

The screenshot displays the KeepTrak software interface. On the left, a 'Transaction Detail for Cash Pickup' table lists individual transactions with columns for Date & Time, Receipt #, Recipient #, Payee, Location Code, Purpose, Kiosk Deposit Amount, Payee Deposit Amount, Fee Amount, and Surcharge Amount. A summary table on the right shows a total of \$1,615.25. In the center, an 'Accounting Event' window shows a deposit of 1615.25 for 'Feb 15 Cash Pickup #80453'. At the bottom, a 'Transactions' table lists various online deposits with their respective amounts and balances.

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 Gossett	Intake 01	Default Purpose	\$1.06	\$1.06	\$0.00	\$0.00
02/11/2016 09:59	18493587	2016-00001357	JOVAN HILLIARD	Intake 01	Default Purpose	\$156.66	\$156.66	\$0.00	\$0.00
02/11/2016 10:19	10508144	2016-00001358	CHRISTIAN FLOYD	Intake 01	Default Purpose	\$0.08	\$0.08	\$0.00	\$0.00
02/11/2016 10:24	12095768	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	MAYHANNE KUBAN	Intake 01	Default Purpose	\$50.00	\$50.00	\$0.00	\$0.00
02/11/2016 01:56	13084485	2016-00001385	Letina Sims	Intake 01	Default Purpose	\$51.40	\$51.40	\$0.00	\$0.00
02/12/2016 09:40	13007106	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				
02/12/2016 11:48	18242228	2016-00001397	CHASTITY BECK HAMMACK	Intake 01	Default Purpose				
02/12/2016 12:40	10754841	2016-00001399	DWAYNE WIGGINS	Intake 01	Default Purpose				
02/12/2016 12:47	16277841	2016-00001390	SANDRINA CROWLEY	Intake 01	Default Purpose				
02/12/2016 23:38	10965208	2016-00001423	KELVIN SCOTT	Intake 01	Default Purpose				
02/13/2016 05:17	15931623	2016-00001427	TONYA MARTINEZ	Intake 01	Default Purpose				
02/13/2016 05:19	14390625	2016-00001425	SAPRENA GALBRAITH	Intake 01	Default Purpose				
02/13/2016 13:25	17173558	2016-00001440	JACK JEWISON	Intake 01	Default Purpose				
02/13/2016 13:32	12282140	2016-00001442	DENZEL DAVIS	Intake 01	Default Purpose				
02/13/2016 13:37	15320040	2016-00001443	ERRICK MITCHELL	Intake 01	Default Purpose				
02/15/2016 00:08	16858120	2016-00001481	Fabiana ramirez	Intake 01	Default Purpose				
02/15/2016 10:40	12478350	2016-00001481	CHRISTOPHER J. JASON	Intake 01	Default Purpose				

Amount	Amount	Amount	Amount
\$620.25	\$620.25	\$0.00	\$0.00
\$83.13	\$83.13	\$0.00	\$0.00
\$174.50	\$174.50	\$0.00	\$0.00
\$24.50	\$24.50	\$0.00	\$0.00
\$158.00	\$158.00	\$0.00	\$0.00
\$1.25	\$1.25	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00
\$1,615.25			

Accounting Event	Description	Receipt	Amount	Create	Clear
Intake Kiosk Cash Deposit	Feb 15 Cash Pickup #80453		1615.25	Create	Clear

Date/Time	Accounting Event	Description	Amount	Balance
02/18/2016 01:25	Online ACH Deposit	ae47-de211-fa47111-d6f9e-3e81411	(\$967.00)	\$1,615.25
02/15/2016 23:25	Online Deposit	70537286 NORWOOD/JOHN	\$100.00	\$2,582.25
02/15/2016 22:40	Online Deposit	74276075 MARTINEZ 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	71309652 ARMSTRONG KIMBERLY	\$47.00	\$2,408.25
02/15/2016 20:32	Online Deposit	70609634 FAGG/PAMELA	\$25.00	\$2,361.25
02/15/2016 20:19	Online Deposit	74896541 MAXWELL LADONNA	\$52.00	\$2,336.25
02/15/2016 19:40	Online Deposit	79731097 delores mcdonald	\$75.00	\$2,284.25
02/15/2016 19:09	Online Deposit	76670166 Edward Wilkison	\$19.00	\$2,209.25
02/15/2016 18:56	Online Deposit	77050017 SPENCER RETRINDA	\$17.00	\$2,190.25
02/15/2016 18:16	Online Deposit	77804603 BURGESS RONE	\$22.00	\$2,173.25
02/15/2016 18:00	Online Deposit	76721761 PERRY NATASHA	\$57.00	\$2,151.25
02/15/2016 16:07	Online Deposit	76048783 SWANSON/NANCYK	\$50.00	\$2,094.25
02/15/2016 15:19	Online Deposit	70768439 AGUIRRE ZELME	\$27.00	\$2,044.25
02/15/2016 15:17	Online Deposit	71374788 GILBRETH DARRELL	\$17.00	\$2,022.25
02/15/2016 14:24	Online Deposit	70547255 HAYDEN JEANNE	\$17.00	\$2,005.25
02/15/2016 13:37	Online Deposit	15320040 ERRICK 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	74623983 SALESANAMARIE	\$30.00	\$1,829.00
02/15/2016 12:19	Online Deposit	73002344 SANDERS ADAM	\$22.00	\$1,789.00

### 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.

*Sum*

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**

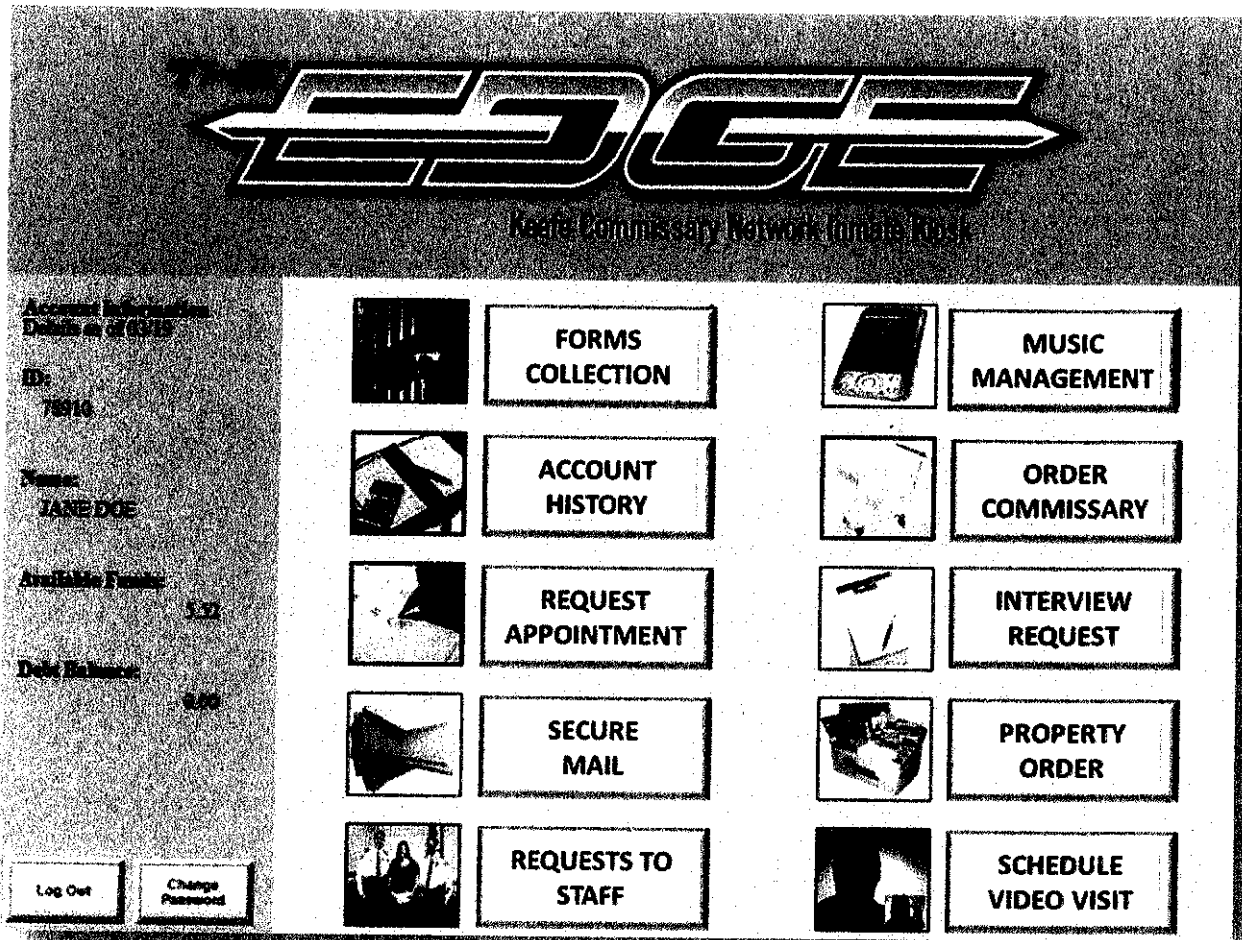
- Offender ID and password login to the KEEFE Edge™ kiosk browser with access to the Edge™ intranet website
  - hosted either at
    - facility-based IIS servers provided by KEEFE or
    - optionally at IIS servers provided by KEEFE and centrally deployed within the FACILITY network and accessible from 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**

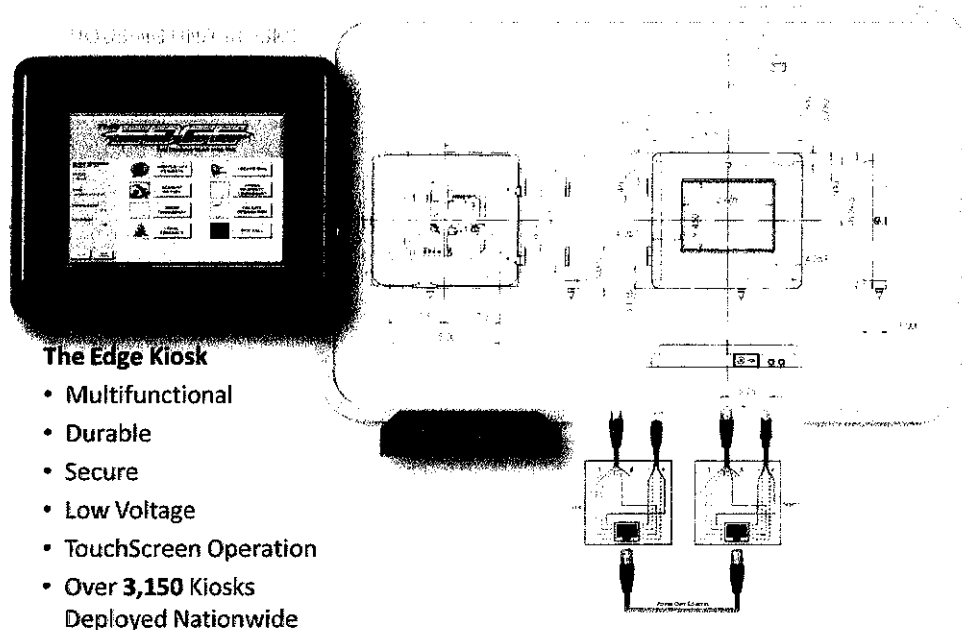
- Collection and processing of order requests within the KEEFE commissary module with Edge™ administrator management of restrictions
- Collection and Review of Property purchase Requests
- Collection and processing of SecureMedia™ Player / Prepaid Song Purchase Requests
- Inmate Information Requests
- 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:*



<b>Processor:</b>	1GHz AMD Sempron Processor
<b>Memory:</b>	Standard: 1G RAM / 1G Flash Maximum: 2G RAM / 4G Flash
<b>I/O peripheral support:</b>	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
<b>Networking:</b>	10/100/1000 Base-T Gigabit Ethernet 802.11 b/g/n and Bluetooth 2.0 (optional)
<b>Power:</b>	Worldwide auto-sensing 100-240 VAC, 50/60 Hz 65W, 19V DC
<b>Power consumption:</b>	Average 12.7 W
<b>Dimensions:</b>	250mm x 225mm x 53mm (9.8 in. x 8.8 in. x 2.1 in.)
<b>Mountings:</b>	Vertical or Horizontal (optional), VESA mount.
<b>Temperature Range:</b>	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





Keefe Commissary Network Inmate Kiosk

**Please select your language.**

**English**

**Seleccione por favor su idioma.**

**Español**

The Edge Kiosk complies with the personal identification password requirement.

*Jim*

**EDGE**  
Kiosk/Commissary Network Inmate Kiosk

Type your ID and press enter.

Touch-Type the ID Here

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		

ID

78910

Enter

Clear

Cancel

Press <Enter> to Continue

**EDGE**  
Kiosk/Commissary Network Inmate Kiosk

Type your Password and press enter.

Touch-Type the Password Here

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		

Password

\*\*\*\*\*

Enter

Clear

Cancel

Press <Enter> to Continue

### 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

*Signature*

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.

**Kiosk**  
*Keefe Commissary Network*

**Account Information**  
Details as of 02/12

**FILE #:**  
10247

**Name:**  
ANTHONY SMITH

**Available Funds:**  
184.23

**Debt Balance:**  
0.00

Date	Type	Description	Amount	Balance
01/26/2009	CASH DEPOSIT	TEST	50.00	184.23
09/10/2008	EPR	OID:100006444-ComisaryPurch-Reg	-1.15	134.23
07/21/2008	<DOCTOR VISIT>	Payment for DOCTOR VISIT on 2008-07-14-0	-14.62	135.38
07/21/2008	DEPOSIT MO	MONEY ORDER RECEIVED IN THE MAIL	150.00	150.00
07/14/2008	<DOCTOR VISIT>	DR VISIT	-0.38	0.00
07/14/2008	DOCTOR VISIT	DR VISIT	15.00	0.38
07/14/2008	EPR	OID:100006227-ComisaryPurch-Reg	-97.18	0.38
07/13/2008	PHONE CARD	PURCHASE	-20.00	97.56
07/11/2008	DEPOSIT CHECK	NORTH CENTRAL CORRECTIONS #51281	117.56	117.56

Log Out Main Menu

Page 1 of 1

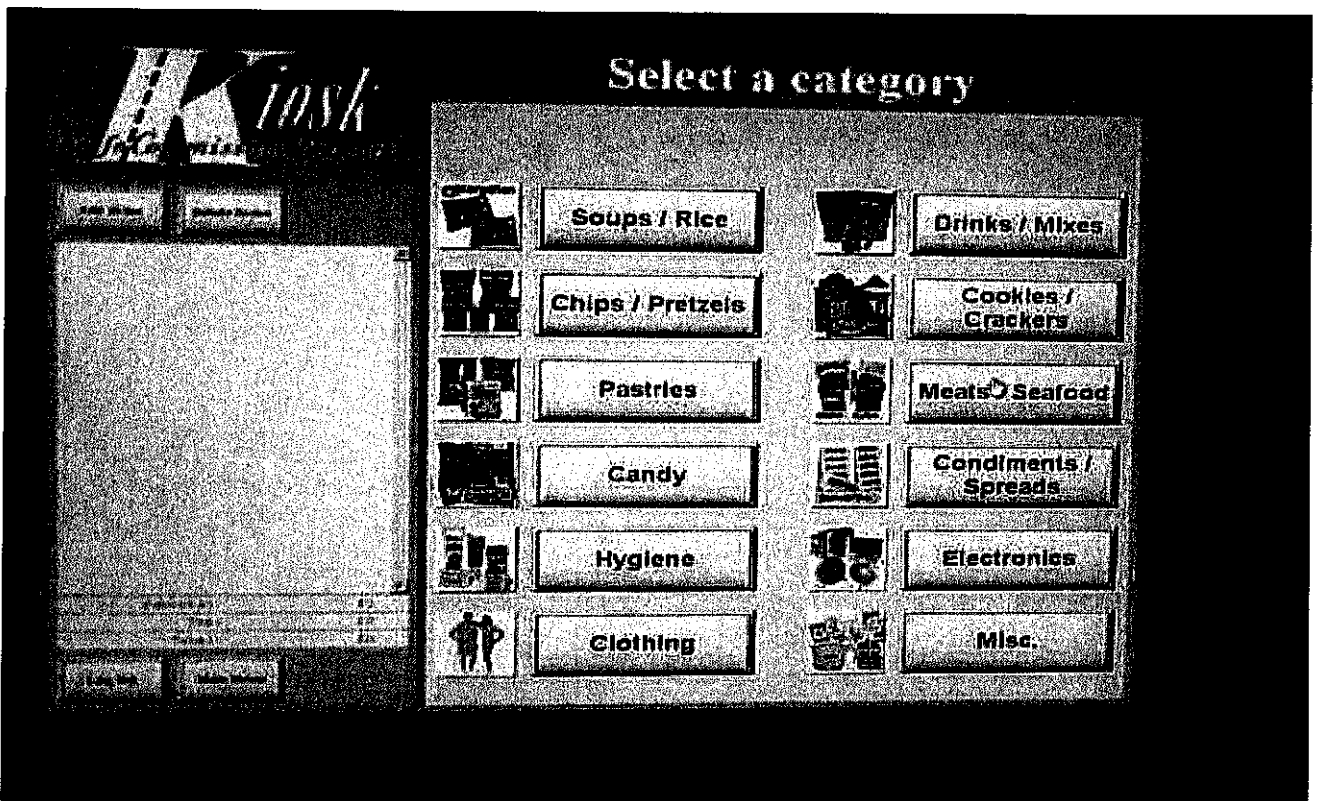
### Order Entry:

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

*Jim*

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.

The screenshot shows a web browser window with the address bar displaying `http://wkcjhnmjdz1/KioskAdmi`. The page has a navigation bar with tabs: Residents, Categories, Items, Appointments, Appointment Types, Information (selected), Special Order, and Phone Restrictions. Below the navigation bar, there is a "Generate Report" button. The main content area is titled "Information" and contains a "Must Read Properties" section. This section includes a "Name" field with the value "Must Read" and a "Back to Content" link. Below the name field, there are three questions with radio button options:

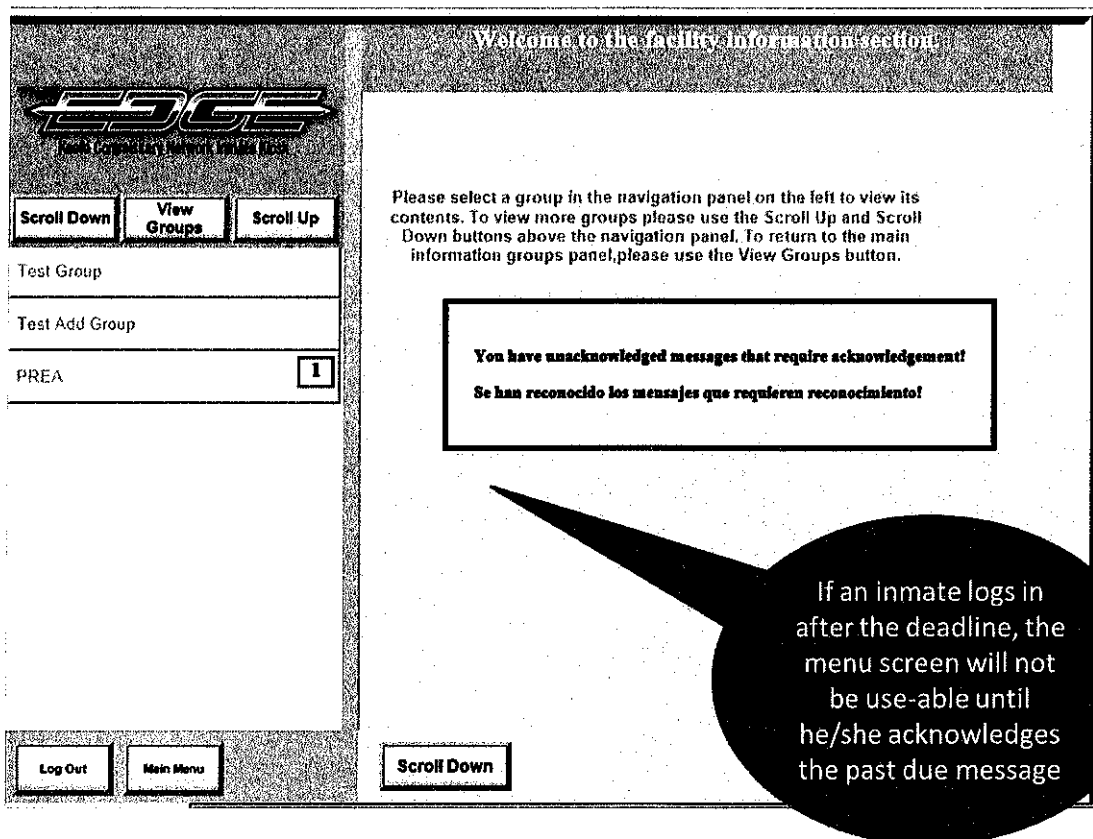
- 1. Show this message now?  
☒ Yes  
☐ No
- 2. Does this message require acknowledgement with a specific period of time?  
☒ Yes  
☐ No
- 3. How is acknowledgement time determined?  

Select Acknowledgement Type  
Number of Days Starting From Booking Date  
Number of Days Starting From Specific Date  
Number of Logins  
By Specific Date

On the left side of the "Information" section, there is a "Grouping" section with a tree view showing the following structure:

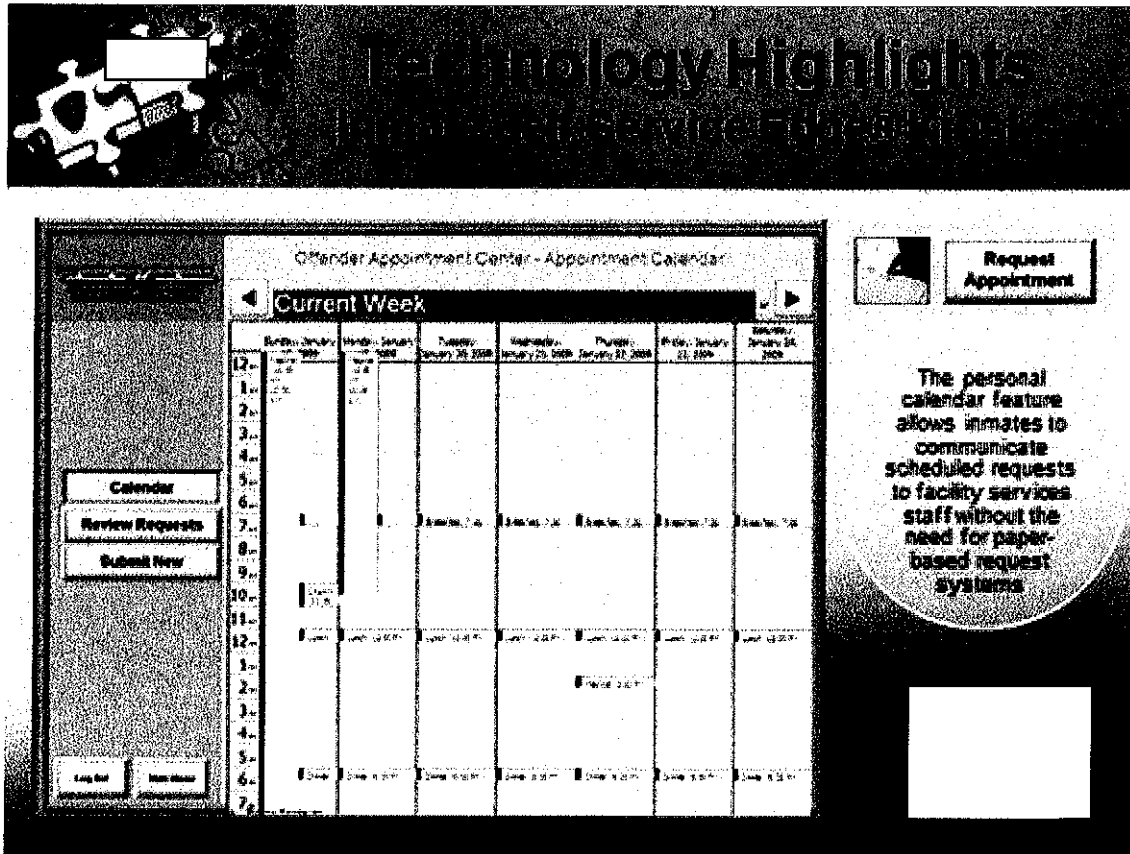
- English
  - Test Add Group
  - PREA
  - Test Group
  - Handbook
- Spanish

*Sam*



**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.

*John*

**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:**

<b>PROPOSED MENU &amp; PRICING</b> <i>Prices shown do not include sales tax</i>			
Item#	Item Description	Option A	Option B
0001	20024 - CRAWFORD_SHAMPOO_BALSAM & PROTEIN_4 OZ_72/CS_CLEAR BOTTLE__	\$1.35	\$1.47
0002	20025 - CRAWFORD_CONDITIONER_BALSAM & PROTEIN_4 OZ_72/CS_CLEAR BOTTLE__	\$1.42	\$1.55
0020	20032 - CRAWFORD_SHAMPOO_DANDRUFF RINSE_4 OZ_72/CS_CLEAR BOTTLE__	\$1.58	\$1.72
0030	20204 - SULFUR 8_SHAMPOO_MEDICATED_7.5 OZ_12/CS__	\$3.68	\$4.01
0031	20200 - SULFUR 8_CONDITIONER_MEDICATED HAIR & SCALP_2 OZ_12/CS__	\$2.45	\$2.67
0040	22952 - SOFTEE_HAIR FOOD_W/VIT E_5 OZ_12/CS_CLEAR JAR__	\$2.47	\$2.69
0102	22337 - POWER UP_ANTIPERSPIRANT DEODORANT_FORCE_2.5 OZ_24/CS_CLEAR STICK__	\$3.41	\$3.72
0106	22344 - POWER UP_ANTIPERSPIRANT DEODORANT_BLOOM_2 OZ_24/CS_CLEAR STICK__	\$3.15	\$3.43
0107	22339 - POWER UP_DEODORANT_DRIVE_2.5 OZ_24/CS_CLEAR__	\$2.99	\$3.26
0121	20465 - FRESHSCENT_ANTIPERSPIRANT DEODORANT_ROLL ON ALCOHOL FREE_1.5 OZ	\$1.05	\$1.14
0147	22336 - POWER UP_ANTIPERSPIRANT DEODORANT_DRIVE_2.5 OZ_24/CS_CLEAR__	\$3.41	\$3.72
0210	20028 - CRAWFORD_LOTION_SKIN CARE_4 OZ_72/CS_CLEAR BOTTLE__	\$1.10	\$1.20
0212	24967 - INFUZED_LOTION_DLY BDY COCONUT LIME_15 OZ_12/CS__	\$2.21	\$2.41
0215	20033 - CRAWFORD_LOTION_COCOA BUTTER_4 OZ_72/CS_CLEAR BOTTLE__	\$1.10	\$1.20
0216	80001561 - WOLTRA_COCOA BUTTER STICK_100%_1 OZ_12/CS_TUBE__	\$2.05	\$2.23
0221	20319 - NEW DAY_PETROLEUM JELLY_3.75 OZ_12/CS_CLEAR JAR__	\$1.52	\$1.66
0240	20646 - HERITAGE_SKIN CREAM_FACIAL CLEANSE GREASELESS_4.5 OZ_12/CS_TUBE__	\$2.26	\$2.46
0273	20517 - CHAPET_LIP BALM_REGULAR FLAVOR_16 OZ_12/CS_BLISTER CARD__	\$1.47	\$1.60
0362	24938 - ELEMENTZ_SHAMPOO_DANDRUFF ALMOND SHEA_15 OZ_12/CS__	\$4.15	\$4.52
0363	24941 - ELEMENTZ_GEL_FIRM HOLD_15 OZ_12/CS__	\$3.94	\$4.29
0402	20456 - FRESHSCENT_SOAP_DEODORANT S15_1.5 OZ_500/CS__	\$0.42	\$0.46
0424	22097 - NEXT 1_SOAP_MOISTURIZING BAR_5 OZ_80/CS_CLEAR PLASTIC_WHITE__	\$1.38	\$1.51
0426	22098 - NEXT 1_SOAP_ANTIBACTERIAL SPORT BAR_5 OZ_80/CS_CLEAR PLASTIC__	\$1.40	\$1.52
0490	20272 - AMERICAN COMB_SOAP DISH_HINGED_12/CS__	\$0.79	\$0.86
0520	80002776 - COLGATE_TOOTHPASTE_GREAT FLAVOR ANTICAVITY_2.5 OZ_24/CS	\$2.57	\$2.80
0530	21017 - COOL WAVE_TOOTHPASTE_GEL FRESH MINT_4 OZ	\$2.21	\$2.41
0536	21957 - COLGATE_TOOTHPASTE_SENS PLUS WHITENING_6 OZ_24/CS__	\$6.83	\$7.44
0580	20275 - BECKER GLOVE_TOOTHBRUSH HOLDER_2 PIECE_12/CS__	\$0.58	\$0.63
0583	80003392 - MOORE MEDICAL_IBUPROFEN_200 MG_2 PK_200/CS	\$0.53	\$0.58
0611	21428 - MOORE MEDICAL_ASPIRIN_325 MG_2 PK_250PK/CS__	\$0.26	\$0.28
0614	24526 - MOORE MEDICAL_ACETAMINOPHEN_NON ASPIRIN REGULAR 325MG_2 PK	\$0.26	\$0.28
0671	20545 - GOODSENSE_COUGH DROPS_CHERRY_30 CT_24/CS_RESEALABLE BAG__	\$1.26	\$1.37
0720	20329 - HERITAGE_ANTIFUNGAL POWDER_MED TOLNAFTATE 1%_3 OZ_24/CS__	\$2.36	\$2.57
0800	80000112 - NEW WORLD IMPORTS_COMB_5 IN_2160/CS_BLACK	\$0.37	\$0.40
0821	920905 - GEN_BRUSH_PALM_120/BX 10BX/CS_BLACK__	\$0.79	\$0.86

0840	20474 - NEW WORLD IMPORTS_SHOWER CAP_500EA/BX, 2000EA/CS	\$0.16	\$0.17
0855	20358 - J & D_PONY OH_TERRY CLOTH_144/CS_BULK_BLACK	\$0.36	\$0.39
1001	983 - POSTAGE_STAMPED ENV_LARGE_500/CS	\$0.69	\$0.75
1010	20240 - UNISOURCE_ENV_#10_500/CS_BOX_WHITE	\$0.13	\$0.14
1015	20243 - UNISOURCE_ENV_NO CLASP 9.5 X 12.5_500/CS_BOX_BROWN	\$0.25	\$0.28
1049	928 - POSTAGE_STAMP_FIRST CLASS_10/CS	\$0.49	\$0.49
1060	20235 - TOPS_PAPER_RULED PAD_8.5 X 11 50 SHEET_50/PD 72PD/CS_BOX_WHITE	\$1.55	\$1.69
1062	20238 - TOPS_PAPER_RULED PAD_8.5 X 14 50 SHEET_50/PD 72PD/CS_BOX_YELLOW	\$1.84	\$2.01
1068	21299 - JUSTICE PACKAGING_PEN_SECURITY_100/BX 10BX/CS_BLACK	\$0.42	\$0.45
1070	20241 - TOPS_PAPER_SKETCH PAD_8.5 X 11 50 SHEET_50/PD 72PD/CS_BOX_WHITE	\$1.58	\$1.72
1100	29016 - GALLANT_BIRTHDAY CARD_ACETATE_6/CS	\$1.84	\$2.01
1101	29034 - GALLANT_BIRTHDAY CARD_JUVENILE_6/CS	\$1.84	\$2.01
1104	29017 - GALLANT_GET WELL CARD_PAPER_6/CS	\$1.84	\$2.01
1110	29021 - GALLANT_FRIENDSHIP CARD_WOOD WIND_6/CS	\$1.84	\$2.01
1115	29026 - GALLANT_ANNIVERSARY CARD_WOOD WIND_6/CS	\$1.53	\$1.67
1120	29036 - GALLANT_THANK YOU CARD_6/CS	\$1.58	\$1.72
1121	80000104 - GALLANT_SEASONAL GREETING CARD_1/EA	\$1.84	\$2.01
1300	80000469 - THREE A_PLAYING CARDS_288/CS	\$2.36	\$2.57
1308	24711 - GEN_BOOK_WORD FIND_72/CS_BOX	\$3.68	\$4.01
1400	80006146 - GEN_BOWL W/ID_24 OZ_288/CS_WHITE	\$1.05	\$1.14
1411	80002100 - GEN_COFFEE CUP_W/HANDLE_12 OZ_100/CS	\$0.95	\$1.04
1415	80006145 - GEN_CUP W/LID_22 OZ_240/CS_WHITE	\$0.92	\$1.00
1456	22611 - CRAWFORD_SLIP ON SHOE_W/ADJUSTABLE VELCRO STRAP_MEDIUM	\$3.78	\$4.12
1457	22612 - CRAWFORD_SLIP ON SHOE_W/ADJUSTABLE VELCRO STRAP_LARGE	\$3.78	\$4.12
1504	5160102001 - ANDREW SCOTT_SHIRT_CREWNECK_SMALL_EA_WHITE_MENS	\$4.15	\$4.52
1505	5160103001 - ANDREW SCOTT_SHIRT_CREWNECK_MEDIUM_EA_WHITE_MENS	\$4.15	\$4.52
1506	5160104001 - ANDREW SCOTT_SHIRT_CREWNECK_LARGE_EA_WHITE_MENS	\$4.15	\$4.52
1507	5160105001 - ANDREW SCOTT_SHIRT_CREWNECK_XL_EA_WHITE_MENS	\$4.15	\$4.52
1508	5160106001 - ANDREW SCOTT_SHIRT_CREWNECK_2XL_EA_WHITE_MENS	\$4.94	\$5.38
1514	5160302001 - ANDREW SCOTT_BRIEF_SMALL 28-30_EA_WHITE_MENS	\$3.41	\$3.72
1515	5160303001 - ANDREW SCOTT_BRIEF_MEDIUM_EA_WHITE_MENS	\$3.41	\$3.72
1516	5160304001 - ANDREW SCOTT_BRIEF_LARGE 36-38_EA_WHITE_MENS	\$3.41	\$3.72
1517	5160305001 - ANDREW SCOTT_BRIEF_XL 40-42_EA_WHITE_MENS	\$3.41	\$3.72
1518	5160306001 - ANDREW SCOTT_BRIEF_2XL 44-46_EA_WHITE_MENS	\$4.46	\$4.86
1540	5088801001 - SOFT TOUCH SOCKS_TUBE #350_EA_WHITE	\$1.58	\$1.72
1551	5054303099 - INDERA MILLS_SHIRT_THERMAL_MEDIUM_BULK PKED_NATURAL	\$6.56	\$7.15
1552	5054304099 - INDERA MILLS_SHIRT_THERMAL_LARGE_BULK PKED_NATURAL	\$6.56	\$7.15
1553	5054305099 - INDERA MILLS_SHIRT_THERMAL_XL_BULK PKED_NATURAL	\$6.56	\$7.15
1554	5054306099 - INDERA MILLS_SHIRT_THERMAL_2XL_BULK PKED_NATURAL	\$8.40	\$9.16
1561	5054403099 - INDERA MILLS_DRAWERS_THERMAL_MEDIUM_BULK PKED_NATURAL	\$6.56	\$7.15
1562	5054404099 - INDERA MILLS_DRAWERS_THERMAL_LARGE_BULK PKED_NATURAL	\$6.56	\$7.15
1563	5054405099 - INDERA MILLS_DRAWERS_THERMAL_XL_BULK PKED_NATURAL	\$6.56	\$7.15
1625	5045702001 - MANHATTAN HOSIERY_SPORTS BRA_SMALL SZ 32_EA_WHITE_WOMENS	\$6.30	\$6.87
1626	5045703001 - MANHATTAN HOSIERY_SPORTS BRA_MEDIUM SZ 34_EA_WHITE	\$6.30	\$6.87
1627	5045704001 - MANHATTAN HOSIERY_SPORTS BRA_LARGE SZ 36_EA_WHITE_WOMENS	\$6.30	\$6.87
1650	5069106001 - HANES_BRIEF_SZ 6_3 PK_WHITE_WOMENS	\$3.41	\$3.72

2001	80002110 - KEEFE_COFFEE_INSTANT_4.5 OZ_24/CS_POUCH	\$5.09	\$5.54
2005	4478 - NESCAFE TASTERS CHOICE_COFFEE_RANDOM STICK_1.5 G_1000/CS_STICK PK__	\$0.53	\$0.58
2014	905 - KEEFE_DRINK MIX_FRENCH VANILLA CAPPUCINO_.81 OZ_300/CS_1 SRV PK__	\$0.65	\$0.71
2015	7022 - KEEFE_FREEZE DRIED COFFEE_COLOMBIAN_3 OZ	\$5.23	\$5.70
2035	3871 - GEN_SALT_10 PK_300/10PKS/CS__	\$0.68	\$0.74
2036	3872 - GEN_SPICE_PEPPER_10 PK_300/10PKS/CS__	\$0.65	\$0.70
2070	114 - KEEFE_HOT COCOA_SS_.8 OZ_300/CS_1 SRV PK__	\$0.58	\$0.63
2073	6691 - DISC-BAY VALLEY-STURM_COCOA_NO SUGER ADDED CHOC_.55 OZ	\$0.51	\$0.55
2078	2136 - KEEFE_SUGAR PKT_1 SRV_10 PK_200/10PKS/CS_PAPER PKT__	\$0.89	\$0.97
2087	1237 - KEEFE_CREAMER_SS_10 PK_100/10PKS/CS__	\$1.05	\$1.14
2091	1265 - SUGAR TWIN_SWEETENER_REGULAR_10 PK_120/10PKS/CS_PKT_YELLOW__	\$1.05	\$1.14
2105	961441 - COOL-OFF_DRINK MIX_TEA_BULK_1000/CS__	\$0.42	\$0.46
2110	961442 - COOL-OFF_DRINK MIX_FRUIT PUNCH_BULK_1000/CS__	\$0.40	\$0.43
2115	961443 - COOL-OFF_DRINK MIX_BLACK CHERRY_BULK_1000/CS__	\$0.41	\$0.45
2120	961444 - COOL-OFF_DRINK MIX_LEMONADE_BULK_1000/CS__	\$0.40	\$0.44
2200	80000361 - SWEET FUSIONS_DRINK MIX_ORANGE SS_.5 OZ_500/CS	\$0.42	\$0.46
2210	80000362 - SWEET FUSIONS_DRINK MIX_FRUIT PUNCH SS_.5 OZ_500/CS	\$0.42	\$0.46
2220	80000363 - SWEET FUSIONS_DRINK MIX_LEMONADE SS_.5 OZ_500/CS	\$0.42	\$0.46
2437	80004561 - QUAKER INST OATMEAL_SP_200/CS_ORIGINAL FLAVOR_1/SP=1 PACKET	\$0.63	\$0.69
2438	80004562 - QUAKER INST OATMEAL_SP_200/CS_MAPLE BROWN SUGAR_1/SP=1 PACKET	\$0.61	\$0.67
2595	80003796 - HOSTESS_DONETTES_CHOC_3 OZ_60/CS	\$1.73	\$1.89
2623	80001717 - BRUSHY CREEK_SUMMER SAUSAGE_REGULAR_3 OZ_96/CS	\$2.57	\$2.80
2665	4936 - VELVEETA_MACARONI & CHEESE_SPICY MACARONI & CHEESE_3 OZ	\$2.05	\$2.23
2666	4937 - VELVEETA_RICE_CHEESEY_2 OZ_50/CS_POUCH CLEAR WINDOW__	\$1.31	\$1.43
2667	4938 - VELVEETA_RICE_SPICY CHEESE_2 OZ_50/CS_POUCH CLEAR WINDOW__	\$1.31	\$1.43
2668	4939 - VELVEETA_REFRIED BEANS_CHEESEY_4 OZ_24/CS_POUCH CLEAR WINDOW__	\$2.00	\$2.18
2670	4941 - VELVEETA_BEANS & RICE_SPICY CHEESEY_4 OZ_24/CS_POUCH CLEAR WINDOW__	\$2.00	\$2.18
2737	10446 - FRITOS_CORN CHIPS_CHILI CHEESE_2 OZ_64/CS_BAG CLEAR WINDOW__	\$1.04	\$1.13
3004	10055 - MARKET SQUARE_COOKIES_Peanut BUTTER CREMES_6 OZ	\$2.08	\$2.27
3010	7647 - MARKET SQUARE_SOFT COOKIES_CHOC CHIP_2.75 OZ	\$1.16	\$1.26
3015	7648 - MARKET SQUARE_COOKIES_OATMEAL RAISIN_2.75 OZ	\$1.16	\$1.26
3020	80003305 - OREO_COOKIES_2.4 OZ_120/CS_BAG	\$1.31	\$1.43
3030	10057 - MARKET SQUARE_COOKIES_VANILLA CREMES_6 OZ_24/CS_PLASTIC BAG__	\$2.08	\$2.27
3031	10056 - MARKET SQUARE_COOKIES_ORANGE PINEAPPLE CREMES_6 OZ_24/CS__	\$2.08	\$2.27
3035	6072 - MARKET SQUARE_COOKIES_CHOC CHIP_6 OZ_46/CS_CLEAR PLASTIC BAG__	\$2.08	\$2.27
3040	6071 - MARKET SQUARE_COOKIES_ICED OATMEAL_6 OZ_46/CS_CLEAR PLASTIC BAG__	\$2.08	\$2.27
3045	10058 - MARKET SQUARE_COOKIES_DUPLEX CREMES_6 OZ_24/CS_PLASTIC BAG__	\$2.08	\$2.27
3115	9590 - CHEEZ-IT_CRACKERS_1.5 OZ_60/CS__	\$1.00	\$1.09
3139	9474 - VISTA_CRACKERS_SALTINE BULK_.25 LB_36/CS_PLASTIC__	\$1.05	\$1.14
3193	10547 - KELLOGGS_POP TARTS_STRAWBERRY_2PK 12BX/CS 72EA/CS__	\$1.21	\$1.32
3201	80005729 - CHATTANOOGA_MOON PIE_STRAWBERRY DBL DECKER_2.75 OZ	\$0.98	\$1.06
3206	80005732 - CHATTANOOGA_MOON PIE_CHOC DBL DECKER_2.75 OZ	\$1.05	\$1.14
3207	80005730 - CHATTANOOGA_MOON PIE_BANANA DBL DECKER_2.75 OZ	\$1.00	\$1.09
3219	80000116 - AUSTIN_SANDWICH CRACKERS_CHEESE ON CHEESE	\$0.75	\$0.81
3222	80000115 - AUSTIN_SANDWICH CRACKERS_TOASTED PB	\$0.84	\$0.92
3230	6052 - MARKET SQUARE_Peanut BUTTER WAFER_2PK_12 OZ_6/BX 24BX/CS_PAPER	\$0.70	\$0.76

3231	6053 - MARKET SQUARE_SNACK CAKE_OATMEAL & CREME_16 OZ	\$0.42	\$0.46
3236	6055 - MARKET SQUARE_CAKE_SWISS ROLL_12 OZ_6/BX 24BX/CS_PAPER BOX	\$0.74	\$0.81
3245	6051 - MARKET SQUARE_DONUT_STICKS_10 OZ_6/BX 16BX/CS_PAPER BOX	\$0.68	\$0.74
3248	6057 - DANISH_ICED CINNAMON SWIRL_4 OZ_32/CS_CLEAR PLASTIC WRAP	\$1.47	\$1.60
3270	6060 - MARKET SQUARE_CUPCAKES_CHOC CREME_4 OZ_36/CS_PLASTIC OVERWRAP	\$1.73	\$1.89
3274	6043 - MARKET SQUARE_MONSTER HONEY BUN_ICED_6 OZ_36/CS_CLEAR PLASTIC	\$1.51	\$1.65
3290	6046 - DISC-MARKET SQUARE_DONUT_STRAWBERRY_4 OZ_36/CS_CLEAR PLASTIC	\$1.37	\$1.49
3309	2381 - KELLOGGS_RICE KRISPIE_ORIGINAL_1.3 OZ_80/CS	\$1.37	\$1.49
3581	80001716 - BRUSHY CREEK_SUMMER SAUSAGE_HOT & SPICY_1.625 OZ_100/CS	\$1.73	\$1.89
4000	80002677 - MARS_M&M_PLAIN CHOC_1.69 OZ_36EA/BX, 9BX/CS	\$1.19	\$1.30
4001	955 - MARS_M&M_PEAUT_1.74 OZ_48/BX 8BX/CS_WRAPPED	\$1.19	\$1.30
4005	80000662 - NESTLE BUTTERFINGER_CANDY BAR_SINGLES_1.9 OZ_36EA/BX, 288EA/CS	\$1.19	\$1.30
4010	10502 - MARS_SNICKERS_1.86 OZ_384CS / 8BX / 48PER BOX	\$1.19	\$1.30
4013	10504 - MARS_MILKY WAY_1.84 OZ_360/CS 36/BX 10BXS/CS	\$1.19	\$1.30
4019	1477 - ATKINSON_CANDY_CHICK-O-STICK_.7 OZ_200/CS_WRAPPED CLEAR	\$0.53	\$0.58
4040	984 - SKITTLES_CANDY_ORIGINAL_2.17 OZ_36/BX 10BX/CS_WRAPPED	\$1.19	\$1.30
4044	80003798 - HOSTESS_DONETTES_POWDERED SUGAR_3 OZ_60/CS	\$1.73	\$1.89
4056	80003920 - SQUEEZUM_PEAUT BUTTER_SQUEEZE_2 OZ_200/CS_POUCH	\$1.31	\$1.43
4058	80000347 - HOSTESS_SNACK CAKE_TWINKIE_2.7 OZ_2 PK	\$1.89	\$2.06
4060	80000345 - HOSTESS_SNACK CAKE_DING DONG_2.55 OZ_2 PK	\$1.89	\$2.06
4065	1500 - BIG HUNK_CANDY BAR_2 OZ_12/24CT 288/CS_PLASTIC OVERWRAP	\$0.99	\$1.08
4100	80006100 - SATHERS_CANDY_BUTTERSCOTCH DISCS_4.25 OZ_60/CS_BAG	\$1.37	\$1.49
4110	40609 - SATHERS_CANDY_LEMON DROPS_4.25 OZ_60/CS_PRINTED BAG	\$1.37	\$1.49
4120	80006098 - SATHERS_CANDY_ROOT BEER BARRELS_4.25 OZ_60/CS_BAG	\$1.33	\$1.45
4124	1476 - GEN_CANDY_MINT STICK_.7 OZ_200/CS_WRAPPED CLEAR	\$0.47	\$0.51
4135	40601 - HERSHEY JOLLY RANCHER_CANDY_ASSORTED_3.7 OZ	\$1.78	\$1.94
4145	80006101 - SATHERS_CANDY_STAR BRITES_3.75 OZ_60/CS_BAG	\$1.33	\$1.45
4146	80006095 - ATOMIC FIREBALL_CANDY_3 OZ_60/CS_BAG	\$1.30	\$1.42
4150	40607 - SATHERS_CANDY_SOUR FRUIT BALLS_4.25 OZ_48/CS_PRINTED BAG	\$1.36	\$1.48
4155	40615 - SATHERS_CANDY_SF WILD FRUIT_1.75 OZ_60/CS_PRINTED BAG	\$1.47	\$1.60
4314	10741 - KELLOGGS_POP TARTS_BLUEBERRY_2PK 12BX/CS 72EA/CS	\$1.18	\$1.29
4366	80004337 - JEFFERSON MO_KIT_INDIGENT_1/KT	\$0.00	\$0.00
4387	7016 - ROCKY ROAD_CANDY BAR_1.82 OZ_288/CS_PLASTIC OVERWRAP	\$1.31	\$1.43
4429	6069 - MARKET SQUARE_WAFER_SF STRAWBERRY CREME_2.75 OZ	\$1.37	\$1.49
4430	6059 - CHEESE DANISH_BLUEBERRY_4.25 OZ_40/CS_CLEAR PLASTIC WRAP	\$1.47	\$1.60
4431	6058 - CHEESE DANISH_STRAWBERRY_4.25 OZ_40/CS_CLEAR PLASTIC WRAP	\$1.47	\$1.60
4468	80003169 - OTIS SPUNKMEYER_LOAF CAKE_ICED LEMON_4 OZ_24/CS_PLASTIC	\$1.57	\$1.71
4469	80003170 - OTIS SPUNKMEYER_LOAF CAKE_CINNAMON_4 OZ_24/CS_PLASTIC	\$1.65	\$1.80
4520	80002945 - BRUSHY CREEK_CHICKEN VIENNA SAUSAGE_HOT_5 OZ_24/CS_POUCH	\$2.36	\$2.57
4863	80003280 - DORITOS_TORTILLA CHIPS_COOL RANCH_1.75 OZ_64/CS_CLEAR BAG	\$1.03	\$1.13
5156	80003008 - WHOLE SHABANG_SNACK MIX_6 OZ_60/CS	\$2.89	\$3.15
5274	8000803099 - SHARKEYES_READING GLASSES_POLYCARBONATE LENSE_1.50 DIOPTER	\$5.25	\$5.72
5277	8000806099 - SHARKEYES_READING GLASSES_POLYCARBONATE LENSE_2.25 DIOPTER	\$5.25	\$5.72
5278	8000807099 - SHARKEYES_READING GLASSES_POLYCARBONATE LENSE_2.5 DIOPTER	\$5.25	\$5.72
5953	20211 - AVIATOR_PLAYING CARDS_POKER_12/CS	\$2.15	\$2.35
6013	18 - MARUCHAN_RAMEN_CAJUN CHICKEN_3 OZ_24/CS_PILLOW PK CLEAR WINDOW	\$1.00	\$1.07

6018	13 - MARUCHAN RAMEN_TX BEEF_3 OZ_24/CS_PILLOW PK CLEAR WINDOW__	\$1.00	\$1.07
6026	10 - MARUCHAN RAMEN_CHILI_3 OZ_24/CS_PILLOW PK CLEAR WINDOW__	\$1.00	\$1.07
6046	8 - MARUCHAN RAMEN_CHICKEN_3 OZ_24/CS_PILLOW PK CLEAR WINDOW__	\$1.00	\$1.07
6050	5880 - KEEFE KITCHENS_RICE_INST WHITE_8 OZ_24/CS_POUCH CLEAR RESEALABLE__	\$1.94	\$2.11
6052	505 - MARUCHAN RAMEN_HOT & SPICY VEGETABLE_3 OZ_24/CS_PILLOW PK CLEAR__	\$1.00	\$1.07
6053	15 - MARUCHAN RAMEN_CAJUN SHRIMP_3 OZ_24/CS_PILLOW PK CLEAR WINDOW__	\$1.00	\$1.07
6074	7935 - FRESH CATCH_MACKEREL FILLETS_IN BRINE_3.53 OZ_24/CS_POUCH__	\$2.15	\$2.34
6079	6025 - THE WHOLE SHABANG_POTATO CHIPS_ORIGINAL_1.5 OZ_72/CS_BAG FOIL__	\$1.01	\$1.10
6083	5133 - T/R-MOON LODGE_POPCORN_WHITE CHEDDAR_5 OZ_20/CS_BAG FOIL	\$2.99	\$3.26
6100	6022 - MOON LODGE_POTATO CHIPS_REGULAR_1.5 OZ_72/CS_BAG FOIL__	\$1.05	\$1.14
6102	7637 - MOON LODGE_POTATO CHIPS_STUFFED JALAPENO_1.5 OZ_72/CS_BAG FOIL__	\$1.05	\$1.14
6103	7666 - CACTUS ANNIES_TORTILLA CHIPS_SCORCHIN HABANERO_1.5 OZ	\$1.26	\$1.37
6105	6023 - MOON LODGE_POTATO CHIPS_BBQ_1.5 OZ_72/CS_BAG FOIL__	\$1.05	\$1.14
6114	6743 - ANDY CAPPS_HOT FRIES_ORIGINAL_0.85 OZ_72/CS_BAG__	\$1.00	\$1.09
6116	7994 - CACTUS ANNIES_CHEESE PUFFS_2 OZ_60/CS_BAG CLEAR WINDOW__	\$1.37	\$1.49
6125	6026 - MOON LODGE_POTATO CHIPS_HOT HOT HOT BBQ_1.5 OZ_72/CS_BAG FOIL__	\$1.05	\$1.14
6126	6024 - MOON LODGE_POTATO CHIPS_SOUR CREAM & ONION_1.5 OZ_72/CS_BAG FOIL__	\$1.05	\$1.14
6127	1266 - CACTUS ANNIES_PORK RINDS_HOT & SPICY_2 OZ_24/CS 36/CS_CLEAR__	\$1.66	\$1.81
6134	7758 - MOON LODGE_POPCORN_CAMEL_3.53 OZ_60/CS_BAG CLEAR WINDOW__	\$2.10	\$2.29
6154	10513 - DORITOS_TORTILLA CHIPS_NACHO CHEESE_1.75 OZ_64/CS_BAG CLEAR	\$1.28	\$1.40
6159	7690 - CHEETOS_CHEESE CRUNCHY_FLAMIN HOT_1.75 OZ	\$1.00	\$1.09
6167	7689 - CHEETOS_CHEESE CRUNCHY_2 OZ_64/CS_BAG CLEAR WINDOW__	\$1.05	\$1.14
6173	1711 - BRUSHY CREEK_CHILI_W/BEANS_11.25 OZ_24/CS_POUCH__	\$2.77	\$3.02
6174	1712 - BRUSHY CREEK_CHILI_HOT W/BEANS_11.25 OZ_24/CS_POUCH__	\$2.84	\$3.10
6176	1715 - BRUSHY CREEK_BEEF_BEEF STEW_11.25 OZ_24/CS_POUCH__	\$3.26	\$3.55
6178	4385 - FRESH CATCH_MACKEREL FILLETS_IN OIL_3.53 OZ_24/CS_POUCH__	\$2.15	\$2.34
6181	4386 - FRESH CATCH_SARDINES_HOT TOMATO SAUCE_3.53 OZ_24/CS_POUCH__	\$2.05	\$2.23
6190	4395 - FRESH CATCH_FISH STEAKS_GREEN CHILIS IN OIL_3.53 OZ_24/CS_POUCH__	\$2.15	\$2.34
6195	5360 - BRUSHY CREEK_PREMIUM CHICKEN BREAST_DICED_4.5 OZ_24/CS_POUCH__	\$4.67	\$5.09
6205	80003352 - KING NUT_CASHEWS_ROASTED & SALTED_2.5 OZ_60/CS	\$2.84	\$3.10
6212	80003370 - KING NUT_SNACK MIX_CAJUN_3.5 OZ_48/CS	\$1.68	\$1.83
6213	80003371 - KING NUT_SNACK MIX_HEALTHY_3.25 OZ_48/CS	\$1.68	\$1.83
6217	80003373 - KING NUT_SNACK MIX_TROPICAL_4 OZ_48/CS	\$1.68	\$1.83
6250	172 - MOON LODGE_ONION DIP_3.5 OZ_48/CS_CLEAR PLASTIC TUB__	\$2.52	\$2.75
6262	6510 - SQUEEZUM_MAYONNAISE_REGULAR_9 G_PK=STRIP, 12EA/PK, 600EA/CS_POUCH	\$1.26	\$1.37
6263	6513 - SQUEEZUM_MUSTARD_REGULAR_4.5 G_12EA/ST, 600EA/CS_POUCH CLEAR__	\$0.63	\$0.69
6264	6514 - SQUEEZUM_KETCHUP_REGULAR_9 G_12EA/ST, 600EA/CS_POUCH CLEAR__	\$0.76	\$0.83
6268	6517 - SQUEEZUM_HOT SAUCE_7 G_PK=STRIP, 12EA/PK, 600EA/CS_POUCH CLEAR__	\$0.84	\$0.92
6300	5379 - O'BRIENS_BEEF STICK_HICKORY SMOKED_1.125 OZ_100/CS_TWIN PK__	\$1.31	\$1.43
6320	2228 - O'BRIENS_MEAT_BEEF & CHEDDAR STICK_1.125 OZ_100/CS_WRAPPER__	\$1.31	\$1.43
6322	2229 - O'BRIENS_SAUSAGE_HOT & SPICY_1.125 OZ_100/CS_WRAPPER__	\$1.31	\$1.43
6400	9366 - QUAKER_GRANOLA BAR_CHOC CHIP_6.72 OZ_8/BX 12BX/CS__	\$0.95	\$1.04
6412	4787 - SQUEEZUM_JELLY_GRAPE_1 OZ_200/CS_POUCH CLEAR__	\$0.68	\$0.74
6428	2586 - CACTUS ANNIES_CHEESE_CHEDDAR_2 OZ_180/CS_POUCH CLEAR__	\$1.75	\$1.91
6429	2585 - CACTUS ANNIES_CHEESE_JALAPENO_2 OZ_180/CS_POUCH CLEAR__	\$1.79	\$1.95
6500	383 - VAN HOLTEN_PICKLE_HOT PICKLE_9.6 OZ_12/CS_POUCH CLEAR__	\$1.14	\$1.25

6501	381 - GEN_PICKLE_MILD DILL_9.6 OZ_12/CS_POUCH CLEAR__	\$1.16	\$1.26
6507	1590 - TX TITOS_JALAPENO PEPPERS_SS SLICED_.7 OZ_300/CS_BAG__	\$0.89	\$0.97
6540	6045 - GOLDEN VALLEY_STRAWBERRY BAR_LOW FAT_1.3 OZ_90/CS	\$0.63	\$0.69
6600	5070 - CACTUS ANNIES_TORTILLAS_FLOUR_8 OZ 6CT 8 IN_48/CS_BAG CLEAR	\$1.83	\$2.00
6606	7550 - MOON LODGE_Peanuts_ROASTED & SALTED_1.75 OZ_60/CS_BAG CLEAR	\$1.05	\$1.14
6607	7551 - MOON LODGE_Peanuts_HOT HOT HOT_1.75 OZ_60/CS_BAG CLEAR WINDOW__	\$1.05	\$1.14
6610	80000495 - GOLDEN VALLEY_BAGEL_PLAIN_4 OZ_40/CS_IND WRAPPED	\$1.05	\$1.14
6700	9783 - SEVILLA_REFRIED BEANS_REGULAR_8 OZ_18/CS_POUCH CLEAR RESEALABLE__	\$2.46	\$2.68
6711	5940 - SEVILLA_BEANS & RICE_HOT CHILI FLAVOR_4.4 OZ_24/CS_POUCH CLEAR	\$1.73	\$1.89
6721	4397 - FRESH CATCH_FISH STEAKS_IN LA HOT_3.53 OZ_24/CS_POUCH__	\$2.05	\$2.23
6805	80002177 - WHOLE SHABANG_Peanuts_1.75 OZ_60/CS_BAG__	\$1.26	\$1.37
6826	4317 - FRESH CATCH_CHUNKLIGHT TUNA_IN WATER_4.23 OZ_48/CS_POUCH__	\$3.05	\$3.32
6869	80002293 - THE WHOLE SHABANG_POTATO CHIPS_EXTREME RIPPLE_1.5 OZ	\$1.05	\$1.14

*KCN has 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.

### **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.

### **Experience of Regional Staff**

### ***Management Staff***

<b>Name</b>	<b>Title</b>	<b>Years w/Keefe</b>
Steve Busch	Group Vice President	35
Melissa Gibbs	Regional Business Manager	31
Ken Wright	Vice President of Sales	22
Tim Werre	Receiving Manager	30
John Freeman	KCN Asst. Warehouse Manager	15
Tracy Aiello	Operations Manager	18
Steve Kruse	Regional Manager, KCN	23

**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.

A handwritten signature in black ink, appearing to be "J. Keefe", is located in the bottom right corner of the page.

## 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 42% Commission \*\*

\*Postage sales and stamped envelopes are noncommissioned.

\*\* 15% is the minimum commission requested.

See Below Commission offer by bidder (Percentage)

*Commission Rate | Service Fee*

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### **Pricing 'Option A'**

Commission: 42%

Estimated annual return to the county: \$58,867 (based on the current rate of non-commissionable sales, @ 5.5%)

### **Pricing 'Option B'**

Commission: 44%

Estimated annual return to the county: \$61,670 (based on the current rate of non-commissionable sales, @ 5.5%)



In Witness thereof, the parties hereto have executed this Agreement, in triplicate, as of this 11 day of June 2018:

Kede Commissary Network, LLC  
Company Name

County of Jefferson, State of Missouri

Steven M. Dweck  
Signature  
Steven M. Dweck  
Print

Kenneth B. Waller  
Kenneth B. Waller County Executive

Company Address: \_\_\_\_\_

13870 Corporate Woods Trail

Bridgeton, MO 63044

Phone: 314-264-2900

I hereby certify under section 50.660 RSMo., there is either: (1) a balance of funds, otherwise unencumbered, to the credit of the appropriation to which the obligation contained herein is chargeable, and a cash balance otherwise unencumbered, in the treasury, to the credit of the funds from which payment is to be made, each sufficient to meet the obligation contained herein; or (2) bonds or taxes have been authorized by vote of the people and there is a sufficient unencumbered amount of the bonds yet to be sold or of the taxes levied and yet to be collected to meet the obligation in case there is not a sufficient unencumbered cash balance in the treasury.

Kristy W. Apple  
County Auditor

APPROVED AS TO FORM

John G. Under  
County Counselor  
John G. Under  
John G. Under County Counselor

## COOPERATIVE BID FORM

Bid Name: Jail Commissary 2018

**INSTRUCTIONS:** Bidders **MUST** fill out this form as part of the bidding process and attach to your bid response to Jefferson County, Missouri.

### COOPERATIVE PROCUREMENT CONTRACT

This is a cooperating supply contract in accordance with Chapter 130, Section 130.020. K.3., of the Procurement Policy and Procedures, Jefferson County Code of Ordinances.

**Will you extend bid prices, cash terms, and all other terms and conditions of any contract resulting from this bid with Jefferson County, Missouri, to any Jefferson County, Missouri, Municipality, government agency, district, sub-district or other tax-supported entity?**

Yes X No       

Although agreeing to the extension of the terms of this contract to municipalities or other tax-supported entities, *is not a prerequisite for award*, Jefferson County, Missouri, may take this factor into consideration if tie bids are received, in addition to the normal Terms and Conditions of the Invitation for Bid, enclosed herewith as a part of this bid.

**Bidders are encouraged to extend contract prices to  
Municipalities and any other tax-supported entities.**

If agreeable to the above, state the **minimum** dollar value *per order* you will require from a Municipality or any other tax-supported entity (this shall not apply to Jefferson County, Missouri Government, Departments or Divisions):

MINIMUM DOLLAR VALUE PER ORDER: \$500

BY: Joe Bawer

TITLE: Account Manager

COMPANY: Kzele Commissary Network, LLC

#### CONTACT INFORMATION FOR COOPERATIVE AGREEMENT

Phone 314-264-2967 E-mail jbawer@kzelegroup.com

**THIS FORM WILL BECOME PART OF THE BID DOCUMENT PACKAGE SUBMITTED TO  
JEFFERSON COUNTY, MISSOURI**

**Keefe Commissary Network, L.L.C.  
Inmate Package Program Agreement**

1. **Parties.** This Inmate Package Program Agreement ("Agreement") is by and between Keefe Commissary Network, L.L.C. d/b/a Access Securepak, a Missouri limited liability company, (hereinafter referred to as "**Company**") and Jefferson County, Missouri (hereinafter referred to as "**Customer**") effective as of August \_\_, 2018 ("**Effective Date**").

2. **Services.** **Company** shall provide packages to inmates held by **Customer** consisting of food, hygiene, clothing, shoes and electronic items only.

**Company** shall also accept orders from family and friends of inmates held by **Customer**. All inmate packages will be shipped on a weekly basis. Additional services, together with the pricing for such services, and any other relevant terms and conditions may be added to this Agreement through an addendum agreed to by both parties.

3. **Commission.** **Company** shall pay a set commission to **Customer**, which will constitute the total compensation owed to **Customer** under this Agreement. The commission will be 44% of total net sales to **Customer** inmates and to the inmates' family and friends. For purposes of the commission calculation, "total net sales" is defined as the total amount paid by **Customer** inmates and the inmates' family and friends for products purchased from **Company** [which monies are actually received by **Company**, i.e. refunds and returns excluded], less any amounts paid for shipping, taxes, or other similar fees. **Company** shall pay the commission to **Customer** on a quarterly basis, with each commission payment due by the 15<sup>th</sup> day of the month following the end of the quarter.

4. **Menu.** **Customer** shall approve all menus prior to menus being made available to inmates or friends and families of inmates for ordering purposes. **Company** shall work with **Customer** staff to determine appropriate menu items.

5. **Promotion.** **Company** agrees to provide posters advertising the Securepak program and to offer online ordering via a website, a toll-free customer service telephone number and a help desk.

6. **Confidentiality.** **Company** agrees to keep all information about inmates confidential and to make no disclosure thereof to any third party, except as may be required by law. In the event **Company** is required by law to disclose inmate information, **Company** agrees to use reasonable efforts to provide **Customer** with notice of any such disclosure to the extent practicable and permitted by applicable law, and to provide notice of any such disclosure to **Customer** within a commercially reasonable period of time following any such disclosure.

**7. Term.** This Agreement commences on the Effective Date and runs concurrently with the term of the Commissary Services Agreement dated \_\_\_\_ entered into by the parties. All orders placed prior to the expiration or earlier termination of this Agreement shall be delivered as if the Agreement was effective.

**8. Termination.** Either party may terminate this Agreement if the other party continues its failure to perform, or fails to cure or correct any nonperformance of, any of its obligations under this Agreement, for thirty (30) days after written notice of that failure (which describes the failure with reasonable specificity) is given by the party entitled to performance.

**9. INTENTIONALLY OMITTED.**

**10. INTENTIONALLY OMITTED.**

**11. Notices.** Any notice, consent, or other communication to be given under this Agreement to **Company**, shall be in writing and considered delivered and the service thereof completed when said notice is posted, by certified or regular mail, to **Company**, at the addresses stated below:

If to Company: Keefe Commissary Network, L.L.C.

Attn: Executive Vice President and General Manager  
10880 Lin Page Place  
St. Louis, MO 63132

**12. Venue and Governing Law.** The Agreement shall be governed and interpreted according to the laws of the State of Missouri. Venue for any court action shall be in Jefferson County, Missouri, the 23<sup>rd</sup> Judicial Circuit.

**13. Force Majeure.** Neither party shall be liable for any failure to fulfill its obligations hereunder due to causes beyond its control, including acts or omissions of government or military authority, acts of God (including earthquakes and floods), shortages of materials, explosions, telecommunications failures (including any systemic Internet failures and any interruption in services of any of **Company** services providers), transportation delays, fires, labor disturbances, riots or wars; provided, that if either party shall be unable substantially to fulfill its obligations under this Agreement for a period of greater than thirty (30) days, the other party shall be permitted to terminate this Agreement upon ten (10) days' notice.

**14. Provisions of this Agreement.** In the event that any one or more of the provisions contained in this Agreement is held invalid or unenforceable in any respect, the parties shall negotiate in good faith with a view toward substituting thereof a suitable and equitable solution in order to carry out the intent and purpose of such invalid provision; provided, however, that the validity and enforceability of any such provision in every other respect and of the remaining provisions contained

herein shall not be in any way impaired thereby, it being intended that all of the rights and privileges of the parties hereto shall be enforceable to the fullest extent permitted by law.

15. **Entire Agreement.** This Agreement together with Request for Proposal #18-0040 issued May 15, 2018 supersede all prior agreements and understandings, oral or written, with respect to the subject matter of this Agreement. This Agreement shall be binding upon and inure to the benefit of **Company** and **Customer**. No third party, including any inmate or inmate's friends or family, shall be entitled to the benefits of or to enforce the obligations under this Agreement.
16. **Indemnification.** **Company** and **Customer** shall indemnify each other against any loss, damage, injury, or death caused by the negligent acts or omissions by their agents or employees for losses, damages, injuries or death caused by their negligence and arising out of the consumption or use of the products sold or services provided; however, nothing contained herein shall require the Parties to defend or indemnify each other for losses, damages, injuries or death arising out of the negligence of their respective agents or employees.

**IN WITNESS WHEREOF**, the parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the date first above written.

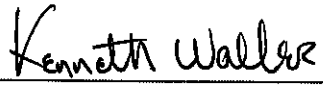
For Keefe Commissary Network, L.L.C.  
d/b/a Access Securepak:

By:   
(Signature)

Name: John Puricelli

Title: Executive Vice President

For Jefferson County, Missouri:

By:   
(Signature)

Name: KENNETH WALLER

Title: COUNTY EXECUTIVE

**KEEFE COMMISSARY NETWORK, LLC**  
**COMMISSARY SERVICES AGREEMENT**

This Agreement ("Agreement") is made by and between KEEFE COMMISSARY NETWORK, LLC ("Keefe"), and Jefferson County, Missouri ("Customer") (collectively, the "Parties").

Keefe is in the business of supplying food and other related commissary items and services to inmate commissary departments of correctional facilities throughout the United States, including the Customer; and,

The Parties wish to enter into a Commissary Services Agreement to facilitate the ordering of commissary items by inmates and the operation of and payment for commissary (collectively, "Commissary Services").

Therefore, in consideration of the mutual promises and conditions herein contained, the Parties agree as follows:

1. **OPERATION OF COMMISSARY BY CUSTOMER.** Customer agrees that during the term of this Agreement, it will, at its own expense: (a) provide personnel to operate the computer equipment, as listed in Exhibit A ("Computer Equipment") and the Keefe proprietary software, as also listed in Exhibit A ("Keefe Software"); (b) manage and reconcile the funds in the Inmate Trust Accounts, and (c) deliver the completed commissary orders to the individual inmates.

1.1 **OPERATION OF COMMISSARY BY KEEFE.** Keefe agrees that, on an as-needed basis, it will download all inmate orders for commissary items. Keefe will bag, box, and ship such commissary items to the Customer for distribution to the inmates and invoice Customer for all such purchases in accordance with Section 3.0. In addition, Keefe will keep the Computer Equipment updated with complete information as to commissary items available, pricing, and other terms and conditions of sale.

2. **HARDWARE/SOFTWARE.** During the term of this Agreement, Keefe shall supply Customer with the Computer Equipment and Keefe Software as listed in **Exhibit A**. Customer agrees to return all Computer Equipment and Keefe Software to Keefe in workable order upon contract termination. Keefe hereby grants to Customer a non-exclusive, royalty-free license to use the Keefe Software during the term of this Agreement. All software supplied by Keefe is proprietary and shall at all times remain the property of Keefe with title and all rights vested in and retained by Keefe. Customer hereby agrees that it will NOT disclose, reproduce, transfer, alter, reverse-engineer, decompile or use the Keefe Software and/or documentation for any purpose, other than those specifically allowed by the terms of this Agreement. All hardware installed by Keefe shall remain the property of Keefe unless otherwise expressly agreed to by the Parties in writing.

3. **PAYMENT.** Keefe will invoice Customer on a monthly basis, or as otherwise agreed to, for all commissary items purchased. Customer shall pay such invoices in accordance with Keefe's standard credit terms (NET 30 DAYS).

4. **COMMISSION.** Customer will be paid a commission for the services to be provided under this Agreement equal to 44% of Adjusted Gross Sales of commissary items. "Adjusted Gross Sales" is defined as gross sales minus the sales of noncommissioned items as listed in **Exhibit B** of this Agreement. In the event that the inmate's trust account funds available to purchase commissary products are inhibited in any way by a change in policy or law, the commission paid to Customer shall be reduced accordingly by Keefe after negotiation with Customer.

5. **MENU.** Commissary item selection and pricing will be agreed upon by Customer and Keefe. Commissary item menu selection and price adjustments shall be reviewed as needed, but no less than annually, by Keefe. All changes must be approved by Customer.

6. **DEPOSIT SERVICES.** This Agreement includes Keefe's Access Corrections® Secure Deposit Services, the terms of which are memorialized in Exhibit C, entitled "Deposit Services", attached hereto and incorporated herein. Keefe will facilitate payments to Inmate Trust Accounts via website, toll-free phone number, walk-in provider(s) and/or kiosk(s) placed in mutually agreeable site(s) within Customer's facility. Customer will provide electrical power to operate the kiosk(s) and network connectivity at Customer's own expense. Keefe will guarantee all transactions and will send, via ACH, monies to the Customer designated bank account in accordance with the terms and conditions provided for in Exhibit C. Except as provided for herein, no fees for this service will be borne by Customer.

7. **PACKAGE PROGRAM.** This Agreement shall also include Keefe's Access Securepak® Inmate Package Program Service, which is memorialized through a separate Inmate Package Program Agreement that is incorporated by reference herein. Keefe shall process and deliver orders placed through its Access Securepak website on the terms and conditions of the Inmate Package Program Agreement. Customer will be paid a commission for this service as defined in the Inmate Package Program Agreement.

8. **TERM & TERMINATION.** This Agreement shall become effective as of the \_\_\_ day of August 2018, and shall continue in effect for a period of two (2) years (the "Base Term"). The Customer has the option to renew the Agreement for one additional one (1) year term with the written consent of Keefe. The Parties rights with respect to termination and cure are set forth in Request for Proposal #18-0040 ("RFP") issued on May 15, 2018 which is hereby incorporated by reference as if the terms were set forth herein.

9. **EXCUSED PERFORMANCE.** In case performance of any term or provision herein (other than payment of money) shall be delayed or prevented because of compliance with any law, decree or order of any governmental agency or authority, either local, state, federal, or because of riots, war, public disturbances, strikes, lockouts, differences with workmen, fires, floods, Acts of God, or any other reason whatsoever that is not within the control of the party whose performance is interfered with and which, by the exercise of reasonable diligence said party

is unable to prevent, the party so suffering may at its option suspend, without liability, the performance of its obligations hereunder during the period such cause continues, and extend the term of this Agreement for the period of such suspension of the performance of duties thereunder.

10. **CUSTOMER'S RESPONSIBILITIES.** Customer shall promptly notify Keefe of any changes in Customer's hardware systems, software or operating procedures that interact in any fashion with Keefe's supplied hardware, software or its operating procedures.

11. **GOVERNING LAW.** Both parties to this Agreement irrevocably: (i) consent and submit exclusively to the jurisdiction of the courts of the State of Missouri, Jefferson County, or if it has or can acquire jurisdiction, the United States District Court for the Eastern District of Missouri, (ii) and agree that this Agreement shall be governed by, interpreted and construed in accordance with, the laws of the State of Missouri, without regard to any conflicts of law.

12. **ENTIRE AGREEMENT-WAIVER.** This Agreement together with the RFP and their exhibits constitute the entire Agreement between the Parties with respect to the provision of Commissary (and Deposit, where applicable) Services, and there are no other or further written or oral understandings or agreements with respect thereto. No variation or modification of the Agreement and no waiver of any provision shall be valid unless in writing and signed by the duly authorized Officers of both Keefe and Customer. This Agreement together with the RFP supersede all other agreements, negotiations, conversations and representations between the Parties for the provision of Commissary (and Deposit, where applicable) Services.

13. **ASSIGNMENT.** Except in the case of a merger, reorganization, change in control, or sale of all or substantially all assets or equity, neither Party shall have the right to assign or otherwise transfer its rights and obligations under this Agreement except with the prior written consent of the other Party, which shall not be unreasonably withheld or delayed.

14. **INDEMNIFICATION.** Keefe and Customer shall indemnify each other against any loss, damage, injury, or death caused by the negligent acts or omissions by their agents or employees for losses, damages, injuries or death caused by their negligence and arising out of the consumption or use of the products sold or services provided; however, nothing contained herein shall require the Parties to defend or indemnify each other for losses, damages, injuries or death arising out of the negligence of their respective agents or employees.

15. **INTENTIONALLY OMITTED.**

16. **RELATIONSHIP OF THE PARTIES.** Each Party is an independent contractor and is not an employee, employer, agent, partner, joint venture or joint employer of or with the other Party. Nothing in this Agreement shall be construed to give either Party: (a) the power to direct or control the day-to-day activities of the other, (b) the power to create or assume any obligation on behalf of the other, or (c) the power to bind the other in any manner whatsoever.

17. **CONSENT.** Where the consent of either party is required, it shall not be unreasonably withheld or delayed.

18. **CONFIDENTIALITY.** "Confidential Information" includes any non-public, confidential or proprietary information furnished by a Party (the "Disclosing Party") to the other Party (the "Receiving Party") including, but not limited to, information relating to the Disclosing Party's business, product designs, product plans, data, software and technology, financial information, marketing plans, business opportunities, pricing information, discounts, inventions and know-how. Confidential Information does not include any information that (i) is or becomes generally available to the public other than as a result of a disclosure by the Receiving Party in violation of this Agreement, (ii) was in the Receiving Party's possession prior to the disclosure of the Confidential Information pursuant to this Agreement without an obligation of confidentiality, (iii) becomes available to the Receiving Party on a non-confidential basis from a third party, provided that the Receiving Party did not know, or have reason to believe, after reasonable investigation, that such source was subject to an obligation not to disclose such information, and/or (iv) is required to be disclosed by any applicable law or regulation or by order of any governing body or court of competent jurisdiction; provided, however, the Receiving Party must promptly notify the Disclosing Party of the demand for such disclosure so that the Disclosing Party may, in its sole discretion, seek a protective order or take such other appropriate steps to resist or narrow the scope of the disclosure sought by such request. If a protective order or other remedy is not obtained, the Receiving Party may make such disclosure without liability under this Agreement, provided that the Receiving Party furnish only that portion of the Confidential Information which is legally required to be disclosed.

19. **EXCLUSIVITY.** Customer hereby agrees that KCN has the exclusive right to provide the Commissary Services for Customer.

20. **NOTICES.** All notices to be given by Keefe under this Agreement shall be in writing and served either personally, by deposit with an overnight courier with charges prepaid, or by deposit in the US mail, first-class postage prepaid by registered or certified mail, addressed to the parties at the addresses stated on the signature page, or at any other address as designated by one party upon notice to the other party. All such notices shall be deemed to have been given (a) upon the first business day following personal delivery, (b) one business day after deposit with an overnight courier, or (c) three business days after deposit in the US mail.

21. **EQUAL EMPLOYMENT OPPORTUNITY CERTIFICATION.** The Parties warrant and represent that they shall comply with all federal, state and local laws as required, including but not limited to, Executive Order 11246, as amended, Section 503 of the Rehabilitation Act of 1973, as amended, and the Vietnam Era Veterans' Readjustment Act of 1974, as amended. The Parties hereby incorporate the requirements of 41 C.F.R. 60-1.4(a)(7), 60-250.5 and 60-741.5, if applicable.

22. **MISCELLANEOUS.** This Agreement may be executed in two or more counterparts, and each such counterpart and any copies thereof shall be deemed an original. The headings in this Agreement are intended solely for convenience and shall not affect the rights of the Parties under the Agreement. In the event any provision(s) of this Agreement is in conflict with any law, statutory provision or otherwise, such term(s) shall be deemed stricken from this Agreement, but any such invalidity or unenforceability shall not invalidate any of the other terms of this Agreement, and the Agreement shall continue in full force and effect. This Agreement will

apply to, be binding on, and inure to the benefit of the successors and permitted assigns of the Parties.

23. **AUTHORITY.** The undersigned representative of each Party warrants that he/she has the full authority to execute this Agreement and bind the Party on whose behalf he/she is executing the Agreement.

IN WITNESS WHEREOF, the Parties have executed this Commissary Services Agreement as of the year and date written below.

**Jefferson County, Missouri**

By: Kenneth Waller

Name: KENNETH WALLER

Title: County Executive

Date: 8-16-2018

Address for Notice:

729 MAPLE STREET

HELLSBORO, MO 63050

**Keefe Commissary Network, LLC**

By: [Signature]

Name: John Puricelli

Title: Executive Vice President

Date: 8/13/18

Address for Notice:

10880 Lin Page Place, St. Louis, MO 63132

With a copy to:

General Counsel, TKC Holdings, Inc.

1260 Andes Blvd., St. Louis MO 63132

**Exhibit A**  
**Hardware / Software Featured**

Type	Description	Qty
OLB	- Online Banking System	1
CAN	- Symbol Hand Wand Scanner - USB - For Debit Release Service	1
KIO	- Intake Kiosk - Avalanche 180 Bulk Bill/Coin Acceptor	1
KIO	- Lobby Kiosk - includes driver's license/card reader & web power switch	1
NET	- For Cable/DSL, T1 - Checkpoint 1430 Firewall	1
KIO	- Edge Housing Kiosk - includes Win 8.1 licensing	14
NET	- Ultra Power Injector Kit for POE Kiosks	14

The DELL computer hardware is provided, maintained, and warranted at no additional cost for the life of the commissary agreement.

**Exhibit B**  
**Noncommissioned Items**

Stamped envelopes

Postage stamps

Indigent Kits

Admission Kits

On-site, special commissary item sales sold by Customer

Phone Cards/Time Sales

Refunded Items

**Exhibit C**  
**Deposit Services**

1. **Services.** Keefe will provide cash handling services and payment processing services for payments made through kiosks, online websites and/or mobile sites, call centers or applications operated by Keefe or such other methods ("**Transactions**") for crediting account balances held by Customer on behalf of the recipients of funds (the "**Services**"). Keefe provides the Services in its capacity as a licensed money services business. Keefe represents and warrants to Customer that Keefe is duly licensed to provide the Services and will do so in compliance with applicable laws and regulations.
2. **Authorization.** Customer authorizes Keefe to act on its behalf in handling cash and to submit Transactions initiated by individuals through the Services to the credit card networks or otherwise for authorization, processing and settlement to Customer for the benefit of designated recipients.
3. **Responsibilities of Keefe.**
  - a. Keefe will receive payments from the public, directed to recipients by way of the Services.
  - b. Keefe will transfer payment files to Customer on a daily basis. Keefe will deliver payments to Customer by the second business day following (but not including) the day of the transaction by means of an electronic funds transfer ("**EFT**") to Customer's designated bank account; provided, however, Keefe, in its sole discretion, reserves the right to delay its acceptance of any transaction that Keefe determines to be suspicious and warrants further investigation. Customer acknowledges and agrees that Keefe may reject, terminate or cancel any proposed transaction should Keefe determine the transaction is being made for an improper or illegal purpose.
  - c. Keefe will provide Customer with daily payment information by way of the Keefe Customer interface.
  - d. Keefe will be responsible for responding to and resolving inquiries and complaints from senders of funds arising out of Keefe's failure to timely transmit any payment to Customer.
  - e. Keefe will provide sufficient promotional material to be posted by Customer.
  - f. Keefe, upon receipt of written notice from Customer, shall place limitations on transactions. The limitations will be implemented by Keefe as soon as is reasonably practicable.
  - g. Keefe may contract with a third-party service provider to remove cash from kiosks, to replace receipt paper and to assume responsibility for the funds until deposited into the designated bank account.
4. **Responsibilities of Customer.**
  - a. Customer will provide Keefe with the required bank account information for transmission of an EFT. Customer agrees to notify Keefe, in writing, giving fourteen (14) days' notice, of any changes to the bank account information.
  - b. Customer will, upon receipt of written documentation of overpayment, promptly, but in no event more than thirty (30) business days, refund any overpayment made by Keefe, for any reason. This is to include, but not be limited to, duplicate payments, payments refunded to

customers by Keefe and any incorrect payments. At Keefe's sole option and in lieu of the foregoing, Keefe may offset any such overpayments from future payment amounts transmitted by Keefe to Customer and notify Customer of any such offset.

- c. Upon implementation of the Services, Customer agrees that it will not accept payments designated for recipient accounts. Customer will close any window or other collection method currently used to accept payments within sixty (60) days of kiosk implementation.
  - d. Customer will promptly report receipt of each payment to the designated account or recipient in accordance with the Customer's policy.
  - e. Customer agrees that it shall, to the full extent allowed by law, assume all liability, responsibility and risk of loss associated with its breach of any of the terms or conditions within this Exhibit C and/or its negligence in the performance of its duties hereunder.
  - f. Keefe will provide all labor necessary for and will guarantee the workmanship of the installation of a lobby kiosk including, but not limited to, material handling within the facility and all costs associated with the networking, internet connectivity and electrical enhancements required to install a kiosk at the Customer's location.
  - g. Customer agrees that Keefe may determine, in its sole discretion, to suspend, terminate or place restrictions on one or more individual's ability to use the Services.
5. **Rates.** The Services shall be provided at no cost to Customer. Keefe shall charge persons initiating a Transaction a service fee in accordance with its rate schedule which the Customer acknowledges may be amended by Keefe in its sole discretion from time to time.
6. **Exclusivity.** Keefe has the exclusive right to provide the Services for the Customer and the exclusive right to collect and receive money handling fees associated with the Services which fees will belong to Keefe.
7. **Refunds/Chargebacks.**
- a. The Parties acknowledge that once Keefe accepts a transaction submitted to the applicable payment network or otherwise for processing, Keefe cannot cancel or change the transaction. Except to the extent required by applicable law, payments processed by Keefe are non-refundable to the individual by Keefe. Individuals may have additional refund or chargeback rights under their cardholder agreement with the card issuer or applicable law.
  - b. In the case of chargebacks or returned funds, Keefe will be responsible for pursuing the chargeback through the card association's dispute resolution processes, if appropriate in Keefe's sole discretion. Upon written request from Keefe, Customer agrees to provide requested information needed to pursue the chargeback.
  - c. If an individual requests a refund, Keefe will not be responsible for making those funds available if they have been already settled to a designated account by Keefe or are beyond Keefe's control.