



LASSEN COUNTY SHERIFF'S OFFICE

1415 Sheriff Cady Lane Susanville, CA 96130

Administration
Phone: (530) 251-8013
Fax: (530) 251-2884

Dispatch
Phone: (530) 257-6121
Fax: (530) 257-9363

Civil
Phone: (530) 251-8014
Fax: (530) 251-2884

Adult Detention Facility
Phone: (530) 251-5245
Fax: (530) 251-5243

Dean F. Growdon
Sheriff - Coroner

To: Lassen County Board of Supervisors

From: John McGarva, Lieutenant

Re: RFP for Jail Inmate Commissary Services

Agenda Date: November 12, 2019

Subject:

Award of bid to Keefe Group for Inmate Commissary Services for the Lassen County Jail.

Discussion:

California Penal Code Section 4025 states that the sheriff of each county may establish, maintain and operate a store in connection with the county jail and for this purpose may purchase confectionery, tobacco and tobacco users' supplies, postage and writing materials, and toilet articles and supplies and sell these goods, articles, and supplies for cash to inmates in the jail. The sale prices of the articles offered for sale at the store shall be fixed by the sheriff. Any profit shall be deposited in an inmate welfare fund to be kept in the treasury of the county.

In August 2019, command staff from the Sheriff's Office issued a Request for Proposals regarding Inmate Commissary Services. We held a site evaluation in August and received three proposals as of the October 3, 2019 deadline. We held a bid opening at the County Administration Building and an evaluation committee was selected. The proposals were scored based on a compilation of those scores, the committee selected Keefe Group to be the vendor for these services.

Fiscal Impact: The services will be implemented at no cost as stated in the proposal. The County will receive a Commission of 38% from purchases made from the Commissary Service.

Recommendation: Award the bid to Keefe Group and authorize the Sheriff to begin contract negotiations with the vendor.



13369 Valley Boulevard
Fontana, CA 92335
800.411.0454
Attn: **Terry Schroeder**
Vice President

SEALED BID
Keefe Commissary Network, L.L.C.

Request for Proposal
Inmate Commissary Services

BID DUE DATE:
October 3, 2019
4:00 PM

LASSEN COUNTY

Lt. John McGarva
Lassen County Sheriff's Office
1415 Sheriff Cady Lane
Susanville, CA 96130



October 3, 2019

Lt. John McGarva
Lassen County Sheriff's Office
1415 Sheriff Cady Lane
Susanville, CA 96130

Dear Lt. McGarva:

Keefe Commissary Network, L.L.C. would like to thank Lassen County for the opportunity to submit a response to your RFP for *Inmate Commissary Services*. We have read the RFP and will comply with the Model Contract and Insurance requirements.

Parent/Main Office

Keefe Group, L.L.C.
10880 Lin Page Place
St. Louis, MO 63132

Field Office conducting work

Keefe Group
Main Distribution Center
55 Vista Blvd # 101
Sparks, NV 89434

Contact for RFP correspondence

Angelo Leber, KCN Regional Manager
aleber@keefegroup.com
800-411-0454

Keefe will exceed your expectations and deliver unparalleled customer service. Thank you for your consideration of our company, and we look forward to continuing our successful partnership.

Sincerely,

A handwritten signature in black ink, appearing to read 'Terry Schroeder', followed by a long horizontal line.

Terry Schroeder
Group Vice President



Executive Summary

Keefe will detail in the following proposal our ability to exceed Lassen County's expectations as Inmate Commissary provider. Our offer includes a dedicated Account Manager working in tandem with our New Operations Team and jail staff to exceed your expectations for customer service.

Keefe accounted for all aspects of the commissary operation based on RFP requirements and our industry experience. Our knowledge of jail operations gives us a unique understanding of the needs of each location we serve. Keefe will always remain flexible to the needs of the County and discuss any and all options and technologies. The following is a summary of the contents of this proposal.

Commissary Services Overview

- **38%** commission on all commissionable sales for the proposed commissary menu. Non-commissionable sales (i.e. postage, tax) are not included
- **38%** commission on all commissionable sales for the Securepak Friends and Family ordering site. Non-commissionable sales (i.e. postage, tax) are not included.
- Keefe will provide our latest fully web based Online Banking and Commissary software. This new software will eliminate the facility having to manually process out of stocks during order processing.
- Our local warehouse In Reno, NV, is a 90 minute commute to the facility. This will ensure a safe and on time delivery without the hassle or delays of any long distance commute.
- We have increased your commissions from 30% to 38%, without increasing your menu pricing. This comes to an increase of an additional \$18,000 more generated to the inmate trust fund annually. Our local warehouse also carries over 500 items to choose from, all of which are available to add to your menu at any time.
- Keefe will provide custom indigent kits that are premade with the items the County chooses. These can be ordered as often as the County needs.
- Local dedicated Operations staff, Technicians, and Account Manager to provide all aspects of service for the commissary operations and Technology.
- Ordering Commissary: Keefe will interface with the County's tablet program to add our Edge Commissary software and ordering capabilities to the program. Backup commissary ordering will be our ITS system (phone ordering) interface with the present





and future phone provider, as well as new Scanner hardware for the bubble form method.

- **Intake Kiosk:** Keefe will provide one Intake Kiosk in the booking area which provides the jail ability to take cash, and credit/debit deposits. This will allow the staff to stop handling cash during booking.
- A full Booking JMS interface will be provided at no cost to the county.
- **Deposit Services:** Another way to provide friends and family the ability to put money on the inmates trust account via web, phone, one lobby kiosk and mobile app.
- **Debit Card Release:** A more rapid way to release funds to the inmates that removes the responsibility of cash handling.
- Our offer includes: All necessary commissary equipment, software, supplies, support, warranties and training with regards to commissary and banking software.
- **Optional Inmate Vending:** Keefe will offer our very popular and lucrative inmate Direct Debit vending program to enhance the county's return while providing inmates more direct access to popular snack items. This program will be completely managed by our operations personnel at no cost to the County. Based on your current ADP and sales, we project a minimum potential increase of at least 30% for over \$23,000 in additional annual sales revenue. A matching commission of 38% will be paid on all sales generated through the vending program.

Keefe has provided extensive references that will testify to our abilities to provide services requested in this RFP. With over **70%** of privatized inmates in the United States and over **85%** in the State of CA, **Keefe services more inmates across the country than all other service providers combined.**

Keefe has offered the **leading technology in the industry for Inmate Commissary Management.** Keefe will provide software and any training necessary, free of charge. Keefe will also provide 24 hour, 7 day a week, 365 day a year in-house support of our technology.

Keefe has more than **1,500,000 square feet** throughout our **22 distribution and service centers containing over \$80 million** in product that limits shortages and out of stock items, and provides a wider, more diverse product selection which will directly increase commissions to the facility.

We are happy to address any concerns or negotiate any aspect of our proposal, should the need arise.

We look forward to the opportunity to continue a successful partnership with Lassen County!





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OVERVIEW

Introduction

a. Company Profile:

- i. Date organized to provide inmate commissary services.

Keefe Response: Keefe Commissary Network is a manager-managed Limited Liability Company, organized in the State of Missouri in 1999.

- ii. Corporate Experience:

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 10,000 name-brand and private-label products to the federal, state and county markets.

Keefe Commissary Network (KCN) is the nation's leading provider of automated commissary management services and technologies to city, county and state correctional facilities nationwide. We work one-on-one with each client to design and implement a customized program for running commissary more efficiently and safely. Whether you simply want to shift to a paperless ordering system or completely outsource your entire operation, we can provide the most effective, comprehensive solution. We develop our technologies according to what our clients need and request. We write and support all of our own software and provide our own, live 24/7 technical support. Cutting-edge products such as our Edge inmate self-service kiosk, Keep Trak inmate banking software and Access Corrections suite of technologies are designed to streamline your facility's day-to-day processes, be a source of revenue generation at your facility and ultimately create a safer, more secure environment. KCN serves over 650,000 inmates weekly and 14 out of 17 outsourced state departments of corrections. And because 100% customer satisfaction is always our number one priority, you can be assured that you'll receive 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 24 statewide DOC's.

Access Corrections, established in 2007, is leading the way on many fronts by streamlining how correctional facilities manage and process the flow of information, financial transactions and entertainment for inmates. Access Corrections offers a variety of services, ranging from deposit services and debit release cards to electronic messaging and MP4 players. Integrated Data Detective software can identify and connect individuals on the outside who have interacted with multiple inmates at a facility. Access Corrections has contracts with 16 statewide DOCs for its Music Program, 16 statewide DOCs for Deposit Services and 6 statewide DOCs for electronic messaging.

Inmate Calling Solutions (ICSolutions), founded in 2002 and acquired by Keefe Group in 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 the inmates and their family and friends. A variety of payment plans and calling options, coupled with live customer service agents, translate to more call completions, greater customer satisfaction and increased revenues for the facilities. ICSolutions currently serves over 300,000 inmates in over 400 correctional facilities, and is deployed at 11 statewide DOC's.

Advanced Technologies Group (ATG), founded in 1991 and acquired by Keefe Group in 2012, develops customizable enterprise software solutions specifically for state and federal correctional agencies. The company's software solutions are designed to support all aspects of managing offenders, including case management, electronic health records, pharmacy administration, trust accounting, commissary operations, food service, inmate enablement and investigation solutions. It helps state and federal correctional agencies to operate more efficiently and helps offenders prepare to re-integrate into society. To date, 9 statewide DOCs and all 126 Federal Bureau of Prisons institutions run ATG software solutions.

- iii. Number of years doing business

 **Keefe Response:** We have been in the commissary business for 44 years.

- iv. Number of years providing services in California

 **Keefe Response:** We have been providing service in California for 26 years.

- v. Number of current operations/contract services

 **Keefe Response:** We have 163 commissary accounts in California and 1,190 accounts nationwide.

- vi. Organization Structure (include chart):

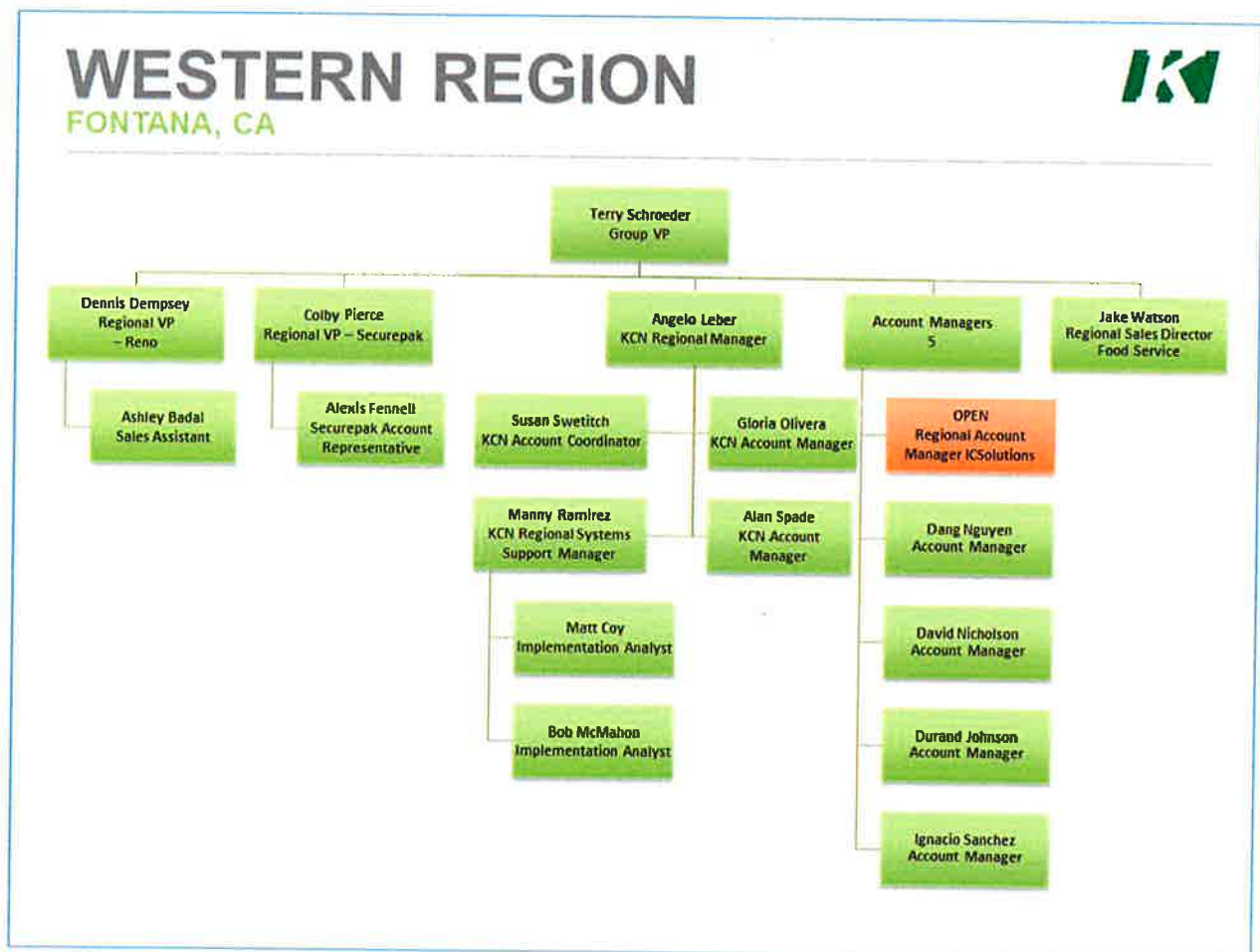
1. Span of Control, levels of management

Keefe Response: Keefe Commissary Network, LLC is a manager managed limited liability company with Christopher Alberta acting as its LLC Manager.

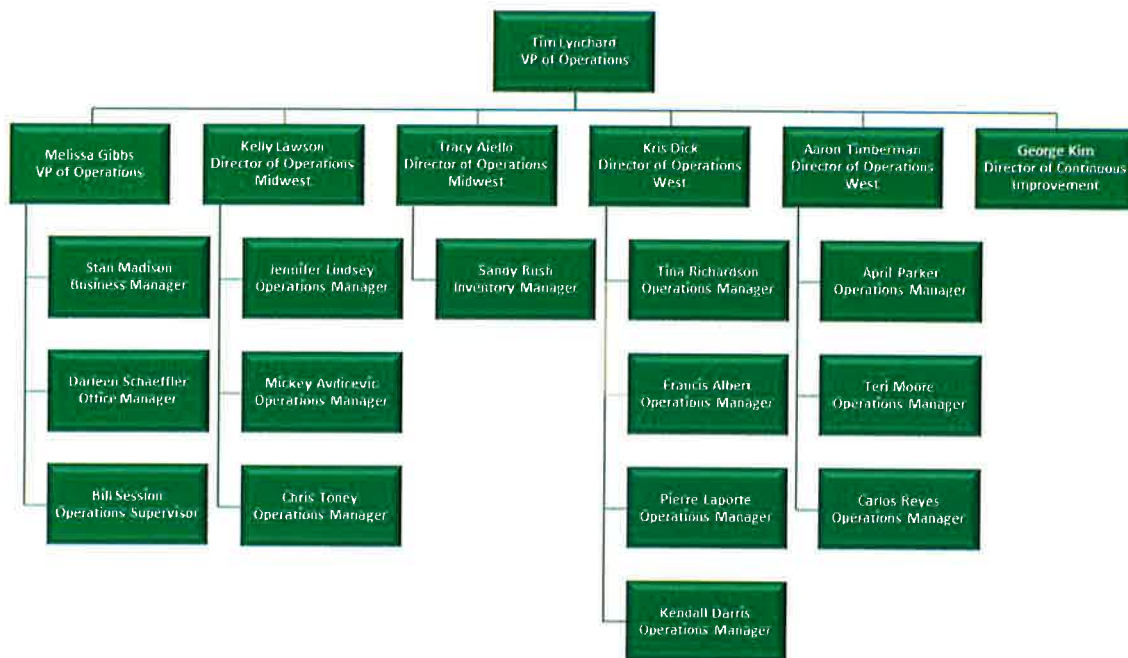
2. Structure of national or local supervision

Keefe Response: KCN's national supervision is provided below, along with organization charts for our Western Region.

Christopher Alberta- Chief Executive Officer
 Jason Morris - Executive Vice President
 Joshua Siano - Chief Financial Officer
 Alexander S.Y. Lee - Corporate Secretary
 Lee Rashman- Chief Information Officer
 Nathan Schulte - President
 John Puricelli - Executive Vice President and General Manager



COMMISSARY OPERATIONS - WEST



3. Number of employees

Keefe Response: Keefe has 1,640 full-time and 332 part-time employees.

vii. Describe Current Contracts:

4. Client
5. Date of original contract
6. Type/size
7. Name of facility
8. Contact person, phone number and address

Keefe Response: We have provided the references required in section 3.2. We have 1,190 KCN accounts nationwide, with 163 in the state of CA. For further information on clients beyond our references, please contact us.

viii. Identify the three (3) most recently lost or terminated contracts

Eastern Ohio Correctional Male Facility – ADP 100 (1 yr) loss to Trinity, moved back to KCN
Customer with Keefe since 2007, we were on the second year of the base contract. The County wanted to add deposit services but we would not begin services until we received our money transmitter license from the State. The county opted to go with a competitor

who offered a higher commission and would start deposits without the required money transmitter license. Not a formal RFP process.

Washoe County Sheriff's Dept, NV – ADP 1,100 (1 yr) Loss to Trinity, moved back to KCN
Prior to base term expiration, the county accepted a higher commission offering from a competitor. This was not a formal RFP process.

Van Zandt County Sheriff's Office – ADP 190 (1 yr.) Lost 7/1/2018

The county ended the contract prior to base term expiration due to technical issues.

ix. Legal:

1. Description and disposition of any and all civil litigation involving the company, contractors and/or subcontractors pending or actual in any form, including all instances where your organization was named a defendant and/or indemnified or defended an entity or whom your organization furnished inmate commissary services during the past five years.

Keefe Response: Keefe Commissary Network, L.L.C. ("KCN"), as part of the nation's leading supplier of food, personal care products, electronics, clothing and facility technology to the correctional market, is a defendant in civil lawsuits brought forth by inmates from time-to-time. Responsive pleadings are submitted on behalf of KCN that often result in the dismissal of those suits as the Court finds a reasonable business explanation that addressed the matter. There have been no judgments on the merits against KCN within the last five (5) years. There is no-ongoing litigation where KCN has been directed not to disclose information by the Court. Case information pertaining to any matters in which KCN is a party is available to the general public.

2. Furnish the number of investigations per year, over the past five years, by any state, federal or local licensing agency and the results of said investigation(s). E.g. sustained or sustained allegations, and fines imposed, etc.

x. Operating Procedures:

1. Have effective written procedures; describe and provide example.

Keefe Response: Our Confidential 35-page Onsite Commissary Managers Policy & Procedures manual is used as training material and for ongoing reference.





2. Purchasing, by headquarters and/or at local level.

Keeffe is the only commissary provider that operates its own packaging facility solely devoted to packaging items specifically for the correctional market. This 100,000 square foot state-of-the-art facility produces over 60 million pouches annually under both Keeffe's private label brands, as well as top retail brand names like Maxwell House, Gatorade, Minute Rice, Jolly Rancher, Swiss Miss, Tang and Kool-Aid.

Keeffe partners with key retail brands to develop products exclusively for the corrections channel, and its unique security needs. Currently, Keeffe offers almost 100 different retail branded items that are made specifically for our market. These include: Frito Lay chips (Doritos, Cheetos, Fritos) Maxwell House coffee, Gatorade, Tang, Kool-Aid and , Crystal Light drink mixes in clear packaging, and Quaker Oatmeal packets in clear pouches, and Cap n Crunch cereal in resealable/ clear bags, among others.

Keeffe currently has **22 distribution centers** totaling over **1.5 million square feet**, shipping over 20 million pounds of inventory per month and carrying **over \$75 million in inventory** daily. Our closest headquarters is in Fontana, CA, our warehouse is located in Reno, NV, and we have a satellite location in Sacramento CA. Our products are not sold in any other market. KCN manufactures and distributes commissary and canteen items specifically designed for the correctional industry.

3. Accounting approach plus degree of audit and cost analysis support for local level.

With Keeffe's software solution, facilities receive accounting audits designed to enhance their financial accountability. A Customer Accounting Analyst builds a partnership with the client's financial representatives and works with these representatives through the entire accounting life cycle of the project.

Before Customers Go Live:

- **Financial Setup Review** – Review and cleanup of Legacy General Ledger accounts (KeepTrak Legacy customers only) and Chart of Accounts
- **Software Training** – remote and onsite training for KTB financial software and reporting

After Customers Go Live:

- **Initial Review** – A complete review of the General Ledger and Bank Reconciliation within 45 days
- **Annual Review** – A complete review of the General Ledger and Bank Reconciliation done yearly

4. Invoicing and payment, from headquarters or local level.

The Keefe Computerized Inmate Account System generates invoices on Keefe's Oracle fulfillment system. One Oracle invoice is issued with each delivery batch of commissary orders. One Oracle invoice is generated for each group of refunds collected from the Account System. Oracle invoices may be summarized into weekly statements.

5. Frequency of communications and visits to local sites.

Keefe Response: Operations staff will be onsite once per week to monitor inventory for the proposed vending operation.

The assigned Account Manager will be available by phone or email, with scheduled onsite visits twice per quarter. Warehouse management staff is available during normal business hours, as well as our team of Operations Managers - two team members are located in the Sacramento area. We also have a team of three Regional Technicians, one of which is located in the Sacramento area. For help desk and technical issues, refer to our Standard Service Level Agreement provided in section 3.4, Vendor Customer Service.

- XI. Company achievements in providing inmate commissary services.

Keefe Response: For over 40 years, Keefe has provided commissary services to prisons and jails nationwide continually meeting the standards set by the American Correctional Association. KCN currently services over 1,100 facilities, the majority of which are ACA accredited. The ACA retains the full list of over 1,300 facilities, including Federal, state, local, and private facilities that are accredited.

In addition, we are a Corporate 100 Member of the California State Sheriff's Association, California Jails and Prisons Association, and KEYS to Inmate Management. We also routinely sponsor Sheriff's charity events and provide supplies when disasters occur, such the fires in Butte County last year that displaced County jail staff and citizens.

KCN views each account as a true partnership. The best measure of our success in this endeavor is to evaluate our retention rates. Customers who partner with KCN, stay with KCN. In the Western Region alone, we have had over 95% of our contracts renewed, extended or re-awarded in the past seven years; and in Northern California we have nearly 85% marketshare! Our focus on trust, accountability and responsibility leads to these remarkable results for the long term.

- XII. Portfolio listing contact information of references for vetting purposes.

Keefe Response: We have provided the references required in section 3.2. We have 1,190 KCN accounts nationwide, with 152 in the state of CA. For further information on clients beyond our references, please contact us.



MANAGEMENT

3.1 Personnel

In this section respondents shall discuss the following topics:

3.2 Recruitment Practices

A. Equal Employment Opportunities

Keefe Response: TKC Holdings, Inc. is the 100% owner of Keefe Group, LLC. Our Equal Employment Opportunity policy is provided below.

TKC Holdings, Inc. (TKC) and its subsidiary companies are an Equal Employment Opportunity (EEO) employer and does not discriminate against or in favor of an employee or applicant/individual on any basis as defined by applicable federal, state and/or local laws. This includes, but is not limited to, race, creed, color, religion, sex, sexual orientation, gender identity and expression, national origin, age, marital status, disability, veteran status, genetic information and/or citizenship status. TKC values the unique contributions, variety of perspectives and backgrounds each employee brings to his or her role and is committed to treating all employees fairly.

This policy applies to all terms and conditions of employment, including, but not limited to, recruitment, hiring, placement, promotion, transfer, compensation, training, corrective action, separation, leaves of absence, the use of company facilities and similar terms or conditions of employment. TKC is in compliance with all federal, state and local laws.

B. Background Check Requirements (if any)

Keefe Response: All employment offers are contingent upon the satisfactory completion of a background check whether conducted by TKCor TKC's clients. Background checks may include, but are not limited to:

- Social Security verification
- Past employment verification
- Criminal records
- Motor vehicle records
- Credit history records
- Office of Foreign Assets Control (OFAC) reports

All information gathered will be treated as sensitive information and viewed only by those people directly involved in the hiring process. Information obtained from the background check can and may be used in the hiring decision, in accordance with federal, state and local laws. If information obtained in the background check process conducted by the Company is used as a basis to 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.

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. 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

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 (as defined by the client and/or TKC management), the employee may be prohibited from transferring and his or her employment status may also be subject to separation.

3.3 Vendor References:

- A. Provide a list of agreements not renewed, lost or prematurely cancelled in the last five (5) years.
- B. If applicable, include the reason for non-renewal and/or cancellation(s) of the agreement(s). A response indicating this information is confidential and/or proprietary will be considered an Exception.

Keeffe Response: The list below includes the requirements of A and B above.

Account Name	ADP	Date	Reason for Loss
Utah County Security Center	604	3/1/2019	Lost RFP
Weber County Jail (UT)	900	3/1/2019	Lost RFP
Merced County Sheriff's Department (CA)	690	3/15/2019	Lost RFP
Lewis County Jail (WA)	356	12/31/2018	Lost RFP
Pinal County Jail (AZ)	512	10/1/2018	Lost RFP
Carbon County Jail (UT)	87	2/15/2018	Lost RFP
Juab County Jail (UT)	40	1/1/2018	Lost RFP
Kane County Jail (UT)	165	8/1/2016	Lost RFP
Uintah County Jail (UT)	105	10/1/2017	Lost RFP
Elmore County Jail (ID)	85	10/1/2017	Won back in early 2019
Grand County Jail (UT)	62	9/2/2017	Jail closed.
Beaver County Jail (UT)	400	6/1/2017	Lost RFP
Iron County Correctional Facility (UT)	160	6/1/2017	Lost RFP
San Bernardino Sheriff's Department (CA)	5,800	3/1/2017	Lost RFP
Santa Barbara County (CA)	883	6/1/2016	Lost RFP
Churchill County Detention Center (NV)	52	5/1/2015	Lost RFP
Santa Clara County Elmwood Men's Facility (CA)	3,602	7/1/2014	Lost RFP



- C. Provide a list of entities who have notified Vendor of additional commissions owed within the last three (3) years and the status of resolution of those claims. A response indicating this information is not monitored, confidential and/or proprietary will be considered an Exception.

Keefe Response: In March, 2018, we were notified by Patton Canteen of a discrepancy in commission payments. This issue is resolved.

- D. Provide three (3) client references for facilities where Vendor provides the services comparable to the requirements in their RFP. The references provided must be currently under contract with Vendor and have been operating under that contract for at least six (6) months. The references may be contacted at any time during the RFP process. Vendor shall ensure updated references and accurate contract information is provided.
- E. Provide the following information for each reference: Facility name, Facility address, contact name, contact title, telephone number and email address, average daily population ("ADP"), agreement effective date.
- F. Lassen County prefers the contact person provided for each of the references be the individual who utilizes Vendor's software application.

Keefe Response: The references below include the requirements of D, E, and F above.

Butte County Jail – ADP 580

3 Gillick Way, Oroville, CA 95965

Matt Truman

Mtruman@buttecounty.net

530-538-6167

Phones, Securepak, Commissary, Kitchen

Service Dates: 9/2008 – Present

Contract Value: \$736,000 Annually

Shasta County Jail – ADP 330

1655 West, Redding, CA 96001

Dale Marlar

dmarlar@co.shasta.ca.us

530.245.6121

Commissary, Securepak, Deposits

Service Dates – 7/2009 – Present

Contract Value: \$466,000 Annually

Tehama County Jail – ADP 225

502 Oak Street, Red Bluff, CA 96080

Amanda McAbel

amcabel@tehamaso.org

530-529-7718

Phones, Commissary, Securepak, Deposits

Service Dates: 11/2009 – Present

Contract Value: \$278,000 Annually



3.4 Vendor Customer Service

- A. Provide the following information regarding Vendor's processes for handling end-user/customer service matters:
- B. Describe procedure(s) for handling end-user complaints.
- C. Indicate whether Vendor's customer service center defaults to an Interactive Voice Response ("IVR") or a live customer service representative.
- D. If applicable, supply the hours of availability for a live customer service representative and location of the customer service call center.

Keefe Response: Our standard service level agreement addresses the requirements in A-D above. Contacts for local representation are:

Ignacio Sanchez – Assigned account Manager. Ignacio should be contacted with any and all issues related to all commissary operations and technology. He is the lead in organizing the proper response and resolution.

Carlos Reyes – Local Operations Manager. Carlos can be contacted for any operational issues related to commissary.

Francis Albert – Local Warehouse Manager. Francis can be contacted for any and all issues related to the warehouse and order management.

Manual Ramirez – Regional Technical Manager. Manual can be reached for any and all issues related to software/hardware related issues.

Our Service Level Agreement is provided on the following page.



TRINITY SERVICES
GROUP



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

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:

- Sending/Ordering/Processing Commissary
- Deposit Services – anything preventing deposit transactions from being applied onto the resident financial account
- Lobby Kiosks – hardware issues preventing family/friends from depositing funds onto the resident financial account
- Inmate phone time availability
- Direct Link Trust – anything preventing resident outbound calls
- Inmate Booking
- Inmate Release
- Facility server/hardware offline, database failure
- 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:

- Billing issues related to commissary sales/refunds
- Non-critical resident account related issues
- 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 include, but are not limited to:

- Bank reconciliations and/or general journal reconciliations not immediately affecting daily functions
- 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:

- a. KCNHelpdesk@keefegroup.com - The Support Services email is actively monitored Monday through Friday, 8am – 5pm CST 2)
- b. 1.800.864.5986 - Our toll free phone number is available 24 / 7
 - During business hours, Analysts are available to assist customers Monday - Friday, 6am – 7pm CST.



- 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 Support Services escalation at escalations@keefegroup.com. A member from the Management Team will be in contact with you immediately. Or, you may call our toll free number 1.800.864.5986 and ask to speak with a manager.

For your reference, the following is a list of the Support Services Managers:

Tier 1 Support – All incoming incidents for Keefe and Trinity phones and email submissions

Earnest Muex (earnest.muex@keefegroup.com) – IT Manager for the Tier 1 support team

Tier 2 Support

- Servers, client workstations, printers, scanners, vending machines, inmate edge kiosks, network/communication, etc.
Ryan Lurk (rlurk@keefegroup.com) - IT Manager, Hardware/Infrastructure support team

- Deposit services, email, release, media

Rob Sanders (rsanders@keefegroup.com) - IT Manager, Inmate Enablement support team

- Processing orders/refunds, various interfaces, inmate edge kiosk software, TEX, etc.

Justin Perry (juperry@keefegroup.com) - IT Manager, Commissary/Integration support team

- Software, hardware, inmate POD kiosks, various integrations, etc.

Christina Stuckey (christina.stuckey@trinityservicesgroup.com) – IT Manager, Cobra Banker/Canteen Manager support team

- Daily work flows, cash drawers, balancing, bank reconciliations, etc.

Hannah Wickers (hwickers@keefegroup.com) - Financial Services Manager, Customer Accounting support team



Senior Management

Dan Delmore - Senior IT Manager for the Support Services Management Team

ddelmore@keefegroup.com

Tricia Boucher - IT Director for the Support Services Management Team

tboucher@keefegroup.com

- E. Indicate the average on-hold time to reach a live representative

Keefe Response: In 2018, our average hold time was less than 1 minute. We are trending the same average in 2019.

- F. Describe procedure(s) for handling refund requests and the timeframe for completing such requests.

Keefe Response: Inmate orders come with a receipt of purchase with the inmate name and booking number clearly visible from inside the clear bag. Keefe obtains and retains signed receipts for all orders. KCN places the two-ply receipt inside the clear plastic bag where it is visible to delivery staff and inmates. Once the bag is opened and 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 are noted on the receipt and handled following delivery within 24 hours. The second invoice is forwarded to any designee the County requires; complete electronic orders are also available for the county to review at any time. If the County chooses, the refunds and credits can be processed onsite by the facility staff using the commissary software. This can be done as soon as the discrepancy is discovered. There is no need to wait for a Keefe employee to process credits or refunds.



GENERAL CONDITIONS

5.1 Scope

- A. The County is requesting proposals from vendors interested in providing inmate commissary services of the Lassen County Jail. It is the intent of this request to receive proposals from qualified service suppliers of inmate commissary equipment and services. The County is interested in procuring inmate accounting software but is not interested in procuring any jail management software through this RFP process.
- a. Quality Goods and Services with Competitive Pricing: The Vendor shall deliver high quality commissary goods and services to the inmates of the Lassen County Jail. Items offered through the commissary must meet the following specifications:
- No products delivered to inmates shall have an expired "sell-by" date.

Keefe Response: KCN manages inventory on a daily basis, with reporting structures to ensure a year's supply. Product is received and rotated for distribution on a "first in, first out" basis. All products are date coded and extensive physical inventories are conducted twice annually. KCN receives direct shipments from manufacturers to ensure product availability. We are neither a middle man nor are we reliant upon others, and in many cases, we are the major manufacturers of our products.

- Food items shall be wrapped/packaged and dated for individual consumption.

Keefe Response: 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.

Every year Keefe Group packages over 60 million units spanning 75 different product lines in our 100,800 square-foot packaging plant.

Throughout its history, Keefe Group 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 is the only commissary provider that operates its own packaging facility solely devoted to packaging items specifically for the correctional market. This 100,000 square foot state-of-the-art facility produces over 60 million pouches annually under both Keefe's private label brands, as well as top retail brand names like Maxwell House, Gatorade, Minute Rice, Jolly Rancher, Swiss Miss, Tang and Kool-Aid.

Keefe partners with key retail brands to develop products exclusively for the corrections channel, and its unique security needs. Currently, Keefe offers almost

100 different retail branded items that are made specifically for our market. These include: Frito Lay chips (Doritos, Cheetos, Fritos) Maxwell House coffee, Gatorade, Tang, Kool-Aid and , Crystal Light drink mixes in clear packaging, and Quaker Oatmeal packets in clear pouches, and Cap n Crunch cereal in resealable/clear bags, among others.



- iii. Containers shall be made of clear (see-through), non-breakable materials.

Keefe Response: 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 and 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.

- iv. Consumable products shall contain no alcohol.

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

- v. The Vendor shall not substitute items ordered by inmates.

Keefe Response: We will not make substitutions to product offerings without the county's written consent. Your dedicated Account Manager will introduce new products, including holiday and seasonal specials, and provide samples as needed for the County's evaluation and approval.



- vi. The Vendor shall maintain sufficient inventory levels at the Vendor's location in order to limit shortages and/or backorders. The Vendor's qualifications to meet this requirement will be evaluated based on the ability of the Vendor to handle the demands of commissary products ordered by inmates.

KCN Keefe Response: Orders will be filled the same day we receive them, out of our 125,000 s.f. warehouse in Reno, NV.

This expansive warehouse ensures proper inventory, product selection including health-oriented and ethnically diverse products; and added security. KCN inventories over \$5 million of product at a given time, so we rarely experience out of stock issues which lead to time consuming credits. KCN will fill and ship orders the same day we receive them.

Orders are sealed and delivered to the facility unopened in clear, perforated plastic bags. KCN packs these bags into boxes, and labels each box according to housing location for final delivery to the inmates. KCN's warehouse is a secured area monitored by video surveillance.

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.

Facility staff will deliver commissary orders to each individual inmate. Should the County wish to transition to a KCN delivery agent, KCN will gladly discuss. Per County request, KCN will mirror the existing delivery schedule. Commissary orders will be delivered to the facility once per week. 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.

- vii. The Vendor shall maintain an average order fill rate of 98% or better. After the initial 90 day startup period, failure to maintain a minimum of 98% average fill rate during any six-month period shall be grounds for contract termination.

KCN Keefe Response: Our fulfillment rate is 99.8%

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.



- viii. The County may require a site inspection of the Vendor's facilities before awarding a contract. Based on the results of this site inspection, the County may withdraw the contract award if the County feels the Vendor's facility is too small, too far from Lassen County, or is inadequate to properly service the commissary as required by this RFP.

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

- ix. All purchases delivered to inmates shall be free of contraband.

Keefe Response: No other vendor understands the sensitive nature of the corrections industry to the extent of KCN. We provide the following services in-house, for added assurance of our commitment to security.

Warehouse Security

KCN provides a 24-hour video surveillance of our warehouses, with a single entrance/exit system. KCN requires uniforms to identify employees, key and tool logs, driver cages to keep non-employees from entering, and security lighting. Our staff each have their own lockers and are not permitted to carry any personal belongings into the work area.

Security measures currently in place at our Reno, NV warehouse include:

- Security cameras in warehouse and office
- Collared KCN uniform polo shirts
- Tool display box for sign in and sign out
- Sign in and out logs for truck keys, vending keys, tools
- Alarm system installed
- High cost items in a security cage
- Lockable file system for confidential papers
- Single point of entry for personnel and visitors
- Driver's cage installed and used
- Door alarms on all exit doors in the warehouse
- Locks on all roll-up doors.
- All exit doors in warehouse (except driver's doors) are kept locked at all times
- Entire warehouse is alarmed; only personnel with keys have the password

Warehouse Employee Training

KCN's training policies and procedures include each employee receiving a 40-hour Training Certification that covers the following topics:

- Order pulling
- Correctional environment training
- Inmate manipulation awareness
- Inventory re-stocking
- Shipping of Completed Orders
- Product Receiving

- Safety, Security, and Sanitation
- Equipment Use, including Forklift and Fire Extinguisher Certification


KCN On-Site Employee Training

On-site employees are trained on the following topics:


- Security Passes
- Chain Of Command
- DOC Policy on Sexual Harassment
- Drugs and Alcohol
- Internal Company Operations
- General Security and Safety
- Fraternization
- Grievances
- Key and Tool Control
- Sanitation
- Contraband
- Emergency Procedures
- Commissary Delivery Operations
- Report Writing
- Hands-on Training

All new employees receive a review on their 30- and 90-day anniversaries, and annually thereafter.

- x. The Vendor will maintain a competitive retail pricing philosophy with regard to the retail selling price of the commissary items to the inmates (Subsidizing high commission rates with high product pricing to inmates is unacceptable).

 Keefe Response: KCN 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.

- xi. Lassen County reserves the right to set limits on commissary purchases by inmate.

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



- b. Damages and Refunds: The Vendor shall provide a method of handling damages and refunds efficiently. The Vendor shall issue a refund to the inmate's account within forty-eight (48) hours of notification when:

- i. An inmate is released from confinement prior to receiving the order.

KCN Keefe Response: All sales are final at the point of delivery, and any discrepancies are resolved at this time (shortages, damages). KCN's warehouse's maintains a 99+% order accuracy rate. We maintain all items in our Reno, NV warehouse for replacements when necessary, but in most cases prefer to process credits, if that is agreeable to the county.

KCN's process at most facilities is to take released inmates' orders to a designated area for a period of seven days, when the owner of the order can come back and claim it. Inmates are advised of this process in the housing units prior to order. After the 7-day time period, any unclaimed order can be donated to charity as abandoned property. We will work with the county to revise this process if requested. Refunds for items or orders due while the inmate is in custody can be processed at any time after order delivery.

- ii. Commissary items are damaged or missing prior to items being delivered to the inmate.

KCN Keefe Response: Keefe obtains and retains signed receipts for all orders. KCN places the two-ply receipt inside the clear plastic bag where it is visible to delivery staff and inmates. Once the bag is opened and 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 are noted on the receipt and handled following delivery within 24 hours. If the County chooses, the refunds and credits can be processed onsite by the facility staff using the commissary software. This can be done as soon as the discrepancy is discovered. There is no need to wait for a Keefe employee to process credits or refunds.

Grievances

KCN 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. KCN 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 require 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.

- c. **Delivery and Packaging:** Each inmate confined in the Lassen County Jail is assigned a unique eight (8) digit identification number, commonly referred to as the inmate's booking number. The following is a reflection of the County's current delivery process. The actual delivery process under the new agreement is subject to negotiation and shall be expressed in the final contract. Please be prepared to discuss these items during the presentation phase of the RFP process.
 - i. Sunday the commissary order forms are picked up from each housing unit.
 - ii. The order forms are entered into a computer and downloaded to the incumbent.



- iii. Tuesday the orders arrive at the Lassen County Jail via a shipping contractor and are grouped by housing unit.
- iv. The orders are dispersed to the housing units where the housing officers and technician hand out the commissary bags to the inmates no later than Saturday.
- v. Individual inmate commissary orders are currently delivered in clear, perforated, plastic bags with tamperproof seals. There are two (2) copies of the order receipt sealed within the bag. The order receipt is positioned in the bag so that the inmate's name and booking number is clearly visible from the outside of the bag.

Keefe Response: Keefe agrees to the times and days that the County chooses to process and deliver orders. As part of a new Contract and proposal, the ordering process will slightly change. Below is the new process:


- Orders will be downloaded from the Tablets using the commissary software on the day chosen by the County. Order forms will no longer need to be passed out, collected or entered.
- Orders will be electronically sent to the vendors warehouse using the Commissary Software.
- Orders will be pulled that same day (unless it's a Sunday, in which they will be pulled the following morning), and delivered on the day chosen by the County.
- Orders are dispersed by the Facility Staff
- Individual inmate commissary orders are currently organized by housing unit and delivered in clear, perforated, plastic bags with tamperproof seals. There are two (2) copies of the order receipt sealed within the bag. The order receipt is positioned in the bag so that the inmate's name and booking number is clearly visible from the outside of the bag.
- KCN will obtain signed receipts for all orders, and retain the receipts. 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 within 24 hours following delivery. We recognize inmates as our customers, and make every attempt to resolve issues quickly. The second invoice will be forwarded to the Jail Accountant.
- Keefe is willing to work around any schedule the facility needs to accommodate their chosen schedule and process.



Warehouse and Inventory

KCN will fill and ship orders the same day for next-day delivery from our 110,000 square foot, **totally secure**, off-site warehouse location in Reno, Nevada. KCN maintains over **\$5 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 Lassen County inmates.**

- vi. **Holiday Schedule.** Lassen County observes thirteen paid holidays each year. The Vendor and County shall adjust commissary order and delivery schedules to accommodate the County's holiday schedule. Holiday delivery order and delivery schedules are subject to negotiation and shall be expressed in the final contract.

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


- d. **Commissary Menu:** The Vendor and County personnel will meet and mutually agree upon the items to be offered on the commissary menu. After the initial meeting, no items are to be offered without the written permission of Lassen County.

 Keefe Response: Our proposed Commissary Menu with pricing is provided in our Cost Proposal, along with a list of all products available at our Reno, NV warehouse.

We have increased your commissions from 30% to 38%, without increasing your menu pricing. This comes to an increase of an additional \$18,000 generated to the inmate trust fund annually. Our local warehouse also carries over 500 items to choose from, all of which are available to add to your menu at any time.

We will not make additions to product offerings without the county's written consent. Your dedicated Account Manager will introduce new products, including holiday and seasonal specials, and provide samples as needed for the County's evaluation and approval.

- i. The Vendor shall have the ability to limit or prevent delivery of certain items based upon medical restrictions or disciplinary restrictions.

 Keefe Response: Manage the widest possible set of order restrictions ranging from items, categories, time based purchasing, multiple spending limits, location-based profiles, indigent purchasing.

Our restrictions grid is provided on the following page.



RESTRICTIONS

Restriction Type	Description
Quantity per order	Any item may be restricted to any quantity (no more than two 2-pack Tylenols per order).
Quantity per time span	In addition to the quantity per order restriction, any item may be restricted to any quantity over any time span in days (no more than four 2-pack Tylenols over a 60-day period).
Orders per time span	Any inmate may be restricted from placing any number of commissary orders over any time span in days Any inmate may be restricted to no more than four orders in 30 days.
Disallowed items	Any item may be restricted entirely from a given inmate (smoked sausage restricted entirely so that none can be ordered).
Category Quantity Restriction	Any inmate may be restricted to a given quantity of a collection of related items (limited to no more than 7 candy items).
Category Age Restriction	Any inmate may be completely restricted from ordering a class of items on account of age (inmate less than 19 years of age may be prevented from purchasing tobacco products).
Spending Limit Restriction	Any inmate may be restricted to a maximum dollar amount to be spent per order (limited to spending no more than \$50 per order).
Spending Limit over timespan	Any inmate may be restricted to a maximum amount to be spent per week or month (limit to spending no more than \$50/order and no more than \$150/month).
Spending Limit Override	Any inmate may be granted a spending limit override to order a given item (inmate may be allowed to spend up to \$40 on a tennis shoes, which amount does not contribute to the spending limit for the rest of the items ordered).
Restriction by Housing Location, Gender and/or Age	Entire restriction grids including combinations of any of the above restrictions can be applied automatically during the scan process based upon an inmate's location in the facility, gender or age (inmate in a female only pod can be assigned to a female restriction profile without user intervention).
Indigent Items	Indigent purchasing requires both the item and the inmate to be classified as indigent. Indigent inmate classification is determined instantly at time of order based on current balance. Indigent item purchasing may be controlled both at time of order and over a timespan (an inmate with a current balance of \$2.25 may be classified as indigent at time of order, but the indigent items desired may be restricted to one per order or one every 14 days).

- ii. Hygiene Kits: The Vendor shall make available for purchase by Lassen County, Hygiene Kits consisting of the following items;

1. One (1) bar soap 3.5 ounce; one (1) "Shortie" toothbrush; one (1) toothpaste 0.85 ounce and one (1) pocket size comb, one single blade disposable razor.
2. Hygiene Kits shall be sealed in plastic and sold as a single unit.
3. The Vendor shall deliver at Lassen County's expense a predetermined number of Hygiene Kits with each weekly Commissary order. The exact quantity delivered shall be subject to change periodically based on actual consumption.
4. The Vendor shall list the charge for Hygiene Kits as a separate line entry on weekly invoices.
5. The cost of Hygiene Kits shall be listed in Section Seven of the contractor's proposal.

IK Keefe Response: Keefe has read, understands and will adhere. Keefe will provide custom indigent kits that are premade with the items the County chooses. These can be ordered as often as the County needs

- iii. Indigent Goods: The Vendor shall at Lassen County's expense accommodate who are classified as indigent.

1. Lassen County considers as indigent those inmates whose inmate account balance is less than five dollars (\$5.00) at the date of the order. The Vendor must have the capability of tracking purchases by individual indigent inmates to ensure purchases by individual indigent inmates to ensure purchases do not exceed maximum allowed.
2. The Vendor shall offer the following items for sale to indigent inmates in the quantities indicated:
 - a. One per week
 - i. All-In-One Shave, Shower and Shampoo 5 ounce
 - ii. "Shortie" toothbrush
 - iii. Toothpaste 0.85 ounce
 - iv. Golf pencil
 - v. Deodorant 0.5 ounce
 - vi. One (1) bar soap 3.5 ounces
 - b. Two per week
 - i. 2 postage stamped envelopes
 - ii. 2 pieces of 8.5x11 rules paper

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

3. Indigent goods (those listed in the indigent section of the commissary order form) shall be sold only to qualifying inmates.

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

4. No funds shall be deducted from accounts of inmates who qualify for indigent goods who order those goods.

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



c. Pre-Paid Calling Cards:

- i. The commissary Vendor will be required to sell pre-paid inmate phone time as part of the commissary sales process.

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

- ii. The inmate telephone system provides an option for the sale of pre-paid calling cards.

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

- iii. The commissary vendor is required to enter into an agreement with the telephone Contractor selected by Lassen County. The current inmate telephone contractor with Lassen County is Securus. However, Lassen County will be transitioning to a new vendor, GTL, during this RFP process. Commission rates and fees will be negotiated between Lassen County, GTL and successful commissary vendor.

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

- iv. Inmates are allowed to purchase a maximum of two, twenty-dollar pre- paid phone time increments on the weekly commissary orders.

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

- v. Information between the JMS and the Vendor systems is paramount. The Vendor will conform to the existing JMS system used by Lassen County. The purpose of the integration is to enable the county to transfer inmate information to the Vendor, and allow the Vendor to pass phone time to GTL.

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

- vi. The feature is designed to allow an inmate to purchase pre-paid calling time through a commissary system, and have the commissary system automatically transfer information about the transaction to the GTL inmate calling system. In this way, the inmate only has to keep track of a PIN.

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

- vii. Phone time may only be purchased by inmates in a fixed denomination (\$20.00). Vendor will enforce spending limits and other restriction as agreed between Vendor and Lassen County. All inmates who have money on deposit in their account are eligible to participate in the commissary system. Inmates may order a maximum of sixty-five dollars (\$65.00) of commissary product plus a maximum forty dollars (\$40.00) of prepaid phone time per commissary purchase (two twenty dollar increments).

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

- viii. The Vendor must work with Lassen County's Jail Management System (JMS) provider to ensure all information is transferred between the two systems to ensure creates a file containing all in custody inmates and each inmate's account balance. Lassen County currently maintains a separate database for commissary purchase and tracks all purchases on paper ledger.

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



- ix. The inmate telephone services Vendor will handle unused pre-paid phone time refunds upon inmate release.

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

- x. Vendor staff will not fraternize or engage with inmates in activities that could endanger anyone's life, liberty, property, or disrupt detention operations when delivering shipments.

KCN Keefe Response: KCN's philosophy regarding on-site employees is to encourage your involvement in the hiring process. Although they are employed by KCN, they will be at your facility at designated times and need to maintain good working relationships with your staff. KCN offers Lassen 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, KCN will provide management, including supervision, training, and staffing to serve the County. KCN 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.

KCN On-Site Employee Training

- Security Passes
- Chain Of Command
- DOC Policy on Sexual Harassment
- Drugs and Alcohol
- Internal Company Operations
- General Security and Safety
- Fraternization
- Grievances
- Key and Tool Control
- Sanitation
- Contraband
- Emergency Procedures
- Commissary Delivery Operations
- Report Writing
- Hands-on Training

All new employees receive a review on their 30- and 90-day anniversaries, and annually thereafter.

f. **Forms, Supplies, and Equipment:**

- i. It is Lassen County's expectation that the forms, supplies and equipment necessary to execute the ordering and delivery process will be provide at the Vendor's expense. Any costs Lassen County incurs must be detailed in the submitted proposal. Vendors shall be prepared to discuss this point as well as any maintenance and repair policies during the process.

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



- ii. Maintenance and Repair: The Vendor shall provide on-site repair and/or replacement of all equipment supplied by the Vendor under the terms of this agreement. Vendor response times and repair turn-around times shall be outlined in the proposal.

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

Hardware Service Agreements – repair and or replacement of defective hardware

Hardware failures are covered under contracts with manufacturers such as Dell, Wyse, NCS, Brother, Tally Genicom, etc. These are typically 24-hour turnaround contracts for workstations, same day service for servers, and depot/warranty replacement for peripherals and kiosks. The facility may also opt to have KCN provide on-site or depot service spare equipment to maximize utilization and minimize downtime in the event of hardware failure.

Server maintenance: Gold Dell on-site server service - would include 4-hour 24/7/365 on-site response time guaranteed by Dell Computer Corp after dispatch by KCN help desk staff

Workstation maintenance options:

- Standard Dell on-site workstation service - would include 8-hour 8 x 5 on-site response time guaranteed by Dell Computer Corp after dispatch by KCN help desk staff
- Depot - backup workstation service - would include the storage of a 'cold spare' workstation CPU at the Regional Distribution Center. In the event of a workstation failure at the facility, the cold spare could be installed and connected to the server database for use in a matter of hours by KCN staff. At such time as the original workstation is repaired the process can be reversed at off-peak hours to re-introduce the original workstation, and return the 'cold spare' to depot status. The cost of 'depot - backup workstation service' is reflected in the cost proposal

Monitor, modem, printer, OMR scanner maintenance options:

- Standard peripheral replacement services - In the event of failure of one or more of these peripherals, KCN will ship a replacement for next day delivery and installation by facility staff. In the event that the OMR scanner can be repaired / replaced directly by NCS and this would be a quicker solution to return the equipment to service, KCN Tech services will exercise the NCS service option.
- On-site depot peripheral replacement services - KCN will store one of each of these peripherals at the regional Distribution Center. In the event of a failure of one or more of these peripherals, KCN regional Distribution Center staff will replace the peripheral(s) with a spare unit, and return the failed unit to KCN Headquarters Technical Services for repair or replacement by the related vendor. KCN Headquarters will return a service replacement to

the Regional Distribution Center and have the failed unit repaired or replaced by the associated manufacturer or vendor.

g. Accounting Interface:

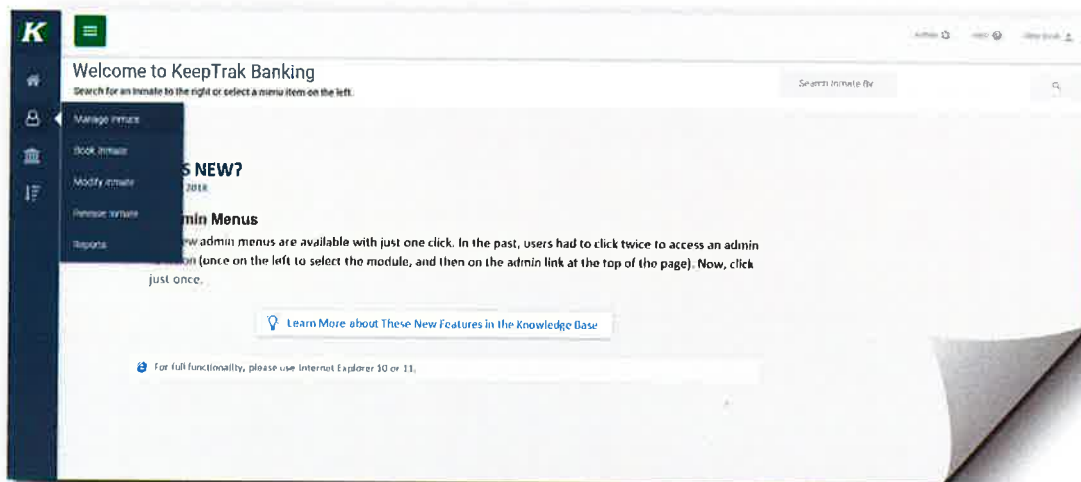
- i. Lassen County is not interested in any additional jail management software. The Vendor, at the Vendor's own expense, shall provide software to manage the inmate accounts or shall develop software interfaces between Lassen County's JMS and Vendor's hardware and software as may be required to successfully implement Inmate Commissary Services. These interfaces shall include all actions and/or transactions needed to accurately update individual inmate accounts to reflect purchases and refunds. Inmate accounts shall be updated within 12 hours of Vendor's receipt of order.
- ii. The interface will be able to integrate and update account balances with our banking service. Our banking service is U.S. Bank.

KEEPTRAK ONLINE BANKING

Keefe proposes its online solution, the hosted version of the Legacy application, KeepTrak Fusion Online Banking.

With this software, Keefe cloud services are hosted at redundant data centers managed by Keefe Production Engineers. All cabling, switches, routers, fiber connectors, ISP services are included in Keefe's solution.

Keefe manages the cloud delivery system using Solar Winds and Goverlan technologies. The Banking, Edge Exchange, Intake Kiosk products proposed are hosted at khs.keefegp.com and require Internet Explorer 10 or 11 on the desktops of users.



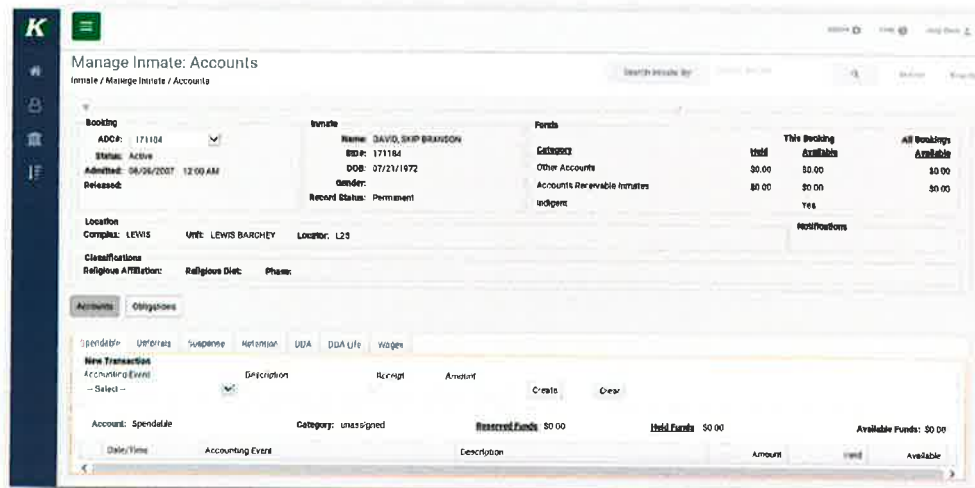
The Commissary product Keefe proposes is hosted at apps.keefegp.com and requires Internet Explorer 10 or 11 plus the Citrix Internet Explorer browser plug-in. With the hosted version of the KeepTrak banking solution, users will be able to use a web browser to login to a secure web site, making KeepTrak Banking available anywhere they work and with a new streamlined look and feel!

Below is an overview of the online banking application features:

Inmate Account Management

Create, Change and Maintain single or multiple bookings per inmate

KeepTrak Banking supports multiple bookings for a single offender. Bring forward financial balances from one booking to another, and retain inmate debt for payment across multiple bookings.



Deposits and Disbursements:

Deposit and Disburse Inmate Funds

Users can take advantage of the strong deposit and disbursement features brought forward from our Legacy KeepTrak Banking. Plus Keefe has expanded the titles for transaction types, the length of the transaction descriptions, and enhanced the on-screen review of transaction history and transaction relationships.

Grouped Data Entry

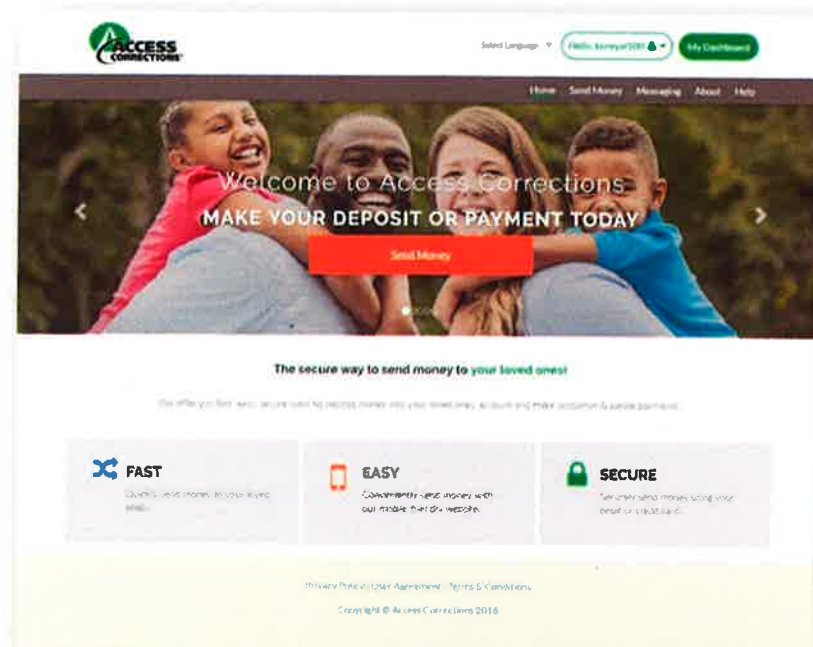
Create and Process batches of transactions with review and revise capability

Easily setup groups of similar transactions, and review current or prior batches at any time from our convenient batch history listing. Also import transactions from other systems through our batch file import function

Online Deposits:

Receive online deposits

Facilities connected to KeepTrak Banking are also connected to Keefe's Secure Deposits platform to receive deposits from Access Corrections and other deposit providers. Subscribing to Keefe's online services streamlines user workflow for deposit processing.



Fines and Fees:

Collect Inmate Fines and Fees from available funds or from future deposits

Go beyond KeepTrak Banking's traditional recoverable technology. Keefe's debt accounting now supports an independent ledger for the management of fines, fees, and other financial obligations.

KeepTrak features an enhanced user-defined rule based collection function to support deductions from deposits through fixed balance or declining balance calculations. Research charges and payments are now at the user's fingertips through a new transaction review popup.

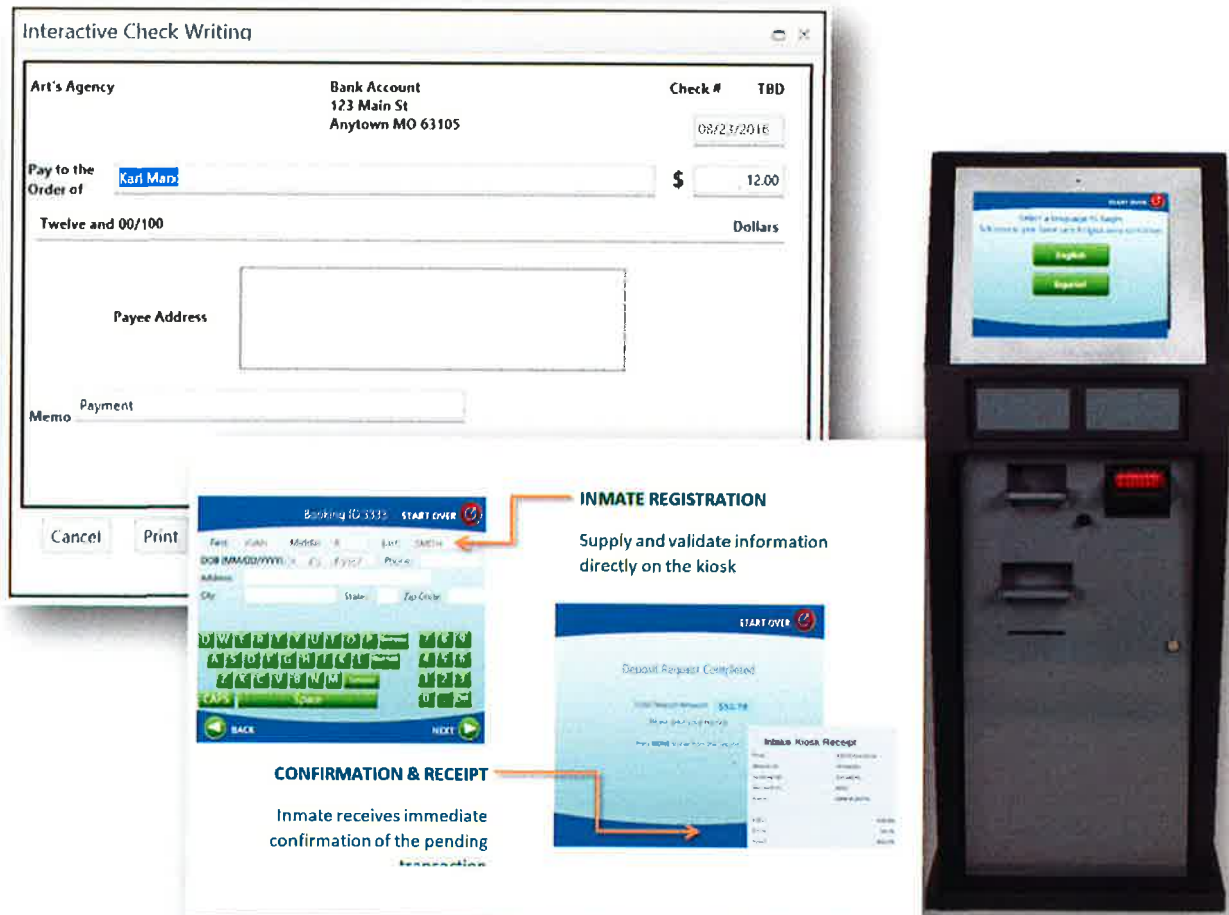
Write-off expired fines and fees automatically

KeepTrak counts down the days until an open debt expires. The Account Event configuration allows users to specify how long a debt can remain on an inmate account. Once the timer expires KeepTrak automatically performs the transaction to keep further collections from happening.

Cash Flow Management:

Manage cash workflows and audit trails

For cash received at intake or for mail deposits, KeepTrak Banking structures your workflow with strong controls and separation of duties. The cash management feature leads you through drawer open/count/close, adjustments, approvals, reviews, and consolidated bank deposits. All transactions are reviewable in their original cash drawer records and through the bank deposit process.



Automated Intake Cash Count

Use our booking peripheral to count intake cash automatically when an inmate account is accessed and intake cash transactions are required

Check Writing:

Write checks from inmate accounts or from General Ledger Accounts Payable

As always our on-screen check writing gives you the controls to manage, track, and research disbursements from inmate accounts or from ledger payment accounts.

Check Printing Enhancements:

Queued Check Printing

KeepTrak Banking introduces queued check printing for those customers who prefer to complete all check generating transactions before printing numerous checks. This feature is convenient also for a financial department in which several clerks are actively generating checks throughout the day or where the check printer is located at a distance from the individual clerk. The queue includes the ability to filter by date range, transaction type, user, and check printer.

Once printed the user can confirm print status, provide check numbers for pre-printed check stock, and reprint a failed or destroyed check.

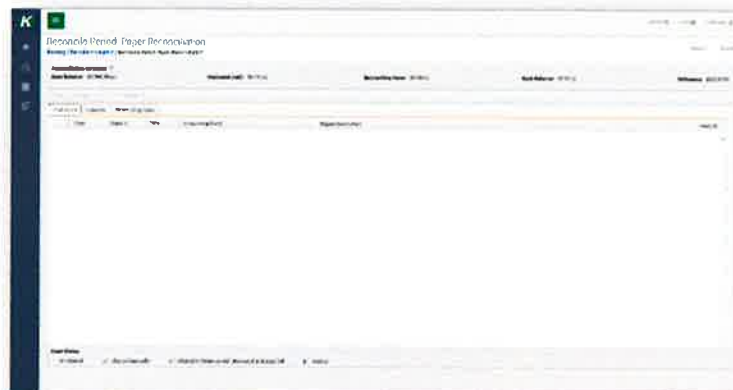
MICR Check Printing with Automatic Check Numbering

KeepTrak Banking can now print to blank check stock using standard MICR ink printers. The new feature formats the check including logos, signatures, caption text, bank account number, routing number, and check number. Check number sequences can be associated with windows printers that support MICR ink printing.

Bank Reconciliation:

Reconcile Bank Statements

Match bank statement information to the deposits and disbursements you have recorded in KeepTrak Banking. We give you convenient online tools for marking transactions as cleared within a period, for adding reconciling transactions, and for reviewing bank reconciliations at any time.



Positive Pay

Send Check Data to Bank for Positive Pay

KeepTrak allows facilities to choose a standard positive pay format for files to their bank. This allows Keefe's facility users to stop fraud in its tracks by insuring that their bank honors only those checks that they issue.



Banklink Export Automation

For customers that export issued check information to their bank for Positive Pay, this new feature schedules the automatic creation and transport of the Positive Pay file. The user can review the history of files created by the export. The automation supports SFTP transport to the bank's secure FTP site.

Debit Cards for Release Processing:**Load and activate debit cards in real time**

Facilities have the option to embed debit card processing in their release workflow to insure immediate loading of Access Corrections debit cards through Keefe's secure online service.

Accounting (General Ledger) Management:**Manage Accounting Profiles**

Facilities can craft and control every aspect of their GAAP compliant chart of accounts. Simplify staff workflow by organizing their accounting policies into specific roles.

**Define General Ledger Account Categories**

KeepTrak users can create a classified balance sheet with groups and titles that make it easy to organize accounts payable, accounts receivable, cash or other GL accounts that match the way their facility works.

Make General Ledger Entries in Real Time

Close out accruals, pay bills, make end of period entries. Keefe's legendary General Ledger finds new power in organization, efficiency, and ease of use.

Run Trial Balance and Balance Sheet Reports

Users can view and report on all or part of their GL accounts, and print or export reports to adobe and excel format. And KeepTrak allows users to save their report input decisions to save time when you run the report again.

Manage User Accounts

Design individual and group authorizations. Link these profiles to accounting and workflow specifications to establish roles tailored to your operation.

Reporting Features:**Web Services Interfaces for Partner Systems:**

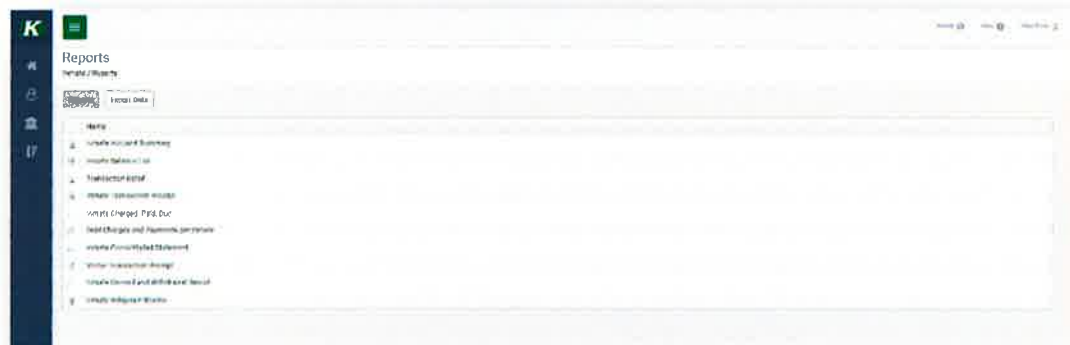
With its KeepTrak Online Banking and Commissary software solution--a cloud-based banking platform, Keefe integrates with an Inmate Data Repository.

County and State custody systems post inmate information to the repository for use by Keefe technologies such as banking, commissary, inmate self-services and family services.

Inmate Financial Information Lookup Service

KeepTrak Banking Inmate Financial Information Lookup services allows partner systems to present KeepTrak financial information in their applications.

Custody systems can take advantage of this read only interface to present an inmate balance, financial history, or specific transactions appropriate for the given user role. Other uses can include court systems, bail systems, and inmate self-service devices. The web services specifications are available upon request for KeepTrak Banking implementations.



Reserved Accounts

KeepTrak Banking now supports reserved accounts for inmates. Prior to Release 1.3 each inmate received a Primary Trust account and a Debt account by default. With the introduction of reserved accounts, the customer may define additional trust accounts reserved for specific purposes.

Reserved accounts may be used for bail, release savings, prepaid medical procedures, holds, gifts, debt exempt deposits, and other customer-defined trust account types. Characteristics for reserved accounts include spending rules, contributing deposit types, transfers, and disbursements.

This new feature performs well beyond the legacy encumbrance function. In legacy the customer was limited to encumbrance types. An encumbrance could be funded by deposits or transfers, but was difficult to manage through the disbursement process, and was difficult to report on.

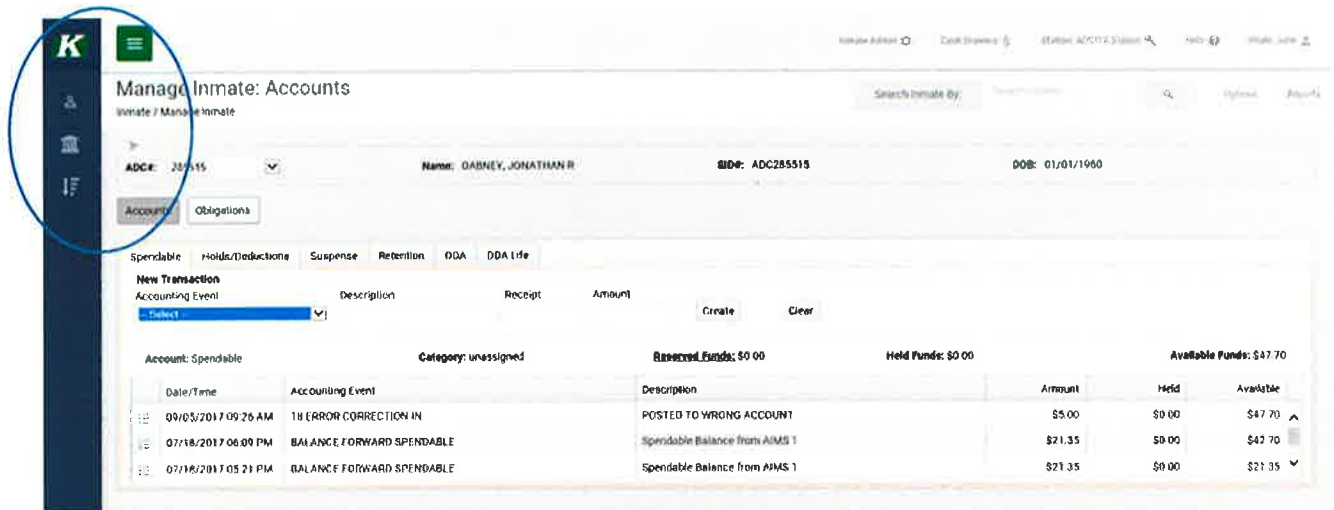
The new approach establishes reserved accounts as a core feature in KeepTrak Banking. This includes refactoring of the inmate accounts page, a number of reports, indigence assessment, transaction types, fees, debt recovery, release workflow, and administration capabilities.

View Prior Account History

KeepTrak Banking now gives its customers the option to view inmate account history from its prior banking system. The feature introduces a Prior History tab in the inmate accounts page. When the customer navigates to this new tab, KeepTrak Banking links the inmate ID with a Keefe-hosted document library. The customer contributes Adobe® documents to the library with the inmate's account statement from the prior banking system.

To assist with the migration of current Keefe banking customers, our developers have created an Adobe® export application that allows Keefe customers to choose the statement report from a selection of SAPCrystalReports. The export application then uses the SAPCrystalReport to create an Adobe document for each inmate account. The customer-specific documents can then be imported to the document library for each Keefe customer.

Hover Navigation Menu



KeepTrak Banking introduces a more streamlined look and feel to its main menu selection process. With hover navigation, County users can quickly select their destination from a list of main menu silhouettes.

The options within each selection fly out when the mouse pointer hovers over the menu item. The user then moves the mouse pointer to a given option and selects it. The selected page appears and the menu hides, giving the user more space to work within a given area of the application.

Cash Drawer Filtering by User or Group

KeepTrak Online Banking now allows the customer to filter which Cash Drawer types will display to a given user or group. This new feature keeps the list of cash drawer types focused on just which drawer or drawers this particular user should be working with.

Reducing the complexity of the drawer type selection process cuts down on inadvertent errors by customer staff, especially in accounts where numerous cash collecting activities occur in various departments, buildings, or campuses.

Expanded Deduction Rules for Payroll Deposits

KeepTrak Banking increases the types of rules and the combination of rules relating to deposit deductions.



These rules are particularly useful in processing payroll. Using the expanded rules, customers can setup a payroll deposit type and then associate a sequence of automatic deductions including:

Mandatory deductions:

- Savings, Discharge, Transition Fees, Housing, Dependent Care, DUI

Facility and court obligations:

- Accounting Fees, Court Ordered Fees, State Filing Fees, Federal Filing Fees, Disciplinary Debts, Other accumulated debts

Gross pay deductions for inmates in Private Industries:

- Deductions can be configured on a percentage basis or on a fixed dollar basis. Remaining Funds after deductions are automatically posted to the inmate account specified by the deposit rules.

Batch Management and Transaction Posting Services

KeepTrak Banking allows partner systems to organize and post financial transactions using web services. In addition to posting online deposits, phone time transfers, and commissary transactions, customers can now connect payroll, medical, housing fee, or other custody fee systems to KeepTrak Banking.

The KeepTrak Banking interfaces specify the variety of inputs and return values so that the partner system developer can take advantage of transaction postings and transaction history information, and organize transactions into groups that are meaningful to both systems. The web services specifications are available upon request for KeepTrak Banking implementations.

Batch Processing Enhancements

Batch Details Reporting

KeepTrak Banking now includes a detailed report of inmate transactions related within a single batch.

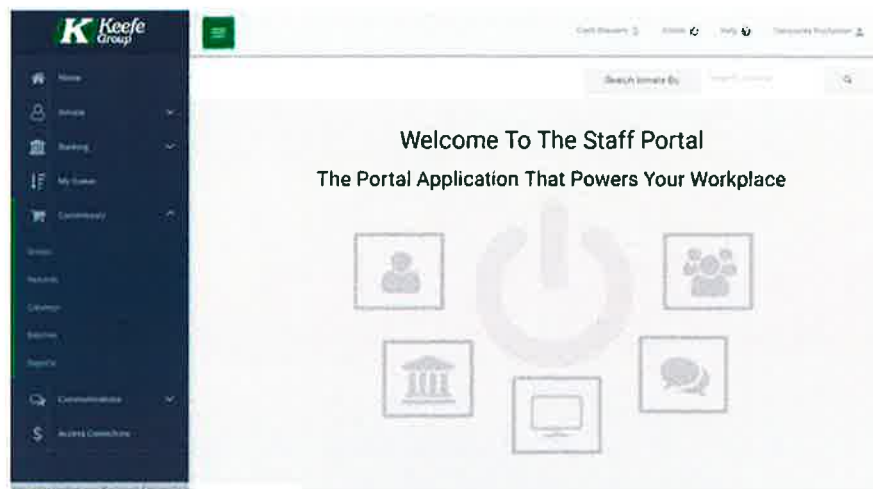
Two-stage Batch Approval

KeepTrak Banking now allows a manager role that can commit batches of transactions that were entered by a clerk. The clerk may not commit the transactions, only record them.

KEEFE COMMISSARY ONLINE

Keefe Commissary Online (COL) is the next generation of Commissary ordering provided by Keefe. COL is designed to make the experience of ordering commissary goods an effortless and integrated process as a centrally hosted, multi-tenant web application accessed over the internet.

Each facility hosted in COL has its own database. Each facility may also have its own customized workflows, accounts, reports, and resident lists, completely independent of and secured from all other hosted facilities.



Ordering Methods

The County can use any of the following methods to enter orders in (COL):

- Online Order Entry
- Phone Order Entry (IVR)
- Kiosk Order Entry

ONLINE ORDER ENTRY

Online orders refer to manual entry orders entered to COL. Use COL ordering to create orders for items from Pick N Pack, Trinity Take Out, and Cart items (as described in [Catalog](#)). Edit, change, or delete existing online orders through COL order entry.

PHONE ORDER ENTRY

The IVR COL order entry system is attachable to facility phone systems. The interface relies on network connections to a facility-based or centralized phone switch. The IVR commissary order entry system requires the Keefe Cloud Banking module and is seamlessly interfaced with the Keefe Cloud Banking System. If the facility is not using the Keefe Cloud Banking System, the Keefe IVR/Commissary solution can be interfaced with partner Resident banking systems. The KCN solution requires attachment to the premise phone system.

Phone orders appear in the online Commissary portal once a resident calls in an order request. The Commissary application validates the order based on any restrictions entered in the

Commissary system through the Commissary Admin set up process. Residents can use Commissary IVR ordering to create orders for items from Pick N Pack, Trinity Take Out, and Cart items.

Residents can edit, override, or delete existing orders through IVR. When a resident calls the IVR system, the system determines whether an open order exists for that resident. If an order exists, the system inquires whether the staff member wants to edit the existing order or override it (the current order will be deleted and a new order will be created). Residents can change the quantities of items, add more items, delete items, or delete existing orders.

KIOSK ORDER ENTRY

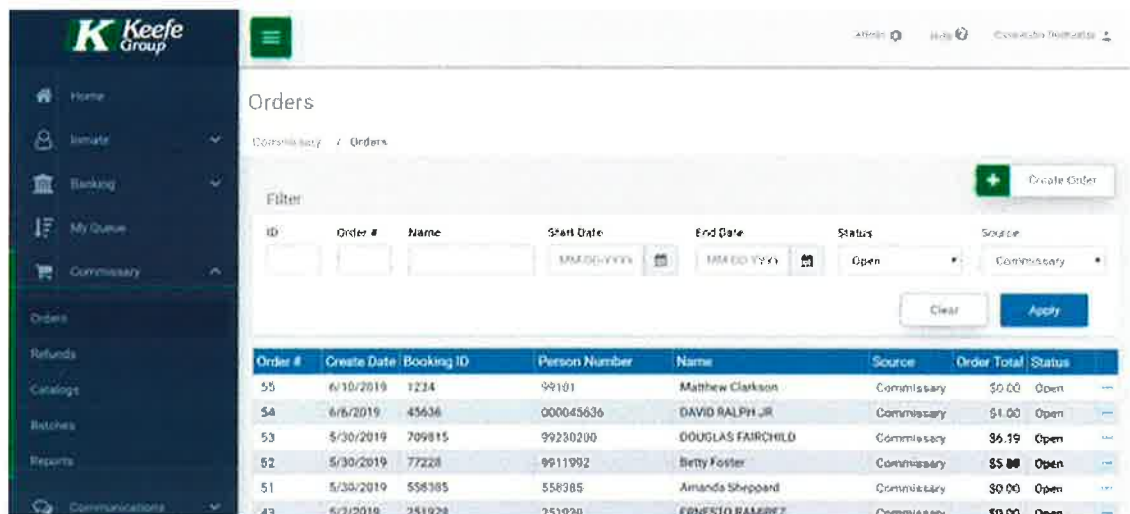
Kiosk order entry is done on-site at ordering kiosks.

Residents can use Commissary kiosk ordering to create orders for items from Pick N Pack, Trinity Take Out, and Cart items.

COMMISSARY ONLINE MODULES

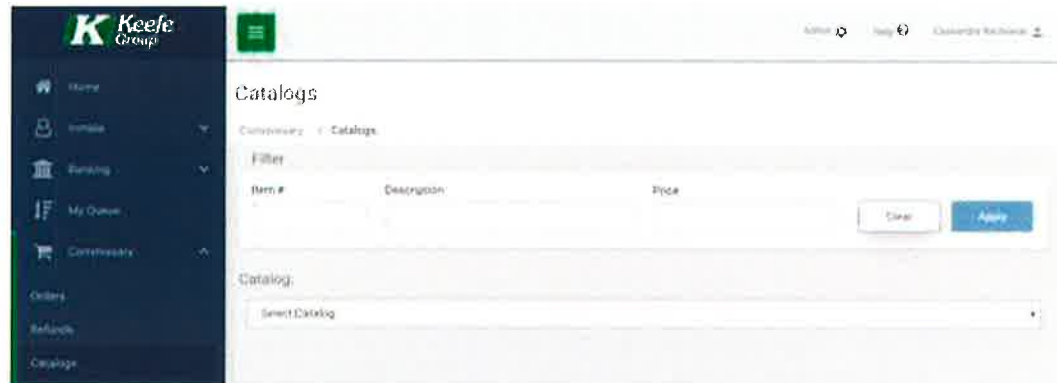
Below is a list of the new Commissary Online modules with brief descriptions

- **Orders:** The Orders module will allow the County to access its:
 - Orders page
 - Order Entry page
 - Create Edit or Cancel an Order page.
- **Refunds:** COL Refunds allow users to generate refunds by order number from the Orders tab. COL also allows users to set up a refund schedule (the time of day that refunds are processed) in the Commissary Admin module.
 - Refunds Page
 - Refund Entry Page
 - Create, Edit, or Cancel a Refund
 - Scheduling and Viewing Refunds



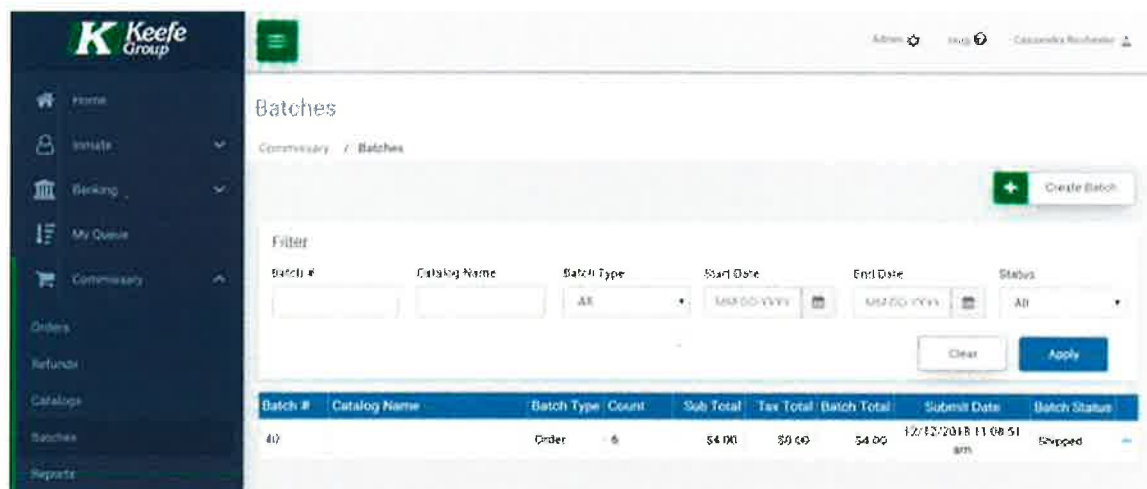
Order #	Create Date	Booking ID	Person Number	Name	Source	Order Total	Status
55	6/10/2019	1234	99101	Matthew Clarkson	Commissary	\$0.00	Open
54	6/6/2019	45636	000045636	DAVID RALPH JR	Commissary	\$1.00	Open
53	5/30/2019	709815	99230200	DOUGLAS FAIRCHILD	Commissary	\$6.19	Open
52	5/30/2019	77228	9911992	Betty Foster	Commissary	\$5.88	Open
51	5/30/2019	558385	558385	Amanda Shippard	Commissary	\$0.00	Open
43	5/2/2019	251929	251929	ERNESTO RAMIREZ	Commissary	\$0.00	Open

- **Catalogs:** The COL Commissary Catalog allows users to view, filter, and print catalogs and to use tags, rules, and populations to restrict items. Catalogs of items can be available to an entire facility or limited to a certain population, determined when creating the catalog.
 - Catalog Items
 - Catalog Page
 - View, Filter, and Print Catalogs



The screenshot shows the 'Catalogs' page in the Keefe Group system. On the left is a dark sidebar with navigation links: Home, Inmate, Banking, My Queue, Commissary, Orders, Refunds, and Catalogs. The main content area has a header 'Catalogs' and a breadcrumb 'Commissary / Catalogs'. Below this is a 'Filter' section with input fields for 'Item #', 'Description', and 'Price', along with 'Clear' and 'Apply' buttons. Underneath the filter is a 'Catalog:' section with a dropdown menu labeled 'Select Catalog'.

- **Batches:** The COL Batches module allows users to create and manage batch commissary entries. By default, the list of batches is sorted by **Status**, then **Open/Closed**, and then by the **Created** date, listed in chronological order. The sort order can be changed by clicking on any column header. Users can filter the list by entering any of the available filter criteria in the **Filter** section.



The screenshot shows the 'Batches' page in the Keefe Group system. The sidebar is identical to the previous screenshot. The main content area has a header 'Batches' and a breadcrumb 'Commissary / Batches'. A green '+ Create Batch' button is in the top right. Below is a 'Filter' section with input fields for 'Batch #', 'Catalog Name', 'Batch Type' (a dropdown menu), 'Start Date' (with a date picker), 'End Date' (with a date picker), and 'Status' (a dropdown menu). 'Clear' and 'Apply' buttons are at the bottom of the filter section. Below the filter is a table with the following data:

Batch #	Catalog Name	Batch Type	Count	Sub Total	Tax Total	Batch Total	Submit Date	Batch Status
40		Order	6	\$4.00	\$0.00	\$4.00	12/12/2018 11:08:51 am	Shipped

- **Commissary Reports Module:** The COL Reports module allows users to generate a variety of standard and ad hoc commissary reports.

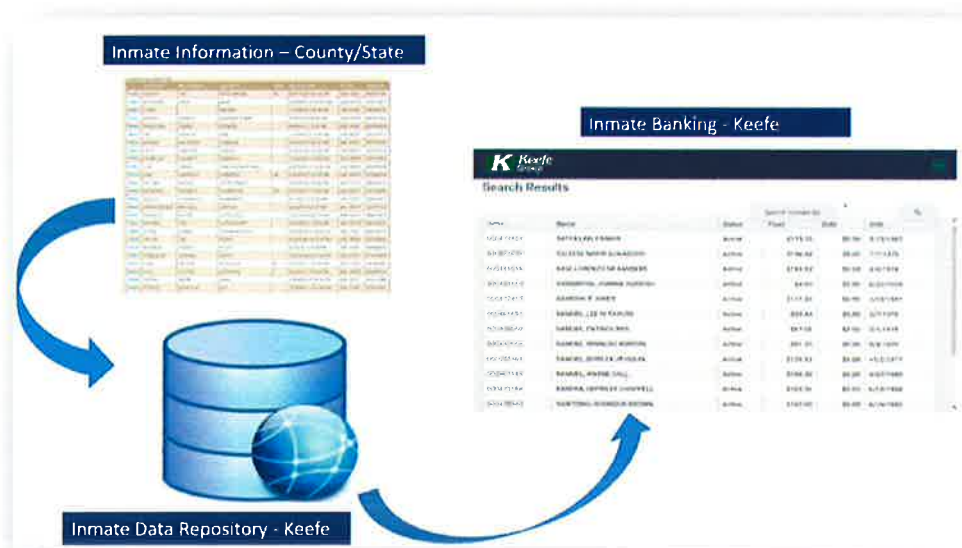


- **Commissary Admin:** The Commissary Admin module allows users to perform administrative functions in the COL module.
- **Users can:**
 - Schedule Refunds
 - Create, edit, and delete catalogs
 - RESTRICTIONS: Create, edit; and delete rules, tags and populations

Inmate Financial Information Lookup Service

KeepTrak Banking Inmate Financial Information Lookup services allows partner systems to present KeepTrak financial information in their applications.

Custody systems can take advantage of this read only interface to present an inmate balance, financial history, or specific transactions appropriate for the given user role. Other uses can include court systems, bail systems, and inmate self-service devices. The web services specifications are available upon request for KeepTrak Banking implementations.



h. Reports and Invoices

- i. Order Receipts: The Vendor shall have the ability to provide two (2) copies of the order receipt with each inmate purchase. The order receipt should contain at a minimum:
1. Date order was placed
 2. Inmates full name, identification number, housing unit identity
 3. Beginning balance of inmate's account
 4. A listing of all items included in the order. Listing shall include product ID, product description, quantity, unit price and total price.
 - a. The Vendor shall identify, on the inmate order receipt, items that are subject to State and Local sales tax.
 - b. The Vendor shall list, on the inmate order receipt as a separate line item entry, the total State and local sales tax charged to the inmate.
 5. Grand Total (sum of all purchases)
 6. Ending balance of inmate's account
 7. A listing of all items ordered but not received. Listing should include product description, quantities ordered and reason for non- delivery (out of stock, discontinued, etc.)
 8. A space where the inmate can sign and date to acknowledge receipt of the order.

Keeffe Response: Keeffe has read, understands and will adhere to all requirements above in section h.i. A sample receipt is shown below.

Page 1 of 1 04/18/2019 10:45 AM

KEEFE COMMISSARY NETWORK
P.O BOX 17490, St Louis, MO 63178-7490
325 for

Name: ID: DOB: Bal Before Order: 9.08
Acct #: Order #: 12521813
CPR #: Order Date: 04/18/2019
Block: Tier: 08D0 Cell: 08DB

12521813-103363445

Buy-Seq	Qty	UOM	Description	Alias	I	Price
KA1						
F-6226	1	EA	1.5OZ STUFD JALP CHIPS	6102		1.05
F-6850	1	EA	HOT CHIPS 1.5 OZ	6125		1.05
G-7315	1	EA	DIBGY ALLSTARS 3.75OZ.	4152		1.43
I-9206	1	EA	KEEFE COLOMBIAN BLEND	2283		4.69
I-9218	1	EA	(EA) ZC PB WAFERS	3230		0.83

Total Pick Qty 5 SubTotal: 9.05
Total Weight .78 Lbs Tax: 0.00
Total: 9.05

SHORTAGES/CANCELLED

Alias	Qty	Description	Reason
4032	1	THREE MUSKETEER BAR	Insufficient Funds
4035	1	REESES P/BUTTER CUP	Insufficient Funds
6053	1	CAJUN SHRIMP RAMEN	Insufficient Funds

I have checked and received this order with any and all credits/shortages as indicated herein.

Signed: _____ Date: _____
Witnessed By: _____ Date: _____



Organize Report workflows

Enjoy the flexibility of having KeepTrak's entire report library at your disposal. Specify where reports show up, and substitute reports with your logo and column choices for our standard reports.

Online Report Library:

19 Standardized reports with parameters you can save and use again and again

- 1.) Bank Reconciliation Details
- 2.) Cash Drawer Count
- 3.) Cash Drawer Details
- 4.) Classified Balance Sheet
- 5.) General Ledger Account Activity Summary
- 6.) Offender Account Statement
- 7.) Offender Account Summary
- 8.) Offender Balance List
- 9.) Offender Transaction Receipt
- 10.) Bank Reconciliation Summary
- 11.) Trial Balance Report
- 12.) General Ledger Month Detail
- 13.) Offender Charged, Paid, Due
- 14.) Offender Deposit and Withdrawal Summary
- 15.) Debt Charges and Payments per Offender
- 16.) Debt Charged, Paid, Due
- 17.) Visitor Visitation Receipt
- 18.) Offender Consolidated Statement
- 19.) Offender Indigency Review

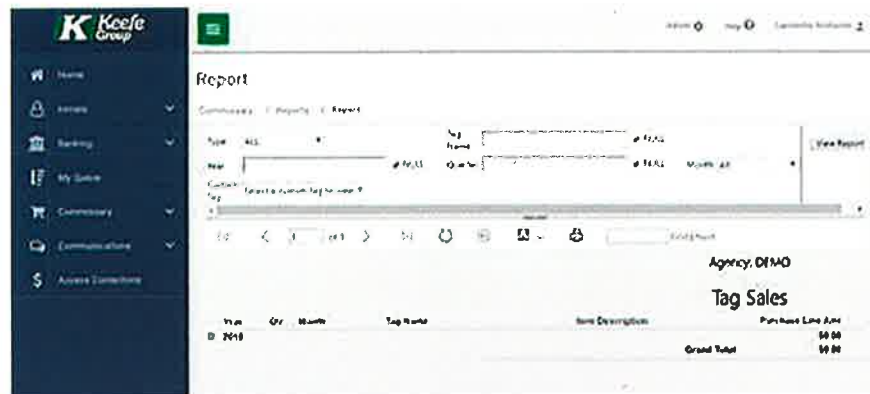
Select and export report data for further analysis

For those reports that need more analysis or for questions that pop up in the course of your work, use our new data export feature to quickly scan and filter available data fields, export the results to Excel®, and save your export configuration for future use.

Indigence Reporting

KeepTrak reporting now allows the user to set parameters for determining indigence. The customer can set a default number of days and a maximum balance in the workflow administration for offender accounts.

The new report, Offender Indigence Review, uses these defaults to produce an indigent list. The user may also specify whether only the primary trust account is reviewed or additional reserved accounts may be included in the review.



Visitor Visitation Receipt

This report hides the inmate trust account balances when receipts are given to visitors who have made a deposit to the inmate account.

Offender Consolidated Statement

This report comprehends all accounts for a given inmate including the primary trust account, additional reserved trust accounts and the debt account.

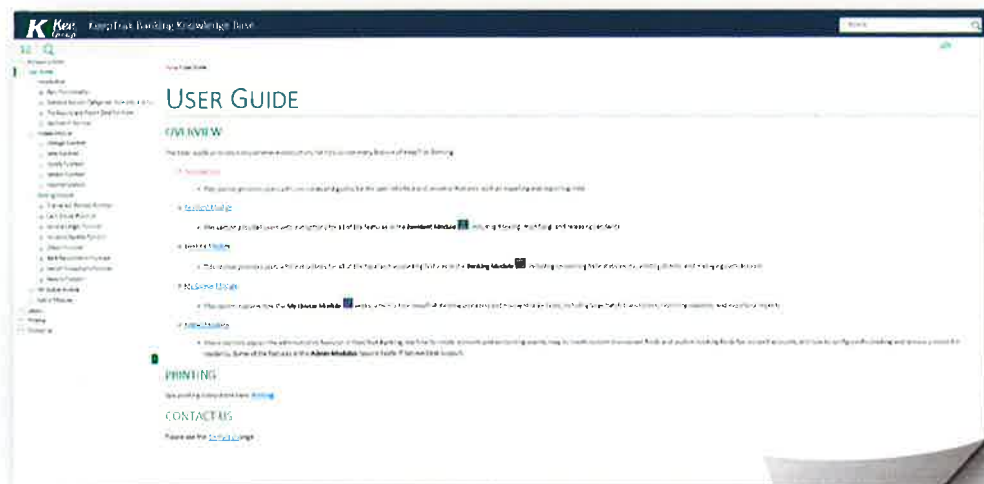
- Includes ability to select a date range for the statement
- Includes opening and closing balances for each account type in the selected date range
- Includes the ability to select the report for multiple inmates using parameters for status, block, tier, and cell

Offender Indigency Review

This report produces a roster of inmate accounts that meet indigence thresholds based on number of days with a balance below a customer defined maximum

Online Help Documentation

Facility users can quickly find and search the online reference guide for information on KeepTrak Banking functions.





- ii. Invoice: The Vendor shall submit an invoice after each commissary order has been delivered. This can be electronic or paper. An electronic recipient will be designated.
 - 1. Paper invoices shall be sent to the Lassen County Jail located at 1405 Sheriff Cady Lane, Susanville, CA 96130.
 - 2. Invoices shall include the following:
 - a. Vendor's unique invoice number, order date, delivery date, invoice date, order fill rate and invoice amount.
 - b. Attached to the invoice shall be a listing, sorted by inmate name of all items delivered in the order. At a minimum, listing will be include:
 - i. Inmate's Name
 - ii. Data Number,
 - iii. Product ID
 - iv. Product Description
 - v. Quantity Delivered
 - vi. Unit Price
 - vii. Total Sales Tax
 - viii. Total Price
 - 3. Electronic Invoice: shall include text showing the following elements for each item ordered:
 - a. Order Date
 - b. Identification Number
 - c. Inmate's Last Name, First Name and Middle Initial
 - d. Product ID
 - e. Product Description
 - f. Quantity Ordered
 - g. Quantity Shipped
 - h. Unity Price
 - i. Total Sales Tax
 - j. Reason for Non-Delivery
 - i. The delivery program shall be agreed upon at a later date.

Keefe Response: Keefe has read, understands and will adhere to section ii.

- i. Lassen County requires that (2) existing workstations be equipped software and have administrative functions agreed upon by both parties.

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

Keefe's new online software is 100% web based and can be accessed from any computer with internet access. This allows use at an unlimited number of workstations without the hassle of designated workstations.



COMMISSARY ORDERING

Inmate Tablets

The tablet features below will be made available on the tablet provider's devices. The county may choose to restrict or approve all features. Depending on the provider's device, all features may not be available.

Potential Features & Benefits:

- Commissary Ordering
- Digital Grievances
- Messaging and Photo Sharing
- Continuing Education and GED
- Music, Entertainment, Games, News
- Library of eBooks
- Law Library, PREA
- Investigative Suite
- Security and Control
- Ability to Gather Real-Time Data

Phone Ordering

Phone order requests are placed through the KCN hosted IVR platform. Inmates access the KCN phone order entry platform from a speed dial in the inmate phone system. The inmate receives voice prompts including his/her current spending balance, order review, order creation, item and pricing information. Phone order requests are processed within the KeepTrak Commissary application.

Access Securepak Friends and Family Ordering Site

Package Program is the correctional industry's most comprehensive, flexible and user-friendly inmate package program.

We'll create a customized, hassle-free program based on your preferences, whether that's year-round ordering or a strictly seasonal menu. We make it easy and convenient for customers to place orders, either online, by phone or with pre-printed forms.

Our proprietary software processes orders and enforces product restrictions and quantity limits; enforces spending, weight, order frequency and inmate status limits; produces detailed and customized reports, including inmate order history and ship dates, and can be customized at your request. Since all orders are fulfilled at our secure processing centers, contraband is never an issue.

As part of your Securepak program, we'll create a customized, user-friendly website that shows your approved menu and enforces all your 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 it's being processed.

The bottom line is that with Access Securepak, you'll spend far less time processing packages, and your facility will be safer and more secure.

OPTIONAL SERVICES

Direct-Debit Vending

This unique service, only available to the corrections market through Keefe Commissary Network, will allow inmates to make purchases from vending machines directly and immediately from funds they have in their inmate trust account (in the facility's banking system, either KCN's or a 3rd-party). There is no cost to the county to implement this service and KCN will provide the county with the same commission percentage offered for commissary. We have seen an increase in sales of 50%+ when implementing this program.

The direct debit vending program is very successful due to the availability to purchase immediately, plus it captures sales from those inmates who get released before commissary is received once per week.

How it works:

- Inmate presents his/her card (containing the inmate's ID) to the card reader installed in the vending machine (card reader can also be programmed to allow the inmate's ID to be manually entered along with the inmate's PIN)
- Card reader displays the inmate's ID number and instructs the inmate to enter their PIN
- KCN system verifies this information, and if accurate, authorizes approval for a purchase to be made
- Once a selection has been made, the KCN system verifies the inmate's account balance (in facility's banking system), and if the account balance exceeds the price of the product selected, the inmate's account is charged for the amount of the purchase
- If the product vends successfully, the transaction is complete
- If the product does not vend successfully, the transaction is cancelled, and a credit matching the amount of the original charge, is posted to the inmate's account
- Process over- another selection will require all the above steps to be repeated



INTAKE (BOOKING) KIOSK

The Secure Intake kiosk is designed to collect money from new inmates, securely and with minimal staff interaction. The self-service kiosk features a large, easy to navigate touch-screen display for inmate registration and validation. Inmates and/or facility staff can feed a stack of bills or pour coins directly into the acceptors for automatic counting – saving time and eliminating the potential for error. The kiosk provides a printed receipt with a unique confirmation number and deposit totals.

Intake Kiosks features include:

- Automatic counting of cash and coin
- Large capacity acceptors: holds up to 1,000 bills and 2,000 coins
- Deposit tracking during each shift
- Accessible only by authorized staff
- **Security Controls**
 - Conduct automatic real time OFAC checks
 - Detect and reject counterfeit currency
 - Gather additional information for high dollar transactions
 - Audit access to kiosk components and cash bins

Facility Benefits:

- Less intake process workload, cash handling and cost
- Interfaces seamlessly with cash management software
- Manual input and human error are eliminated
- Online shift reporting for cash management
- Intake Kiosk can be configured to accept Bail Payments



DEPOSIT SERVICES

Access Secure Deposits/Payments™ Overview

Access Corrections is well experienced in handling trust fund deposits and payments. Access Corrections currently processes over 6 million transactions per year, nationwide, including 800 County agencies and sixteen (16) State Department of Corrections. Counties that we service near your agency include **Mendocino, San Francisco, Placer, Napa, Plumas, San Joaquin and Shasta.**

Residents/Recipients

Helping You Stay Connected With Loved Ones and Providing Support

In the face of adverse circumstances, maintaining a connection to home can help make life a little better. Access Corrections is dedicated to offering the technologies and services to enhance communication for your offenders in a number of ways.

Agencies today can have funding applied into several unique accounts in order to meet agency needs. These accounts can include the following.

- Trust Account (also called Commissary or General Spending Account)
- Prepaid Phone Account
- Medical Account
- Dental Account
- Optical Use

We can also add **deposit by purpose accounts** such as bail or other customized accounts for Lassen County.

The agency has the flexibility to set different transaction limits for each service offered—for example, you could specify a \$300 limit on the Commissary Account and \$100 on prepaid phone services. This system will allow deposits and payments using credit or debit cards as well as cash depending on your needs. There are several options for funding an account including online, mobile app, telephone, kiosks and walk-in retail locations.

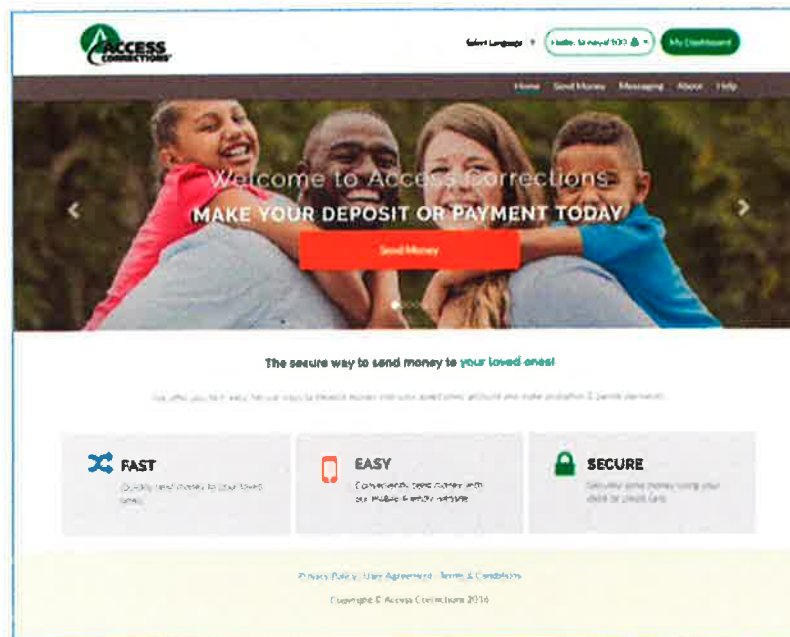
Family and Friends Needs

In the face of adverse conditions, family is assured that they can ease the stress of their loved one by funding accounts to increase communication. There are many convenient funding options for Family and Friends. These include web, mobile app, phone, kiosk, and walk-in locations.



Online Deposits/Payments via Computer, Smart Phone or Tablet

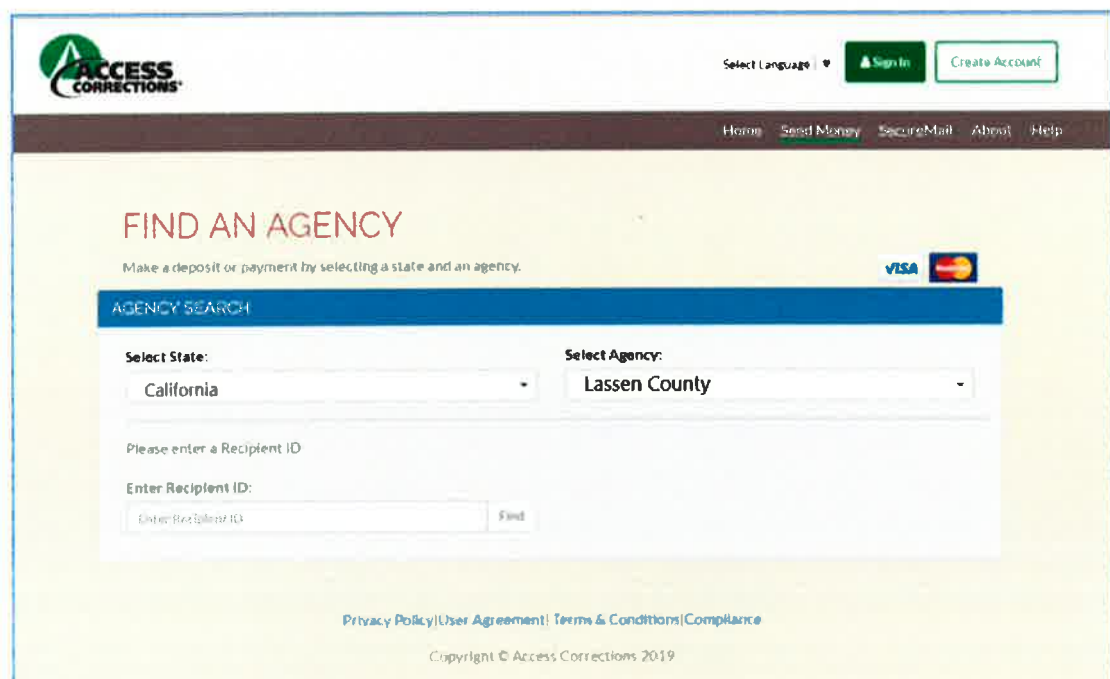
In order to allow inmates' family and friends to make deposits or payments online, Keefe operates a secure website 24/7/365 – www.accesscorrections.com. All that is required to set up an account is an email address and a personal password. Once they have completed this process, they can log onto the secure website.



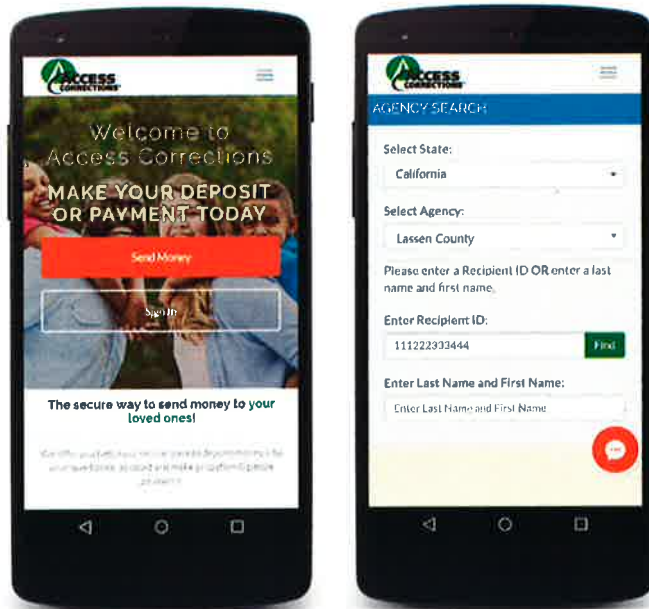
Adding a Recipient to my Dashboard

Family and Friends can choose from several directed accounts today as shown below.

Deposit
and
Payment
Mobile
App
Keefe
also
offers
the
ability
for

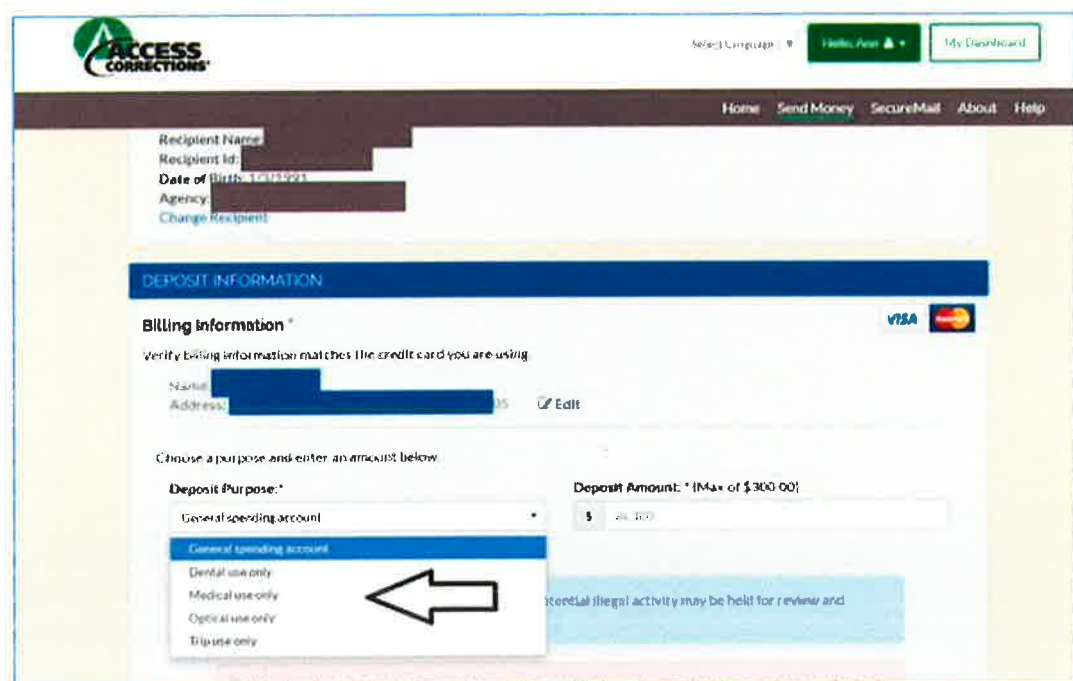


individuals to make deposits and payments via our user friendly Mobile App. The App is available on both the Google Play and iTunes stores.



Phone Deposits

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



Keeffe has **eighty nine (89)** in-house customer service representatives and also provides support through a U.S. based third party call center. All CSRs are specifically trained to handle customer's phone deposits, transaction history, complaints and financial discrepancies. Keeffe provides support and allows for phone deposits 24 hours a day, 7 days a week. In addition to live CSR's, users can make deposits or payments via **Interactive Voice Response System (IVR)** for a quick and easy payment option.

All call center employee candidates must successfully pass a thorough background check, a satisfactory credit check, and drug testing before they are considered for employment. We take full responsibility of our call center operations and employees, and go above and beyond to provide exceptional, professional, and the most secure services to our customers.

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

Walk-In Cash Deposits/Payments (Optional)

Keeffe is partnered with **Western Union** in order to provide friends and family a convenient low cost option for walk-in cash payments. We offer one standard low handling charge for deposits/payments up to \$1,000. These locations will accept cash deposits for inmates on behalf of Keeffe. Through this partnership, Keeffe is able to provide a network of convenient locations making the service easy and readily accessible.



To make a walk-in deposit, visit a Western Union® agent location to send money using cash, or in some cases, a debit card.

1. You will need the name, ID# and location of the inmate, along with your government-issued ID.

Usted necesitará el nombre, No. de ID y ubicación del preso junto con una identificación gubernamental.

2. Find a Western Union® agent location worldwide in places such as supermarkets, check cashers and convenience stores in a city near you.

Encuentre una ubicación de Western Union en lugares como supermercados, tiendas de cambios de cheque y de conveniencia.

3. To find participating locations near you and send money through Western Union®, visit westernunion.com/us/en/send-money/app/sendinmatestart or call 800-325-6000.

Para encontrar una ubicación cercana y enviar dinero por medio de Western Union, visite westernunion.com/us/en/send-money/app/sendinmatestart o llame al 800-325-6000

*A handling charge will be assessed based on the deposit amount.

*El cargo de manejo envío será basado en la cantidad del depósito.

LOBBY KIOSKS

Another access point for **Lassen County** Family and Friends is the ability to utilize kiosks across the country at participating county agencies.



Family and Friends can use the convenient lobby kiosk to fund a loved one's account. Here is an example of the kiosk screen. The depositor has the option to direct funds to a specific account such as a prepaid phone account.

START OVER

Select Purpose

General Spending Account

Dental Use

Medical Use

Optical Use

Prepaid Phone Account

BACK

Lassen County

START OVER

Select Location:

Lassen County

San Francisco

Mendocino

Placer

Select Other Location

Access Corrections offers the ability for friends and family to send money from our 800+ lobby kiosks located in correctional facilities across the country, including **thirty-one (31)** CA county locations. The CA County lobby kiosk locations closest to your agency are Mendocino, San Francisco,



Placer, Napa, San Joaquin and Shasta. When a customer goes to one of these kiosks, the kiosk gives them an option to “change agency location” and select Lassen County, CA as the new agency and they search for their loved one. They can send money using cash or credit card. These transactions will be batched with all other types (phone, web, walk-in) transactions for Lassen County residents and post to their account at the same time. The funds are also batched with all other transactions and are ACH'd to your bank account all together.

Agency Staff

Access to Reports

Our new Agency Manager Tool provides all financial reports needed by Lassen County staff.

The screenshot displays the 'Recipient Activity' report within the Agency Manager Tool. The interface includes a dark sidebar on the left with navigation options: Access Corrections, Reports, Bank Transfers, Cash Pickups, Restriction, Recipient Activity (selected), Depositor Activity, Audit, and Data Detective. The main content area shows the report title 'Recipient Activity - [redacted]', a DOB field, and a location dropdown. Below this is a table with columns: Date Time, Notification #, Type, Source, Purpose, and Depositor Name. The table lists seven transactions, all of which are 'Credit' transactions from 'Web' sources. Two green arrows point to the 'Depositor Name' column for the third and fourth rows.

Date Time	Notification #	Type	Source	Purpose	Depositor Name
01/07/2013 19:46:31 CST	51621143	Credit	Web	General	[redacted]
12/03/2013 22:51:00 CST	77859975	Credit	Web	General	[redacted]
02/10/2014 12:36:03 CST	79560279	Credit	Web	General	[redacted]
03/28/2014 17:49:31 CDT	60620348	Credit	Web	General	[redacted]
06/06/2017 17:15:59 CDT	5162137	Credit	Web	Optical	[redacted]
04/21/2018 06:55:22 CDT	22528913	Credit	Web	General	[redacted]
10/29/2018 10:59:06 CDT	97526364	Credit	Web	General	[redacted]



Agency Manager Quick Guide

How Do I - Navigate the New Agency Manager?

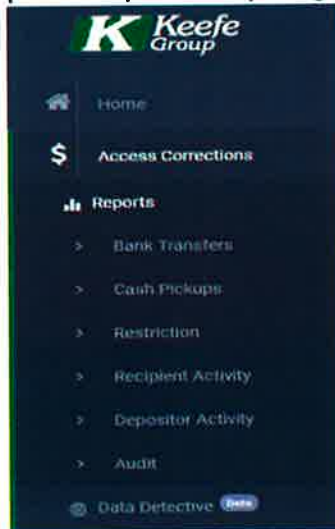
As an agency Administrator, use this guide as an overview of the New Agency Manager application. This guide highlights key functional areas for How-to perform standard functions within the application.

Navigate to the following URL-> <https://agency.accesscorrections.com>.

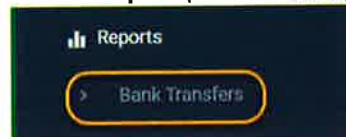
- Bookmark this link by clicking the Favorites Star (☆) to the far right of the browser window.
- Enter a name for the bookmark. Click Done to save.

Navigating Agency Manager

1. Select **Reports** from the navigation panel to expand the reporting options.



2. Select a **Report**. (i.e. **Bank Transfers**)

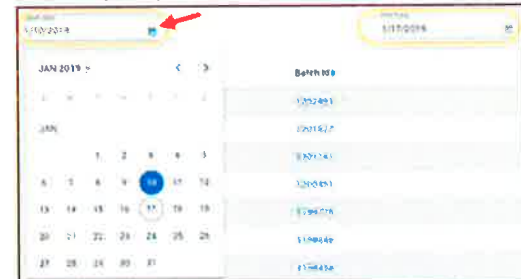


3. Opens to the selected report view.

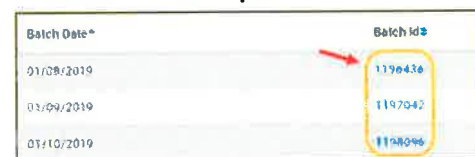
Note: The report title appears in the upper-left corner of the report view.



4. Use the **Date/Range** filters to set report range results. Click the calendar icon (📅) to specify a **Start** or **End** date.



5. Click a **Batch ID** link to drill-down to Bank Transfers Detail report.



6. The **Bank Transfer Details** report enables additional drill-down report details – such as **Recipient** and **Depositor** reports.

Recipient Id#	Recipient Name	Location	DOB	Purpose	Depositor Name
117376	ANTHONY MICHAEAL RAL	6819	1/1/1999	INMATE	ANTHONY MICHAEAL RAL

Depositor Photo Preview

New Agency Manager presents the ease of access to depositor photos.

- Click the photo icon (📷) from the **Depositor Activity Report**. Source must specify Kiosk (*Lobby or Intake*).

Depositor Activity - NAVA JOSE				
NAVA JOSE, Address: 200 nc 5A TX 78207				
NAVA JOSE				
Date Time	Receipt #	Photo	Type	Source
01/09/2019 01:34:55 CST	91786387		Cash	Kiosk

- Opens to depositor photo.



Note: Some images may not register returning "Image Not Found".

Report Features

Use the icons in the upper-right corner of a Bank Transfer Details report view to do the following:



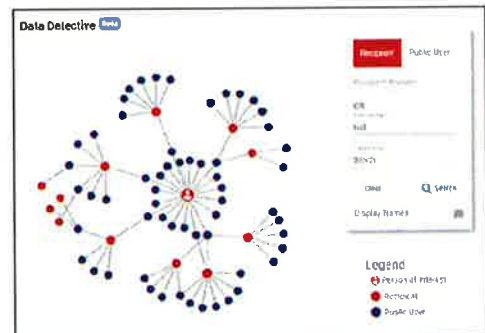
- Click the Tool (🔧) icon to Filter search Locations and Purposes.
- Click the Download (↓) icon to export reports to MS Excel.
- Click the Print (🖨️) icon to print reports.

Data Detective

To obtain recipient-to-public user interaction search feature.

- Select **Data Detective** from the navigation panel.
- Search **Recipient** or **Public User** details using the intuitive search feature.

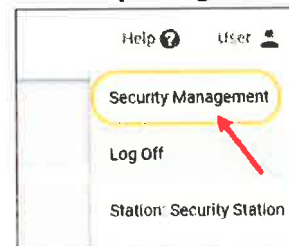
- Click **Search**. *Hover* over the nodes for additional information. *Drag* nodes out for accessibility.



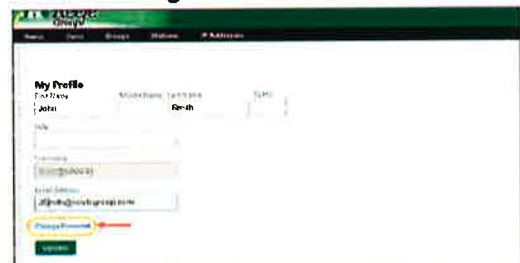
Security Management

Use Security Management for administrative tasks, such as password changes.

- Click **User** (👤) to expand the security application options.
- Select **Security Management**.



- Click **Change Password**.



Note: Access is based on role.

Help Resources

Refer to the *Agency Manager Help File - Knowledge Base* for further instructional guidance.

For support, contact *IT Service Desk* at (800) 864-5986.

Data Detective

Our integrated Data Detective Software can identify and connect individuals on the outside who have interacted with multiple AICs at your facilities.

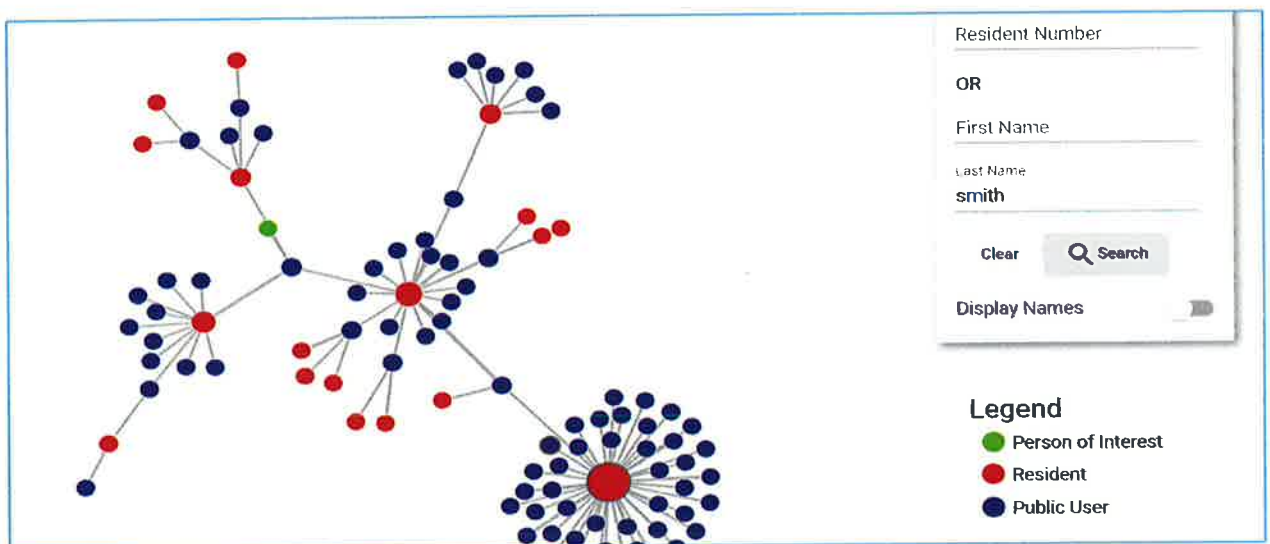
Data Detective® is Keefe's data mining solution specifically designed for our services. This tool is designed with the investigative nature of the corrections market in mind. Authorized staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Some of the features are listed below:

- Agency staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators to quickly find connections and patterns
- Web based program so authorized agency staff are able to view from their own desktop computer.

Months of research and development, utilizing established relationships with correctional agencies allowed Keefe to develop the very best solution for the corrections market. This tool will automatically be applied to all payment information.

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

Keefe also provides detailed information regarding the sender through its Data Detective software.



ACCESS SECURE RELEASE

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 is provided by Keefe at no cost to the County.

Benefits of releasing inmates with a debit card:

- Reduces exposure to fraud and lost 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.



Our debit card is also part of a national surcharge free network – Money Pass. This means that the cardholder can get cash via an ATM without paying additional surcharge fees, when using a participating MoneyPass ATM at such convenient locations as Credit Unions, National Banks, 7-Eleven ATMS, and Wal-Mart store ATMs. This debit card allows inmates with or without a bank account access to their money 24 hours a day at ATM locations and Point-of-Sale locations worldwide.

In addition to the MoneyPass ATM network, our debit cards also provide the cardholder the ability to remove the total balance of their card for FREE by visiting any financial institution that is a MasterCard principal member and asking for a cash advance for the balance of their card.

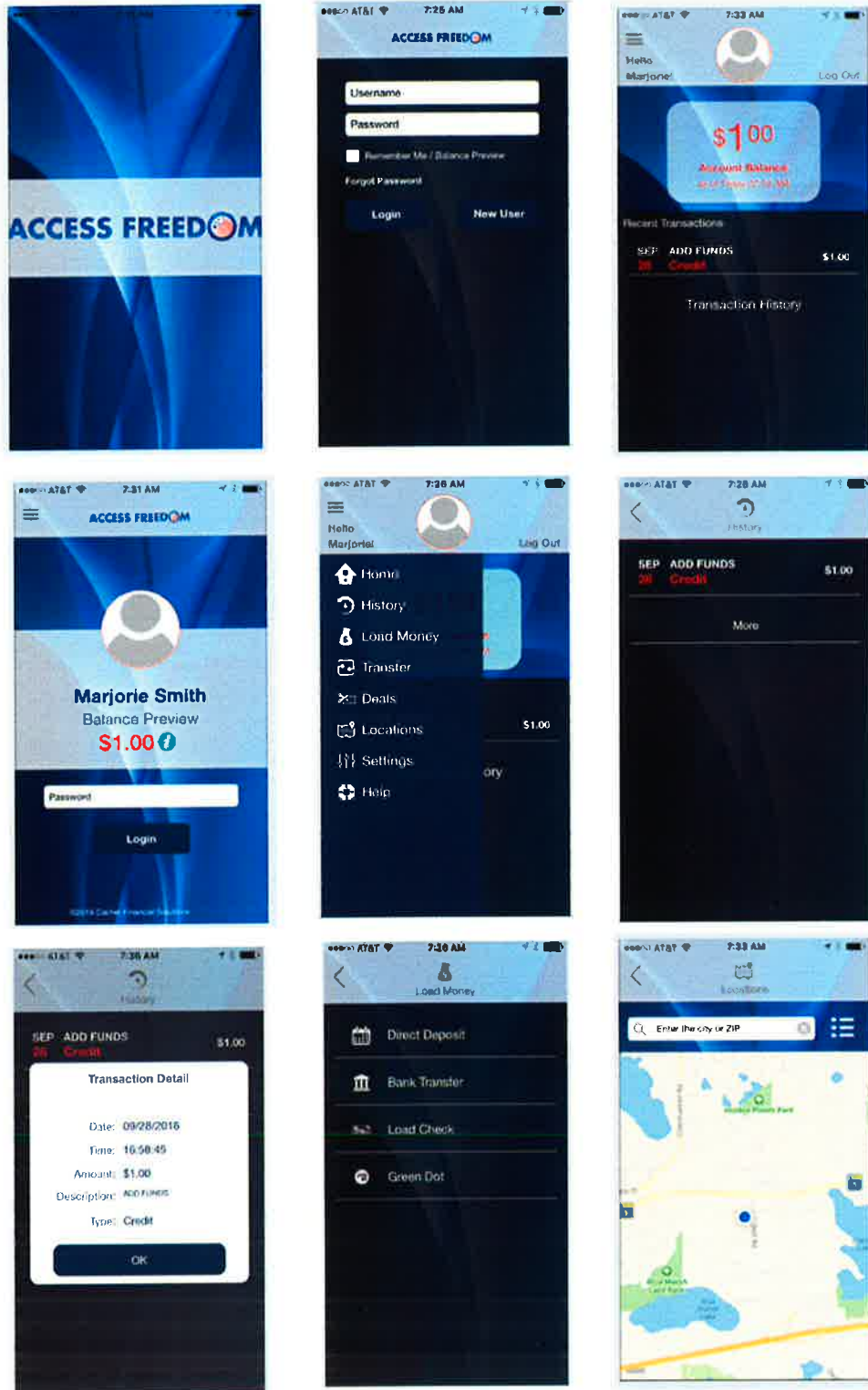
Inmates can access their cash for free at Cash Back Point-of-Sale locations anywhere in the world. The facility can load the card with as little as \$0.01 or as much as \$9,700.00. There is no fee to load the card. All funds are on deposit at an FDIC insured bank. Every inmate qualifies for this program and can be issued a debit card regardless of immigration status.

Access Freedom Debit Card Benefits

- Eliminate Checks/Cash
- Immediate Funds Availability
- Reduces Lost Checks/Fraud
- Eliminates Check Cashier Fees
- Simplifies Bank Reconciliation
- Security of PIN Protected Card
- Worldwide Access to ATM's
- Real Time Transactions Account Info Available Online
- Mobile App, coming soon
- Robust API for system to system integration
- Re-Loadable Card
- Allows for Direct Deposit to a US Bank Account

Debit Card Mobile App

Cardholders have the ability to easily track and see all account information easily from our mobile app.



ACCESS FREEDOM



HOW TO USE YOUR NEW ACCESS FREEDOM DEBIT CARD

Start taking advantage of all the features the AccessFreedom Card has to offer.



Change PIN (Personal Identification Number) or hear account balance by calling 877-592-1118



Use your card anywhere MasterCard is accepted for Point of Sale purchases (e.g., most retail stores, gas stations, etc.). Swipe your card at checkout and enter your PIN or run as credit.



At a Point of Sale purchase select cash back option to get funds off card FREE of charge.



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.
(For map of surcharge-free ATMs visit: <http://www.moneypass.com/atm-locator.aspx>)



Use your card to make purchases online. Just enter the card number, expiration date, and security code.



See Terms and Conditions of applicable card usage fees or view online at accessfreedomcard.com.



Use your card anywhere you see these logos. The MoneyPass network offers tens of thousands of surcharge-free ATMs coast to coast located where you live, work and travel.



6.1 Vendor Disclosure


- A. The vendor shall have all required permits, bonding and licensing to install and operate an inmate pay phone system.

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

- B. The vendor shall supply a reference listing of all current commissary accounts under contract by said vendor in California. Listing shall include account name, contact name, address, telephone number, fax number, e-mail address, a description of the service provided and equipment in use.

 Keefe Response: We have provided the references required in section 3.2. We have 1,190 KCN accounts nationwide, with 152 in the state of CA. For further information on clients beyond our references, please contact us.

- C. The vendor shall disclose and clarify its relationship with subcontractors and manufacturers as it pertains to the ability to support the proposed hardware and software throughout the contract term and any extension granted.

 Keefe Response: We do not use subcontractors, with the exception of hardware installation and network wiring if required.

Keefe employs its own software engineers to design and create the Keefe Cloud Online Banking solutions. The entire Keefe Cloud Online Banking software package is owned, warranted, and maintained by Keefe Commissary Network; therefore, all KCN hardware and software will be provided, warranted, and maintained by KCN at no cost to the County for the life of the Agreement.

Use of subcontractors will be limited to hardware installation and network wiring, if needed.

Shawntech
Janna Trowbridge
937-307-7327
jtrowbridge@shawntech.com

- D. The vendor shall be required to submit a statement detailing its organization's financial stability and experience in providing inmate commissary services.

 Keefe Response: A statement of financial stability is provided in Tab 8.

- E. The vendor shall state how long it has operated as an inmate commissary service provider, the vendor has provided service under any other name in the past five years and if the vendor is currently involved in any litigation.

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 10,000 name-brand and private-label products to the federal, state and county markets.

Keefe Commissary Network (KCN) is the nation's leading provider of automated commissary management services and technologies to city, county and state correctional facilities nationwide. We work one-on-one with each client to design and implement a customized program for running commissary more efficiently and safely. Whether you simply want to shift to a paperless ordering system or completely outsource your entire operation, we can provide the most effective, comprehensive solution. We develop our technologies according to what our clients need and request. We write and support all of our own software and provide our own, live 24/7 technical support. Cutting-edge products such as our Edge inmate self-service kiosk, Keep Trak inmate banking software and Access Corrections suite of technologies are designed to streamline your facility's day-to-day processes, be a source of revenue generation at your facility and ultimately create a safer, more secure environment. KCN serves over 650,000 inmates weekly and 14 out of 17 outsourced state departments of corrections. And because 100% customer satisfaction is always our number one priority, you can be assured that you'll receive 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 24 statewide DOC's.

Access Corrections, established in 2007, is leading the way on many fronts by streamlining how correctional facilities manage and process the flow of information, financial transactions and entertainment for inmates. Access Corrections offers a variety of services, ranging from deposit services and debit release cards to electronic messaging and MP4 players. Integrated Data Detective software can identify and connect individuals on the outside who have interacted with multiple inmates at a facility. Access Corrections has contracts with 16 statewide DOCs for its Music Program, 16 statewide DOCs for Deposit Services and 6 statewide DOCs for electronic messaging.

Inmate Calling Solutions (ICSolutions), founded in 2002 and acquired by Keefe Group in 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 the inmates and their family and friends. A variety of payment plans and calling options, coupled with live customer service agents, translate to more call completions, greater customer satisfaction and increased revenues for the facilities.



ICSolutions currently serves over 300,000 inmates in over 400 correctional facilities, and is deployed at 11 statewide DOC's.

Advanced Technologies Group (ATG), founded in 1991 and acquired by Keefe Group in 2012, develops customizable enterprise software solutions specifically for state and federal correctional agencies. The company's software solutions are designed to support all aspects of managing offenders, including case management, electronic health records, pharmacy administration, trust accounting, commissary operations, food service, inmate enablement and investigation solutions. It helps state and federal correctional agencies to operate more efficiently and helps offenders prepare to re-integrate into society. To date, 9 statewide DOCs and all 126 Federal Bureau of Prisons institutions run ATG software solutions.


Litigation

Keefe Commissary Network, L.L.C. ("KCN"), as part of the nation's leading supplier of food, personal care products, electronics, clothing and facility technology to the correctional market, is a defendant in civil lawsuits brought forth by inmates from time-to-time. Responsive pleadings are submitted on behalf of KCN that often result in the dismissal of those suits as the Court finds a reasonable business explanation that addressed the matter. There have been no judgments on the merits against KCN within the last five (5) years. There is no-ongoing litigation where KCN has been directed not to disclose information by the Court. Case information pertaining to any matters in which KCN is a party is available to the general public.

- F. The vendor shall provide evidence that it is currently licensed to do business in the State of California.

 Keefe Response: KCN's Sales Tax ID in California is 097-951960.

- G. The vendor shall describe how future system upgrades will be made available and installed after the initial installation of the system. Upgrades to the system should be kept current with other correctional agency systems in California. When another agency is upgraded during the term of its contract, then Lassen County system should be upgraded to the same level as the other institution. These upgrades shall be at no cost to Lassen County if the upgrades are also provided to the other institutions at no cost.

 Keefe Response: During the term of the Agreement, KCN agrees to keep current both its hardware and software. Any and all upgrades of hardware and software as well as additional training to facility staff will be provided by KCN at no cost to the County for the life of the Agreement.

6.2 Maintenance Requirements

- A. The equipment installed at the facility shall remain the sole and exclusive property of the contractor. Lassen County will not be responsible for any damage to equipment.

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



- B. The Vendor shall provide all necessary labor, parts, material and transportation to maintain all proposed telephones and related service equipment in good working order, and in compliance with the equipment manufacturer's specifications throughout the term of the contract.

Keefe Response: Keefe does not provide any type of telephone hardware per the current commissary contract.

- C. The Vendor shall be responsible for all ongoing and routine maintenance of the system hardware and software. The contractor shall set up a preventative maintenance schedule for all hardware and software.

Keefe Response: Hardware failures are covered under contracts with manufacturers such as Dell, Wyse, NCS, Brother, Tally Genicom, etc. These are typically 24-hour turnaround contracts for workstations, same day service for servers, and depot/warranty replacement for peripherals and kiosks. The facility may also opt to have Keefe Group provide on-site or depot service spare equipment to maximize utilization and minimize downtime in the event of hardware failure.

Server maintenance: Gold Dell on-site server service - would include 4-hour 24/7/365 on-site response time guaranteed by Dell Computer Corp after dispatch by Keefe Group help desk staff.

Workstation maintenance options:

- Standard Dell on-site workstation service - 8-hour 8 x 5 on-site response time guaranteed by Dell Computer Corp after dispatch by Keefe Group service desk staff.
- Depot - backup workstation service - would include the storage of a 'cold spare' workstation CPU at the Regional Distribution Center. In the event of a workstation failure at the facility, the cold spare could be installed and connected to the server database for use in a matter of hours by Keefe Group staff. At such time as the original workstation is repaired the process can be reversed at off-peak hours to re-introduce the original workstation, and return the 'cold spare' to depot status. The cost of 'depot - backup workstation service' is reflected in the cost proposal.

Monitor, modem, printer, OMR scanner maintenance options:

- Standard peripheral replacement services - In the event of failure of one or more of these peripherals, Keefe Group will ship a replacement for next day delivery and installation by facility staff. In the event that the OMR scanner can be repaired / replaced directly by NCS and this would be a quicker solution to return the equipment to service, Keefe Group Tech services will exercise the NCS service option.
- On-site depot peripheral replacement services - Keefe Group will store one of each of these peripherals at the regional Distribution Center. In the event of a failure of one or more of these peripherals, Keefe Group regional Distribution Center staff will replace the peripheral(s) with a spare unit, and return the failed unit to Keefe Group Headquarters Technical Services for repair or replacement by the related vendor. Keefe Group Headquarters will return a service replacement to the



Regional Distribution Center and have the failed unit repaired or replaced by the associated manufacturer or vendor.

- D. The Vendor shall provide a point of contact for handling complaints, and shall provide contact names and phone numbers to Lassen County within ten (10) working days after the award of contract.

Keefe Response: Your dedicated account manager is your first point of contact, and our 24/7 Help desk is available to address technical issues.

Ignacio Sanchez – Assigned account Manager. Ignacio can be contacted with issues related to all commissary operations and technology. He is the lead in organizing the proper response and resolution.

Carlos Reyes – Local Operations Manager. Carlos can be contacted for operational issues related to commissary.

Francis Albert – Local Warehouse Manager. Francis can be contacted for issues related to the warehouse and order management.

Manual Ramirez – Regional Technical Manager. Manual can be reached for issues related to software/hardware related issues

- E. The Vendor shall provide a toll-free telephone number with access to a live operator twenty-four (24) hours per day, seven (7) days per week to report trouble calls, non-scheduled maintenance and request for administration.

Keefe Response: Our Help Desk is available 24/7. Our standard service level agreement is provided in section 3.4, Vendor Customer Service.

IDENTIFICATION OF SUBCONTRACTORS

Respondents shall identify all proposed services that will require the use of a subcontractor for the proposed scope of work. For each subcontractor listed, respondents shall indicate (1) what products and/or services are to be supplied by that subcontractor and (2) what percentage of the overall scope of work that subcontractor will perform. Respondents must simply identify the services that will require a sub-contractor, not the particular sub-contractor. Once the RFP is awarded and negotiations begin, the provider will have to specifically identify subcontractors.

Keefe Response: Use of subcontractors will be limited to hardware installation and network wiring, if needed.



COST PROPOSAL

Respondents shall submit a cost proposal for the Lassen County Jail. The cost proposal shall include the pricing structure, the actual program costs(s) for the first year of operation under a contract and a formula for calculating the remaining four years of the contract.

A fixed ceiling contract will be required. Lassen County anticipates a five year contract subject to annual appropriation by the Lassen County Board of Supervisors; however, Lassen County may opt for a three-year contract with two one year optional extensions to the contract. Contract may be renegotiated at the request of either party if a substantial change in California State Law occurs.

All of these services will be provided at no cost to the facility.

Commissary Services Offer

- **38%** commission on all commissionable sales for the proposed commissary menu.
Non-commissionable sales (i.e. postage, tax) are not included.
- **38%** commission on all commissionable sales for the Securepak Friends and Family ordering site.
Non-commissionable sales (i.e. postage, tax) are not included.

We have increased your commissions from 30% to 38%, without increasing your menu pricing. This comes to an increase of an additional \$18,000 more generated to the inmate trust fund annually. Our local warehouse also carries over 500 items to choose from, all of which are available to add to your menu at any time.

Optional Inmate Vending: Keefe will offer our very popular and lucrative inmate Direct Debit vending program to enhance the county's return while providing inmates more direct access to popular snack items. This program will be completely managed by our operations personnel at no cost to the County. Based on your current ADP and sales, we project a minimum potential increase of at least 30% for over \$23,000 in additional annual sales revenue. A matching commission of 38% will be paid on all sales generated through the vending program.

Electronic Deposit Services Fees

The fees below are charged to the public, not the facility.

ELECTRONIC DEPOSIT SERVICES				
Gross Amount Deposited	Credit/Debit Deposits via Website	Credit/Debit Deposits via Phone	Credit/Debit Deposits via Lobby Kiosk	Cash Deposits via Lobby Kiosk
\$0.01 - \$19.99	\$4.95	\$6.95	\$4.00	\$4.00
\$20.00 - \$99.99	\$7.95	\$9.95	\$4.00	\$4.00
\$100.00 - \$199.99	\$9.95	\$11.95	\$4.00	\$4.00
\$200.00 - \$300.00	\$11.95	\$13.95	\$4.00	\$4.00
Walk-In Loc				
\$0.01-\$1,000.00	\$5.95			



Proposed Commissary Menu

Lassen County

Item	Description	Price
Hot Snacks		
2664	Velveeta Macaroni & Cheese 3 oz	\$1.30
2666	Velveeta Rice Cheesey 2 oz	\$0.90
2667	Velveeta Rice Spicy Cheese 2 oz	\$1.55
2670	Velveeta Beans & Rice Spicy Cheesy 4 oz	\$1.80
6013	Maruchan Ramen Cajun Chicken 3 oz	\$1.12
6014	Maruchan Ramen Roast Beef 3 oz	\$1.12
6016	Maruchan Ramen Lime Shrimp	\$1.12
6018	Maruchan Ramen Tx Beef 3 oz	\$1.12
6026	Maruchan Ramen Chili 3 oz	\$1.12
6046	Maruchan Ramen Chicken 3 oz	\$1.12
6047	Sevilla Refried Beans Spicy 8 oz	\$3.20
6048	Maruchan Ramen Beef 3 oz	\$1.12
6050	Keefe Kitchens Rice Inst White 8 oz	\$2.15
6052	Maruchan Ramen Hot & Spicy Vegetable	\$1.12
6059	Maruchan Ramen Shrimp 3 oz	\$1.12
6172	BC Chili No Beans 11.25 oz	\$2.70
6173	BC Chili W/Beans 11.25 oz	\$2.55
6174	BC Chili Hot W/Beans 11.25 oz	\$2.55
6700	Sevilla Refried Beans 8 oz	\$2.65
6711	Sevilla Beans & Rice Hot Chili 4.4 oz	\$1.60

Item	Description	Price
Cold Snacks		
2615	BC Summer Sausage 1.625 oz	\$1.60
2622	BC Summer Sausage Hot & Spicy 3 oz	\$3.20
2623	BC Summer Sausage 3 oz	\$3.20
3581	BC Summer Sausage Hot & Spicy 1.625	\$1.60
6178	FC Mackerel Fillets In Oil 3.53 oz	\$2.20
6191	FC Salmon Flakes In Water 3.53 oz	\$2.10
6195	BC Chicken Breast Diced 4.5 oz	\$4.00
6300	Beef Stick Hickory Smoked 1.125 oz	\$1.50
6600	CA Tortillas Flour 8 oz 6Ct 8 In	\$1.90
6826	FC Chunklight Tuna In Water 4.23 oz	\$3.70

Beverages		
2000	Keefe Freeze Dried Coffee Ss .053 oz	\$0.50
2001	Keefe Coffee Instant 4.5 oz	\$3.00
2010	Keefe Coffee Inst 4 oz	\$4.75
2011	Keefe Freeze Dried Coffee Decaf Colomb	\$4.60
2015	Keefe Freeze Dried Coffee Colombian 3 c	\$4.75
2017	Maxwell House Coffee 4 oz	\$4.85
2028	Keefe Tea Bags 48 Ct	\$4.00
2041	Keefe Drink Mix Vanilla Cappuccino 8 oz	\$3.85
2070	Keefe Hot Cocoa Ss .8 oz	\$0.50
2198	Swiss Miss Hot Cocoa Mix Rich Choc 9 oz	\$3.70
2282	Keefe Coffee Alturo Blend 3 oz	\$4.50
2353	Coke Soda Cherry 20 oz	\$2.05
2354	Gen Soda Orange 20 oz	\$2.05
2355	Sprite Soda 20 oz	\$2.05
2392	Coke Soda 20 oz	\$2.05
2393	Coke Soda Diet 20 oz	\$2.05

Item	Description	Price
Chips & Crackers		
2737	Fritos Corn Chips Chili Cheese 2 oz	\$1.10
3107	Golden Valley Crackers Saltine 16 oz	\$2.75
3110	Keebler Crackers Club 5.25 oz	\$2.05
3115	Cheeze-It Crackers 1.5 oz	\$1.05
3222	Austin Sandwich Crackers Toasted PB	\$0.90
6079	Whole Shabang Potato Chips 1.5 oz	\$1.05
6100	ML Potato Chips 1.5 oz	\$1.05
6102	ML Potato Chips Stuffed Jalapeno 1.5 oz	\$1.00
6103	Tortilla Chips Scorchin Habanero 1.5 oz	\$1.05
6105	ML Potato Chips BBQ 1.5 oz	\$1.05
6106	Gen Pretzels SM Bag 1.5 oz	\$0.75
6116	Cactus Annies Cheese Puffs 2 oz	\$1.05
6125	ML Potato Chips Hot BBQ 1.5 oz	\$1.05
6126	ML Potato Chips Sour Cream & Onion 1.5	\$1.05
6127	Pork Rinds Hot & Spicy 2 oz	\$1.80
6134	ML Popcorn Caramel 3.53 oz	\$1.65
6153	ML Potato Chips Buffalo Blue Cheese 1.5	\$1.05
6154	Doritos Nacho Cheese 1.75 oz	\$1.10
6159	Cheetos Crunchy Flamin Hot 1.75 oz	\$1.00
6167	Cheetos Cheese Crunchy 2 oz	\$1.00
6201	ML Microwave Popcorn Xtra Butter 2.8 c	\$0.85
6213	King Nut Snack Mix Healthy 3.25 oz	\$1.55
6220	Corn Nuts Chile 1.4 oz Bag	\$1.30
6234	Corn Nuts Ranch 1.4 oz Bag	\$1.30
6349	CA Party Mix Whole Enchilada 11 oz	\$3.75
6606	ML Peanuts Roasted & Salted 1.75 oz	\$1.05
6607	ML Peanuts Hot Hot 1.75 oz	\$0.80
6869	Shabang Potato Chips Extreme Ripple 1.5	\$1.05



Proposed Commissary Menu

Lassen County

Item	Description	Price
Miscellaneous		
0490	American Comb Soap Dish Hinged	\$0.65
0580	Toothbrush Holder 2 Piece	\$0.60
1231	Koss Headphone Pxx	\$7.50
1295	Sudoku Book Sudoku	\$1.60
1305	Aviator Playing Cards Pinochle	\$2.20
1399	Gen Bowl W/Lid 24 oz	\$1.00
1415	Gen Cup W/Lid 22 oz	\$0.75
1430	Advanced Textiles Washcloth 12 In x 12 In	\$0.70
1470	Laundry Detergent Powder Coin 2 oz	\$1.00
5276	Reading Glasses 2.0 Diopter	\$6.40
5281	Reading Glasses 3.25 Diopter	\$6.00
5282	Reading Glasses 1.0 Diopter	\$6.00
5754	Koss Earbud CL3N ea	\$4.20
0815	Hot Waves Military Brush No Handle	\$2.45
0821	Gen Brush Palm	\$0.55
0825	Cardinal Afro Pik Nylon	\$0.60

Breakfast		
2437	Quaker Inst Oatmeal	\$0.35
2438	Quaker Oatmeal Maple Br Sugar 1.51 oz	\$0.35
2725	Pop Tarts Toaster Pastries Br Sugar Cinn	\$1.30
2757	Nature Valley Granola Bar Sweet & Salty	\$1.10
2758	Granola Bar Crunchy Peanut Butter	\$0.85
2759	Granola Bar Crunchy Oat & Honey	\$0.85
3193	Pop Tarts Toaster Pastries Strawberry 2P	\$1.30
3245	MS Donut Sticks 10 oz	\$0.60
3260	MS Cinnamon Coffee Cake 4 oz	\$1.50
3261	MS Honey Bun Mega 4.75 oz 3	\$1.50
3274	MS Monster Honey Bun Iced 6 oz	\$1.50
4314	Pop Tarts Blueberry 2Pk	\$1.30

Item	Description	Price
Cookies & Pastry		
2594	Dolly Madison Cupcakes Choc 3.17 oz	\$1.60
2595	Dolly Madison Donuts Choc 3 oz	\$1.80
3004	MS Cookies Peanut Butter Cremes	\$1.60
3010	Grandmas Cookies Choc Chip 2.5 oz	\$1.00
3015	Grandmas Cookies Oatmeal Raisin 2.5 oz	\$1.00
3020	Oreo Cookies 2.4 oz	\$1.00
3026	Moon Pie Choc Dbl Decker 2.75 oz	\$1.20
3028	Moon Pie Banana Dbl Decker 2.75 oz	\$1.20
3030	MS Cookies Vanilla Cremes 6 oz	\$1.60
3031	MS Cookies Orange Pineapple Cremes 6 oz	\$1.05
3035	MS Cookies Choc Chip 6 oz	\$1.60
3039	Marias Cookies 4.94 oz	\$1.00
3040	MS Cookies Iced Oatmeal 6 oz	\$1.60
3045	MS Cookies Duplex Cremes 6 oz	\$1.60
3230	MS Peanut Butter Wafer 2Pk 12 oz	\$0.70
3231	MS Snack Cake Oatmeal & Creme 16 oz	\$0.35
3236	MS Cake Swiss Roll 12 oz	\$0.70
3270	MS Cupcakes Choc Creme 4 oz	\$1.60
4044	Dolly Madison Donuts Powdered Sugar 3	\$1.80
4048	Dolly Madison Donuts Glazed 3.7 oz	\$1.80
4058	Dolly Madison Snack Cakes Golden Crem	\$1.60
4060	Dolly Madison Snack Cake Choc Creme 2	\$1.60
4429	MS Wafer Sf Strawberry Creme 2.75 oz	\$1.50
6400	Quaker Granola Bar Choc Chip 6.72	\$0.80
6540	Strawberry Bar Low Fat 1.3 oz	\$0.70

Item	Description	Price
Stationery		
1001	Postage Stamped Env LG	\$0.70
1010	Unisource Env #10	\$0.17
1015	Unisource Env No Clasp 9.5 X 12.5	\$0.48
1050	Postage Stamp First Class 10/pk	\$5.50
1060	Tops Paper Ruled Pad 8.5 X 11 50 Sheet	\$1.35
1067	Mead Paper Ruled 8 X 10.5 Filler	\$0.04
1070	Tops Paper Sketch Pad 8.5 X 11 50 Sheet	\$1.40
1075	Pencil Golf Type	\$0.10
1077	Quill Pencil #2 w/Eraser	\$0.40
1080	Rose Art Colored Pencils 24 Ct	\$4.20
1085	Sanford Eraser Beveled	\$0.55
1086	Webster Dictionary Pocket	\$4.25
1101	Gallant Birthday Card Juvenile	\$1.60
1103	Gallant Birthday Card Paper	\$1.60
1110	Gallant Friendship Card Wood Wind	\$1.60
1115	Gallant Anniversary Card Wood Wind	\$1.60
1120	Gallant Thank You Card	\$1.60
1121	Gallant Seasonal Greeting Card	\$1.20
1226	Mead Paper Composition Book	\$2.40
1308	Gen Book Word Find	\$1.60
0966	Gallant Love You Card	\$1.20
0967	Gallant Miss You Card Acetate	\$1.60



Proposed Commissary Menu

Lassen County

Item	Description	Price
Candy		
4001	M&M Peanut 1.74 oz	\$1.35
4005	Butterfinger Bar 1.9 oz	\$1.35
4010	Mars Snickers 1.86 oz	\$1.35
4013	Mars Milky Way 1.84 oz	\$1.35
4019	Chick-O-Stick .7 oz	\$0.65
4035	Reeses Peanut Butter Cups 1.5 oz	\$1.35
4036	Hershey Bar Choc 1.55 oz	\$1.35
4065	Big Hunk Candy Bar 2 oz	\$1.30
4110	Lemon Drops 4.25 oz	\$1.60
4120	Root Beer Barrels 4.25 oz	\$1.60
4135	Jolly Rancher 3.7 oz	\$1.80
4145	Star Brites 3.75 oz	\$1.85
4146	Atomic Fireball 3 oz	\$1.60
4155	SF Wild Fruit 1.75 oz	\$1.60
4156	Vanilla Caramels 3 oz	\$1.60
4166	Neon Nightcrawlers 4 oz	\$1.30
4168	Lemonheads Reddific 4 oz	\$1.50
4387	Rocky Road Candy Bar 1.65 oz	\$1.30

Item	Description	Price
Condiments		
2081	Gen Sugar 1 Srv	\$0.15
2217	Sweet Mate Sweetener Pink 3.5 oz	\$0.11
2789	Tapatio Hot Sauce 5 oz	\$2.80
4056	Peanut Butter Squeeze 2 oz	\$1.70
6262	Squeezum Mayo 9 G Pk=Strip, 12Ea	\$1.05
6268	Squeezum Hot Sauce 7 G Pk=Strip, 12Ea/	\$0.75
6352	Kikkoman Soy Sauce 0.25 oz	\$0.20
6412	Squeezum Jelly Grape 1 oz	\$0.30
6500	Van Holten Pickle Hot 9.6 oz	\$1.30
6501	Pickle Mild Dill 9.6 oz	\$1.30
6502	Van Holten Pickle Kosher Garlic 9.6 oz	\$1.30
6513	Squeezum Hot Sauce 7 G Pk=Strip, 12Ea	\$0.20

Wellness		
0250	Careall Hydrocortisone Cream Max Stren	\$2.40
0583	Moore Med Ibuprofen 200 Mg 2 Pk	\$0.45
0611	Moore Medical Aspirin 325 Mg 2 Pk	\$0.40
0620	New Day Ibuprofen 200 Mg 50 Ct	\$3.00
0642	Roloids Antacid Strength 3/Pk	\$1.60
0671	Goodsense Cough Drops Cherry 30 Ct	\$1.50
0681	Mason Naturals Multivitamin W/Iron	\$3.70
0685	Naturalist Vitamin C 500 Mg 100 Ct	\$4.45
0720	Antifungal Powder Med Tolnaftate 1% 3	\$3.10

Item	Description	Price
Footwear		
1450	Crawford Flip Flop Cross Strap SM	\$1.35
1451	Crawford Flip Flop Cross Strap MED	\$1.35
1452	Crawford Flip Flop Cross Strap LG	\$1.35
1956	Gen Shoe Velcro Sz 6 1Pr/Ea Black	\$12.00
1958	Gen Shoe Velcro Sz 8 1Pr/Ea Black	\$14.90
1959	Gen Shoe Velcro Sz 9 1Pr/Ea Black	\$14.90
1960	Gen Shoe Velcro Sz 10 1Pr/Ea Black	\$14.90
7881	Deck Shoe Canvas Slip On Sz 14 White Ur	\$8.00
8471	Deck Shoe Canvas Slip On Sz 11 White Ur	\$8.50
8545	Deck Shoe Canvas Slip On Sz 9 White Uni	\$8.50
8546	Deck Shoe Canvas Slip On Sz 10 White Ur	\$8.50
8551	Deck Shoe Canvas Slip On Sz 5.5 White U	\$8.50
8552	Deck Shoe Canvas Slip On Sz 6.5 White U	\$8.50
1540	Soft Touch Socks Tube #350	\$1.25



Proposed Commissary Menu

Lassen County

Item	Description	Price
Hygiene		
0001	Crawford Shampoo Balsam 4 oz	\$1.35
0002	Crawford Conditioner Balsam 4 oz	\$1.35
0020	Crawford Shampoo Dandruff 4 oz	\$1.45
0102	Power Up Deodorant Force 2.5 oz	\$2.80
0106	Power Up Deodorant Bloom 2 oz	\$3.25
0107	Power Up Deodorant Drive 2.5 oz	\$0.90
0118	Power Up Deodorant Roll On Force 3 oz	\$2.80
0120	Lady Deodorant Shower Fresh 1.4 oz	\$3.00
0200	Baby Powder Cornstarch 4 oz	\$1.50
0214	Infused Lotion Cocoa Shea Body 15 oz	\$3.70
0215	Crawford Lotion Cocoa Butter 4 oz	\$1.45
0305	Protection Razor Twin Blade Disposable	\$0.55
0355	Elementz Shampoo Thick 15 oz	\$3.95
0357	Elementz Shampoo Daily 15 oz	\$3.95
0363	Elementz Gel Firm Hold 15 oz	\$3.70
0397	Next 1 Soap Cocoa Butter Bar 5 oz Clear	\$1.25
0424	Next 1 Soap Moisturizing Bar 5 oz Clear	\$1.25
0426	Next 1 Soap Antibacterial Sport Bar 5 oz	\$1.25
0520	Colgate Toothpaste Anticavity 2.5 oz	\$2.80
0530	Cool Wave Toothpaste Gel Fresh Mint 4 oz	\$2.50
0544	Loops Floss Loops Mint 30 Pk	\$4.20
0554	Toothbrush Antishank	\$0.13
0562	Toothbrush Short Handle 4 In	\$0.10
0570	Colgate Toothbrush MED	\$1.45
0590	Freshmint Denture Tablet 40 Ct	\$3.75
0595	Effergrip Denture Adhesive 2.5 oz	\$4.50
0715	Preference Maxi Pad 24 Ct	\$0.15
0760	New Day Cotton Swab 100 Ct	\$1.40
4692	Tampax Tampon Flushable	\$0.20

Item	Description	Price
Clothing		
1530	Boxer MED Mens	\$3.75
1531	Boxer LG Mens	\$4.00
1532	Boxer XL Mens	\$4.00
1533	Boxer 2XL Mens	\$4.25
1534	Boxer 3XL Mens	\$6.00
1560	Drawers Thermal SM	\$6.00
1561	Drawers Thermal MED	\$6.00
1562	Drawers Thermal LG	\$6.00
1563	Drawers Thermal XL	\$6.00
1565	Drawers Thermal 3XL	\$7.00
1587	Sweatpant No Pocket SM Fleece	\$10.65
1588	Sweatpant No Pocket MED Fleece	\$10.65
1589	Sweatpant No Pocket LG Fleece	\$10.65
1590	Sweatpant No Pocket XL Fleece	\$10.65
1591	Sweatpant No Pocket 2XL Fleece	\$12.00
1650	Hanes Brief Sz 6 3 Pk Womens	\$2.60
1651	Hanes Brief Sz 8 3 Pk Womens	\$2.75
1652	Hanes Brief Sz 10 3 Pk Womens	\$2.60
1653	Hanes Brief Sz 11 3 Pk Womens	\$2.65

Item	Description	Price
Clothing		
1504	Shirt Crewneck SM Mens	\$3.25
1505	Shirt Crewneck MED Mens	\$3.75
1506	Shirt Crewneck LG Mens	\$3.75
1507	Shirt Crewneck XL Mens	\$3.75
1508	Shirt Crewneck 2XL Mens	\$4.75
1509	Shirt Crewneck 3XL Mens	\$5.25
1550	Shirt Thermal SM	\$6.00
1551	Shirt Thermal MED	\$6.00
1552	Shirt Thermal LG	\$6.00
1553	Shirt Thermal XL	\$6.00
1554	Shirt Thermal 2XL	\$8.00
1581	Sweatshirt Crewneck SM Fleece	\$10.65
1582	Sweatshirt Crewneck MED Fleece	\$10.65
1584	Sweatshirt Crewneck XL Fleece	\$10.65
1585	Sweatshirt Crewneck 2XL Fleece	\$10.65
1586	Sweatshirt Crewneck 3XL	\$10.65



Inventory of items available at Reno, NV Warehouse

Item	Description	Item	Description
20024	4 oz Shampoo	80002776	Colgate Toothpaste 2.5 oz
20025	4 oz Conditioner	80002783	Toothpaste Soda/Perox 6 oz
20032	4 oz Dandruff Shampoo	21017	Cool Wave Clr Toothpaste
24716	3-N-1 Conditioning Shampoo	32183	Toothbrush 4 Inch Handle
22952	Hair Food w/Vitamin E	21430	Antacid
24872	African Crown Hairdress	20275	Toothbrush Holder
22951	Cocnut Oil Hair&Scpl Cond	80003392	Ibuprofen 2 Pk
22949	Hairdress 5 oz	24125	Dent. Cleaner 1 Tablet
22950	Hairdress & Press Oil	20312	2.5 oz Effergrip
22953	Aloe Vera Activator Gel	21428	Asprin - Generic
22344	P-Up Bloom Deodorant	24526	Gen Tylenol (Non-Aspirin)
22337	P-Up A/P Deodorant Force	80001542	Rolaids - 1 Roll
22339	P-Up Drive Deodorant	80000559	Goodsense Hemorrhoidal Ointment
21126	Speed Stick Aqua Sport	20545	Gen Cgh Drops-Chry 30/Ct
26042	Force A/P Deod Roll-On	80003631	Mn Multivitamin No Iron
20641	Scented Lady'S Stick	80003630	Multivitamin w/Iron
24936	Thickening Shamp Aloe/Gns	21341	C-500 Vitamin
22336	P-Up A/P Deod Drive	20714	Artificial Tears
24726	Antibiotic Crm - Indigent	80002146	Massengill Douche Vinegar/Water
22998	Oral Gel .5 oz - Indigent	2077	Contact Lens Case
22376	4 oz Baby Powder	21065	Maxi Pad Regular 1Ea Pad
24967	Coconut Lime Aloe Lotion	20329	Foot Powder
24968	Cocoa & Shea Cond Lotion	21932	Multipurpose Solution 4 oz
20033	Cocoa Butter Lotion 4 oz	21952	Cotton Swabs 100Ct Box
21926	Suave Skin Therapy Lotion	21596	Gen Effergrip (Dent Adhsv)
24222	Generic Lamisil (Itchy Ft)	80000112	5 Inch Comb
24723	Hydrocortisone Cream	920905	Palm Brush
24725	Muscle Rub	20284	Small Afro Pik
20517	Lip Balm	20358	Ponytail Holder
22319	Pro-Tection Shave Cream	29070	Love Card w/O Stamp
22318	After Shave	29071	Miss You Card
24937	Daily Shampoo w/Eclp Mint	0983	Large Stamped Envelope
24942	Elementz 3-N-1 Body Wash CocoLime	20240	#10 White Envelope
24941	Styling Gel w/Aloe Vera	20243	Manilla Envelope
22096	Next1 Cocoa Btrr Soap 5 oz	20692	Notebook Wireless 80Ct
20933	Dial Translucent Soap	0928	Book Of Ten Stamps
21487	Irish Spring 3.2 oz Soap	20235	8.5 X 11 Letter Pad Wht
20920	Dial Antibact Soap	20236	8.5 X 11 Letter Pad Ylw
22097	Moisturizing Soap 5 oz	20241	Sketch Pad 8.5 X 11 White
22098	Sport Bar Soap	20332	Document File
20463	3 oz Freshscent Soap	20462	Pencil (Golf Type)
80003065	Next 1 Soap	20251	Beveled Eraser
26096	Colg Tp Clear Anti-Cvty	24214	Pocket Dictionary II
5300303099	Search And Find	20299	Spanish English Dictionar
20272	Soap Dish	29034	Juvenile Birthday Card w/O Stamp
80001537	8- oz Mouthwash Oral Health Rinse	29041	Sympathy Card
26136	Suave Clarifying Shampoo 12 oz	29015	Birthday Card
80007178	Suave Conditioner Waterfall 15 oz	29018	Get Well Card - Acetate
29026	Anniversary Card w/O Stamp	29033	Friendship Card - Paper
29036	Thank You Card w/O Stamp	29021	Friendship Card - Acetate w/O Stamp



Inventory of items available at Reno, NV Warehouse

Item	Description
80000104	Seasonal Greeting Card w/O Stamp
24710	Sudoku Book
20211	Aviator Playing Cards
20215	Pinochle Cards
24711	Word Search Book
80006146	Gen Bowl w/ld 24 oz
20544	Washcloth White
5063901099	Pillow Standard
22602	Sm. Shower Shoe
22603	Med. Shower Shoe
22604	Lg. Shower Shoe
22600	Med V-Strap Shower Shoe
22601	Lrg V-Strp Shwr Shoe
22610	Sm Dlx Velcro Slip-On
22611	Med Dlx Velcro Slip-On
22612	Lrg Dlx Velcro Slip-On
22613	Xlrg Dlx Velcro Slip-On
5186701099	Vinyl Pillow
5160208001	Boxers 4Xlg
5160202001	Sm Boxer Shorts White
5160203001	Med Boxer Shorts White
5160204001	Lg Boxer Shorts White
5160205001	Xlg Boxer Shorts White
5160206001	2Xlg Boxer Shorts Wht
5160207001	3Xlg Boxer Shorts Wht
5088801001	Tube Sock (One Size Fits
5063501001	Deluxe Tube Socks White
5790036004	Bra Size 36B
5045702001	Sports Bra Small
5045703001	Sports Bra Medium
5045704001	Sports Bra Large
5045705001	Sports Bra Xlarge
5069106001	Sz 6 Womens Panties
5069108001	Sz 8 Womens Panties
5069110001	Sz 10 Womens Panties
8167007001	Sz 7 Rawlings Marc II Velcro Shoe
8167007501	Sz 7.5 Rawlings Marc II Velcro Shoe
8167008001	Sz 8 Rawlings Marc II Velcro Shoe
8167008501	Sz 8.5 Rawlings Marc II Velcro Shoe
8167009501	Sz 9.5 Rawlings Marc II Velcro Shoe
8167010501	Sz 10.5 Rawlings Marc II Velcro Shoe
8167011001	Sz 11 Rawlings Marc II Velcro Shoe
8167013001	Sz 13 Rawlings Marc II Velcro Shoe
5063501052	Deluxe Tube Socks
8167009001	Sz 9 Rawlings Marc II Velcro Shoe
8167010001	Sz 10 Rawlings Marc II Velcro Shoe
8167011501	Sz 11.5 Rawlings Marc II Velcro Shoe
8167012001	Sz 12 Rawlings Marc II Velcro Shoe
8167014001	Sz 14 Rawlings Marc II Velcro Shoe
2268	Sz 6 Velcro Shoes

Item	Description
22110	Composition Book-Ruled
2273	Sz 11 Velcro Shoes
2274	Sz 12 Velcro Shoes
2450	Sz13 Velcro Shoes
2464	Sz14 Velcro Shoes
0235	S.S. Keefe Coffee
80002110	Keefe Coffee Instant Pouch
0021	4 oz Keefe Coffee
7024	Kf Decaf(Clrpk w/Zip)3 oz
7022	100% Colombian Freeze Dried Coffee
2974	Maxwell House 4 oz Clear
0053	Tea Bag
0350	Hazelnut Liquid Creamer
0380	Irish Crm Liquid Creamer
3701	French Vanilla Cappuccino
0636	Lemonade .17 oz
0114	S.S. Hot Cocoa
1237	Non Dairy Creamer 10Pk
961442	N/S S.S Fruit Pnch
961443	N/S Ss Black Chry
961444	N/S Ss Lemonade
7495	Rich Hot Cocoa Mix
10243	Keefe Alturo Blend Coffee
7044	6 oz Lemonade - Clear
7043	6 oz Grape Kool-Aid Clear
7041	6 oz Tr Punch Koolaid Clr
7042	Kool Aid - Clr Cherry 6 oz
80004561	Regular Flavor Oatmeal
80006414	Maple Brown Sugar Oatmeal
80006326	Dolly Madison Choc Cupcake
80006310	Dolly Madison Choc Donuts
80001715	Bc Reg Summer Sausage
80001718	Bc Hot & Spicy Summer Sausage 3 oz
80001717	Bc Regular Summer Sausage
4935	Macaroni & Cheese 3 oz
4937	Cheesy Rice 2 oz
4938	Spicy Cheesy Rice 2 oz
4939	Cheesy Refried Beans
4940	Spicy Cheesy Refrid Beans
4941	Spicy Refried Beans&Rice
10742	Pop Tarts Brown Sugar Cinnamon
10446	Chili Cheese Fritos 2 oz
9464	Swt&Slty Almnd Gran Bar
80000990	Granola Bar Crunchy Peanut Butter
80000991	Crchy Oats/Hny Granla
5069105001	Sz 5 Women'S Panties
5069107001	Sz 7 Women'S Panties
5069109001	Sz 9 Women'S Panties
80001174	Cordial Cherries, Milk Chocolate
10055	Zc Pb Creme Cookies 6 oz



Inventory of items available at Reno, NV Warehouse

Item	Description
2269	Sz 7 Velcro Shoes
2270	Sz 8 Velcro Shoes
2271	Sz 9 Velcro Shoes
2272	Sz 10 Velcro Shoes
80005732	Choc Dbl Decker Moon Pie
80005730	Banana Dbl Decker Moon Pie
10057	Zc Vnilla Crm Cookies 6 oz
10056	Zc Orng-Pnapple Crms 6 oz
6072	Zc Choc Chip Cookies 6 oz
80005515	Marias Cookies
6071	Zc Iced Oatml Cookies 6 oz
10058	Zc Duplex Cremes 6 oz
1935	Yogurt Covered Pretzels
80000896	Club Crackers
7914	(Box) Saltine Crackers
9590	Cheez Its Crackers 1.5 oz
10547	2/Pk Frstd Strwbry Poptar
4431	Brownie
80000116	Cheese On Cheese Sandwich Crackers
80000115	Toasted Pb Sandwich Crackers
80000114	Pb On Chz Cracker
6052	Zc Pb Wafers
6053	Oatmeal & Creme Snack Cake
6055	Zc Swiss Rolls
6051	Zc D-Dunx
3210	4 oz Crumb Coffee Cake
6044	Zc Mega Buneez
6060	Zc Choc Creme Cupcake
6043	Zc Monster Iced Buneez
2381	Rice Krispie Treats 1.3 oz
10364	Gvc Honey Toasted Oats
24356	2Xl Cross Strap Flip Flop
80001716	Bc Summer Sausage Hot & Spicy
22615	Xl Cross Strap Flip Flop
5303701099	Drawing Sketch Pad
0955	M&M Peanut
80000662	Butterfinger Candy Bar
10502	Snickers Bar
10504	Milky Way Candy Bar
1477	Chick O Stick
0799	Twix Bar
10503	Three Musketeer Bar
1949	Reeses P/Butter Cup
5247	Hershey'S Chocolate Bar
80006320	Dolly Madison Powdered Donuts
80006312	Dolly Madison Glazed Donuts
80003920	Peanut Butter Squeeze Pouch
80006321	Dolly Golden Creme Snack Cake
80006313	Dolly Choc Creme Snack Cake
1500	Big Hunk

Item	Description
7647	Zc Soft Choc Chip Cookies
7648	Soft Oatmeal Raisin Cooki
80003305	Oreo Cookies
40615	Sugar Free Wild Fruit 1.7
40629	Vanilla Caramels
80005555	Gummy Bears
80005556	Neon Nightcrawlers
80006094	Lemonheads Redrific
10741	2/Pk Blueberry Pop Tarts
7016	Rocky Road Bar
0733	Old Fashion Candy
4253	Holiday Premium Kosher Kit
6069	Zc Strawberry Sf Wafers
6059	Zc Blueberry Chs Danish
6058	Zc Strawberry Chs Danish
21869	Protein Bar
21555	Tampon 1/Ea
5293811009	Sz11M;13Wmn Canvs Slip On
8000803099	1.50 Reading Glasses
8000804099	1.75 Reading Glasses
8000805099	Reading Glasses 2.0
8000806099	2.25 Reading Glasses
8000807099	2.5 Reading Glasses
8000808099	2.75 Reading Glasses
8000809099	3.00 Reading Glasses
8000810099	3.25 Reading Glasses
8000801099	1.0 Reading Glasses
0012	Shrimp Ramen
0013	Texas Beef Ramen
0010	Chili Ramen
0018	Cajun Chicken Ramen
0505	Hot & Spicy Veg Ramen
1328	Roast Beef Ramen
1347	Lime Chili w/Shrimp Ramen
0008	Chicken Ramen
9771	Sv Spicy Refried Beans
0009	Beef Ramen
5880	Kk Instant Rice
80003053	Pork Rinds
6025	Whole Shabang 1.5 oz
80006271	White Cheddar Popcorn
6022	Potato Chips
7637	1.5 oz Stufd Jalp Chips
7666	Habanero Tortilla Chips
6023	Bbq Potato Chips
2015	Pretzels
5139	Moon Lodge Pretzels 11 oz
7994	Cheese Puffs
6026	Hot Chips 1.5 oz
6024	Sour Cream Onion 1.5 oz



Inventory of items available at Reno, NV Warehouse

Item	Description
40609	Lemon Drops
80006098	Rootbeer Barrels
80006101	Starlite Mints
80006095	Atomic Fireball Candy
40607	Sour Fruit Balls 4.25 oz
7689	Cheetos 2- oz
1710	Bc Chili No Beans
1711	Bc Chili w/ Beans
1712	Bc Hot Chili w/ Beans
4385	Fc Mackerel
80005308	Smoked Clams In Oil
4395	Fc Fishstks/Green Chilis
4391	Fc Salmon Flakes
5360	Premium Chicken Breast
1721	Bc Lasagna w/Beef
80003372	Student Snack Mix
80003370	Cajun Snack Mix
80003371	Healthy Snack Mix
80003356	Sunflower Kernels Roasted & Salted
80003373	Tropical Snack Mix
40713	Cornnuts Chili Picante
40714	Cornnuts Ranch
6510	Mayonnaise 12Pk
6513	Mustard 12Pk
6514	Bago Ketchup 12Pk
5379	Twin Beef Stick
0902	Whole Enchilada Party Mix
5836	1/Pkt Soy Sauce
9366	Chwy Choc Chip Granol
4787	Grape Jelly 1 oz.
0383	Pickle (Hot)
0381	Pickle (Mild)
0382	Kosher Pickle
1590	Sliced Jalapeno Peppers
6517	Hot Sauce - Single Pkt
0520	Salt- Single Packet
6045	Zc Strawberry Cereal Bar
5070	Flour Tortillas
7550	Salted Peanuts 1.75 oz
7551	Hot Peanuts 1.75 oz
80000495	Gv Plain Bagel
3092	Rice Noodles
2295	Hot Chse Crunchies
9783	Sv Refried Beans
5939	Sv Chili Flrv Beans&Rice
5940	Hot Chili Refri Bean&Rice
80002177	Whole Shabang Peanuts
4317	Fresh Catch Tuna 4.23 oz.
5068001099	Deluxe Crew Socks

Item	Description
1266	Hot Spicy Pork Rinds
7758	MI Caramel Popcorn
80000045	Popcorn, Original
80000963	Chips-Buffalo Wing Blue Chs Flavor
10513	Nacho Flvr Doritos
7690	Cheetos Flmn Hot 1.75- oz
5045706001	2Xl Sport Bra
5045707001	3Xl Sport Bra
5063501013	Dlx Striped Tube Socks
5293813001	Sz 13 Canvas Slip Ons
5293814001	Sz 14 Canvas Slip Ons
32050	Washcloth Blue
5089001001	Crew Socks (Small-White)
5293811001	Sz 11 Canvas Slip Ons
5293809001	Sz 9 Canvas Slip Ons
5293810001	Sz 10 Canvas Slip Ons
5293812001	Sz 12 Canvas Slip Ons

JEFFERIES FINANCE LLC
520 Madison Avenue
New York, New York 10022

September 23, 2019

Lassen County Jail
1415 Sheriff Cady Lane
Susanville, CA 96130

Re: TKC Holdings, Inc. Financial Ability – Inmate Commissary Services

Ladies and Gentlemen:

It is our understanding that TKC Holdings, Inc. ("TKC"), is bidding on Inmate Commissary Services for Lassen County, CA through its subsidiary, Keefe Commissary Network, LLC. At the request of TKC, this letter is being submitted to confirm the financial capability of TKC.

TKC Holdings, Inc., as borrower, is party to that certain Credit Agreement, by and among TKC Intermediate Holdings, LLC, as Holdings, TKC, as Borrower, Keefe Commissary Network, LLC, as a Subsidiary Guarantor, the Lenders that are signatories thereto, Jefferies Finance LLC, as Agent, and the other parties thereto (the "Credit Agreement"). Please be advised that, on the date hereof, subject to compliance with each of the applicable conditions precedent to borrowing under the Credit Agreement, TKC has \$44.9 million of borrowing capacity available under its revolving line of credit, for which we serve as Agent. This letter is being provided solely in our capacity as Agent under the Credit Agreement.

Very truly yours,

JEFFERIES FINANCE LLC, as Agent

By: 

Name: Peter Cucchiara

Title: Vice President



September 23rd, 2019

Lassen County Jail
1415 Sheriff Cady Lane
Susanville, CA 96130

RE: Keefe Commissary Network, LLC
Deductibles and Self-Insured Retentions

Dear Sir or Madam:

Regarding Keefe Commissary Network, LLC's insurance deductibles and self-insured retentions, please see below.

The General Liability Insurance Policy has a \$100,000 self-insured retention, with an annual aggregate (maximum) self-insured retention of \$400,000.

The Workers' Compensation Insurance Policy has a \$200,000 deductible.

If you have any questions regarding our insurance programs, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Christy Wetzel".

Christy Wetzel
Director of Risk Management
TKC Holdings, Inc.
Keefe Commissary Network, LLC is wholly owned by TKC Holdings, Inc.
cwetzel@tkcholdings.com



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
09/23/2019

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 <table border="1"><tr><td>INSURER A:</td><td>LM Insurance Corporation</td><td>NAIC #</td><td>33600</td></tr><tr><td>INSURER B:</td><td>Liberty Mutual Fire Ins Co</td><td></td><td>23035</td></tr><tr><td>INSURER C:</td><td></td><td></td><td></td></tr><tr><td>INSURER D:</td><td></td><td></td><td></td></tr><tr><td>INSURER E:</td><td></td><td></td><td></td></tr><tr><td>INSURER F:</td><td></td><td></td><td></td></tr></table>		INSURER A:	LM Insurance Corporation	NAIC #	33600	INSURER B:	Liberty Mutual Fire Ins Co		23035	INSURER C:				INSURER D:				INSURER E:				INSURER F:			
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INSURER D:																											
INSURER E:																											
INSURER F:																											

COVERAGES**CERTIFICATE NUMBER:** 570078395295**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	ADDITIONAL INSURED	SUBROGATION	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS												
B	<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:			EB2651291759068 SIR applies per policy terms & conditions	12/01/2018	12/01/2019	<table border="1"><tr><td>EACH OCCURRENCE</td><td>\$1,000,000</td></tr><tr><td>DAMAGE TO RENTED PREMISES (Ea occurrence)</td><td>\$1,000,000</td></tr><tr><td>MED EXP (Any one person)</td><td>\$5,000</td></tr><tr><td>PERSONAL & ADV INJURY</td><td>\$1,000,000</td></tr><tr><td>GENERAL AGGREGATE</td><td>\$10,000,000</td></tr><tr><td>PRODUCTS - COM/OP AGG</td><td>\$2,000,000</td></tr></table>	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 - COM/OP AGG	\$2,000,000
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B	<input checked="" type="checkbox"/> 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			AS2-651-291759-078	12/01/2018	12/01/2019	<table border="1"><tr><td>COMBINED SINGLE LIMIT (Ea accident)</td><td>\$1,000,000</td></tr><tr><td>BODILY INJURY (Per person)</td><td></td></tr><tr><td>BODILY INJURY (Per accident)</td><td></td></tr><tr><td>PROPERTY DAMAGE (Per accident)</td><td></td></tr></table>	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000	BODILY INJURY (Per person)		BODILY INJURY (Per accident)		PROPERTY DAMAGE (Per accident)					
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	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						<table border="1"><tr><td>EACH OCCURRENCE</td><td></td></tr><tr><td>AGGREGATE</td><td></td></tr></table>	EACH OCCURRENCE		AGGREGATE									
EACH OCCURRENCE																			
AGGREGATE																			
A	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	N/A	WC5651291759048 SIR applies per policy terms & conditions	12/01/2018	12/01/2019	<table border="1"><tr><td><input checked="" type="checkbox"/> PER-STATUTE <input type="checkbox"/> OTHER</td><td></td></tr><tr><td>E.L. EACH ACCIDENT</td><td>\$1,000,000</td></tr><tr><td>E.L. DISEASE-EA EMPLOYEE</td><td>\$1,000,000</td></tr><tr><td>E.L. DISEASE-POLICY LIMIT</td><td>\$1,000,000</td></tr></table>	<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				
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E.L. DISEASE-POLICY LIMIT	\$1,000,000																		

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

The County, its officers, officials, employees and volunteers are included as Additional Insured in accordance with the policy provisions of the General Liability policy. General Liability policy evidenced herein is Primary and Non-Contributory to other insurance available to an Additional Insured, but only in accordance with the policy's provisions.

CERTIFICATE HOLDER**CANCELLATION**Lassen County Jail
1415 Sheriff Cady Lane
Susanville CA 96130 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

Aon Risk Services Central, Inc.

Holder Identifier :

Certificate No : 570078395295