

ELECTRONIC COPY

SEALED BID:

Keefe Commissary Network, L.L.C.

JOB NO.:

**Commissary Services for Detention
Facilities**

BID OPENING DATE:

OCTOBER 13, 2023

BID OPENING TIME:

3:00 PM PST



Keefe Commissary Network

13369 Valley Boulevard
Fontana, CA 92335
800.411.0454

Attn: **Dennis Dempsey**
Vice President

San Bernardino County

Sheriff/Coroner/Public Administrator

Erika Bautista, Staff Analyst II
655 East Third Street – Bureau of Administration
San Bernardino, CA 92415

ATTACHMENT A – COVER PAGE

Use this checklist to ensure that all items requested have been included.

Items Completed		Page (s)
1.	Attachment A – Cover Page	Hard Copy - Tab 1 Electronic Copy - Page 2
2.	Attachment B – Statement of Certification	Hard Copy - Tab 3 Electronic Copy - Page 5
3.	Attachment C – Licenses, Permits, and/or Certifications	Hard Copy - Tab 5 Electronic Copy - Page 13-14
4.	Attachment D – Certification Regarding Debarment or Suspension; California Secretary of State Business Entity Registration	Hard Copy - Tab 10 Electronic Copy - Page 248
5.	Attachment E – Cost and Commission Rate Schedule	Hard Copy - Tab 11 Electronic Copy - Page 249-258
6.	Attachment F – References	Hard Copy - Tab 12 Electronic Copy - Page 259
7.	Attachment G – Employment of Former County Officials	Hard Copy - Tab 13 Electronic Copy - Page 260
8.	Attachment H – Exceptions to RFP	Hard Copy - Tab 14 Electronic Copy - Page 261
9.	Attachment I – Public Records Act Exemptions	Hard Copy - Tab 15 Electronic Copy - Page 262-263
10.	Attachment J – Indemnification and Insurance Requirements Affidavit	Hard Copy - Tab 16 Electronic Copy - Page 264-269
11.	Attachment K – Financials (Most recent Two-Years) with Auditor’s Letter	Hard Copy - Tab 6 Electronic Copy - Page 15-61
12.	Attachment L – Disclosure of Criminal and Civil Proceedings	Hard Copy - Tab 17 Electronic Copy - Page 270-282
13.	Attachment M – Campaign Contribution Disclosure Senate Bill 1439	Hard Copy - Tab 18 Electronic Copy - Page 283-285
14.	Attachment N – Current Form W-9 (Signed in 2023)	Hard Copy - Tab 19 Electronic Copy - Page 286-287
14.	Attachment O – CJIS Security Addendum	Hard Copy - Tab 20 Electronic Copy - Page 288-294
15.	Attachment P – Local Vendor Preference Self-Certification	Hard Copy - Tab 21 Electronic Copy - Page 295-296

Proposer Name: Keefe Commissary Network, LLC
 Address: 10880 Lin Page Place, St. Louis, MO 63132
 Telephone No.: (314) 919-4100 FAX No.: (314) 919-4109
 Email Address: jpuricelli@keefegroup.com
 Federal Tax ID: 43-1856999
 RFP Contact: Angelo Leber, aleber@keefegroup.com (314) 560-7980
 Name of Authorized Representative: John Puricelli Title of Authorized Representative: Executive Vice President

By signing below, the individual acknowledges that he/she has the authority to bind the Proposer to the terms of the Proposal. The individual further acknowledges that he/she has read and understands the RFP, the contents of the Proposal and the Attachments, and attests to the accuracy of the information submitted therein.

Signature of Authorized Representative: 

Date: October 13, 2023



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STATEMENT OF CERTIFICATION

4. Statement of Certification

Include the following on Attachment B:

- a. A statement that the offer made in the Proposal is firm and binding for nine (9) months from the Deadline for Proposals.
- b. A statement that all aspects of the Proposal, including cost, have been determined independently, without consultation with any other Proposer (competitor) for the purpose of restricting competition.
- c. A statement that all declarations in the Proposal and attachments are true and that this shall constitute a warranty, the falsity of which will entitle the County to pursue any remedy by law.
- d. A statement that the Proposer agrees that all aspects of the RFP and the Proposal submitted shall be binding if the Proposal is selected and a Contract awarded.
- e. A statement that the Proposer agrees to provide the County with any other information the County determines is necessary for an accurate determination of the Proposer's ability to perform the Services as proposed.
- f. A statement that the Proposer, if selected, will comply with all applicable rules, laws and regulations.
- g. A statement that the Proposer has reviewed the RFP and General Contract Terms in their entirety and have no exceptions to any requirements, terms or conditions, except as noted in Attachment H.

 **Keefe Response:** Keefe has read, understands, and will adhere.

Please see Attachment B on the following page.

**ATTACHMENT B
 STATEMENT OF CERTIFICATION**

The following statements are incorporated in our response to San Bernardino County.

	Statement	Agree (initial)	Agree with qualification (Initial and attach explanation)
1.	The offer made in the Proposal is firm and binding for nine (9) months from the date the Proposal is opened.	JP	
2.	All aspects of the Proposal, including cost, have been determined independently, without consultation with any other Proposer or competitor for the purpose of restricting competition.	JP	
3.	All declarations in the Proposal and attachments are true and that this shall constitute a warranty, the falsity of which will entitle the County to pursue any remedy by law.	JP	
4.	Proposer agrees that all aspects of the RFP and the Proposal submitted shall be binding if the Proposal is selected and a Contract awarded.	JP	
5.	Proposer agrees to provide the County with any other information the County determines is necessary for an accurate determination of the Proposer's ability to perform the Services as proposed.	JP	
6.	Proposer, if selected will comply with all applicable rules, laws and regulations.	JP	
7.	The RFP has been reviewed in its entirety and Proposer has no exceptions to any requirements, terms, or conditions, except as noted in Attachment H.	JP	



STATEMENT OF EXPERIENCE AND QUALIFICATIONS

5. Statement of Experience and Qualifications

Include the following in this section of the Proposal:

- a. Business name of the Proposer and type of legal entity such as corporation, partnership, etc. If Proposer is a business entity that must be registered with the California Secretary of State, Proposer shall provide the County the entity number assigned to it by the Secretary of State.

Keefe Response: Keefe has read, understands, and will adhere.

Entity Name: Keefe Commissary Network, LLC

Entity No.: 1999927410149

Registration Date: September 30, 1999

Entity type: Limited Liability Company

- b. Number of years the Proposer has been in business under the present business name, as well as related prior business names.

Keefe Response: Keefe has read, understands, and will adhere.

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 currently serving over 1,200 federal, state, county, and private facilities across the US. 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 10,250 name-brand and private-label products to the federal, state and county markets.

Keefe Commissary Network (KCN) is the nation's leading provider of outsourced commissary management services and technologies to city, county and state correctional facilities nationwide. KCN serves ten statewide Departments of Correction and serves over 950 facilities and 500,000 inmates weekly. Whether it is a shift to a paperless ordering system or completely outsourcing an entire operation, KCN works with each client to



design a customized solution for running commissary efficiently and safely. KCN writes and supports its own software and provides its own, live 24/7 technical support. Cutting-edge products such as KCN's Edge inmate self-service kiosk, hosted banking and commissary software and Access Corrections deposit service technologies are designed to streamline a facility's day-to-day processes. At the same time, these solutions generate revenue and ultimately create a safer, more secure environment. 100% customer satisfaction is our number one priority, assuring unmatched service and support.

Access Securepak, established in 1997, 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 700 individual active programs spanning the entire country and is the inmate package provider to 21 statewide Department of Corrections (DOCs).

Access Corrections, established in 2007, provides comprehensive, end-to-end money management solutions that help the broad range of corrections audiences – offenders, their loved ones and the agencies serving those constituents – move and manage money throughout the criminal justice continuum. From arrestee intake to inmate discharge, Access Corrections' automated services provide users easy, convenient, safe ways to make trust fund deposits, post bail and make parole, probation and court-ordered payments. Agencies can expand payment methods, improve collections, reduce cash management risk and increase productivity. Access Corrections currently processes millions of transactions per year for more than 600 state and county agencies and eighteen (18) state DOCs. Access Corrections is the only one-stop-shop provider able to offer such a holistic suite of payment technologies.

Inmate Calling Solutions (ICSolutions), founded in 2002 and acquired by Keefe Group in 2010, 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 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 350,000 inmates in over 500 correctional facilities and is deployed at the Federal Bureau of Prisons, housing 115,000 inmates, and at 10 statewide DOCs.

Advanced Technologies Group (ATG), founded in 1991 and acquired by Keefe Group in 2012, dedicated to developing, implementing and supporting enterprise software solutions specifically for large state and federal correctional agencies. The company's software



solutions are designed to support all aspects of managing offenders throughout the supervision continuum from pretrial, probation, incarceration, work release, parole and post-release. ATG's Offender Management Suite includes case management, electronic health records, pharmacy administration, trust and restitution accounting, commissary operations, food service, inmate enablement, critical incident reporting and investigation, and intelligence systems. It helps state and federal correctional agencies to operate more efficiently and helps offenders prepare to re-integrate into society. To date, 15 statewide DOCs and all 126 Federal Bureau of Prisons institutions utilize ATG software solutions.

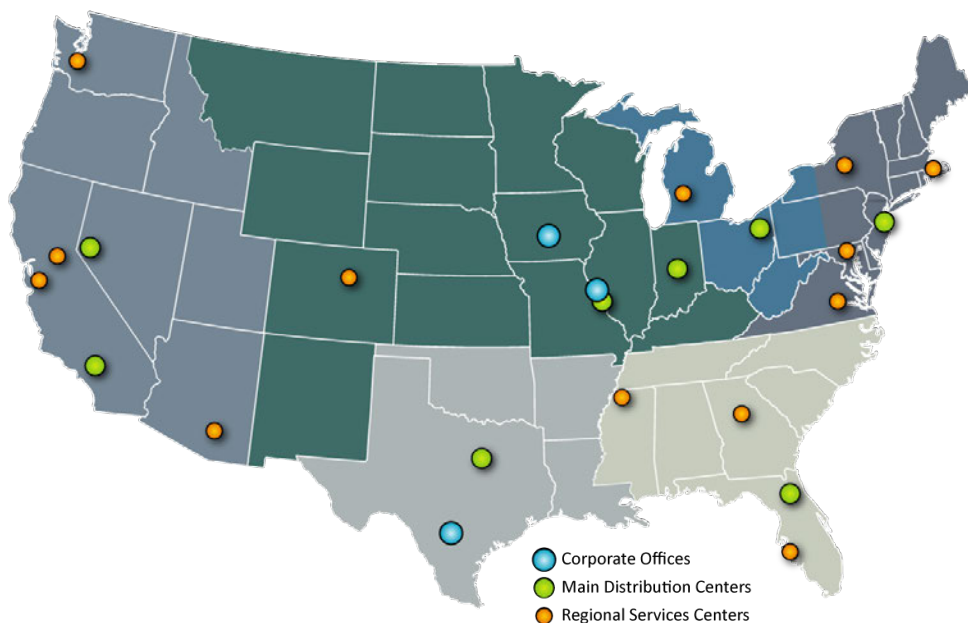
- c. Statement that the Proposer does not have any commitments or potential commitments that may impact the Proposer's ability to perform the Contract, if awarded.

Keefe Response: Keefe has read, understands, and will adhere.

We do not have any commitments or potential commitments that may impact our ability to perform the contact.

Keefe's Distribution Network

To provide the best service, Keefe has twenty-one (21) warehouse locations totaling nearly 1.7 million square feet, shipping on average 25 million pounds of inventory each month and carrying **\$109 million in inventory** daily. Keefe manufactures and distributes commissary and canteen items specifically designed for the correctional industry, and its products are not sold in any other market.





Distribution Centers:

Cleveland, Ohio
Dallas, Texas
Edison, New Jersey
Fontana, California
Jacksonville, Florida
Reno, Nevada
St. Louis, Missouri

Corporate Offices:

St. Louis, Missouri - Keefe
Des Moines, Iowa – ATG
San Antonio, Texas – ICS

Regional Service Centers:

Atlanta, Georgia
Baltimore, Maryland
Denver, Colorado
Grand Rapids, Michigan
Indianapolis, Indiana
Olive Branch, Mississippi
Richmond, Virginia
Sacramento, California
Santa Clara, California
Sarasota, Florida
Seattle, Washington
Syracuse, New York
Tucson, Arizona
Walpole, Massachusetts

C. ADDITIONAL REQUIREMENTS

1. PROPOSER QUALIFICATIONS

- 1.1 The Proposer shall be organized for the purpose of providing correctional commissary services and shall have at least five (5) years previous experience doing so at facilities similar in size and scope to the County’s facilities, preferably in the State of California.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe is the nation’s leading provider of automated commissary management services and technologies to city, county, and state correctional facilities nationwide. KCN serves over 500,000 inmates weekly and has deployed the requested technology at many county facilities across the nation.

Keefe entered the correctional market in 1975 to become the nation’s leading manufacturer and distributor to the correctional market. Since then, Keefe has been continuously evolving to meet its customer’s ever-changing needs.

- **Knowledge of County Operations:** Keefe’s Western regional team has over 100 customers for which it provides commissary and has deployed commissary technology at county jails across the region. Keefe works to tailor each deployment to each county’s needs with the intention to build a long-standing partnership with each customer.
- **Local Multilayered Support:** Customers receive multiple layers of support. Keefe’s support staff is located at Keefe’s Fontana, CA warehouse which is home to key account management, operations management, and regional technical assistance.



- **Competitive pricing and commission:** Both brand name and private label options will be available to maximize spending efficiency and revenue back to the County. Keefe has the ability to present tiered commission percentages based on commissary menu pricing to allow for San Bernardino County to choose what fits its needs and expectations.
- **Approach to Project:** Keefe treats each customer relationship as a partnership and will tailor the specific work plan to meet and exceed the needs and requirements of the County. Keefe understands the scope of the project required for the commissary program and will take the steps necessary to work with San Bernardino County to meet desired time frames.
- **Technical Competence:** Keefe employs its own software engineers to design and create the Keefe Cloud Software Suite. The entire Keefe Cloud software package is owned, warranted, and maintained by Keefe Commissary Network.
- **Performance Record:** Keefe takes care of its customers. Its support, customer relationships and overall performance have combined to produce one of the lowest attrition rates in the industry. Keefe's long-tenured success with many of its client's is a testament to the service it provides.

1.2 The Proposer shall have qualified staff with identifiable supportive personnel dedicated to the sole purpose of commissary services.

Keefe Response: Keefe has read, understands, and will adhere.

Dang Nguyen will serve as San Bernardino County's dedicated Account Manager.

Dang joined Keefe/KCN Western Region in 2012 as Account Manager. Dang brings over 20 years' experience in customer service, sales and management. During his time with Keefe, Dang has managed a wide range of customers. Which include County, State and Federal agencies across Utah, California, Hawaii and Nevada. His high standards and continued commitment to providing the highest level of quality service set him apart to his customers. Dang holds a bachelor's degree in Business Administration from California State University, San Bernardino.

Dang is supported by the Western Region management team listed below. Resumes for key personnel have been provided in Tab 7.

- **Dennis Dempsey** - Group Vice President, *Keefe Group*
- **Angelo Leber** - Regional Manager, *Keefe Commissary Network*
- **Aaron Timberman** – Director, On-site Operations, *Keefe Group*
- **Kris Dick** - Director of Warehouse Operations, *Keefe Group*
- **Carlos Reyes** – On-site Operations Manager, *Keefe Commissary Network*

1.3 Proposer must prove that employees undergo a comprehensive background check prior to setting foot in any County facility. Background checks will also be conducted by the County, for any Proposer's employee or agent who has, or might have VPN capability to the County's networks.



Keefe Response: Keefe has read, understands, and will adhere.

Information on Keefe's Background Check and Hiring Practices has been provided in Tab 8.

- 1.4** All Proposers who have contact with inmates must successfully complete entry-level and refresher PREA and sexual harassment training provided by the Sheriff's Office including but not limited to their responsibilities under the San Bernardino County Sheriff's Department sexual abuse and sexual harassment prevention, detection and response policies and procedures. See section 115.32 of the PREA Standards.

Keefe Response: Keefe has read, understands, and will adhere.

- 1.5** Proposer shall fully disclose and describe any current and terminated contracts with any correctional agency(ies), to include those that may have been cancelled or prematurely terminated for failure to perform or inadequate performance at any time during the past seven years.

Keefe Response: Keefe has read, understands, and will adhere.

None.

- 1.6** Proposer must not have and shall fully disclose and describe the nature of any suspensions, debarments, censures or convictions of the company and of any officer(s) or former officers of the company in any county, city, state or federal jurisdiction related to any solicitation, contract or any correctional service or product at any time within the past seven years.

Keefe Response: Keefe has read, understands, and will adhere.

None. Please see **Attachment D - Certification Regarding Debarment or Suspension**, provided in Tab 10.

- 1.7** Proposer shall disclose whether or not it has had any breach of security related to the Proposer's commissary order delivery personnel and/or system, payment system, the network over which any application used by any correctional agency, customer data records, payment or payment card records etc. within the past seven years. If such a breach has occurred, a complete description of the event(s) shall be included in its Proposal to the County.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe has not encountered security related breaches on the commissary platform within the past seven years.



-
- 1.8** For each data network security breach please describe what steps the company has taken to analyze the cause and the steps taken to eliminate or reduce the vulnerability.

Keefe Response: Keefe has read, understands, and will adhere.

Proposer has not encountered security related breaches on the commissary platform within the past seven years however were one to arise, Keefe would enact our annually tested response plan.

- 1.9** For each data or network security breach please specify when, how customers were informed, and how the Proposer helped ascertain the damage done to each customer.

Keefe Response: Keefe has read, understands, and will adhere.

Proposer has not encountered security related breaches on the commissary platform within the past seven years however were on to arise, Keefe would abide by required notification time frames or those defined by Keefe policy, whichever applies the soonest. Currently, Keefe maintains a 72 hour notification time frame.






LICENSES, PERMITS AND/OR CERTIFICATIONS

6. Licenses, Permits, and/or Certifications

Provide copies of all licenses, permits and/or certifications in Attachment C as required under Section X. TERMS AND CONDITIONS Paragraph A, 22.

Keefe Response: Keefe has read, understands, and will adhere.

	Secretary of State Certificate of Status
I, SHIRLEY N. WEBER, PH.D., California Secretary of State, hereby certify:	
Entity Name:	KEEFE COMMISSARY NETWORK, L.L.C.
Entity No.:	199927410149
Registration Date:	09/30/1999
Entity Type:	Limited Liability Company - Out of State
Formed In:	MISSOURI
Status:	Active
The above referenced entity is active on the Secretary of State's records and is qualified to transact intrastate business in California.	
This certificate relates to the status of the entity on the Secretary of State's records as of the date of this certificate and does not reflect documents that are pending review or other events that may impact status.	
No information is available from this office regarding the financial condition, status of licenses, if any, business activities or practices of the entity.	
	IN WITNESS WHEREOF , I execute this certificate and affix the Great Seal of the State of California this day of July 25, 2023.
	
	SHIRLEY N. WEBER, PH.D. Secretary of State
Certificate No.: 132311523	
To verify the issuance of this Certificate, use the Certificate No. above with the Secretary of State Certification Verification Search available at bizfileOnline.sos.ca.gov .	

ATTACHMENT C

LICENSES, PERMITS, and/or CERTIFICATIONS

TYPE (i.e.: License, Permit, Certifications)

EXPIRATION

Include DIR Registration No. of Proposer and Subcontractors

Certificate of Status, State of California, Certificate No. 132311523	N/A



FINANCIALS

7. Financials

Provide Proposer's Annual Report for the previous two years (Attachment K). Proposer must also include independently audited financial statements for the most recent completed fiscal year. If audited financial statements are not available, please provide un-audited financial statements along with a certification from the Proposer's accountant that the information accurately reflects the Proposer's current financial status. If the Proposer is a sole proprietorship, please provide Schedule C of the Internal Revenue Service forms as well as a certification from the owner and the accountant that the information accurately reflects the Proposer's current financial status.

Keefe Response: Keefe has read, understands, and will adhere.

Financial statements are provided on the following pages.

October 6, 2023

San Bernardino County
655 East Third Street - Bureau of Administration
San Bernardino, CA 92415

RE: Financial Statements; Keefe Commissary Network, LLC

Dear Sir or Madam:

Please find attached the 2021-2022 Keefe Commissary Network, LLC audited financial statements. Keefe Commissary Network, LLC is a privately held company; therefore, we ask that you keep the financial statements in the strictest confidence.

Pursuant to California's Administration Code Section Cal. Civ. Code § 3426.1(d) Keefe Commissary Network LLC. Audited financial statements qualify as a trade secret per the following: (d) "Trade secret" means information, including a formula, pattern, compilation, program, device, method, technique, or process, that:
(1) Derives independent economic value, actual or potential, from not being generally known to the public or to other persons who can obtain economic value from its disclosure or use; and
(2) Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.

KCN's financial statements contains confidential and privileged information regarding KCN's financial position which, if made publicly available, would cause irreparable harm to its competitive market position.

Feel free to contact me at 314.214.2700 or by e-mail at cpingel@tkcholdings.com.

Sincerely,



Carrie L. Pingel

Vice President
Controller



PROJECT TEAM ORGANIZATION CHART

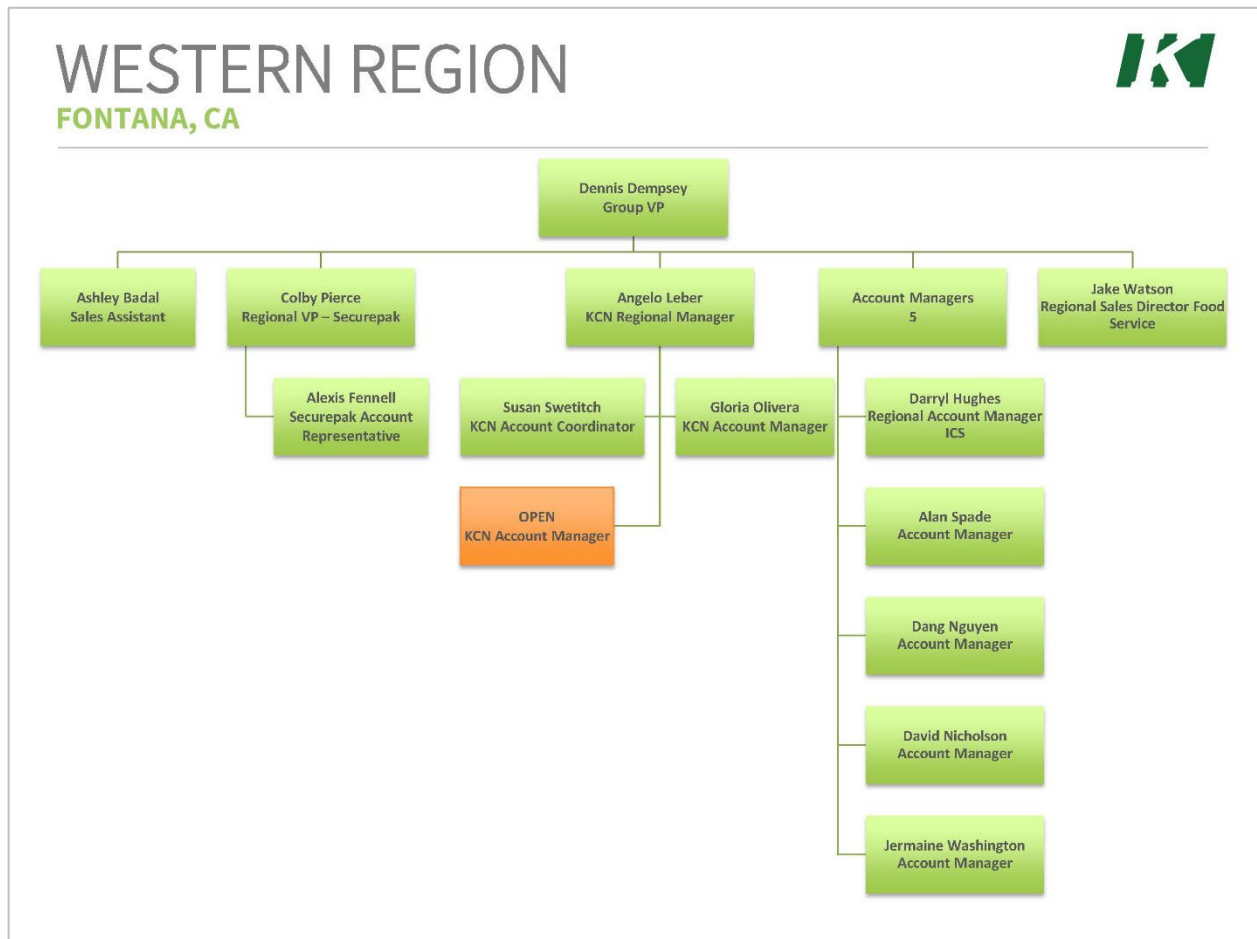
8. Project Team Organization Chart

Provide an organization chart illustrating the project team, and clearly show the organization of the team and the hierarchy of the members. It must include:

- Organizational framework for the proposed project team.
- Company name and staff name for each role identified in the chart.
- Resumes of key personnel, including qualifications, education and project experience

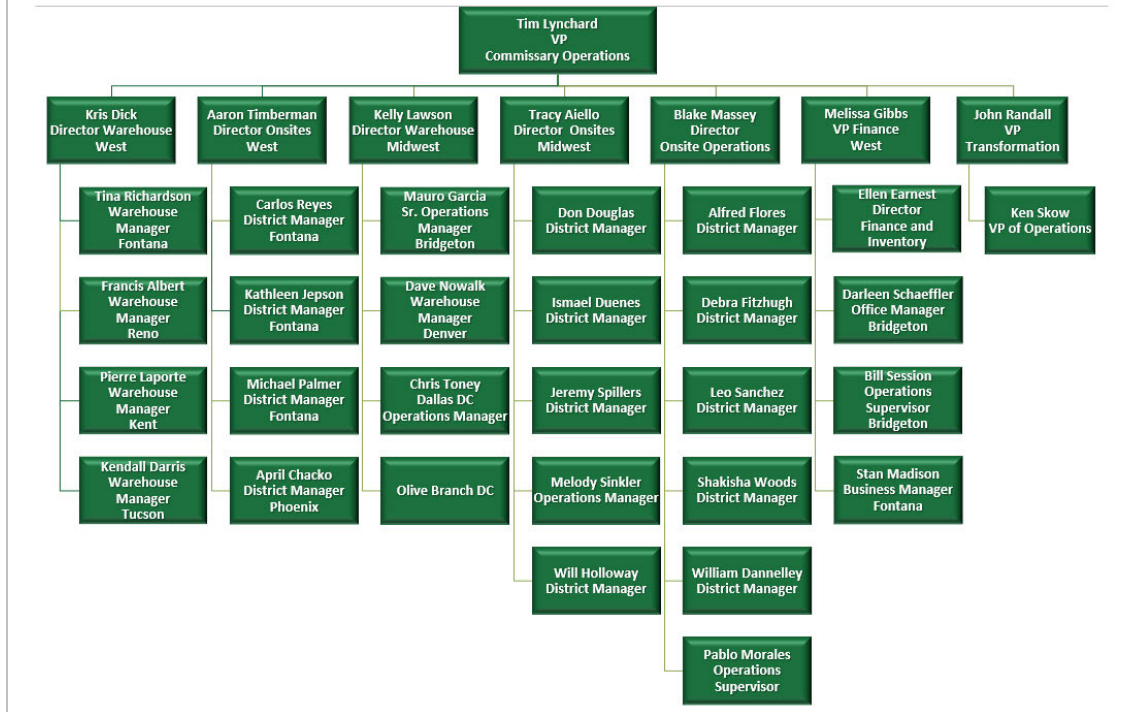
Keefe Response: Keefe has read, understands, and will adhere.

Please see our Western Region organization charts below.





COMMISSARY OPERATIONS - WEST



Dang Nguyen will serve as San Bernardino County's dedicated Account Manager.

Dang joined Keefe/KCN Western Region in 2012 as Account Manager. Dang brings over 20 years' experience in customer service, sales and management. During his time with Keefe, Dang has managed a wide range of customers. Which include County, State and Federal agencies across Utah, California, Hawaii and Nevada. His high standards and continued commitment to providing the highest level of quality service set him apart to his customers. Dang holds a bachelor's degree in Business Administration from California State University, San Bernardino.

Dang is supported by the Western Region management team. Key management team members and their resumes are provided below.

- **Dennis Dempsey** - *Group Vice President, Keefe Group*
- **Colby Pierce** – *Regional Vice President, Securepak*
- **Angelo Leber** - *Regional Manager, Keefe Commissary Network*
- **Dang Nguyen**, *Account Manager*
- **Kris Dick** - *Director of Warehouse Operations, Keefe Group*
- **Aaron Timberman** – *Director, Onsite Operations, Keefe Group*
- **Carlos Reyes** – *Onsite Operations Manager, Keefe Commissary Network*
- **Mike Palmer** - *Onsite Operations Manager, Keefe Commissary Network*
- **Matthew Coy**, *Corporate Systems Support Manager*

DENNIS DEMPSEY, REGIONAL VICE PRESIDENT

775-250-2288 / ddempsey@keefegroup.com / 55-101 Vista Blvd, Sparks, NV 89434

SUMMARY

Dennis has developed experience in Sales with an emphasis on Customer Service since beginning his professional career in 1989 with Enterprise Rent A Car as a Branch and later as an Area Manager. His experience as an Area Manager saw him oversee multiple locations and employees. In 2003 he moved to Keefe as an Account manager and was promoted to Regional Vice President of Bulk sales in 2006, and in 2023 to Group Vice President of the Western Region.

Dennis oversees Keefe, KCN, Securepak, Trinity Foodservice, Access Corrections, ATG and ICS sales for the nine state Western Region.

WORK EXPERIENCE

Group Vice President – West Region / Keefe Group

2023 – Present

- Responsible for all aspects of management, sales and operations in the nine state Western Region with 624 employees. Additional duties include developing, implementing and managing annual sales and operating profit forecasts for the region.

Regional Vice President/Keefe Group

2003 – Present

- In charge of Bulk/Federal sales for Keefe’s Western Region.

Regional/Area Manager/ Enterprise Rent-A-Car

1989 – 2003

- Managed multiple locations and employees, Sales, Profits, Accounts Receivables, and Repossessions
-

EDUCATION

Bachelor of Science - Finance and Business

1988 / California State University, Sacramento.

ANGELO LEBER, *KCN REGIONAL MANAGER*

314-560-7980 / aleber@keefegroup.com / 13369 Valley Boulevard, Fontana, CA 92335

SUMMARY

Angelo has been with Keefe Group since 2007 as Account Manager and was promoted to Regional Manager for the entire Western Region in 2011. He oversees KCN customers in nine states, working with customers and Account Managers to coordinate logistics, project management, and menu configurations. Angelo's correctional commissary experience includes operations, security, technology options, delivery, and menu preparation. His experience prior to joining Keefe includes hardware/software integrations, project management, and customer service.

WORK EXPERIENCE

KCN Regional Manager / Keefe Group

2011 – Present

- Oversee all aspects of sales, marketing, and performance of the KCN business line for the west coast region. Manages regional tech services and project team, coordinated all installs and upgrade projects, set business and sales plans for all accounts and profit growth. Manage up to 4 direct report employees and supervised 5 account managers. KCN business line comprised of over 100 customers generating over \$170 Million in annual Gross Sales.
- Long term relationship building
- Currently managing Arizona DOC Commissary operation.
- Train and mentor Account Managers and direct report team members.
- Contract negotiations.
- Customer presentations/demos
- RFP writing and responses
- Coordinate regional shows and conferences to promote Keefe and generate new opportunities.
- Coordinate jail commissary operations
- Increase sales in the region thru a variety of value add on services and unique sales programs.

Account Manager / Keefe Group

2007 – 2011

- Worked with the Regional Vice Presidents to promote, develop, and increase the profitable sales volume of my territory for both bid and open market accounts. As an Account Manager I was expected to promote a positive and ethical image to all customers and contacts
- Followed fiscal sales and marketing plans
- Achieved/exceeded set goals and forecasts
- Promotion of company technology services and products

- Technology product demo's, promotion, and sales
- Call on A level contacts: Sheriffs, Wardens, FED Trust Fund Supervisors, DOC Directors

Major Account Manager/ Image Microsystems

2006-2007

- Responsible for developing and coordinating business plans between multiple organizations and departments to achieve desired goals and revenue targets.
- Averaged over \$150,000 in revenue generation in a sales capacity.
- Managed business relationship and at times operations portions of Image's Notebook repair business.
- Managed business relationships with several Major accounts that include CompUSA, Best Buy and HP.
- Facilitated departmental meetings, opening lines of communication, and promoting acceptance of corporate goals to improve revenue and customer relations.
- Established strong vendor relationships, leading to favorable pricing and discounts.
- Developed and launched new sales division of notebook spare parts.

Account Manager / Activant

2004-2005

- Required to meet a monthly sales target as well as overall account management responsibilities. Additional responsibilities include: pipeline management, forecast reporting, meeting sales activity metrics, and meeting and exceeding monthly sales quotas.
- Provided pre-sales analysis and post-sales follow up on product demonstrations and installations.
- Maintained accurate database records of all customers thru internal CRM tools.
- Currently uses solution and value-based selling to current customers.
- Generated ROI analysis and prepare quotes for hardware and software sales.
- Monthly sales generated and measured by gross margin.
- Responsible for issue resolution and customer service-related duties within assigned territory.

EDUCATION

Bachelor of Science – Business Management

1997 / Kaplan University

COLBY PIERCE, REGIONAL VICE PRESIDENT

909-429-6950 / cpierce@keefegroup.com / 13369 Valley Blvd, Fontana, CA 92336

SUMMARY

Colby has been with the Keefe Group for 25 years. Starting as a systems configuration technician at Keefe's corporate office in St. Louis, MO, he was soon promoted to Account Manager in Reno, NV. In 2000, he became Regional Sales Manager, then Vice President in 2003. Colby received a B.S. in Business from Austin Peay University. He started commissary operations at many California counties, including Santa Barbara, Riverside and Los Angeles. Currently oversees the Access Securepak division in the Western Region, including the California Department of Corrections, which is the largest Securepak program in the country.

WORK EXPERIENCE

Regional Vice President – Securepak / Keefe Group

2003 – Present

- Oversees Securepak sales for the Western Region.
- Responsible account management of California Quarterly Package Program, which includes menu management, marketing materials and project management.

Regional Sales Manager / Keefe Group

2000 – 2003

- Responsible for sales in the states of Arizona, California and Washington for all lines of business.
- Managed day to day warehouse operations for KCN and Bulk lines of business.

Account Manager / Keefe Group

1997 - 2000

- Responsible for sales growth and building relationship with our customers.
 - Responsibilities including menu management, customer service and project management.
-

EDUCATION

Business Administration

1997 / Austin Peay State University

KRIS DICK, DIRECTOR OF WAREHOUSE OPERATIONS

909-429-6942 / kdick@keefegroup.com / 13369 Valley Blvd, Fontana, CA 92335

SUMMARY

Kris joined the Keefe Group team in August 2004. He came to Keefe with six years of warehouse management experience from the United States Army. Kris oversees the warehouse operations for the West Coast including shipping and receiving, KCN / bulk and SP order fulfillment, monitors truck lines and inventory levels and provides employee training and support.

Kris' most recent startup project was the Tucson warehouse which went live in July 2017 to support the AZDOC operation. The startup was a success, and the operation continues to exceed expectations.

WORK EXPERIENCE

Director of Warehouse Operations / Keefe Group

2018 – Present

- Oversees the warehouse operations for the West Coast including shipping and receiving, KCN / bulk and SP order fulfillment, monitors truck lines and inventory levels and provides employee training and support.
- Responsible for overseeing 200 warehouse employees across the Western Region.

Regional Operations Manager / Keefe Group

2009 – 2018

- Managed multiple warehouse and on-site locations within the Western Region across 9 states to ensure the day-to-day operations were exceeding company standards and customer's expectations.
- Responsible for overseeing 550 warehouse and on-site employees across the region.

Warehouse Manager / Keefe Group

2006-2009

- Managed the day-to-day operation at our Fontana, CA Distribution Center. Ensured daily compliance with company standards and that order fulfillment was on-time and accurate.
- Responsible for overseeing 130 warehouse employees.

Automated Logistical Specialist / US Army

1998-2004

- Responsible for supervising personnel in supply, services, materials management, and logistics operations.
- Organized material distribution and transportation of logistics.
- Created and maintained records, which included stock lists, inventory, and material counts.

- Deployed to Kosovo in 1999 and was responsible for setting up a mobile warehouse to supply field activities.

AARON TIMBERMAN, *DIRECTOR OF OPERATIONS*

916-832-0031 / atimberman@keefegroup.com / 13369 Valley Boulevard, Fontana, CA 92335

SUMMARY

Results-Oriented Management Professional with over two decades of experience managing people and processes, including the past 6 years in the Corrections Industry. Skills include people & client development, business strategy & planning and strong leadership, with a focus on company goals & profitability.

WORK EXPERIENCE

Director of Operations – West Region / Keefe Group

2017 – Present

- Manage a team of 3 District Managers and over 350 employees.
- Management of all Trinity legacy client contracts, renewals and extensions in the region.
- Responsible for client P&L management and Proforma creation for all clients in the region.
- Coordination of company initiatives and programs geared toward creating additional topline revenue and profitability for the company.
- Main point of contact for all key accounts in the region.
- Responsible for client retention and customer satisfaction, through regularly scheduled client status meetings.

District Manager – West Region / Trinity Services Group

2015 – 2017

- Responsible for the management of all correctional commissary operations for 2 Districts, totaling over 170 clients and \$20M in revenue.
- Responsible for Warehouse Production, Customer Service, Information Technology, Corporate Initiatives and existing client contracts.
- Served directly as Key Accounts Manager for the top producing clients in both districts.
- Responsible for the hiring and development of the Warehouse Manager positions, as well as the Field Team, consisting of the Customer Service Manager position and Customer Service Reps.
- Project Coordinator for new client installs and new programs for the key clients in the existing client base.
- Effectively managed individual client P&Ls in partnership with the Warehouse Management teams and the Customer Service field teams.
- Regularly scheduled meetings with high level decision makers with key accounts in the efforts of developing relationships and maintaining an on-going operational dialogue.

- Liaison to Sales Team in pro forma analysis, proposal writing and in client meetings with the objective of attaining new business for the company.

Client Relations Manager/ Trinity Services Group

2014-2015

- Promoted to Customer Service Manager shortly after the Swanson Services merger with Trinity Services Group.
- Served as the main point of contact for County Corrections Administrators and Sheriffs of over 100 clients in a 12-state region.
- Maximized client profitability by identifying additional sales opportunities and implementing company initiatives, along with cutting costs through the management of individual client P&Ls.
- Coordinated new client installs, as well as new projects for existing client base.
- Conducted regularly scheduled client visits geared toward relationship building and keeping the lines of communication open.
- Managed Warehouse personnel and operations toward the ultimate goal of continued client satisfaction and client retention.
- Regional field supervisor for the Customer Service Representative team and 12 onsite teams, totaling 35 team members.

Operations Manager / Swanson Services

2012-2014

- Responsible for production and processes of the Sacramento Service Center, as well as the financial management and profitability of over 100 facility clients, totaling \$6M in revenue.
- Promoted line efficiency and safety, with a strong focus on delivering a superior customer service experience. This included controlling costs, office management efficiency and training and development of the warehouse staff.
- Safety record of zero accidents during my tenure as Ops Manager.
- Managed annual price change process as part of recouping costs and maximizing client profitability.
- One of only 2 Service Centers in the country to post a bottom-line profit during my time as Manager.

EDUCATION

Masters Business Administration, Project Management

2012 / University of Phoenix

Bachelor of Science, Business Administration, UOP

2010 / University of Phoenix

CARLOS E REYES JR, DISTRICT OPERATIONS MANAGER

818-262-4306 / carlos.reyes@trinityservicesgroup.com / 9881 Horn Rd Suite E Sacramento CA 96827

SUMMARY

Carlos has worked for Keefe since 1997 starting with Compass Group. In his tenure, he has worked multiple facets within the company including Client Relation Manager, District Manager, Warehouse Manager, Purchasing Manager, and Team Leader for the opening of the Florida DOC contract and Logistics. Carlos oversees TKC operations and customers support in five states, working with customers and account managers to ensure all operations aspects of the business and projects are complete on satisfactory bases to the client in my territory. Carlos's correctional commissary experience includes operations, security, delivery, menu preparation, accounting, and customer service. Experience prior to joining Keefe includes inventory control, logistics, sales, safety compliance, operations trainer, and purchasing.

WORK EXPERIENCE

District Operations Manager / Keefe Group

2013 – Present

- From 2013 to 2015 in-charge of our warehouse in Antioch California which oversee all contracts in the bay area under Trinity Services Group
- 2015 to 2018 in charge of all operational aspect in our warehouse in Sacramento which oversee all contracts in Northern California, Nevada, Oregon, Washington and Idaho.
- 2018 to present I became and On-site District Operation Manager who oversees every location where the contract require on-site staff in California, Nevada. Servicing the following contracts:
 - Alameda County
 - Contra Costa
 - San Joaquin County
 - Los Angeles County
 - Riverside County
 - Santa Cruz County
 - Santa Barbara
 - Etc.

Food Service Purchasing Agent / Keefe Group

2011 – 2013

- Part of the food service purchasing department at the Tucson Arizona warehouse

Operations Manager / Keefe Group

2007 - 2011

- In-charge of the operational aspect of our warehouse in San Bernardino under Canteen Corrections with 50 team members
- In-charge of the fleet management in the San Bernardino Warehouse
- Management of payroll and HR issues

Purchasing Manager / Keefe Group

2000 - 2007

- In-charge of buying product for our Southern California warehouse under Canteen Corrections which was servicing the following accounts:
 - Los Angeles County
 - Riverside County
 - Mira Loma
 - Florence Arizona

Production Line Supervisor / Keefe Group

1997-2000

- Managed production lines, with about 40 team members
 - In-charge of quality control of the commissary production.
 - In-charge of production line safety
-

EDUCATION

Accounting Courses

2002 / Los Angeles Valley College

MIKE PALMER, DISTRICT OPERATIONS MANAGER-WEST REGION

208-880-1775 / mpalmer@keefegroup.com / 13544 South Pleasant Valley Rd, Kuna, ID 83634

SUMMARY

Mike has worked for Keefe since October of 2014 starting as Delivery personnel, then moving to an Operations Supervisor, Operations Manager and then on to District Manager for Idaho DOC and multiple county jails in Idaho and Utah. Mike currently oversees operations and customer support in three states, working with customers and account managers to ensure all operational aspects of the business and projects are complete on a satisfactory basis to the clients in his territory. Mike's correctional commissary experience includes operations, security, delivery, menu preparation, accounting, and customer service. His experience prior to joining Keefe includes inventory control, logistics, sales, safety compliance, operations, training, and purchasing.

WORK EXPERIENCE

District Operations Manager / Keefe Group

2022 – Present

- Oversees the states of Utah and Idaho servicing the following accounts:
 - Idaho Department of Corrections
 - Bonner County Jail
 - Bonneville County Jail
 - Bannack County Jail
 - Jefferson County Jail
 - Salt Lake County Jail
 - Tooele County Jail
- Assists with inventory control for California, Idaho, Utah, and Oregon.

Operations Manager / Keefe Group

2018 -2022

- Operations Manager for the Idaho Department of Corrections.
 - 400,000 worth of inventory and around 12 million in sales per year.
- Oversaw close to 20 employees.
 - Serviced the following accounts:
 - Elmore County Jail
 - Bannock County Jail
 - Bonneville County Jail

Operations Supervisor / Keefe Group

2015 - 2018

- Oversaw 40 resident female workers.
- Oversaw all ordering of product for the warehouse.

MATTHEW COY, CORPORATE SYSTEMS SUPPORT MANAGER

916-470-8572 / mcoy@keefegroup.com / 13369 Valley Boulevard, Fontana, CA 92335

SUMMARY

Matthew strives within his positions to grow his experience and training so he can provide professionalism, efficiency, and growth within a business. Matthew possesses excellent communication, interpersonal, and organizational skills. Works well under pressure. Self-directed, motivated, and dependable.

WORK EXPERIENCE

Corporate Systems Support Manager / Keefe Group – TKC Holdings

2022 – Present

- Work alongside Corporate Project Manager to schedule projects, manage regional/corporate resources, and assist Analysts when needed.
- Complete Quote walk-throughs of facility to recognize what hardware and contractor needs will be required to complete a project efficiently and on time.
- Schedule internal conferences with Sales, Operations, and Technical Teams to ensure processes are smooth and recognize any potential issues that may need to be addressed prior to a Go-Live.
- Conduct Bi-weekly meetings on status of outstanding projects and address needs from the Western Region.
- Technical resource for Sales and Operations team.

Regional Implementation Analyst / Keefe Group

2018 - 2022

- Completed appointed projects on-time.
- Reassured and kept clients calm during project implementations.
- Filled out all necessary information into Service Portal for transition of projects to Helpdesk for continued support.
- Came up with solutions on the fly when unaccounted for issues arose that resulted in saving the project and allowing for on-time completion.

Client Relations Manager / Keefe Group

2016 - 2018

- Managed 53 accounts within the Western Region.
- Worked in conjunction with the Sacramento Warehouse to ensure on-time orders with a 99% fill rate for the clients.
- Sold additional services to clients that qualified.

- Certified as a cash courier for the company. Which included counting and verifying deposits that taken to the bank.
- Controlled and reviewed all price changes on a 6-month cycle for clients to maximize profitability.
- Renegotiated contracts and resigned multiple clients.

Warehouse Supervisor / Keefe Group

2010 - 2016

- Reconciled monthly P&L report for the Sacramento Warehouse.
- Worked directly with vendors to reduce Cost of Goods to improve profitability.
- Kept payroll consistently within the 12% of sales (which included off-site and fiduciary accounts) within the region.
- Generated and ensured that clients paid invoices on time.
- In charge of uploading and coding all accounts payable for the warehouse.
- Resolved interpersonal issues that employees came to me with.

Warehouse Worker / Keefe Group

2009 - 2010

- Pulled and bagged orders for inmates
- Stocked shelves for daily picking of orders
- Restocked shelves during daily fulfilment

EDUCATION

Enrichment for Computer Studies

American River College



PROPOSAL DESCRIPTION

9. Proposal Description

The Proposal should include the following:

- a. A brief synopsis of the Proposer's understanding of the County's needs and how the Proposer plans to meet them.

Keefe Response: Keefe has read, understands, and will adhere.

Since 1975, Keefe has provided commissary services to correctional facilities across the country. With our knowledge and experience we have become the industry leaders. Keefe will implement a commissary operation that meets or exceeds San Bernardino County's expectations. With zero costs to the County, Keefe will provide a comprehensive full-service commissary program highlighted by the following:

- Keefe Cloud banking and commissary software applications.
- A custom online package program, Securepak, for friends and family to order from.
- A dedicated on-site delivery team lead by a supervisor.
- A local dedicated Account Manager to serve as the main point of contact.
- **A local warehouse to fulfill all commissary orders located in Fontana CA, with administrative staff for all commissary needs.**
- Intake kiosks for all booking transactions.
- Access Corrections Secure Deposits with lobby kiosks, web, smartphone app and customer service line methods available for Trust Deposits and Bond Payments.
- Secure Release debit cards.
- Direct Debit Vending machines (value add).
- X-ray machines for each Type 2 facility.
- JMS integration.
- Dedicated Technical Support 24/7.

- b. A detailed statement of the proposed Services.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe has provided a detailed response to the Scope of Work, which begins on page 3 of this tab.

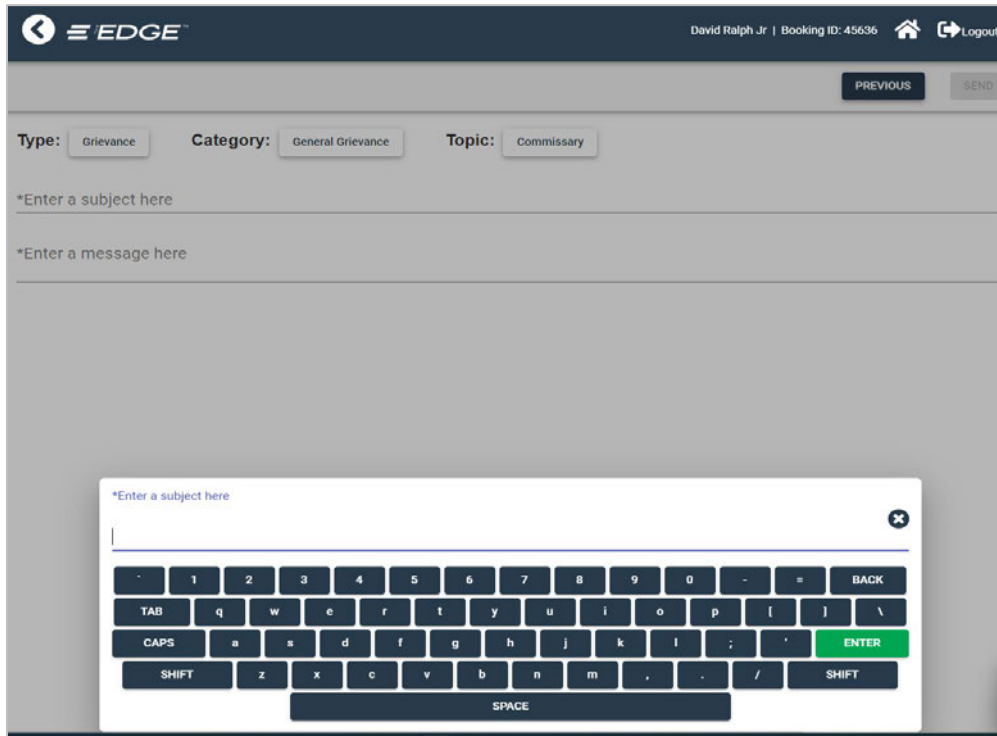
- c. Include a sample of forms for online and/or paper format use, currently used to process commissary-related inmates' grievances, request for reimbursement (for damaged or otherwise unacceptable items and items that could not be delivered because an inmate's release or relocation), and any other forms to be used in the proposed services.



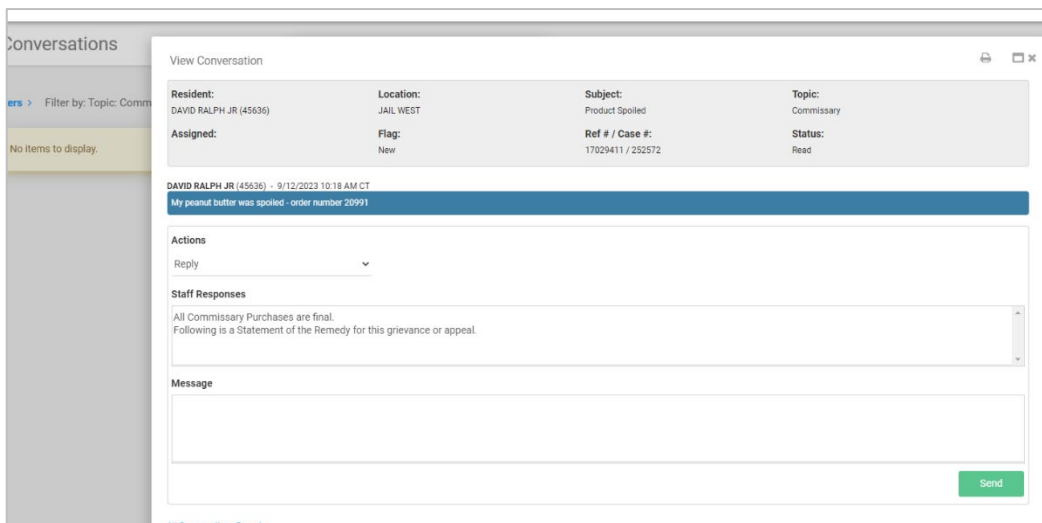
Keefe Response: Keefe has read, understands, and will adhere.

Keefe proposes the Keefe Edge Exchange online request grievance system for commissary related communications.

Inmates post electronic requests and/or grievances on Keefe Edge 2 services.

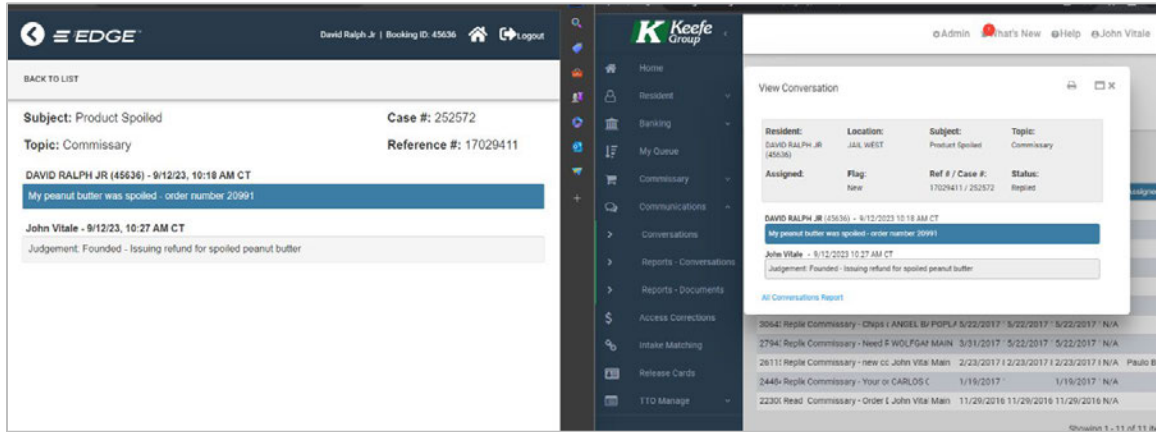


Authorized users review and respond to electronic requests and/or grievances.





Conversation History retained for full audit trail.



d. An explanation of any assumptions or constraints.

Keefe Response: Keefe has read, understands, and will adhere.

Assumption	Explanation
County will not accept walk up cash deposits from the public.	All walk up cash deposits to be directed to Keefe lobby kiosk.
County staff will attend training sessions and sign rosters demonstrating attendance.	Non-attendance at training sessions does not obligate Keefe to remedial training.
County technology and financial administrators will manage settings, roles, and restrictions in the banking, commissary, and communications systems.	Keefe staff will not be authorized to make administrative changes past implementation of the system.
County will pay commissary bills promptly within 30 days of delivery.	Failure to pay promptly may interrupt future services.

V. SCOPE OF WORK

A. BACKGROUND INFORMATION

The County encompasses 20,160 square miles and is the largest county by area in the continental United States. The County borders Los Angeles, Riverside, Orange, and Kern Counties, as well as the states of Arizona and Nevada. In accordance with California Penal Code Section 4025, the County provides jail store/commissary services to inmates housed at the various correctional facilities. This service is provided to the inmates by way of an independent contractor who operates the commissary pursuant to a contract entered into with the County.

The selected Proposer will be required to pay the higher of a Commission Rate on all completed sales excluding applicable taxes (“Net Sales”) or a Minimum Annual



Guarantee (MAG) in the amount of \$3,250,000, payable in equal monthly payments, for the opportunity to provide commissary services to the San Bernardino County Sheriff's Department. This fee must be paid monthly in arrears within ten business days of the end of each accounting period. The fee represents a minimum required commission. The current commission rate is 43% of commissionable items, including new product and specialty items requested by the County or County designee.

The County's inmate population is approximately 4,818; the maximum population is 7,754. Most inmates are held at one of three detention facilities that are located within a twenty-mile radius of each other. The fourth facility, High Desert Detention Center, is in the City of Adelanto, approximately 40 miles north of San Bernardino.

In addition to the 4 major facilities noted above, the County has 5 Type I booking facilities used to book inmates at outlying stations/areas. These inmates are subsequently transported to one of the Type II correctional facilities.

Facility list	Board Rated Capacity (BRC)
Central Detention Center	797
Glen Helen Rehab Center	608
West Valley Detention Center	3,347
High Desert Detention Center	1,781
Big Bear Station Jail	Type I
Colorado River Station Jail (Needles)	Type I
Morongo Basin Station Jail	Type I
Barstow Jail	Type I
Victor Valley Station Jail	Type I

Victor Valley Station Jail - which is currently not operated, is located in Victorville, approximately 40 miles north of San Bernardino. This facility is used by the High Desert Detention Center as a satellite booking facility.

Barstow Jail - This facility is located in Barstow, approximately 70 miles north of San Bernardino, and is attached to the Barstow Sheriff Station.

Colorado River (Needles) Station Jail - This facility is located in Needles, approximately 212 miles northeast of San Bernardino, and is attached to the Colorado River Sheriff Station.

Big Bear Station Jail - This facility is located in Big Bear, approximately 42 miles northeast of San Bernardino, and is attached to the Big Bear Sheriff Station.

Morongo Basin Station Jail - This facility is located in Joshua Tree, approximately 75 miles east of San Bernardino, and is attached to the Morongo Sheriff Station.



Based on the services being sought in this proposal, both the Type I booking facilities and Type II correctional facilities will need to be equipped with electronic money counting devices in the intake areas as part of the requested inmate banking system.

The County reserves the right to add or delete services in the future at the Type I booking facilities, should the need arise to do so.

Proposer will be required, during the term of the contract, to expand and or modify services as needed to accommodate any expansion projects, changes in services, updates, new technology trends and other changes requiring a modification of services/equipment that may occur at the facilities and have an impact on the services provided.

Keefe Response: Keefe has read, understands, and will adhere.

B. PROJECT DESCRIPTION

The County's essential objectives for this solicitation are:

OBJECTIVES:

- 1.1 To provide quality and accurate commissary to inmates of the County's correctional facilities, which include, but are not limited to:
 - a. Commissary Services
 - b. Inmate Banking System
 - c. Specific deliverables, including outputs such as published materials or training curriculum; and outcomes such as increased efficiency or reduced costs.

Keefe Response: Keefe has read, understands, and will adhere.

KEEFE CLOUD STAFF PORTAL APPLICATIONS

The Keefe Cloud staff and inmate portal applications support Commissary Sales, Inmate Trust Fund Accounting, and Inmate / Staff communications. Keefe's Cloud Commissary, Banking, and Communications applications are the online hosted versions of Keefe's Legacy applications. Using cloud services, facility staff access the following modules which can be set up (activated) according to facility specifications.

- **Inmate Module** (Manage, Book, Modify, and Release Inmates)
- **Banking Module** (Batches, Cash Drawers, General Ledger, Accounts Payable, Bank Reconciliation)
- **Commissary Module** (Orders, Refunds, Catalogs, Batches, Reports)
- **Communications Module** (Conversations, Grievances, Mail)
- **Access Corrections Reporting Module** (Secure Deposit, Reports, and Data Detective)



- **Edge 2 Services** (Inmate Self Service including commissary shopping, account transaction history, inmate-staff communications)

Facility users access the system through a Staff Portal at <https://keefe.cloud> using Chrome or Edge browsers on desktop computers. There is no limit of the number of users who can access the software as long as users have been granted access by the facility.

The Keefe Cloud staff portal enables a wide variety of financial, sales, and communications features including but not limited to:

Access from Chrome or Edge Browser

- No servers at on-site – applications hosted at <https://keefe.cloud>.
- No additional software required on facility computers.

Heightened Log-in Security

- Single Sign-on from work account
- Sign-on security for users and passwords enforced by County or State

Easy Search for Inmate Accounts

- Last Name, ID, Active, Inactive
- Paginated search results displaying balances and DOB.

Separate Sub-accounts per Inmate - User-definable, Customizable

- Tracks spending money separately from debts, bonding, and other accounts such as savings, payroll, or pre-paid phone

Easy Access to Useful Features from the Inmate Management Page

- Court Obligations Management
- Schedules - Review Automated Transaction Events
- Commissary Order History

Full Lineup of User Defined Transaction Types

- Deposits, Withdrawals
- Collectible Debts, Automatic prioritized debt collection rules
- Transfers, Abandoned Funds, Individual and Group Checks
- Cash Drawer Workflow
- Bank Reconciling Items
- User Defined Transaction Tags for collecting additional information about the transaction.

Dynamic Online Audit Trail for all Transactions

- Transaction history review - Hot links to associated accounts and transactions.
- Printable audit trail report for any transaction

Account Locks

- User defined financial restrictions with expiration date and supervisor override.

Notes

- Open text entry for documenting additional information about an inmate account.



Expanded Inmate Classification Capability

- User defined fields for tracking security classifications, dietary constraints, exemptions, custody type

Release Workflow

- Automated pre-defined account settlement rules
- Choice of disbursements Cash, Check, Debit Card, Bond-Out, Group Transfer, or split disbursement (when using two or more of these in combination)

Inmate Property Inventory

- Describe and record inmate property at intake.
- Review, audit, release inmate property

Customizable Reports

- Receipts, Releases
- Balances
- Deposit and Withdrawal Review
- Outstanding Debts Receivable
- Indigence Review
- Ad Hoc Exports
- Report on Inmate Status, Location, Balances, Obligations, and Transactions. Choose from more than 50 columns, and more than 20 row filters. See your results in Excel®

Rapid Entry in Preview Mode

- Transaction Batches – rapid lookup, transaction grouping, links to accounts payable.
- Group receipt printing, Group transaction reporting

Bank Reconciliation

- Quick identification of cleared items
- Bank-to-Book Auto-Calculated Bank Rec Summary
- Convenient Reconciling Entries

Real Time General Ledger

- Classified Balance Sheet Navigation
- Quick reporting and audit

Accounts Payable

- Organize payments to vendors and government agencies.
- Disburse accruals by fiscal period.
- Produce detailed disbursement advice.

Advanced Bank Transaction Search

- Use multiple search criteria to find bank entries of interest.
- Easy reporting on search results

Financial Statement Reporting

- Classified Balance Sheet
- Trial Balance
- Selective GL Account Time-Period Activity
- Debt Collection Results



- Ad Hoc Exports

Online Deposit Reporting

- Bank Transfers
- Depositor Information
- Link Analysis – see relationships between depositors and recipients.

Advanced Population-based Purchasing Restrictions

- Define inmate populations based on location, gender, classification, diet, privilege level, sanction, etc.
- Define categories (tags) to group items in restriction bundles.
- Set restrictions for shopping privileges (frequency, spending limit)
- Set restrictions per product or product category (tag) (qty, timespan)

Multiple Modes for Commissary Purchases

- Kiosk/tablet
- Phone
- Scantron
- Walkup (concession)
- Mobile Cart
- Vending
 - Real time direct debit from inmate account when item vends.
 - Cloud based vending audit/refill/planogram service.
- Direct manual entry
- Trinity Take-Out (hot meals kitchen service)
- Securepak – family purchases

Smart purchasing from multiple inmate sub-accounts

- Designate priority sub-accounts such as store credits, gift accounts, to be used for commissary purchases in addition to the primary spending account.

Review and Dispatch Commissary Orders

- Design Automatic Commissary Order Restrictions and Privileges
- Create Itemized Commissary Refunds

Auto-Credit for Out of Stock

- System-generated credits based on fulfillment outcomes at Keefe warehouse.

Indigent Assessment and Indigent Sales

- Automatic financial assessment over time, balance, transaction activity
- Separate catalog, billing structure
- Financial accounting for indigent accounts payable payment to vendor / accounts receivable reimbursement from County (welfare, other)

Bill-Pay Auto-Reconcile

- Select delivery batches to auto-reconcile with inmate receipts.
- Auto-create reconciled Accounts Payable payment batch(es) for disbursement.
- Option to create split disbursement for Keefe/Tax/Commission



Report Sales by Delivery Batch, Category, and Inmate Receipt details

- In-Line and drill down (retrospective) reporting with advanced filters
- Immediate export to Adobe, Excel

Grievance Process – Judgment / Appeal Case Numbers and Case History

- Request/Grievance - Initiate by Category
- Request/Grievance - Officer Initiate
- Request/Grievance – Previewer – Previewer can resolve or dispatch (release) to specialist group.

Data Conversion

- Personal Information – IDs, Names, Locations
- Closing Balances from spending and savings accounts
- Unpaid Debts
- Uncleared Checks
- Inmate Account Statements in Adobe Format

Interfaces with Partner Systems

- Inmate Information – JMS/OMS
- Web Services – Real Time
- File Exchange – Scheduled
- Phone Services
- Phone Time Purchases and Refunds - Web Services – Real Time
- Phone Time Purchased via Commissary – Scheduled by Staff User
- Refunds at Release – Web Services – Real Time

Transition Management

- Keefe Technical Services Project Management

1.2 To obtain high-quality, well-supported software, services, and support for the Inmate Banking System and the many transactions, interfaces and processes between the individual accounts and the various third-party applications and service providers that the County uses or may use at any time in the future.

 Keefe Response: Keefe has read, understands, and will adhere.

The Keefe Cloud SaaS is in use at 175 facilities nationwide including the following California facilities:

1. Atascadero State Hospital, CA
2. Coalinga State Hospital, CA
3. El Dorado Co Jail, CA
4. GEO – El Centro, CA
5. GEO Group - Taylor Street Center, CA
6. Geo-Care Long Beach Community Re-entry Center, CA
7. Humboldt County Jail, CA



8. Lake County Jail, CA
9. Mendocino County Jail, CA
10. Metropolitan State Hospital, CA
11. Napa State Hospital, CA
12. Patton State Hospital, CA
13. San Benito County Sheriff, CA
14. San Francisco Sheriff's Department, CA
15. San Mateo Co Sheriff's Office, CA
16. Santa Barbara County Jail, CA
17. South Lake Tahoe Detention Facility, CA
18. Sutter County Jail, CA

<i>Interfaces for Resident Information</i>					
Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients
GEO Group - Wackenhut	28	ITI	4	Intelliforce	1
Spillman	26	Central Square	3	JALAN HTE Sun Gard	1
ViaPath	26	SecureManage	3	Justice	1
TSG/Tyler Tech/Odyssey	25	CrimeStar	2	Kologic	1
JailTracker	22	E-Force	2	Lawman	1
Zuercher	17	IDNetworks	2	Lotus	1
ICS	15	Intellitech	2	Net Data	1
New World	15	M&M SOMS	2	ODYS	1
Beacon	11	MiCase	2	Omnigo	1
OSSI	10	Motorola - Offender Track	2	ProPhoenix	1
Black Creek	9	OneSolution	2	PTS	1
EIS	9	Police Central	2	Scribe	1
MTC	8	REJIS	2	SMART	1
Southern Software	8	SunRidge	2	SSI	1
Archonix	6	Tiburon	2	Sundance	1
CTS SmartCop	6	Tiger	2	UCM	1
Eagle	6	Affix	1	USA Software	1
Jamin	6	Cadmus	1	County	53
ADT	5	CCIS-AOC	1	State	7
ATIMS	5	Civica	1	Other	6
GEOTrack	5	CMIS	1		
Securus	5	EDOC	1	Vendor Systems	70
TriTech/Visionair	5	Enterpol	1	Keefe Clients	414
BluHorse	4	ILEADS	1		
CorrectCare	4	InTech	1		



Interfaces with Phone/Tablet/Kiosk Vendors			
Vendor System	Keefe Clients		
	Keefe IVR Orders from Vendor Phones	Keefe Commissary App on Vendor Hardware (Kiosk/Tablet)	Phone Sales From Commissary
Ally/VendEngine		2	
AmTel	2		1
ATG		26	
City TeleCoin (CTC)	9	3	
Combined Public Communication (CPC)	3		
Encartele	7	2	
Homewav		16	2
ICS	51	65	29
Infinity	2		1
JPay		1	
Lattice	2	1	
NCIC	6	7	13
Nucleos		1	
Other	114	1	30
Paytel	5	3	6
Securus	106	23	174
Smart Communications		15	
Talton (tablets)		4	
TechFriends		3	
Telmate	12	18	16
ViaPath	23	99	95
VizVox		5	
Vendors	13	19	10
Clients	342	295	367

Positive Pay Interfaces with Banks	
Bank	Keefe Clients
US Bank (USB)	15
Wells Fargo (WFB)	11
Bank of America (BOA)	7
Branch Banking & Trust (BBT)	3
Other	3
Toronto Dominion (TDB)	3
First Bank	2
Key Bank	2
Allegiance Bank	1
American National Bank of Texas	1
Bank of New Hampshire	1
Bank of Oklahoma	1
Bank of West	1
Bennington State Bank	1
BMO Harris	1
Busey Bank	1
Cadence Bank	1
CCB	1
Chase Bank (CHS)	1
Chemical Bank	1
Compass Bank	1
Enterprise Bank	1
First Security Bank	1
Fulton Bank	1
Heritage Bank	1
IBC Bank	1
M&T Bank	1
Old National Bank	1
Regions Bank	1
Security National Bank	1



- 1.3 To meet a 98% daily fill rate for all standard commissary orders and a 98% weekly fill rate for all non-standard commissary orders.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe prides itself on responsive customer service, completely customizable programs with an emphasis on security, a professional and experienced staff, 100% secure distribution centers and a large enough inventory to ensure availability.

At Keefe, a large part of our service revolves around product availability. Since 2001, Keefe has met and exceeded a **99% fill rate** and a **99% pick and pack accuracy rate** each week. Keefe's high fill rate reflects **over 6,000 products** and **2,200 customers** nationwide.

- 1.4 To provide an adequate variety, quantity and quality of products including low-salt, sugar-free, heart-healthy, kosher, halal, and other merchandise appropriate to the dietary, nutritional, cultural, and hygienic needs for all types of inmates housed or that may be housed at County facilities at any given time.

Keefe Response: Keefe has read, understands, and will adhere.

Throughout its history, Keefe has developed the products that best fit the unique needs of the Correctional channel. With a full line of private label offerings that provide the value that the market looks for, to partnering with key retail brands to offer their products in the right package for our market, Keefe provides the best combination of value, security, and great brands.

Keefe sells a wide variety of both branded and private label products across most product categories. We have an extensive list of private label brands that we source across the US, and around the world, in order to offer comparable quality to the national/retail brands, but at a much more advantageous price, as well as introducing unique items and flavors that appeal to the demographics of the correctional market. We also have strong relationships with many top retail brands as well and work extensively with them to offer their products at an advantageous price for the cost sensitivity of the market. In many cases, we also work with them to develop unique products that carry the retail brand, but have special packaging made specifically for the correctional environment. These include Doritos and Cheetos in clear bags, Velveeta beans and rice in clear pouches, Kool-Aid in clear/resealable pouches, and Maruchan Ramen in clear packaging.

- 1.5 To provide Commissary Services and merchandise to inmates for sale at fair and reasonable prices.

Keefe Response: Keefe has read, understands, and will adhere.



Keefe's pricing is based on convenience store pricing, neighboring county facilities, and the current commodities market conditions for our item pricing. We will propose pricing changes no less than annually, and no changes will be made without the approval of the County.

1.6 To obtain technologies and services that will enhance the operations of the County's Type I and Type II correctional facilities such as, but not limited to, those listed in Section V.A. - Background.

Keefe Response: Keefe has read, understands, and will adhere.

Please see responses to 1.1 and 1.2 above.

1.7 To generate commission revenues adequate to support the necessary programs and expenditures of the Inmate Welfare Fund.

Keefe Response: Keefe has read, understands, and will adhere.

Our commission offering is detailed in **Tab 11 – Cost and Commission Rate Schedule**.

PRICING/COMMISSIONS:

- 2.1 Sales** – The selected Proposer shall pay the higher of a Commission Rate on all completed sales excluding applicable taxes (“Net Sales”) or a Minimum Annual Guarantee (MAG) in the amount of \$3,250,000, payable in equal monthly installments. The Proposer shall be responsible for paying all applicable taxes. Returned, undelivered, or rejected merchandise shall not count towards total commissionable sales, nor shall any items that may not be marked up for re-sale, i.e., stamps.
- 2.2 Pricing** – The Proposer is to submit the proposed price list, items, package size brand name, and warranty (if applicable) of each product proposed for sale.
- a.** All prices proposed shall be held firm for the life of the contract unless Proposer can provide documentation that the manufacturer has increased pricing of the product or that the product has been re-sized, re-formulated, discontinued, or altered by the manufacturer, in which case price changes and/or alternate products may be considered.
 - b.** No brand, price, packaging, or product may be changed at any time without the prior written approval of the County or its designee.
- 2.3 Fees** – The Proposer is to submit and describe any and all fees associated with handling deposits and/or processing transactions into or out of Inmate Banking Accounts. No fees may be charged to the County at any time for software or equipment support, updates, or training.
- 2.4 Commissions** – Proposer shall state the proposed commission Proposer shall pay to the County Inmate Welfare Fund. Current commission levels are 43% of net sales.



- a. Commissions shall be paid monthly to the County’s Inmate Welfare Fund by check or EFT (Electronic Funds Transfer). These payments shall be remitted within ten (10) business days after the end of the previous month.
- b. All commission payments shall be accompanied by a detailed sales report in Microsoft Excel such that the County can verify the accuracy of the payment and calculation by comparing it to records in the commissary application.
- c. Commission payments shall be deemed late if they are not paid by the 15th business day following the end of the designated monthly accounting period.
- d. The County reserves the right to assess a fee for repeated late, inaccurate, or incomplete payment of commissions. This fee shall be equal to 5% of the commission payment(s) that were late, inaccurate, or incomplete.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe has provided a detailed response to this section in **Tab 11 – Cost and Commission Rate Schedule**.

3. BUSINESS AND/OR WORK ENVIRONMENT

3.1 Deliveries – Currently, commissary items are delivered directly to the four major facilities at least once per week: Central Detention Center, High Desert Detention Center, Glen Helen Detention Center, and West Valley Detention Center. Commissary services should be augmented by vending machines or other on-site solution for inmates to make immediate item purchases. The stationary vending machines would require to be filled twice per week, or as needed, and operable by debit card.

Keefe Response: Keefe has read, understands, and will adhere. Per the Questions and Answers, please see the response provided by the County below:

41. If vending machines are proposed, how many total vending machines will be needed? And what percentage of the population will have access to the vending machines?
A: This would be decided at a later date once a proposal is completed and would be based on each detention center’s need.

However, Keefe has provided a description of our Direct Debit Vending program as a value add on the following pages. Keefe will discuss this option with the County upon request.



Direct Debit Vending

Keefe state of the art Direct Debit Vending solution replaces the need for all preloaded vending cards. The smart technology identifies the inmates account and allows direct access to the account balance. This allows inmates to order from the machines using real time balances without the need for vending cards.

- The inmate authenticates their identity and unique PIN at the vending machine.
- Once verified, the inmate receives approval to vend.
- If the inmate's product selection is approved, their account balance is verified, and a charge is applied.
- If the product vends successfully, the transaction is complete, and the account is immediately debited.
- If the product does not vend successfully, the transaction is cancelled, and a credit is immediately applied to the inmate's account.



DIRECT-DEBIT VENDING

HOW IT WORKS

Each inmate will authenticate his/her unique ID and key in his/her unique PIN number. Barcode scanning for the ID is also an option.

Options on the touchscreen include Purchase, Account History, PIN management and Lock Account functions. It can also display the inmate's balance and spending limit.

An image of the item being purchased, along with its calorie count and price will appear before the purchase is confirmed.

The inmate's prior transactions can also be displayed to help him/her manage the account.

Vending staff will clean, test, and fill each machine, and ensure all trash is cleared from the area and a conduct a visual check to ensure the integrity of each machine has not been compromised.



Repair

Keefe vending staff is trained to perform a variety of preventative maintenance, including regular weekly inspections and cleaning. Keefe is also partnered with a variety of vending machine providers capable of repairing more complex vending machine issues. Should a vending machine require repair beyond the training of our in-house staff, our partnerships with vending companies allow us to call on them for further repair services.

3.2 Accessibility - The Proposer will be responsible for coordinating with each facility and the overall Community Service and Reentry Division's Inmate Services Unit to provide access to certain commissary items for certain types of inmates (e.g., general population, indigent, disciplinary isolation, minimum to maximum security.) The Proposer must be able to provide the goods to be sold, other related services, necessary warehousing for inventory, delivery infrastructure, and necessary personnel. The Proposer must operate in such a way that overall facility operations are not disrupted by Proposer's operations.

The County shall provide access to loading docks and a receiving area at each facility and shall make reasonable accommodation for necessary Proposer onsite equipment including a PC workstation, scanner/printer, and phone. **The selected Proposer shall provide all necessary on-site commissary equipment, software, equipment/software installation, upgrades, preventive maintenance, replacement equipment, and staff at no cost to the County for the duration of the Contract's term.**

Keefe Response: Keefe has read, understands, and will adhere.

4. COMMISSARY OPERATIONS

4.1 Proposer shall provide access to the inmate commissary on a schedule that ensures each inmate has an opportunity to make purchases at least once per week. The schedule must be agreeable to the County and be such that commissary ordering and delivery does not interfere with facility operations. Holiday delivery and ordering schedule changes must be submitted at a minimum of 30 days prior to the holiday. Notification of changes must be provided to all facilities. In the event an inmate is not present during delivery or has been moved to a different facility and/or area since time of order, Proposer shall make a second delivery attempt within 24 hours.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will comply with all requirements from San Bernardino County commissary delivery schedule. Upon award, Keefe will work with the County on a mutually agreed-upon delivery schedule.



4.2 Proposer shall establish and maintain an efficient system for providing refunds for damaged or otherwise unacceptable items and items that could not be delivered because the inmate was released or moved.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe Commissary Network will provide refunds to any discrepancy during delivery in the next 24 hours after the delivery is completed, the same procedure will happen with orders from release or relocated inmate.

Authorized users may apply refunds by line item (partial refund) or by entire order.

The screenshot shows the 'Refunds' application interface for Order # 170497. It includes a header with 'Commissary / Refunds / Refund Entry' and 'Order Status: Shipped Order Date: 05/25/2023'. Below the header, there are fields for 'Resident' (Booking ID: 23J02890, Resident Number: 23J02890, Name, DOB: 8/4/1979), 'Refund Reason' (Partial Refund), and 'Refund Reason' (Note). A table lists 28 items with columns: Item #, Description, Invoice Qty, Invoice Amount, Price Refunds, Refund Qty, Refund Amount, and Refund Reason. The table shows various food items like 'XL MENS BLACK OLOG', 'XLG T-SHIRT', 'JOB HONEY BUN', etc. At the bottom, there are summary statistics: Invoice Total: \$99.93, Prior Refund: \$2.28, This Estimated Refund Tax: \$0.00, and This Estimated Refund: \$20.69. There are also 'Next Refund' and 'Done' buttons.

Item #	Description	Invoice Qty	Invoice Amount	Price Refunds	Refund Qty	Refund Amount	Refund Reason
7903	XL MENS BLACK OLOG	1	\$20.69	0	1	\$20.69	Short
1807	XLG T-SHIRT	1	\$8.33	0	0	\$0.00	
3274	JOB HONEY BUN	2	\$8.88	0	0	\$0.00	
6300	BEEP STICKS 1 OZ	4	\$7.76	0	0	\$0.00	
6426	CHEDDAR CHEESE SOZ 2OZ	2	\$2.76	0	0	\$0.00	
6193	SUPP BLU CHS CHPT 1.5OZ	2	\$2.50	2			
2214	10PK SWEETMATE PINK	1	\$0.78	1			
4190	SOUL FRUIT BALLS 4.28OZ	1	\$1.94	0	0	\$0.00	
0887	ANTISHANK TOOTHRUSH	1	\$1.00	0	0	\$0.00	
0216	ODDIA BUTTER LOTION 4OZ	1	\$1.69	0	0	\$0.00	
3004	PB CREME COOKIES 6OZ	1	\$2.81	0	0	\$0.00	
6400	(EA)CHWY CHOD CHIP GRANOLA	2	\$2.48	0	0	\$0.00	
6245	MUSTARD 12PK	1	\$1.78	0	0	\$0.00	
6126	SO & ONION CHIP 1.5OZ	1	\$1.69	0	0	\$0.00	
6108	MIL BBQ CHIP 1.5OZ	2	\$3.38	0	0	\$0.00	
6090	KP INST WHITE RICE 6OZ	1	\$1.89	0	0	\$0.00	
6600	FLOUR TORTILLAS 6CT	1	\$2.14	0	0	\$0.00	
6190	FISH STK DRN CHILI OIL	1	\$2.14	0	0	\$0.00	
6189	PO FISHSTKS/SPICY MUSTARD	1	\$2.82	0	0	\$0.00	
6178	PO MACKERAL	2	\$6.28	0	0	\$0.00	
6483	JALAPENO PRETZELS 2OZ	1	\$2.01	0	0	\$0.00	
6176	SO BEEP STEW	1	\$4.70	0	0	\$0.00	
6016	LIME CHILI W/SHRIMP RAMEN	3	\$4.08	0	0	\$0.00	
6800	PICKLE (HOT) 9.6 OZ	2	\$4.78	0	0	\$0.00	
2081	SUGAR PACKET SINGLE	9	\$0.90	0	0	\$0.00	
6008	CHILI RAMEN (EA)	2	\$4.08	0	0	\$0.00	

Users may specify a reason code for the refund.

The screenshot shows a dropdown menu for 'Refund Reason'. The options listed are: Damaged, Expired, Short, Transferred/Refused, and Wrong. The 'Refund Reason' label is at the top of the dropdown.



The Keefe Cloud Commissary SaaS immediately posts the refund to the inmate account, providing an easy access audit trail.

Accounts		Obligations		Schedules		Orders		Search Transactions	
Order Number: 170497		Order Date: 8/25/2023 1:18 PM				Status: Shipped			
Item #	Item	Item Price	Requested	Approved	Total	Denied	Reason	Refund Quantity	Refund Amount
0215	COCOA BUTTER LOTION 4OZ	\$1.69	1	1	\$1.69	0			
1507	XLG T-SHIRT	\$5.33	1	1	\$5.33	0			
7603	XL MENS BLACK CLOG	\$20.69	1	1	\$20.69	0		1	\$20.69
6500	PICKLE (HOT) 9.6 OZ	\$2.39	2	2	\$4.78	0			
6178	FC MACKERAL	\$3.14	2	2	\$6.28	0			
6176	BC BEEF STEW	\$4.70	1	1	\$4.70	0			
6105	ML BBQ CHIP 1.5OZ	\$1.69	2	2	\$3.38	0			
6300	BEEF STICKS 1 OZ	\$1.94	4	4	\$7.76	0			
6600	FLOUR TORTILLAS 6CT	\$3.14	1	1	\$3.14	0			
6153	BUFF BLU CHS CHIP1.5OZ	\$1.25	2	2	\$2.50	0	Out of Stock	2	\$2.50
2214	10/PK SWEETMATE PINK	\$0.75	1	1	\$0.75	0	Out of Stock	1	\$0.75
6683	JALAPENO PRETZELS 2OZ	\$2.01	1	1	\$2.01	0			
6428	CHEDDAR CHEESE SOZ 2OZ	\$1.38	2	2	\$2.76	0			
3274	ICED HONEY BUN	\$2.94	2	2	\$5.88	0			
3004	PB CREME COOKIES 6OZ	\$2.51	1	1	\$2.51	0			
6190	FISH STK GRN CHILI/OIL	\$3.14	1	1	\$3.14	0			
4150	SOUR FRUIT BALLS 4.25OZ	\$1.94	1	1	\$1.94	0			
6016	LIME CHILI W/SHRIMP RAMEN	\$1.36	3	3	\$4.08	0			
6050	KF INST WHITE RICE 8OZ	\$1.89	1	1	\$1.89	0			
6126	SC & ONION CHIP 1.5OZ	\$1.69	1	1	\$1.69	0			
6263	MUSTARD 12PK	\$1.75	1	1	\$1.75	0			
2081	SUGAR PACKET SINGLE	\$0.10	9	9	\$0.90	0			
0557	ANTISHANK TOOTHBRUSH	\$1.00	1	1	\$1.00	0			
6400	(EA)CHWY CHOC CHIP GRANOLA	\$1.24	2	2	\$2.48	0			
6005	CHILI RAMEN (EA)	\$1.36	3	3	\$4.08	0			
6189	FC FISHSTKS/SPICY MUSTARD	\$2.82	1	1	\$2.82	0			
Sub-Total:					\$99.93	Sales Tax:	\$0.00	Order Total:	\$99.93
Refund Sub-Total:					\$23.94	Refund Sales Tax:	\$0.00	Refund Total:	\$23.94
Related Banking Transactions					Date/Time	Accounting Event	Description	Account	Amount
					08/29/2023 04:12 AM	Commissary Sale	Commissary Purchase, Order Number : 170497	Trust	\$99.93
					08/29/2023 04:52 PM	Commissary Return	Commissary Auto-credit for order: 170497 out of stock items.	Trust	\$3.25
					09/11/2023 12:13 PM	Commissary Return	Commissary refund for Order: 170497 / Batch 290018	Trust	\$20.69

Grievances

Keefe specializes in preventing inmate complaints. Keefe personnel accept grievances involving commissary orders, items and pricing, and address issues in the timeframes requested. Items are replaced or credits issued, and written documentation retained for all commissary service grievances addressed. Keefe recognizes inmates as customers and makes every effort to treat them fairly.

Keefe’s policies and procedures are key in preventing inmate complaints concerning commissary products and services, including:

- Ensuring that all inmates with funds who place an order will receive an order. This often requires our staff to correct the inmate’s ID on the order form.
- Ensuring that the order is delivered to the correct inmate.



- Ensuring that all items charged are delivered in full and to the satisfaction of the inmate receiving the order.
- Printing on the order receipt, the items which were ordered but rejected and not charged or delivered due to reasons such as insufficient funds, violation of a restriction, exceeding the spending limit, and taking the time to explain to the inmate.
- Delivery Agents verify that the inmate receives their order during re-routes.
- Delivery Agents bring with them a complete listing of inmate fund balances at the time the orders were entered. This is especially useful when explaining to inmates that they will not receive an order due to insufficient funds at the time the order was placed.
- Processing and re-delivering missing and damaged items.
- Re-routing orders for inmates who have been moved after placing their order.
- Posting all credits in an expedient and timely manner.
- Reconciling all signed order receipts and posted credits with the listing of charged orders to ensure 100% completion.
- Providing an efficient and exceptional level of service.
- Providing product quality and value which are recognized by the inmates.

Although Keefe takes great measures to prevent any type of inmate complaints, we propose the following policy for clarification:

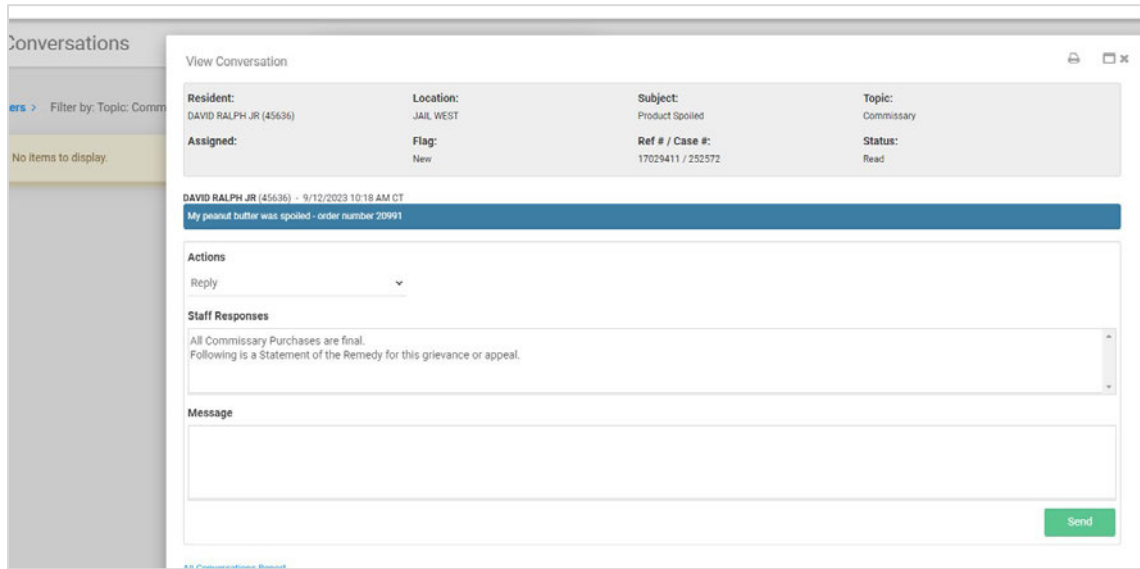
Keefe will research, resolve, respond, and forward back all inmate complaints, requests, and grievances within 24 hours of receipt. The nature of the complaint will be researched thoroughly before it is responded to. The Commissary Manager or Assistant will approve the response prior to forwarding to the department handling the complaint. Any need for resolution on Keefe's part will be handled immediately and documented on the response. The complaint, resolution, response, and supporting documentation are provided to the department handling the complaint within 24 hours of receipt.

4.3 Proposer shall establish a system and maintain procedures for the effective resolution of inmate grievances for commissary related issues. Procedures must be compatible with, and use the same forms as specified in the Sheriff's Office Policy on inmate grievances (Exhibit 2). The system must be electronic, easy to use and must allow inmates to directly contact the Proposer to resolve these concerns. It should be made available via webform on kiosks, tablets, or other electronic means.

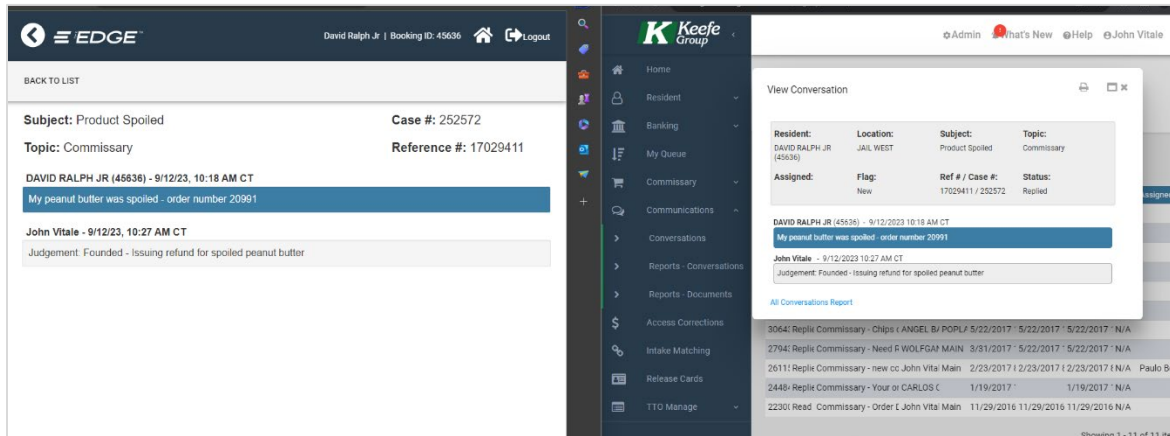
Keefe Response: Keefe has read, understands, and will adhere.

Inmates post electronic requests and/or grievances on Keefe Edge 2 services.

Authorized users review and respond to electronic requests and/or grievances.



Conversation History retained for full audit trail.



4.4 Proposer shall provide inmate commissary from an offsite location, with all warehousing, administrative offices, and other necessary facilities to be located outside of County facilities. The Proposer shall provide and maintain enough vehicles necessary to make deliveries on schedule.

Keefe Response: Keefe has read, understands, and will adhere.

Orders are sent electronically, and printed and filled at our secure, local 100,000 s.f. warehouse in Fontana, CA.

Orders are sealed and delivered to the inmate population unopened in ventilated, clear plastic bags, with two copies of the receipt of purchase with the inmate's name and ID number clearly



visible from inside the bag. Keefe's fully trained, uniformed personnel deliver commissary to each individual inmate within the required timeframe.

Keefe staff will deliver commissary orders to each individual inmate at their location as marked on the delivery receipt. The order is inventoried by the inmate and delivery agent and the receipt is signed by the inmate to indicate accuracy and acceptance of the order. Should a discrepancy arise, it will be handled at that time. Credits due will be noted on the receipt and handled following delivery within 24 hours. The second invoice will be forwarded to the designated Sheriff's Office contact.

Commissary orders will be delivered to the facility weekly on dedicated Keefe trucks. Delivery schedule will be by mutual agreement with the Facility Commander and subject to the operational needs of the facility. Delivery of commissary will take place regardless of weather, holidays, work stoppages or any adverse conditions.

4.5 Due to the County not having space for inventory to be stored onsite at each facility, all orders shall be received by the selected Proposer and then bagged offsite before being brought to each County facility for delivery to inmates by Proposer's staff.

Keefe Response: Keefe has read, understands, and will adhere.

All commissary operations as it relates to order fulfillment and inventory management will take place at our local warehouse in Fontana, California.

4.6 Proposer must describe a transition plan by which, if selected, Proposer will take over commissary operations in such a way that neither commissary services nor facility operations are disrupted by the transition of services.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe's experience and success in implementing large scale operations in short time frames is unequalled in the industry.

Project Management

Our Project Managers conduct more than 40 technology transitions per year for customers in the corrections industry. Transitions range from Trust Fund Banking migrations to Commissary Inventory change outs to kiosk installations and related financial, messaging, and media applications. Keefe builds each project plan with the customer according to the specifications of the solicitation and finalized contract. We draw upon our internal resources for procurement, configuration, data migration, custom interface development, training, and installation. Project timelines and milestones are reviewed with the customer at minimum on a weekly basis for change management and escalation when required.



An example basic implementation and training plan is provided below. We will work with the County to modify the project phases, milestones, and delivery dates to accommodate the customized solutions that San Bernardino requires.

Sample High Level Implementation Plan

The example below will be customized to meet San Bernardino County’s specific requirements.

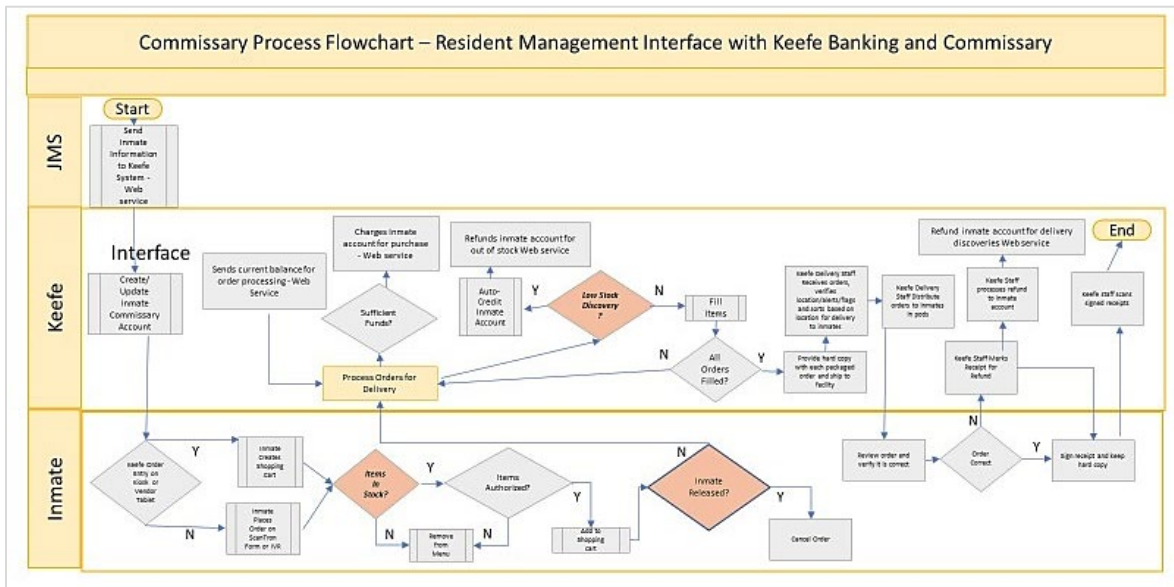
Calendar Day		Milestone	Participants		
Begin	End		Keefe	San Bernardino County	Other Providers
1	1	Plan Review & Project Kickoff First implementation meeting. Review/confirm preliminary milestones, determine project participants & roles	X	X	X
2	5	Overview & Configuration Specifications Introduce and demonstrate system features; determine configurable items: chart of accounts, bank info, high level interfaces, authorized users, network configuration, user interface, data migration	X	X	X
5	15	Design Specifications Detailed interface, infrastructure, network, financial, and user authorization specs with projected timelines. Present prototype Accounting System with configurable attributes set per county specs	X	X	X
10	24	Provisioning Procure equipment, network, and electrical cabling; deliver/ configure equipment and network/infrastructure	X		
16	28	Develop Interface Code, test, and complete interfaces	X	X	X
20	24	Data Migration Sample data migration & presentation	X	X	X
20	28	Installation Operational system pending final test	X		X
28	35	System Testing End to end testing of transactions, interfaces, services Fully functional system; confirm 'go-live' date	X	X	X
35	38	Staff Training - End user & administrator Completed training & guides published	X	X	X
38	38	Inmate Training – Housing Kiosk, Tablet, or phone ordering use Completed training & guides published	X	X	X
25	38	Public Training Training & marketing materials finalized and distributed	X	X	
39	40	Data Migration - Introduce all services; activate and use all components	X	X	X



4.7 Proposer must describe the procedures by which commissary services will be provided.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will provide commissary services to all Type 2 facilities based on the current schedule. All order fulfillment and processing will be administered at our local Fontana warehouse location by Keefe staff. All orders will be transported to each jail location by Keefe staff using dedicated Keefe trucks. Keefe staff will complete delivery directly to each of the housing units.



4.8 Proposer must describe the form digitizing process for automated, electronic ordering.

Keefe Response: Keefe has read, understands, and will adhere.

- Electronic Orders – Kiosk/Tablet – digitized in SQL Server database.
- Electronic Orders – Phone IVR – digitized in SQL Server database.
- Scantron Orders – Optical Mark Recognition (OMR) – digitized in SQL Server database.

4.9 Proposer must describe the capabilities of any proposed phone or electronic ordering system, to include inmate tablets or any other proposed ordering methods.

Keefe Response: Keefe has read, understands, and will adhere.

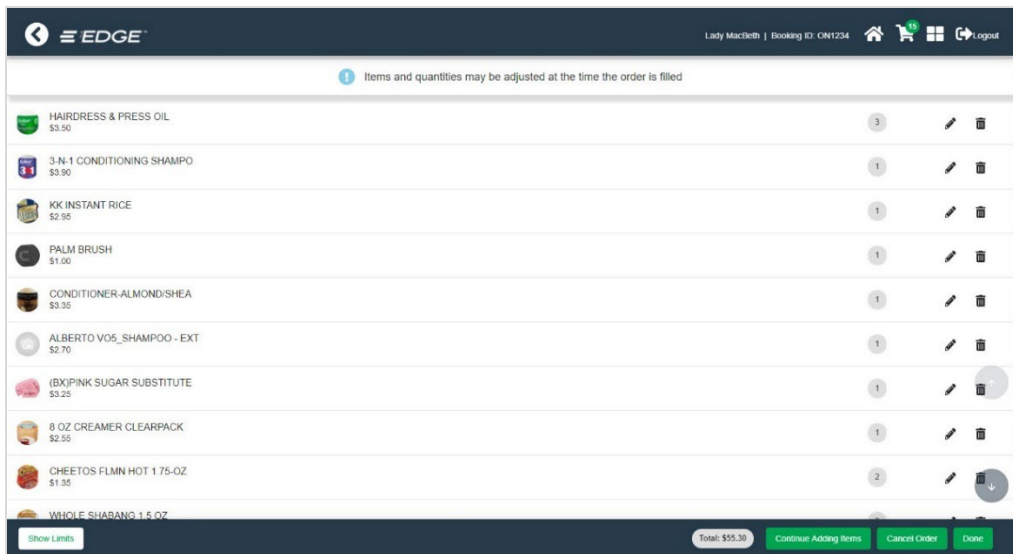
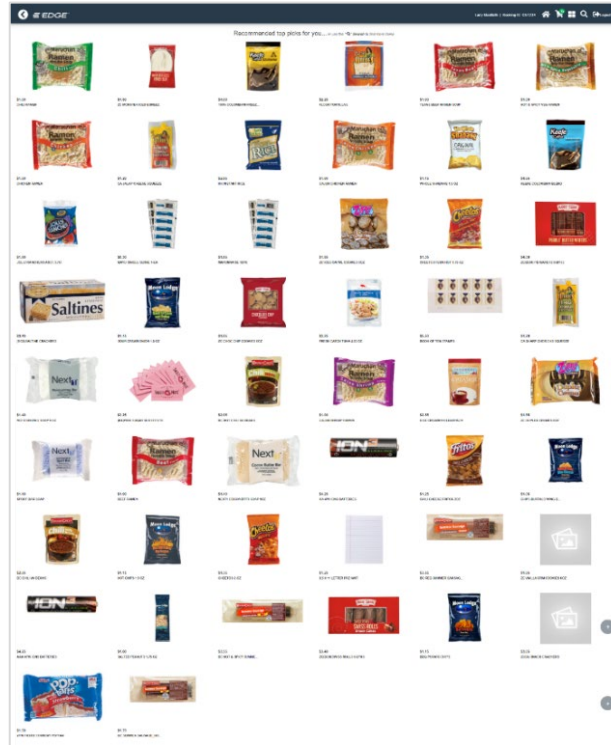
Kiosk and Tablet Commissary Ordering

The Edge 2.0. application is designed to allow inmates to enter their orders and adjust them as often as they would like until the cutoff time. Once the cutoff time is reached, all order requests



are processed, and all facility rules and restrictions are applied. After all requests are processed, orders are built and dispatched to the distribution center for fulfillment.

The touch screen ordering system allows users to view approved commissary product pricing and availability. The ability of an inmate to see the product they are ordering has a direct impact on overall sales. Inmates are able to create a “grocery list” with the Edge kiosk/tablet application. Inmates simply touch the category that will then display the items to be added to the grocery list.





Ordering Commissary Items through the Inmate Telephone System (ITS)

Any inmate may access Keefe’s phone order entry platform from the ITS. Keefe’s phone order entry platform may be accessed from the ITS via simple speed dial to Keefe’s Integrated Voice Response (IVR) center. Connections from the ITS to Keefe’s IVR may be analog or voice over IP. Keefe’s IVR script announces the inmate’s spendable balance and enables order entry from Keefe’s menu of commissary products. Orders placed on the Keefe IVR are swept on a scheduled basis for fulfillment and delivery. All items in the inmate’s phone order entry request are listed on the delivery receipt, including items that were denied for various restrictions or insufficient funds.

4.10 Proposer’s system must allow the County to set spending limits and product restrictions for individuals or groups based on classification status, housing location, and/or disciplinary restrictions.

Keefe Response: Keefe has read, understands, and will adhere.

Authorized users may create and manage rule sets by product, category, inmate demographics, custody level, and frequency.

Name	Description	Population	Scope	Type
Female Indigent Kit Restriction	Indigent Kit Restriction for Female inmates	Housing: Female Detention	MULTI-Item	Limit
Feminine Products	Feminine Products	Gender: Male	MULTI-Item	Limit
Gluten Free	Gluten Free	Diet: Gluten Free	MULTI-Item	Limit
Halal	Halal	Diet: Halal	MULTI-Item	Limit
Indigent Frequency Rule	Only 1 kit every two weeks regardless of whether it is male, female, or seg		MULTI-Item	Limit
Kosher	Kosher	Diet: Kosher	MULTI-Item	Limit
Male Indigent Kit Restriction	Indigent Kit Restriction for Male Inmates	Gender: Male	MULTI-Item	Limit
One Order Per Week - non indigent	One Order per Week		Catalog	Limit
Peanut	Peanut Allergies	Diet: Peanut	MULTI-Item	Limit
Seg Indigent Kit Restriction	Seg not allowed standard male or female kit	Housing: Segregation	MULTI-Item	Limit
Sugar Free	Sugar Free	Diet: Sugar Free	MULTI-Item	Limit
Vegan	Vegan	Diet: Vegan	MULTI-Item	Limit

4.11 Proposer’s system must interface with the County’s Jail Information Management System (JIMS). The selected Proposer will work with and coordinate with Sheriff’s IT Department. The system must fully conform with and support the following County infrastructure and environment requirements:

Keefe Response: Keefe has read, understands, and will adhere.

The Keefe Cloud Software as a Service (SaaS) is fully hosted by Keefe Group at redundant data centers. No server footprints are required on County premises, and uses access the SaaS via Edge or Chrome browsers.

Keefe provides a number of API’s for data exchanges. These include the methods listed in 4.11 L below. When Keefe provides the Commissary application with an interface to the County’s inmate banking system, methods 1, 2, 5, 6, and 7 are consumed by Keefe. Keefe designed this



interface with San Bernardino County during its previous contract with the county. Should the County adopt the Keefe Banking system in addition to its Commissary system, methods 2, 3, and 4 would be consumed by Keefe.

Keefe also provides API's for posting transactions into the Keefe banking system should the County opt to use the Keefe SaaS banking application. These include Transaction Posting services in use by dozens of phone providers and JMS systems nationwide.

In addition to API access, Keefe also incorporates its web-based inmate self-service Edge 2 product onto Keefe equipment and onto third party kiosk and tablet providers.

- a. Microsoft Windows Server 2019 or higher operating system.
- b. Microsoft Windows 10, or newer, Professional PC workstation operating system with full Graphical User Interface (GUI).
- c. Microsoft Windows Intel or Intel-compatible PC Workstations.
- d. ANSI SQL and ODBC-compliant relational or post-relational database management system (DBMS).
- e. 100/1000 Base-T switched Ethernet Local Area Network (LAN) topology and TCP/IP protocol.
- f. Existing COUNTY IT broadband based Wide Area Network.
- g. Latest Microsoft Edge or Google Chrome compatible.
- h. Use of either Visual Basic, .NET, or C# as the applications language or XML support for Web usage, although other ANSI standard languages shall be considered.
- i. Use of generally accepted IT industry methodologies for software design, especially for external data exchange interfaces, application programming interfaces (API's) and interfaces to common infrastructure support services such as OLE 2.0, MAPI 1.0 TAPI 2.0, SAPI 1.0 and CCOW.
- j. Full scalability for the commissary application and any required hardware/software platform.
- k. Software Applications must be compatible with the following:
 1. Microsoft Windows 2019 server or higher network operating systems.
 2. Microsoft SQL Server 2019 or newer database management system.
 3. SQL Reporting Services and or online analytical processing (OLAP) tools.
 4. Microsoft Office 2019, Microsoft Office 365 or newer.
 5. Microsoft System center Configuration Manager (SCCM) for automated software distribution across the network.
 6. Microsoft Forefront Endpoint Protection.
- l. County JIMS contains a built-in web service for commissary operations. In order to retrieve data from the County JIMS system, the Proposer's commissary application must be able to call and utilize the existing web service with no required programming on the part of the County. All web services for the jail



system are created using the Windows Communication Foundation (WCF) or using REST API's framework. The commissary web service has the following methods available:

Keefe Response: Keefe has read, understands, and will adhere.

Please see the response provided above. The Keefe solution is a hosted Software as a Service. API's are provided for data in and data out as described above.

1. GetAccountHistory: Provides all the financial transactions for a booking.
2. GetAllActive: Provides all the inmates currently housed in the Type II facilities. This method includes basic information about the inmate. To get a complete inmate record, you must use method LookupInmate.
3. GetNewBookings: Provides the bookings that have been added since a given date/time.
4. GetRecentReleases: Provides the bookings that have been released since a given date/time.
5. GetTransactionStatus: Retrieves information about a specific transaction for a booking.
6. LookupInmate: Retrieves the inmate information by booking number.
7. PostInmateTransaction: Adds a transaction to the booking's account.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe supports all of the above-listed API's which it designed with the County during its prior contract. When Keefe provides the Commissary application with an interface to the County's inmate banking system, methods 1, 2, 5, 6, and 7 are consumed by Keefe. Should the County adopt the Keefe Banking system in addition to its Commissary system, methods 2, 3, and 4 would be consumed by Keefe.

4.12 Proposer shall ensure that order amount does not exceed the available amount in an Inmate's Trust Account or other preset limit which may be specified by the County.

Keefe Response: Keefe has read, understands, and will adhere.

Within Keefe Cloud Commissary, order quantity restrictions are set by the facility and automatically imposed on orders set to those restrictions. If an inmate runs out of money, his items will be rejected by the priority set by San Bernardino County. The total order is not cancelled because an inmate runs out of money. Inmates will receive the items for which they have available funds.

4.13 Proposer shall provide commissary order forms listing all approved menu items and current prices. Order forms shall also include spaces for inmate names, inmate ID numbers, housing units, cell numbers and order dates. Inmates will submit completed



order forms to Proposer according to the agreed upon order schedule when orders can't be submitted electronically. Proposer shall provide alternative options when electronic ordering systems fail.

Keefe Response: Keefe has read, understands, and will adhere.

<p>Keefe Commissary Ordering Methods Keefe offers seven (7) no cost commissary order entry options available to the County.</p>	
<p>Edge Kiosk / Tablet Order Entry Keefe's Edge application is designed to allow Confined Individuals to enter their orders from a housing unit kiosk and adjust them as often as they would like until the cutoff time. The kiosk application will apply rules and restrictions and will display balance and account history.</p>	<p>Keefe IVR Phone Order Entry Phone touch tone voice prompted. Keefe's IVR order entry system is attachable to facility phone systems and uses text to voice technology for speaking product names in English or Spanish. The IVR voice prompts announce the Confined Individual's spendable balance, order review, order creation, item, and pricing information, and enable order entry from Keefe's menu of commissary products.</p>
<p>Scanning Order Entry (Bubble Forms) The Keefe scanning solution functions with Keefe Cloud Banking and Commissary applications in a Chrome environment. Keefe will have printed scan forms available to all Confined Individuals for order placement. Keefe can create several different types of menus to help promote a safe and orderly environment within the facilities (i.e., male, female, disciplinary, diabetic, etc.).</p>	<p>Keefe Cloud Commissary Direct Entry Cloud Commissary is Keefe's online commissary ordering solution. Contractor Commissary staff can create orders from manual order forms for items from Pick N Pack, Trinity Take Out, and Cart items. Users can edit, change, or delete existing online orders through this app.</p>
<p>Mobile Cart Keefe's Mobile Commissary cart operation will allow for multiple commissary opportunities per week of products selected by the County. Carts are equipped with a Dell laptop computer, a scanning wand, a receipt printer, and commissary items. Confined Individuals purchase items directly from the cart.</p>	<p>Keefe's Direct Debit Vending Machines Keefe's Vending services, only available to the corrections market through Keefe, will allow Confined Individuals to make purchases from vending machines directly and immediately from funds they have in their trust accounts, either Keefe's or a 3rd-party. There is no cost to the County to implement vending services.</p>
<p>Access Securepak Custom Package Securepak is designed to give family and friends the ability to order commissary items for Confined Individuals. As part of the Securepak program, Access Securepak will create a customized, user-friendly website that shows the facility's approved menu and enforces regulations and order limitations. Users will be able to place package orders online 24 hours a day, seven days a week and automatically receive a confirmation that their orders are being processed.</p>	

4.14 Proposer shall describe how orders will be filled. County requires that orders be filled at a minimum rate of 98% completeness and accuracy. Proposer shall describe how it will ensure that this standard is met.

Keefe Response: Keefe has read, understands, and will adhere.



Keefe has a full-time dedicated purchasing department and a full-time dedicated distribution department in St. Louis, MO to help ensure proper inventory levels for filling orders. In addition, our Regional Business Manager, and Inventory Control Manager monitor inventory levels on a daily basis to ensure proper levels within the region to support our distribution centers. Keefe acknowledges responsibility for all inventory maintenance and control. Our commitment to customer service and our use of multiple distribution resources ensures a high product fill rate.

The Keefe Commissary supply chain consists of 20+ distribution centers spread across the entire US with more than 2,000 people dedicated to providing superior service at very competitive rates. On average, we hold 2+ months of inventory to support 99%+ item fill rate to all our customers. From a technology perspective, we utilize leading software providers and vendors such as Oracle ERP, Oracle WMS, Oracle TMS, and GAIN Systems to ensure we can improve or maintain very high service levels now and into the future.

Warehouse Management System (WMS)

To maintain a high fulfillment rate, we utilize a WMS system and a start/stop scanner. The WMS system helps track inventory, and our line stockers have to scan in product from stock into the pulling arena.

Daily reports are sent to the supervisor on stock levels notifying them on what items need to be stocked daily. To ensure all orders in every batch are pulled, we utilize a start/stop scan.

Every order must be scanned when started and upon completion. At the end of every batch the supervisor cannot close out the batch until all orders are confirmed for being completed.

- 4.15** County requires that all orders be bagged offsite and packed in transparent, perforated, plastic bags for delivery. Perforated bags must have no less than one hole per square inch of surface area.

Keefe Response: Keefe has read, understands, and will adhere.


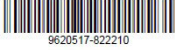
All commissary orders will be packed in perforated clear plastic bags, in our local Fontana, CA warehouse. Every order will contain two copies of the receipt; orders will be packed on delivery carts by location (module).

- 4.16** Each order must contain two (2) printed copies of the invoice listing the merchandise in the package, as well as any alterations that have been made to the inmate's order.

Keefe Response: Keefe has read, understands, and will adhere.

Our receipt is shown on the following page.



<p>Page 1 of 1 05/01/2018 12:20 PM</p> <p>KEEFE COMMISSARY NETWORK P.O BOX 17490, St Louis, MO 63178-7490 300 for COMMISSARY TEST ACCOUNT</p> <p>Name: RESIDENT2 Bal Before Order: 172.99 ID: SECOND DOB: Bal After Order: 55.79 Acct #: 56013 Order #: 9620517 CPR #: 822210 Order Date: 05/01/2018 Block: BL-001 Tier: T003 Cell: 333</p>  <p>9620517-822210</p> <table border="1"> <thead> <tr> <th>Buy-Seq</th> <th>Qty</th> <th>UOM</th> <th>Description</th> <th>Alias</th> <th>I</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>KA3</td> <td>6</td> <td>EA</td> <td>SZ 11 4-E REEBOK QUICKO</td> <td>7765</td> <td>S</td> <td>0.00</td> </tr> <tr> <td></td> <td>4</td> <td>EA</td> <td>BALL CAP/MESH -ORANGE</td> <td>8228</td> <td></td> <td>4.44</td> </tr> <tr> <td>10-1255</td> <td>3</td> <td>EA</td> <td>CHILI RAMEN</td> <td>6026</td> <td></td> <td>29.97</td> </tr> <tr> <td>22-2175</td> <td>9</td> <td>EA</td> <td>FLOUR TORTILLAS</td> <td>6600</td> <td></td> <td>20.97</td> </tr> <tr> <td>25-2393*</td> <td>2</td> <td>EA</td> <td>ROOT BEER 20OZ</td> <td>2490</td> <td></td> <td>11.00</td> </tr> </tbody> </table> <p>PROPERTY ITEMS -TO BE DELIVERED FROM PROPERTY OFFICE</p> <table border="1"> <tbody> <tr> <td>25-2380*</td> <td>3</td> <td>EA</td> <td>PROPERTY ITEM</td> <td>2396</td> <td></td> <td>3.00</td> </tr> </tbody> </table> <p>OTHER</p> <table border="1"> <tbody> <tr> <td>6</td> <td>EA</td> <td>GV</td> <td>FRUIT ROLLS CEREAL</td> <td>4210</td> <td>N</td> <td>19.98</td> </tr> <tr> <td colspan="7">Subbed with Item-7765</td> </tr> </tbody> </table> <p>ISSUE CREDIT</p> <table border="1"> <tbody> <tr> <td>5</td> <td>PAD</td> <td></td> <td>SKETCH PAD 8.5 X 11 WHI</td> <td>1070</td> <td>C</td> <td>22.20</td> </tr> </tbody> </table> <p>Total Pick Qty 24 SubTotal: 111.56 Total Weight 21.22 Lbs Tax: 5.64 Total: 117.20</p> <p>I have checked and received this order with any and all credits/shortages as indicated herein.</p> <p>Signed: _____ Date: _____ Witnessed By: _____ Date: _____</p> <p><i>Customer specific messaging goes right here!</i></p>	Buy-Seq	Qty	UOM	Description	Alias	I	Price	KA3	6	EA	SZ 11 4-E REEBOK QUICKO	7765	S	0.00		4	EA	BALL CAP/MESH -ORANGE	8228		4.44	10-1255	3	EA	CHILI RAMEN	6026		29.97	22-2175	9	EA	FLOUR TORTILLAS	6600		20.97	25-2393*	2	EA	ROOT BEER 20OZ	2490		11.00	25-2380*	3	EA	PROPERTY ITEM	2396		3.00	6	EA	GV	FRUIT ROLLS CEREAL	4210	N	19.98	Subbed with Item-7765							5	PAD		SKETCH PAD 8.5 X 11 WHI	1070	C	22.20	<p>Page 1 of 1 05/01/2018 12:20 PM</p> <p>KEEFE COMMISSARY NETWORK P.O BOX 17490, St Louis, MO 63178-7490 300 for COMMISSARY TEST ACCOUNT</p> <p>Name: RESIDENT2 Bal Before Order: 172.99 ID: SECOND DOB: Bal After Order: 55.79 Acct #: 56013 Order #: 9620517 CPR #: 822210 Order Date: 05/01/2018 Block: BL-001 Tier: T003 Cell: 333</p>  <p>9620517-822210</p> <table border="1"> <thead> <tr> <th>Buy-Seq</th> <th>Qty</th> <th>UOM</th> <th>Description</th> <th>Alias</th> <th>I</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>KA3</td> <td>6</td> <td>EA</td> <td>SZ 11 4-E REEBOK QUICKO</td> <td>7765</td> <td>S</td> <td>0.00</td> </tr> <tr> <td></td> <td>4</td> <td>EA</td> <td>BALL CAP/MESH -ORANGE</td> <td>8228</td> <td></td> <td>4.44</td> </tr> <tr> <td>10-1255</td> <td>3</td> <td>EA</td> <td>CHILI RAMEN</td> <td>6026</td> <td></td> <td>29.97</td> </tr> <tr> <td>22-2175</td> <td>9</td> <td>EA</td> <td>FLOUR TORTILLAS</td> <td>6600</td> <td></td> <td>20.97</td> </tr> <tr> <td>25-2393*</td> <td>2</td> <td>EA</td> <td>ROOT BEER 20OZ</td> <td>2490</td> <td></td> <td>11.00</td> </tr> </tbody> </table> <p>PROPERTY ITEMS -TO BE DELIVERED FROM PROPERTY OFFICE</p> <table border="1"> <tbody> <tr> <td>25-2380*</td> <td>3</td> <td>EA</td> <td>PROPERTY ITEM</td> <td>2396</td> <td></td> <td>3.00</td> </tr> </tbody> </table> <p>OTHER</p> <table border="1"> <tbody> <tr> <td>6</td> <td>EA</td> <td>GV</td> <td>FRUIT ROLLS CEREAL</td> <td>4210</td> <td>N</td> <td>19.98</td> </tr> <tr> <td colspan="7">Subbed with Item-7765</td> </tr> </tbody> </table> <p>ISSUE CREDIT</p> <table border="1"> <tbody> <tr> <td>5</td> <td>PAD</td> <td></td> <td>SKETCH PAD 8.5 X 11 WHI</td> <td>1070</td> <td>C</td> <td>22.20</td> </tr> </tbody> </table> <p>Total Pick Qty 24 SubTotal: 111.56 Total Weight 21.22 Lbs Tax: 5.64 Total: 117.20</p> <p>I have checked and received this order with any and all credits/shortages as indicated herein.</p> <p>Signed: _____ Date: _____ Witnessed By: _____ Date: _____</p> <p><i>Customer specific messaging goes right here!</i></p>	Buy-Seq	Qty	UOM	Description	Alias	I	Price	KA3	6	EA	SZ 11 4-E REEBOK QUICKO	7765	S	0.00		4	EA	BALL CAP/MESH -ORANGE	8228		4.44	10-1255	3	EA	CHILI RAMEN	6026		29.97	22-2175	9	EA	FLOUR TORTILLAS	6600		20.97	25-2393*	2	EA	ROOT BEER 20OZ	2490		11.00	25-2380*	3	EA	PROPERTY ITEM	2396		3.00	6	EA	GV	FRUIT ROLLS CEREAL	4210	N	19.98	Subbed with Item-7765							5	PAD		SKETCH PAD 8.5 X 11 WHI	1070	C	22.20
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4.17 Proposer shall describe how orders will be delivered from the Proposer’s facility to the County’s facilities and include exact locations of where shipments will depart from.

Keefe Response: Keefe has read, understands, and will adhere.

All orders will be transported directly from our local Fontana, California warehouse and delivered to each jail location on its specified day of the week. All deliveries will utilize Keefe trucks driven by Keefe’s on-site delivery team. Our on-site delivery team will complete the delivery process based on the current delivery schedule.

The delivery schedule will be Monday to Friday starting at 3:00 pm. Keefe and San Bernardino County will agree on which facility will be delivered on which day.

4.18 Proposer’s projected turn-around time between when an inmate orders and when items ordered are delivered shall be a maximum of 24 hours.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will fill and ship orders the same day for next-day delivery from our local 100,000 square foot, totally secure, off-site warehouse location in Fontana, California.

4.19 Proposer shall list procedures to prevent the introduction of contraband to County facilities.



Keefe Response: Keefe has read, understands, and will adhere.

Keefe has the following safety and security standards in place currently in **ALL** Keefe distribution centers nationwide.

1. **Order Fulfillment** - Orders are sent electronically to our off-site warehouse and filled by employees who do not have access to delivery staff. Each order is filled by multiple employees via assembly line, whereby each filling station includes a small number of products available to be added to an order.
2. **Warehouse Security System** - Records activity in the warehouse, production arena, office space, loading docks – shipping and receiving and all building entrances and exits. The camera monitoring system runs 24/7/365. All information is recorded on to a digital video recorder and kept in archives for a minimum of 30 days for any investigative needs.
3. **Secure Entrance** – Entry into our warehouse requires a company provided key fob or an employee to manually let an individual in. This ensures access is only granted to Keefe employees or approved visitors. Visitors must sign in at the front desk, wear a visitors’ badge at all times while within the warehouse and always be accompanied by a Keefe employee.
4. **Identifiable Staff** - Keefe requires uniforms to identify employees, key and tool logs, driver cages to keep nonemployees from entering, and security lighting.
5. **Security Door Contacts and Tape** – All other entrance doors at the warehouse have security contacts that would set off our alarm and alert staff if a security door is opened. At night, these contacts are included in our 3rd party, 24/7/365 monitored security system that alerts Keefe management, the police, and the 3rd party monitoring company and sets off the local security alarm if a door is opened. Doors that should never be opened have security tape on the door jams. This is a company policy which allows management to view if any door has been tampered with.
6. **Door Gates** – These allow the loading docks doors to be secure from the outside during the working day if bay doors are open. Keefe policy is that door gates are kept closed during the day unless product is being taken on or off a vehicle. Access to the warehouse is prevented through the bay doors with these gates in place.
7. **Third Party Driver Cage** – Keefe ensures outside delivery drivers are not allowed into the warehouse pulling and overstock areas by employing a fenced in area where drivers wait until their shipment is unloaded. Third party drivers are not allowed into our secure warehouses and are restricted to this fenced in location that has no access to the secure warehouse.
8. **Employee Lockers** – Keefe provides lockers/storage areas for each warehouse employee. Keefe maintains a policy that no tobacco, cell phones, weapons, etc. are allowed into the warehouse. This ensures no contraband may be introduced into a package order by accident. Employees are required to place all personal items in the lockers during the day and may be used only during breaks/lunch outside of the warehouse.
9. **Tool Control** – Any tools used by Keefe staff in the warehouse must be signed in and out after each use. No orders are permitted to leave the warehouse until a full review of all tools are accounted for to ensure there has been no accidental introduction of contraband into an order to be delivered to a facility. Only authorized staff are approved to sign out tools which are affixed to the employee using a “spring bungee cord lanyard” which is attached to the tool at one end and the employee on the other. This ensures that the tool does not accidentally fall into a box or order that is to be delivered to a facility.
10. **Training for Contraband Prevention** for warehouse and on-site personnel.



4.20 Proposer shall describe how orders will be delivered to inmates in each housing area.

Keefe Response: Keefe has read, understands, and will adhere.

Orders are sent electronically and printed at our off-site warehouse. Orders are sealed and delivered to the inmate population unopened in clear plastic bags, with a receipt of purchase with the inmate's name and ID number or patient identification number clearly visible from inside the bag. Keefe's fully trained, uniformed personnel deliver commissary to each individual inmate within the required timeframe.

Staff will deliver commissary orders to each individual inmate at their location as marked on the delivery receipt. Commissary orders will be delivered to the facility once per week. The delivery schedule will be by mutual agreement with the Facility Commander and subject to the operational needs of the facility. Delivery of commissary will take place regardless of weather, holidays, work stoppages or any adverse conditions.

Once the bag is inventoried by the inmate and delivery agent, the receipt is signed by the inmate to indicate accuracy and acceptance of the order. Should a discrepancy arise, it will be handled at that time. Credits due will be noted on the receipt and handled following delivery within 24 hours. The second invoice will be forwarded to the designated Sheriff's Office contact.

Delivery

The delivery schedule will always be by mutual agreement with the Facility Commander and subject to change according to the facility's operational needs and security requirements. Delivery of commissary takes place regardless of weather, holidays, work stoppages or any adverse conditions. Should a discrepancy arise, it will be handled at that time.

4.21 Proposer shall describe how it shall process the order if an inmate orders something that is out of stock when the orders are being filled.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe's warehouse management system allows our warehouse team to temporarily change the status of an item to be unavailable if it is out of stock prior to order fulfillment. This will avoid the item from being processed. In the event the item becomes out of stock during the fulfillment process and the out of stock is discovered during the delivery process, our on-site team will notate the receipt and our administrative staff will issue a full refund for that item(s). Credits will be issued within 24 hours.

4.22 Proposer shall describe how credits or refunds will be issued. **All credits must be reflected in the Inmate's Trust Account within two business days.**



Keefe Response: Keefe has read, understands, and will adhere.

Keefe will process grievances files within 48 hours and will provide monthly report summaries to the CSRD on the first day of each month for the previous month.

4.23 Proposer shall describe how returns or undeliverable merchandise are handled.

Keefe Response: Keefe has read, understands, and will adhere.

Every order has two copies of the receipt, one for the inmate to keep and another for the inmate to sign and we keep for our records, in case of a discrepancy during delivery, we will make notes to our receipt copy to ensure the inmate gets credit for the discrepancy in the next 24 hours.

If an inmate is moved to a different part of the facility, we will relocate the order as long we are allowed access to that part of the jail. If the inmate gets released, the full order will be sent back to the warehouse for a full credit to be completed in 24 hours from the intended delivery.

4.24 The County requires that the selected Proposer's delivery staff issue indigent kits to eligible inmates while delivering commissary orders each week. The County shall provide by email the list of eligible inmates at the end of the week for the next week's delivery. The County is unable to reasonably estimate the number of indigent kits likely to be issued in a given time period. In the event Title 15 or other legislative changes require changes/additions to indigent kits, Proposer agrees to, within 30 days of receiving notification of such changes, alter indigent kit contents at no charge to the county to ensure legal compliance is maintained.

Keefe Response: Keefe has read, understands, and will adhere.

- 4.25** Each indigent kit shall contain:
- a. Five (5) postage paid envelopes
 - b. Eight (8) sheets of paper
 - c. One (1) pencil (golf-type)
 - d. One (1) safety/security disposable razor
 - e. One (1) safety/security toothbrush
 - f. One (1) bar of clear soap (4 oz. minimum)
 - g. One (1) clear tube of toothpaste (1.7 oz. minimum)
 - h. One (1) pocket size comb
 - i. One (1) transparent, sealable bag

Keefe Response: Keefe has read, understands, and will adhere.

4.26 Proposer, at its sole cost and expense, will provide a minimum of 75,000 indigent inmate kits to the County annually. For additional indigent kits beyond this amount,



Proposer shall separately bill the Sheriff monthly for the gross sales based upon the gross unit cost as established by the parties, including the items and related labor cost associated with providing additional indigent kits, as specified.

Keefe Response: Keefe has read, understands, and will adhere.

Pricing for additional indigent kits beyond 75,000 has been provided in **Tab 11 – Cost and Commission Rate Schedule**.

4.27 The costs associated with providing indigent kits will be mutually agreed upon by both parties. In the event Proposer desires to increase the gross unit cost of indigent inmate kits, Proposer shall submit the proposed unit cost increase to the County no later than December 31 of the current Fiscal Year for consideration during the next Fiscal Year budgetary process to become effective July 1. This will be done by amendment to the existing agreement with the selected Proposer.

Keefe Response: Keefe has read, understands, and will adhere.

4.28 Proposer shall provide a proposed schedule for deliveries to each housing unit in each facility. Final delivery schedules will be approved only after consultation with the CSRD Commander or designee.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will deliver commissary orders Monday to Thursday from 3:00 pm to 10:00 pm. Keefe's dedicated delivery truck will arrive at the facility at 3:00 pm to unload the carts and to scan the orders. Delivery will be completed between 5:00 pm and 10:00 pm.

The delivery schedule for each facility will be as follows:

- Monday - HDDC
- Tuesday - WVDF
- Wednesday - CDC
- Thursday - GHRC

4.29 Proposer shall describe the billing and accounting system and processes to be used. For example, all inmate payments for commissary goods shall be remitted to the Proposer, with payment provided to the County for its commission at the end of the month.

Keefe Response: Keefe has read, understands, and will adhere.



Commissary invoices will be provided net of commission. With this format, the customer will “pay” themselves commission and pay Keefe net of commission.

Keefe supports a variety of billing formats. Each Delivery Batch and each refund batch automatically generates an invoice.

5. MERCHANDISE

The commissary menu must include, at a minimum: drinks, cookies, pastries, candy, ramen, chips, microwaveable meals in re-sealable transparent plastic bags, fish and meat snacks, ice cream and other various food items as well as office supplies (writing paper, golf-type pencils, envelopes, etc.), playing cards, bowls, spoons, personal hygiene products, shoes, and various clothing/linen items, with a preference for an expanded and comprehensive menu. See Exhibit 1 for a sample list of current commissary items.

Keefe Response: Keefe has read, understands, and will adhere.

Our proposed commissary menu is provided in **Tab 11 – Cost and Commission Rate Schedule**.

5.1 Products must be “corrections-safe” meaning that no products may contain alcohol or be flammable and nothing may be packaged in metal or glass of any sort. All hard candies and powdered drink mixes must be sugar-free unless specifically approved otherwise by the CSRD Commander or designee.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe pioneered the use of correctional friendly packaging and employs an in-house Product Development staff dedicated to researching and producing new products specifically for our correctional customers. Clear plastic enclosures, re-sealable pouches with clear windows are the staples of our product offerings. Keefe considers product packaging a top priority and invests heavily in the research and development of new products.

Keefe has provided a proposed menu that includes both regular and sugar free drink mixes. Upon award, the County can decide which items they would like to offer on the commissary menu.

5.2 Where possible, all merchandise shall be individually wrapped in transparent packaging with freshness dates (when applicable) printed on the wrapper.

Keefe Response: Keefe has read, understands, and will adhere.

All items are individually wrapped and dated for individual consumption. Each item is designed and/or selected with quality, security, and safety in mind. Our products go beyond industry



standards and in many cases have higher nutritional values or more active ingredients (hygiene items) than name brands.

5.3 Except pastries, bread or milk, all merchandise shall have at least 30 days of remaining shelf life when it is delivered to an inmate.

Keefe Response: Keefe has read, understands, and will adhere.

5.4 All food items for sale must have nutritional information on packages or labels.

Keefe Response: Keefe has read, understands, and will adhere.

5.5 Proposer shall maintain a current list of all approved items available for sale through the commissary, which will be posted in English and Spanish for all inmates to see and must be approved annually by the CSRD Commander or designee. If requested by CSRD staff, Proposer shall provide a current list of all approved items for sale in various languages. The commissary menu and ordering procedures must be posted in all general population housing areas.

Keefe Response: Keefe has read, understands, and will adhere.

5.6 Proposer must provide a variety of heart-healthy, low-salt, kosher and halal products, as well as merchandise for female inmates and non-English speaking inmates.

Keefe Response: Keefe has read, understands, and will adhere.

5.7 Such specialty products shall clearly be labeled on the packaging, menu(s) in each inmate housing area and in the commissary control system for facility staff to view.

Keefe Response: Keefe has read, understands, and will adhere.

Many of our packages include kosher and/or halal designations on the labels. We will label all such items in our proposed menu in the same manner as the sample menu provided in the RFP.

5.8 Proposer must describe the means and process of providing ice cream, cold foods or refrigerated products to inmates.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will keep the frozen product in our local warehouse in Fontana CA. Once the orders have been processed, we will print a report with the quantities that we need of each item and we will pack them in coolers by module. When the whole inventory is ready for that particular delivery, the coolers will be placed in our refrigerated truck to deliver the product to the facility.



5.9 Proposer will not sell items that bear or display a warning label (flammable, toxic or habit-forming etc.) without written approval of the CSRD Commander or designee.

Keefe Response: Keefe has read, understands, and will adhere.

5.10 Proposer will not sell tobacco products, tobacco paraphernalia, electronic cigarettes, or other similar electronic devices, whether or not such electronic devices deliver nicotine.

Keefe Response: Keefe has read, understands, and will adhere.

5.11 Any over-the-counter medications offered for sale in the commissary must be approved in writing by the CSRD Commander or designee.

Keefe Response: Keefe has read, understands, and will adhere.

5.12 A separate menu must be offered to female inmates. Only female inmates may order from this menu, which must include personal care, hygiene, and other items necessary and appropriate for female inmates.

Keefe Response: Keefe has read, understands, and will adhere.

The female menu is detailed in our proposed commissary menu provided in **Tab 11 – Cost and Commission Rate Schedule**.

5.13 From time to time, County may request that Proposer provide additional merchandise to respond to inmate requests for lower prices or different brands, more ethnically diverse products, new games or more flavors, etc. Proposer shall have a demonstratable capacity to fulfill all requests that the County may make and must do so with correction-safe merchandise in a timely manner.

Keefe Response: Keefe has read, understands, and will adhere.

Currently, our local Fontana warehouse stocks approximately 500 items. Your dedicated Account Manager will work with the County to make additions to the menu as requested.

5.14 Substitutions or removal of items from the approved commissary menu will be subject to the written approval of the CSRD Commander or designee.

Keefe Response: Keefe has read, understands, and will adhere.

5.15 Proposer will be responsible for addressing all inmate complaints and grievances filed related to the commissary operations and/or merchandise. A report must be



provided each month to the CSRD Commander or designee, summarizing the number of inmate complaints, their nature, Proposer's response and resolution of those complaints.

Keefe Response: Keefe has read, understands, and will adhere.

We will process grievances files within 48 hours and will provide monthly report summaries to the CSRD on the first day of each month for the previous month.

5.16 Proposer must limit sales of foods or meals that require microwaving to those housing units and privilege groups with access to a microwave. Proposer shall provide the necessary number of commercial grade microwave ovens, mutually agreed upon by County and Proposer, at no cost to County. During the RFP process, Proposer shall describe what microwaveable products they offer and how that ordering, and delivery process will be handled to ensure these products are only sold and delivered to housing units with microwaves.

Keefe Response: Keefe has read, understands, and will adhere.

Per the Questions and Answers document A2-1, please see the response provided by the County on below.

32. How many total microwaves does the county anticipate needing on an annual basis?
A: At this time, Sheriff is not asking for microwaves. If microwaves were to be requested, it would be part of an incentive housing program which is in the "concept" phase.

Upon the request of the County, microwaveable items will be made available for sale to inmates. Keefe will work with the County on the addition of approved microwavable items if applicable. In addition, microwaveable items can be restricted to specific housing units, ensuring that only those housing units can order these items. Microwaveable items will be ordered in the same manner as other commissary items and delivered on each facility's weekly schedule.

5.17 County Facility Maintenance staff will be responsible for regularly inspecting the microwaves in all inmate housing units where microwaves are permitted. Any damaged or non-functioning units must be replaced by Proposer, at no cost to the County, within five business days.

Keefe Response: Keefe has read, understands, and will adhere.

Please see Keefe's response to 5.16.

Keefe will maintain a small supply of replacement microwaves at our local Fontana, CA warehouse. This will allow for a rapid replacement of any non-operational unit.



5.18 All items that require microwaving or heating shall be appropriately designated on the commissary menu(s).

Keefe Response: Keefe has read, understands, and will adhere.

5.19 Proposer shall be responsible for the collection and payment of all sales taxes to the appropriate taxing entity(ies).

Keefe Response: Keefe has read, understands, and will adhere.

5.20 Proposer shall provide a sample menu of commissary items proposed for sale to inmates, including proposed pricing for each item. Sales taxes shall be included as a separate item on the proposed menu.

Keefe Response: Keefe has read, understands, and will adhere.

Our proposed commissary menu is provided in **Tab 11 – Cost and Commission Rate Schedule**.

5.21 Proposer shall agree to provide, at no cost to the County, samples of any product to the CSRD Commander or designee upon written request.

Keefe Response: Keefe has read, understands, and will adhere.

6. STAFFING AND TRAINING REQUIREMENTS

6.1 Proposer shall provide qualified, competent, well-trained staff onsite to provide the commissary services described herein, including Spanish-speaking personnel. These personnel, who will be employed by Proposer, must pass a background check administered by the County, which may take up to eight (8) weeks. Proposer shall provide an overview of its employment process for employees that may handle orders prepared for the County. The security clearance acquired upon successful completion of the background check must be maintained for the personnel to access the Type II facilities. See Section X.A.5 – Background for Proposer Personnel – in this RFP for additional details and requirements.

Keefe Response: Keefe has read, understands, and will adhere.

Hiring Practices

Keefe’s hiring practices emphasize internal referrals, which also act as a control for screening employment candidates. Keefe maintains a drug-free work environment, and any violation of this policy will subject the employee to appropriate discipline, up to and including termination.

Keefe’s philosophy regarding on-site employees is to encourage your involvement in the hiring process. Although they are employed by Keefe, they will be at your facility at designated times and



need to maintain good working relationships with your staff. Keefe offers San Bernardino County the opportunity to be a part of the interview process or review any of our qualified candidates, should the need arise for replacement of on-site employees.

As in all of our facilities, Keefe will provide management, including supervision, training, and staffing to serve the County. Keefe will ensure that all commissary operations are provided in a safe, secure, efficient manner, and in compliance with all of your rules, regulations, directives, and policies.

Keefe's employees, supplies, equipment, and vehicles are subject to security clearances by the facility. Any of Keefe's employees, equipment, or vehicles that fail the facility's clearance process will be precluded from entering the facility.

Keefe performs criminal records check and illegal substance use testing on all of its pre-employment candidates. Keefe utilizes the following 12-step process for hiring all of its employees:

- Step 1: Assess the needs of the Department
- Step 2: Contact the Recruiting Department
- Step 3: Pre-Screen applicants
- Step 4: Prepare for interviews
- Step 5: Conduct focus interviews on final candidates
- Step 6: Administer Drug Test
- Step 7: Request Reference Check
- Step 8: Request Background Check
- Step 9: Make formal job offer
- Step 10: Present employee with copy of Job Description
- Step 11: Train
- Step 12: Test and assess the need for follow-up training

On-site Staff Training

On-site personnel undergo extensive training, documented in our confidential "On-site Commissary Managers Policies and Procedures" manual, which covers the topics below. *Upon award of a contract, this manual will be provided on request.*

- **Introduction**
 - Corporate Overview
 - Your Role as a KCN Manager
- **Working in a Corrections Environment**
 - Facility Policies & Procedures
 - Contraband
 - Working with Others
 - Keefe Group Employees, Corrections Employees, Inmates, and Inmate Workers



- Motivating Employees in a Corrections Environment
- Managing Conflict
- Fraternalization, Manipulation & Complacency
- Building Appropriate Relationships
- Inappropriate Conduct
- Manipulation
- Complacency
- Working Scenarios
- **KCN Best Business Practices**
 - Safety & Security
 - Safety
 - Emergency Evacuation
 - Clearance & Identification
 - Personal Belongings
 - Keys
 - Equipment & Vehicles
 - Housekeeping
 - Delivery Guidelines
 - Inmate Grievances
 - Inventory Maintenance
 - Revoked Clearance or Arrest
 - Workplace Safety & Workers Compensation
 - Social and Professional Networking Policy, Personal Use
 - Public Relations Policy

- 6.2** Proposer shall provide at minimum, the following staffing numbers for each facility:
- a. CDC – 7
 - b. GHRC – 6
 - c. HDDC – 12
 - d. WVDC – 12

Keefe Response: Keefe has read, understands, and will adhere.

- 6.3** Proposer shall submit existing onsite staff to periodic background checks, administered by the County.

Keefe Response: Keefe has read, understands, and will adhere.

- 6.4** Proposer shall maintain a bench of qualified personnel who have passed the background check and security clearance in the event current personnel needs to be replaced. This is to ensure that the required minimum staffing numbers per facility are maintained at all times.



Keefe Response: Keefe has read, understands, and will adhere.

Keefe will have local management staff/dedicated drivers that service other neighboring accounts near San Bernardino County as a backup for assistance with commissary delivery if required.

6.5 Proposer will be responsible for its employee payroll, including all applicable wages, payroll taxes, employment withholdings, social security, or other wage benefits.

Keefe Response: Keefe has read, understands, and will adhere.

6.6 All employees who will or might work onsite at any time or who will have access to the proposed inmate banking records via a Virtual Private Network (VPN) or other similar method, must have passed a background check and security clearance before appearing at any County facility or accessing any application or network over which County data is available.

Keefe Response: Keefe has read, understands, and will adhere.

6.7 All County detention facilities are Prison Rape Elimination Act (PREA) compliant. All Proposers' staff who have contact with inmates must successfully complete County provided PREA training (including refresher courses, if applicable).

Keefe Response: Keefe has read, understands, and will adhere.

6.8 Proposer shall provide copies of lesson plans and handouts of this training to County.

Keefe Response: Keefe has read, understands, and will adhere.

7. COMMISSARY SOFTWARE REQUIREMENTS

Proposer must provide a correctional commissary management software application to enforce all restrictions, provide all reports, track all inventory, and generally support required commissary operations.

Keefe Response: Keefe has read, understands, and will adhere.

Please see responses to 1.1 and 1.2 above.

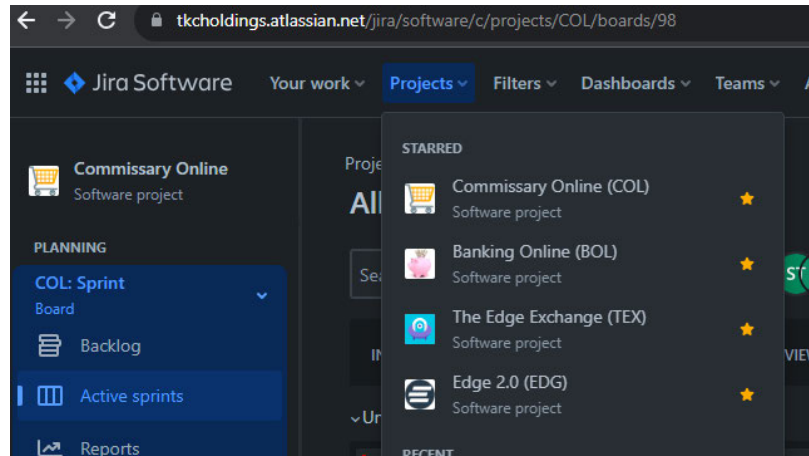
7.1 This application must be currently in use in other correctional facilities and be actively supported by a qualified development team that will be available to the County throughout the term of the proposed contract.

Keefe Response: Keefe has read, understands, and will adhere.



Development

Keefe Developers work in five (5) agile teams, promoting software updates through multiple testing environments with regression testing prior to releases scheduled every two weeks. Keefe developers organize agile development efforts in JIRA.



Currently in use at other facilities

The Keefe Cloud SaaS is in use at 175 facilities nationwide including the following California facilities:

1. Atascadero State Hospital, CA
2. Coalinga State Hospital, CA
3. El Dorado Co Jail, CA
4. GEO – El Centro, CA
5. GEO Group- Taylor Street Center, CA
6. Geo-Care Long Beach Community Re-entry Center, CA
7. Humboldt County Jail, CA
8. Lake County Jail, CA
9. Mendocino County Jail, CA
10. Metropolitan State Hospital, CA
11. Napa State Hospital, CA
12. Patton State Hospital, CA
13. San Benito County Sheriff, CA
14. San Francisco Sheriff's Department, CA
15. San Mateo Co Sheriff's Office, CA
16. Santa Barbara County Jail, CA
17. South Lake Tahoe Detention Facility, CA
18. Sutter County Jail, CA

7.2 All inmate information and all records gathered or stored on the proposed commissary software application or in the Inmate Banking System is the property of the County and



may not be accessed, used, released, or duplicated except as approved in writing by the County in advance of any such release, access, duplication, etc.

Keefe Response: Keefe has read, understands, and will adhere.

Data Ownership

The Keefe Cloud SaaS is a multi-tenant hosting model. Keefe employs a Tenancy Key Segregation Model to ensure data is 100% isolated by agency and that agency data reflects their respective time zones. All data generated by the County remains the property of the County, accessible only by the County.

7.3 The County shall have the right to require the selected Proposer to share information and exchange files with other software applications (such as the JIMS and/or the inmate telephone system provider) at no cost to the County, provided that other vendors reasonably accommodate the selected Proposer’s file format and network protocol preferences.

Keefe Response: Keefe has read, understands, and will adhere.

Interface with JMS

Please see the following interface partners currently importing inmate information into Keefe banking systems at no cost to the Keefe customer.

Interfaces for Resident Information					
Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients
GEO Group - Wackenhut	28	ITI	4	IntelliForce	1
Spillman	26	Central Square	3	JALAN HTE Sun Gard	1
ViaPath	26	SecureManage	3	Justice	1
TSG/Tyler Tech/Odyssey	25	CrimeStar	2	Kologic	1
JailTracker	22	E-Force	2	Lawman	1
Zuercher	17	IDNetworks	2	Lotus	1
ICS	15	IntelliTech	2	Net Data	1
New World	15	M&M SOMS	2	ODYS	1
Beacon	11	IVCase	2	Omnigo	1
OSSI	10	Motorola - Offender Track	2	ProPhoenix	1
Black Creek	9	OneSolution	2	PTS	1
EIS	9	Police Central	2	Scribe	1
MTC	8	REIS	2	SMART	1
Southern Software	8	SunRidge	2	SSI	1
Archonix	6	Tiburon	2	Sundance	1
CTS SmartCop	6	Tiger	2	UCM	1
Eagle	6	Affix	1	USA Software	1
Jamin	6	Cadmus	1	County	53
ADT	5	CCIS-AOC	1	State	7
ATIMS	5	Civica	1	Other	6
GEOTrack	5	CMIS	1		
Securus	5	EDOC	1	Vendor Systems	70
TriTech/Visionair	5	Enterpol	1	Keefe Clients	414
BluHorse	4	ILEADS	1		
CorrectCare	4	InTech	1		

Keefe accepts inmate information imports either through secure FTP transmissions or Web Services real time updates.



Interfaces and/or information sharing with other applications.

Please see the additional interfaces supported by Keefe at no cost to the Keefe customer:

Interfaces with Phone/Tablet/Kiosk Vendors			
Vendor System	Keefe Clients		
	Keefe IVR Orders from Vendor Phones	Keefe Commissary App on Vendor Hardware (Kiosk/Tablet)	Phone Sales From Commissary
Ally/VendEngine		2	
AmTel	2		1
ATG		26	
City TeleCoin (CTC)	9	3	
Combined Public Communication (CPC)	3		
Encartele	7	2	
Homewav		16	2
ICS	51	65	29
Infinity	2		1
JPay		1	
Lattice	2	1	
NCIC	6	7	13
Nucleos		1	
Other	114	1	30
Paytel	5	3	6
Securus	106	23	174
Smart Communications		15	
Talton (tablets)		4	
TechFriends		3	
Telmate	12	18	16
ViaPath	23	99	95
VivVox		5	
Vendors	13	19	10
Clients	342	295	367

7.4 Although Proposer’s staff may be active users of the proposed commissary software application, all records and information shall be visible to authorized County staff at any time. This will include all information about returns, credits, grievances or partially filled orders.

Keefe Response: Keefe has read, understands, and will adhere.

County staff can access the URL, <https://keefe.cloud>, using either Chrome or Edge browsers to view all records and information including returns, credits, grievances. Any items denied from the order for restrictions or insufficient funds are listed on the delivery receipt with the reason for rejection. All rejected items may also be viewed in the delivery batch rejection page.

Batch Rejections									
Order #	ADC #	ADC #	Name	Method	Item #	Description	Requested	Denied	Reason
5119125	294432	294432		Commissary	3543	SHORTBREAD COOKIES	1	1	Item restricted
5119123	346819	346819		Commissary	6717	(AZ DOO) BC REG SUMMER SAUSAGE 5 OZ	1	1	Item restricted
5119122	304301	304301		Commissary	6149	CA HOT & SPICY PORK RINDS	1	1	Item restricted
5119122	304301	304301		Commissary	6717	(AZ DOO) BC REG SUMMER SAUSAGE 5 OZ	1	1	Item restricted
5119121	307270	307270		Commissary	6202	SRACHA HOT SAUCE	1	1	Item restricted
5119121	307270	307270		Commissary	6149	CA HOT & SPICY PORK RINDS	1	1	Item restricted
5119121	307270	307270		Commissary	6512	6 OZ LA HOT SAUCE	2	2	Item restricted
5119120	119191	119191		Commissary	2342	TRAIL MIX/ENERGIZER	15	1	Insufficient Funds
5119119	178600	178600		Commissary	6512	6 OZ LA HOT SAUCE	1	1	Item restricted
5119114	222139	222139		Commissary	2760	TRAIL MIX/ENERGIZER & YOGURT	1	1	Insufficient Funds
5119114	222139	222139		Commissary	6907	HOT PEANUTS 1.75 OZ	2	1	Insufficient Funds
5119112	309050	309050		Commissary	6149	CA HOT & SPICY PORK RINDS	2	2	Item restricted
5119112	309050	309050		Commissary	6716	(AZDOO) BC BEEF SALAMI SUMMER SAUSAGE	10	8	Exceeds dollar limit
5119111	198489	198489		Commissary	6165	BBC CHIPS 6OZ	2	1	Insufficient Funds
5119111	198489	198489		Commissary	6149	CA HOT & SPICY PORK RINDS	1	1	Item restricted
5119110	174709	174709		Commissary	6717	(AZ DOO) BC REG SUMMER SAUSAGE 5 OZ	1	1	Item restricted
5119106	359473	359473		Commissary	1226	COMPOSITION BOOK-RULED	2	1	Exceeds quantity limit
5119104	300928	300928		Commissary	8396	(AZDOO) \$1 PHONE TIME	4	1	Insufficient Funds
5119103	344982	344982		Commissary	6057	HOT/SPICY HALAL BEEF SAUSG	2	2	Item restricted
5119103	344982	344982		Commissary	6149	CA HOT & SPICY PORK RINDS	2	2	Item restricted
5119098	302366	302366		Commissary	6149	CA HOT & SPICY PORK RINDS	2	2	Item restricted
5119097	292283	292283		Commissary	6512	6 OZ LA HOT SAUCE	1	1	Item restricted
5119095	193429	193429		Commissary	6149	CA HOT & SPICY PORK RINDS	1	1	Item restricted



- 7.5** At a minimum, the commissary software application must:
- a.** Allow commissary purchase restrictions based on balance in Inmate Trust Account, housing location, product groups, and individual product purchasing patterns.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe Cloud Commissary complies – sample rule sets by population.

Phoenix Facility Population	Inmates incarcerated at the Phoenix facility
Phoenix Phase 2 Population-TTO	Phoenix Phase 2 population
Phoenix Phase 3 Population-TTO	Phoenix Phase 3 Population
Phoenix-West Facility Population	Inmates incarcerated at the Phoenix-West facility
Red Rock Facility Population	Inmates incarcerated at the Red Rock facility
Restricted - Candy-Free Population by Locator Code	Inmates who are not allowed to purchase candy - by Locator Code
Restricted - Ice Cream Free Population by Locator	Inmates who are not allowed ice cream products by locator code
Restricted - Ice Free Population	Inmates who are not allowed to purchase ice - by Location
Restricted - ICS Phone Time	Inmates that are not allowed to order phone time by inmate number
Restricted - Immersion Heater - Free Population	Population is not allowed to order Immersion Heaters by Location Code
Restricted - JPay/Securus Media Time	Inmates that are not allowed to order media time by inmate number
Restricted - Laundry Soap Population	Inmates who cannot purchase laundry soap - by Location
Restricted - Non-Commissary Population	Inmates who cannot purchase any commissary - by Inmate number
Restricted - Oatmeal-Free Population by Locator	Inmates who are not allowed to purchase oatmeal - by Locator Code
Restricted - OTC Free Population by Inmate Number	Inmates who are restricted from buying OTC by Inmate Number
Restricted - OTC Free Population by Locator Code	Inmates who are restricted from buying OTC by locator code
Restricted - Property Free Population by Location	Inmates who are not allowed Property by Locator Codes
Restricted - Razor Free Population by Locator Code	Inmates who are restricted from buying razors by locator code
Restricted - Tea and Cappuccino	Inmates are restricted from ordering Tea and Cappuccino by locator code
Restricted Pillow Free Population by locator code	Inmates who are not allowed pillows by locator code
RestrictedRegToothbrushFreePopulation - Loc Code	Inmates who are restricted from buying Regular Toothbrush by locator code
RTH Population	Inmates who are segregated due to Refuse-to-House issues with other inmates
RTH-Barchey/Buckley	RTH-Barchey/Buckley
Safford Facility Population	Inmates incarcerated at the Safford facility (excluding the Ft. Grant and Globe units)
Sick-Ill Detention Population	Inmates who are being monitored for illness and are in detention
South Unit Population	Inmates incarcerated in the South Unit at the Eyman facility
Tobacco - Free Inmates - By Inmate ID	Inmates who are not allowed tobacco products due to an infraction - by Inmate ID
Tobacco-Free Population - by Age	Inmates who are not allowed tobacco products - by age
Tobacco-Free Population - By Locator	Inmates who are not allowed tobacco products - by locator

- b.** Allow dietary, indigent, debt, day of the week, discipline, or behavioral restrictions on commissary purchases.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe Cloud Commissary complies – sample rule sets for dietary, indigent, discipline, behavior.

Lewis Phase 2 Population-TTO	Lewis Phase 2 Population-TTO
Lewis Phase 3 Population-TTO	Lewis Phase 3 Population-TTO
Lewis Rast Unit	Inmates assigned to L21 Lewis Rast Unit
LOP Population	Inmates who have lost privileges (usually due to an infraction)
LOP Population - Property	Inmates who have lost privileges (usually due to an infraction) Property items



Menu Limit - Eyman Restricted-Housing Step 1	Item limits for Eyman Restricted-Housing Step 1 Population	Eyman Restricted-Housing Step 1 Population	Multi-Item	Limit
Menu Limit - Eyman Restricted-Housing Step 2	Item limits for Eyman Restricted-Housing Step 2 Population	Eyman Restricted-Housing Step 2 Population	Multi-Item	Limit
Menu Limit - Eyman Restricted-Housing Step 3	Item limits for Eyman Restricted-Housing Step 3 Population	Eyman Restricted-Housing Step 3 Population	Multi-Item	Limit
Menu Limit - Holiday	Item limits for Holiday	Holiday Items	Multi-Item	Limit
Menu Limit - Indigent	Item limits for Indigent Population	Indigent Population	Multi-Item	Limit
Menu Limit - Lewis Rast Unit	Restrictions for inmates assigned to Lewis Rast Unit L21	Lewis Rast Unit	Multi-Item	Limit

Gluten-Intolerant Population	Inmates who have a sensitivity to gluten
Halal Population	Inmates who observe Halal dietary restrictions
Holiday Items	Inmates who can only order Holiday items by locator code
Indigent Population	Inmates who have very little/no money
Intake - Maximum Security Population	Inmates that are in Intake who are Maximum Security
Intake Population - Media Credit Only	Inmates who are in Intake waiting to be assigned to a location can only order Media Credit
Kasson-Rincon Unit Population	Inmates incarcerated at the Kasson unit in the Florence-Rincon facilities
Kingman Facility Population	Inmates incarcerated at the Kingman facility
Kosher Population	Inmates who observe Kosher dietary restrictions

Please see day of week order processing schedules:

Batch Name	Last Ran Date	Scheduled
WEST CDU	9/19/2023 6:30 AM	Weekly Tue 5:30 AM
VERNON C BAIN	9/18/2023 6:30 AM	Weekly Mon 5:30 AM
Rose M. Singer	9/22/2023 6:10 AM	Weekly Fri 5:10 AM
ROBERT N. DAVOREN	9/19/2023 6:00 AM	Weekly Tue 5:00 AM
RMSC Enhanced Supervised Housing (RESH)	9/22/2023 6:20 AM	Weekly Fri 5:20 AM
OTIS BANTUM CENTER COMM	9/21/2023 7:00 AM	Weekly Thur 6:00 AM
NORTH INFIRMARY COMMAND	9/19/2023 7:00 AM	Weekly Tue 6:00 AM
GEORGE VIERNO	9/18/2023 6:15 AM	Weekly Mon 5:15 AM
ERIC M. TAYLOR	9/21/2023 6:00 AM	Weekly Thur 5:00 AM
AMKC	9/21/2023 6:30 AM	Weekly Thur 5:30 AM

- c. Allow product names to be customized for phonetic pronunciation on a telephone ordering system.

Keefe Response: Keefe has read, understands, and will adhere.

For IVR, inmates use the 4-digit product code to hear the product spoken to them in the language chosen before adding to their order.

- d. Allow printing of commissary menus in English and Spanish directly from the system.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will print all menus in multi-language as needed for distribution to inmate populations.

- e. Enable no-touch posting of commissary orders at a specified time and day.

Keefe Response: Keefe has read, understands, and will adhere.



Please see the commissary batch scheduling example on the following page, available to all customers.

Batches

Commissary / Batches

Batches Saved/Scheduled

Batch Name	Last Ran Date	Scheduled
WEST CDU	9/19/2023 6:30 AM	Weekly Tue 5:30 AM
VERNON C BAIN	9/18/2023 6:30 AM	Weekly Mon 5:30 AM
Rose M. Singer	9/22/2023 6:10 AM	Weekly Fri 5:10 AM
ROBERT N. DAVOREN	9/19/2023 6:00 AM	Weekly Tue 5:00 AM
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Batches

Commissary / Batches

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GEORGE VIERNO	9/18/2023 6:15 AM	Weekly Mon 5:15 AM
ERIC M. TAYLOR	9/21/2023 6:00 AM	Weekly Thur 5:00 AM

- f. Have the ability to import orders from bubble sheets, inmate telephones or kiosks.

Keefe Response: Keefe has read, understands, and will adhere.

Please see the following table of order entry options for the Keefe Cloud Commissary application:

Keefe Commissary Ordering Methods	
Keefe offers seven (7) no cost commissary order entry options available to the County	
Edge Kiosk / Tablet Order Entry Keefe's Edge application is designed to allow Confined Individuals to enter their orders from a housing unit kiosk and adjust them as often as they would like until the cutoff time. The kiosk application will apply rules and restrictions and will display balance and account history	Keefe IVR Phone Order Entry Phone touch tone voice prompted. Keefe's IVR order entry system is attachable to facility phone systems and uses text to voice technology for speaking product names in English or Spanish. The IVR voice prompts announce the Confined Individual's spendable balance, order review, order creation, item, and pricing information, and enable order entry from Keefe's menu of commissary products.
Scanning Order Entry (Bubble Forms)	Keefe Cloud Commissary Direct Entry



<p>The Keefe scanning solution functions with Keefe Cloud Banking and Commissary applications in a Chrome environment. Keefe will have printed scan forms available to all Confined Individuals for order placement. Keefe can create several different types of menus to help promote a safe and orderly environment within the facilities (i.e., male, female, disciplinary, diabetic, etc.).</p>	<p>Cloud Commissary is Keefe’s online commissary ordering solution. Contractor Commissary staff can create orders from manual order forms for items from Pick N Pack, Trinity Take Out, and Cart items. Users can edit, change, or delete existing online orders through this app.</p>
<p>Mobile Cart Keefe’s Mobile Commissary cart operation will allow for multiple commissary opportunities per week of products selected by the County. Carts are equipped with a Dell laptop computer, a scanning wand, a receipt printer, and commissary items. Confined Individuals purchase items directly from the cart.</p>	<p>Keefe’s Direct Debit Vending Machines Keefe’s Vending services, only available to the corrections market through Keefe, will allow Confined Individuals to make purchases from vending machines directly and immediately from funds they have in their trust accounts, either Keefe's or a 3rd-party. There is no cost to the County to implement vending services.</p>
<p>Access Securepak Custom Package Securepak is designed to give family and friends the ability to order commissary items for Confined Individuals. As part of the Securepak program, Access Corrections will create a customized, user-friendly website that shows the facility’s approved menu and enforces regulations and order limitations.</p> <p>Users will be able to place package orders online 24 hours a day, seven days a week and automatically receive a confirmation that their orders are being processed.</p>	

- g. Have the ability to provide commissary ordering options for inmates with physical or mental disabilities such as blindness, hearing loss, motor skills impairment, etc. These options may include technology or paper-based options. Proposer shall describe their capabilities in their proposal.

Keefe Response: Keefe has read, understands, and will adhere.

Please see the response to 7.5 f. above.

- h. Allow manual entry and editing of orders received through any inmate ordering system before the orders are billed to the Inmate Trust Account.

Keefe Response: Keefe has read, understands, and will adhere.

Please see the full commissary flowchart in 4.7 above. While orders are in the shopping cart (regardless of whether they were ordered from Scantron, Kiosk, or Direct Entry) may be edited by County staff. Orders entered by kiosk into the shopping cart may be edited by both inmates and County staff.

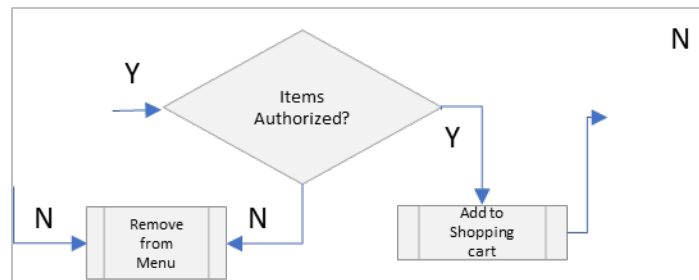
- i. Allow commissary sales of defined products such as electronics to create tracked property for an inmate.

Keefe Response: Keefe has read, understands, and will adhere.



Contingent Property Purchases

Keefe Cloud commissary supports a feed of property items to the JMS property system for inventory and distribution. Property items may be printed in our fulfillment center to a separate receipt and delivered to the county property office for evaluation of delivery, for instance if a prior item must be returned in order to receive a new item of the same type, or refillable items such as batteries need to be returned to receive fresh batteries. Within the staff view of the Keefe Cloud Commissary system, property items will be tagged for reporting and restriction including quantity over time.



- j. Have the capability to print inmate receipts to be included with the inmate's order which includes the following minimum information: Inmate ID, Name, Photo (Ad-Hoc function for County staff), Facility Name, Housing Location, Balance Prior to Order, and Balance After the Order. For each product ordered, the receipt must show: Product Order Code, Product Description, Quantity Ordered, and Unit Price.

Keefe Response: Keefe has read, understands, and will adhere.

Please see the sample receipt on the following page.



Page 1 of 1				03/18/2021 02:25 PM				Page 1 of 1				03/18/2021 02:25 PM			
KEEFE COMMISSARY NETWORK P.O BOX 17490, St.Louis, MO 63178-7490 379 for SOUTHERN REGIONAL JAIL								KEEFE COMMISSARY NETWORK P.O BOX 17490, St.Louis, MO 63178-7490 379 for SOUTHERN REGIONAL JAIL							
Name: Burns_11, Willard_11 ID: 11 Acct #: 19084 CPR #: 6698 Block: Block A				Tier: Unit 1 Cell:				Name: Burns_11, Willard_11 ID: 11 Acct #: 19084 CPR #: 6698 Block: Block A				Tier: Unit 1 Cell:			
Bal Before Order: 89.61 Bal After Order: 4.17 Order #: 17319518 Order Date: 03/18/2021								Bal Before Order: 89.61 Bal After Order: 4.17 Order #: 17319518 Order Date: 03/18/2021							
Buy-Seg	Qty	UOM	Description	Alias	I	Price		Buy-Seg	Qty	UOM	Description	Alias	I	Price	
CRJSO	5	EA	S.S. HOT COCOA	2070		2.05		CRJSO	5	EA	S.S. HOT COCOA	2070		2.05	
	5	EA	KEEFE COLOMBIAN BLEND	2283		26.95			5	EA	KEEFE COLOMBIAN BLEND	2283		26.95	
	5	EA	CHILI CHEESE FRITOS 2OZ	2737		7.25			5	EA	CHILI CHEESE FRITOS 2OZ	2737		7.25	
	1	EA	(EA)ZC D-DUNX	3245		0.95			1	EA	(EA)ZC D-DUNX	3245		0.95	
	5	EA	BC CHILI W/ BEANS	6173	S	0.00			5	EA	BC CHILI W/ BEANS	6173	S	0.00	
	5	EA	FC MACKERAL	6178		13.40			5	EA	FC MACKERAL	6178		13.40	
	5	EA	TWIN BEEF STICK	6300		6.40			5	EA	TWIN BEEF STICK	6300		6.40	
	5	EA	PEPPER - SINGLE PACKET	6518		0.25			5	EA	PEPPER - SINGLE PACKET	6518		0.25	
	5	EA	GINGER ALE 20OZ	2492		13.10			5	EA	GINGER ALE 20OZ	2492		13.10	
* SubTotal: 84.55								* SubTotal: 84.55							
Tax: 0.89								Tax: 0.89							
Total: 85.44								Total: 85.44							
FACILITY ITEMS								FACILITY ITEMS							
	5	EA	S2 Phone time non-DL	9801	V	5.00			5	EA	S2 Phone time non-DL	9801	V	5.00	
OTHER								OTHER							
	5	EA	CHILI RAMEN Subbed with Item-6173	6028	N	4.60			5	EA	CHILI RAMEN Subbed with Item-6173	6028	N	4.60	
ITEM(S) NOT AVAILABLE-AUTO CREDIT IN PROCESS								ITEM(S) NOT AVAILABLE-AUTO CREDIT IN PROCESS							
	5	EA	TEXAS BEEF RAMEN SOUP	6018	C	4.60			5	EA	TEXAS BEEF RAMEN SOUP	6018	C	4.60	
SHORTAGES/CANCELLED								SHORTAGES/CANCELLED							
Alias	Qty	Description	Reason					Alias	Qty	Description	Reason				
3230	5	(EA) ZC PB WAFERS	Item restricted					3230	5	(EA) ZC PB WAFERS	Item restricted				
3245	4	(EA)ZC D-DUNX	Exceeds quantity limit					3245	4	(EA)ZC D-DUNX	Exceeds quantity limit				
I have checked and received this order with any and all credits/shortages as indicated herein.								I have checked and received this order with any and all credits/shortages as indicated herein.							
Signed: _____ Date: _____				Signed: _____ Date: _____				Signed: _____ Date: _____				Signed: _____ Date: _____			
Witnessed By: _____ Date: _____				Witnessed By: _____ Date: _____				Witnessed By: _____ Date: _____				Witnessed By: _____ Date: _____			

- k. For products ordered but not received, the receipt must indicate the reason an inmate did not receive the item originally ordered (e.g., insufficient funds or restricted item).

Keefe Response: Keefe has read, understands, and will adhere.

Please see “Reason” column in the shortages/cancelled section at the bottom of the receipt shown above in 7.5.j.

- l. Be configurable to print inmate commissary order receipts even for inmates who should not receive a commissary order. For example, an inmate who has a behavior restriction and can’t order anything should receive a receipt showing that the order was received, processed, and rejected.

Keefe Response: Keefe has read, understands, and will adhere.

Notification For Fully Rejected Order(S)

Fully rejected orders are visible to staff and inmates at four places throughout the software:

1. At the Kiosk, the inmate Order history shows all orders including those fully cancelled.



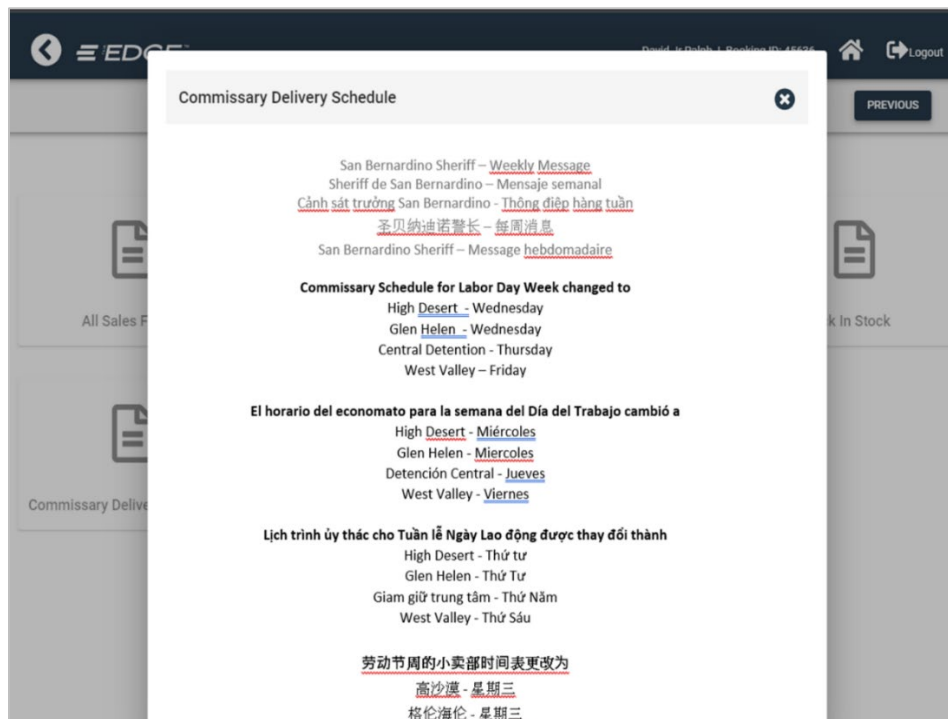
2. On the Batch Details Delivery Manifest, the fully cancelled inmate order will show along with other orders in the delivery batch.
3. In reviewing the cancelled order on the commissary orders or batch page staff can see the cancelled order and items and when viewing the order click the “why?” link to see the rule that generated each cancelled item.
4. From the Inmate Accounting Screen staff may navigate the orders button to display all of the inmate’s orders and all orders and/or items cancelled.

m. Allow entering a County pre-approved weekly message to be printed on all commissary receipts for distribution to the inmates.

Keefe Response: Keefe has read, understands, and will adhere.

Communicating Important Messages to Inmates

Keefe Cloud customers use the Edge Document Acknowledgement feature to distribute messages to all inmates regardless of whether they are receiving a commissary order. The Document feature includes read audit and acknowledgement options to ensure that the inmate sees the message when logging in to the kiosk.



n. Allow searching and reprinting of a single commissary order receipt.

Keefe Response: Keefe has read, understands, and will adhere.



Searching for an Order in Keefe Cloud Commissary:

Reprinting an Order in Keefe Cloud Commissary:

Approved	Shipped	Invoice	Invoice Amount	Denied	Reason
1	1	1	\$15.94	0	
1	1	1	\$16.48	0	

Sub-Total: \$32.42 Sales Tax: \$0.00 Order Total: \$32.42



8. IN-POD KIOSK REQUIREMENTS

Proposer shall provide in-pod kiosks in each inmate housing unit. These kiosks must have the capability to digitize forms, support commissary ordering, grievance filing and tracking, medical/dental appointment scheduling, searches within the inmate handbook, play Department created orientation or inmate training videos, inmate request filing, access to various Sheriff's Department and other forms and real-time account balance checks and transaction history reports for the proposed banking system. Applications for in-pod kiosks should be expandable based on the needs of the County. These services shall be provided at no cost to the County or County inmates.

8.1 All kiosks must be rugged, secure, and steel-cased units with no external openings or ports and no accessible screws.

Keefe Response: Keefe has read, understands, and will adhere.

Please see Keefe's Edge Kiosk specifications below:



The Edge™ Kiosk with Touch Screen

Enclosure	<ul style="list-style-type: none">• Rugged ABS plastic, rounded corners• Front bezel is hinged for quick change replacement, dual locks• Metal rear enclosure, wall mounting holes
PC/Processor	<ul style="list-style-type: none">• Dell 3050 Micro Computer, Intel® Celeron G3930T
Memory/Storage	<ul style="list-style-type: none">• 8 GB RAM• SATA SSD Drive 128 GB HD 2.5"
Network And Connectivity	<ul style="list-style-type: none">• 10/100/1000 Ethernet• Optional 802.11 Wi-Fi• Multiple USB ports and COM port
Software	<ul style="list-style-type: none">• Windows 10
Display	<ul style="list-style-type: none">• 17" LED (1280 x 1024)• Vandal-proof PCAP touch screen
Security	<ul style="list-style-type: none">• High security dual lock system
Options	<ul style="list-style-type: none">• Optional adjustable web camera• Optional finger print reader or bar code scanner
Power	<ul style="list-style-type: none">• POE power 1.3 ADC• Injector power 2A• AC power supply (replaces POE & Injector) 2.5A



8.2 All kiosks must be securely affixed to the walls or on robust, floor-mounted posts.

Keefe Response: Keefe has read, understands, and will adhere.

Please see Mounting view and mount bracket below:



8.3 All kiosks must either run off 120V electricity and Cat. 5 data cabling OR, Proposer must agree to install electrical cabling, data cabling and ports running to all housing areas to support their proposed kiosks to the sole satisfaction of the County.

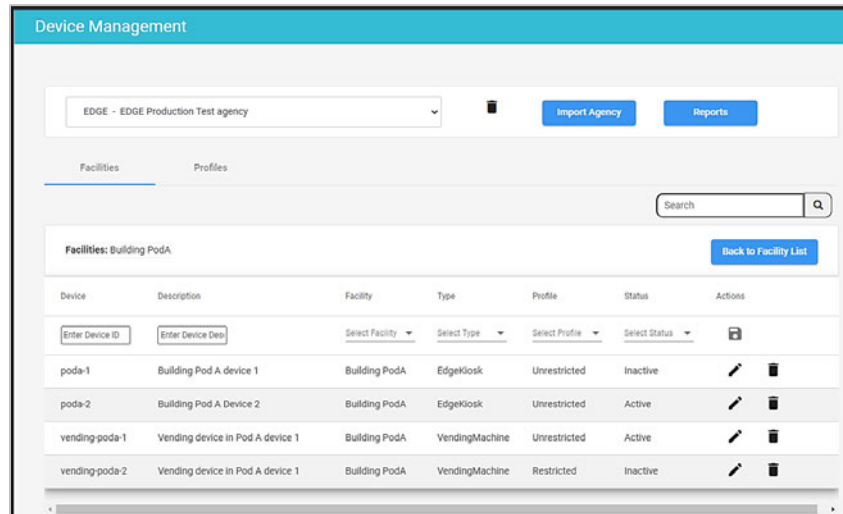
Keefe Response: Keefe has read, understands, and will adhere.

Keefe recommends the Power over Ethernet Edge Kiosk configuration at no cost to the County.

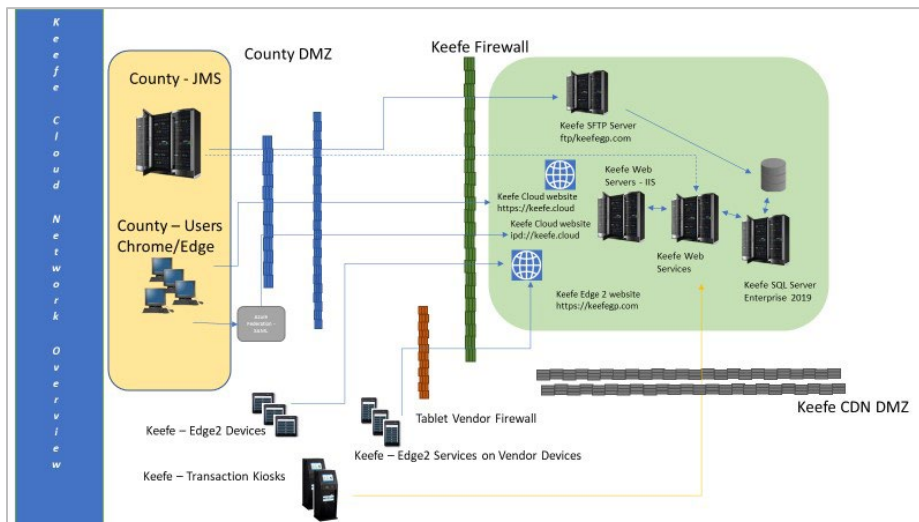
8.4 All kiosk applications must be centrally managed from servers in the facility server closet.

Keefe Response: Keefe has read, understands, and will adhere.

Kiosks and their applications are managed through the Device Management applications.



Kiosk servers are hosted in the Keefe Cloud Data Center as per diagram here and also in 10.2 below (here see Edge 2 Devices path to <https://keefegp.com> as well as tablet vendor path with Edge 2 app services installed with path to <https://keefegp.com>).



8.5 All kiosk applications must permit an authorized County user to administer, activate/deactivate, update and/or report on all application activity.

Keefe Response: Keefe has read, understands, and will adhere.

Please see response to 8.4 above – these administrative tasks are found on the Device Management page.



8.6 All kiosk applications shall adhere to generally accepted accounting principles and provide a complete audit trail of all transactions. Audit trail reports should include operator identification, date of all entries, and updates to records.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe Edge kiosks for inmate views do not transaction accounting functions, but merely report on them.

Keefe Transaction kiosks for public use or at intake adhere to PCI and SOC 2 Type 2 standards – PCI attestation SOC 2 Type 2 audit results available upon request.

8.7 All kiosk applications shall provide a series of reports as specified by the County, including: detailed weekly invoices, cash reconciliation, and records of charges to inmates for other services, such as medical, and haircuts.

Keefe Response: Keefe has read, understands, and will adhere.

Please refer to the reports listing in 12.15 below:

Accounting transaction reporting covers all transactions regardless of whether a kiosk was used to make the transaction.

8.8 All kiosk applications shall provide various levels of security, including password control. These levels will have the capability to be customized by the CSRD Commander or designee.

Keefe Response: Keefe has read, understands, and will adhere.

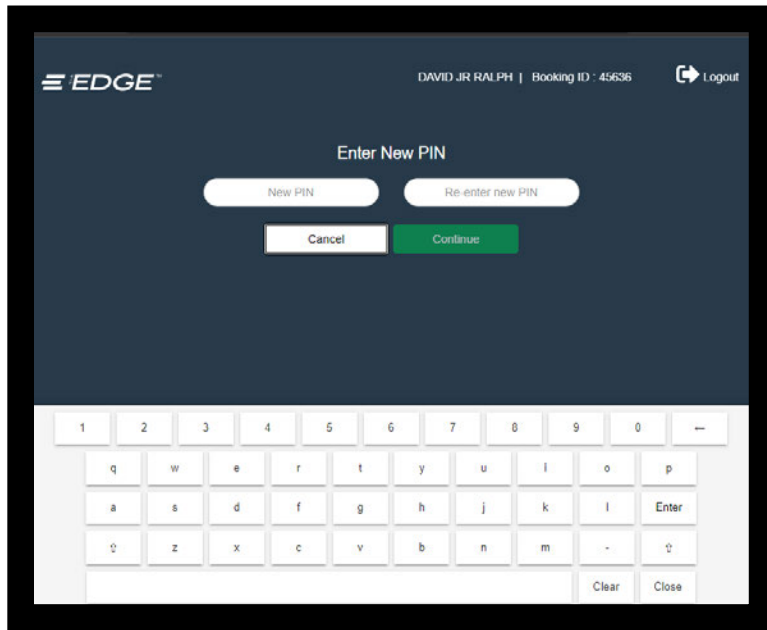
Edge Kiosk Security Management [8.8]

Three areas of Edge Kiosk security management documented below:

1. Inmate passwords
2. Application Visibility at a Given Kiosk
3. Kiosk device access audit

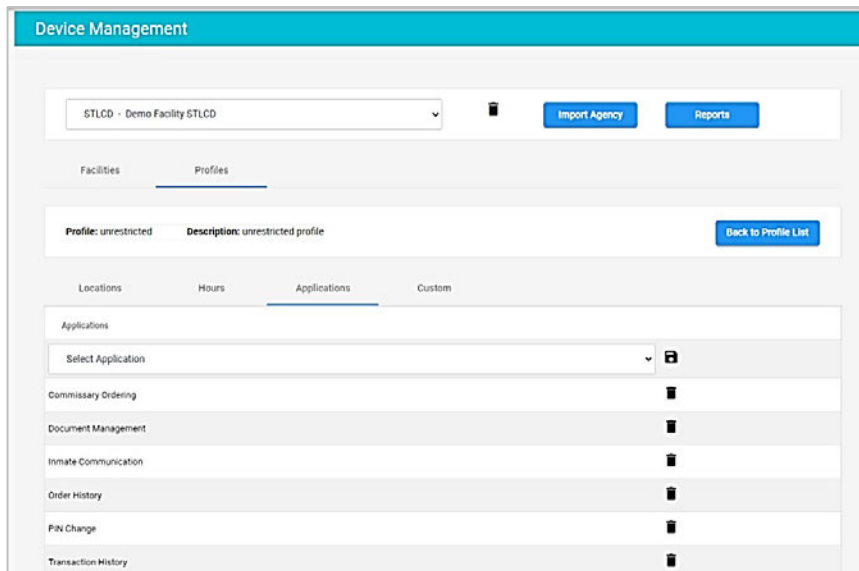
1. Inmate Passwords

Edge Inmate Kiosks require inmate id and password. Inmates may reset their passwords. County administrators may also reset an inmate password.



2. Application visibility at a given kiosk.

The Device Management application allows administrators to determine which kiosk applications show on the menu at a given kiosk.



3. Kiosk device access audit

The Device Activity Report allows staff to review access to kiosk devices by inmates.



Device Activity Report				
Search: User ID or Device ID: kiosk1 Start Date: 6/1/2023 End Date: 9/23/2023				
ApplicationName	User Id	Device Id	Event Date	Description
Edge2	132200697	kiosk1	06/23/2023 08:09:47 AM	User logged in
Edge2	132200697	kiosk1	06/23/2023 08:09:50 AM	User logged out
Edge2	501900621	kiosk1	06/23/2023 08:27:10 AM	User logged in
Edge2	501900621	kiosk1	06/23/2023 08:27:20 AM	User logged out
Edge2	502001940	kiosk1	06/23/2023 08:27:25 AM	User logged in
Edge2	502001940	kiosk1	06/23/2023 08:27:30 AM	User logged out
Edge2	502200029	kiosk1	06/23/2023 08:27:34 AM	User logged in

8.9 Proposer shall install the system, train County personnel, provide remote support to maximize utilization and minimal down time of the inmate accounts system. Proposer shall license the use of the system and provide continuing support for the software and hardware throughout the length of the contract at no cost to the County. Support is to include updates and enhancements to the software and/or hardware.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe agrees to the support requirements above.

8.10 All kiosks must have the ability for the County to upload user content such as a .PDF document, videos, audio files, photographs, or other files that may be used by County to communicate with inmates.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe's Document Manager supports PDF and JPEG file uploads for communication with inmates.



9. X-RAY MACHINE REQUIREMENTS

9.1 Proposer shall provide compact mobile conveyor-type, X-Ray screening systems and shall be responsible for their cost and ongoing maintenance for the life of the contract.

The X-Ray screening systems shall have the following specifications:

- a. Tunnel Dimensions (W x H): 870 mm x 240 mm (minimum height) or 34.25" x 9.45" (minimum height)
- b. Dimensions (L x W x H): 34.50" x 50" x 55.31"
- c. Generator: 100 kV (160kV maximum voltage)
- d. Wire Detectability: 36 AWG (minimum) to 40 AWG
- e. Angle of Radiation: 15 degrees
- f. Steel Penetration: 0.55"
- g. Dual-Energy Detector: YES
- h. Number of Colors within the X-Ray image: 4

 **Keefe Response:** Keefe has read, understands, and will adhere.

Keefe's proposed X-ray machine is described on the following pages.



Technical Information

smiths detection
bringing technology to life

HI-SCAN™ 6040i

HEIMANN X-RAY TECHNOLOGY



Feature Highlights

- High-End processor technology
- High-Speed digital signal transmission
- HI-MAT Plus advanced material classification
- High image resolution
- 24 Bit real time image processing
- New ergonomic user interface
- Free programmable priority keys

The HI-SCAN 6040i is a newly designed, compact X-ray inspection system with a tunnel opening of 620 mm [24"] wide by 418 mm [16.5"] high. This tunnel size is ideally suitable for cabin baggage and other small items in areas with increasing security demands.

The HI-SCAN 6040i is part of the new iLane system concept, which offers various possibilities of extension due to a modular, flexible system design.

Online image analysis methods to support the operator's work, and a new man-machine interface configured according to ergonomic aspects, are pointing the way to the future for this kind of system.

Innovative technique and a high degree of reliability, make this system an excellent tool for covering sensitive fields of inspection.

The equipment offers the operating personnel optimum support in making decisions and reduces inspection times considerably.

www.smithsdetection.com



Technical Data **HI-SCAN 6040i**

General Specifications

Tunnel dimensions	620 [W] x 418 [H] [mm] • 24.4" [W] x 16.5" [H]
Max. object size	615 [W] x 410 [H] [mm] • 24.2" [W] x 16.1" [H]
Conveyor height ¹⁾	approx. 694 mm [27.3"]
Conveyor speed at mains frequency	approx. 0.2 / 0.24 [m/s]
50 Hz / 60 Hz	
max. conveyor load even distributed over the whole conveyor ²⁾	160 kg [352 lbs]
Resolution [wire detectability] ³⁾	standard: 39 AWG [0.09 mm] • typical: 40 AWG [0.08 mm]
Penetration [steel] ²⁾	standard: 30 mm • typical: 31 mm
External dose rate	≤ 2 μSv/h [0,2 mrem]
Film safety	guaranteed up to ISO 1600 [33 DIN]
Duty cycle	100 %, no warm-up procedure required

X-ray Generator

Anode voltage • cooling	140 kV cp • hermetically sealed oil bath
Beam direction	diagonal

Image Generating System

X-ray converter	L-shaped detector line
Grey levels stored	4096
Image presentation	B/W, color
Digital video memory	1280 x 1024 / 24 bit
Image evaluation functions	VARI-MAT, O2, OS, HIGH, HI-SPOT, SEN, XPlore, Opti-Zoom, HDA, electronic zoom: stepless enlargement up to 64-times
Monitor	Flat Panel LCD Monitor

Additional Features

Features	fading-in of date/time, luggage counter, user id-number, luggage marking system [acoustic], display of operating mode, REVIEW-feature [to recall previously visible image areas], zoom overview, free programmable keys, USB 2.0 interface, stepless zoom, IMS [Image Store System - stores up to 100,000 images]
Options	X-ACT, HI-TIP, Xport

Installation Data

X-ray leakage	meets all applicable laws and regulations with respect to X-ray emitting devices.
CE-labelling	in compliance with directives 2004/108/EC, 2006/42/EC, 2006/95/EC
Sound pressure level	< 70 dB(A)
Operating- / storage temperature	0° - 40°C / -20°C - +60°C
Humidity	5% - 95% [non-condensing]
Power supply ³⁾	standard: 230 VAC or 120 VAC +10% / -15% • 50 Hz / 60 Hz ± 3 Hz
Power consumption	approx. 0.8 kVA
Protection class system / keyboard	IP 20 / IP 43
Dimensions • Weight ⁴⁾	2004 [L] x 850 [W] x 1284 [H] [mm] • approx. 400 kg 78.9" [L] x 33.5" [W] x 50.6" [H] • approx. 881.9 lbs steel construction with steel panels, mounted on roller castors standard color(s): RAL 7016 [dark gray] / B11-W1 [blue]
Mechanical construction	

¹⁾ approx. values [adjustable]

²⁾ proprietary quality management test piece: steel step wedge, CU wires, belt speed 0.2 m/s

³⁾ different values optional

⁴⁾ without control desk, keyboard, monitor[s] etc.

⁵⁾ measured at ambient temperature of 20°C and nominal voltage



For product information, sales or service, please go to www.smithsdetection.com/locations

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- 9.2** The X-Ray screening systems will include, but not be limited to the following software, licensed for use by and at no cost to the County, with the following features:
- a. Automatic detection of most common contraband.
 - b. Standard baggage scanner functionality to inspect mail, baggage, small and mid-size parcels, and other commissary items.
 - c. Allow identification of weapons, explosives (including plastic explosives), drugs, primers, dangerous objects, and other contraband items which are safety hazards.
 - d. The ability to process mattresses from most suppliers.
 - e. Automated inspection process.
 - f. No need for special training.
 - g. Contraband detection assistance software.
 - h. Simple and user-friendly touch screen interface.
 - i. Fits through standard doorways.
 - j. On-board and networked data storage.
 - k. Remote diagnostics feature.
 - l. Image review and other advanced software features.
 - m. Optional special stair-stepping wheels.
 - n. Network integration.
 - o. Ready for barcode reader, camera, RFID, ID reader

Keefe Response: Keefe has read, understands, and will adhere.

Keefe's proposed X-ray machine is described above in 9.1.

- 9.3** The County requires a minimum of twelve (12) X-Ray screening systems and reserves the right to increase that number at any time during the contract term, depending on each facility's immediate and future needs. Proposer shall provide any additional X-Ray screening systems upon request by the County within a reasonable, mutually agreed upon timeframe. The initial allocation of X-Ray screening systems for the following facilities is listed as follows:
- a. CDC: 2
 - b. GHRC: 4
 - c. HDDC: 4
 - d. WVDC: 4

Keefe Response: Keefe has read, understands, and will adhere.

Keefe's proposed X-ray machine is described above in 9.1. In the language provided in 9.3, the County requires the total count of 12 X-ray machines, however the count provided in a-d above is 14. In Keefe's proposal, 12 machines have been allocated. If additional machines are needed, Keefe will negotiate with the County upon award of contract.



9.4 Proposer shall describe other security devices, beyond the X-Ray machines, that they will provide to help ensure facility and staff safety. Such devices may include, but are not limited to, TruNarc laser scanning devices, portable metal and cell phone detectors, backscatter scanners, etc.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will not be proposing any additional security devices beyond the X-ray machines at this time.

10. INMATE BANKING / ACCOUNTING REQUIREMENTS

Proposer shall provide all software for a computerized Inmate Banking software application to keep accurate and complete records of all commissary activity and balances of individual Inmate Trust Accounts. This system must be approved by the County and allow complete access to authorized County staff.

Keefe Response: Keefe has read, understands, and will adhere.

10.1 The system must be able to open and keep track of all Inmate Trust Accounts for all inmates booked, individually and cumulatively in a ledger that is entirely separate from the facility ledger and bookkeeping records which are tracked in the JIMS. The proposed system must interface and integrate with the existing JIMS at Proposer's expense, to import inmate information; Proposer shall develop any interfaces at Proposer's expense. Proposer's banking application shall interface with JIMS and integrate with a new JIMS, at Proposer's expense, in the event County decides to replace its current JIMS during the term of the Contract.

Keefe Response: Keefe has read, understands, and will adhere.

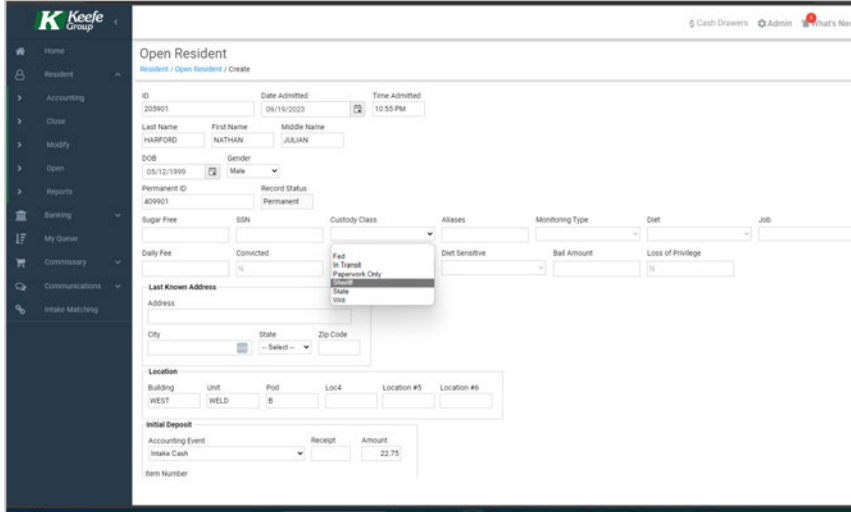
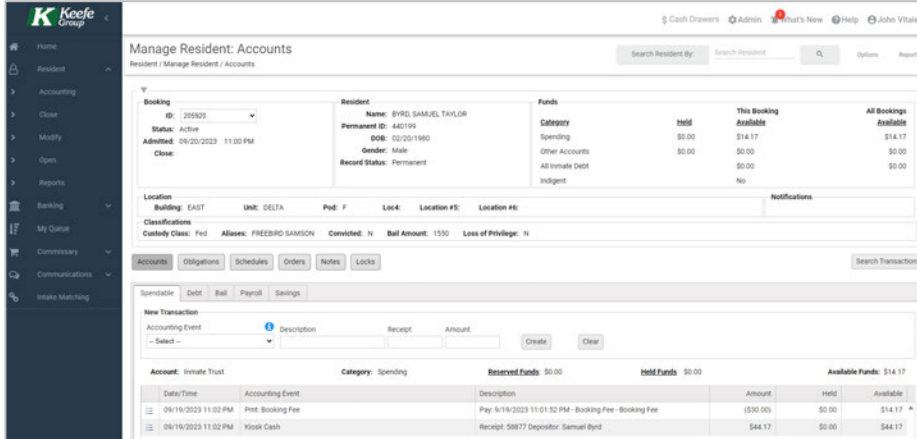
The Keefe Cloud Customer Specific General Ledger

The Keefe Cloud General Ledger, a book of original entry, an accounts payable journal and a report generator, lets user's setup a chart of accounts, create transactions and utilize a full range of context-sensitive reports such as trial balance and transaction history. The ledger is wholly contained within the Keefe Cloud Banking system.

Intake Workflow Features Manual and Integrated with JMS (Automated)

Keefe accepts inmate information imports either through secure FTP transmissions or Web Services real time updates at no expense to the County. Users may also enter inmate information through the Inmate Account Open and Modify functions if needed.



Intake	Workflow	<p>Intake workflow options for manual operations include initial deposit, classifications, and booking fees. These workflows reside on a single page in the book in process and do not require accounting expertise.</p> 
	Automation	<p>Intake automation includes interface with JMS for inmate information and classification, intake kiosk initial deposit automation, and automated population-based booking fees.</p> 



Please see the following interface partners currently importing inmate information into Keefe banking systems at no cost to the Keefe customer:

Interfaces for Resident Information					
Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients
GEO Group - Wackenhut	28	ITI	4	Intelliforce	1
Spillman	26	Central Square	3	JALAN HTE Sun Gard	1
ViaPath	26	SecureManage	3	Justice	1
TSG/Tyler Tech/Odyssey	25	CrimeStar	2	Kologic	1
JailTracker	22	E-Force	2	Lawman	1
Zuercher	17	IDNetworks	2	Lotus	1
ICS	15	Intellitech	2	Net Data	1
New World	15	M&M SOMS	2	ODYS	1
Beacon	11	MiCase	2	Omnigo	1
OSSI	10	Motorola - Offender Track	2	ProPhoenix	1
Black Creek	9	OneSolution	2	PTS	1
EIS	9	Police Central	2	Scribe	1
MTC	8	REJIS	2	SMART	1
Southern Software	8	SunRidge	2	SSI	1
Archonix	6	Tiburon	2	Sundance	1
CTS SmartCop	6	Tiger	2	UCM	1
Eagle	6	Affix	1	USA Software	1
Jamin	6	Cadmus	1	County	53
ADT	5	CCIS-AOC	1	State	7
ATIMS	5	Civica	1	Other	6
GEOTrack	5	CMIS	1		
Securus	5	EDOC	1	Vendor Systems	70
TriTech/Visionair	5	Enterpol	1	Keefe Clients	414
BluHorse	4	ILEADS	1		
CorrectCare	4	InTech	1		



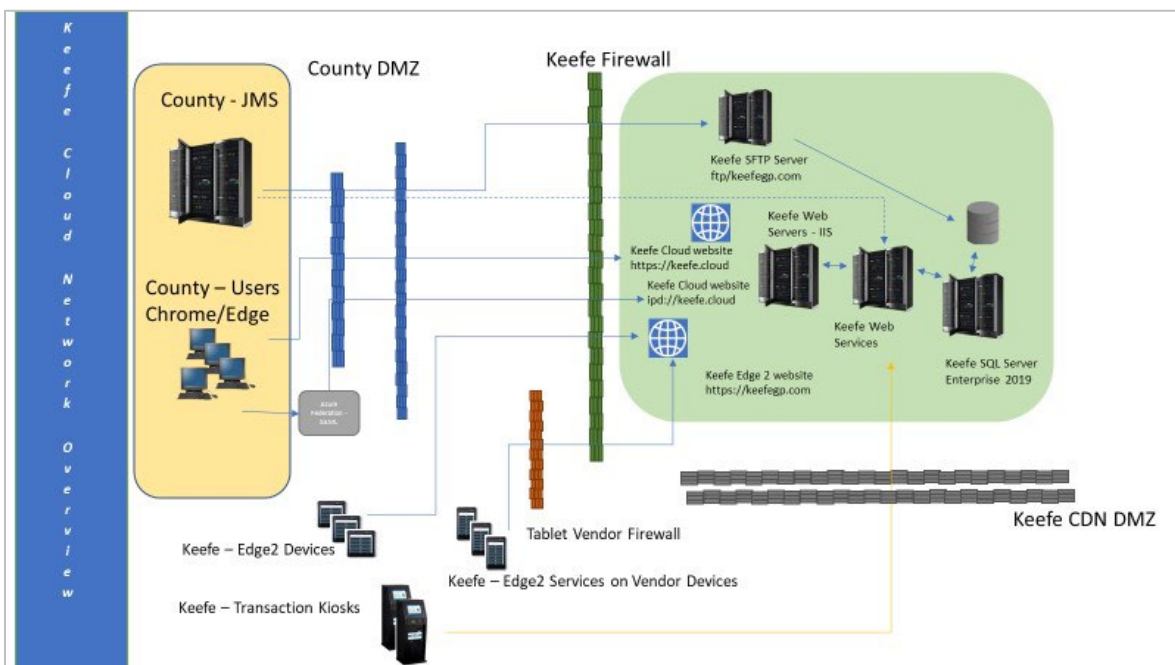
10.2 The application shall be highly secure, interface at no cost to the County with all other applications that the County uses or will use at any time in the future and permit multiple users with various permissions and access levels. It shall be easy to learn and not require professional accounting training or computer knowledge to perform any necessary function.

Keefe Response: Keefe has read, understands, and will adhere.

The Keefe Cloud SaaS is hosted by Keefe and is a cloud service. Access and use of the Keefe Cloud SaaS requires no software executables to be installed on customer desktop systems. Customer systems need only access the URL, <https://keefe.cloud>, using either Chrome or Edge browsers. Keefe Cloud invokes the printers accessible to the user's browser. Minimum requirements for an unlimited number of County staff are access to either a Chrome or an Edge Browser.

The Keefe Cloud SaaS is a multi-tenant hosting model. Keefe employs a Tenancy Key Segregation Model to ensure data is 100% isolated by agency and that agency data reflects their respective time zones. All data generated by the County remains the property of the County, accessible only by the County.

Infrastructure and Security



The logical Environment and related network enjoy managed firewall systems subject to penetration testing on a regular basis.



The physical environment and the related network are protected with environmental suppression systems and are monitored via physical inspections and software monitoring tools. Physical security encompasses access to buildings, badge setup and approval processes, power management, and monitoring of cameras and facility-wide equipment.

SaaS Security and Compliance

Keefe maintains a companywide security policy headed by a senior executive Security Officer. Keefe mandatory security training includes HIPAA, CJJ, and PPI sessions.

Keefe security includes compliance for PCI DSS 3.2.1, SOC 2, CJIS, ADA, NIST 800 -53, and HIPAA. Keefe performs independent security scans and patches to address findings on a quarterly basis.

Data in transmission is secured at SSL/TLS 1.2 or higher. Virtualized servers are encrypted. Password and sensitive information data are encrypted in the SQL server database.

Keefe maintains a formal incident response plan to address responses to all Information Security incidents. This plan includes guidance for all customer and attorney general notifications.

User Security / Role-based Security

The Keefe Security System enforces password control on all user accounts. Keefe Security Roles are user definable by authorized staff administrators. Authorize-able functions include access, execution, and workflow of over 150 system activities. Menus, pages, drop-down lists, and context menu actions are limited based on the selection of authorize-able functions in the user role.

Ease Of Use Design and Function – Workflows, Automation, And Development Tools

Module	Ease of Use Type	Description
Intake	Workflow	Intake workflow options for manual operations include initial deposit, classifications, and booking fees. These workflows reside on a single page in the book in process and do not require accounting expertise
	Automation	Intake automation includes interface with JMS for inmate information and classification, intake kiosk initial deposit automation, and automated population-based booking fees
Cash Drawer	Workflow	Cash drawer workflows include drawer open, count, close, review, approve and promote for deposit, and consolidate for bank deposit entry. All accounting entries are choices in the workflow and do not require creating ledger entries or understanding the accounting structure behind the transaction posting



Module	Ease of Use Type	Description
	Automation	Cash drawer automation includes Secure Online automated deposit processing and automated nightly ACH postings. Users are not required either to understand the accounting structure or to post any related entries for this cash drawer automation
Accounting Event	Workflow	Accounting event workflows may include mandatory fields selected from drop-down lists, default transaction amounts, default descriptions, transaction amounts calculated from user provided fields such as hours worked and pay rate, and availability of transaction choices in the appropriate context such as trust, debt, bond, and locking in description, amount, transaction type, and custom field choices in a transaction batch. Users simply make choices when prompted to complete the workflow without the need to understand the accounting structure.
	Automation	Accounting event automation includes triggered events, such as automatic payments of debts from new deposits, automatic collection of debt from existing funds, automatic expiration of debt at a pre-defined interval of days, automatic posting of scheduled fees or scheduled deposits based on defined inmate populations
Accounts Payable	Workflow	Accounts payable workflows include fiscal period definition, specifying inmate payments within a period and within a collection account for disbursement, disbursing a check for the collected amount of chosen payments, and producing a disbursement advice document including the check information and the amounts paid in from inmate accounts. Examples would be checks to the County for collected medical copays, checks to the vendor for commissary or phone services, checks to courts for filing fees and restitution. The accounts payable clerk does not need to know the debit/credit structure of the transactions reviewed and does not have to make the ledger entries to produce the disbursement check
	Automation	Accounts payable automation includes the grouping of payable transactions by fiscal period and by payment account, promotion of payment batches through disbursement, and fiscal period completion status based on outstanding unpaid items.
Release	Workflow	Release workflow includes the choice of disbursements to close the account. The user does not need to know the accounting structure behind these disbursement



Module	Ease of Use Type	Description
	Automation	Release automation includes automated release fees, automated final collection of debt, transfer of funds if required between inmate sub-accounts, automatic collection of refunds from debit phone/media accounts, and automatic production of debt statement with mailing label. The end user does not have to make decisions or accounting entries for any of these automated features
Accounts Receivable	Workflow	Accounts receivable workflows include posting debt transactions in transaction batches, creating court obligations, producing debt reports and debt statements
	Automation	Accounts receivable automation includes scheduled population-based fees such as non-federal inmates or sentenced inmates or work release as well as automated collection of debts based on multiple County-pre-defined rules for collection percentages, priorities, minimum balance requirements
Check Writing	Workflow	Check writing workflows include automatically triggering a check based on the type of withdrawal chosen, presenting an image of the check for user review, optionally queueing the check for printing with a group of checks, and voiding / re-issuing the check
	Automation	Check withdrawal automation includes automatic export of issued checks to the County's bank for positive pay processing,
Bank Rec	Workflow	The bank rec workflow includes selecting the bank rec period, specifying the bank open and closing balance, marking checks and deposits as cleared, and making reconciling entries for fees, and automatic update of the bank-to-book reconciliation calculation
	Automation	The bank rec automation includes import of cleared checks from the bank and auto-matching those with the entries in the banking system
Commissary Processing	Workflow	The commissary processing workflow includes creating fulfillment batches based on delivery location or catalog, printing a delivery manifest with signature lines, reviewing items rejected, and selecting items from a given order for automatic refund after delivery
	Automation	The commissary automation includes scheduled delivery batch processing, separation of indigent from regular orders, automatic restriction application, automatic charging of the inmate account for the order, and auto-credit for any item not in stock at time of fulfillment



Module	Ease of Use Type	Description
General	Design	Ease of use built into the design of the application includes User Experience professional interaction with developers, use of standardized web style sheets, containers, progress indicators, pop-up messages, prompts, headers, and menu navigation for consistent look and feel

Interfaces to import Inmate Information

Please see the following interface partners currently importing inmate information into Keefe banking systems at no cost to the Keefe customer.

Interfaces for Resident Information					
Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients
GEO Group - Wackenhut	28	ITI	4	Intelliforce	1
Spillman	26	Central Square	3	JALAN HTE Sun Gard	1
ViaPath	26	SecureManage	3	Justice	1
TSG/Tyler Tech/Odyssey	25	CrimeStar	2	Kologic	1
JailTracker	22	E-Force	2	Lawman	1
Zuercher	17	IDNetworks	2	Lotus	1
ICS	15	Intellitech	2	Net Data	1
New World	15	M&M SOMS	2	ODYS	1
Beacon	11	MiCase	2	Omnigo	1
OSSI	10	Motorola - Offender Track	2	ProPhoenix	1
Black Creek	9	OneSolution	2	PTS	1
EIS	9	Police Central	2	Scribe	1
MTC	8	REJIS	2	SMART	1
Southern Software	8	SunRidge	2	SSI	1
Archonix	6	Tiburon	2	Sundance	1
CTS SmartCop	6	Tiger	2	UCM	1
Eagle	6	Affix	1	USA Software	1
Jamin	6	Cadmus	1	County	53
ADT	5	CCIS-AOC	1	State	7
ATIMS	5	Civica	1	Other	6
GEOTrack	5	CMIS	1		
Securus	5	EDOC	1	Vendor Systems	70
TriTech/Visionair	5	Enterpol	1	Keefe Clients	414
BluHorse	4	ILEADS	1		
CorrectCare	4	InTech	1		

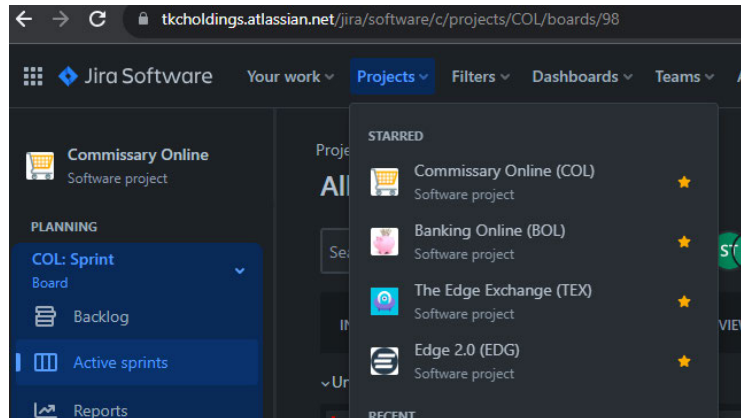
10.3 The application must be currently in use in other correctional facilities and be actively supported by a qualified development team that will be available to the County throughout the term of the proposed contract.

Keefe Response: Keefe has read, understands, and will adhere.



Development

Keefe Developers work in 5 agile teams, promoting software updates through multiple testing environments with regression testing prior to releases scheduled every two weeks. Keefe developers organize agile development efforts in JIRA.



Currently In Use at Other Facilities

The Keefe Cloud SaaS is in use at 175 facilities nationwide including the following California facilities:

1. Atascadero State Hospital, CA
2. Coalinga State Hospital, CA
3. El Dorado Co Jail, CA
4. GEO – El Centro, CA
5. GEO Group - Taylor Street Center, CA
6. Geo-Care Long Beach Community Re-entry Center, CA
7. Humboldt County Jail, CA
8. Lake County Jail, CA
9. Mendocino County Jail, CA
10. Metropolitan State Hospital, CA
11. Napa State Hospital, CA
12. Patton State Hospital, CA
13. San Benito County Sheriff, CA
14. San Francisco Sheriff's Department, CA
15. San Mateo County Sheriff's Office, CA
16. Santa Barbara County Jail, CA
17. South Lake Tahoe Detention Facility, CA
18. Sutter County Jail, CA

10.4 All inmate information and all records gathered or stored on the banking application or in the inmate banking system is the property of the County and may not be



accessed, used, released, or duplicated except as approved in writing by the County in advance of any such release, access, duplication, etc.

Keefe Response: Keefe has read, understands, and will adhere.

Data Ownership

The Keefe Cloud SaaS is a multi-tenant hosting model. Keefe employs a Tenancy Key Segregation Model to ensure data is 100% isolated by agency and that agency data reflects their respective time zones. All data generated by the County remains the property of the County, accessible only by the County.

10.5 The County shall have the right to require the selected Proposer to share information and exchange files with other applications (such as JIMS and/or the inmate telephone system) at no cost, provided that other vendors reasonably accommodate the selected Proposer’s file format and network protocol preferences.

Keefe Response: Keefe has read, understands, and will adhere.

Please see the following interface partners currently importing inmate information into Keefe banking systems at no cost to the Keefe customer.

<i>Interfaces for Resident Information</i>					
Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients
GEO Group - Wackenhut	28	ITI	4	Intelliforce	1
Spillman	26	Central Square	3	JALAN HTE Sun Gard	1
ViaPath	26	SecureManage	3	Justice	1
TSG/Tyler Tech/Odyssey	25	CrimeStar	2	Kologic	1
JailTracker	22	E-Force	2	Lawman	1
Zuercher	17	IDNetworks	2	Lotus	1
ICS	15	Intellitech	2	Net Data	1
New World	15	M&M SOMS	2	ODYS	1
Beacon	11	MiCase	2	Omnigo	1
OSSI	10	Motorola - Offender Track	2	ProPhoenix	1
Black Creek	9	OneSolution	2	PTS	1
EIS	9	Police Central	2	Scribe	1
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Southern Software	8	SunRidge	2	SSI	1
Archonix	6	Tiburon	2	Sundance	1
CTS SmartCop	6	Tiger	2	UCM	1
Eagle	6	Affix	1	USA Software	1
Jamin	6	Cadmus	1	County	53
ADT	5	CCIS-AOC	1	State	7
ATIMS	5	Civica	1	Other	6
GEOTrack	5	CMIS	1		
Securus	5	EDOC	1	Vendor Systems	70
TriTech/Visionair	5	Enterpol	1	Keefe Clients	414
BluHorse	4	ILEADS	1		
CorrectCare	4	InTech	1		



10.6 Although Proposer's staff may be active users of the proposed Inmate Banking System, all records and information shall be visible to authorized County staff at any time.

Keefe Response: Keefe has read, understands, and will adhere.

County staff can access the URL, <https://keefe.cloud>, using either Chrome or Edge browsers to view all records and information.

10.7 The system shall be multi-terminal with multi-user and function capability.

Keefe Response: Keefe has read, understands, and will adhere.

The Keefe Cloud SaaS is a web hosted application, available to all authorized County staff via Edge or Chrome browser. The application supports multiple consecutive users and sessions.

10.8 Proposer shall state how many different workstations or terminals a single instance of the proposed application can support, and if all workstations are on the same LAN.

Keefe Response: Keefe has read, understands, and will adhere.

The Keefe Cloud SaaS is a web hosted application, available to all authorized County staff via Edge or Chrome browser. The application supports unlimited multiple consecutive users and sessions.

10.9 Proposer shall state the number of different permission groups or access levels the proposed application supports.

Keefe Response: Keefe has read, understands, and will adhere.

User Security / Role-based Security

The Keefe Security System enforces password control on all user accounts. Keefe Security Roles are user definable by authorized staff administrators, supporting an unlimited number of group roles. Authorize-able functions include access, execution, and workflow of over 150 system activities. Menus, pages, drop-down lists, and context menu actions are limited based on the selection of authorize-able functions in the County defined user role(s).

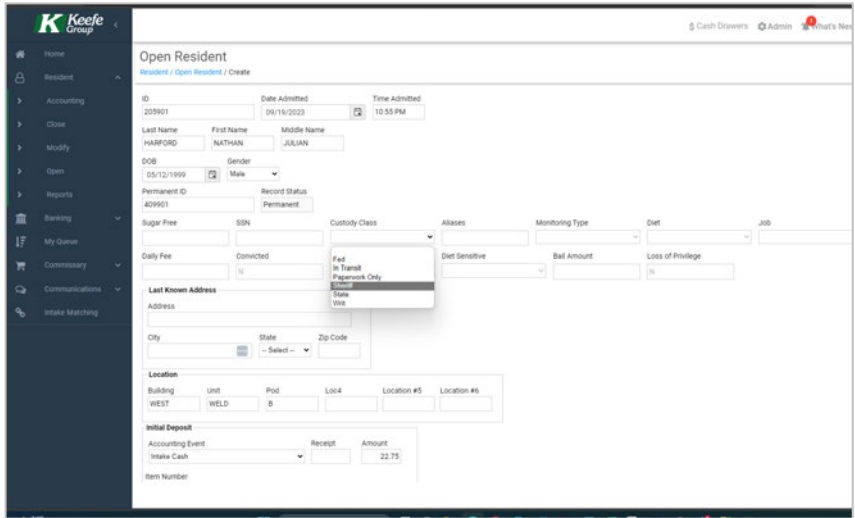
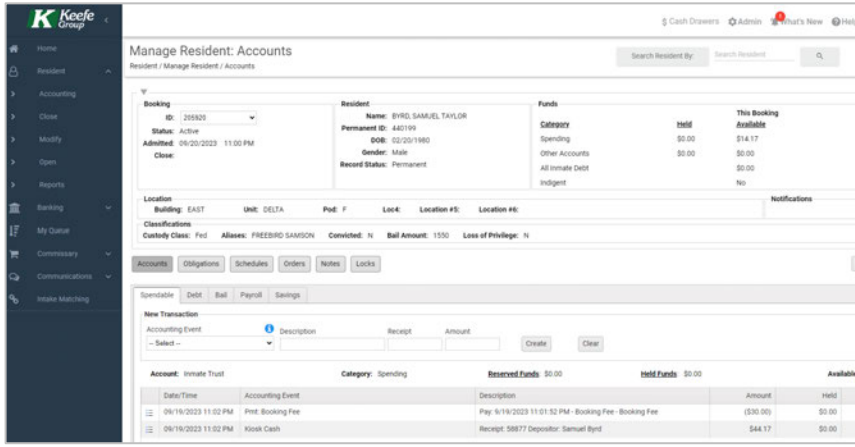
10.10 The system shall allow County staff to create/open an Inmate Account by using the inmate identification number at the time of booking, and then to enter into the computer system the amount of money in the inmate's possession at that time.



Keefe Response: Keefe has read, understands, and will adhere.

Intake Workflow Features Manual and Integrated with JMS (Automated)

Keefe accepts inmate information imports either through secure FTP transmissions or Web Services real time updates at no expense to the County. Users may also enter inmate information through the Inmate Account Open and Modify functions if needed.

Intake	Workflow	<p>Intake workflow options for manual operations include initial deposit, classifications, and booking fees. These workflows reside on a single page in the book in process and do not require accounting expertise.</p> 
	Automation	<p>Intake automation includes interface with JMS for inmate information and classification, intake kiosk initial deposit automation, and automated population-based booking fees.</p> 



10.11 Proposer must have the ability to maintain negative balances on Inmate Accounts for damage to County property or other fees beyond the available funds in inmate accounts. The negative balance may be paid when the Inmate's Account has sufficient funds to cover the debt, at which time the funds may be deducted from his/her account.

Keefe Response: Keefe has read, understands, and will adhere.

Resident Debt Charge Accounting

The resident debt charge will always debit the account receivable from the resident to our customer, with the credit side of the transaction posted to a contra-asset account. Payments of debt will then credit the account receivable and debit the resident trust account, while at the same time posting credits to a customer-defined account payable for the completed collections of debt. Keefe Cloud Debt collection rules then enable automated disbursements to collect full or partial payment over time.

Debt Management Features available in Keefe Cloud Accounting, include Resident Debt Workflows, Debt Collection Opportunities, and Debt Collection Automation.

10.12 Inmate commissary records must be accessible by inmate name, booking number, and, if applicable, Local Arrest Record/Federal number.

Keefe Response: Keefe has read, understands, and will adhere.

Inmate Identifiers in Commissary Records

Keefe Cloud Resident data displays in the Resident – Accounting page. These data include information received from the Jail Management System as well as information added by County staff, such as name, booking number, permanent ID, housing location, and up to 8 additional optional identifiers as provided by the JMS or the County staff.

10.13 Proposer's system must be compatible with the County's commercial bank's positive pay program. In this system, issued and voided/cancelled check files are sent to the bank on a daily basis for comparison with items presented for payment. Items paid by the bank can be downloaded into the Proposer's commissary checkbook for each statement cycle.

Keefe Response: Keefe has read, understands, and will adhere.

Positive Pay

Please see current banks participating in positive pay. Keefe staff will incorporate positive pay for additional bank(s) as specified by the County during implementation.



Positive Pay Interfaces with Banks	
Bank	Keefe Clients
US Bank (USB)	15
Wells Fargo (WFB)	11
Bank of America (BOA)	7
Branch Banking & Trust (BBT)	3
Other	3
Toronto Dominion (TDB)	3
First Bank	2
Key Bank	2
Allegiance Bank	1
American National Bank of Texas	1
Bank of New Hampshire	1
Bank of Oklahoma	1
Bank of West	1
Bennington State Bank	1
BMO Harris	1
Busey Bank	1
Cadence Bank	1
CCB	1
Chase Bank (CHS)	1
Chemical Bank	1
Compass Bank	1
Enterprise Bank	1
First Security Bank	1
Fulton Bank	1
Heritage Bank	1
IBC Bank	1
M&T Bank	1
Old National Bank	1
Regions Bank	1
Security National Bank	1

Positive Pay includes production and transmission of the Positive Pay file on a scheduled or on-demand basis.

10.14 Proposer’s system must conform to general accounting principles. Each transaction must process a debit and credit to the appropriate general ledger accounts. All cancelled/voided transactions must process as “real time” transactions on the date and time of the actual void or cancel and appear as opposite reversing entries in the general ledger accounting system.

Keefe Response: Keefe has read, understands, and will adhere.

Conform to GAAP – Dual Entry Accounting

The Keefe Cloud General Ledger and Banking System adheres to the GAAP principles of regularity, consistency, and permanence of method. Our dual entry accounting structure, GAAP-compliant account classifications, real time financial reports, fiscal period maintenance, accounts payable, accounts receivable, and cash management features provide standardized and auditable financial operations for our customers.

10.15 Proposer’s system must be user friendly with tiered access levels for security purposes and access to all reports must be available at all levels. Print, sort, and search or find options need to be available in all reports.



Keefe Response: Keefe has read, understands, and will adhere.

User friendly – please see workflow, automation, and design list from response to 10.2 above.

Tiered levels of security – please see User Security/Role based Security in response to 10.9 above.

Access to reports – users may be authorized to reports listed in the response to 12.15. Print, search, sort, and export are available to all authorized users. Also please see responses to reports and printing requirements in 12.5, 12.6, 12.7, 12.8, and 12.15.

10.16 The number for receipts printed must be optional for all transactions. The receipts must have complete tracing information. For example, a receipt number, date/time processed, operator, inmate name, and current booking number.

Keefe Response: Keefe has read, understands, and will adhere.

The Keefe Cloud SaaS uses printers available to County staff within their browsers. Staff may choose to print one or multiple copies of any report or receipt.

Transaction Receipt Fields and Properties	Customizable receipt format including transaction ID, Inmate information, transaction type, description, additional tagged information fields, user and station of record, timestamp, disclaimer, and signature lines. Option to view popup print or reprint inmate receipt or visitor receipt, and option to print multiple receipts from user’s Windows printer available to user browser.	View, Print, Reprint (including Print to PDF and print multiple copies from staff printers)
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10.17 All inmate indigent kits issued must be tracked as part of Inmate Trust Account software activity, whether there is or isn’t a charge to the inmate. Indigent kits should be removed along with commissary items for inmates being released prior to delivery of commissary items or indigent kits.

Keefe Response: Keefe has read, understands, and will adhere.

Cancel Unfilled Items If Inmate Is Released Prior To Processing

Please see ‘Inmate Released’ automation; Keefe Cloud cancels unfilled orders when the inmate account goes inactive during release.

Indigent Status, Tracking, And Purchasing

The Keefe Cloud banking system tracks indigent status based on minimum end of day balance over a period of days and County defined expenditure limits. Qualified inmates will see only indigent items on their kiosk menu. Indigent items may be priced at \$0.00 or higher. Higher than



\$0.00 creates a debt charge to the inmate account upon purchase. Equal to \$0.00 creates a \$0.00 purchase record on the inmate account. True cost of indigent purchases is reflected in the Keefe Cloud General Ledger. Billing for indigent including the period for which indigent kits are offered at no charge reflects the provision of free indigent kits.

10.18 The system must work efficiently 24 hours a day on a seven-day week operation. On-site and off-site technical support must be available during all hours of operation.

Keefe Response: Keefe has read, understands, and will adhere.

Uptime and Recovery

Keefe consistently provides 99.9% application uptime, 24/7 Help Desk Support with for all mission critical issues such as booking, release, commissary purchases etc. Web Servers, Web Services Servers, Database Servers are virtualized and redundant. Routers and Switches are redundant. Our data centers are serviced by ISP primary and backup routes. Service automatically fails-over based on replication at the primary data center. Expected recovery time in the primary data center is instantaneous. These redundancies are in turn replicated at the secondary data center. In the event of the loss of the primary data center, fail over is to the secondary data center. Keefe tests its DR procedures regularly and achieves MTTR (Mean Time to Recovery) of 4 hours with Recovery Point Objectives less than 5 minutes. Keefe's procedures for re-establishing the primary site are contained in our DR planning documentation, however, such re-establishment of the primary site would necessarily be dependent on the circumstances causing the failover. Keefe Data Center staff perform server resets for patching and maintenance once per month late PM on a rolling basis across virtualized servers. Maximum down time is less than 40 minutes. Should the Customer's own internet connection fail, Keefe Cloud services will remain available as all services run server-side. Any data not committed at the loss of Customer Internet connectivity may be committed when Customer internet is restored.

Support

Implementation Our multi-discipline implementation team surrounds you with care and attention when transitioning to Keefe Cloud using a sandbox environment to try and prove your workflows and options. Areas of expertise include project management, financial design and planning, rules and roles, data conversion, interfaces, and training.

Online Help and Videos. Keefe Cloud users are always a click away from online searchable, illustrated guides, and key informational videos to help understand, navigate, and maximize the benefits of our system.



Ongoing Support. 24/7 Help Desk Support with for all mission critical issues such as booking, release, commissary purchases etc. uses a priority-based service tracking system with second and third level specialist teams, and an escalation path to management staff.

10.19 The system must have an on-demand option to release or close an account as cash, check or debit card by designated County staff.

Keefe Response: Keefe has read, understands, and will adhere.

The Keefe Cloud Banking release workflow automates the closeout process for inmate accounts and allows for multiple disbursement types include debit card, check, cash, group transfer, bonding.

Release	Workflow	Release workflow includes e choice of disbursements to close the account. The user does not need to know the accounting structure behind these disbursements.
	Automation	Release automation includes automated release fees, automated final collection of debt, transfer of funds if required between inmate sub-accounts, automatic collection of refunds from debit phone/media accounts, and automatic production of debt statement with mailing label. The end user does not have to make decisions or accounting entries for any of these automated features.

10.20 Proposer’s system must conform to the jail check-printing procedures.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe Cloud check printing workflows include.

Check Writing	Workflow	Check writing workflows include automatically triggering a check based on the type of withdrawal chosen, presenting an image of the check for user review, optionally queueing the check for printing with a group of checks, and voiding / re-issuing the check
	Automation	Check withdrawal automation includes automatic export of issued checks to the County's bank for positive pay processing,

10.21 Proposer must be able to process commissary credits upon notification if inmates are released on the day a commissary order has been charged to the account and not yet delivered (including indigent welfare kits).



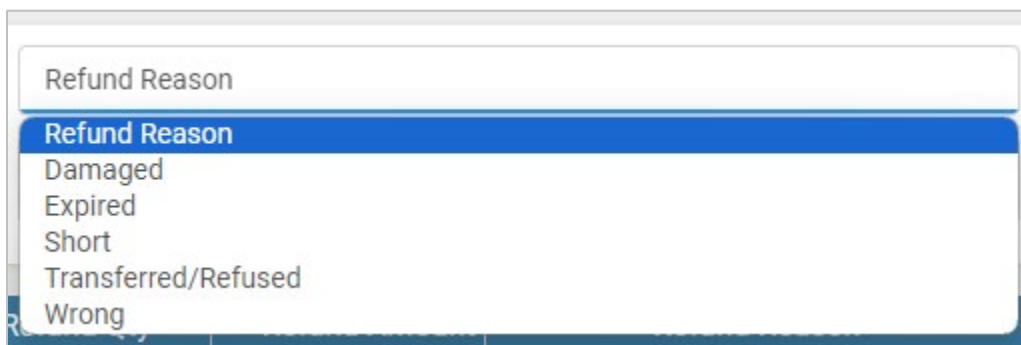
Keefe Response: Keefe has read, understands, and will adhere.

Commissary Credits

Authorized users may apply refunds by line item (partial refund) or by entire order including indigent kit orders.

Item #	Description	Invoice Qty	Invoice Amount	Prior Refunds	Refund Qty	Refund Amount	Refund Reason
7623	XL MENS BLACK CLOG	1	\$20.89	0	1	\$20.89	Short
1907	JLG T-SHIRT	1	\$5.33	0	0	\$0.00	
3274	ICEE HONEY BLUH	2	\$8.88	0	0	\$0.00	
4300	BEEP STICKS 1 OZ	4	\$7.76	0	0	\$0.00	
8428	CHEDDAR CHEESE SOZ SOZ	2	\$2.74	0	0	\$0.00	
6133	BUFF BLU CHS CHFP1 SOZ	2	\$2.90	0	0	\$0.00	
2214	10PK SHEETMATE PINK	1	\$0.75	1	0	\$0.00	
4180	SOUR FRUIT BALLS 4.2SOZ	1	\$1.94	0	0	\$0.00	
0887	ANTI-CAVITY TOOTHPASTE	1	\$1.00	0	0	\$0.00	
0218	COCOA BUTTER LOTION 4OZ	1	\$1.49	0	0	\$0.00	
3004	PE CREME COOKIES SOZ	1	\$2.81	0	0	\$0.00	
8400	(BA)CHIPPY CHOC CHIP GRANOLA	2	\$2.48	0	0	\$0.00	
4243	MUSTARD 12PK	1	\$1.78	0	0	\$0.00	
6126	SO & ONION CHIP 1.8OZ	1	\$1.49	0	0	\$0.00	
6108	MIL BEQ CHIP 1.8OZ	2	\$3.33	0	0	\$0.00	
6090	KR INST WHITE RICE SOZ	1	\$1.89	0	0	\$0.00	
6600	FLOUR TORTILLAS 6CT	1	\$2.14	0	0	\$0.00	
6190	PEANUT CRN CHILI/DL	1	\$2.14	0	0	\$0.00	
6189	PD PEANUTS-SPICY MUSTARD	1	\$2.82	0	0	\$0.00	
6178	PD MACKEREL	2	\$6.23	0	0	\$0.00	
6483	JALAPENO PRETZELS SOZ	1	\$2.01	0	0	\$0.00	
6176	SO BEEP STEW	1	\$4.70	0	0	\$0.00	
6016	LIME CHILI W/SHRIMP RAMEN	3	\$4.03	0	0	\$0.00	
6800	PICKLE (HOT) SA OZ	2	\$4.78	0	0	\$0.00	
2081	SUGAR PACKET SINGLE	9	\$0.90	0	0	\$0.00	
6008	CHILI RAMEN (BA)	3	\$4.03	0	0	\$0.00	

Users may specify a reason code for the refund.



The Keefe Cloud Commissary SaaS immediately posts the refund to the inmate account, providing an easy access audit trail.



Accounts		Obligations	Schedules	Orders	Search Transactions					
Order Number: 170497		Order Date: 8/25/2023 1:18 PM			Status: Shipped					
Item #	Item	Item Price	Requested	Approved	Total	Denied	Reason	Refund Quantity	Refund Amount	
0215	COCOA BUTTER LOTION 40Z	\$1.69	1	1	\$1.69	0				
1507	XLG T-SHIRT	\$5.33	1	1	\$5.33	0				
7603	XL MENS BLACK CLOG	\$20.69	1	1	\$20.69	0		1	\$20.69	
6500	PICKLE (HOT) 9.6 OZ	\$2.39	2	2	\$4.78	0				
6178	FC MACKERAL	\$3.14	2	2	\$6.28	0				
6176	BC BEEF STEW	\$4.70	1	1	\$4.70	0				
6105	ML BBQ CHIP 1.50Z	\$1.69	2	2	\$3.38	0				
6300	BEEF STICKS 1 OZ	\$1.94	4	4	\$7.76	0				
6600	FLOUR TORTILLAS 6CT	\$3.14	1	1	\$3.14	0				
6153	BUFF BLU CHS CHIP1.50Z	\$1.25	2	2	\$2.50	0	Out of Stock	2	\$2.50	
2214	10/PK SWEETMATE PINK	\$0.75	1	1	\$0.75	0	Out of Stock	1	\$0.75	
6683	JALAPENO PRETZELS 20Z	\$2.01	1	1	\$2.01	0				
6428	CHEDDAR CHEESE SQZ 20Z	\$1.38	2	2	\$2.76	0				
3274	ICED HONEY BUN	\$2.94	2	2	\$5.88	0				
3004	PB CREME COOKIES 60Z	\$2.51	1	1	\$2.51	0				
6190	FISH STK GRN CHILI/OIL	\$3.14	1	1	\$3.14	0				
4150	SOUR FRUIT BALLS 4.250Z	\$1.94	1	1	\$1.94	0				
6016	LIME CHILI W/SHRIMP RAMEN	\$1.36	3	3	\$4.08	0				
6050	KF INST WHITE RICE 80Z	\$1.89	1	1	\$1.89	0				
6126	SC & ONION CHIP 1.50Z	\$1.69	1	1	\$1.69	0				
6263	MUSTARD 12PK	\$1.75	1	1	\$1.75	0				
2081	SUGAR PACKET SINGLE	\$0.10	9	9	\$0.90	0				
0557	ANTISHANK TOOTHBRUSH	\$1.00	1	1	\$1.00	0				
6400	(EA)CHWY CHOC CHIP GRANOLA	\$1.24	2	2	\$2.48	0				
6005	CHILI RAMEN (EA)	\$1.36	3	3	\$4.08	0				
6189	FC FISHSTKS/SPICY MUSTARD	\$2.82	1	1	\$2.82	0				
Sub-Total:						\$99.93	Sales Tax:	\$0.00	Order Total:	\$99.93
Refund Sub-Total:						\$23.94	Refund Sales Tax:	\$0.00	Refund Total:	\$23.94

Related Banking Transactions				
Date/Time	Accounting Event	Description	Account	Amount
08/29/2023 04:12 AM	Commissary Sale	Commissary Purchase, Order Number: 170497	Trust	\$99.93
08/29/2023 04:52 PM	Commissary Return	Commissary Auto-credit for order: 170497 out of stock items.	Trust	\$3.25
09/11/2023 12:13 PM	Commissary Return	Commissary refund for Order: 170497 / Batch 290018	Trust	\$20.69

10.22 Proposer must provide each facility with adequate supplies for operation of all commissary-related equipment. Additional supplies should be available upon request from Proposer’s local warehouse.

Keefe Response: Keefe has read, understands, and will adhere.

10.23 Proposer must provide a training program that helps new employees learn the system in a training environment. Training should be available for County and Proposer’s staff.

Keefe Response: Keefe has read, understands, and will adhere.

Support and Training

- Implementation



- Our multi-discipline implementation team surrounds you with care and attention when transitioning to Keefe Cloud using a sandbox environment to try and prove your workflows and options. Areas of expertise include project management, financial design and planning, rules and roles, data conversion, interfaces, and training.
- Online Help and Videos
 - Keefe Cloud users are always a click away from online searchable, illustrated guides, and key informational videos to help understand, navigate, and maximize the benefits of our system.
- Ongoing Support
 - 24/7 Help Desk Support with for all mission critical issues such as booking, release, commissary purchases etc. uses a priority-based service tracking system with second and third level specialist teams, and an escalation path to management staff.
- Ongoing training
 - Keefe account managers may arrange for additional training and/or training for new employees as required.

10.24 The system shall provide real-time batch reports utilizing Pacific Standard Time.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe employs a Tenancy Key Segregation Model to ensure data is 100% isolated by agency and that agency data reflects their respective time zones. Reports reflect the agency's time zone.

11. TRANSACTION AUTOMATION REQUIREMENTS

The system shall allow for at least the following functionality and types of transactions to occur on the Inmate's Trust Account:

11.1 Accept imports of inmate information from Jail Information Management System (JIMS).

Keefe Response: Keefe has read, understands, and will adhere.

Interface with JMS

Please see the following interface partners currently importing inmate information into Keefe banking systems at no cost to the Keefe customer.



Interfaces for Resident Information					
Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients
GEO Group - Wackenhut	28	ITI	4	Intelliforce	1
Spillman	26	Central Square	3	JALAN HTE Sun Gard	1
ViaPath	26	SecureManage	3	Justice	1
TSG/Tyler Tech/Odyssey	25	CrimeStar	2	Kologic	1
JailTracker	22	E-Force	2	Lawman	1
Zuercher	17	IDNetworks	2	Lotus	1
ICS	15	Intellitech	2	Net Data	1
New World	15	M&M SOMS	2	ODYS	1
Beacon	11	MICase	2	Omnigo	1
OSSI	10	Motorola - Offender Track	2	ProPhoenix	1
Black Creek	9	OneSolution	2	PTS	1
EIS	9	Police Central	2	Scribe	1
MTC	8	REJIS	2	SMART	1
Southern Software	8	SunRidge	2	SSI	1
Archonix	6	Tiburon	2	Sundance	1
CTS SmartCop	6	Tiger	2	UCM	1
Eagle	6	Affix	1	USA Software	1
Jamin	6	Cadmus	1	County	53
ADT	5	CCIS-AOC	1	State	7
ATIMS	5	Civica	1	Other	6
GEOTrack	5	CMIS	1		
Securus	5	EDOC	1	Vendor Systems	70
TriTech/Visionair	5	Enterpol	1	Keefe Clients	414
BluHorse	4	ILEADS	1		
CorrectCare	4	InTech	1		

Keefe accepts inmate information imports either through secure FTP transmissions or Web Services real time updates.

11.2 Allow correctional staff to create an unlimited number of collection accounts with specific collection percentages and priorities without Proposer assistance.

Keefe Response: Keefe has read, understands, and will adhere.

Resident Debt Charge Accounting

The resident debt charge will always debit the account receivable from the resident to our customer, with the credit side of the transaction posted to a contra-asset account. Payments of debt will then credit the account receivable and debit the resident trust account, while at the same time posting credits to a customer-defined account payable for the completed collections of debt. Keefe Cloud Debt collection rules then enable automated disbursements to collect full or partial payment over time.

Debt Management Features

Available in Keefe Cloud Accounting, include Resident Debt Workflows, Debt Collection Opportunities, and Debt Collection Automation.



11.3 Automatically deduct a defined portion of incoming inmate deposits to satisfy inmate debts.

Keefe Response: Keefe has read, understands, and will adhere.

Debt Transaction Definitions and Rules Management

Debt Accounting Events may be defined by authorized County administrative staff with user defined behaviors for when debt collection is triggered and what rules apply to debt collection.

Triggering Debt Collection

Administrative users may define when debt collection is triggered.

- At the time the debt is posted to the resident account
- In the course of ongoing deposits
- On demand interactively by authorized users
- or when the resident account is closed at release

Rules for Debt Collection

Administrators may design a variety of debt collection rules appropriate to the trigger options chosen.

- Priorities for which debts should be collected before others
- Percentages or dollar values to collect
- Collection limits and minimum balance requirements
- Chronology of collecting multiple debt charges, including:
 - First in First Out
 - Last In First Out
 - Balanced Average
 - Day of Charge

11.4 Allow users to create new inmate debts.

Keefe Response: Keefe has read, understands, and will adhere.

Resident Debt Workflows

The Resident Debt workflows supported in Keefe Cloud Accounting range from entry of debt transactions to payments of debt, to debt retirement, check-writing for collected amounts payable, and invoicing post release.

Workflows available to users include:

- Entry of debt charges on an individual basis
- Entry of debt charges on a group basis
- Entry of Court Obligations



- On-Demand debt payments
- On-demand debt write-off
- Additional Write-off and void options
 - Keefe Cloud Customers may predetermine debt write-off by setting a write-off period as a property of the debt charge accounting event. When configured this way, each individual debt transaction will be assigned a pre-determined write-off date when posted.
 - Customers may also assign certain outstanding debts, such as court obligations or medical charges, to be written off automatically at time of release.
 - Customers may also choose to void the original debt charge. Keefe Cloud remembers all related payments, and reverses not only the original charge, but all collections against the charge.

Accounts payable for collected debt

Use the innovative Keefe Cloud Accounts Payable module to reconcile payments within fiscal periods.

Customers organize ledger accounts and transaction types for convenient and timely disbursements. For collected debt, simply add the amounts collected to a payment batch, and disburse with check or other ledger entry. The disbursement advice report identifies the resident accounts and paid in amounts included in the disbursement.

Debt Statements and Invoices

Create debt statements individually, from the reports link when browsing the resident debt sub-account, automatically as part of release documentation, or for a group of released residents based on a release date range.

11.5 Allow users to void inmate debts. If money has been collected on the debt, even over the course of several weeks, the system should refund all monies collected if the debt is voided. This must be accomplished without Proposer assistance.

Keefe Response: Keefe has read, understands, and will adhere.

Please see full response to 11.4 above (excerpt from 11.4 response follows):

Customers may also choose to void the original debt charge. Keefe Cloud remembers all related payments, and reverses not only the original charge, but all collections against the charge.

11.6 Allow users to write-off debts or portions of debts.

Keefe Response: Keefe has read, understands, and will adhere.



See full response to 11.4 above (excerpt from 11.4 response follows):

Workflows available to users include.

- On-demand debt write-off
- Additional Write-off and void options
 - Keefe Cloud Customers may predetermine debt write-off by setting a write-off period as a property of the debt charge accounting event. When configured this way, each individual debt transaction will be assigned a pre-determined write-off date when posted.
 - Customers may also assign certain outstanding debts, such as court obligations or medical charges, to be written off automatically at time of release.
 - Customers may also choose to void the original debt charge. Keefe Cloud remembers all related payments, and reverses not only the original charge, but all collections against the charge.

11.7 Allow predefined transaction amounts and comments to be entered for recurring transactions.

Keefe Response: Keefe has read, understands, and will adhere.

Please see responses to Ease of Use Design and Function – workflows, automation, and development tools [10.2], [10.15], [10.19], [10.20], [11.7], [11.8], [12.1] – excerpt on predefined transaction amounts, descriptions and custom fields follows:

Module	Ease of Use Type	Description
Accounting Event	Workflow	Accounting event workflows may include mandatory fields selected from drop-down lists, default transaction amounts, default descriptions, transaction amounts calculated from user provided fields such as hours worked and pay rate, and availability of transaction choices in the appropriate context such as trust, debt, bond, and locking in description, amount, transaction type, and custom field choices in a transaction batch. Users simply make choices when prompted to complete the workflow without the need to understand the accounting structure.
	Automation	Accounting event automation includes triggered events, such as automatic payments of debts from new deposits, automatic collection of debt from existing funds, automatic expiration of debt at a pre-defined interval of days, automatic posting of scheduled fees or scheduled deposits based on defined inmate populations



Module	Ease of Use Type	Description
General	Design	Ease of use built into the design of the application includes User Experience professional interaction with developers, use of standardized web style sheets, containers, progress indicators, pop-up messages, prompts, headers, and menu navigation for consistent look and feel

11.8 Allow the creation of new inmate scheduled payments with payment frequencies including daily, weekly, and monthly.

Keefe Response: Keefe has read, understands, and will adhere.

Please see responses to Ease of Use Design and Function – workflows, automation, and development tools [10.2], [10.15], [10.19], [10.20], [11.7], [11.8], [12.1] – excerpt on Scheduled, automated transaction follows:

Module	Ease of Use Type	Description
Accounting Event	Workflow	Accounting event workflows may include mandatory fields selected from drop-down lists, default transaction amounts, default descriptions, transaction amounts calculated from user provided fields such as hours worked and pay rate, and availability of transaction choices in the appropriate context such as trust, debt, bond, and locking in description, amount, transaction type, and custom field choices in a transaction batch. Users simply make choices when prompted to complete the workflow without the need to understand the accounting structure.
	Automation	<i>Accounting event automation includes triggered events, such as automatic payments of debts from new deposits, automatic collection of debt from existing funds, automatic expiration of debt at a pre-defined interval of days, <u>automatic posting of scheduled fees or scheduled deposits based on defined inmate populations.</u></i>
General	Design	Ease of use built into the design of the application includes User Experience professional interaction with developers, use of standardized web style sheets, containers, progress indicators, pop-up messages, prompts, headers, and menu navigation for consistent look and feel.

11.9 Provide work sign-out tracking for inmates assigned to jobs outside the facility.

Keefe Response: Keefe has read, understands, and will adhere.



Tracking Inmate Activities and Days In Custody For Work Assignments

Keefe Cloud banking includes two interfaces for work assignments and compensation for work assignments:

1. A custody system (JMS) interface to allow the system of record for work assignments to pay inmates. the interface is the batch transaction API for use by the JMS.
2. A payroll spreadsheet imports into a Keefe Cloud transaction batch.

Customers such as Arizona Dept. of Corr. Rehab. & Re-entry, GEO Group GEO Care facilities, California Department of State Hospitals, and Volusia County FL use one or both of these interfaces to post wages into Keefe Cloud banking. Wage information may include hours worked, hourly rate, work crew, supervisor, billable agency, payroll deductions, etc. Wage transactions build a receivable to be collected from the fund that employs the inmates.

11.10 Provide per diem tracking of inmates assigned to outside work assignments.

Keefe Response: Keefe has read, understands, and will adhere.

Tracking Inmate Activities and Days In Custody For Work Assignments

Keefe Cloud banking includes two interfaces for work assignments and compensation for work assignments:

1. A custody system (JMS) interface to allow the system of record for work assignments to pay inmates. the interface is the batch transaction API for use by the JMS.
2. A payroll spreadsheet imports into a Keefe Cloud transaction batch.

Customers such as Arizona Dept. of Corr. Rehab. & Re-entry, GEO Group GEO Care facilities, California Department of State Hospitals, and Volusia County, FL use one or both of these interfaces to post wages into Keefe Cloud banking. Wage information may include hours worked, hourly rate, work crew, supervisor, billable agency, payroll deductions, etc. Wage transactions build a receivable to be collected from the fund that employs the inmates.

11.11 Provide per diem billing for third party work assignments.

Keefe Response: Keefe has read, understands, and will adhere.

Tracking Inmate Custody Days for Invoices To Government Agencies

For inmates held for outside agencies, the inmates themselves would not be charged for days in custody, and as such the County may not choose to mingle the remuneration received from the outside agency with inmate funds. Keefe Cloud supports this ledger activity typically in a separate instance of the banking system. In this case the user may create transaction batches with line-item entries for each inmate's days in custody and automatically calculate the amount due from the daily rate for that agency. The transactions will create a receivable for the outside



agency. Receipt of payment from the outside agency relieves the receivable and creates a deposit entry in the Keefe Bank Asset.

11.12 Provide per diem reporting for inmates held for outside agencies. Provide reconciliation capabilities for multiple bank accounts.

Keefe Response: Keefe has read, understands, and will adhere.

Tracking Inmate Custody Days for Invoices To Government Agencies

For inmates held for outside agencies, the inmates themselves would not be charged for days in custody, and as such the County may not choose to mingle the remuneration received from the outside agency with inmate funds. Keefe Cloud supports this ledger activity typically in a separate instance of the banking system. In this case the user may create transaction batches with line-item entries for each inmate’s days in custody and automatically calculate the amount due from the daily rate for that agency. The transactions will create a receivable for the outside agency. Receipt of payment from the outside agency relieves the receivable and creates a deposit entry in the Keefe Bank Asset.

11.13 Allow import of bank statements for automated monthly reconciliation. Automatically create Automatic Clearing House (ACH) entries for release debit card withdrawals. Support Positive Pay export of check information to banks.

Keefe Response: Keefe has read, understands, and will adhere.

Import Bank Rec Items

Please see current banks participating in bank rec import. Keefe staff will incorporate bank rec import for additional bank(s) as specified by the County during implementation.

Bec Rec Items Import Interfaces	
Bank	Keefe Clients
Bank of America (BOA)	7
First Bank	2
Key Bank	2

Imported items files automatically sync with issued checks to mark them in cleared status for the bank rec period received in.

Automatic ACH entries

Keefe Access Corrections posts automatic ACH entries for daily deposit totals. Debit card issuers such as RFS and NUMI publish ACH results on their respective web sites. The Keefe General Ledger



allows County users to post the reconciled ACH amount to relieve the liability to the card issuer and to record the bank deposit.

Positive Pay

Please see current banks participating in positive pay. Keefe staff will incorporate positive pay for additional bank(s) as specified by the County during implementation.

Positive Pay Interfaces with Banks	
Bank	Keefe Clients
US Bank (USB)	15
Wells Fargo (WFB)	11
Bank of America (BOA)	7
Branch Banking & Trust (BBT)	3
Other	3
Toronto Dominion (TDB)	3
First Bank	2
Key Bank	2
Allegiance Bank	1
American National Bank of Texas	1
Bank of New Hampshire	1
Bank of Oklahoma	1
Bank of West	1
Bennington State Bank	1
BMO Harris	1
Busey Bank	1
Cadence Bank	1
CCB	1
Chase Bank (CHS)	1
Chemical Bank	1
Compass Bank	1
Enterprise Bank	1
First Security Bank	1
Fulton Bank	1
Heritage Bank	1
IBC Bank	1
M&T Bank	1
Old National Bank	1
Regions Bank	1
Security National Bank	1

11.14 OMR (Optical Mark Recognition - process of capturing human-marked data from document forms) Provide OMR sheet rejection based on inmate balance, privileges, or restrictions. Automatically export inmate information to other systems for web deposits.

Keefe Response: Keefe has read, understands, and will adhere.

Order Entry Options

Please see the following table of order entry options for the Keefe Cloud Commissary application:



<p>Keefe Commissary Ordering Methods Keefe offers seven (7) no cost commissary order entry options available to the County</p>	
<p>Edge Kiosk / Tablet Order Entry Keefe’s Edge application is designed to allow Confined Individuals to enter their orders from a housing unit kiosk and adjust them as often as they would like until the cutoff time. The kiosk application will apply rules and restrictions and will display balance and account history</p>	<p>Keefe IVR Phone Order Entry Keefe’s IVR order entry system is attachable to facility phone systems and uses text to voice technology for speaking product names in English or Spanish. The IVR voice prompts announce the Confined Individual’s spendable balance, order review, order creation, item, and pricing information, and enable order entry from Keefe’s menu of commissary products.</p>
<p>Scanning Order Entry (Bubble Forms) The Keefe scanning solution functions with Keefe Cloud Banking and Commissary applications in a Chrome environment. Keefe will have printed scan forms available to all Confined Individuals for order placement. Keefe can create several different types of menus to help promote a safe and orderly environment within the facilities (i.e., male, female, disciplinary, diabetic, etc.).</p>	<p>Keefe Cloud Commissary Direct Entry Cloud Commissary is Keefe’s online commissary ordering solution. Contractor Commissary staff can create orders from manual order forms for items from Pick N Pack, Trinity Take Out, and Cart items. Users can edit, change, or delete existing online orders through this app.</p>
<p>Mobile Cart Keefe’s Mobile Commissary cart operation will allow for multiple commissary opportunities per week of products selected by the County. Carts are equipped with a Dell laptop computer, a scanning wand, a receipt printer, and commissary items. Confined Individuals purchase items directly from the cart.</p>	<p>Keefe’s Direct Debit Vending Machines Keefe’s Vending services, only available to the corrections market through Keefe, will allow Confined Individuals to make purchases from vending machines directly and immediately from funds they have in their trust accounts, either Keefe's or a 3rd-party. There is no cost to the County to implement vending services.</p>
<p>Access Securepak Custom Package Securepak is designed to give family and friends the ability to order commissary items for Confined Individuals. As part of the Securepak program, Access Securepak will create a customized, user-friendly website that shows the facility’s approved menu and enforces regulations and order limitations. Users will be able to place package orders online 24 hours a day, seven days a week and automatically receive a confirmation that their orders are being processed.</p>	

Sending inmate information to web deposit providers and receiving and posting deposits from web deposit providers.

Keefe banking systems interface with the following web deposit providers to share inmate information and to post completed deposits.



Deposit Provider Interfaces	
Provider	Keefe Clients
Access Corrections	550
ACE Cash Express Deposits	9
ACH Payment Services	17
EZ Card & Kiosk	1
JPAY	8
Telmate	4
TouchPay	5
Viapath	4
Western Union Quick Collect	5
Others	13

11.15 Automatically import inmate web and phone deposits within 5 minutes, with no need for operator intervention.

Keefe Response: Keefe has read, understands, and will adhere.

Sending inmate information to web deposit providers and receiving and posting deposits from web deposit providers.

Keefe banking systems interface with the following web deposit providers to share inmate information and to post completed deposits.

Deposit Provider Interfaces	
Provider	Keefe Clients
Access Corrections	550
ACE Cash Express Deposits	9
ACH Payment Services	17
EZ Card & Kiosk	1
JPAY	8
Telmate	4
TouchPay	5
Viapath	4
Western Union Quick Collect	5
Others	13



11.16 Provide for automatic debt write-off after inmate release based on the number of days the Inmate has been gone from the facility.

Keefe Response: Keefe has read, understands, and will adhere.

Resident Debt Workflows

The Resident Debt workflows supported in Keefe Cloud Accounting range from entry of debt transactions to payments of debt, to debt retirement, check-writing for collected amounts payable, and invoicing post release. Workflows available to users include:

- Entry of debt charges on an individual basis
- Entry of debt charges on a group basis
- Entry of Court Obligations
- On-Demand debt payments
- On-demand debt write-off
- **Additional Write-off and void options**
 - **Keefe Cloud Customers may predetermine debt write-off by setting a write-off period as a property of the debt charge accounting event. When configured this way, each individual debt transaction will be assigned a pre-determined write-off date when posted.**
 - **Customers may also assign certain outstanding debts, such as court obligations or medical charges, to be written off automatically at time of release.**
 - Customers may also choose to void the original debt charge. Keefe Cloud remembers all related payments, and reverses not only the original charge, but all collections against the charge.

11.17 Allow holding of funds that cannot be spent by the inmate until released. Holds must support automatic removal after a predefined number of days. Provide a detailed description of this process.

Keefe Response: Keefe has read, understands, and will adhere.

Sub Accounts, Held Funds, Savings

Customers may specify multiple sub-accounts in the Keefe Cloud Banking system. Examples might be Spending, Bail, Savings, **Held** or Retention, Wages, or Store Credits. Each of these are considered Trust or non-debt sub accounts – accounts payable to inmates for funds held on their behalf. Keefe Cloud Banking also supports a debt sub account as an account receivable to the County for obligations incurred by the inmate and payable to the County or to the Courts.



Depicted below, each tab represents a sub account for this inmate.

Trust accounts enable segregation of funds held on behalf of an inmate. Segregation ensures that transactions related to the sub-account are limited to that account balance. For instance, Bail and Savings may not be included in funds available for commissary, and payroll may be a clearing account for wages earned and payroll deductions claimed.

In addition to sub-account segregation, Keefe Cloud also support timed release of deposit transactions. Examples would include Mail Room Money Order deposits with say a 10-day hold to allow for the money order to clear the County bank account. In this case the Keefe Cloud system exercises rules at the accounting event level to set an automatically calculated available date based on the accounting event configuration.

11.18 Allow credit card transactions to be executed in the software using encrypted magnetic stripe readers without logging into an external system or web site.

Keefe Response: Keefe has read, understands, and will adhere.



Credit Card Transactions – Mag Stripe Readers

Inmate Credit Cards

Inmate credit cards may be used at the mag strip reader on the Access Corrections Intake Kiosk. If retrieved from property, the County staff member and the inmate may place the transaction at the Keefe kiosk.

Public User Credit Cards

Public users may use mag stripe reader on the Keefe Transaction kiosk located in the lobby to swipe a card and make a deposit. Deposits may include additions to the inmate’s trust fund, bail, and fee payments.

12. ACCOUNT MANAGEMENT & REPORTING FEATURES

The proposed system must have flexible, easy to use account management and reporting features that:

12.1 Allow searching for inmates by inmate ID or last name.

Keefe Response: Keefe has read, understands, and will adhere.

Inmate Search – Open and Ongoing

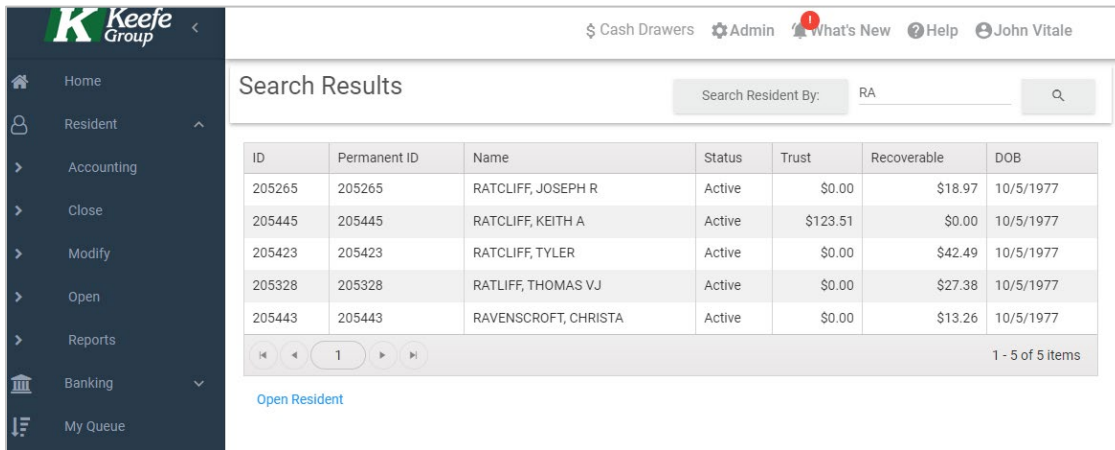
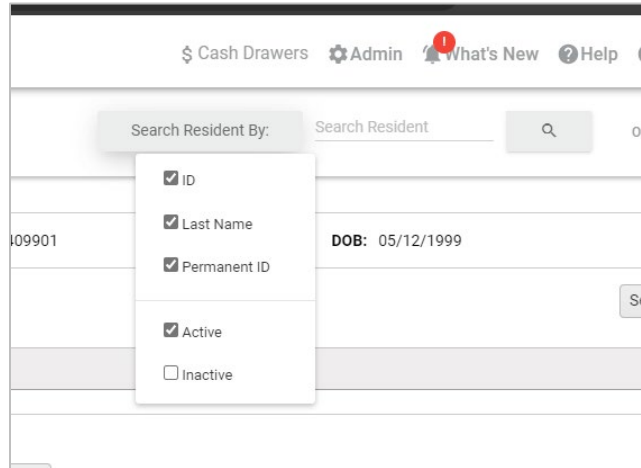
Searching for previous account when opening manually:

The screenshot shows a web form titled "Open Resident" with the subtitle "Resident / Open Resident". The form contains the following fields and controls:

- ID:** A text input field containing "205901".
- Last Name:** A text input field containing "HARFORD".
- First Name:** A text input field containing "NATHAN".
- Middle Name:** A text input field containing "JULIAN".
- DOB:** A date input field containing "05/12/1999" with a calendar icon.
- Gender:** A dropdown menu with "Male" selected.
- Permanent ID:** A text input field containing "409901".
- Buttons:** "Clear" and "Search" buttons at the bottom.



Searching for an account after opening:



12.2 Have the capability to display inmate photos when editing an inmate account.

Keefe Response: Keefe has read, understands, and will adhere.

12.3 Allow tracking of property items such as electronics which have been purchased by inmates.

Keefe Response: Keefe has read, understands, and will adhere.

Contingent Property Purchases

Keefe Cloud commissary supports a feed of property items to the JMS property system for inventory and distribution. Property items may be printed in our fulfillment center to a separate receipt and delivered to the County property office for evaluation of delivery, for instance if a prior item must be returned to receive a new item of the same type, or refillable items such as batteries need to be returned to receive fresh batteries. Within the staff view of the Keefe Cloud



Commissary system, property items will be tagged for reporting and restriction including quantity over time.

12.4 Allow restriction of commissary purchases based on an inmate's property items. For example, batteries may not be purchased unless an inmate has a radio in his property.

Keefe Response: Keefe has read, understands, and will adhere.

Please see response to 12.3 above:

Within the staff view of the Keefe Cloud Commissary system, property items will be tagged for reporting and restriction including quantity over time.

12.5 Allow export of reports to PDF, RTF, or Excel file formats. Exported reports should optionally disable page headers and footers for better integration with Excel.

Keefe Response: Keefe has read, understands, and will adhere.

Searching, Sorting, Printing, Exporting

Reports are integrated into the application either within workflows or as longer-range reporting. Users may specify selection parameters including user and transaction type, save parameters for future use, specify sort order and review output either immediately on-screen within a workflow or in the report output queue MyQueue integrated within the application. Output for reports is shown by report title in response to 12.15 below. Report Exports include a singular column header row in CSV format.

12.6 Provide integrated reports within the banking system with no separate login or executable launch required.

Keefe Response: Keefe has read, understands, and will adhere.

Please see response to 12.5 above.

Reports are integrated into the application either within workflows or as longer-range reporting.

Also please see the integrated reports listing in 12.15 below.

12.7 Allow easy reprinting of receipts.

Keefe Response: Keefe has read, understands, and will adhere.

Please see the response to 10.16 above.



Report Name	Description	Output
Transaction Receipt	Customizable receipt format including transaction ID, Inmate information, transaction type, description, additional tagged information fields, user and station of record, timestamp, disclaimer, and signature lines. Option to view popup, print or reprint inmate receipt or visitor receipt, and option to print multiple receipts from user's Windows printer available to user browser.	View, Print (including Print to PDF)
Transaction Details	Includes all available receipt fields and also all related transactions such as payments of debt and affects on other activities such as bank rec status, transaction batch name, accounts debited and credited. The Transaction Detail is available from a popup menu per transaction listed in history	View, Print (including Print to PDF)

12.8 Allow on-screen viewing of inmate transaction receipts without printing. Allow station-specific number of copies during receipt printing.

Keefe Response: Keefe has read, understands, and will adhere.

Please see the response to 10.16 above and 12.7 above.

- Transaction receipt includes option to view popup.
- Transaction details includes option to view popup.

12.9 Allow user-definable password security settings including minimum password length and requirements for numbers, symbols, or letters in passwords.

Keefe Response: Keefe has read, understands, and will adhere.

Password complexity when not using single sign-on.



Change Password

Use the form below to change your password.

Current password

Password must meet the following requirements:

- ✓ My username is not included in the password.
- ✓ Neither my first nor last name are included in the password.
- ✓ Password must be 8 to 20 characters.
- ✓ Password must NOT contain spaces.
- ✓ The password must contain any combination of at least 3 of the following:
 - ✓ An upper case letter
 - ✓ A lower case letter
 - ✓ A number
 - ✓ A non-alphanumeric character (for example, !, \$, #, %)

New password

Confirm new password

Change Password
Cancel

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Password Reset when not using single sign-on:

60 days

User definable password settings available in County user identity provider through single sign-on Keefe Cloud supports single sign on through the Keefe Identity Server gateway. Security also extends to IP address filtering administered by authorized sheriff staff. Filtering limits authorized user accounts to certain locations specified by the customer.

12.10 Allow station-specific predefined comments for commonly repeated transactions.

Keefe Response: Keefe has read, understands, and will adhere.

Accounting Event Definitions and Workflows allow for pre-defined comments and other transaction tags.

Accounting Event	Workflow	Accounting event workflows may include mandatory fields selected from drop-down lists, default transaction amounts, default descriptions, transaction amounts calculated from user provided fields such as hours worked and pay rate, and availability of transaction choices in the appropriate context such as trust, debt, bond, and locking in description, amount, transaction type, and custom field choices in a transaction batch. Users simply make choices when prompted to complete the workflow without the need to understand the accounting structure.
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	Automation	Accounting event automation includes triggered events, such as automatic payments of debts from new deposits, automatic collection of debt from existing funds, automatic expiration of debt at a pre-defined interval of days, automatic posting of scheduled fees or scheduled deposits based on defined inmate populations
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12.11 Allow user-defined indigent inmate tracking based on current balance, days since booking, and deposits over a period, and commissary bills over a period.

Keefe Response: Keefe has read, understands, and will adhere.

The Keefe Cloud banking system tracks indigent status based on minimum end of day balance over a period of days and County defined expenditure limits. Qualified inmates will see only indigent items on their kiosk menu. Indigent items may be priced at \$0.00 or higher. Higher than \$0.00 creates a debt charge to the inmate account upon purchase. Equal to \$0.00 creates a \$0.00 purchase record on the inmate account. True cost of indigent purchases is reflected in the Keefe Cloud General Ledger. Billing for indigent including the period for which indigent kits are offered at no charge reflects the provision of free indigent kits.

12.12 The system must allow transactions to be easily voided while maintaining a verifiable audit trail. For example, a deposit transaction, which triggers multiple debit collections, should be voidable in a single operation which leaves the inmate and associated restitution accounts correct with no opportunity for user data entry mistakes. This must be accomplished without Proposer intervention or direct manipulation of data.

Keefe Response: Keefe has read, understands, and will adhere.

Voiding a Deposit that triggers a debt payment.

When customers void a deposit that triggered one or more debt payments, the deposit and all related debt payments will be voided automatically.

Voiding a Debt Charge

When a customer voids a debt charge, Keefe Cloud remembers all related payments, and reverses not only the original charge, but all collections against the charge.

Voiding a single Debt Payment

When a customer voids a single debt payment, only the payment is voided, and the outstanding amount of the debt due is automatically increased by the amount of the voided payment.



Other voids

All voids in Keefe Cloud banking perform the reverse of the original transaction, including reversal of any triggered transactions.

12.13 Allow tracking of inmate voluntary and mandatory savings accounts with automatic collections and interest distribution.

Keefe Response: Keefe has read, understands, and will adhere.

Please see description of sub-accounts here and in 11.7 and 12.1 above.

Customers may specify mandatory deductions from incoming deposits to be applied to savings. Customers may also specify a maximum savings balance beyond which deductions do not apply.

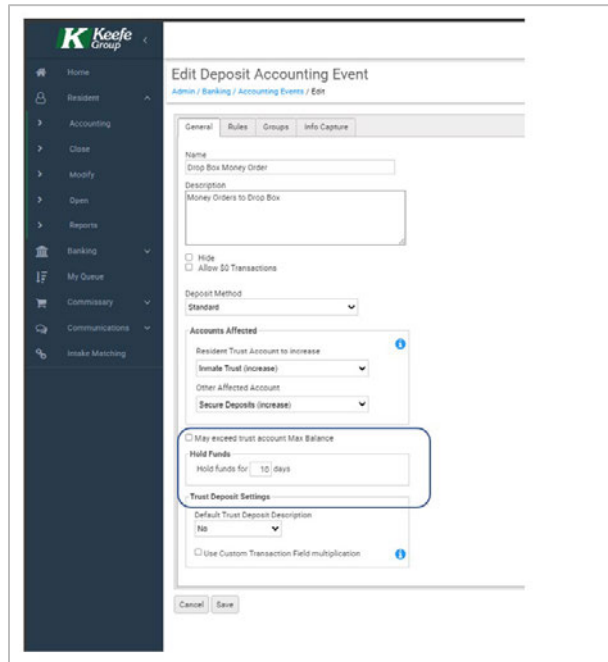
Sub Accounts, Held Funds, Savings

Customers may specify multiple sub-accounts in the Keefe Cloud Banking system. Examples might be Spending, Bail, Savings, Held or Retention, Wages, or Store Credits. Each of these are considered Trust or non-debt sub accounts – accounts payable to inmates for funds held on their behalf. Keefe Cloud Banking also supports a debt sub account as an account receivable to the County for obligations incurred by the inmate and payable to the County or to the Courts. Depicted below, each tab represents a sub account for this inmate.

The screenshot shows a web interface with five tabs: 'Spendable', 'Debt', 'Bail', 'Payroll', and 'Savings'. Below the tabs is a 'New Transaction' section. It contains a dropdown menu for 'Accounting Event' with the text '-- Select --' and a blue information icon to its right. To the right of the dropdown is a text input field for 'Description'. At the bottom of the form, it displays 'Account: Inmate Trust'.

Trust accounts enable segregation of funds held on behalf of an inmate. Segregation ensures that transactions related to the sub-account are limited to that account balance. For instance, Bail and Savings may not be included in funds available for commissary, and payroll may be a clearing account for wages earned and payroll deductions claimed.

In addition to sub-account segregation, Keefe Cloud also support timed release of deposit transactions. Examples would include Mail Room Money Order deposits with say a 10-day hold to allow for the money order to clear the County bank account. In this case the Keefe Cloud system exercises rules at the accounting event level to set an automatically calculated available date based on the accounting event configuration.



12.14 Include manual transaction data entry warnings if a duplicate money receipt or billing transaction is suspected by the system.

Keefe Response: Keefe has read, understands, and will adhere.

Warn for Duplicate Transactions

The Access Corrections deposit service actively monitors deposit transactions for fraud, money laundering, and chargeback activities. Access Corrections sets limits on deposit counts and totals per inmate over time.

The Access Corrections reporting service, available to County users, reports on frequent depositors, frequent recipients, inmate accounts locked for chargeback, and link analysis of relationships between depositors and recipients.

12.15 Include predefined reports such as, but not limited to:

- a. Trial Balances;
- b. Resident Balances;
- c. Balance Sheets;
- d. Check Postings;
- e. Money Receipts;
- f. Cash Disbursements;
- g. Inmate Debits;
- h. Fund Billings;
- i. Fund Collections
- j. Fund Credits;



- k. Payroll;
- l. Indigents;
- m. Savings;
- n. Releases;
- o. Bank Deposits;
- p. Debt Write-Offs;
- q. Reconciliations;
- r. Commissary Receipts;
- s. Commissary Housing Totals;
- t. Commissary Product Sales;
- u. Check Register

Keefe Response: Keefe has read, understands, and will adhere.

Keefe Cloud Applications include the following reports:

Reports Listing

Report Name	Description	Output
Transaction Receipt	Customizable receipt format including transaction ID, Inmate information, transaction type, description, additional tagged information fields, user and station of record, timestamp, disclaimer, and signature lines. Option to view popup, print or reprint inmate receipt or visitor receipt, and option to print multiple receipts from user's Windows printer available to user browser.	View, Print (including Print to PDF)
Transaction Details	Includes all available receipt fields and also all related transactions such as payments of debt and effects on other activities such as bank rec status, transaction batch name, accounts debited and credited. The Transaction Detail is available from a popup menu per transaction listed in history	View, Print (including Print to PDF)
Checks	Customized check output including standard check fields and stored signatures, watermarks, logos, and MICR encoded Bank account, routing number, and check number	View, Print
Cash Drawer Count	Count sheet listing currencies handled during a shift	View, Print, Download (Excel and PDF)



Report Name	Description	Output
Cash Drawer Detail	Listing and total of all transactions included in a cash drawer shift	View, Print, Download (Excel and PDF)
Chart Of Account with Accounting Event X-Ref	Listing of all General Ledger accounts and the transaction types which update those accounts	View, Print, Download (Excel and PDF)
Classified Balance Sheet	Balances of all General Ledger Asset, Liability, and Equity accounts with facility-defined account sub-groupings	View, Print, Download (Excel and PDF)
General Ledger Month Detail	Calendar month listing of all transactions affecting a given General Ledger Account	View, Print, Download (Excel and PDF)
GL Account Activity	Trial Balance of a user-defined selection of General Ledger Accounts over a user-defined time period	View, Print, Download (Excel and PDF)
GL Liability Payment Summary	Summary of payments made to a Liability account for disbursement analysis	View, Print, Download (Excel and PDF)
Resident Consolidated Statement	Transaction History Statement with separate totals for Spending, Debt, Savings, or other sub-accounts for a single resident account or statement generation for multiple resident accounts by housing location	View, Print, Download (Excel and PDF)
Six-Month Federal Filing Fee Analysis Report	Six-month deposit averages and totals for a given resident account	View, Print, Download (Excel and PDF)
Trial Balance Report	Beginning and ending balances of all General Ledger accounts, including total increases and decreases to those accounts over a given calendar month	View, Print, Download (Excel and PDF)
Account Disbursement Advice	Detailed transactions included in grouped disbursement	View, Print, Download (Excel and PDF)
Court Ordered Payments Disbursement Advice	Listing of total paid in amounts per resident included in an Accounts Payable check to a given court	View, Print, Download (Excel and PDF)
Batch Detail	Listing and total of all transactions included in a Transaction Batch	View, Print, Download (Excel and PDF)



Report Name	Description	Output
Ad Hoc Bookings Report	30 standard fields, unlimited custom fields, and nineteen filters relating to inmate status and classification including current balances for all sub accounts.	Exported to CSV format. Ability to save multiple instances for re-use based on customer needs
Ad Hoc Obligations Export	15 standard fields representing court obligation status and balance	Exported to CSV format. Ability to save multiple instances for re-use based on customer needs
Ad Hoc Transaction Summary	20 standard fields, unlimited custom fields, and four filters allowing summarization per resident per transaction type for historical transaction activity	Exported to CSV format. Ability to save multiple instances for re-use based on customer needs
Ad Hoc Transaction Details	45 standard fields, unlimited custom fields, and 25 filters to select individual transactions over user defined period	Exported to CSV format. Ability to save multiple instances for re-use based on customer needs
Ad Hoc GL Account Export	5 standard fields and 5 Filters allowing customer to identify and review selected GL accounts	Exported to CSV format. Ability to save multiple instances for re-use based on customer needs
Ad Hoc Cash Drawers Export	8 standard fields and 4 filters allowing user to identify and report on various cash drawer activities	Exported to CSV format. Ability to save multiple instances for re-use based on customer needs
Ad Hoc External Financial Report	6 custom exports ranging from resident balances to summary financial activity available with additional capabilities to craft a custom export based upon DSO requirements	Exported to CSV format. Ability to save multiple instances for re-use based on customer needs



Report Name	Description	Output
Ad Hoc Bank Reconciliation	27 standard fields and three filters allowing the customer to selectively target and report on bank reconciliation activities and results	Exported to CSV format. Ability to save multiple instances for re-use based on customer needs
Debt Charged, Paid, Due	User-defined selection of debt types, including the amounts charged, paid and outstanding as of a given date	View, Print, Download (Excel and PDF)
Debt Charges and Payments per Resident	User-defined selection of debt types for a specific resident, including the amounts charged and paid as of a given date	View, Print, Download (Excel and PDF)
Resident Account Summary	Transaction History Statement for a single resident account or statement generation for multiple residents by housing location	View, Print, Download (Excel and PDF)
Resident Balance Sheet	User-defined selection criteria for generating a resident balance list including ranges, debts, locations, and held funds	View, Print, Download (Excel and PDF)
Resident Charged, Paid, Due	User-defined selections of debt types, including the total amount charged, paid, and outstanding on a resident-by-resident basis	View, Print, Download (Excel and PDF)
Resident Consolidated Statement	Transaction History Statement with separate totals for Spending, Debt, Savings, or other sub-accounts for a single resident account or statement generation for multiple resident accounts by housing location	View, Print, Download (Excel and PDF)
Resident Deposit and Withdrawal Report	Summary and details of changes to the overall resident trust liability including overall beginning and ending balance and summary of increases and decreases by transaction type, used for shift, daily, weekly, monthly, or annual reconciliation of Resident Trust	View, Print, Download (Excel and PDF)
Resident Indigence Review	Listing of resident accounts that meet the customer-defined criteria for indigency, including the date at which the account became indigent	View, Print, Download (Excel and PDF)
Resident Transaction Receipt	Customized receipt for any transaction posted to a resident account	View, Print, Download (Excel and PDF)



Report Name	Description	Output
Visitor Transaction Receipt	Customized receipt to be provided to a third party for any transaction posted to a resident account	View, Print, Download (Excel and PDF)
Resident Debt Statement	Transaction History Statement with breakdown of outstanding Debt for a single resident account	View, Print, Download (Excel and PDF)
Transaction Detail	Audit Trail Report for a given transaction	View, Print, Download (Excel and PDF)
Cash Voucher	Bar-coded receipt used to redeem cash from the Keefe Cash Release Kiosk	View, Print, Download (Excel and PDF)
Resident Debt Recovery Report	User-defined selection of debt types to be provided to the resident at release and/or to create debt collection mailings to released residents	View, Print, Download (Excel and PDF)
Refund Reasons Report	Measures fill rate and shows dashboard of refund types by product catalog	Drill-down report of refund reasons by catalog, view, print, export Excel and other formats
Location Summary Report	Reports location-specific commissary activity	Drill-down report of sales or refunds by location, view, print, export Excel and other formats
Item Sales Report	Searchable by date range, tag, or individual Resident ID - produces columnar data with one row per item - suitable for direct export to Excel	Item Sales report of items inmates order - in simple record format, view, print, export Excel and other formats
Order Details Report	Use the Order Details Report to see the following details: shipping date; inmate ID and name; order total and tax, description; item price; # requested, approved, and shipped; quantity charged; amount charged; # denied; and reason denied.	Order details report of the items inmate(s) order, view, print, export Excel and other formats



Report Name	Description	Output
Batch Sales Report	The Batch Sales report shows totals of groupings, or batches, of orders that have been processed. Use filters, drill down to a specific time period, or use a combination of these two ways to get specific data. Users can save and print reports from the Batch Sales Report screens.	Drill-down report of sales or refunds by batch, view, print, export Excel and other formats
Tag Report	In the Tag report users can view purchase or refund information, including the amount, tax, and totals of the amounts and tax amounts for items sorted by date, tag, or item. Use filters, drill down to a specific time period, or use a combination of these two methods to get specific data. Users can save and print reports from the Tag Report screens.	Drill-down report of net sales by default tag. Can also choose to report on any custom tag., view, print, export Excel and other formats
Tag Usage Report	In the Tag Usage report see totals for items purchased for a given Tag or category over a period of time	Drill-down report of item quantities sold by default tag. Can also choose to report on any custom tag., view, print, export Excel and other formats
Scheduled Ad Hoc Exports	Allows user to choose from 38 commissary data fields to create one or many export files scheduled on daily or weekly basis	CSV file with column headings for selected data fields and data as selected by user in the export definition
Bank Transfers	ACH Totals and individual online deposit details	Allows review, print, export, and drill down
Applied Transaction	Makes pending transactions not yet cleared in *ACH available for view. Administrators can monitor real-time transactions until the clearing process is complete. The process below walks through how to navigate the Applied Transaction screen view and reports.	Allows review, print, export, and drill down



Report Name	Description	Output
Booking Receipt	provides a receipt record of detainees having no funds or a zero-dollar (\$0) deposit at the time of booking. Although having no funds, the detainee is able to be booked into the system and is given a receipt that corresponds to the report available with Agency Manager.	Allows review, print, export, and drill down
Cash Pickups	pickup assignments of recorded transactions deposits to a facility kiosk. The user can track and run reports on funds received by a specific kiosk.	Allows review, print, export, and drill down
Chargeback	reports on funds reimbursed to a depositor in the event of an unauthorized transaction received by a resident. Those funds are reported and ultimately are referred to as a "Chargeback".	Allows review, print, export, and drill down
Restriction	The Restriction Reports allows administrators to view residents placed on restriction as defined by the agency, along with recipient details, the date the restriction was issued, and the type of restriction applied.	Allows review, print, export, and drill down
Recipient Activity	records of submitted transactions to a recipient from a depositor, providing details of how funds were received and processed.	Allows review, print, export, and drill down
Depositor Activity	report of transactions made by a Depositor to a Recipient. Use this report to track transaction details by a depositor for investigative purposes.	Allows review, print, export, and drill down
Top Depositors	allows administrators to view depositors who have made deposits to multiple recipients.	Allows review, print, export, and drill down
Transaction History	gives administrators the ability to view transactions submitted within a thirty-one (31) day period. The "Date Picker" gives administrators are able to go back as far as desired to view transaction history at any time.	Allows review, print, export, and drill down



Report Name	Description	Output
Audit	Audits allows management to track administrator navigation activity for report verification and information access within the application.	Allows review, print, export, and drill down
Conversation Analysis Report	Displays the number of conversations per Topic, per Location, for a given date range	View, Print, Download (Excel and PDF)
Conversation List Report	Summary of the conversation activity within a given date range	View, Print, Download (Excel and PDF)
Conversation Summary Report	Lists conversation totals, broken down by Topic, grouped by various items, within a given date range	View, Print, Download (Excel and PDF)
Conversation Velocity Detail Report	Lists basic information for each conversation, grouped by Location, within a given date range	View, Print, Download (Excel and PDF)
Conversation Velocity Summary Report	Lists various conversation totals, by Topic, grouped by Location, within a given date range	View, Print, Download (Excel and PDF)
Facility Grievance Report	Lists location quarterly and YTD totals of grievance topic conversations	View, Print, Download (Excel and PDF)
Inmates Document Viewing History	Lists residents' acknowledgement of required viewing	View, Print, Download (Excel and PDF)
Open Conversation Aging Detail Report	Lists open conversations grouped by age	View, Print, Download (Excel and PDF)
Open Conversation Aging Summary Report	Lists open conversation counts per Topic for the age range	View, Print, Download (Excel and PDF)

12.16 Allow ad-hoc reports to be run for defined inmate groups based on factors including housing assignment, gender, age, debt, or current balance without programming a reporting tool.

Keefe Response: Keefe has read, understands, and will adhere.



Please see details of the following ad hoc reports in response to 12.15 above:

- Ad Hoc Bookings Report
- Ad Hoc Obligations Export
- Ad Hoc Transaction Summary
- Ad Hoc Transaction Details
- Ad Hoc GL Account Export
- Ad Hoc Cash Drawers Export
- Ad Hoc External Financial Report
- Ad Hoc Bank Reconciliation

12.17 Include user-customizable report footer information.

Keefe Response: Keefe has read, understands, and will adhere.

The following reports listed in 12.15 above include the option to provide customer specific footer (and header) information:

- Transaction Receipt
- Transaction Details
- Checks
- Cash Drawer Count
- Cash Drawer Detail
- Chart Of Account with Accounting Event X-Ref
- Classified Balance Sheet
- General Ledger Month Detail
- GL Account Activity
- GL Liability Payment Summary
- Resident Consolidated Statement
- Six-Month Federal Filing Fee Analysis Report
- Trial Balance Report
- Account Disbursement Advice
- Court Ordered Payments Disbursement Advice
- Batch Detail
- Debt Charged, Paid, Due
- Debt Charges and Payments per Resident
- Resident Account Summary
- Resident Balance Sheet
- Resident Charged, Paid, Due
- Resident Consolidated Statement
- Resident Deposit and Withdrawal Report



- Resident Indigence Review
- Resident Transaction Receipt
- Visitor Transaction Receipt
- Resident Debt Statement
- Transaction Detail
- Cash Voucher
- Resident Debt Recovery Report

12.18 Allow reports to be generated based on user and transaction types.

Keefe Response: Keefe has read, understands, and will adhere.

The following reports listed in 12.15 above allow filtering by user and/or transaction type.

- Ad Hoc Transaction Details
- Checks
- GL Liability Payment Summary
- Six-Month Federal Filing Fee Analysis Report
- Debt Charged, Paid, Due
- Debt Charges and Payments per Resident
- Resident Charged, Paid, Due
- Resident Debt Statement
- Resident Debt Recovery Report

13. WEB DEPOSIT REQUIREMENTS

The proposed banking applications must automatically create ACH entries for monthly bank reconciliation based on deposits into facility's bank account as a result of inmate deposits. Bonding via the web shall be available. Refer to Section 14 – Credit Card Bonding Requirements.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will provide deposit services and bond payments for the County via its deposit/payment services platform Access Corrections. Keefe will provide deposits and payments for credit and debit card users friends and family via its website and mobile app, phone with live customer services representatives (CSR'S) and automated deposited toll free IVR system, and eight lobby kiosks for cash and credit/debit customers.

Please see the following pages for Access Corrections Deposits & Payments Overview.



Access Corrections Deposits & Payments™ Overview

Access Corrections, established in 2007, provides comprehensive, end-to-end money management solutions that help the broad range of corrections audiences – offenders, their loved ones and the agencies serving those constituents – move and manage money throughout the criminal justice continuum. From arrestee intake to inmate discharge, our automated services provide users easy, convenient, safe ways to make trust fund deposits, post bail and make parole, probation, and court-ordered payments. Agencies can expand payment methods, improve collections, reduce cash management risk, and increase productivity.

Access Corrections currently processes millions of transactions per year for more than 600 state and county agencies and eighteen (18) state department of corrections. We are the only one-stop-shop provider able to offer such a holistic suite of payment technologies.

Key Features:

1. Access Corrections offers a comprehensive suite of hardware and software solutions designed to support and automate money management processes throughout an offender’s incarceration – including intake funds, trust fund deposits, payments, and release cards.
2. We offer most of these services at no cost to the agency.
3. As a payment provider, we make it easy and convenient for arrestees and their loved ones to complete a variety of automated, digital transactions, including trust fund deposits, bail payments and parole/probation/court-ordered payments. The service features flexible transaction methods – online, mobile app, toll-free telephone or in person.
4. Every program is customized to the agency’s specific needs and is supported by a dedicated team of account representatives and technicians.

DEPOSIT & PAYMENT TRANSACTION METHODS

www.accesscorrections.com

In order to allow inmates’ family and friends to make deposits or payments online, Keefe operates a secure website 24/7/365 – www.accesscorrections.com.



Adding a Recipient to my Dashboard

ACCESS CORRECTIONS

Select Language | Hello, Michael | My Dashboard

Home Send Money SecureMail About Help

FIND AN AGENCY

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

VISA MasterCard

AGENCY SEARCH

Select State: ARIZONA

Select Agency: Select An Agency

- Apache County Jail, AZ
- Arizona DOC Community Corrections
- Arizona DOC Trust Fund Deposits
- Arizona Visitor Background Fee
- Cochise County Jail, AZ
- Gila County Jails, AZ
- Graham County Detention Center, AZ
- Greenlee County Jail, AZ

Privacy Policy | User Agreement | Terms of Service

Copyright © Access Corrections

My Dashboard

ACCESS CORRECTIONS

Select Language | Hello, Michael | My Dashboard

Home Send Money SecureMail 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](#) to start a transaction for a new Recipient.

Send Money

MY RECIPIENTS

Search recipients

ADAM MANNING (197670)
DOB: 11/6/1978
Agency: Utah Department of Corrections AP&P
Make Payment Remove

ADAM MANNING (AM9908)
DOB: xx/xx/xxxx
Agency: California DOCR Active
Make Deposit Remove



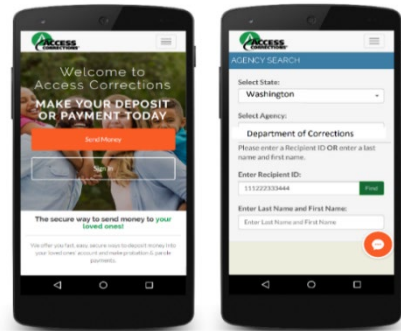
Access Corrections' Mobile App

Consumers love our mobile app to make deposits or payments while they are on the go. The app is available for both Android and iOS (Apple) phones.

All the features of AccessCorrections.com are now available in a user-friendly app that goes anywhere you do. Use it to set up an account, manage and review your information, make deposits and payments, and more.

Features:

- Create and manage an Access Corrections account
- Search for an agency and inmate
- Send money using your Visa or MasterCard
- See your past transactions
- Get instant help through Live Chat



Phone

Keefe offers a 24/7 Toll Free phone number for friends and family that may need a little more help with their transaction. Our bilingual, English, and Spanish, customer service representatives are trained to assist customers with their questions with the goal of completely satisfying the customers' needs so they don't call agencies needing additional information.

Keefe also offers a 24/7 toll free IVR system that allows friends and family the ability to make a deposit or payment without having to talk with a customer service representative.

DEPOSITS/PAYMENTS

PHONE

- **CONVENIENT:** Toll-free number
- **IVR Option**
- **BI-LINGUAL:** Spanish-speaking CSR's available 24/7.
- **FLEXIBLE:** Make payments using credit or debit cards.
- **SAFE:** All staff must pass background & credit check.
- **FAST:** Available real-time funds posting to probationer & parolee accounts.
- **PCI & AML COMPLIANT**

**Customer Service
IVR or Live Agent Options
866.345.1884
Available 24/7/365**



Kiosk

Keefe has the largest network of transaction kiosks in the country servicing government agencies. Family and friends enjoy the convenience of our **800+** transaction kiosks located throughout the US. Our transaction kiosks allow users to make a deposit or payment for any agency that Keefe services regardless of its' location.



Keefe banking platform will automatically create an ACH entry for month bank reconciliation into the facility's bank account as the result of inmate deposits. Below is displaying an example of how the ACH entry will look.



Account	ADC #/Cash Drawer	Action	Amount
Bank Account		Debit	\$12,763.70
EFT Access Corrections		Credit	\$12,763.70

13.1 County JIMS contains a built-in web service for commissary operations. In order to retrieve data from JIMS, Proposer’s commissary application must be able to call and utilize the existing web service with no required programming on the part of the County. All web services for the jail system are created using the Windows Communication Foundation (WCF) framework. The commissary web service has the following methods available: See Section 4.11 (I)

Keefe Response: Keefe has read, understands, and will adhere.

Keefe provides a number of APIs for data exchanges. These include the methods listed in 4.11(I). When Keefe provides the Commissary application with an interface to the County’s inmate banking system, methods 1, 2, 5, 6, and 7 are consumed by Keefe. Keefe designed this interface with San Bernardino County during its previous contract with the County. Should the County adopt the Keefe Banking system in addition to its Commissary system, methods 2, 3, and 4 would be consumed by Keefe.

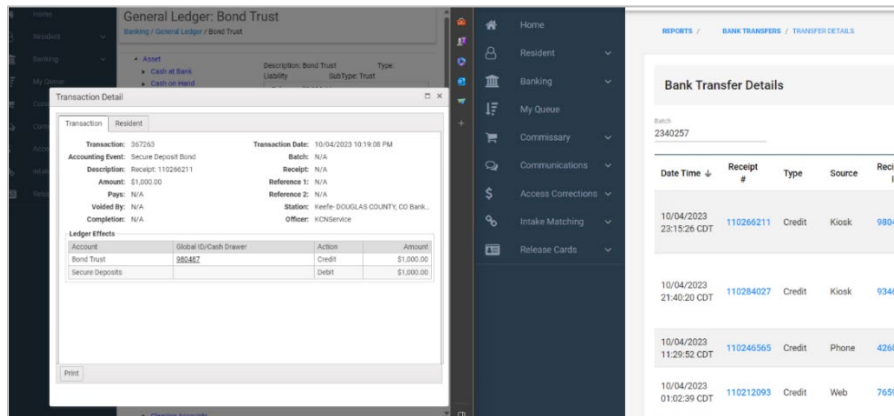
14. CREDIT CARD BONDING REQUIREMENTS

- 14.1** Proposer shall provide information and describe capabilities of Proposer’s banking system, to include the following:
- a. The capability for inmates to satisfy bonds with credit/debit cards.
 - b. Access to inmate credit/debit cards that have previously been placed in property at the time of booking.
 - c. Capability of the bonding system to aggregate the payments for various bond agencies into a single payment with an accompanying report that details the individual payments.

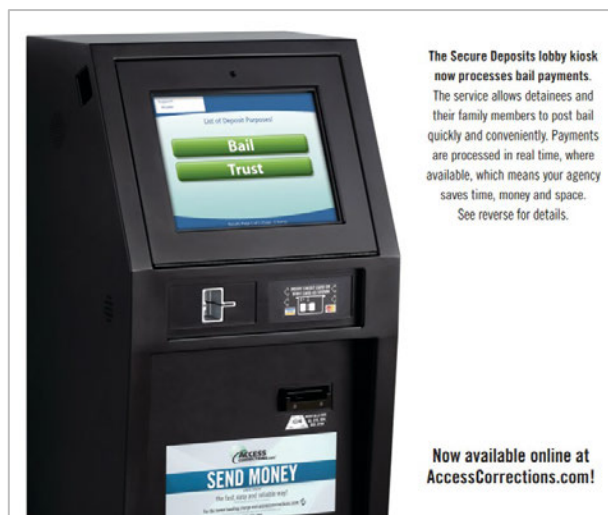


Keefe Response: Keefe has read, understands, and will adhere.

- Keefe will provide bail/bond payments for the County via its deposit/payment service platform Access Corrections. Keefe will provide payments for credit and debit card users friends and family via its website and mobile app, phone with live customer services representatives (CSR'S) and automated deposited toll free IVR system, and eight lobby kiosks for cash and credit/debit customers.



- Should the County continue to use its Inmate Banking system, Keefe provides its Deposit Apply interface for consumption by the County JMS. Should the County adopt Keefe's Inmate Banking System, the Deposit Apply API is fully integrated with the Access Corrections services.
- Keefe's intake kiosks will be able to take a self-bail/bond payment for an inmate with their credit/debit card that has previously been placed in property at the time of booking.





Convenient Services, Flexible Configuration

By implementing the Access Corrections Bail Payment service, you not only provide detainees and their families a convenient option for posting bail, you also streamline your agency's processes. The software works with your existing Secure Deposits lobby kiosk and allows you to configure multiple services with unique parameters. With this program ...

- users can post bail with cash or credit.
- payments are collected directly by the web, mobile app, phone and Secure Deposits lobby kiosk.
- it's possible to set different transaction limits for each service offered at the kiosk—for example, set a trust fund transaction limit of \$300 and a bail transaction limit of \$3,000.

When detainees are able to bail out before being processed, your agency saves time and money, and your staff can focus on more serious offenders.

Make Deposit

Recipient Name: AARON WILLIAMS
Recipient Id: 202211764
[Change Recipient](#)

DEPOSIT INFORMATION

Billing Information *

Verify billing information matches the credit card you are using.

Name: _____
Address: _____
[Edit](#)

Choose a purpose and enter an amount below.

Deposit Purpose: *

Bond Payments (Max of \$1,500.00)

\$ ex. 100

[+ Handling Charges](#)

Attention: By checking this box, you agree to the following Terms, Conditions and additional fees.

[Back](#)
Review

15. RELEASE REQUIREMENTS

- 15.1** The proposed banking application must include all hardware such as a check-printer to facilitate various inmate release processes. At a minimum it must:
- a. Allow releases of inmate funds by cash, check, or debit card;
 - b. Allow multiple methods of releasing inmate funds (e.g., a portion in cash and remainder in check).

Keefe Response: Keefe has read, understands, and will adhere.

Should the County adopt the Keefe Inmate Banking system, the release workflow includes the ability to disburse in multiple forms including complete disbursement and split disbursement with declining balance.

The screenshot shows the Keefe Group software interface. On the left is a dark navigation menu with options like Home, Resident, Accounting, Close, Modify, Open, Reports, Banking, My Queue, Commissary, Communications, and Intake Matching. The main content area is titled 'Close Resident' and shows details for a resident named FRALEY, CLAVIS AARON. It includes fields for Booking ID, Status, Admitted date, Close date, Name, Permanent ID, DOB, Gender, and Record Status. A 'Funds' table lists various accounts like Bail, Inmate Trust, Payroll, Savings, and All Inmate Debt. Below this, there are 'Location' and 'Classifications' sections. The 'Close Resident Processing' section has tabs for 'Close Activities', 'Disburse Funds', and 'Commissary Activities'. Under 'Disburse Funds', there is a 'New Disbursement Transaction' form with fields for Accounting Event (Cash Release), Description (Remainder in Cash), Receipt, Amount (22.90), and a 'Disburse Funds' button. Below that is a 'Process Disbursements' table with columns for Accounting Event, Receipt, and Description, listing Release Card (Debit Card Issued at Release) and Release Check (Release Check).

Please see the following pages for Keefe's Release Pay Overview.



RELEASEPAY OVERVIEW

In the last decade, correctional facilities have experienced a tremendous increase in costs associated with handling Inmate Trust Funds. In an effort to streamline and reduce costs associated with this obligation, many facilities have replaced cash and checks with our debit card program. Debit cards are a cost-effective alternative to issuing traditional checks. All hardware needed to provide this service will be provided by Keefe at no cost.

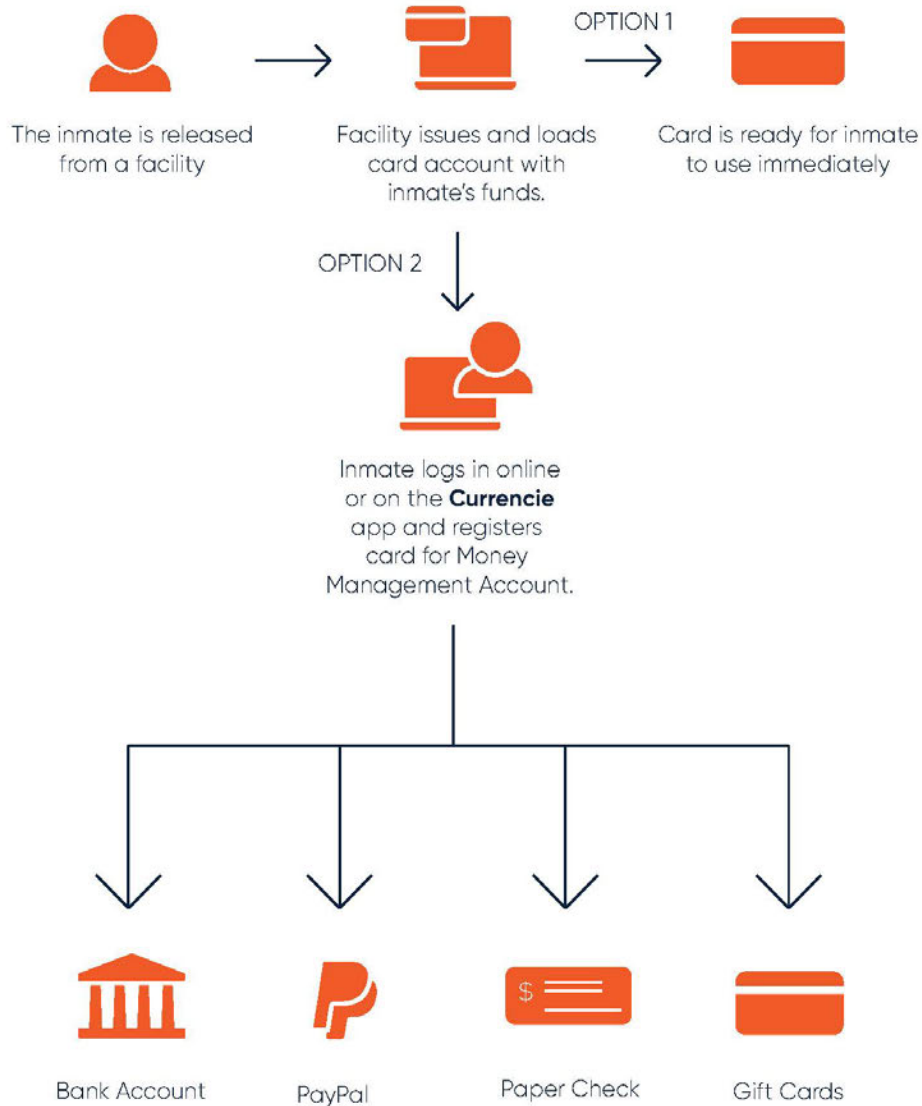
Benefits of ReleasePay

- Reduces exposure to fraud and lost checks
- Eliminates uncashed checks
- Easy to use, simplifies bank account reconciliation
- Eliminates checks and cash handling

The Keefe debit release card is provided through our partnership with Rapid Financial Solutions. Our debit card carries the MasterCard logo and can be used worldwide. The card will be immediately activated at the time the funds are loaded on to the card and a PIN code will be provided to the cardholder. There are no extra steps required to activate the card. This provides the cardholder with immediate access to their funds.



OPT-IN APPROACH OVERVIEW





CONSUMER-DRIVEN OPTIONS AND CHOICES



Use your card anywhere MasterCard is accepted for Point of Sale purchases. Swipe your card at checkout and enter your PIN or run as credit.



Use your card to make purchases online. Just enter the card number, expiration date, and security code.



Check your balance and get cash at ATM's. Insert card and follow prompts. *ATM's will charge usage fees.



Go into participating banks to receive cash back off your card.



At a Point of Sale purchase select cash back option to get funds off card FREE of charge.



Transfer money to a bank or PayPal account, or request paper check from ReleasePay.



Change PIN or hear account balance by calling 877-592-1118



Ability to purchase gift cards.



Manage your money and check your account balance through mobile online banking app.



Use your card anywhere you see these logos.

For Customer Service call 1-877-287-2448





RELEASEPAY'S GIFT CARD PROGRAM

With ReleasePay's gift card program, inmates have access to over 100 different retailers that participate.





PROPOSED STANDARD FEE PROGRAM

Inmate Release Card Program Fees Cardholder Fees Associated with the Inmate Release Program

	Charge
Card Activation Fee	FREE
Support Calls Fee	FREE
PIN Change Fee	FREE
Point of Sale (POS) Transactions (PIN & Signature)	FREE
Cash Back Option with POS purchase	FREE
POS Declines	FREE
Card to Bank ACH Transfer****	FREE
Cash Out at any Principal MasterCard Member Institution	FREE
Monthly Maintenance Fee*	\$3.95
ATM Account Inquiry Fee	\$1.50
Inactivity Fee**	\$3.95
Domestic ATM Fees***	\$2.95
ATM Decline for Non Sufficient Funds Fee	\$2.95
International ATM Fees***	\$3.95
ATM Decline International Fee	\$3.95
Replacement of lost or stolen card	\$0.00
Account Closure Fee/Request for Balance by Check	FREE

* After 15 days of the card being validated (used for a transaction) the card starts incurring a monthly maintenance fee to cover the cost of the FDIC insured account. Once the card has been validated the inactivity fees no longer apply. Both fees will never be charged together.

** If after 100 days the card has not been validated (used for a transaction) the card will be charged an inactivity fee of \$3.95 per month. Until the card has been validated (used for a transaction).

***Fees may also be imposed by the local ATM provider in addition to card fees. For a listing of surcharge-free ATM's, visit <http://www.moneypass.com/>.

****Returned or rejected ACH transfers for invalid banking information are subject to a \$9.95 returned processing fee.

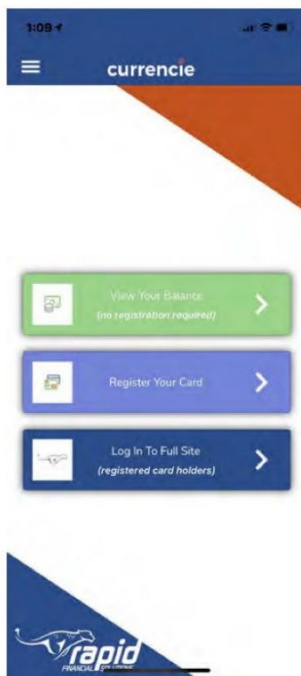
*****Cardholder fees are subject to change. Thirty (30) day prior written notice of a change in fees will be given. The changes will be posted on the Card website at www.accessfreedomcard.com. You will be deemed to have proper notice thirty days (30) after the amendments are posted.



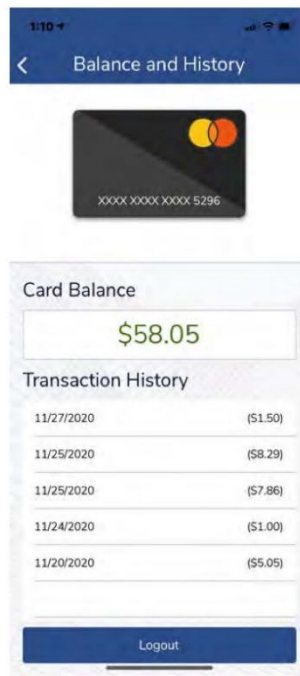


MOBILE BANKING

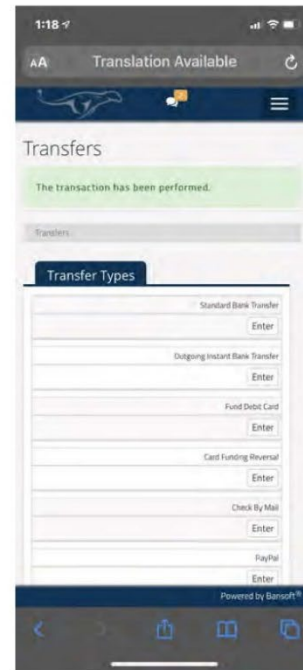
ReleasePay's app, Currencie, is our mobile banking solution allows inmates to manage and monitor their money in real time with features like checking account balances and transferring funds.



Login



Balance



Transfers





RELEASE PAY

POWERED BY RAPID FINANCIAL SOLUTIONS

ReleasePay's unique card jacket provides security by shielding the card number as well as providing all the instructions for an inmate to successfully gain access to their money in a manner that best suits their lifestyle.

RELEASE PAY
POWERED BY RAPID FINANCIAL SOLUTIONS

GET STARTED
with these options to receive your money.

If You Want To Use Your Card:

- Use your card anywhere MasterCard® is accepted.
- Get cash back when you make a debit transaction.
- Download the **currencie** app to check your balance and transaction history or register for the options below.

Your Card Is Inactive and must be validated. To validate:

- Call 877-287-2448
- Activate online by visiting the website on the back of your card.
- Use the card

If You Do Not Want To Use Your Card:

Register online at the website on the back of your card or through the mobile app to use these options below at no cost.

- Move money to a **bank account.**
- Send money to **PayPal.**
- Buy **gift cards.**
- Request a **paper check.**

Sample of our card jacket that is provided to the inmate upon release.

Explanation of how an inmate gains access to their money by using the debit card.

Easy to follow instructions on how to activate card.

Other options for the inmate to manage their money if they choose not to use the card.





RELEASEPAY CARD JACKET

Page 2 of the jacket provides an overview on fees and the best ways to use your card.

FEES FOR RELEASEPAY PREPAID CARD

You do not have to validate or use this card to receive your funds. Call the number or visit the website on the back of your card for other ways to receive your funds at no cost.

Monthly Fee	Per purchase	ATM withdrawal	Cash reload
\$3.95*	\$0	\$2.95	N/A
ATM balance inquiry	\$1.50		
Customer service	\$0		
Inactivity	\$3.95 [†]		

We charge other types of fees. They are:

ATM decline	\$2.95
Card replacement	\$0

*Begins 15 calendar days after card is validated and then every 30 days thereafter. If card is not validated, this fee will not be charged.
[†]Fee begins after 100 calendar days of no activity and then every 30 days thereafter, even if the card is not validated. If card is validated, this fee will not be charged.

No overdraft/credit feature.
 Your funds will be held at or transferred to Axiom Bank N.A., an FDIC-insured institution.
 For general information about prepaid accounts, visit cfpb.gov/prepaid. Obtain details and conditions for all fees and services in the Cardholder Agreement on the reverse side of this card carrier.

WAYS TO AVOID FEES

Do not use your card to "Pay at the Pump" at stations. For gas, see the attendant inside and specifying how much you want to spend. Your card may be declined at the pump if you do not have adequate funds, which imposes a decline fee.

Know your balance and check your balance online, through the app, or call before using an ATM or making a purchase.

For best success, run your card as credit to avoid potential fees.

Use cash advance to remove your entire card balance at no charge by visiting any MasterCard® principal financial institution.

You can run your card as debit when you make a transaction and ask for cash back.

Utilize the direct deposit transfer service to send funds from your card to your bank account.

Check your balance online or through customer service before using an ATM to avoid a decline fee.

If your card is rejected at an ATM, never attempt over and over again. Some ATM providers impose a fee even for declined transactions. The card provider also imposes a fee for declined transactions.

Watch gratuity as some merchants may authorize your card up to 25% more than the transaction to allow for gratuity, which can cause declined transactions and incur a decline fee.

Update your temporary PIN before use. Do this by calling 877-287-2448.

To avoid maintenance fees, use your card in a timely manner. See fee table for details.

If you want to split your payment between this card and another form of payment, you must specify to the cashier the amount you would like run on the card. Be sure you know the balance on your card before you do this kind of transaction.

Information about the fees associated with the ReleasePay card.

Clear ways to avoid fees and how to use your money your way.





RELEASEPAY CARD JACKET


Page 3 of the jacket provides information on the different options ReleasePay offers to manage your money.

Manage Your Money Your Way

Check your balance or change PIN (Personal Identification Number) three different ways:

 Register online at www.ReleasePay.com

-OR-

 Download the **currencie** mobile app

-OR-

 Call 877-287-2448

Funds are available immediately once the account has been loaded.

Use your card anywhere MasterCard® is accepted to make purchases.

Or register for more options to use your money such as transfer to a bank, PayPal, gift cards, or a paper check.



Download the **currencie** App from the App Store or Google Play Store to check your balance and transaction history.



App Store for iOS



Google Play Store for Android

INDIVIDUALS WHO BELIEVE THEY HAVE RECEIVED THIS CARD NON-CONSENSUALLY WILL BE ENTITLED TO A FULL REFUND OF ANY FEES CHARGED TO THE CARD. INDIVIDUALS CAN CLAIM THEIR FULL BALANCE BY VISITING DAILYPAYME.COM OR CALLING THE NUMBER ON THE BACK OF THE CARD.

Clear instructions on how to manage your money your way.

ReleasePay's free app, Currencie, is a great tool for the inmate to manage their money.

Important notice on how a refund can be issued if you received the card non-consensually or incur an inactivity fee.



16. USER MANAGEMENT & SUPPORT REQUIREMENTS

16.1 The proposed banking application must:

- a. Allow correctional staff to create unlimited users with customized security settings without Proposer assistance;

Keefe Response: Keefe has read, understands, and will adhere.

The Keefe cloud Security Management Module allows County administrators to create and manage users and user privileges.

Username	Name	Title	Active	
acctone	One, Accountant		<input checked="" type="checkbox"/>	Edit
accttwo	Two, Accountant		<input checked="" type="checkbox"/>	Edit
admin@STLCD	Administrator, STLCD	Administrator	<input checked="" type="checkbox"/>	Edit
administrator@stlcd	Administrator, Customer	Admin Account	<input checked="" type="checkbox"/>	Edit
cashadmin	ADMIN, CASH		<input checked="" type="checkbox"/>	Edit
col@stlcd	Commissary, Service	Commissary Service Account	<input checked="" type="checkbox"/>	Edit
Commissary1	User, Commissary		<input checked="" type="checkbox"/>	Edit
CSHVendor@demo	Vendor, Coalinga		<input checked="" type="checkbox"/>	Edit
depone	Deputy, DepOne	Shift 1 Deposist Deputy	<input checked="" type="checkbox"/>	Edit
depthree	Deputy, DepThree	Shift 3 Deposist Deputy	<input checked="" type="checkbox"/>	Edit
deptwo	Deputy, DepTwo	Shift 2 Deposits Deputy	<input checked="" type="checkbox"/>	Edit
helpdesk@STLCD	Help, KCN	Support Staff Member	<input checked="" type="checkbox"/>	Edit
jvital@stlcd	Vitale, John	Presenter	<input checked="" type="checkbox"/>	Edit
KCNService@DEMO	Service, KCN		<input checked="" type="checkbox"/>	Edit
kcnservices@STLCD	Services, Interface	Interface Services Account	<input checked="" type="checkbox"/>	Edit
mailroom1	One, MailRoom		<input checked="" type="checkbox"/>	Edit
mailroom2	Room 2, Mail		<input checked="" type="checkbox"/>	Edit
publicdeposits	Deposits, Public		<input checked="" type="checkbox"/>	Edit
relone	Deputy, RelOne	Shift 1 Release Deputy	<input checked="" type="checkbox"/>	Edit
relthree	Deputy, RelThree	Shift 3 Release Deputy	<input checked="" type="checkbox"/>	Edit
reltwo	Deputy, RelTwo	Shift 2 Release Deputy	<input checked="" type="checkbox"/>	Edit
reports@STLCD	User, Reports	Reports	<input checked="" type="checkbox"/>	Edit

- b. Allow user groups to be established in such a manner that limits access to certain program features;

Keefe Response: Keefe has read, understands, and will adhere.

The Keefe cloud Security Management Module allows County administrators to create and manage users and user privileges.



Username	Name	Title	Active	
acctone	One, Accountant		<input checked="" type="checkbox"/>	Edit
accttwo	Two, Accountant		<input checked="" type="checkbox"/>	Edit
admin@STLCD	Administrator, STLCD	Administrator	<input checked="" type="checkbox"/>	Edit
administrator@stlcd	Administrator, Customer	Admin Account	<input checked="" type="checkbox"/>	Edit
cashadmin	ADMIN, CASH		<input checked="" type="checkbox"/>	Edit
col@stlcd	Commissary, Service	Commissary Service Account	<input checked="" type="checkbox"/>	Edit
Commissary1	User, Commissary		<input checked="" type="checkbox"/>	Edit
CSHVendor@demo	Vendor, Coalinga		<input checked="" type="checkbox"/>	Edit
depone	Deputy, DepOne	Shift 1 Deposist Deputy	<input checked="" type="checkbox"/>	Edit
depthree	Deputy, DepThree	Shift 3 Deposist Deputy	<input checked="" type="checkbox"/>	Edit
deptwo	Deputy, DepTwo	Shift 2 Deposits Deputy	<input checked="" type="checkbox"/>	Edit
helpdesk@STLCD	Help, KCN	Support Staff Member	<input checked="" type="checkbox"/>	Edit
jvital@stlcd	Vitale, John	Presenter	<input checked="" type="checkbox"/>	Edit
KCNService@DEMO	Service, KCN		<input checked="" type="checkbox"/>	Edit
kcnservices@STLCD	Services, Interface	Interface Services Account	<input checked="" type="checkbox"/>	Edit
mailroom1	One, MailRoom		<input checked="" type="checkbox"/>	Edit
mailroom2	Room 2, Mail		<input checked="" type="checkbox"/>	Edit
publicdeposits	Deposits, Public		<input checked="" type="checkbox"/>	Edit
relone	Deputy, RelOne	Shift 1 Release Deputy	<input checked="" type="checkbox"/>	Edit
relthree	Deputy, RelThree	Shift 3 Release Deputy	<input checked="" type="checkbox"/>	Edit
reltwo	Deputy, RelTwo	Shift 2 Release Deputy	<input checked="" type="checkbox"/>	Edit
reports@STLCD	User, Reports	Reports	<input checked="" type="checkbox"/>	Edit

c. Prevent users from modifying a financial transaction that has been completed;

Keefe Response: Keefe has read, understands, and will adhere.

d. Provide help videos for common functions;

Keefe Response: Keefe has read, understands, and will adhere.

Online Help and Videos. Keefe Cloud users are always a click away from online searchable, illustrated guides, and key informational videos to help understand, navigate, and maximize the benefits of our system.

e. Include training and a help desk for County users.

Keefe Response: Keefe has read, understands, and will adhere.

Our multi-discipline implementation team surrounds you with care and attention when transitioning to Keefe Cloud using a sandbox environment to try and prove your workflows and options. Areas of expertise include project management, financial design and planning, rules and roles, data conversion, interfaces, and training.



Ongoing Support. 24/7 Help Desk Support with for all mission critical issues such as booking, release, commissary purchases etc. uses a priority-based service tracking system with second and third level specialist teams, and an escalation path to management staff.

17. RECORDS REQUIREMENTS

17.1 Proposer shall keep full and accurate accounts of sales, deposits, payments, and other records related to the Inmate Trust Accounts for a period of no less than five (5) years.

KB Keefe Response: Keefe has read, understands, and will adhere.

17.2 If requested, a copy of said records shall be supplied to the Sheriff, or designee, monthly on the first working day of the subsequent month. In addition, all such records shall be available for auditing by the County at any time during regular working hours. There shall be no charge at any time for access to records and all information gathered by or stored on the banking system shall be the property of the County and may not be duplicated, released, or used for any reason without the County's prior, written approval.

KB Keefe Response: Keefe has read, understands, and will adhere.

18. LEAVE-BEHIND SOLUTION REQUIREMENTS

18.1 Proposer shall provide a leave-behind solution at the end of the contract term and shall cooperate in the transition of services to a new vendor for a period not to exceed 90 days, unless mutually agreed upon in writing. All sales orders and related data generated by the commissary system are property of the County and shall be provided to the County by the Proposer on a secure storage medium, and in a usable, user-friendly, searchable electronic format at no cost to the County, within fifteen (15) calendar days following the expiration and/or cancellation of the Contract. The Proposer shall accept County's reasonable decision whether the solution provided is acceptable. The leave-behind solution shall be easily accessible for seven (7) years after contract end date, and at County's option, leave-behind solution must be in a County-designated location.

KB Keefe Response: Keefe has read, understands, and will adhere.

Keefe provides at minimum the following leave-behind data sets. File Format at discretion of the County. Record layouts available upon request under non-disclosure.

Data Structures:

1. Inmate Account Information
2. General Ledger Account Information
3. Inmate Financial Transactions



4. Inmate Debt Transactions
5. General Ledger Financial Transactions
6. Detailed commissary order history
7. Request and grievance history

19. OTHER SERVICES

19.1 In addition to the other required services listed below, the County is interested in offers to provide a variety of other optional technologies and services that complement the commissary solution and help to achieve the County's stated objectives. Please describe any additional applications and services that the Proposer can provide and explain why these will help achieve the County's objectives.

Keefe Response: Keefe has read, understands, and will adhere.

19.2 Inmate Messaging

If offered, this system must allow active (ability to read and approve messages before they are transmitted) or passive management (system scans messages and enforces pre-set standards for content, length and destination address) by authorized County users.

- a. Describe how the proposed messaging system works;
- b. Describe investigative tool, if any, built into the proposed application;
- c. Describe all fees associated with the proposed messaging system;

Keefe Response: Keefe has read, understands, and will adhere.

Message Exchange with Staff

The Edge 2.0. application features a Communications Center for inmates to create messages and requests. The requests are routed from the EDGE kiosks directly to authorized facility staff for review, approval and/or facility reply.

Additional Message Exchange Features

- Individual staff members can be assigned roles that filter the types of topics they can read, initiate, or reply.
- An inmate or a staff member may choose a given topic to create a conversation.
- Staff members and inmates can add text comments to an open conversation.
- Summary information for all conversations may be exported into Excel and filtered for further research or statistical reporting.
- Ability for staff to sort and filter messages.
- Conversations may be reassigned from one staff member to another.
- Facility may define a number of hours after which a dormant conversation topic must be escalated to an alert state.



- Messages that achieve a given alert state may trigger an email to selected staff for immediate attention.
- All texts within a conversation are individually time-stamped.
- A given conversation may be selected and printed in its entirety

The screenshot shows the EDGE messaging interface. At the top, it displays 'EDGE' and user information: 'Lady Macbeth | Booking ID: ON1234'. Below this is a 'BACK TO LIST' button and a 'SEND' button. The main area has two input fields: '*Enter a subject here' and '*Enter a message here'. A 'Topics' modal is open, listing various categories like '1-Long topic...', 'Automations', 'Court Date', 'Grievance', etc. The modal includes a search bar, a 'More' button, and a 'CANCEL' button.

The screenshot shows the Keefe Group web application interface. On the left is a navigation sidebar with options like Home, Inmate, Banking, My Queue, Commissary, Communications, Reports - Conversations, Reports - Documents, Access Corrections, and Intake Matching. The main content area is titled 'Open Conversations' and shows a table of conversation records. The table has columns for Ref #, Sta., Conversation Topic, Inmate, Loca., Start Date, First View, Last Upda., Flag, and Assigned. The first few rows show conversations related to 'Fitness' and 'Urgent Matter'. Below the table is a pagination control showing '1' of 15 items per page, and a status 'Showing 1 - 15 of 61 items'.

Ref #	Sta.	Conversation Topic	Inmate	Loca.	Start Date	First View	Last Upda.	Flag	Assigned
999...	New	Fitness - How to get e...	daniel re...	b2	06/04/202...		06/04/202...	Exe...	
970...	New	Fitness - Rent some e...	daniel re...	b2	03/31/202...		03/31/202...	Exe...	
823...	New	Urgent Matter - Riot h...	DAVID R...	JAIL ...	09/04/201...		09/04/201...	N/A	
819...	New	Urgent Matter - Distur...	DAVID R...	JAIL ...	08/29/201...		08/29/201...	N/A	
813...	New	Urgent Matter - Abusi...	DAVID R...	JAIL ...	08/21/201...		08/21/201...	N/A	
737...	New	Urgent Matter - Chest ...	daniel re...	b2	05/01/201...		05/01/201...	N/A	
100...	Rep...	Immediate Notificatio...	EDWARD...	JAIL ...	06/08/202...	07/23/202...	07/23/202...	N/A	Bradford F...
101...	Read	Fitness - New Weights ...	EDWARD...		07/02/202...	07/02/202...	07/02/202...	Exe...	
100...	Read	Records/Visitation - A...	daniel re...	b2	06/17/202...	07/23/202...	06/17/202...	N/A	
100...	Read	Fitness - ache - I pulled...	daniel re...	b2	06/17/202...	07/28/202...	06/17/202...	Exe...	
100...	Read	Medical problem - Me...	EDWARD...	JAIL ...	06/08/202...	06/17/202...	06/08/202...	N/A	
100...	Read	Immediate Notificatio...	EDWARD...	JAIL ...	06/08/202...	06/30/202...	06/08/202...	N/A	
100...	Read	Immediate Notificatio...	daniel re...	b2	06/08/202...	07/23/202...	06/08/202...	N/A	
859...	Read	Pod Officer - Mail - Hav...	EDWARD...		10/22/201...	08/17/202...	06/08/202...	N/A	
100...	Read	Mental Health - Anxiet...	daniel re...	b2	06/08/202...	07/24/202...	06/08/202...	1 H...	



When the County deploys tablets from the current inmate phone provider, our system will no longer be needed as it is more advantageous to use only one platform.

19.3 Family and Friends Commissary Sales

The selected Proposer must offer to provide inmates' friends and family members the ability to purchase commissary on their behalf through the web. These orders will be delivered just as inmates' orders are, and must be included in all sales reports and in the calculation of total commissionable sales each month.

- a. Describe ability to support commissary sales to family members and friends through the web;

Keefe Response: Keefe has read, understands, and will adhere.

Online Ordering by Family and Friends

Keefe operates **Access Securepak**, the most comprehensive custom inmate package program in the correctional industry. Family members and friends can place orders online to send packages to inmates which only contain items preapproved by San Bernardino County.

Keefe has been accepting family members and friends' orders since 1997 when it conducted its first package program for the North Carolina Department of Corrections.

Since then, Keefe has grown its package program business into the country's largest provider of package programs when measured by number of formal programs (over 700 programs managed each year for various states and counties), and number of orders taken / packages shipped (over 1.6 million annually). Keefe is the current package program provider to 21 State Department of Corrections with Keefe being the exclusive provider for 15 of those programs.

Keefe provides programs to over 750,000 inmates on an annual basis. Keefe provides programs that currently include: food, clothing, hygiene, shoes, electronics, hobby craft, religious and other various categories of items. These programs all operate with specific rules and regulations established by the Department of Corrections or counties respectively. Keefe possesses the ability to control numerous attributes that are determined by the DOC's and counties that we serve.

You can visit our website www.cacountypackages.com to see all 35 county level programs that are currently active at this time. Just choose a program from the drop-down list and then follow the additional information specific to that program. This website will provide access to all active programs in the state of California accepting orders from family members and friends. If awarded this contract, San Bernardino County would be added as



a separate program and the menu, rules, regulations specific to San Bernardino would be developed prior to the launch of the program.

Keefe can offer the same commissary menu available to inmates for online purchase by family members and friends or Keefe can offer different items and or prepackaged kits. Ultimately, San Bernardino County staff will determine and approve all items before they featured online.

All online orders will be packaged in same type of perforated poly bags as commissary orders and delivered to the inmates in the same method as commissary orders.

Keefe also provides a Call Center for family and friends to contact for any questions or issues.

b. Describe experience with commissary sales through the web;

Keefe Response: Keefe has read, understands, and will adhere.

Keefe annually accepts, processes and ships over 1.6 million online orders placed by family members / friends for delivery to inmates housed in state, county, or city facilities across the United States. Keefe accepts online payments and is Level 1 PCI compliant.

Keefe's ecommerce website experience mirrors most public facing ecommerce sites with regard to establishing a user account, adding items to the shopping cart, checking out and submitting payments.

What is unique to our process versus other public facing websites is the requirement that the family member/friend selects a specific inmate who they intend to purchase items for. The selection of the specific inmate is what triggers the rules, policies, regulations unique to the inmate. Once the specific inmate is known we can enforce all the rules, policies, regulations that the agency has asked to be enforced.

Keefe makes this process very easy due to our ability to receive a nightly file supplied by the agency containing the necessary information about the inmate (full name, ID, security level, housing, etc.) which we integrate into our website allowing the family member / friend to find and select the correct inmate that they wish to purchase the items for.

c. Describe how Proposer will market this sales channel;

Keefe Response: Keefe has read, understands, and will adhere.



Keefe’s standard practice is to provide; posters, item order guides and post card size information slips placed into commissary orders, to the agency which informs both the inmates and their family members/friends of the program’s existence. Keefe also recommends that the agency places a website link (link to be provided by Keefe) on the agency website further advising the family member/friends of the program’s existence.

Once online ordering begins, Keefe will send out email notifications to prior buyers to inform them of new items and or changes to the programs.

- d. Provide the URL of a site where Proposer supports direct commissary sales on the web for the evaluation committee to visit and test.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe uses www.cacountypackages.com , which has been in use for over 10 years, supporting 35 California county level programs currently under contract with Keefe. If awarded this contract with San Bernardino County, a program with the unique rules, regulations, eligibility status, etc. for San Bernardino County would be created and added to this exact website for use by the family members / friends of inmates of San Bernardino County.

19.4 Describe any other value-added services not listed above that Proposer can provide and explain why these services will help achieve the County’s objectives.

Keefe Response: Keefe has read, understands, and will adhere.

Mid-Week Kits

We offer custom mid-week kits based on the County’s needs. These kits provide inmates the opportunity to purchase items between commissary deliveries and can be offered for sale to newly housed inmates.

Seasonal and specialty kits at other facilities include Intake, Holiday, Birthday, Superbowl, and other Sports events.





Commissary Cart Operation

Keefe is the largest provider of commissary cart-based services nationwide.

Keefe is the only provider who possesses the resources and experience in large scale cart-operations to provide the service level required to deliver a seamless transition with outstanding customer service. In our experience, customers who utilize the commissary cart operation, have seen drastic increases in inmate satisfaction leading to decreased levels of grievance handling. Simply put, the only way to eliminate credits and commissary grievances is to give the customer what they ordered. With this system, the opportunity for out of stocks, damages and pulling errors is completely removed.

In addition, the cart operation allows for multiple commissary opportunities per week, leading to increased sales/commissions. While we will continue to introduce new products to encourage increased spending, we have found that the best way to increase revenue/profits (especially in large inmate population facilities) is to increase the frequency of ordering. In Keefe's experience, simply allowing a second day of commissary ordering facility wide can increase sales 10-20%.

Cart Configuration and Operation

Each of the carts provided by Keefe will be equipped with a Dell laptop computer, a scanning wand, and a receipt printer. All equipment and maintenance is covered by Keefe and provided at no cost to the county. Two additional carts are stored in our warehouse for emergency backup if needed at any time.

The delivery agents use scanning wands to scan the wrist band of each inmate. Scanning an inmate's bar code brings up the account balance and order restrictions of the individual purchasing inmate. The delivery agents scan each item purchased by the inmate with the same scanning wand. Every time the delivery agent closes out of that inmate's purchase screen, that inmate's account is adjusted at that time. The real-time order processing and charging of an inmate's account is the only way to execute sales from a cart-based operation, eliminating lost revenue and handling all credits and account adjustments. Inmates are provided a receipt of all transactions and an updated balance of his/her account when each sales transaction is completed.





20. DELIVERABLES

20.1 Proposer shall supply preprinted order forms for inmate commissary orders.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will provide bubble sheet order forms.

20.2 Proposer shall maintain and provide to County the original completed commissary order form immediately upon completion of delivery of commissary orders. Inmates must sign the completed order form upon receipt.

Keefe Response: Keefe has read, understands, and will adhere.

Orders are sealed and delivered to the inmate population unopened in clear plastic bags, with a receipt of purchase with the inmate's name and ID number clearly visible from inside the bag. required timeframe.

On delivery to the inmate, the bag is inventoried by the inmate and delivery agent and the receipt is signed by the inmate to indicate accuracy and acceptance of the order. Should a discrepancy arise, it will be handled at that time. Credits due will be noted on the receipt and handled following delivery within 24 hours. The second invoice will be forwarded to the designated Sheriff's Office contact.

20.3 Proposer shall make a product sales and price list available to the County at the start of the contract. The CSRD Commander and Sheriff's Bureau of Administration, shall review and approve any changes to the product and price list.

Keefe Response: Keefe has read, understands, and will adhere.

20.4 Proposer shall produce a video or other media, approved by the CSRD Commander or designee, on how to use vending machines or alternative solutions to vending machines (i.e., mobile carts), debit cards, in-pod kiosks, and how to order commissary items for viewing by inmates.

Keefe Response: Keefe has read, understands, and will adhere.

The following training videos are available and will be provided after award.

- Vending Machine
 - Overview
 - Demo
- Direct Debit Vending
- Mobile Commissary Cart



- Debit Cards
- In-pod kiosk
 - Edge Kiosk – Modular Training
 - Edge Kiosk v59 Overview
 - Edge Kiosk Mail & Photo
 - Edge Kiosk Training
- Commissary Ordering
 - Scanning with ReachOut
 - Telephone Order Entry

20.5 A monthly sales report shall be provided to the County and CSRD Commander, or designee, on the fifth (5th) working day of each month detailing the previous month's activity. Reports must be available in an electronic format that can be stored, printed, and electronically transmitted.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe supports a variety of billing formats. Please see the sample below of a condensed weekly format. Each Delivery Batch and each refund batch automatically generates an invoice. Sales detail is available within the Keefe Cloud SaaS Commissary application for real time reporting by County staff and is also available in adobe format from the Keefe back-office billing platform for access by Keefe staff.

San Bernardino Week #283 #19472												
CUST#	INVOICE	INVDTE	DELIVERY BATCH	GROSS KCN SALES	NON COMMISSIONABLE	COMMISSIONABLE	COMMISSION	SUBTOTAL	TAX	DUE TO KCN	PHONE SALES	INDIGENT KITS
19472	1464954	1/9/2024	835	\$17,684.08	734.78	16949.3	\$8,627.41	\$8,321.89	\$185.55	\$9,242.22	2,441.00	0.00
	1464956	1/9/2024	837	\$681.49	36.04	645.45	\$328.54	\$316.91	\$7.07	\$360.02	95.00	0.00
	1464982	1/9/2024	838	(\$117.16)	0	-117.16	(\$59.64)	(\$57.52)	(\$1.37)	(\$58.89)		
	1465007	1/9/2024	836	\$46,509.85	1947.43	44562.42	\$22,682.82	\$21,879.60	\$495.24	\$24,322.27	6,423.00	0.00
	1467267	1/10/2024	839	\$66.38	6.6	59.78	\$30.43	\$29.35	\$0.64	\$36.59	10.00	0.00
	1468615	1/12/2024	841	(\$2,654.95)	-192.32	-2462.63	(\$1,253.51)	(\$1,209.12)	(\$50.85)	(\$1,452.29)		
										KCN 32,449.92		
											PHONE 8,969.00	
												INDIGENT 0.00

Keefe also supports sales reporting at the item level, the inmate level, the delivery batch level, monthly, quarterly, and annually including the following reports (also listed in response to 12.15).

Report Name	Description	Output
Refund Reasons Report	Measures fill rate and shows dashboard of refund types by product catalog	Drill-down report of refund reasons by catalog, view, print, export Excel and other formats



Report Name	Description	Output
Location Summary Report	Reports location-specific commissary activity	Drill-down report of sales or refunds by location, view, print, export Excel and other formats
Item Sales Report	Searchable by date range, tag, or individual Resident ID - produces columnar data with one row per item - suitable for direct export to Excel	Item Sales report of items inmates order - in simple record format, view, print, export Excel and other formats
Order Details Report	Use the Order Details Report to see the following details: shipping date; inmate ID and name; order total and tax, description; item price; # requested, approved, and shipped; quantity charged; amount charged; # denied; and reason denied.	Order details report of the items inmate(s) order, view, print, export Excel and other formats
Batch Sales Report	The Batch Sales report shows totals of groupings, or batches, of orders that have been processed. Use filters, drill down to a specific time period, or use a combination of these two ways to get specific data. Users can save and print reports from the Batch Sales Report screens.	Drill-down report of sales or refunds by batch, view, print, export Excel and other formats
Tag Report	In the Tag report users can view purchase or refund information, including the amount, tax, and totals of the amounts and tax amounts for items sorted by date, tag, or item. Use filters, drill down to a specific time period, or use a combination of these two methods to get specific data. Users can save and print reports from the Tag Report screens.	Drill-down report of net sales by default tag. Can also choose to report on any custom tag., view, print, export Excel and other formats
Tag Usage Report	In the Tag Usage report see totals for items purchased for a given Tag or category over a period of time	Drill-down report of item quantities sold by default tag. Can also choose to report on any custom tag., view, print, export Excel and other formats



<i>Report Name</i>	<i>Description</i>	<i>Output</i>
Scheduled Ad Hoc Exports	Allows user to choose from 38 commissary data fields to create one or many export files scheduled on daily or weekly basis	CSV file with column headings for selected data fields and data as selected by user in the export definition

20.6 All commissions will be due by the tenth business day after the end of the previous month and paid directly to the County Inmate Welfare Fund.

Keefe Response: Keefe has read, understands, and will adhere.

20.7 The County will reserve the right to request demonstrations of the proposed software, samples of the proposed merchandise and/or to schedule a site visit to any Proposer’s warehouse or to a nearby facility at which the Proposer provides services in order to ascertain the quality, security and reliability of the offerings and the named project staff.

Keefe Response: Keefe has read, understands, and will adhere.

20.8 The daily fill rate will be based on a 24-hour turnaround time.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will process, pack, and deliver the commissary orders from every location on a 24-hour window.

20.9 Proposer shall ensure that any issue with the system, non-delivery of products, and other deficiencies and Chronic Trouble are addressed and managed in a timely manner based on severity level. Refer to Section 22 - Performance Standards and Quality Assurance.

Keefe Response: Keefe has read, understands, and will adhere.

21. PROPOSER’S APPROACH AND METHODOLOGY

21.1 The following is a general outline of what the Inmate Commissary Service Proposer will need to include in the Approach and Methodology as part of this proposal:

- a. Pre-employment background investigations conducted by the Proposer;

Keefe Response: Keefe has read, understands, and will adhere.



Our corporate Background Checks policy has been provided on the following pages.



2.10 Background Checks	
Effective Date: 1/1/2019	Revised: January 2021

Policy:

It is TKC Holdings, Inc. (TKC) policy, as part of the hiring procedures, to conduct background checks on individuals for all positions within the Company. All information gathered will be treated as sensitive information and viewed only by those people directly involved in the hiring process. Any information obtained from the background check may be used in the hiring decision, in accordance with local, state and federal laws.

The employee position with the Company will direct whether the background check will be facilitated through TKC Holdings or the Commissary and/or Food Service client.

Scope:

The Background Check Policy applies to all individuals applying for employment with the Company or being considered for temporary employment through staffing agencies (to the extent the Company requests that a background check be performed on its behalf).

Definitions:

- 1) **Background Check** - The act of reviewing both confidential and public information to investigate a person's history.
- 2) **Social Security** - Validates an applicant's social security number, date of birth and former addresses.
- 3) **Past Employment Verification** - Confirms applicant's employment with the provided companies, including dates of employment, position held and additional information available pertaining to salary/wages, performance rating, reason for departure and eligibility for rehire.
- 4) **Education Verification** - Confirms the applicant's claimed educational institution, including the years attended and the degree/diploma received.
- 5) **Criminal History** - Checks for any crimes committed in violation of federal, state or county law.
- 6) **Motor Vehicle Records** - Provides a report on an individual's driving history in the state requested.
- 7) **Credit History** - Provides information on how an individual has repaid loans, credit card bills and other debts in the past.

Standard:

All employment offers are contingent upon the satisfactory completion of a background check whether conducted by the Company or the Company's clients. Internal and external applicants must complete and sign a background check authorization form to initiate the process.

- a) Background checks may include, but are not limited to:

TKC, at its option and with the exception of Employment-At-Will, may change, delete, suspend or discontinue parts of this policy in its entirety, at any time without prior notice. Any such action shall apply to existing as well as to future employees.



- Social security verification
 - Past employment verification
 - Criminal records
 - Motor vehicle records
 - Credit history records
 - Office of Foreign Assets Control (OFAC) reports
- b) All information gathered will be treated as sensitive information and viewed only by those people directly involved in the hiring process. Any information obtained from the background check can and may be used in the hiring decision, to the extent permitted by applicable law.
- c) If information obtained in the background check process conducted by the Company is used as a basis to preliminarily deny an employment opportunity, an employee has the right, under the Fair Credit Reporting Act (FCRA), to receive a copy of the background check and will be provided a reasonable amount of time to dispute the background findings if he/she feels the information is not correct.
- d) If an employee works in a client's facility he or she may be required to go through additional levels of clearance. The elements that make up a background investigation will vary depending on the level of clearance that is deemed necessary for a position.
- e) Certain clients require an extensive credit check be performed and satisfactory credit scores may be required for the position desired. Unsatisfactory credit scores on the credit check may disqualify an employee for certain positions, but would not disqualify an employee for open positions at a facility that does not require the credit check.
- f) Prior to a promotion or transfer to a new position, an employee may be required to pass a criminal background check. If the criminal background check is unacceptable, the employee may be prohibited from transferring and his or her employment status may also be subject to separation.
- g) Annual Motor Vehicle Record (MVR) checks will be required for positions within the Company that are required to drive a personal, company or rented vehicle on behalf of the Company. Those positions require an annual MVR check be performed and a satisfactory record may be required to maintain that position. Unsatisfactory motor vehicle records may disqualify an employee for certain positions, but would not disqualify an employee for open positions that do not require a satisfactory motor vehicle record. Please reference the TKC Motor Vehicle Policy for details on satisfactory record.

Required Documentation:

Background Check Authorization Form

TKC, at its option and with the exception of Employment-At-Will, may change, delete, suspend or discontinue parts of this policy in its entirety, at any time without prior notice. Any such action shall apply to existing as well as to future employees.



- b. Interface with current and future County’s Jail Information Management System (JIMS);

Keefe Response: Keefe has read, understands, and will adhere.

Interface with JMS

Please see the following interface partners currently importing inmate information into Keefe banking systems at no cost to the Keefe customer:

Interfaces for Resident Information					
Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients	Vendor Systems	Keefe Clients
GEO Group - Wackenhut	28	ITI	4	Intelliforce	1
Spillman	26	Central Square	3	JALAN HTE Sun Gard	1
ViaPath	26	SecureManage	3	Justice	1
TSG/Tyler Tech/Odyssey	25	CrimeStar	2	Kologic	1
JailTracker	22	E-Force	2	Lawman	1
Zuercher	17	IDNetworks	2	Lotus	1
ICS	15	Intellitech	2	Net Data	1
New World	15	M&M SOMS	2	ODYS	1
Beacon	11	MiCase	2	Omnigo	1
OSSI	10	Motorola - Offender Track	2	ProPhoenix	1
Black Creek	9	OneSolution	2	PTS	1
EIS	9	Police Central	2	Scribe	1
MTC	8	REJIS	2	SMART	1
Southern Software	8	SunRidge	2	SSI	1
Archonix	6	Tiburon	2	Sundance	1
CTS SmartCop	6	Tiger	2	UCM	1
Eagle	6	Affix	1	USA Software	1
Jamin	6	Cadmus	1	County	53
ADT	5	CCIS-AOC	1	State	7
ATIMS	5	Civica	1	Other	6
GEOTrack	5	CMIS	1		
Securus	5	EDOC	1		
TriTech/Visionair	5	Enterpol	1		
BluHorse	4	ILEADS	1		
CorrectCare	4	InTech	1		
				Vendor Systems	70
				Keefe Clients	414

Keefe accepts inmate information imports either through secure FTP transmissions or Web Services real time updates.



c. Interface with Inmate Telephone System (currently provided by Securus);

Keefe Response: Keefe has read, understands, and will adhere.

Interfaces and/or information sharing with other applications.

Please see the additional interfaces supported by Keefe at no cost to the Keefe customer:

Interfaces with Phone/Tablet/Kiosk Vendors			
Vendor System	Keefe Clients		
	Keefe IVR Orders from Vendor Phones	Keefe Commissary App on Vendor Hardware (Kiosk/Tablet)	Phone Sales From Commissary
Ally/VendEngine		2	
AmTel	2		1
ATG		26	
City TeleCoin (CTC)	9	3	
Combined Public Communication (CPC)	3		
Encartele	7	2	
Homewav		16	2
ICS	51	65	29
Infinity	2		1
JPay		1	
Lattice	2	1	
NCIC	6	7	13
Nucleos		1	
Other	114	1	30
Paytel	5	3	6
Securus	106	23	174
Smart Communications		15	
Talton (tablets)		4	
TechFriends		3	
Telmate	12	18	16
ViaPath	23	99	95
VizVox		5	
Vendors	13	19	10
Clients	342	295	367

d. Interface with inmate tablets (expected to be deployed countywide in the next two years);

Keefe Response: Keefe has read, understands, and will adhere.

Please see response to item c. above.



- e. Interface with current and future County accounting systems;

Keefe Response: Keefe has read, understands, and will adhere.

Please see interfaces between Keefe Commissary and partner banking systems:

Accounting system	Number of customers
Archonix	1
County	4
DOTComm	1
GEO Group - Wackenhut	1
ITI	1
JailTracker	2
Keystone	1
Lock and Track	3
Other	64
REJIS	1
State	68
Syscon	2
Tech Friends	3
Tiburon	2
TSG	1
ViaPath	16

- f. Training of County staff and Proposer personnel.

Keefe Response: Keefe has read, understands, and will adhere.

Implementation Our multi-discipline implementation team surrounds you with care and attention when transitioning to Keefe Cloud using a sandbox environment to try and prove your workflows and options. Areas of expertise include project management, financial design and planning, rules and roles, data conversion, interfaces, and training.

Online Help and Videos. Keefe Cloud users are always a click away from online searchable, illustrated guides, and key informational videos to help understand, navigate, and maximize the benefits of our system.

Ongoing Support. 24/7 Help Desk Support with for all mission critical issues such as booking, release, commissary purchases etc. uses a priority-based service tracking system with second and third level specialist teams, and an escalation path to management staff.



On-site Proposer Personnel

On-site personnel undergo extensive training, documented in our confidential “On-site Commissary Managers Policies and Procedures” manual, which covers the topics below. This manual will be provided upon request, after award.

- **Introduction**
 - Corporate Overview
 - Your Role as a KCN Manager
- **Working in a Corrections Environment**
 - Facility Policies & Procedures
 - Contraband
 - Working with Others
 - Keefe Group Employees, Corrections Employees, Inmates, and Inmate Workers
 - Motivating Employees in a Corrections Environment
 - Managing Conflict
 - Fraternalization, Manipulation & Complacency
 - Building Appropriate Relationships
 - Inappropriate Conduct
 - Manipulation
 - Complacency
 - Working Scenarios
- **KCN Best Business Practices**
 - Safety & Security
 - Safety
 - Emergency Evacuation
 - Clearance & Identification
 - Personal Belongings
 - Keys
 - Equipment & Vehicles
 - Housekeeping
 - Delivery Guidelines
 - Inmate Grievances
 - Inventory Maintenance
 - Revoked Clearance or Arrest
 - Workplace Safety & Workers Compensation
 - Social and Professional Networking Policy, Personal Use
 - Public Relations Policy



21.2 Timeline and Process Overview

Provide a detailed timeline and process overview to implement all of the proposed services and software.

Keefe Response: Keefe has read, understands, and will adhere.

Sample High Level Implementation Plan

The example below will be customized to meet San Bernardino County's specific requirements.

Calendar Day		Milestone	Participants		
Begin	End		Keefe	San Bernardino County	Other Providers
1	1	Plan Review & Project Kickoff First implementation meeting. Review/confirm preliminary milestones, determine project participants & roles	X	X	X
2	5	Overview & Configuration Specifications Introduce and demonstrate system features; determine configurable items: chart of accounts, bank info, high level interfaces, authorized users, network configuration, user interface, data migration	X	X	X
5	15	Design Specifications Detailed interface, infrastructure, network, financial, and user authorization specs with projected timelines. Present prototype Accounting System with configurable attributes set per county specs	X	X	X
10	24	Provisioning Procure equipment, network, and electrical cabling; deliver/configure equipment and network/infrastructure	X		
16	28	Develop Interface Code, test, and complete interfaces	X	X	X
20	24	Data Migration Sample data migration & presentation	X	X	X
20	28	Installation Operational system pending final test	X		X
28	35	System Testing End to end testing of transactions, interfaces, services Fully functional system; confirm 'go-live' date	X	X	X
35	38	Staff Training - End user & administrator Completed training & guides published	X	X	X



Calendar Day		Milestone	Participants		
Begin	End		Keefe	San Bernardino County	Other Providers
38	38	Inmate Training – Housing Kiosk, Tablet, or phone ordering use Completed training & guides published	X	X	X
25	38	Public Training Training & marketing materials finalized and distributed	X	X	
39	40	Data Migration - Introduce all services; activate and use all components	X	X	X

21.3 Service Infrastructure

Describe any infrastructure or services (such as floor space, wiring, electrical, network, etc.) that will be needed in order to install and operate the proposed commissary and banking technology.

- a. The County requires that any installed network, conduit, electrical cabling, and outlets, etc. become the property of the County at the end of the contract and be available to any new vendor.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe Commissary Network will install and maintain any wiring infrastructure (i.e., network, conduit, electrical cabling, and outlets, etc.) necessary for commissary operations at no cost to the County. At the end of the contract all infrastructure pertaining to wiring and conduit becomes the sole property of the County at no cost and may be available to incoming vendor.

- b. Describe what, if any, infrastructure or equipment other than the installed network, conduit, electrical cabling and outlets, etc., the Proposer intends to remove and retain at the end of the proposed contract.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe Commissary Network reserves the right to remove all hardware (i.e., kiosks, workstations, printers, monitors, modems, firewalls, and switches) pertaining to commissary operations due to the proprietary nature of information/software/configurations contained within said hardware.

21.4 Transition of Services

Describe how you will plan and manage the transition of services to minimize disruption for facility staff and minimize inmate complaints.

Keefe Response: Keefe has read, understands, and will adhere.



Keefe’s experience and success in implementing large scale operations in short time frames is unequalled in the industry.

Project Management

Our Project Managers conduct more than 40 technology transitions per year for customers in the corrections industry. Transitions range from Trust Fund Banking migrations to Commissary Inventory change outs to kiosk installations and related financial, messaging, and media applications. Keefe builds each project plan with the customer according to the specifications of the solicitation and finalized contract. We draw upon our internal resources for procurement, configuration, data migration, custom interface development, training, and installation. Project timelines and milestones are reviewed with the customer at minimum on a weekly basis for change management and escalation when required.

An example basic implementation and training plan is provided above. We will work with the County to modify the project phases, milestones, and delivery dates to accommodate the customized solutions that San Bernardino requires.

21.5 Verification

Describe how the Proposer will verify that the proposed services and merchandise are adequate and meeting the County’s needs after the transition is complete.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will meet with the County staff shortly after the roll out our commissary services. At this time, we will discuss services or merchandise deployed to ensure adequate levels are being met and Keefe will address any concerns immediately and provide prompt resolutions.

21.6 Standard Operating Procedures

The County requires that the selected Proposer work with any incoming vendor at the end of the contract to ensure an orderly transition. Describe the Proposer’s Standard Operating Procedures for transitioning out at the end of a contract and specify whether the Proposer always follows these procedures.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will work with incoming vendors to provide the necessary data for a smooth and successful transition. The Departing Customer Transition Runbook – Close Out section will also be used to ensure the customer has all necessary reports and data to reference for transition and for future reference.



21.7 Describe how the Proposer will ensure that the County requirement to have access to commissary sales and other related data after the end of the proposed contract will be met. How will this data be left behind? Describe in detail the Leave-Behind Solution.

Keefe Response: Keefe has read, understands, and will adhere.

As outlined in the Departing Customer Transition Runbook – Close Out section (below) historical data will be left behind in the form of PDF reports as well as read only access will be available to the Banking system for future reference.

CLOSE-OUT PROCESS

Work with facility contact to determine what report formats are desired for financial information. Build out any required listings under Reports > Exports. Use standard reports wherever possible. Common requests include the following items.

- Under **Resident**
 - Resident Consolidated Statement for all Active residents, date range as requested by facility.
 - Resident Balance List all non-zero accounts, Active and Inactive, as of cut-off date.
 - Debt Charges and Payments per Resident specify date range per facility and select all debt types.
- Under **Banking**
 - Bank Reconciliation Detail cleared transactions, run for each statement period.
 - Classified Balance Sheet as of cut-off date and time.

Pull a report of all uncleared checks for the financial staff.

1. Navigate to **Banking > Search Transactions**
2. On the **Criteria** tab, set Search Subset to *Checks Only*.
3. Set Transaction Status to *Uncleared*.
4. Leave other settings as *All*.
5. Click **Search**.
6. When the Results tab displays, click **Reports** in the upper-right corner, and choose Bank Transaction Search Results.
7. Select PDF or Excel, then click Submit.
8. Go to **My Queue** to obtain the report results.

22. PERFORMANCE STANDARDS AND QUALITY ASSURANCE

22.1 Service Performance

- a. Delivery of quality, accurate commissary items to inmates in County facilities in a timely manner.



Keefe Response: Keefe has read, understands, and will adhere.

- b. Provision of high-quality, well-supported software, services and support for the Inmate Banking Accounts and the many transactions, interfaces and processes between these accounts and the various third-party applications and service providers that the County uses or may use at any time in the future.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe Group, through its affiliates, Keefe Supply Company, Keefe Commissary Network, Access Securepak, Access Corrections, ICSolutions and Advanced Technologies Group, is the nation's leading supplier of food products, personal care products, electronics, clothing, technology, telecommunications, and software solutions to the correctional market. Since 1975, Keefe has serviced the correctional market exclusively and pioneered the evolution of products, packaging, and technology services to fit the needs of facilities nationwide.

For decades, Keefe Group has led the correctional industry with its premier, customizable inmate accounting and commissary software applications. Keefe began developing inmate accounting, commissary, and related technologies in 1992 Using its own software engineers to design and create its proprietary software, Keefe developed this software in line with and beyond industry requests with its original client/server-based application, in 2012 Keefe began re-developing its legacy client/server application suite as a web-based hosted solution, the Keefe Cloud staff portal.

The Keefe Cloud staff portal applications support Commissary Sales, Inmate Trust Fund Accounting, and Inmate / Staff communications. Keefe's Cloud Commissary, Banking, and Communications applications are the online hosted versions of Keefe's Legacy applications. Using cloud services, facility staff access the following modules which can be set up (activated) according to facility specifications.

- **Inmate Module** (Manage, Book, Modify, and Release Inmates)
- **Banking Module** (Batches, Cash Drawers, General Ledger, Accounts Payable, Bank Reconciliation)
- **Commissary Module** (Orders, Refunds, Catalogs, Batches, Reports)
- **Communications Module** (Conversations, Grievances, Mail)
- **Access Corrections Reporting Module** (Secure Deposit, Reports, and Data Detective)
Facility users access the system through a Staff Portal at <https://keefe.cloud> using Chrome or Edge browsers on desktop computers. There is no limit of the number of users who can access the software as long as users have been granted access by the facility.



The Keefe Cloud staff portal enables a wide variety of financial, sales, and communications features including but not limited to:

Access from Chrome or Edge Browser

- No servers at on-site – applications hosted at <https://keefe.cloud>.
- No additional software required on facility computers.
Heightened Log-in Security
- Single Sign-on from work account
- Sign-on security for users and passwords enforced by county or state.

Easy Search for Inmate Accounts

- Last Name, ID, Active, Inactive
- Paginated search results displaying balances and DOB.
- Separate Sub-accounts per Inmate - User-definable, Customizable
- Tracks spending money separately from debts, bonding, and other accounts such as savings, payroll, or pre-paid phone

Easy Access to Useful Features from the Inmate Management Page

- Court Obligations Management
- Schedules - Review Automated Transaction Events
- Commissary Order History

Full Lineup of User Defined Transaction Types

- Deposits, Withdrawals
- Collectible Debts, Automatic prioritized debt collection rules
- Transfers, Abandoned Funds, Individual and Group Checks
- Cash Drawer Workflow
- Bank Reconciling Items
- User Defined Transaction Tags for collecting additional information about the transaction.

Dynamic Online Audit Trail for all Transactions

- Transaction history review - Hot links to associated accounts and transactions.
- Printable audit trail report for any transaction

Account Locks

- User defined financial restrictions with expiration date and supervisor override.
- Notes
- Open text entry for documenting additional information about an inmate account.
- Expanded Inmate Classification Capability
- User defined fields for tracking security classifications, dietary constraints, exemptions, custody type

Release Workflow

- Automated pre-defined account settlement rules
- Choice of disbursements Cash, Check, Debit Card, Bond-Out, Group Transfer, or split disbursement (when using two or more of these in combination)



Inmate Property Inventory

- Describe and record inmate property at intake.
- Review, audit, release inmate property

Customizable Reports

- Receipts, Releases
- Balances
- Deposit and Withdrawal Review
- Outstanding Debts Receivable
- Indigence Review
- Ad Hoc Exports
- Report on Inmate Status, Location, Balances, Obligations, and Transactions. Choose from more than 50 columns, and more than 20 row filters. See your results in Excel®

Rapid Entry in Preview Mode

- Transaction Batches – rapid lookup, transaction grouping, links to accounts payable.
- Group receipt printing, Group transaction reporting

Bank Reconciliation

- Quick identification of cleared items
- Bank-to-Book Auto-Calculated Bank Rec Summary
- Convenient Reconciling Entries

Real Time General Ledger

- Classified Balance Sheet Navigation
- Quick reporting and audit

Accounts Payable

- Organize payments to vendors and government agencies.
- Disburse accruals by fiscal period.
- Produce detailed disbursement advice.

Advanced Bank Transaction Search

- Use multiple search criteria to find bank entries of interest.
- Easy reporting on search results

Financial Statement Reporting

- Classified Balance Sheet
- Trial Balance
- Selective GL Account Time-Period Activity
- Debt Collection Results
- Ad Hoc Exports

Online Deposit Reporting

- Bank Transfers
- Depositor Information
- Link Analysis – see relationships between depositors and recipients.



Advanced Population-based Purchasing Restrictions

- Define inmate populations based on location, gender, classification, diet, privilege level, sanction, etc.
- Define categories (tags) to group items in restriction bundles.
- Set restrictions for shopping privileges (frequency, spending limit)
- Set restrictions per product or product category (tag) (qty, timespan)

Multiple Modes for Commissary Purchases

- Kiosk/tablet
- Phone
- Scantron
- Walkup (concession)
- Mobile Cart
- Vending
 - real time direct debit from inmate account when item vends.
 - cloud based vending audit/refill/planogram service.
- Direct manual entry
- Trinity Take-Out (hot meals kitchen service)
- Securepak – family purchases

Smart purchasing from multiple inmate sub-accounts

- Designate priority sub-accounts such as store credits, gift accounts, to be used for commissary purchases in addition to the primary spending account.

Review and Dispatch Commissary Orders

- Design Automatic Commissary Order Restrictions and Privileges
- Create Itemized Commissary Refunds

Auto-Credit for Out of Stock

- System-generated credits based on fulfillment outcomes at Keefe warehouse.
- Indigent Assessment and Indigent Sales
- Automatic financial assessment over time, balance, transaction activity
- Separate catalog, billing structure
- Financial accounting for indigent accounts payable payment to vendor / accounts receivable reimbursement from County (welfare, other)

Bill-Pay Auto-Reconcile

- Select delivery batches to auto-reconcile with inmate receipts.
- Auto-create reconciled Accounts Payable payment batch(es) for disbursement.
- Option to create split disbursement for Keefe/Tax/Commission
- Report Sales by Delivery Batch, Category, and Inmate Receipt details
- In-Line and drill down (retrospective) reporting with advanced filters
- Immediate export to Adobe, Excel

Grievance Process – Judgment / Appeal Case Numbers and Case History

- Request / Grievance - Initiate by Category
- Request/Grievance - Officer Initiate



- Request/Grievance – Previewer – Previewer can resolve or dispatch (release) to specialist group.

Data Conversion

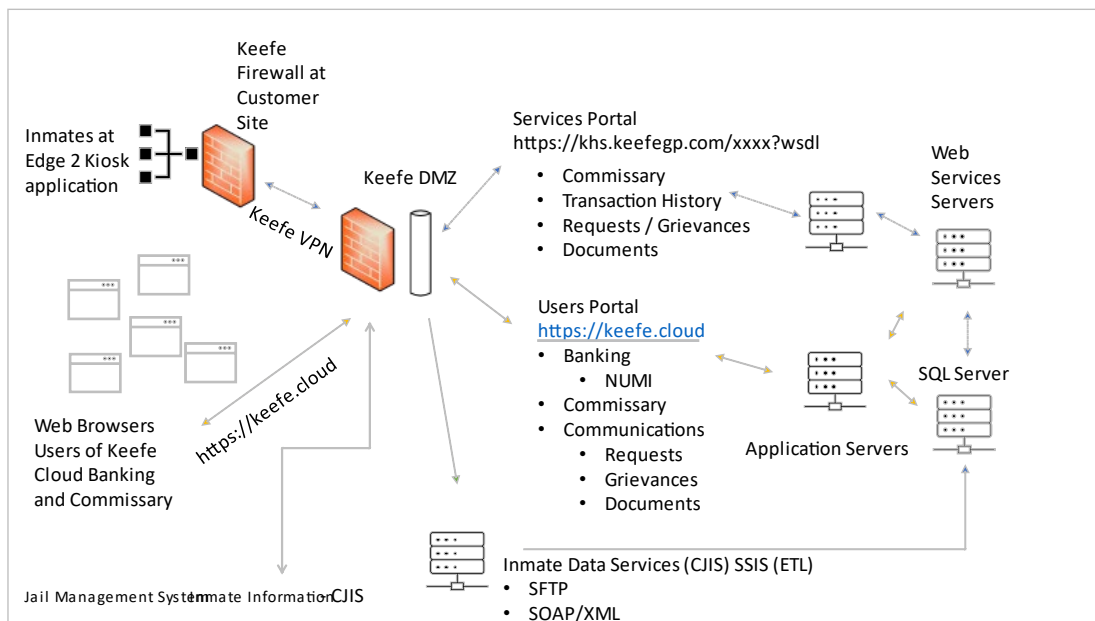
- Personal Information – IDs, Names, Locations
- Closing Balances from spending and savings accounts
- Unpaid Debts
- Uncleared Checks
- Inmate Account Statements in Adobe Format

Interfaces with Partner Systems

- Inmate Information – JMS/OMS
- Web Services – Real Time
- File Exchange – Scheduled
- Phone Services
- Phone Time Purchases and Refunds - Web Services – Real Time
- Phone Time Purchased via Commissary – Scheduled by Staff User
- Refunds at Release – Web Services – Real Time
- Transition Management
- Keefe Technical Services Project Management

INFRASTRUCTURE

Keefe Cloud Services are hosted at redundant data centers. Hosting equipment, virtualization, operating system, database, application software, and network are managed by TKC Data Center Operations. The following illustration depicts a typical deployment of Keefe Cloud Services.





APPLICATION DEVELOPMENT

- Keefe Developers work in 5 agile teams.
- Software updates progress through multiple environments – developer - testing - staging with regression testing prior to release.
- Releases are scheduled every two weeks per team.
 - Hot fixes may be introduced outside of the regular release schedule.
- Development Operations staff and Documentation staff are embedded with the development teams to ensure end-to-end support for feature development.
- Teams are directed by product owners selected from senior executives.
- Primary languages include Angular, Aurelia, MVC.
- Databases are SQL Server Enterprise 2019
- Virtualized servers are Microsoft Windows Server 2019.
- Services are SOAP/XML and RESTful.
 - Internal application architecture includes Microsoft Service Fabric
- Database, Server, and Network redundancies are implemented within the primary data center through virtualization / load-balancing and replicated in a geographically distinct data center for fail-over.
- Security Teams work with Application Architects to ensure compliance with PCI, SOC2 and CJIS.

c. Provision of real-time reports as requested by County.

Keefe Response: Keefe has read, understands, and will adhere.

Please see report responses in [10.15], [10.16], [12.5], [12.6], [12.7], [12.8] and [12.15].

d. Daily fill rate will be based on a 24-hour turnaround time. Daily fill rate of 98% for all standard commissary orders and a 98% weekly fill rate for all non-standard commissary orders.

Keefe Response: Keefe has read, understands, and will adhere.

Keefe will fill and ship orders the same day for next-day delivery from our local 100,000 square foot, totally secure, off-site local warehouse in Fontana, CA. Keefe maintains over five million dollars inventory at this location at any given time. This will ensure proper inventory, more product selection (including health-oriented and ethnically diverse products), and greatly added security, enhancing the existing operation. Our superior inventory levels will limit out of stock issues, in turn limiting credits, increasing sales, and improving service levels to the San Bernardino County inmates.



Orders are sealed in clear, ventilated plastic bags with a receipt of purchase with the inmate's name and booking number or identification number clearly visible from inside the bag. Facility staff will deliver commissary orders to each individual inmate at their location as marked on the delivery receipt.

Commissary orders will be delivered to the facility once per week. The delivery schedule will be by mutual agreement with the Facility Commander and subject to the operational needs of the County. Delivery of commissary will take place regardless of weather, holidays, work stoppages or any adverse conditions.

Should a discrepancy arise, it will be handled at that time. Credits due are noted on the receipt and handled following delivery within 24 hours.

- e. Adequate variety, quantity and quality of products including low-salt, sugar-free, heart-healthy, kosher, halal and other specialty merchandise appropriate to the dietary, nutritional, cultural and hygienic needs of all types of inmates at County facilities.

Keefe Response: Keefe has read, understands, and will adhere.

- f. Commissary services and merchandise to inmates for sale at agreed-upon fair and reasonable prices.

Keefe Response: Keefe has read, understands, and will adhere.

- g. Well-maintained equipment and hardware in optimum working condition (including but not limited to In-Pod Kiosks and X-Ray machines).

Keefe Response: Keefe has read, understands, and will adhere.

- h. New technologies and services that will enhance the operations of County facilities.

Keefe Response: Keefe has read, understands, and will adhere.

- i. Accurate commission revenue generation and timely payment of commissions to support the necessary expenditures of the Inmate Welfare Fund.

Keefe Response: Keefe has read, understands, and will adhere.

- j. Proposer shall comply with San Bernardino County Sheriff's Department Bureau of Detentions and Corrections' requirements for Commissary services.



Keefe Response: Keefe has read, understands, and will adhere.

- k. It is County preference that Proposer be in compliance with American Correctional Association (ACA) Standards for Commissary Operations. If already in compliance, please provide the County with a copy of your procedures manual.

Keefe Response: Keefe has read, understands, and will adhere.

- l. To avoid unnecessary service delays, Proposer shall ensure that there are readily available spare parts or spare parts kits for in-Pod kiosks and X-Ray screening systems, stored in facilities designated by the County.

Keefe Response: Keefe has read, understands, and will adhere.

On-Premise Equipment

Replacement parts are stocked in a central location and shipped overnight 5 days a week for prompt replacement, but if needed we have capacity to store some replacement parts at customer locations or in a forward stocking location provided by a third party (to include X-ray system parts). Due to PCI compliance, we have requirements to keep some parts in our corporate office.

Intake and Lobby Kiosks

We proactively monitor our Lobby and Intake kiosks during business hours in order to remotely diagnose and keep equipment operational. When needed we work with customers, employees, and/or third-party technicians to diagnose the problem and promptly repair or replace components. We have remote tools available for diagnosis and often remote repair of equipment without intervention. However, because intake kiosks are essential to agency operations, we prefer to work with 24x7 facility staff in order to assist with quick diagnosis of issues related to bill and coin acceptors, paper jams, and in some cases resetting of equipment.

Edge Kiosks

We use a combination of remote support, customers, employees and/or 3rd party technicians to diagnose and repair edge kiosks. Resolution of issues can be dependent on assistance from the facility, drive times, parts, etc.

- m. Proposer shall provide a Redundant System and Replacement Plan to include but not be limited to equipment, hardware, and software. Provide a description of the Plan.

Keefe Response: Keefe has read, understands, and will adhere.



The TKC Business Continuity Plan establishes RTO and RPO for systems by outages less than / equal to and more than 24 hours with RTO of no more than 48 hours and RPO of 15 minutes from initiation of outage. Business Continuity plan overview includes the following documentation. Detailed documentation available under non-disclosure.

TKC Holdings IT Recovery Plan TOC *	
(exercised annually)	
<i>*More Info Available under Non-Disclosure Agreement</i>	
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IT Recovery Plan Page 1



23. LIQUIDATED DAMAGES

23.1 Implementation and Installation

Proposer shall provide a mutually agreed upon detailed Implementation Plan and Schedule. The installation will include a user testing and acceptance provision for the County. Time is of the essence in providing a fully functional commissary system, and the potential Proposer is required to provide a fully functional system tested and accepted by the County. Failure to provide this service within the agreed-upon timeframes will incur \$1,000.00 a day in liquidated damages until fully functional.

Keefe Response: Keefe has read, understands, and will adhere.

23.2 Late Management Reports

There will be a Late Fee of \$100.00 per day for reports received late, unless prior approval for late delivery has been granted by the Sheriff's Project Manager.

Keefe Response: Keefe has read, understands, and will adhere.

23.3 System Problems

Non-Delivery, and Other Deficiencies (Software, Hardware, Equipment).

- a. If the service, or use of the system, software, hardware, or equipment is unavailable during any period of time, due to a system problem, non-delivery, or other service creating a Problem or Deficiency, and Proposer fails to provide the service within the agreed-upon timeframes, Proposer will incur liquidated damages until fully functional. Upon County's or County-authorized Agent's request, Proposer will issue liquidated damages for each Problem or Deficiency. Refer to "Severity Levels and Liquidated Damages" listed in Table 1 (Table 1).
- b. Proposer shall pay the County the total amount of credit due within thirty (30) days from the month Deficiencies occurred under the Agreement.
- c. Proposer shall have a Maintenance/Trouble Ticket process.
- d. Notification of all Problems and Deficiencies shall be handled through the Proposer's designated onsite staff and/or Customer Service Department, which shall be accessible online, via a toll-free telephone number, and email. Proposer shall provide 24 hours a day 7 days a week on-call Customer Service and support staff to support the County and the Proposer's on-site staff in resolving Problems and Deficiencies.
- e. The County will assign one of the severity levels listed in Table 1 to each Problem or Deficiency. Proposer must respond to and resolve these in accordance with the timeframes following the determination and/or notification of the problem, outage, or other deficiency listed in Table 1.

Keefe Response: Keefe has read, understands, and will adhere.



Please see Keefe's standard service level agreement on the following pages.



To: Keefe Group Customers
From: Support Services Management Team
Re: **Support Services Incident Handling - Service Level Agreement**

To better serve our customers, the Support Services Management Team has instituted a Service Level Agreement approach to Service Desk incident handling. The goal of this approach is an improved line of communication with our customers and to provide superior customer service in meeting their expectations. All incidents logged will be categorized using the following levels:

Level 1 – Urgent

- PLEASE NOTE: A phone call to the Support Services department is generally the quickest way to reach someone and explain the severity of the problem you are reporting. Since Urgent tickets generally impact operations of the agency, we prefer a phone call so that we can confirm the severity with you and give you a ticket number immediately. See contact info below for more information.
- Any issue compromising or preventing a facility from performing daily job functions related to commissary and/or inmate banking. Urgent issues are top priority and assigned out accordingly. The assigned Analyst will be responsible for replying to the customer within an hour of receiving the case and will work until the urgent issue has been resolved. Any follow up items stemming from the urgent issue will be handled as standard priority through resolution. Urgent issues include, but are not limited to the following services where the service is unavailable without a workaround:
 - o Sending/Ordering/Processing Commissary orders
 - o Sending/Ordering/Processing Trinity Take Out (TTO) orders
 - o Deposit Services – anything preventing a deposit or bail transaction from being applied onto the resident financial account for all inmates at an agency.
 - o Lobby Kiosks – hardware issues preventing family/friends from depositing funds (including bail) onto the resident financial account
 - o Inmate phone time availability
 - o Direct Link Trust – anything preventing resident outbound calls
 - o Inmate Booking – hardware or software issues that interrupt the booking process and/or depositing funds
 - o Inmate Release
 - o Facility server/hardware offline, database failure
 - o Creation of new resident accounts and/or updating existing resident accounts via manual entry or an integration.

Level 2 – Escalated

- Any issue not immediately compromising or preventing facility from performing daily job functions related to commissary and/or inmate banking. Escalated issues are second level priority, behind active urgent cases. The assigned Analyst will be responsible for replying to the customer within two hours of receiving the case and will work through the escalated issue with the customer until resolution. Escalated issues could include, but are not limited to:
 - o Billing issues related to commissary sales/refunds
 - o Non-critical resident account related issues
 - o Bank reconciliation/check/deposit issues not immediately affecting business

Level 3 – Standard

- Any longer term issue that does not immediately compromise daily job functions. Standard issues are third level priority, behind both active urgent and escalated cases, and may have potential resolution of 5 days or longer. The assigned Analyst will be responsible for replying to the customer within four hours of receiving the case and will work with the customer through resolution.
- The Analyst is also responsible for keeping the customer updated on progress as needed. Standard issues could include, but are not limited to:
 - o Bank reconciliations and/or general journal reconciliations not immediately affecting daily functions
 - o Report creations/modifications



Priority Assignment: In the event you are not satisfied with the assigned priority level or have not received a response to your inquiry within the anticipated response timeframes, please send an email to Support Services escalation at escalations@keefegroup.com to let us know the urgency of the issue. The Support Services Management Team will escalate the ticket as required. An updated response will be sent to notify you that we have acknowledged and addressed the change request. If further clarification is needed, a representative from the Management Team will call the requestor.

Contact Information: There are two ways to contact the Support Services Department:

1) KCNHelpdesk@keefegroup.com

a. The Support Services email is actively monitored Monday through Friday, 8am – 5pm CST

2) 1.800.864.5986

a. The toll free phone number is available 24 / 7

b. During business hours, Analysts are available to assist customers Monday through Friday, 6am – 7pm CST.

c. On weekends, and outside of above mentioned business hours, on-call Analysts are available to assist customers. Customers will call the toll free number and be asked to leave a voicemail. An on-call Analyst will call the customer back within 30 minutes of them leaving a voicemail.

Escalation Path: If you are unable to reach the Analyst assigned to your case, you are not contacted in the defined timeframes, or feel that you need to escalate the situation, please send an email to the Support Services escalation address escalations@keefegroup.com. A member from the Management Team will be in contact with you as soon as possible. If it's afterhours, the quickest way to escalate would be to call our toll free number 1.800.864.5986 to engage the support team, and if needed ask to speak with a manager.

For your reference, the following is a list of the Support Services Managers:

• **Tier 1 Support –**

- Shohn Lorenz (slorenz@keefegroup.com) - IT Manager for the Tier 1 support team
 - Tier 1 team handles all incoming incidents for Keefe and Trinity phone and email submissions

• **Tier 2 Support -**

- Rob Sanders (rsanders@keefegroup.com) – Senior IT Manager for the Access Corrections/Inmate Enablement support team
 - Deposit services, email, release, media
- Michael Johndrow (mjohndrow@keefegroup.com) - IT Manager for the Hardware/Edge Kiosk support team
 - Servers, client workstations, printers, scanners, inmate edge kiosks, network/communication, etc.
- Joe Hight (jhight@keefegroup.com) – IT Manager for Vending support team
 - Support and maintenance of all equipment and software associated with Vending Machines.
- Justin Perry (juperry@keefegroup.com) - IT Manager for the Commissary/Integration support team
 - Processing orders/refunds, various interfaces, inmate edge kiosk software, TEX, etc.
- Christina Stuckey (christina.stuckey@trinityservicesgroup.com) – IT Manager for the Cobra Banker/Canteen Manager support team
 - Software, hardware, inmate POD kiosks, various integrations, etc.
- Hannah Wickers (hwickers@keefegroup.com) - Financial Services Manager for the Customer Accounting support team
 - Daily work flows, cash drawers, balancing, bank reconciliations, etc.

• **Senior Management -**

- Dan Delmore - IT Director for the Support Services Management Team
 - ddelmore@keefegroup.com
- Tricia Boucher – Vice President of Information Technology
 - tboucher@keefegroup.com

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Keefe Commissary Network • Keefe Group • Trinity Services Group



23.4 Chronic Trouble

Proposer shall ensure that all Chronic Troubles, as specified in Table 2 – Chronic Trouble Liquidated Damages, are addressed and managed in a timely manner based on severity level. A Chronic Trouble is defined as any problem or deficiency which has experienced 3 separate incidents reported or trouble tickets opened against it by the County or County-authorized Agent, or Proposer, for the same/similar symptom(s) or problem(s) over a rolling 30-day period. A Chronic’s rolling 30-day counter is considered “reset” upon a period of 30 days free of same/similar trouble.

Keefe Response: Keefe has read, understands, and will adhere.

Table 1 – Severity Levels and Liquidated Damages			
Severity Level	Severity Level Description	Duration of Service Outage	Liquidated Damages
Priority Level One	<p>CRITICAL (Includes but is not limited to):</p> <p>System is down, interfaces are not operational, servers are non-functional, software is corrupted, 50% or more of the hardware and equipment are broken.</p> <p>Response time and completion of repairs and Deficiency resolution to County’s satisfaction is made within 6 hours of initial notification of County or County’s Agent by Contractor, or from County’s or County Agent’s initial service request to Contractor.</p>	≤ 6 hours	None
		Between 6 hours and 12 hours	\$50 per hour that component of Commissary Services is deficient.
		Between 12 hours and 24 hours	\$100 per hour that component of Commissary Services is deficient.
		> 24 hours	\$1,000 per calendar day that component of Commissary Services is deficient.
Priority Level Two	<p>SEVERE (Includes but is not limited to):</p> <p>System is intermittently down, <50% of the hardware and equipment are broken or non-operational, non-delivery of menu items ordered.</p> <p>Response time, completion of repairs, and Deficiency resolution to County’s satisfaction is made within <u>24</u> hours of initial notification of County or County’s Agent by Contractor, or from County’s or County Agent’s initial service request to Contractor.</p>	≤ 24 hours	None
		> 24 hours	\$1,000 per day that component of Commissary Services is deficient
Priority Level Three	<p>MINOR (Includes but is not limited to):</p> <p>Inaccurate reports, accounting reconciliation gaps, inaccurate commissions calculation, menu item and pricing inconsistencies.</p> <p>Response time, completion of repairs, and Deficiency resolution to County’s satisfaction is made within <u>10</u> business days of initial notification of County or County’s Agent by Contractor, or from County’s or County Agent’s initial service request to Contractor.</p>	≤10 business days	None
		>10 business days	\$750.00 per business day that component of Commissary Services is deficient



Severity Level	Consecutive Months' Occurrence	-Liquidated Damages
Priority Level One	3	50% of Monthly Revenue Commissions
	6	One Month's Revenue Commissions
	>6	Option to open contract for discussion, up to and including cancellation of contract without penalty
Priority Level Two	3	25% of Monthly Commissions
	6	50% of Monthly Commissions
	12	One Month's Revenue Commissions
	>12	Option to open contract for discussion, up to and including cancellation of contract without penalty
Priority Level Three	3	25% of Monthly Commissions
	6	50% of Monthly Commissions
	≥12	One Month's Revenue Commissions



WORK PLAN AND SCHEDULE

10. Work Plan and Schedule

Include the following:

- a. Summary of management/work plan for this Project.

Keefe Response: Keefe’s experience and success in implementing large scale operations in short time frames is unequalled in the industry.

Project Management

Our Project Managers conduct more than 40 technology transitions per year for customers in the corrections industry. Transitions range from Trust Fund Banking migrations to Commissary Inventory change outs to kiosk installations and related financial, messaging, and media applications. Keefe builds each project plan with the customer according to the specifications of the solicitation and finalized contract. We draw upon our internal resources for procurement, configuration, data migration, custom interface development, training, and installation. Project timelines and milestones are reviewed with the customer at minimum on a weekly basis for change management and escalation when required.

1. Estimated time frame for required equipment and software installation completion and start of delivery of services, based on contract award date.

Keefe Response: Keefe has read, understands, and will adhere.

An example basic implementation and training plan is provided below. Keefe will work with the county to modify the project phases, milestones and delivery dates, and to accommodate the customized solutions that San Bernardino requires.

Sample High Level Implementation Plan

The example below will be customized to meet San Bernardino County’s specific requirements.

Calendar Day		Milestone	Participants		
Begin	End		Keefe	San Bernardino County	Other Providers
1	1	Plan Review & Project Kickoff First implementation meeting. Review/confirm preliminary milestones, determine project participants & roles	X	X	X
2	5	Overview & Configuration Specifications Introduce and demonstrate system features; determine configurable items: chart of accounts, bank info, high level interfaces, authorized users, network configuration, user interface, data migration	X	X	X



Calendar Day		Milestone	Participants		
Begin	End		Keefe	San Bernardino County	Other Providers
5	15	Design Specifications Detailed interface, infrastructure, network, financial, and user authorization specs with projected timelines. Present prototype Accounting System with configurable attributes set per county specs	X	X	X
10	24	Provisioning Procure equipment, network and electrical cabling; deliver/ configure equipment and network/infrastructure	X		
16	28	Develop Interface Code, test and complete interfaces	X	X	X
20	24	Data Migration Sample data migration & presentation	X	X	X
20	28	Installation Operational system pending final test	X		X
28	35	System Testing End to end testing of transactions, interfaces, services Fully functional system; confirm 'go-live' date	X	X	X
35	38	Staff Training - End user & administrator Completed training & guides published	X	X	X
38	38	Inmate Training – Housing Kiosk, tablet or phone ordering use Completed training & guides published	X	X	X
25	38	Public Training Training & marketing materials finalized and distributed	X	X	
39	40	Data Migration - Introduce all services; activate and use all components	X	X	X

In addition, there are various tasks that Keefe will through work with the County. Below is a breakdown of these tasks. The overall Project Timeline is expected to take 10 weeks.

The details and estimated time are as follows:

1. Before Go Live, the Accounting Analyst will need county staff engagement when building the Chart of Accounts and will provide comprehensive training on the financial reconciliation duties within the software.
2. During Go Live, the Financial Implementation Analyst will provide additional financial training as needed and will need county staff engagement for the Financial Transition Document.
3. After Go Live, the Accounting Analyst is available for any financial related questions and will be conducting an Initial Review 45 days out from implementation.



4. Information gathering – 1 to 5 hours per week over a 6 to 10 week period.
5. Process Clarification – 1 to 5 hours per week over a 6 to 10 week period.
6. Weekly Phone Calls - 1 to 5 hours per week depending on the resources engaged.
7. Availability of Technology Staff to Train in the Sandbox Environment – 2 to 4 hours a week over a 4 week period.
8. Availability to Receive Training During On-Site Install/Cut-Over – 5 – 40 hours.
9. Availability to Escort Keefe Staff and other Contractors for Project Installation - 40 hours during On-Site Install
10. The following data will be required in comma, tabbed or spaced delimited format.
 - a. Inmate Active Balance – Required
 - b. Inmate Inactive Balance – Required
 - c. Inmate Active Debt – Required
 - d. Inmate Inactive Debt – Required
 - e. Uncleared Checks – Optional
 - f. Inmate Encumbrance – Optional
11. Files will be processed using KCN Reachout processing utility, data will be validated, any formatting errors will be flagged and corrected.
12. Data will be uploaded into the KCN migration environment and be held until facility financial sign off. Data can be reset multiple times during this stage to make sure all financial accounts, inmate accounts, checks and encumbrances are correct.
13. Once staff signs off on the data in the KCN migration environment, data will be pushed to production environment for date of go live.
14. Before Go Live, the Accounting Analyst will need county staff engagement when building the Chart of Accounts and will provide comprehensive training on the financial reconciliation duties within the software.
15. During Go Live, the Financial Implementation Analyst will provide additional financial training as needed and will need county staff engagement for the Financial Transition Document.
16. After Go Live, the Accounting Analyst is available for any financial related questions and will be conducting an Initial Review 45 days out from implementation.



TABS 10 - 21

Keefe Response: Keefe has read, understands, and will adhere.

Please see the following pages for Keefe's completed response to Tabs 10 – 21.

Tab 10	Certification Regarding Debarment or Suspension <i>Attachment D</i>
Tab 11	Cost and Commission Rate Schedule <i>Pricing/Commissions</i> <i>Attachment E</i>
Tab 12	References <i>Attachment F</i>
Tab 13	Former County Officials <i>Attachment G</i>
Tab 14	Exceptions to the RFP <i>Attachment H</i>
Tab 15	Public Records Act Exemptions <i>Attachment I</i>
Tab 16	Indemnification and Insurance Requirements Affidavit <i>Attachment J</i> <i>Certificate of Insurance</i>
Tab 17	Disclosure of Criminal and Civil Proceedings <i>Attachment L</i>
Tab 18	Campaign Contribution Disclosure (SB1439) <i>Attachment M</i>
Tab 19	Current Form W-9 <i>Attachment N</i>
Tab 20	CJIS Security Addendum <i>Attachment O</i>
Tab 21	Local Vendor Preference Self-Certification <i>Attachment P</i>



CERTIFICATION REGARDING DEBARMENT OR SUSPENSION

11. Certification Regarding Debarment or Suspension

Complete Attachment D

Keefe Response: Keefe has read, understands, and will adhere.

Please see the following page for Keefe's completed Attachment D – Certification Regarding Debarment or Suspension.

ATTACHMENT D

CERTIFICATION REGARDING DEBARMENT OR SUSPENSION; CALIFORNIA SECRETARY OF STATE BUSINESS ENTITY REGISTRATION

In compliance with contracts and grants Contracts applicable under the U.S. Federal Awards Program, the following certification is required by all Proposers submitting a response to this RFP:

1. The Proposer certifies, to the best of its knowledge and belief, that neither the Proposer nor its Principals are suspended, debarred, proposed for debarment, or declared ineligible for the award of contracts from the United States federal government procurement or non-procurement programs, or are individually or collectively listed as such in the United States General Services Administration's System for Award Management (SAM) website (www.sam.gov).
2. The Proposer certifies, to the best of its knowledge and belief, that neither any subcontractor listed in its Proposal, nor subcontractor's Principals are suspended, debarred, proposed for debarment, or declared ineligible for the award of contracts from the United States federal government procurement or non-procurement programs, or are individually or collectively listed as such in the United States General Services Administration's System for Award Management (SAM) website (www.sam.gov).
3. "Principals," for the purposes of this certification, means officers, directors, owners, partners, and persons having primary management or supervisory responsibilities within a business entity (e.g., general manager, plant manager, head of a subsidiary, division, or business segment, and similar positions).
4. The Proposer shall provide immediate written notice to the Purchasing Agent if, at any time prior to award, the Proposer learns that this certification was erroneous when submitted or has become erroneous by reason of changes in circumstances.
5. This certification is a material representation of fact upon which reliance will be placed when making the award. If it is later determined that the Proposer rendered an erroneous certification, in addition to other remedies available to the San Bernardino County government, the County may terminate the Contract resulting from this RFP for default.
6. Proposer affirms that neither it, nor any subcontractor listed in the Proposal, has any recent unsatisfactory performance with the County during the past twenty-four (24) months at a minimum.
7. Proposer also certifies that if it or any of the subcontractors listed in the Proposal are business entities that must be registered with the California Secretary of State, they are registered and in good standing with the Secretary of State.

Keefe Response: Keefe has read, understands, and will adhere.



ATTACHMENT E

Keefe Response: Please see Keefe's response to Attachment E on the following pages.

San Bernardino County
Sheriff/Coroner/Public
Administrator

Request for Proposal
**Commissary Services for
Detention Facilities**

No. SHR123-ADMSR-4897
Page 58 of 77

ATTACHMENT E

COST AND COMMISSION RATE SCHEDULE

Your cost proposal must include the following and in the format list below:

- Proposed Commission Rate (%)
- Proposed Minimum Annual Guarantee (MAG)

Commissary Items

- **Description List** – Brand Name, Container Type and Size, Type of Product (i.e., chips, cookies, tuna, etc.)
- **Unit of Measure** - (UOM)
- **Price per Unit**

Indigent Kits

- **Description List** - Brand Name, Container Type and Size, Type of Product (i.e., toothbrush, soap, toothpaste, etc.)
- **Unit of Measure** - (UOM)
- **Price per Unit**

Equipment and Software by Type and Quantity

(To include, but not limited to and at no cost to the County):

- X-Ray Screening Systems
- Desktop Computers
- Printer/Scanners
- Commissary Kiosks
- Software (by title and use)

Other Services and Products

- Name and Type
- Hardware Requirements (if applicable)
- Software Requirements (by title and use, if applicable)
- Estimated Installation-Implementation timeline(s)
- Proposed Commission Rate (%)
- Price Per Unit



- Proposed Commission Rate (%): **48%**
- Proposed Minimum Annual Guarantee (MAG): **\$3.6 million**

Commissary Items

- **Description List** – Brand Name, Container Type and Size, Type of Product (i.e., chips, cookies, tuna, etc.)
- **Unit of Measure** - (UOM)
- **Price per Unit**

Please see our Proposed Commissary Menu on the following pages.

Securepak Packages: Commission Rate of **48%**
Plus Processing Fee of **\$8.95 per order**

Indigent Kits

- **Description List** - Brand Name, Container Type and Size, Type of Product (i.e., toothbrush, soap, toothpaste, etc.)
- **Unit of Measure** - (UOM): **1 Kit includes:**

<u>Product Description</u>	<u>Qty Per Kit</u>	<u>UOM</u>
Postage Stamped Envelope	5	ea
Mead Paper Ruled (8 Sheets)	8	ea
Golf Pencil	1	ea
Anti-Shank Toothbrush	1	ea
Anti-Shank Razor	1	ea
Dial Soap Antibacterial Bar 4 oz Clear	1	ea
Cool Wave Toothpaste Gel Fresh Mint 4 oz	1	ea
Black Comb 5 Inch	1	ea

- **Price per Unit:** The price for additional indigent kits beyond 75,000 is \$7.50 per kit annually.

Proposed Commissary Menu for San Bernardino County

Item	Kosher	Description	UOM/Size	Unit Price	Tax	TOTAL
Hygiene						
0001		Crawford Shampoo Balsam & Protein	4 oz	\$2.59	\$0.20	\$2.79
0002		Crawford Conditioner Balsam & Protein	4 oz	\$2.59	\$0.20	\$2.79
0020		Crawford Shampoo Dandruff Rinse	4 oz	\$2.59	\$0.20	\$2.79
0030		Sulfur 8 Shampoo Medicated	7.5 oz	\$12.47	\$0.97	\$13.44
0048		Softee Conditioner Coconut Oil	5 oz	\$5.10	\$0.40	\$5.50
0050		Softee Hair Dress Bergamot	5 oz	\$4.54	\$0.35	\$4.89
0051		Softee Conditioner Bergamot 5 oz	5 oz	\$5.02	\$0.39	\$5.41
0102		Power Up Antiperspirant Deodorant Force	2.5 oz	\$4.62	\$0.36	\$4.97
0107		Power Up Deodorant Drive 2.5 oz	2.5 oz	\$4.62	\$0.36	\$4.97
0118		Power Up Antiperspirant Deodorant Roll On Force	3 oz	\$4.54	\$0.35	\$4.89
0147		Power Up Antiperspirant Deodorant Drive	2.5 oz	\$4.54	\$0.35	\$4.89
0200		New Day Baby Powder Cornstarch	4 oz	\$2.51	\$0.19	\$2.71
0205		Freshscent Baby Oil	4 oz	\$2.51	\$0.19	\$2.71
0208		Tone Lotion Coco Hand & Body	12 oz	\$9.96	\$0.77	\$10.74
0210		Crawford Lotion Skin Care	4 oz	\$2.11	\$0.16	\$2.27
0212		Infuzed Lotion Dly Bdy Coconut Lime	15 oz	\$6.08	\$0.47	\$6.55
0215		Crawford Lotion Cocoa Butter	4 oz	\$2.11	\$0.16	\$2.27
0220		New Day Petroleum Jelly	1 oz	\$2.27	\$0.18	\$2.44
0250		Careall Hydrocortisone Cream Max Strength 1%	1 oz	\$4.70	\$0.36	\$5.06
0251		Careall Athlete Ft Cream 1% Tolnaftate	0.5 oz	\$3.00	\$0.23	\$3.23
0260		Careall Muscle Rub Like Bengay 3 oz	3 oz	\$7.05	\$0.55	\$7.59
0273		Good Sense Lip Balm Tropical Spf 45	3 oz	\$2.75	\$0.21	\$2.97
0305		Protection Razor Twin Blade Disposable	1 ea	\$1.46	\$0.11	\$1.57
0321		Magic Shave Shave Cream Bald Head Smooth	6 oz	\$7.21	\$0.56	\$7.77
0331		Protection Shave Cream Brushless	7 oz	\$4.29	\$0.33	\$4.63
0350		Protection After Shave Gel	7 oz	\$3.56	\$0.28	\$3.84
0358		Elementz Conditioner Almond/Shea	15 oz	\$6.24	\$0.48	\$6.72
0363		Elementz Gel Firm Hold	15 oz	\$6.08	\$0.47	\$6.55
0397		Next 1 Soap Cocoa Butter Bar	5 oz	\$2.51	\$0.19	\$2.71
0400		Irish Spring Soap Original Scent	3.2 oz	\$4.37	\$0.34	\$4.71
0424		Next 1 Soap Moisturizing Bar 5 oz	5 oz	\$2.51	\$0.19	\$2.71
0426		Next 1 Soap Antibacterial Sport Bar	5 oz	\$2.51	\$0.19	\$2.71
0444		Neutrogena Soap Facial Bar 3.5 oz	3.5 oz	\$10.04	\$0.78	\$10.82
0490		American Comb Soap Dish Hinged	1 ea	\$1.54	\$0.12	\$1.66
0500		Cool Wave Mouthwash Alcohol Free	8 oz	\$3.32	\$0.26	\$3.58
0530		Cool Wave Toothpaste Gel Fresh Mint	4 oz	\$3.40	\$0.26	\$3.67
0538		Freshmint Toothpaste	2.75 oz	\$2.92	\$0.23	\$3.14
0541		Freshmint Dental FIOSs Waxed 100 Yd	1 pk	\$4.21	\$0.33	\$4.54
0580		Becker Glove Toothbrush Holder 2-Piece	1 ea	\$1.05	\$0.08	\$1.13
0583		Mckesson Ibuprofen 200 Mg 2/Pk	1 pk	\$0.89	\$0.07	\$0.96
0595		Effergrip Denture Adhesive	2.5 oz	\$8.00	\$0.62	\$8.62
0602		Goodsense Bandage Sheer .75 X 3 In 10 Ct	1 pk	\$2.27	\$0.18	\$2.44
0611		Mckesson Aspirin 325 Mg 2/Pk	1 pk	\$0.24	\$0.02	\$0.26
0612		Advil Ibuprofen Tablets 2/Pk	1 pk	\$1.94	\$0.15	\$2.09
0614		Mckesson Acetaminophen Non Aspirin 325Mg 2/Pk	1 pk	\$0.89	\$0.07	\$0.96
0642		Rolaid's Antacid Extra Strength Mint 3Ea/Pk	1 pk	\$2.27	\$0.18	\$2.44
0645		Alka Seltzer Pain Relief Tablets 2/Pk	1 pk	\$1.94	\$0.15	\$2.09
0651		Goodsense Hemorrhoidal Ointment	2 oz	\$8.42	\$0.65	\$9.08
0652		Careall Ointment Triple Antibiotic	1 oz	\$8.26	\$0.64	\$8.90
0662		New Day Allergy Maleate 4 Mg 24 Ct	1 pk	\$3.40	\$0.26	\$3.67

Proposed Commissary Menu for San Bernardino County

Item	Kosher	Description	UOM/Size	Unit Price	Tax	TOTAL
0681		Sundance Multivitamin w/Iron 60 Ct	1 pk	\$5.83	\$0.45	\$6.28
0697		Contact Lens Cs	1 ea	\$1.62	\$0.13	\$1.75
0720		Heritage Antifungal Powder Med Tolnaftate 1%	3 oz	\$5.51	\$0.43	\$5.93
0750		Trim Nail Clipper No File	1 ea	\$1.22	\$0.09	\$1.31
0760		New Day Cotton Swab 100 Ct	1 pk	\$2.84	\$0.22	\$3.05
0784		Staydent Denture Adhesive Cream 2.4 oz	2.4 oz	\$8.75	\$0.68	\$9.43
0800		New World Imports Comb 5 In	1 ea	\$0.49	\$0.04	\$0.52
0821		Brush Palm	1 ea	\$1.30	\$0.10	\$1.40
0825		Cardinal Afro Pik Nylon	1 ea	\$0.81	\$0.06	\$0.87
4199		Close Up Toothpaste Red Gel	4 oz	\$7.05	\$0.55	\$7.59
Stationery & Miscellaneous						
0966		Gallant Love You Card	1 ea	\$2.32	\$0.18	\$2.50
1001		Postage Stamped Env Large	1 ea	\$0.83		\$0.83
1013		Mead Env #10	50 ct	\$4.54	\$0.35	\$4.89
1015		Quality Park Envelope Kraft Gummed 9 1/2 x 12 1/2	1 ea	\$0.49	\$0.04	\$0.52
1040		Pen Flex	1 ea	\$1.05	\$0.08	\$1.13
1050		Postage Stamp First Class 10/pk	1 book	\$6.60		\$6.60
1060		Boardroom Paper 50 Ct Pad 8.5 x 11	1 pk	\$2.35	\$0.18	\$2.53
1070		Tops Paper Sketch Pad 8.5 X 11 50 Sheet	1 pk	\$2.43	\$0.19	\$2.62
1072		Mead File Expandable Wallet	1 ea	\$5.02	\$0.39	\$5.41
1075		New World Imports Pencil Golf Type	2 ea	\$0.24	\$0.02	\$0.26
1080		Rose Art Colored Pencils 24 Ct 3.5 In	1 pk	\$6.32	\$0.49	\$6.81
1085		Sanford Eraser Beveled	1 ea	\$0.97	\$0.08	\$1.05
1086		Webster Dictionary Pocket	1 ea	\$6.80	\$0.53	\$7.33
1101		Gallant Birthday Card Juvenile	1 ea	\$2.35	\$0.18	\$2.53
1103		Gallant Birthday Card Paper	1 ea	\$2.35	\$0.18	\$2.53
1109		Gallant Friendship Card Paper	1 ea	\$2.35	\$0.18	\$2.53
1121		Gallant Seasonal Greeting Card	1 ea	\$2.35	\$0.18	\$2.53
1166		Gpx Earbud Gpx Clear Earbuds	1 ea	\$10.04	\$0.78	\$10.82
1200		Ion3 Batteries AAA Alk 4/Pk	1 pk	\$5.75	\$0.45	\$6.20
1210		Ion3 Batteries AA Alk 4/Pk	1 pk	\$5.75	\$0.45	\$6.20
1249		GPX Radio Digital Am Fm	1 ea	\$23.98	\$1.86	\$25.83
1256		Grainger Ear Plugs No Cord	1 ea	\$1.62	\$0.13	\$1.75
1300		Aviator Playing Cards Poker	1 pk	\$3.89	\$0.30	\$4.19
1305		Aviator Playing Cards Pinochle 12/Cs	1 pk	\$3.89	\$0.30	\$4.19
1400		Bowl w/Lid 24 oz	1 ea	\$1.70	\$0.13	\$1.83
1412		Mug Insulated w/Lid 14 oz 5	1 ea	\$3.48	\$0.27	\$3.75
1415		Cup w/Lid 22 oz	1 ea	\$2.03	\$0.16	\$2.18
1430		Washcloth 12 x 12 Ea White	1 ea	\$1.86	\$0.14	\$2.01
5226		Goody Ponytailer Elastic Touchless XL 1 pk	14 ea	\$10.04	\$0.78	\$10.82
5275		Sharkeyes Reading Glasses Polycarb 1.75 Diopter	1 ea	\$15.96	\$1.24	\$17.19
5276		Sharkeyes Reading Glasses Polycarb 2.0 Diopter	1 ea	\$15.96	\$1.24	\$17.19
5277		Sharkeyes Reading Glasses Polycarb 2.25 Diopter	1 ea	\$15.96	\$1.24	\$17.19
5278		Sharkeyes Reading Glasses Polycarb 2.5 Diopter	1 ea	\$15.96	\$1.24	\$17.19
5848		Xtremeflex Spoon Soup	1 ea	\$1.22	\$0.09	\$1.31
Condiments						
2087		Keefe Creamer SS 10Pk	1 pk	\$1.46		\$1.46
2216		Equal Sweetener Pink 100/Bx	1 box	\$5.61		\$5.61
2594		Dolly Madison Cupcakes Choc 2Pk	3.17 oz	\$2.59		\$2.59
2596		Made w/Philly Cream Cheese w/Jalapenos	2 oz	\$2.59		\$2.59
3535		Made With Kraft Spread Jalapeno	2 oz	\$2.03		\$2.03

Proposed Commissary Menu for San Bernardino County

Item	Kosher	Description	UOM/Size	Unit Price	Tax	TOTAL
3536		Made With Kraft Spread Cheddar	2 oz	\$1.86		\$1.86
4056	K	Squeezum Peanut Butter Pouch	2 oz	\$1.86		\$1.86
5776	K	Colonna Brothers Spices Seasoned Salt	4.75 oz	\$5.99		\$5.99
6262	K	Squeezum Mayonnaise Regular 9 G, 12/Pk	1 pk	\$2.51		\$2.51
6263	K	Squeezum Mustard Regular 4.5 G, 12/ea	1 pk	\$1.62		\$1.62
6268	K	Squeezum Hot Sauce 7 G, 12/ea	1 pk	\$2.27		\$2.27
6412	K	Squeezum Jelly Grape	1 oz	\$0.65		\$0.65
6459	K	City Cow Cheese Sticks Mozzarella	4 oz	\$4.54		\$4.54
6500	K	Van Holten Pickle Hot Pickle	9.6 oz	\$2.67		\$2.67
6501	K	Van Holten Pickle Mild Dill	9.6 oz	\$2.67		\$2.67
6507		TX Titos Jalapeno Peppers SS Sliced	1 oz	\$1.54		\$1.54
6508	K	Tokyo Diner Soy Sauce	6 oz	\$3.73		\$3.73
6512	K	Keefe Hot Sauce LA	6 oz	\$3.24		\$3.24
6518		Salt - Paper Pkt	1 ea	\$0.08		\$0.08
6519		Pepper - Paper Pkt	1 ea	\$0.08		\$0.08
Beverages						
2010	K	Keefe Coffee Inst	4 oz	\$5.85		\$5.85
2011	K	Keefe Freeze Dried Coffee Decaf Colombian	3 oz	\$6.00		\$6.00
2015	K	Keefe Freeze Dried Coffee Colombian	3 oz	\$6.25		\$6.25
2017	K	Maxwell House Coffee Regular	4 oz	\$6.25		\$6.25
2070		Keefe Hot Cocoa SS	0.8 oz	\$0.73		\$0.73
2099	K	Paramount Dry Milk Inst Non Fat 10 oz	10 oz	\$9.00		\$9.00
2198		Swiss Miss Hot Cocoa Mix Rich Choc 9 oz	9 oz	\$4.70		\$4.70
2225		Golden Tea Bag	5 ea	\$2.03		\$2.03
2283	K	Keefe Coffee Colombian Blend	3 oz	\$6.00		\$6.00
2300	K	Tang Inst Breakfast Drink	6 oz	\$4.21		\$4.21
2330	K	Kool Aid Drink Mix Tropical Punch	6 oz	\$4.21		\$4.21
2438	K	Quaker Oatmeal Maple Brown Sugar	1.51 oz	\$1.22		\$1.22
2528		Hawaiian Punch Drink Mix Berry Blue Typhoon	0.95 oz	\$4.54		\$4.54
Cold Snacks						
2615		Brushy Creek Summer Sausage Regular	1.625 oz	\$2.84		\$2.84
2623		Brushy Creek Summer Sausage Regular	3 oz	\$4.13		\$4.13
2664	K	Velveeta Macaroni & Cheese Original	3 oz	\$3.24		\$3.24
2666	K	Velveeta Rice Cheesey	2 oz	\$3.24		\$3.24
2667	K	Velveeta Rice Spicy Cheese	2 oz	\$3.24		\$3.24
2668	K	Velveeta Refried Beans Cheesey	4 oz	\$3.48		\$3.48
2670	K	Velveeta Beans & Rice Spicy Cheesy	4 oz	\$3.48		\$3.48
Cookies & Pastry						
2725		Kelloggs Toaster Pastries Brown Sugar Cinnamon 2Pk	3.38 oz	\$3.00		\$3.00
3010	K	Grandmas Cookies Choc Chip	2.5 oz	\$1.70		\$1.70
3015	K	Grandmas Cookies Oatmeal Raisin	2.5 oz	\$1.94		\$1.94
3020	K	Oreo Cookies	2.4 oz	\$3.65		\$3.65
3028		Chattanooga Moon Pie Banana Dbl Decker	2.75 oz	\$2.03		\$2.03
3030	K	Market Square Cookies Vanilla Cremes	6 oz	\$3.24		\$3.24
3035	K	Market Square Cookies Choc Chip	6 oz	\$3.24		\$3.24
3039		Gamesa Marias Cookies	4.94 oz	\$2.43		\$2.43
3040	K	Market Square Cookies Iced Oatmeal	6 oz	\$3.24		\$3.24
3045	K	Market Square Cookies Duplex Cremes	6 oz	\$3.24		\$3.24
3193		Kelloggs Toaster Pastries Strawberry 2 Pk	3.38 oz	\$3.00		\$3.00
3248	K	Duchess Cinnamon Roll	4 oz	\$2.92		\$2.92
3274	K	Market Square Honey Bun Iced	4.75 oz	\$3.16		\$3.16

Proposed Commissary Menu for San Bernardino County

Item	Kosher	Description	UOM/Size	Unit Price	Tax	TOTAL
3309		Kelloggs Rice Krispie Original	1.3 oz	\$2.35		\$2.35
4314		Kelloggs Pop Tarts Blueberry 2 Pk	3.38 oz	\$3.00		\$3.00
4431	K	Cloverhill Cheese Danish Strawberry	4.25 oz	\$2.51		\$2.51
6540	K	Nutrigrain Cereal Bar Strawberry	1.3 oz	\$1.13		\$1.13
Chips & Crackers						
2737		Fritos Corn Chips Chili Cheese	2 oz	\$2.11		\$2.11
3112	K	Golden Valley Crackers Saltine	16 oz	\$6.64		\$6.64
3114	K	Golden Valley Crackers Snack	13.7 oz	\$7.61		\$7.61
3115	K	Cheez-It Crackers	1.5 oz	\$1.70		\$1.70
3212		El Sabraso Tortilla Chips Guacachip Guacamole	3 oz	\$4.46		\$4.46
3215		El Sabraso Tortilla Chips Salsitas Salsa	3 oz	\$4.46		\$4.46
3219	K	Austin Sandwich Crackers Cheese On Cheese	1 pk	\$1.22		\$1.22
3222	K	Austin Sandwich Crackers Toasted PB	1 pk	\$1.22		\$1.22
3223	K	Austin Sandwich Crackers PB On Cheese	1 pk	\$1.22		\$1.22
4399		El Sabroso Pork Cracklins Salsa Pkt Included	2.25 oz	\$5.35		\$5.35
6075		Cactus Annie Cracklins Hot & Spicy Tender	2 oz	\$5.02		\$5.02
6079	K	The Whole Shabang Potato Chips Original	1.5 oz	\$1.86		\$1.86
6083	K	Moon Lodge Popcorn White Cheddar	5 oz	\$5.02		\$5.02
6100	K	Moon Lodge Potato Chips Regular	1.5 oz	\$1.86		\$1.86
6102	K	Moon Lodge Potato Chips Stuffed Jalapeno	1.5 oz	\$1.86		\$1.86
6105	K	Moon Lodge Potato Chips BBQ	1.5 oz	\$1.86		\$1.86
6116	K	Cactus Annies Cheese Puffs	2 oz	\$2.11		\$2.11
6125	K	Moon Lodge Potato Chips Hot Hot Hot BBQ	1.5 oz	\$1.86		\$1.86
6126	K	Moon Lodge Potato Chips Sour Cream & Onion	1.5 oz	\$1.86		\$1.86
6127		Cactus Annie Pork Rinds Hot & Spicy	2 oz	\$3.24		\$3.24
6134	K	Moon Lodge Popcorn Caramel	3.53 oz	\$3.48		\$3.48
6153		Moon Lodge Potato Chips Buffalo Wing Blue Cheese	1.5 oz	\$1.86		\$1.86
6154		Doritos Tortilla Chips Nacho Cheese 1.75 oz	1.75 oz	\$2.11		\$2.11
6159		Cheetos Cheese Crunchy Flamin Hot	1.75 oz	\$2.11		\$2.11
6167		Cheetos Cheese Crunchy	2 oz	\$2.11		\$2.11
6216	K	King Nut Peanuts Honey Roasted	2.5 oz	\$2.59		\$2.59
6217	K	King Nut Snack Mix Tropical	4 oz	\$2.92		\$2.92
6220		Corn Nuts Corn Nuts Chile Picante	1.7 oz	\$2.80		\$2.80
6606	K	Moon Lodge Peanuts Roasted & Salted	1.75 oz	\$1.70		\$1.70
6680		El Sabroso Cheese Curls Blazin Hot	4 oz	\$4.46		\$4.46
6683		Snyders Pretzels Jalapeno Pieces	2.25 oz	\$2.51		\$2.51
Cold Snacks						
3546		Brushy Creek Beef Summer Sausage Hot & Spicy	5 oz	\$6.72		\$6.72
3559		Bridgford Pepperoni Sliced 3.5 oz	3.5 oz	\$8.02		\$8.02
6179	K	Fresh Catch Sardines Soybean Oil	3.53 oz	\$3.81		\$3.81
6181	K	Fresh Catch Sardines Hot Tomato Sauce	3.53 oz	\$3.81		\$3.81
6189	K	Fresh Catch Fish Steaks Spicy Mustard Sauce	3.53 oz	\$3.73		\$3.73
6190	K	Fresh Catch Fish Steaks Green Chilis In Oil	3.53 oz	\$3.73		\$3.73
6195		Brushy Creek Premium Chicken Breast	4.5 oz	\$8.18		\$8.18
6600	K	Cactus Annies Tortillas Flour 8 oz 6Ct 8 In	1 pk	\$3.81		\$3.81
6610	K	Golden Valley Bagel Plain	4 oz	\$2.35		\$2.35
6717		Brushy Creek Summer Sausage Regular	8 oz	\$6.72		\$6.72
6721	K	Fresh Catch Fish Steaks In LA Hot Sauce	3.53 oz	\$3.48		\$3.48
6757		Hormel Spam Single	2.5 oz	\$5.10		\$5.10
6826	K	Fresh Catch Chunklight Tuna In Water	4.23 oz	\$7.21		\$7.21

Proposed Commissary Menu for San Bernardino County

Item	Kosher	Description	UOM/Size	Unit Price	Tax	TOTAL
Candy						
4000	K	M&M Plain Choc	1.69 oz	\$2.59		\$2.59
4001	K	M&M Peanut	1.74 oz	\$2.59		\$2.59
4004	K	Baby Ruth	1.9 oz	\$2.35		\$2.35
4005	K	Butterfinger	1.9 oz	\$2.59		\$2.59
4010	K	Snickers	1.86 oz	\$2.59		\$2.59
4013	K	Milky Way	1.84 oz	\$2.59		\$2.59
4015		Crunch Candy Bar	1.55 oz	\$2.59		\$2.59
4019	K	Atkinson Chick-O-Stick	1.6 oz	\$2.00		\$2.00
4031	K	Twix Regular	1.79 oz	\$2.59		\$2.59
4036	K	Hershey Bar Choc	1.55 oz	\$2.59		\$2.59
4043		Snickers Almond	1.76 oz	\$2.59		\$2.59
4110		Corner Store Lemon Drops	4.25 oz	\$2.84		\$2.84
4145		Corner Store Starlight Mints	3.75 oz	\$2.84		\$2.84
4146		Corner Store Tongue Torchers	3 oz	\$2.59		\$2.59
4150		Corner Store Sour Fruit Balls	4.25 oz	\$2.84		\$2.84
4152		Corner Store All-Stars 3.75 oz	3.75 oz	\$2.84		\$2.84
4155		Corner Store SF All Stars	1.75 oz	\$2.11		\$2.11
Hot Snacks						
6007		Maruchan Ramen Cajun Chicken	3 oz	\$1.70		\$1.70
6016		Maruchan Ramen Lime Chili Shrimp	3 oz	\$1.70		\$1.70
6018		Maruchan Ramen TX Beef	3 oz	\$1.70		\$1.70
6026		Maruchan Ramen Chili	3 oz	\$1.70		\$1.70
6046		Maruchan Ramen Chicken	3 oz	\$1.70		\$1.70
6047	K	Sevilla Refried Beans Spicy	3 oz	\$5.02		\$5.02
6048		Maruchan Ramen Beef	3 oz	\$1.70		\$1.70
6050	K	Keefe Kitchens Rice Inst White	8 oz	\$5.10		\$5.10
6051	K	Keefe Kitchens Rice Inst Brown	6.5 oz	\$5.10		\$5.10
6052		Maruchan Ramen Hot & Spicy Vegetable	3 oz	\$1.70		\$1.70
6053		Maruchan Ramen Cajun Shrimp	3 oz	\$1.70		\$1.70
6172		Brushy Creek Chili No Beans	11.25 oz	\$5.18		\$5.18
6173		Brushy Creek Chili w/Beans	11.25 oz	\$5.51		\$5.51
6174		Brushy Creek Chili Hot w/Beans 11.25 oz	11.25 oz	\$4.54		\$4.54
6176		Brushy Creek Beef Beef Stew	11.25 oz	\$4.54		\$4.54
6673		Thai Palace Noodles Chili	3.7 oz	\$2.92		\$2.92
6700	K	Sevilla Refried Beans Regular 8 oz	8 oz	\$5.43		\$5.43
Clothing						
1504		Andrew Scott Shirt Crewneck Small White	1 ea	\$6.24	\$0.48	\$6.72
1505		Andrew Scott Shirt Crewneck Medium White	1 ea	\$6.24	\$0.48	\$6.72
1506		Andrew Scott Shirt Crewneck Large White	1 ea	\$6.40	\$0.50	\$6.89
1507		Andrew Scott Shirt Crewneck XL White	1 ea	\$6.89	\$0.53	\$7.42
1508		Andrew Scott Shirt Crewneck 2XL White	1 ea	\$6.89	\$0.53	\$7.42
1509		Andrew Scott Shirt Crewneck 3XL White	1 ea	\$7.45	\$0.58	\$8.03
1514		Andrew Scott Brief Small 28-30 White	1 ea	\$5.99	\$0.46	\$6.46
1517		Andrew Scott Brief XL 40-42 White	1 ea	\$5.99	\$0.46	\$6.46
1519		Andrew Scott Brief 3 XL (48-50) White	1 ea	\$8.02	\$0.62	\$8.64
1529		Andrew Scott Boxer Small White	1 ea	\$8.18	\$0.63	\$8.82
1530		Andrew Scott Boxer MediumWhite	1 ea	\$8.18	\$0.63	\$8.82
1531		Andrew Scott Boxer Large White	1 ea	\$8.18	\$0.63	\$8.82
1532		Andrew Scott Boxer XL White	1 ea	\$8.18	\$0.63	\$8.82
1533		Andrew Scott Boxer 2 XL Ea White	1 ea	\$13.20	\$1.02	\$14.23

Proposed Commissary Menu for San Bernardino County

Item	Kosher	Description	UOM/Size	Unit Price	Tax	TOTAL
1534		Andrew Scott Boxer 3XL Ea White	1 ea	\$13.20	\$1.02	\$14.23
1540		Soft Touch Socks Tube White	1 pair	\$3.65	\$0.28	\$3.93
1550		Indera Mills Shirt Thermal Small	1 ea	\$12.56	\$0.97	\$13.53
1551		Indera Mills Shirt Thermal Medium	1 ea	\$12.56	\$0.97	\$13.53
1552		Indera Mills Shirt Thermal Large	1 ea	\$12.56	\$0.97	\$13.53
1553		Indera Mills Shirt Thermal XL	1 ea	\$12.56	\$0.97	\$13.53
1554		Indera Mills Shirt Thermal 2XL	1 ea	\$13.45	\$1.04	\$14.49
1555		Indera Mills Shirt Thermal 3XL	1 ea	\$14.26	\$1.10	\$15.36
1560		Indera Mills Drawers Thermal Small	1 ea	\$14.26	\$1.10	\$15.36
1561		Indera Mills Drawers Thermal Medium	1 ea	\$14.26	\$1.10	\$15.36
1562		Indera Mills Drawers Thermal Large	1 ea	\$14.26	\$1.10	\$15.36
1563		Indera Mills Drawers Thermal XL	1 ea	\$14.26	\$1.10	\$15.36
1564		Indera Mills Drawers Thermal 2XL	1 ea	\$15.23	\$1.18	\$16.41
1582		Gildan Sweatshirt Crewneck Medium Fleece Ash	1 ea	\$20.74	\$1.61	\$22.34
1583		Gildan Sweatshirt Crewneck Large Fleece Ash	1 ea	\$20.74	\$1.61	\$22.34
1584		Gildan Sweatshirt Crewneck XL Fleece Ash	1 ea	\$31.59	\$2.45	\$34.04
1585		Gildan Sweatshirt Crewneck 2XL Fleece Ash	1 ea	\$31.59	\$2.45	\$34.04
1586		Gildan Sweatshirt Crewneck 3XL Ash	1 ea	\$31.59	\$2.45	\$34.04
7949		Sweatshirt Crewneck 5XL Fleece Gray	1 ea	\$39.93	\$3.09	\$43.03
Footwear						
1451		Crawford Flip Flop Cross Strap Medium	1 pair	\$4.05	\$0.31	\$4.36
1452		Crawford Flip Flop Cross Strap Large	1 pair	\$4.05	\$0.31	\$4.36
3820		Crawford Flip Flop Cross Strap XL	1 pair	\$4.05	\$0.31	\$4.36
1751		Rawlings Tennis Shoe Marc II Velcro Sz 7 White	1 pair	\$48.00	\$3.72	\$51.72
1752		Rawlings Tennis Shoe Marc II Velcro Sz 7.5 White	1 pair	\$48.00	\$3.72	\$51.72
1753		Rawlings Tennis Shoe Marc II Velcro Sz 8 White	1 pair	\$48.00	\$3.72	\$51.72
1754		Rawlings Tennis Shoe Marc II Velcro Sz 8.5 White	1 pair	\$48.00	\$3.72	\$51.72
1757		Rawlings Tennis Shoe Marc II Velcro Sz 9.5 White	1 pair	\$48.00	\$3.72	\$51.72
1758		Rawlings Tennis Shoe Marc II Velcro Sz 10.5 White	1 pair	\$48.00	\$3.72	\$51.72
1759		Rawlings Tennis Shoe Marc II Velcro Sz 11 White	1 pair	\$48.00	\$3.72	\$51.72
1761		Rawlings Tennis Shoe Marc II Velcro Sz 13 White	1 pair	\$48.00	\$3.72	\$51.72
1853		Rawlings Tennis Shoe Marc II Velcro Sz 9 White	1 pair	\$48.00	\$3.72	\$51.72
1854		Rawlings Tennis Shoe Marc II Velcro Sz 10 White	1 pair	\$48.00	\$3.72	\$51.72
1855		Rawlings Tennis Shoe Marc II Velcro Sz 11.5 White	1 pair	\$48.00	\$3.72	\$51.72
1856		Rawlings Tennis Shoe Marc II Velcro Sz 12 White	1 pair	\$48.00	\$3.72	\$51.72
1857		Rawlings Tennis Shoe Marc II Velcro Sz 14 White	1 pair	\$48.00	\$3.72	\$51.72
Female						
0120		Lady Speed Stick Antiperspirant Deodorant Shower Fresh	1.4 oz	\$6.32	\$0.49	\$6.81
0773		Tampax Tampon Regular Flushable	1 ea	\$5.99	\$0.46	\$6.46
7165		Manhattan Hosiery Sports Bra 2XL Sz 40 White	1 ea	\$12.00	\$0.93	\$12.93
2978		Manhattan Hosiery Sports Bra 4XL Sz 44/46 White	1 ea	\$12.00	\$0.93	\$12.93
1619		Manhattan Hosiery Sports Bra 6XL Sz 50 White	1 ea	\$12.00	\$0.93	\$12.93
7166		Manhattan Hosiery Sports Bra 3XL Sz 42 White	1 ea	\$12.00	\$0.93	\$12.93
2979		Manhattan Hosiery Sports Bra 5XL Sz 48 White	1 ea	\$12.00	\$0.93	\$12.93



Equipment and Software by Type and Quantity

(To include, but not limited to and at no cost to the County):

- **X-Ray Screening Systems**
Quantity 12: Smith Detection, Model HI-SCAN 6040i; for scanning inbound commissary orders prior to delivery.
- **Desktop Computers**
Quantity 2: Dell OPTIPLEX 7010 SFF w/monitor to be used for commissary related functions.
- **Printer/Scanners**
Quantity 2: Brother MFCL6900dw Color Multifunction Printer/Scanner to be used for commissary related functions.
- **Commissary Kiosks**
Quantity 384: Keefe Edge Kiosks, Inducomp Edge-R8-Touch; housing kiosks for ordering commissary.
- **Software (by title and use)**
 - Microsoft Office License: Excel, PDF, word docs, basic workstation operations
 - Keefe Online Banking: Cloud Based software for all trust account related management (from booking to release)
 - Keefe Online Commissary: Cloud based software for commissary management.

Other Services and Products

- **Deposit Fees:**

Gross Amount Deposited	Credit/Debit Deposits via Web/Mobile App	Credit/Debit Deposits via Phone	Credit/Debit Deposits via Lobby Kiosk	Cash Deposits via Lobby Kiosk
\$0.01 - \$20.00	\$1.95 + 3%	\$2.95 + 3%	\$1.95 + 3%	\$2.00
\$20.01 - \$100.00	\$3.95 + 3%	\$3.95 + 3%	\$3.95 + 3%	\$3.00
\$100.01 - \$200.00	\$4.95 + 3%	\$4.95 + 3%	\$4.95 + 3%	\$4.00

Bond Fee Structure				
Gross Amount Deposited	Credit/Debit Payment via Web/Mobile App	Credit/Debit Payment via Phone	Credit/Debit Payment via Lobby Kiosk	Cash Payment via Lobby Kiosk
\$ 0.01 - \$1,500.00	7.00%	7.00%	7.00%	7.00%
\$ 1,500.01 - \$5,000.00	N/A	N/A	N/A	7.00%



- **Debit Release Cards:**

Inmate Release Card Program Fees
Cardholder Fees Associated with the Inmate Release Program

	Charge
Card Activation Fee	FREE
Support Calls Fee	FREE
PIN Change Fee	FREE
Point of Sale (POS) Transactions (PIN & Signature)	FREE
Cash Back Option with POS purchase	FREE
POS Declines	FREE
Card to Bank ACH Transfer****	FREE
Cash Out at any Principal MasterCard Member Institution	FREE
Monthly Maintenance Fee*	\$3.95
ATM Account Inquiry Fee	\$1.50
Inactivity Fee**	\$3.95
Domestic ATM Fees***	\$2.95
ATM Decline for Non Sufficient Funds Fee	\$2.95
International ATM Fees***	\$3.95
ATM Decline International Fee	\$3.95
Replacement of lost or stolen card	\$0.00
Account Closure Fee/Request for Balance by Check	FREE

* After 15 days of the card being validated (used for a transaction) the card starts incurring a monthly maintenance fee to cover the cost of the FDIC insured account. Once the card has been validated the inactivity fees no longer apply. Both fees will never be charged together.

** If after 100 days the card has not been validated (used for a transaction) the card will be charged an inactivity fee of \$3.95 per month. Until the card has been validated (used for a transaction).

***Fees may also be imposed by the local ATM provider in addition to card fees. For a listing of surcharge-free ATM's, visit <http://www.moneypass.com/>.

****Returned or rejected ACH transfers for invalid banking information are subject to a \$9.95 returned processing fee.

*****Cardholder fees are subject to change. Thirty (30) day prior written notice of a change in fees will be given. The changes will be posted on the Card website at www.accessfreedomcard.com. You will be deemed to have proper notice thirty days (30) after the amendments are posted.

ATTACHMENT F – REFERENCES

List three (3) government agencies or private sector companies of equal size and scope to whom you have supplied like services and/or products within the last five (5) years.

Agency Name: Riverside County Sheriffs Department

Address: 4095 Lemon Street, Riverside CA 92501

Contact Person & Title: Dawn Jones, Administrative Services Manager

Telephone No.: (951) 922-7243 E-mail: dawnjone@riversidesheriff.org

Number of years your company has provided this product to this customer: 2016 to Present

Agency Name: Kern County Sheriff

Address: 1350 Norris Road, Bakersfield, CA 93308

Contact Person & Title: Lt. Jacob Pierson, S.E.R.T Commander

Telephone No.: (661) 391-2078 E-mail: piersonj@kernsheriff.org

Number of years your company has provided this product to this customer: 2016 to Present

Agency Name: Los Angeles County Jail

Address: 11705 S Alameda St, Lynwood, CA 90262

Contact Person & Title: Sgt. Danny Walls

Telephone No.: (323) 526-5321 E-mail: djwalls@lasd.org

Number of years your company has provided this product to this customer: 2007 to Present

Provide a minimum of three (3) customer references Proposer has contracted with, providing the same service as requested in this RFP. Contacts listed must be persons with direct knowledge of the type and quality of the services and/or products provided by your organization, and that can offer substantial feedback on the business relationship. **Submission this document constitutes permission to the County to check, verify, and have certified all of the information contained herein.**

*Enter “**Present**” if still providing the services (Example: 10/08/13 – Present).

ATTACHMENT H – EXCEPTIONS TO RFP

PROPOSER NAME Keefe Commissary Network, LLC

ADDRESS 10880 Lin Page Place, St. Louis, MO 63132

TELEPHONE# (314) 963-8700 FAX # (314) 919-4109

I have reviewed the RFP in its entirety and have the following exceptions: (Please identify and list your exceptions by indicating RFP, the Section or Paragraph number, and Page number, as applicable. Be specific about your objections to content, language, or omissions. Add as many pages as required.)

Keefe Response: Keefe has read, understands, and will adhere.

We have no exceptions.

ATTACHMENT I – PUBLIC RECORDS ACT EXEMPTIONS

PROPOSER NAME Keefe Commissary Network, LLC

ADDRESS 10880 Lin Page Place, St. Louis, MO 63132

TELEPHONE# (314) 963-8700 FAX # (314) 919-4100

Proposer requests that specific portions of the contents of this Proposal be held confidential and not subject to public disclosure pursuant to the Public Records Act. The specific portions are detailed below: (Please identify and list your exemptions by indicating the Section or Paragraph number, and Page number, of the Proposal where the content is contained.) **Each stated exemption must include a citation to supporting legal authority, including statutory authority or case law, to support exemption from the Public Records Act. Requested exemptions that does not meet the requirements of this section will not be considered.**

We request that our Financial Statements, Attachment K, be held confidential.

Please see the following page for stated exemption letter.



October 6, 2023

San Bernardino County
655 East Third Street - Bureau of Administration
San Bernardino, CA 92415

RE: Financial Statements; Keefe Commissary Network, LLC

Dear Sir or Madam:

Please find attached the 2021-2022 Keefe Commissary Network, LLC audited financial statements. Keefe Commissary Network, LLC is a privately held company; therefore, we ask that you keep the financial statements in the strictest confidence.

Pursuant to California's Administration Code Section Cal. Civ. Code § 3426.1(d) Keefe Commissary Network LLC. Audited financial statements qualify as a trade secret per the following: (d) "Trade secret" means information, including a formula, pattern, compilation, program, device, method, technique, or process, that:
(1) Derives independent economic value, actual or potential, from not being generally known to the public or to other persons who can obtain economic value from its disclosure or use; and
(2) Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.

KCN's financial statements contains confidential and privileged information regarding KCN's financial position which, if made publicly available, would cause irreparable harm to its competitive market position.

Feel free to contact me at 314.214.2700 or by e-mail at cpingel@tkcholdings.com.

Sincerely,

Carrie L. Pingel
Vice President
Controller

ATTACHMENT J

INDEMNIFICATION AND INSURANCE REQUIREMENTS AFFIDAVIT

**THE PROPOSER'S INSURANCE COMPANY(S) OR INSURANCE AGENT MUST COMPLETE THIS FORM
AND
THE PROPOSER MUST SUBMIT THIS COMPLETED AFFIDAVIT WITH THE PROPOSAL.**

I, the undersigned (Please check one box) underwriter agent/broker, certify that I and the Proposer listed below have jointly reviewed the "Insurance Requirements" in this Request for Proposal (RFP). If the San Bernardino County ("County") awards the Proposer the Contract for this project, I will be able—within fourteen (14) calendar days after the Proposer is notified of the Contract's award—to furnish the County with all the required, insurance certificate(s) and endorsement(s) as specified in Section X, Paragraph B. Indemnification and Insurance Requirements.

Aon Risk Services Central, Inc.

09/14/2023

Insurance Broker / Agency Name

Date

Kristin Schroeder

Jennifer L. Turpen

on behalf of Kristin Schroeder

Insurance Broker's / Agent's Name (Printed)

Insurance Broker's / Agent's Name (signature)

4220 Duncan Ave, Suite 401 St. Louis, MO 63110

Address

City

State

Zip Code

314-721-5100

kristin.schroeder@aon.com

Telephone Number

FAX Number

Email Address

Keefe Commissary Network, LLC

Commissary Services For Detention Facilities, SHR123-AdMSR-4897

Proposer's Name

County RFP Name and Number

Below State the Name of Insurance Company Providing Coverage:

DO NOT write "Will Provide," "To Be Determined," "When required," or similar phrases.

Liberty Mutual Fire Insurance Co.

Liberty Mutual Fire Insurance Co.

Commercial General Liability

Automobile Liability

Liberty Insurance Corporation

AIG Specialty Insurance Company

Workers' Compensation Liability

Professional Liability

N/A

AIG Specialty Insurance Company

Cyber Liability

Pollution Liability

N/A

Sexual Abuse Liability

[NOTE TO PROPOSER: See Section X, Paragraph B. Indemnification and Insurance Requirements, for details on the basic requirements and types of insurance for this agreement.]

NOTE TO THE UNDERWRITER / AGENT-BROKER: If the insurance forms that the Proposer submits to the County do not fully comply with the Insurance Requirements, and/or if the Proposer fails to submit the forms within the 14-day time limit, the County may: (1) declare the Proposer's Proposal non-responsive, and (2) award the Contract to the next highest ranked Proposer.

If you have any questions about the Insurance Requirements, please contact San Bernardino County - Risk Management Department, via e-mail Insurance.Questions@rm.sbcounty.gov (Please provide name of RFP with your email question(s)).



September 13, 2023

San Bernardino County
655 East Third Street - Bureau of Administration
San Bernardino, CA 92415

RE: Keefe Commissary Network, LLC
Insurance Policy Deductibles and Self-Insured Retentions

Dear Sir or Madam:

Regarding insurance deductibles and self-insured retentions, please see below.

The General Liability Insurance Policy has a \$250,000 self-insured retention.

The Auto Liability Insurance Policy has a \$250,000 self-insured retention and the Auto Physical Damage coverage section has a \$5,000 deductible.

The Workers' Compensation Insurance Policy has a \$200,000 deductible.

Sincerely,

Christy Wetzel
Director of Risk Management
TKC Holdings, Inc.



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
05/08/2023

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

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

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105		
	E-MAIL ADDRESS:		
INSURED Keefe Commissary Network, LLC 10880 Linpage Place St Louis MO 63132 USA	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Liberty Mutual Fire Ins Co		23035
	INSURER B: Liberty Insurance Corporation		42404
	INSURER C:		
	INSURER D:		
	INSURER E:		
INSURER F:			

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER:** 570099359144 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			EB2651291759062 SIR applies per policy terms & conditions	12/01/2022	12/01/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$10,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS2-651-291759-072	12/01/2022	12/01/2023	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION			TH7651291759092	12/01/2022	12/01/2023	EACH OCCURRENCE \$2,000,000 AGGREGATE \$2,000,000 Products/Completed O \$2,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WA765D291759042 Workers Comp (AOS) SIR applies per policy terms & conditions	12/01/2022	12/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000

570099359144

Certificate No :

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

CERTIFICATE HOLDER

Keefe Commissary Network, LLC
10880 Linpage Place
St. Louis MO 63132 USA

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Aon Risk Services Central, Inc.





CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
07/20/2022

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

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

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105		
	E-MAIL ADDRESS:		
INSURED Keefe Commissary Network, LLC 10880 Linpage Place St Louis MO 63132 USA	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: AIG Specialty Insurance Company		26883
	INSURER B:		
	INSURER C:		
	INSURER D:		
	INSURER E:		
INSURER F:			

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER:** 570094606960 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION						EACH OCCURRENCE AGGREGATE
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						<input type="checkbox"/> Y / <input type="checkbox"/> N N / A PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT
A	Cyber Liability			014196471 Claims Made 10/08/96 SIR applies per policy terms & conditions	07/15/2022	07/15/2023	Limit SIR \$5,000,000 \$1,000,000

Certificate No : 570094606960

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

CERTIFICATE HOLDER**CANCELLATION**

Keefe Commissary Network, LLC 10880 Linpage Place St. Louis MO 63132 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Central, Inc.</i>





ADDITIONAL REMARKS SCHEDULE

AGENCY Aon Risk Services Central, Inc.		NAMED INSURED Keefe Commissary Network, LLC	
POLICY NUMBER See Certificate Number: 570094606960			
CARRIER See Certificate Number: 570094606960	NAIC CODE	EFFECTIVE DATE:	

ADDITIONAL REMARKS

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance**

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER	
INSURER	
INSURER	
INSURER	

ADDITIONAL POLICIES If a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS	
	OTHER							
A	E&O-MPL-Primary			014196471 Claims Made 10/08/96 SIR applies per policy terms & conditions	07/15/2022	07/15/2023	Limit	\$5,000,000
							SIR	\$1,000,000

ATTACHMENT L

DISCLOSURE OF CRIMINAL AND CIVIL PROCEEDINGS

Please see the attached pages .

Legal Proceedings

Plaintiff	Company	Case Number	Received Date	Court	Case Description	Status	Dismissed/ Settled Date
Ahlgrim, Dakota	Keefe Commissary Network, LLC	1:16-cv-00177	2/15/2016	USDC of New Mexico	Plaintiff alleged false advertisement /promotion, price discrimination, price fixing, unjust enrichment, Clayton Anti-Trust Act and negligence.	Dismissed	10/19/2016
Puleio, Joseph	Keefe Commissary Network, LLC	1684CV-00346(E)	2/26/2016	State of Massachusetts, Superior Court, Suffolk County	Plaintiff alleged he was sold a defective pair of Timberland workboots, and was denied his rights & benefits under a life-time warranty contract for replacement. Plaintiff further alleged that forcing him to purchase new workboots would unjustly enrich Keefe.	Settled	9/16/2019
Stubbs, Clifford	Keefe Commissary Network, LLC	2:16cv00969	4/15/2016	USDC of Nevada	Plaintiff alleged KCN's coffee has caused him to suffer from addiction, causing him migraines, jitters, kidney pain, depression, impaired motor skills, and addiction.	Dismissed	8/12/2016
Foley, Rick	Keefe Commissary Network, LLC	CV2016-092793	7/12/2016	State of Arizona, Superior Court, Maricopa County	Plaintiff alleged KCN has over priced items, that packages received were damaged, and harassment.	Appealed	10/10/2016
Mazzola, Samuel	Keefe Commissary Network, LLC	3:12-cv-1055	7/15/2016	USDC of Florida Middle District	Plaintiff alleged that canteens were not ADA compliant and he was not allowed to work as a canteen operator due to being wheelchair bound.	Dismissed	8/24/2016
Foley, Rick	Keefe Commissary Network, LLC	CA-CV 16-0693	10/26/2016	State of Arizona, Court of Appeals	Plaintiff appealed the October 10, 2016 Order dismissing the case.	Dismissed	12/19/2016
Lashuay, Jerry	Keefe Commissary Network, LLC	15-1030-SC	11/29/2016	State of Michigan, 64A Judicial District	Plaintiff alleged Access Corrections failed to repair or replace his MP3 device.	Dismissed	10/31/2018
State of Mississippi (Jim Hood AG)	Keefe Commissary Network, LLC	25CI 1:17-cv-00081	2/9/2017	State of Mississippi, 1st Judicial District Court, Hinds County	Plaintiff alleged RICO, antitrust violations, conspiracy, fraud, breach of fiduciary duty, unjust enrichment and violation of MS statutes.	Settled	3/8/2018
Whitehead, Monte	Keefe Commissary Network, LLC	2:17-cv-00275	3/3/2017	USDC of New Mexico	Plaintiff alleged unfit conditions in the facility.	Dismissed	3/1/2021
Carey, Jesse	Keefe Commissary Network, LLC	17-3-148-SC	3/27/2017	State of Michigan, 93rd Judicial District Court	Plaintiff alleged he was sold an MP3 device knowing the contract with the state was ending.	Dismissed	9/14/2017
Freeman, Benjamin	Keefe Commissary Network, LLC	CV2017-000636	4/18/2017	State of Arizona, Superior Court, Maricopa County	Plaintiff alleged that his rights were violated due to smoking/tobacco policies and exposure to second hand smoke.	Dismissed	10/22/2019
Summers, Mark	Keefe Commissary Network, LLC	1715sc1176	5/5/2017	State of Massachusetts, Trial Court, Brockton Small Claims	Plaintiff alleged items purchased were never received.	Settled	7/19/2017
Asemani, Billy	Keefe Commissary Network, LLC	C-20-CV-17-000034	5/18/2017	State of Maryland, Circuit Court, Talbot County	Plaintiff alleged the Keefe Columbian Blend Coffee does not detail percentage of Colombian origin blend in coffee.	Dismissed	11/25/2019
Lashuay, Jerry	Keefe Commissary Network, LLC	17-F32667AZ	5/26/2017	State of Michigan, Court of Appeal	KCN appealed default Judgment and case remanded to District Court.	Remand	6/19/2017
Berrios, Osbaldo	Keefe Commissary Network, LLC	TDC 17-CV-0826	6/6/2017	USDC of Maryland	Plaintiff alleged he was attacked by a KCN employee.	Dismissed	2/23/2022
Smith, Tanya	Keefe Commissary Network, LLC	7:17-cv-00171	6/20/2017	USDC of Virginia Western District	Plaintiff alleged she incurred an injury while working in the commissary.	Dismissed	3/31/2018
Stephens, Edwin	Keefe Commissary Network, LLC	16SL-CC03488	6/22/2017	State of Missouri, 21st Judicial Circuit, St. Louis County	Plaintiff alleged he incurred an injury from a defective razor.	Dismissed	11/19/2018

Legal Proceedings

Plaintiff	Company	Case Number	Received Date	Court	Case Description	Status	Dismissed/ Settled Date
Ahlgren, Dakota	Keefe Commissary Network, LLC	1:16-cv-00177	2/15/2016	USDC of New Mexico	Plaintiff alleged false advertisement /promotion, price discrimination, price fixing, unjust enrichment, Clayton Anti-Trust Act and negligence.	Dismissed	10/19/2016
Huffman, George	Keefe Commissary Network, LLC	PSC1703394	8/15/2017	State of California, Superior Court, Riverside County	Plaintiff alleged that fund transfers to his commissary account were reported as fraudulent in bad faith, causing all transactions to be charged back and his trust account to be blocked. Plaintiff further alleges KCN's indifference to the illuminate claim has caused him pain.	Dismissed	9/25/2018
Acker, Christina	Keefe Commissary Network, LLC	2:17-cv-03149	10/5/2017	USDC of Arizona	Plaintiff alleged items in the commissary are substandard and alleges KCN is price gouging.	Dismissed	7/30/2019
Reichert, Jeffrey	Keefe Commissary Network, LLC	3:17-cv-05848	10/25/2017	USDC of Washington Western District	Plaintiff alleged that upon his release he received prepaid debit card instead of cash for funds on his person at time of booking; in violation of his 5th Amendment rights and EFT Act.	Settled	
Elick, Nelson	Keefe Commissary Network, LLC	0101-0026874-2017	11/2/2017	State of Maryland, Circuit Court, Allegany County	Plaintiff disputed an issued warning of violation of the Kosher Diet Program for consuming items that were not Kosher against his signed Religious Diet Agreement.	Dismissed	1/26/2018
Mitchell, Tony	Keefe Commissary Network, LLC	3:17-cv-03473	12/21/2017	USDC of Texas, Northern District	Plaintiff claimed he needed legal package for indigents.	Dismissed	7/5/2018
Hall, Sharon	Keefe Commissary Network, LLC	3:16-cv-0044	1/2/2018	USDC of Kentucky Eastern District	Plaintiff alleged she was denied hair care products that comply with her Rastafarian religion.	Dismissed	3/28/2018
Renkowic, Donald	Keefe Commissary Network, LLC	1880cv001	1/15/2018	State of Massachusetts, Superior Court, Hampshire County	Plaintiff alleged unfair pricing and taxes on commissary items.	Appealed	10/24/2019
Brooks, Charles	Keefe Commissary Network, LLC	180173345C	2/15/2018	State of Michigan, 60th Judicial District, Small Claims	Plaintiff claimed he wanted his MP3 player reset and he was told it could not be until his release - approximately 89 months.	Dismissed	5/2/2018
Hart, Glenn	Keefe Commissary Network, LLC	181SSC321	2/22/2018	State of Massachusetts, District Court, Brockton	Plaintiff alleged that his Edge mini tablet screen cracked within the warranty timeframe, yet he was told it could not be fixed.	Dismissed	5/1/2018
Carrier, Joshua	Keefe Commissary Network, LLC	1815SC000732	4/2/2018	State of Massachusetts, Trial Court, Brockton Small Claims	Plaintiff alleged bait and switch due to unannounced price change on a product he ordered.	Dismissed	9/18/2018
Lashuay, Jerry	Keefe Commissary Network, LLC	17-0414-GC	4/11/2018	State of Michigan, 64A Judicial District	Plaintiff alleged Access Corrections failed to repair or replace his MP3 device.	Dismissed	10/31/2018
Carrier, Joshua	Keefe Commissary Network, LLC	1815SC977	5/1/2018	State of Massachusetts, Trial Court, Brockton Small Claims	Plaintiff alleged breach of warranty related to overcharging and inability to upgrade tablet.	Dismissed	9/18/2018

Legal Proceedings

Plaintiff	Company	Case Number	Received Date	Court	Case Description	Status	Dismissed/ Settled Date
Ahlgren, Dakota	Keefe Commissary Network, LLC	1:16-cv-00177	2/15/2016	USDC of New Mexico	Plaintiff alleged false advertisement /promotion, price discrimination, price fixing, unjust enrichment, Clayton Anti-Trust Act and negligence.	Dismissed	10/19/2016
Blackwell, Patrick	Keefe Commissary Network, LLC	1884CV00527	5/2/2018	State of Massachusetts, Trial Court, The Superior Court	Plaintiff alleged unfair and deceptive practices re his Edge Mini Player kit.	Dismissed	1/2/2019
Aicher, Eric	Keefe Commissary Network, LLC	D-181-cv-2018-00031	5/11/2018	State of New Mexico, 8th Judicial District Court, Union County	Plaintiff alleged damage to his MP4 player after it was mishandled and alleges it was returned to wrong address; in violation of his 5th and 14th amendment rights.	Removed to Federal Court	6/12/2018
Denson, MacArthur	Keefe Commissary Network, LLC	1885cv00724	5/14/2018	State of Massachusetts, Superior Court, Worcester County	Plaintiff alleged KCN misrepresented and sold an 8GB tablet as having 40GB.	Dismissed	3/5/2020
Aicher, Eric	Keefe Commissary Network, LLC	1:18-cv-00539	6/12/2018	USDC of New Mexico	Plaintiff alleged damage to his MP4 player after it was mishandled and alleges it was returned to wrong address; in violation of his 5th and 14th amendment rights.	Appealed	4/1/2019
Thompson, Malachi	Keefe Commissary Network, LLC	5:18-cv-05092	7/19/2018	USDC of Arkansas Western District	Plaintiff alleged KCN violated his rights as a consumer under the Deceptive Trade Act. Plaintiff further alleged TSG uses substandard ingredients to cut costs, causing him and others illness after eating.	Dismissed	1/23/2019
Avery, Robert	Keefe Commissary Network, LLC	5:18-cv-05075	7/24/2018	USDC of Arkansas Western District	Plaintiff alleged that his consumer rights were violated when he was forced to purchase clothing and hygiene at inflated rates. Additionally, plaintiff alleges small portions of food were given to him in retaliation for grievances filed regarding his vegan diet needs; causing him to lose 30 pounds.	Dismissed	4/25/2019
Wilson, Xavier	Keefe Commissary Network, LLC	10100195112018	8/30/2018	State of Maryland, District Court, Baltimore City	Plaintiff alleged lock purchased was of inferior quality.	Judgment for Defendant	11/19/2018
Elick, Nelson	Keefe Commissary Network, LLC	C-01-CV-18-000276	9/12/2018	State of Maryland, Circuit Court, Allegany County	Plaintiff alleged KCN has violated his first amendment rights, the MD Consumer Protection Act, and MD Commercial Laws 14-901 through 14-911; additionally, he further alleges gross negligence and intentional infliction of emotional distress.	Appealed	3/17/2021
Perry, Gregory	Keefe Commissary Network, LLC	18STSC13685	11/21/2018	State of California, Superior Court, Los Angeles Court-Small Claims	Plaintiff alleged funds from his inmate trust account were withdrawn for commissary he did not receive.	Dismissed	2/11/2019
Kensu, Temujin	Keefe Commissary Network, LLC	5:18-cv-10171	2/9/2019	USDC of Michigan Eastern District	Plaintiff alleged that he and members of the Class Action were defrauded and deceived into purchasing MP3 players; which they will no longer be able to use.	Dismissed	1/31/2019
Beraha, Arthur a/k/a Greene, Travers	Keefe Commissary Network, LLC	3:17-cv-1812153	2/11/2019	State of Nevada, 7th Judicial District, White Pine County	Plaintiff alleged purchase of defective MP3 player.	Settled	9/23/2022
Myles, David	Keefe Commissary Network, LLC	UWY-CV-18-5023686-S	2/22/2019	State of New Jersey, Waterbury Superior Court	Plaintiff alleged tablet storage size was misrepresented.	Dismissed	9/15/2020

Legal Proceedings

Plaintiff	Company	Case Number	Received Date	Court	Case Description	Status	Dismissed/ Settled Date
Ahlgim, Dakota	Keefe Commissary Network, LLC	1:16-cv-00177	2/15/2016	USDC of New Mexico	Plaintiff alleged false advertisement /promotion, price discrimination, price fixing, unjust enrichment, Clayton Anti-Trust Act and negligence.	Dismissed	10/19/2016
Graves, Jerry	Keefe Commissary Network, LLC	G2018-1552M/4	3/28/2019	State of Mississippi, 1st Judicial Circuit, Hinds County	Plaintiff alleges unlawful conversion and lock-out of MP3 player due to embedded Keefe software.	Currently pending	
Aicher, Eric	Keefe Commissary Network, LLC	19-2055	4/1/2019	USCA 10th Circuit	Plaintiff appealed the Federal Court's decision regarding his allegation of damage to his MP4 player after it was mishandled and alleges it was returned to wrong address; in violation of his 5th and 14th amendment rights.	Dismissed	4/11/2019
Dalal, Aakash	Keefe Commissary Network, LLC	L-1953-19	4/10/2019	State of New Jersey, Superior Court, Middlesex County	Plaintiff alleged KCN overcharged for merchandise purchased through the jail commissary.	Appealed	10/2/2020
Cruz, Iven	Keefe Commissary Network, LLC	0101-0028478-2018	4/17/2019	State of Maryland, District Court, Baltimore City	Plaintiff sought to recover money spent with KCN.	Dismissed	12/28/2021
Kensu, Temujin	Keefe Commissary Network, LLC	2:19-cv-10651	4/17/2019	USDC of Michigan Eastern District	Plaintiff alleged that he and members of the Class Action were defrauded and deceived into purchasing MP3 players; which they will no longer be able to use.	Dismissed	5/23/2019
Duncan, Henry	Keefe Commissary Network, LLC	3:18-cv-01355	5/2/2019	USDC of West Virginia Southern District	Plaintiff alleged while detained KCN and others defendants violated his rights to his personal property.	Dismissed	10/8/2020
Umberger, Christopher	Keefe Commissary Network, LLC	18-M41C-00276 (GT)	5/8/2019	State of West Virginia, Magistrate Court, Raleigh County	Plaintiff alleged he was sent the wrong radio (one he could not use) and he incurred the expenses of returning it.	Dismissed	11/2/2020
Radler, James	Keefe Commissary Network, LLC	SUCV2019-012796	5/20/2019	State of Massachusetts, Superior Court, Suffolk County	Plaintiff alleged violation of his rights under the 5th and 14th Amendments when funds were allegedly entered into the wrong inmate account.	Settled	9/10/2019
Kensu, Temujin	Keefe Commissary Network, LLC	19SL-CC02467	5/22/2019	State of Missouri, 21st Circuit Court, St. Louis County	Plaintiff alleges he and members of a class action have been deceived into buying MP3 players they will no long be able to use.	Currently pending	
Cottman, Bennett	Keefe Commissary Network, LLC	190606570	7/12/2019	State of Pennsylvania, Court of Common Pleas, Philadelphia County	Passenger alleged injuries sustained when KCN employee involved in collision with bus.	Arbitration	12/13/2021
Vasile, Thomas	Keefe Commissary Network, LLC	1983CV00580	8/7/2019	State of Massachusetts, Superior Court, Plymouth County	Plaintiff alleges that he never received ordered items due to transfer.	Dismissed	6/23/2023
Wilson, Melvin	Keefe Commissary Network, LLC	STK-CV-SC-2018-0013784	8/7/2019	State of California, Superior Court San Joaquin County, Small Claims	Plaintiff alleged he did not receive all commissary items purchased.	Won at trial	3/29/2021
Renkowic, Donald	Keefe Commissary Network, LLC	2020-P-1395	10/24/2019	State of Massachusetts, Appeals Court	Plaintiff appealed the lower court's Order dated 10/2/2019 allowing Motion for Summary Judgment.	Affirmed	12/27/2021
Roberts, Aaron	Keefe Commissary Network, LLC	D-07-CV-19-018066	11/6/2019	State of Maryland, District Court, Baltimore City	Plaintiff alleged he did not receive items ordered.	Judgment Satisfied	11/29/2021
Denson, MacArthur	Keefe Commissary Network, LLC	1985CV01539	11/8/2019	State of Massachusetts, Superior Court, Worcester County	Plaintiff alleged KCN of false and deceptive advertising in regards to his MP3 player.	Settled	3/15/2022

Legal Proceedings

Plaintiff	Company	Case Number	Received Date	Court	Case Description	Status	Dismissed/ Settled Date
Ahlgrim, Dakota	Keefe Commissary Network, LLC	1:16-cv-00177	2/15/2016	USDC of New Mexico	Plaintiff alleged false advertisement /promotion, price discrimination, price fixing, unjust enrichment, Clayton Anti-Trust Act and negligence.	Dismissed	10/19/2016
Littlejohn, Juivonne	Keefe Commissary Network, LLC	19SL-SC01155	1/7/2020	State of Missouri, St. Louis County, Small Claims	Plaintiff alleged funds being held back and refusal to process commissary orders	Dismissed	3/3/2020
Lovett, Andrew	Keefe Commissary Network, LLC	35CV-20-692	1/10/2020	State of Arkansas, 2nd Division Jefferson County	Plaintiff alleged MP3 player was damaged when kiosk malfunctioned.	Dismissed	8/26/2022
Floyd, Zane	Keefe Commissary Network, LLC	CV-107081	2/28/2020	State of Nevada, 7th Judicial District, White Pine County	Plaintiff alleged breach of warranty regarding MP4 player.	Settled	9/16/2021
Rupp, Micah	Keefe Commissary Network, LLC	20SC8714	3/9/2020	State of Nevada, Lake Township, County of Pershing, small claims	Plaintiff alleged misrepresentation with regard to MP3 player.	Dismissed	9/27/2021
Keels, Lenorak	Keefe Commissary Network, LLC	2020 SC 000657	4/7/2020	State of Florida, 2nd Judicial Circuit, Leon County	Plaintiff alleged fraud and conversion of funds used to purchase MP4 and songs due to cancellation of contract by FDOC	Dismissed	4/24/2020
Franklin, Bryce	Keefe Commissary Network, LLC	D101CV2020-00951	5/1/2020	State of New Mexico, 1st Judicial District Court, Santa Fe County	Plaintiff alleged KCN failed to respond to open records requests.	Dismissed	10/14/2020
Monical, Bradley	Keefe Commissary Network, LLC	6:18-cv-00103	5/13/2020	USDC of Oregon	Plaintiff alleged KCN violated his First Amendment Rights and equal protection rights by profiteering on sale of paper and postage stamps.	Dismissed	7/5/2023
Bell, Sirette	Keefe Commissary Network, LLC	CV-2-2--900613.00	5/20/2020	State of Alabama, Circuit Court, Jefferson County	Plaintiff alleged she was involved in an auto collision caused by a KCN employee operating a vehicle leased by KCN resulting in injuries.	Dismissed	3/25/2021
Lang, Daniel	Keefe Commissary Network, LLC	20cv00585	7/23/2020	State of Washington, District Court, Kitsap County	Plaintiff alleged he sustained injury from product purchased at commissary.	Tendered	4/13/2021
Rievel, James	Keefe Commissary Network, LLC	408 Civil 2020	8/7/2020	State of Pennsylvania, Court of Common Pleas, Somerset County	Plaintiff/former corrections officer alleged he contracted cancer due to second hand smoke from tobacco products sold by KCN.	Dismissed	9/2/2021
Dalal, Aakash	Keefe Commissary Network, LLC	A-000743-20TA	10/2/2020	State of New Jersey, Superior Court, Appellate Division	Plaintiff is appealing the lower court's Order dated September 25, 2020.	Appealed	2/3/2023
Horton, Richard	Keefe Commissary Network, LLC	5:20-cv-5138	10/30/2020	USDC of Arkansas Western District	Plaintiff alleged suspension of commissary during Covid-19 outbreak at facility was in retaliation for inmate complaints and violated his civil rights.	Dismissed	1/12/2022
Franklin, Bryce	Keefe Commissary Network, LLC	A-1-CA-39416	11/12/2020	State of New Mexico, Court of Appeals	Plaintiff is appealing the October 14, 2020 Order dismissing the case.	Currently pending	
Baker, John	Keefe Commissary Network, LLC	CV 2021-016815	1/7/2021	State of Arizona, Superior Court, Maricopa County	Plaintiff alleged he doesn't receive commissary orders on a regular basis and hasn't received items purchased for him by his family.	Dismissed	12/9/2022
McNeal, Christopher	Keefe Commissary Network, LLC	3:21-cv-00341	3/26/2021	USDC of Illinois Southern District	Plaintiff alleged that commissary and related fees are unfair, and products are of poor quality. Additionally, plaintiff alleged commissary profits are not used appropriately.	Dismissed	3/2/2022
Elick, Nelson	Keefe Commissary Network, LLC	CAS-REG-0203-2021	4/2/2021	State of Maryland, Court of Special Appeals	Plaintiff appealed the Court's decision granting of summary judgment.	Dismissed	11/23/2021

Legal Proceedings

Plaintiff	Company	Case Number	Received Date	Court	Case Description	Status	Dismissed/ Settled Date
Ahlgrim, Dakota	Keefe Commissary Network, LLC	1:16-cv-00177	2/15/2016	USDC of New Mexico	Plaintiff alleged false advertisement /promotion, price discrimination, price fixing, unjust enrichment, Clayton Anti-Trust Act and negligence.	Dismissed	10/19/2016
Levy, Shawnte	Keefe Commissary Network, LLC	8:18-cv-01291	4/19/2021	USDC of Maryland	Plaintiff is transgender and alleged she has been denied access to female commissary items.	Dismissed	2/4/2022
Johnson, Eric	Keefe Commissary Network, LLC	2020-04581	4/27/2021	State of Pennsylvania, Common Pleas Court, Cumberland County	Plaintiff alleged he sustained injury from foreign object in packaged food.	Closed	3/29/2023
Martino, Gregory	Keefe Commissary Network, LLC	2163SC000017	6/28/2021	State of Massachusetts, Trial Court, Gardner Small Claims Session	Plaintiff alleged an ongoing problem with the 7" Edge Tablet caused him to lose his purchased music.	Dismissed	1/18/2022
Reichert, Jeffrey	Keefe Commissary Network, LLC	21-35534	7/1/2021	USCA 9th Circuit	Plaintiff appealed the lower court's Order dated June 2, 2021	Settled	
Miller, Justin	Keefe Commissary Network, LLC	D-506-CV2021-520	7/7/2021	State of New Mexico, 5th Judicial District Court	Plaintiff alleges misleading pricing and product information with regard to tablet and music ("Media Store") purchases.	Currently pending	
Jurich, George	Keefe Commissary Network, LLC	2021-002452-NZ	7/12/2021	State of Michigan, 14th Judicial District	Plaintiff alleged product received was not as advertised when purchased.	Dismissed	8/22/2021
Norwood, Travis	Keefe Commissary Network, LLC	2:20-cv-00350	7/13/2021	USDC of West Virginia Southern District	Plaintiff alleged KCN has inflated commissary product prices, and that some items he purchased have been lost/stolen while he has been in administrative segregation.	Dismissed	8/23/2022
Losee, Jack	Keefe Commissary Network, LLC	4:21-cv-00092	7/21/2021	USDC of Iowa Southern District	Plaintiff alleges that his MP3 player stopped working and he can no longer listen to the 1,407 songs he purchased, valued at over \$2,500.00.	Currently pending	
Hunnicut, Carnel	Keefe Commissary Network, LLC	D-101-CV-2020-02727	8/5/2021	State of New Mexico, 1st Judicial District Court, Santa Fe County	Plaintiff alleged that state and federal antitrust laws were violated through the revenue generate by commissary mark-ups, increases and music services.	Removed to Federal Court	9/2/2021
Hunnicut, Carnel	Keefe Commissary Network, LLC	2:21-cv-00687	9/2/2021	USDC of New Mexico	Plaintiff alleged state and federal antitrust laws were violated through commissary mark-ups and increases for music services.	Dismissed	3/21/2022
Basnight Land & Land	Keefe Commissary Network, LLC	6v21-8974	9/7/2021	State of Virginia, General District Court, Chesapeake County	Contract dispute.	Settled	10/26/2021
Wallner, Isaiah	Keefe Commissary Network, LLC	3AN-21-08786CI	9/9/2021	State of Alaska, District Court of Anchorage	Plaintiff alleged that MP4 player became inoperable after using Kiosk, and that he received the wrong music.	Dismissed	3/2/2022
Spradley, Glenn	Keefe Commissary Network, LLC	22-05550-CA-01	12/27/2021	State of Florida, Miami-Dade County, Eleventh Judicial Circuit	Plaintiff alleges that Cactus Annie Chips that he purchased were defective and unfit for human consumption causing him mild stomach pain and mental distress.	Currently pending	
Harper, Johnathan	Keefe Commissary Network, LLC	21C0236	1/5/2022	State of California, Superior Court, Kings County	Plaintiff alleges coffee products he received were not as described and that coffee is inferior in quality and defective.	Currently pending	

Legal Proceedings

Plaintiff	Company	Case Number	Received Date	Court	Case Description	Status	Dismissed/ Settled Date
Ahlgren, Dakota	Keefe Commissary Network, LLC	1:16-cv-00177	2/15/2016	USDC of New Mexico	Plaintiff alleged false advertisement /promotion, price discrimination, price fixing, unjust enrichment, Clayton Anti-Trust Act and negligence.	Dismissed	10/19/2016
Aicher, Eric	Keefe Commissary Network, LLC	D-101-cv-2021-02486	1/6/2022	State of New Mexico, 1st Judicial District Court, Santa Fe County	Plaintiff alleged KCN knew they were going to no longer have a contract with the Department of Corrections when they allowed him to update his MP4 player and sold him MP4 songs and accessories.	Removed to Federal Court	2/1/2022
Baker, John	Keefe Commissary Network, LLC	2:22-cv-00157	1/27/2022	USDC of Arizona	Plaintiff alleged he doesn't receive commissary orders on a regular basis and hasn't received items purchased for him by his family.	Remand	3/30/2022
Aicher, Eric	Keefe Commissary Network, LLC	1:22-cv-00077	2/1/2022	USDC of New Mexico	Plaintiff alleged KCN knew they were going to no longer have a contract with the Department of Corrections when they allowed him to update his MP4 player and sold him MP4 songs and accessories.	Dismissed	2/23/2022
Tillman, Jamar	Keefe Commissary Network, LLC	2021CA004958	2/7/2022	District of Columbia, Superior Court	Plaintiff alleged he did not receive items he purchased.	Dismissed	4/26/2022
Valadez, Juan	Keefe Commissary Network, LLC	2021CVF002024D3	2/10/2022	State of Texas, District Court, 341st Judicial District	Plaintiff alleged that he sustained injury after slip/fall.	Removed to Federal Court	3/14/2022
Cobarrubia, Luis	Keefe Commissary Network, LLC	D-506-CV-2022-65	2/14/2022	State of New Mexico, 5th Judicial District Court	Plaintiff alleged violations of the Unfair Practices and Price Discrimination Act.	Removed to Federal Court	3/16/2022
Raper, James	Keefe Commissary Network, LLC	4:21-cv-04067	2/14/2022	USDC of Arkansas Western District	Plaintiff alleged that the facility violated state and federal guidelines, causing him to get COVID and sustain injury.	Dismissed	6/6/2022
Cobarrubia, Luis	Keefe Commissary Network, LLC	2:22-cv-0194	2/17/2022	USDC of New Mexico	Plaintiff alleges violations of the Unfair Practices and Price Discrimination Act.	Currently pending	
Valadez, Juan	Keefe Commissary Network, LLC	5:22-cv-00016	3/14/2022	USDC of Texas Southern District	Plaintiff alleges that he sustained injury after slip/fall.	Currently pending	
Watkins, Christopher	Keefe Commissary Network, LLC	3:20-cv-00509	3/31/2022	USDC of Nevada	Plaintiff alleges receipt of debit card at release instead of cash for funds he held at the time of booking violated EFT Act.	Currently pending	
Davis, Andred	Keefe Commissary Network, LLC	3:22-cv-00150	4/1/2022	USDC of West Virginia Southern District	Plaintiff alleged workers were responsible for his ingestion of PCP and subsequent mental and physical health issues.	Closed	11/18/2022
Ayoubi, Firas	Keefe Commissary Network, LLC	22cv50158	5/5/2022	USDC of Illinois Northern District	Plaintiff alleged he was sold defective products.	Remand	7/7/2022
Meyers, Christopher	Keefe Commissary Network, LLC	7:22cv137	5/13/2022	USDC of Virginia Western District	Plaintiff alleges he has been unable to obtain noise cancelling headphones, which he states are medically necessary.	Dismissed	7/28/2023
Lujan, Raymond	Keefe Commissary Network, LLC	D-506-CV-2022-00017	6/21/2022	State of New Mexico, County of Lea, Fifth Judicial District	Plaintiff alleged KCN violated the Price Discrimination Act.	Dismissed	1/20/2023
Raper, James	Keefe Commissary Network, LLC	4:22-cv-04057	10/3/2022	USDC of Arkansas Western District	Plaintiff alleged that the facility violated state and federal guidelines, causing him to get COVID and sustain injury.	Appealed	7/10/2023
Weddington, Robert	Keefe Commissary Network, LLC	D-121-CV-23-007078	2/1/2023	State of Maryland, District Court, Allegany County	Plaintiff alleges an injury.	Currently pending	

Legal Proceedings

Plaintiff	Company	Case Number	Received Date	Court	Case Description	Status	Dismissed/ Settled Date
Ahlgim, Dakota	Keefe Commissary Network, LLC	1:16-cv-00177	2/15/2016	USDC of New Mexico	Plaintiff alleged false advertisement /promotion, price discrimination, price fixing, unjust enrichment, Clayton Anti-Trust Act and negligence.	Dismissed	10/19/2016
Dalal, Aakash	Keefe Commissary Network, LLC	87857	2/3/2023	State of New Jersey, Supreme Court	Plaintiff appealed the lower court's Order dated January 17, 2023.	Affirmed	7/13/2023
State of Tennessee	Keefe Commissary Network, LLC	92CHI-2023-DT-267	4/10/2023	State of Tennessee, Weakley County Chancery	Plaintiff alleges unpaid personal property taxes.	Currently pending	
Spradley, Glenn	Keefe Commissary Network, LLC	3D23-671	4/11/2023	3rd District Court of Appeals	Plaintiff appealed the Court's Order granting Defendants' motion to extend deadlines for initial scheduling and setting depositions and motion to take his deposition	Denied	4/13/2023
Johnson, Cassandra	Keefe Commissary Network, LLC	CC-23-02519-A	5/3/2023	State of Texas, Dallas County	Plaintiff alleges wrongful death due to ingestion of fentanyl.	Removal	5/26/2023
Johnson, Cassandra	Keefe Commissary Network, LLC	3:23-cv-01222	5/26/2023	USDC of Texas Northern District	Plaintiff alleges wrongful death due to ingestion of fentanyl.	Currently pending	
Raper, James	Keefe Commissary Network, LLC	23-2663	7/18/2023	USCA 8th Circuit	Plaintiff is appealing the lower Court's Order dated 7/10/23	Currently pending	
Mitchell, Tony	Keefe Commissary Network, LLC	1-17-1283	12/2017	State of Texas, 382 District Court, Rockwall County	Plaintiff claimed he needed legal package for indigents.	Removal	12/21/2017
Monical, Bradley	Keefe Commissary Network, LLC	23-1506	7/18/2023	USCA 9th Circuit	Plaintiff is appealing the lower Court's Order dated 7/5/23.	Currently pending	
FL MP3 See attached list	Keefe Commissary Network, LLC	See attached list		FL Federal Court, FL State Court	Plaintiffs alleged they should be refunded for all music and MP3 player purchases made before the FL DOC changed music/MP3 player vendors.	Settled/Dismissed	
MI MP3 See attached list	Keefe Commissary Network, LLC	See attached list		State of Michigan, 64B Judicial District, Montcalm County	Plaintiffs allege they should be refunded for all music and MP3 player purchases made before the Michigan DOC changed music/MP3 player vendors.	Currently pending	

Legal Proceedings FL MP3

Plaintiff	Case Number	Date Received	Status	Date Dismissed/ Settled
Clayton, Otis	2:19-cv-14137	05/16/19	Dismissed	10/31/19
Hurst, Wilbert	4:19-cv-00234	09/08/20	Dismissed	09/11/21
Johnson, Stefan	N/A	N/A	N/A	N/A
Mendoza, George	4:18-cv-00066	02/01/18	Settled	06/22/21
Peavy, Grover	2019SC000784	05/31/19	Dismissed	01/22/21
Rodriguez, Matthew	2:19-cv-14137	05/16/19	Dismissed	10/31/19
Whitaker, Joshua	4:19-cv-00282	09/09/19	Dismissed	08/31/20

Legal Proceedings MI MP3

Plaintiff	Case Number	Date Received	Status	Date Dismissed/ Settled
Adams, Sean	19-1229SC	7/15/2019	Dismissed	05/04/22
Allen, George J.	19-1074SC	6/24/2019	Dismissed	12/16/21
Anderson, Eric	19-1276 SC	7/15/2019	Dismissed	12/16/21
Anderson, Vincent	19-634 SC	4/12/2019	Dismissed	01/20/21
Bey, A'Mor	19-1330	5/30/2019	Dismissed	12/16/21
Bradford, David	19-1153 SC	6/24/2019	Dismissed	09/30/21
Bragg-Bey, Curtis	19-1043 SC	6/29/2019	Dismissed	12/16/21
Broadmax, Osborn	19-1636 SC	8/19/2019	Dismissed	05/04/22
Brown, Henry	19-1125 SC	6/24/2019	Dismissed	12/16/21
Brown, Willie	19-1093 SC	6/26/2019	Dismissed	12/16/21
Cadroy, Lawrence	19-1685 SC	8/21/2019	Dismissed	08/24/21
Cain, Brandon	20-797SC	7/21/2020	Dismissed	12/16/21
Calhoun, Delphon	19-409SC	4/10/2019	Settlement	11/18/20
Calloway, Andre	19-958 SC	5/30/2019	Dismissed	01/20/21
Calloway, Phillip	19-1517 SC	8/5/2019	Dismissed	05/04/22
Carey, Jesse	17-3-148	3/27/2017	Dismissed	09/14//17
Castenada, David	19-1439 SC	7/23/2019	Dismissed	02/12/21
Castleberry, Otis Lee	19-132 SC	7/12/2019	Dismissed	05/04/22
Cato, Michael	19-851 SC	5/13/2019	Dismissed	05/11/22
Cheese, Herman	19-211 SC	11/26/2019	Dismissed	08/24/21
Cloy, Robert	21cv00989	11/3/2021	Dismissed	10/21/22
Cummings, Tarrance	20-335 SC	2/24/2020	Dismissed	05/04/22
Daniel, Kevin	19-1994 SC	10/2/2019	Dismissed	05/04/22
Dantzler, Samuel	19-1228 SC	7/26/2019	Dismissed	05/04/22
Davis, Earnest	17-387 SC	11/6/2017	Dismissed	02/01/18
Davis, Kenyatta	19-633 SC	4/12/2019	Dismissed	01/20/21
Dowe-By, Jerome	19-1337 SC	7/19/2019	Dismissed	05/04/22
Dye-El, Jeffrey	19-1440 SC	8/7/2019	Dismissed	08/24/21
Ealy-El, Gerald	19-918 SC	5/29/2019	Dismissed	12/16/21
Ellis, DeWayne	19-1560	7/24/2019	Dismissed	10/16/20
Ervin, Johlanis C.	19-1230 SC	6/24/2019	Dismissed	12/16/21
Finley, Mutizwa	19-829 SC	5/16/2019	Dismissed	05/04/22
Gordon, Deontae	19-1646 SC	8/19/2019	Dismissed	06/17/21
Gordon, Ricky	19-1198 SC	7/12/2019	Dismissed	12/16/21
Grizzard, Wilbert	19-865 SC	5/30/2019	Dismissed	01/20/21
Hall, Terrance	19-1287 SC	7/26/2019	Dismissed	05/04/22
Harper-Bey, Deon	19-1151 SC	6/26/2019	Dismissed	12/16/21
Harris, Shawn	19-1647 SC	9/6/2019	Dismissed	05/04/22
Hollie, Larry	19-1987 SC	10/1/2019	Dismissed	05/04/22
Jackson, Henry J.	N/A	8/28/2019	N/A	N/A
Johnson, Delangelo	19-737 SC	5/6/2019	Dismissed	10/13/20
Johnson, Jerell	19-1222 SC	7/24/2019	Dismissed	05/04/22
Johnson, Raymond	19-894-SC	5/30/2019	Dismissed	01/20/21
Jones, John	19-1155 SC	7/1/2019	Dismissed	09/30/21
Jones, Temain	17-3156	1/13/2017	Dismissed	07/20/17
Kersey, Herman	20-735SC	7/7/2020	Dismissed	08/24/21
Key, Julian	19-893 SC	6/6/2019	Dismissed	01/20/21
Keys, Shannon	19-371 SC	4/3/2019	Settlement	11/18/20

Legal Proceedings MI MP3

Plaintiff	Case Number	Date Received	Status	Date Dismissed/ Settled
Langford, James	19-1663 SC	9/13/2019	Dismissed	05/04/22
Lango, Rufus	19-1277 SC	7/24/2019	Dismissed	09/23/20
Lawson, Michael	19-1186 SC	6/24/2019	Dismissed	12/16/21
Lipsey, Davario	19-895 SC	6/3/2019	Dismissed	01/20/21
Lorick, Dewey	19-1167 SC	6/24/2019	Dismissed	09/30/21
Lovelace, Christopher	19-929 SC	5/30/2019	Dismissed	01/20/21
Martin, Billy	20-109 SC	6/27/2019	Dismissed	04/08/22
Martinez, Anthony	19-1450 SC	7/23/2019	Dismissed	05/04/22
McClinton, Terrell	20-159 SC	2/12/2020	Dismissed	08/24/22
McMurry-Bey, John	20-19416 SC	2/18/2020	Dismissed	11/30/22
McNeil, Christian	19-1372 SC	7/19/2019	Dismissed	04/12/23
Meridy, Edwin	19-1429 SC	7/30/2019	Dismissed	08/24/21
Mitchell, Christopher	19-738 SC	8/9/2019	Dismissed	05/04/22
Moffat, Clifton	20-133 SC	2/19/2020	Dismissed	04/09/21
Moses-El, James	19-943 SC	5/30/2019	Dismissed	10/30/20
Neal, Frederick	19-2538 SC	1/15/2020	Dismissed	12/16/21
Owens-El, Alfred	19-699 GC	4/12/2019	Dismissed	01/20/21
Palmer, Paris	19-1313 SC	7/12/2019	Dismissed	12/16/21
Peacock, Joseph	19-2025 SC	10/28/2019	Dismissed	05/17/22
Pena, Jeffrey	19-1615 SC	8/7/2019	Dismissed	02/27/21
Phillips, Christian	19-733 SC	5/30/2019	Dismissed	01/20/21
Pierce, Richard	19-1365 SC	7/31/2019	Dismissed	05/04/22
Pineda, Ramon	19-928 SC	5/29/2019	Dismissed	12/16/21
Plair-Bey, Oliver	19-1214 SC	7/26/2019	Dismissed	05/26/22
Pope, Frank	17-845SC	2017	Dismissed	10/25/17
Reeves, Marvin	19-735 SC	5/6/2019	Dismissed	01/20/21
Reynolds, Renato	19-1152 SC	6/26/2019	Dismissed	12/16/21
Roberts, Lamar	19-700 SC	4/29/2019	Dismissed	01/28/21
Rodriguez, Paul	19-1235 SC	7/24/2019	Dismissed	05/28/21
Ross-El, Frederick	19-1362 SC	7/15/2019	Dismissed	05/04/22
Ruben, Quintino, Jr.	17-680	2017	Dismissed	11/14/17
Rucker, Robert	19-1166 SC	7/15/2019	Dismissed	12/16/21
Seals, Alazo	17-1057	2017	Dismissed	11/14/17
Simpkins, Maurice	17-1056	2017	Dismissed	11/14/17
Smith-Bey, Darryl	19-1301 SC	7/24/2019	Dismissed	01/19/22
Smith, Ivan	19-2085 SC	11/25/2019	Dismissed	12/16/21
Solomon, Eugene	19-1154 SC	6/24/2019	Dismissed	08/24/21
Spillman, Ramon	19-1126 SC	6/24/2019	Dismissed	12/16/21
Stark, Christopher	19-1044 SC	5/30/2019	Dismissed	12/16/21
Steel, Samuel	19-778 SC	3/3/2019	Dismissed	12/29/21
Stepney, Kevin	19-755 SC	7/12/2019	Dismissed	05/04/22
Sterling, Hyland	19-1492 SC	8/14/2019	Dismissed	05/04/22
Taylor, latonda	21-16617	11/4/2021	Currently pending	
Terry, Lamont	19-1662 SC	9/17/2019	Dismissed	12/16/21
Tillie, Calvin	19-2539 SC	12/27/2019	Dismissed	12/16/21
Tolefree, Tommy	19-1127 SC	6/26/2019	Dismissed	09/30/21
Tucker, Rudy	19-790 SC	5/13/2019	Dismissed	01/20/21
Villarreal, Lionel	19-1373 SC	8/14/2019	Dismissed	05/04/22

Legal Proceedings MI MP3

Plaintiff	Case Number	Date Received	Status	Date Dismissed/ Settled
Watkins, Donald	19-1106 SC	6/26/2019	Dismissed	12/16/21
Watkins, Robert	19-671 SC	4/12/2019	Dismissed	01/20/21
Watt, Timothy	19-502 SC	4/12/2019	Dismissed	01/20/21
Webster, D'Andre	19-175 SC	7/3/2019	Dismissed	10/09/20
Weighman, Lionel	N/A	8/14/2019	N/A	N/A
Yates, Chris	19-411 SC	12/3/2019	Dismissed	08/24/21
Young, Dante	19-1213 SC	7/15/2019	Dismissed	12/16/21



Attachment M Senate Bill 1439 Proposer Information Report

PROPOSAL INFORMATION

Request for Proposal Title: Commissary Services for Detention Facilities

Request for Proposal Number: SHR123-ADMSR-4897

DEFINITIONS

Actively supporting the matter: (a) Communicate directly, either in person or in writing, with a member of the Board of Supervisors or other County elected officer [Sheriff, Assessor-Recorder-Clerk, District Attorney, Auditor-Controller/Treasurer/Tax Collector] with the purpose of influencing the decision on the matter; or (b) testifies or makes an oral statement before the County in a proceeding on the matter; or (c) communicates with County employees, for the purpose of influencing the County's decision on the matter; or (d) when the person/company's agent lobbies in person, testifies in person or otherwise communicates with the Board or County employees for purposes of influencing the County's decision in a matter.

Agent: A third-party individual or firm who is representing a party or a participant in the matter submitted to the Board of Supervisors. If an agent is an employee or member of a third-party law, architectural, engineering or consulting firm, or a similar entity, both the entity and the individual are considered agents.

Otherwise related entity: An otherwise related entity is any for-profit organization/company which does not have a parent-subsidary relationship but meets one of the following criteria:

- (1) One business entity has a controlling ownership interest in the other business entity;
- (2) there is shared management and control between the entities; or
- (3) a controlling owner (50% or greater interest as a shareholder or as a general partner) in one entity also is a controlling owner in the other entity.

For purposes of (2), "shared management and control" can be found when the same person or substantially the same persons own and manage the two entities; there are common or commingled funds or assets; the business entities share the use of the same offices or employees, or otherwise share activities, resources or personnel on a regular basis; or there is otherwise a regular and close working relationship between the entities.

Parent-Subsidiary Relationship: A parent-subsidiary relationship exists when one corporation has more than 50 percent of the voting power of another corporation.

Proposers must respond to the questions on the following page. If a question does not apply respond N/A or Not Applicable.

1. Name of Entity/Individual submitting a proposal: Keefe Commissary Network LLC
2. Name of Principal (i.e., CEO/President) of entity listed in Question No. 1, if the individual actively supports the matter and has a financial interest in the decision: Not Applicable.
3. Name of agent:

Company Name	Agent(s)
<u>Not Applicable.</u>	

4. Name of Subcontractor(s) (including Principal and Agent(s)) that will be providing services/work under the proposed contract if the subcontractor (1) actively supports the matter and (2) has a financial interest in the decision and (3) will be possibly identified in the contract/agreement with the County or board governed special district.

Company Name	Subcontractor(s):	Principal and/or Agent(s):
<u>Not Applicable.</u>		

5. Is the entity listed in Question No.1 a nonprofit organization under Internal Revenue Code section 501(c)(3)?
Yes No
6. Was a campaign contribution, of more than \$250, made to any member of the San Bernardino County Board of Supervisors or other County elected officer on or after January 1, 2023, by any of the individuals or entities listed in Question Nos. 1-4?

No If **no**, please skip Question No. 7 and sign and date this form.

Yes If **yes**, please continue to complete this form.

7. Name of Board of Supervisor Member or other County elected officer:

Not Applicable.

Name of Contributor: _____

Date(s) of Contribution(s): _____

Amount(s): _____

Please add an additional sheet(s) to identify additional Board Members/County elected officers to whom anyone listed made campaign contributions.

By signing the Proposal, Proposer certifies that the statements made herein are true and correct. The Proposer understands that the individuals and entities listed in Question Nos. 1-4 are prohibited from making campaign contributions of more than \$250 to any member of the Board of Supervisors or other County elected officers while this matter is pending and for 12 months after a final decision by the County.

ATTACHMENT N

CURRENT FORM W-9 (Signed in 2023)

Please see the following page for a copy of Keefe's W-9.

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	<p>1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. KEEFE COMMISSARY NETWORK, LLC</p> <p>2 Business name/disregarded entity name, if different from above</p> <p>3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.</p> <p> <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ C <small>Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</small> <input type="checkbox"/> Other (see instructions) ▶ </p>	<p>4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) 5</p> <p>Exemption from FATCA reporting code (if any)</p> <p><small>(Applies to accounts maintained outside the U.S.)</small></p>
	<p>5 Address (number, street, and apt. or suite no.) See instructions. 1260 ANDES BLVD</p> <p>6 City, state, and ZIP code SAINT LOUIS, MO 63132</p> <p>7 List account number(s) here (optional)</p>	<p>Requester's name and address (optional)</p>

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
or									
Employer identification number									
4	3	-	1	8	5	6	9	9	9

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶ <i>Keefe I. Withman</i>	Date ▶ 03/24/2023
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
 - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
 - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
 - Form 1099-S (proceeds from real estate transactions)
 - Form 1099-K (merchant card and third party network transactions)
 - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.
- If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*

ATTACHMENT O

CJIS SECURITY ADDENDUM

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM**

**Legal Authority for and Purpose and Genesis of the
Security Addendum**

Traditionally, law enforcement and other criminal justice agencies have been responsible for the confidentiality of their information. Accordingly, until mid-1999, the Code of Federal Regulations Title 28, Part 20, subpart C, and the National Crime Information Center (NCIC) policy paper approved December 6, 1982, required that the management and exchange of criminal justice information be performed by a criminal justice agency or, in certain circumstances, by a noncriminal justice agency under the management control of a criminal justice agency.

In light of the increasing desire of governmental agencies to contract with private entities to perform administration of criminal justice functions, the FBI sought and obtained approval from the United States Department of Justice (DOJ) to permit such privatization of traditional law enforcement functions under certain controlled circumstances. In the Federal Register of May 10, 1999, the FBI published a Notice of Proposed Rulemaking, announcing as follows:

1. Access to CHRI [Criminal History Record Information] and Related Information, Subject to Appropriate Controls, by a Private Contractor Pursuant to a Specific Agreement with an Authorized Governmental Agency To Perform an Administration of Criminal Justice Function (Privatization). Section 534 of title 28 of the United States Code authorizes the Attorney General to exchange identification, criminal identification, crime, and other records for the official use of authorized officials of the federal government, the states, cities, and penal and other institutions. This statute also provides, however, that such exchanges are subject to cancellation if dissemination is made outside the receiving departments or related agencies. Agencies authorized access to CHRI traditionally have been hesitant to disclose that information, even in furtherance of authorized criminal justice functions, to anyone other than actual agency employees lest such disclosure be viewed as unauthorized. In recent years, however, governmental agencies seeking greater efficiency and economy have become increasingly interested in obtaining support services for the administration of criminal justice from the private sector. With the concurrence of the FBI's Criminal Justice Information Services (CJIS) Advisory Policy Board, the DOJ has concluded that disclosures to private persons and entities providing support services for criminal justice agencies may, when subject to appropriate controls, properly be viewed as permissible disclosures for purposes of compliance with 28 U.S.C. 534.

We are therefore proposing to revise 28 CFR 20.33(a)(7) to provide express authority for such arrangements. The proposed authority is similar to the authority that already exists in 28 CFR 20.21(b)(3) for state and local CHRI systems. Provision of CHRI under this authority would only be permitted pursuant to a specific agreement with an authorized governmental agency for the purpose of providing services for the administration of criminal justice. The agreement would be required to incorporate a security addendum approved by the Director of the FBI (acting for the Attorney General). The security

addendum would specifically authorize access to CHRI, limit the use of the information to the specific purposes for which it is being provided, ensure the security and confidentiality of the information consistent with applicable laws and regulations, provide for sanctions, and contain such other provisions as the Director of the FBI (acting for the Attorney General) may require. The security addendum, buttressed by ongoing audit programs of both the FBI and the sponsoring governmental agency, will provide an appropriate balance between the benefits of privatization, protection of individual privacy interests, and preservation of the security of the FBI's CHRI systems.

The FBI will develop a security addendum to be made available to interested governmental agencies. We anticipate that the security addendum will include physical and personnel security constraints historically required by NCIC security practices and other programmatic requirements, together with personal integrity and electronic security provisions comparable to those in NCIC User Agreements between the FBI and criminal justice agencies, and in existing Management Control Agreements between criminal justice agencies and noncriminal justice governmental entities. The security addendum will make clear that access to CHRI will be limited to those officers and employees of the private contractor or its subcontractor who require the information to properly perform services for the sponsoring governmental agency, and that the service provider may not access, modify, use, or disseminate such information for inconsistent or unauthorized purposes.

Consistent with such intent, Title 28 of the Code of Federal Regulations (C.F.R.) was amended to read:

§ 20.33 Dissemination of criminal history record information.

- a) Criminal history record information contained in the Interstate Identification Index (III) System and the Fingerprint Identification Records System (FIRS) may be made available:
 - 1) To criminal justice agencies for criminal justice purposes, which purposes include the screening of employees or applicants for employment hired by criminal justice agencies.
 - 2) To noncriminal justice governmental agencies performing criminal justice dispatching functions or data processing/information services for criminal justice agencies; and
 - 3) To private contractors pursuant to a specific agreement with an agency identified in paragraphs (a)(1) or (a)(6) of this section and for the purpose of providing services for the administration of criminal justice pursuant to that agreement. The agreement must incorporate a security addendum approved by the Attorney General of the United States, which shall specifically authorize access to criminal history record information, limit the use of the information to the purposes for which it is provided, ensure the security and confidentiality of the information consistent with these regulations, provide for sanctions, and contain such other provisions as the Attorney General may require. The power

and authority of the Attorney General hereunder shall be exercised by the FBI Director (or the Director's designee).

This Security Addendum, appended to and incorporated by reference in a government-private sector contract entered into for such purpose, is intended to insure that the benefits of privatization are not attained with any accompanying degradation in the security of the national system of criminal records accessed by the contracting private party. This Security Addendum addresses both concerns for personal integrity and electronic security which have been addressed in previously executed user agreements and management control agreements.

A government agency may privatize functions traditionally performed by criminal justice agencies (or noncriminal justice agencies acting under a management control agreement), subject to the terms of this Security Addendum. If privatized, access by a private contractor's personnel to NCIC data and other CJIS information is restricted to only that necessary to perform the privatized tasks consistent with the government agency's function and the focus of the contract. If privatized the contractor may not access, modify, use or disseminate such data in any manner not expressly authorized by the government agency in consultation with the FBI.

FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM

The goal of this document is to augment the CJIS Security Policy to ensure adequate security is provided for criminal justice systems while (1) under the control or management of a private entity or (2) connectivity to FBI CJIS Systems has been provided to a private entity (contractor). Adequate security is defined in Office of Management and Budget Circular A-130 as “security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information.”

The intent of this Security Addendum is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

This Security Addendum identifies the duties and responsibilities with respect to the installation and maintenance of adequate internal controls within the contractual relationship so that the security and integrity of the FBI's information resources are not compromised. The security program shall include consideration of personnel security, site security, system security, and data security, and technical security.

The provisions of this Security Addendum apply to all personnel, systems, networks and support facilities supporting and/or acting on behalf of the government agency.

1.00 Definitions

1.01 Contracting Government Agency (CGA) - the government agency, whether a Criminal Justice Agency or a Noncriminal Justice Agency, which enters into an agreement with a private contractor subject to this Security Addendum.

1.02 Contractor - a private business, organization or individual which has entered into an agreement for the administration of criminal justice with a Criminal Justice Agency or a Noncriminal Justice Agency.

2.00 Responsibilities of the Contracting Government Agency.

2.01 The CGA will ensure that each Contractor employee receives a copy of the Security Addendum and the CJIS Security Policy and executes an acknowledgment of such receipt and the contents of the Security Addendum. The signed acknowledgments shall remain in the possession of the CGA and available for audit purposes. The acknowledgement may be signed by hand or via digital signature (see glossary for definition of digital signature).

3.00 Responsibilities of the Contractor.

3.01 The Contractor will maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed and all subsequent versions), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

4.00 Security Violations.

4.01 The CGA must report security violations to the CJIS Systems Officer (CSO) and the Director, FBI, along with indications of actions taken by the CGA and Contractor.

4.02 Security violations can justify termination of the appended agreement.

4.03 Upon notification, the FBI reserves the right to:

- a. Investigate or decline to investigate any report of unauthorized use;
- b. Suspend or terminate access and services, including telecommunications links. The FBI will provide the CSO with timely written notice of the suspension. Access and services will be reinstated only after satisfactory assurances have been provided to the FBI by the CGA and Contractor. Upon termination, the Contractor's records containing CHRI must be deleted or returned to the CGA.

5.00 Audit

5.01 The FBI is authorized to perform a final audit of the Contractor's systems after termination of the Security Addendum.

6.00 Scope and Authority

6.01 This Security Addendum does not confer, grant, or authorize any rights, privileges, or obligations on any persons other than the Contractor, CGA, CJA (where applicable), CSA, and FBI.

6.02 The following documents are incorporated by reference and made part of this agreement: (1) the Security Addendum; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20. The parties are also subject to applicable federal and state laws and regulations.

6.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they augment the provisions of the CJIS Security Policy to provide a minimum basis for the security of the system and contained information and it is understood that there may be terms and conditions of the appended Agreement which impose more stringent requirements upon the Contractor.

6.04 This Security Addendum may only be modified by the FBI, and may not be modified by the parties to the appended Agreement without the consent of the FBI.

6.05 All notices and correspondence shall be forwarded by First Class mail to:

Information Security Officer

Criminal Justice Information Services Division, FBI

1000 Custer Hollow Road

Clarksburg, West Virginia 26306

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION
SERVICES SECURITY ADDENDUM**

CERTIFICATION

I hereby certify that I am familiar with the contents of (1) the Security Addendum, including its legal authority and purpose; (2) the NCIC Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20, and agree to be bound by their provisions.

I recognize that criminal history record information and related data, by its very nature, is sensitive and has potential for great harm if misused. I acknowledge that access to criminal history record information and related data is therefore limited to the purpose(s) for which a government agency has entered into the contract incorporating this Security Addendum. I understand that misuse of the system by, among other things: accessing it without authorization; accessing it by exceeding authorization; accessing it for an improper purpose; using, disseminating or re-disseminating information received as a result of this contract for a purpose other than that envisioned by the contract, may subject me to administrative and criminal penalties. I understand that accessing the system for an appropriate purpose and then using, disseminating or re-disseminating the information received for another purpose other than execution of the contract also constitutes misuse. I further understand that the occurrence of misuse does not depend upon whether or not I receive additional compensation for such authorized activity. Such exposure for misuse includes, but is not limited to, suspension or loss of employment and prosecution for state and federal crimes.

Dennis Dempsey  October 5, 2023
Printed Name/Signature of Contractor Employee Date

John Puricelli  October 5, 2023
Printed Name/Signature of Contractor Representative Date

Keefe Commissary Network, LLC - Executive Vice President
Organization and Title of Contractor Representative

ATTACHMENT P

LOCAL VENDOR PREFERENCE SELF-CERTIFICATION



Purchasing

LOCAL VENDOR PREFERENCE SELF-CERTIFICATION

Vendor Legal Name Keefe Commissary Network, LLC
Vendor Representative Dang Nguyen
Vendor Address 13369 Valley Boulevard
City, State, Zip Fontana, CA 92335
Phone (800) 411-0454
Email dnguyen@keefegroup.com
Federal Tax ID # 43-1856999

TO BE CERTIFIED AS A LOCAL VENDOR, eligible for Local Vendor Preference (any vendor, contractor or consultant, hereafter "vendor") I certify under penalty of perjury that Keefe Commissary Network, LLC meets all of the following requirements:

- The main office (headquarters) or a major regional office is located within the boundaries of San Bernardino County;
Twenty-five percent (25%) of full-time management employees and twenty-five percent (25%) of full-time regular employees work from locations in the County;
Employ at least one full-time or two part-time employees with primary residence in the County;
"Point of sale" for purposes of reporting sales tax to the State Board of Equalization (if applicable) is within the boundaries of the County and payment of any local share of sales tax goes to the County or a city within the County.
Not delinquent in any taxes or other payments to the County;
Possess a valid and verifiable business license in Fontana, CA (if required);
Have been open and established since 01/01/2006;
Have had on-going business activity in the field of Commissary Services since 07/20/1999;
Have not, within five years prior to the date this form is signed, admitted guilt or been found guilty by any court or state or federal regulatory enforcement agency of violation of any criminal law or any law or regulation regarding fraud and not federally debarred; and
Not suspended or debarred from participation in the County, in the scope of work that is the subject of the solicitation.

FURTHER, I acknowledge by initialing the following boxes that I understand:

- JP If any time after being certified as a local vendor, a change in status occurs rendering a vendor no longer eligible for such status, the vendor must notify the Purchasing Agent prior to responding to a solicitation or accepting an award. Self certification is good for a period of five years, then must be renewed.
JP False certifications shall be immediate grounds for rejection of any proposal or bid or if the proposal or bid is awarded, grounds for voiding the proposal or bid, terminating any agreement, and seeking damages thereto. Failure to certify the above information shall result in the proposal or bid being considered by the County without any adjustment for a local vendor.
JP Self-certification provided by the vendor requesting a local preference shall be submitted to the Purchasing Agent under penalty of perjury. No person or business shall make a false representation to a County official or employee for the purpose of influencing the certification or denial of certification of any local vendor.
JP Any vendor that falsely obtains certification shall be ineligible to transact business with the County for not less than one year and not more than three years, at the discretion of the Purchasing Agent. This penalty shall also apply to any vendor that previously obtained proper certification and, because of a change in its status would no longer be eligible for certification, and fails to notify the County of this information prior to responding to a solicitation or accepting an award.

I am an authorized representative of Keefe Commissary Network, LLC and can legally bind the company.
09/27/2023 John Puricelli Executive Vice President