

**EXTENSION TO SERVICE CONTRACT**  
Canteen Corrections

THIS EXTENSION TO SERVICE CONTRACT ("Extension 52393.1") is made this 20<sup>th</sup> day of November, 2020, by the COUNTY of WASHTENAW, a municipal corporation, with offices located in the County Administration Building, 220 North Main Street, Ann Arbor, Michigan 48107 ("County") and Continental Café, LLC DBA Canteen Corrections, located at 35710 Mound Road, Sterling Heights, MI 48310 ("Contractor")

WHEREAS, the County and Contractor entered into a Service Contract dated July 1, 2020 ("Contract 52393") which outlined the terms and obligations for providing food services to the County; and

WHEREAS, the County and Contractor desire to extend the term of the Contract and the current offerings with commissary provisions by way of this Extension.

In consideration of the promises set forth below, the parties mutually agree as follows:

1. Exhibit H & I attached hereto outlines additional services and expectations to be provided by Contractor related to commissary services.

2. ARTICLE IV – TERM shall be deleted in its entirety and replaced with the following:

This contract begins on the date of this agreement and ends on June 30, 2024, with an option to extend for two (2) additional (2) year periods, unless terminated on an earlier date pursuant to Article XVII, below.

3. Except as specifically herein replaced, all terms, covenants and conditions of the Contract shall remain in full force and effect and the same are hereby confirmed.

(Signatures on following page.)

All parties to this Extension (52393.1) agree that either electronic or handwritten signatures are acceptable to execute this Extension.

ATTESTED TO:

By: *Lawrence Kestenbaum* 12/14/2020  
SIGNED BY DEPUTY E GOLEMBIEWSKI FOR L. KESTENBAUM  
Lawrence Kestenbaum (Date)  
County Clerk/Register

APPROVED AS TO CONTENT:

By: *Jerry L. Clayton* 11-20-20  
Jerry L. Clayton (Date)  
Sheriff

APPROVED AS TO FORM:

By: \_\_\_\_\_  
Michelle K. Billard (Date)  
Office of Corporation Counsel

WASHTENAW COUNTY

By: *Gregory Dill* 12/11/2020  
ADMINISTRATOR - PROXY SIGNED BY DIANE  
Gregory Dill (Date)  
County Administrator

CONTRACTOR

By: *Stephen O'Keefe* 11-26-20  
Stephen O'Keefe (Date)  
Senior Vice President

**Washtenaw County Sheriff's Office  
Confidential & Preservation of Information Agreement  
with Employees of Canteen Food Services**

Canteen Food Services Contractor/Employee NAME: \_\_\_\_\_  
(Printed)

This Confidential Information Preservation Agreement ("Agreement") is made between the Washtenaw County Sheriff's Office and the above-named Canteen Food Services Contractor/Employee ("Contractor").

In connection with their employment as a member of Canteen Food Services providing contractual services for the Washtenaw County Sheriff's Office, the contractor will have access to a variety of confidential information as defined within this agreement. The purpose of the agreement is to protect the information itself, the Sheriff's Office, the County, the contractor, and the public's or an individual's safety from the illegal, improper or inappropriate release or sharing of such confidential information.

As a condition of the Contractor's service under the terms and conditions of the contract with their employer, Canteen Food Services, and effective as of the date that the contract is valid and the Contractor commences their duties, the Contractor understands and agrees to the following.

1. **Position of Trust.** The Contractor acknowledges and understands that the Contractor is engaged in a position of trust with the Sheriff's Office, which has as one of its fundamental purposes the provision of public safety services to the citizens of Washtenaw County and the State of Michigan.

2. **Definition of Confidential Information.** By and through the Contractor's service with the Sheriff's Office and as a result of the Contractor's association with Sheriff's Office personnel, files, and documentation, the Contractor may collect, access, or receive certain information which, by itself or by implication, is confidential, sensitive, or proprietary. Confidential, sensitive, or proprietary information (collectively "Confidential Information") may, depending on the circumstances, include but not necessarily be limited to facts, opinions, documents, electronic records of any kind, or other evidence related to a pending or closed criminal or internal investigation; facts, opinions, documents, electronic records, or other evidence related to the Sheriff's Office personnel matters including any and all types of medical or medically related information; information contained in or related to a person's criminal history including alleged criminal activity; identities of victims, witnesses, or informants related to criminal, internal, or personnel investigations; or other information or material relating to the Sheriff's Office, its activities, its policy and procedure, or investigatory activities generally including, in all of the above listed types of information, information obtained from other agencies and organizations.

3. **Non-Disclosure of Confidential Information.** The Contractor acknowledges that the Sheriff's Office has a substantial and compelling interest in controlling or restricting the release of Confidential Information and that the Contractor's job duties require the exercise of caution and discretion when handling or discussing Confidential Information. Accordingly, the Contractor shall treat all Confidential Information that the Contractor gathers, views, or receives as strictly confidential. The Contractor will not disclose Confidential Information to any other person or entity not expressly authorized by the Sheriff's Office, except to the extent such a disclosure is affirmatively required or otherwise protected by law. The Contractor acknowledges and understands that the Contractor is responsible for the safekeeping of Confidential Information according to Sheriff's Office policies and procedures and for the handling of such Confidential Information so as to prevent disclosure of Confidential Information to unauthorized persons. After the termination of the Contractor's employment

**Washtenaw County Sheriff's Office  
Confidential & Preservation of Information Agreement  
with Employees of Canteen Food Services**

with Canteen Food Services, the Contractor will not engage in any activity that involves or results in the use or disclosure of any Confidential Information (as defined above).

**4. Return of Materials/Property at Termination/Separation of Employment.** In the event of the Contractor's termination/separation of employment with Canteen Food Services, for any reason, the Contractor will promptly deliver to the Sheriff's Office all documents, data, and other information pertaining to Sheriff's Office operations that they may have in their possession; and the Contractor shall not take any documents, or other information, or any reproduction or excerpt thereof, containing or pertaining to any information or agency property.

**5. Remedies.** The Contractor acknowledges that the Sheriff's Office has a legitimate and compelling governmental interest in prohibiting the disclosure of Confidential Information; that the Contractor's breach of the terms of this Agreement will cause irreparable harm to the Sheriff's Office, its operations, and to the general public; and that monetary damages are insufficient to provide a fully adequate remedy for such a breach.

Therefore, in the event of a breach or threatened breach of any term of this Agreement, the Sheriff's Office shall be entitled to temporary, preliminary and permanent injunctive relief without any requirement of bond, in addition to any other legal or equitable remedies. These legal remedies may include payment of monetary damages to the Sheriff's Office depending on the circumstances of the Contractor's breach of this Agreement. The Contractor shall be responsible to pay for the actual costs and attorney fees incurred by the Sheriff's Office in the enforcement of this Agreement.

**6. Jurisdiction.** This Agreement shall be governed in all respects by Michigan law. The parties agree that they shall be subject to the sole and exclusive personal jurisdiction and venue of the courts seated in Washtenaw County, Michigan, regardless of where the Contractor may be located at the time any action may be commenced.

**7. Tolling Provision.** The duration of any post-termination obligation contained in this Agreement shall be extended by the length of time during which the Contractor is in breach of the provision.

**8. Entire Agreement.** This Agreement states the entire agreement between the parties relating to these matters and supersedes any and all conflicting agreements between the Sheriff's Office and the Contractor. Any modification of this Agreement must be made in writing and signed by the Contractor and an authorized representative of the Sheriff's Office.

**9. Waiver of Breach.** The waiver by the Sheriff's Office of a breach of any provision of this Agreement by the Contractor shall not operate or be construed as a waiver of any subsequent breach by the Contractor.

**10. Severability.** The parties acknowledge that the provisions of this Agreement are severable, and expressly agree that if any provision of this Agreement is found to be unenforceable such a finding will not render any other provision of this Agreement unenforceable.

**Washtenaw County Sheriff's Office  
Confidential & Preservation of Information Agreement  
with Employees of Canteen Food Services**

**11. Binding Effect.** This Agreement shall be binding upon the heirs, representatives, successors and assigns of each party.

**12. Drafting Ambiguities.** The parties agree that the rule of construction that any ambiguities are to be resolved against the drafting party shall not be used in the interpretation of this Agreement.

**13. Captions.** The captions used in each section of this Agreement are for purposes of convenience only and are not a substantive part of this Agreement.

**14. Continuation and Modification.** Given the nature of the confidential information and materials the Contractor may collect, access, or receive as described within this agreement, the terms and conditions of this agreement shall continue following the Contractor's termination of employment with the Canteen Food Services.

However, in the Sheriff's sole and exclusive discretion, aspects of this agreement may be modified for reasonable purposes including by way of example but not limitation, the use of confidential information for training purposes, the ability of a Contractor to have access to information that they may have authored, or other such purposes.

**AGREED TO AND ACCEPTED BY:**

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Canteen Food Services Contractor/Employee Named Above Date

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Sheriff / Designee Date

# WASHTENAW COUNTY

## CORRECTIONAL FACILITY COMMISSARY SERVICES

# COMMISSARY

## PROPOSAL OVERVIEW

### **INMATE BANKING SYSTEM**

CANTEEN PROPOSES TO IMPLEMENT OUR GENESIS INMATE BANKING SOFTWARE:

- DEBIT RELEASE
- ONLINE DEPOSITS THROUGH OUR WE CARE PROGRAM
- KIOSKS (LOBBY AND INTAKE)

### **DELIVERY**

CANTEEN PROPOSES TO PROVIDE ON-SITE SERVICE WITH BACK UP SUPPLIES STORED AT OUR SECURE WAREHOUSE 20 MINUTES AWAY.

- CANTEEN WILL UTILIZE EXISTING KITCHEN STORAGE SPACE AND WILL UTILIZE THE EXISTING SUPPLY AREA WHERE CURRENT JANITORIAL SUPPLIES ARE STORED.
- JAIL OPERATIONS WILL HAVE FULL USE OF THE GYMNASIUM FOR INMATE ACTIVITIES

IF PREFERRED BY JAIL OPERATIONS, CANTEEN WILL PROVIDE OFF SITE SERVICE AND DELIVER TO JAIL COMPLEX ON AGREED UPON DAYS

# COMMISSARY

## PROPOSAL OVERVIEW

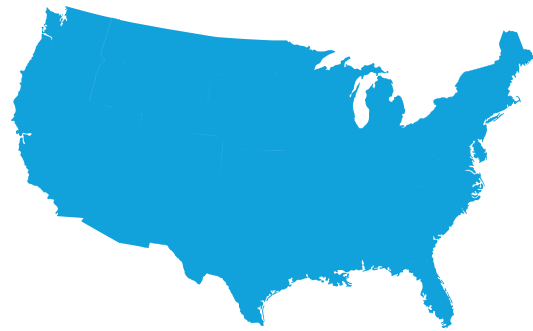
### **ADVANTAGES FOR PARTNERING WITH CANTEEN FOR COMMISSARY**

- COMMISSIONS VS A LOWER PER MEAL COST CAN BE NEGOTIATED
- “FRESH TO YOU” HOT MEAL PROGRAM FOR INMATES VIA ON-LINE PORTAL
- ONE POINT OF CONTACT FOR BOTH FOOD SERVICE AND COMMISSARY OPERATIONS



# WHO

## WE ARE



### **NATIONAL CANTEEN CORRECTIONAL SERVICES**

ESTABLISHED IN 1970

150,000 INMATES SERVED DAILY

SERVES 150 FACILITIES  
ACROSS THE COUNTRY



### **MICHIGAN CANTEEN CORRECTIONAL SERVICES**

SERVES 31 CORRECTIONAL  
FOOD SERVICE FACILITIES &  
25+ COMMISSARY LOCATIONS  
THROUGHOUT THE STATE



### **SE MICHIGAN-BASED CANTEEN CORRECTIONAL SERVICES**

INDEPENDENTLY OWNED AND  
OPERATED SINCE 1989

\$185+ MILLION IN LOCAL  
ANNUAL SALES

OFFERS WIDE VARIETY OF  
FOOD REFRESHMENT SERVICES

SERVING WASHTENAW, MACOMB,  
MONROE, & WAYNE COUNTIES

# WHERE

## WE ARE



### **FRANCHISE TERRITORY**

HEADQUARTERED IN SOUTHEAST MICHIGAN, CONTINENTAL/CANTEEN CORRECTIONS CURRENTLY PROVIDES SERVICES TO OVER 700 CLIENTS IN THE TRI-COUNTY AREA



### **LOCAL VENDOR PREFERENCE**

CONTINENTAL/CANTEEN CORRECTIONS EMPLOYS 1,400+ MICHIGAN RESIDENTS

CANTEEN CORRECTIONS WORKS OUT OF A 30,000 SQ/FT OPERATIONS CENTER LOCATED IN BELLEVILLE, MICHIGAN

CANTEEN CORRECTIONS' LOCAL MANAGEMENT TEAM IS EMPOWERED TO MAKE IMPORTANT DECISIONS AT WASHTENAW COUNTY JAIL

# WHY

# CANTEEN?



## **A FRESH APPROACH TO FOOD SERVICE & COMMISSARY PROGRAMS**

MICHIGAN-BASED COMPANY WITH CORRECTION OFFICES JUST 10 MILES FROM WASHTENAW COUNTY JAIL  
WE DON'T PROVIDE A 'COOKIE CUTTER' MENU OR APPROACH  
PROVIDE PROGRAMS THAT ARE DESIGNED TO MEET THE CLIENT NEEDS



## **CANTEEN ACCOMPLISHMENTS**

SEAMLESSLY TRANSITIONED MACOMB COUNTY JAIL, WAYNE COUNTY, MONROE COUNTY, AND WASHTENAW COUNTY JAILS (*REPLACED MACOMB COUNTY JAIL'S PREVIOUS VENDOR OF 20+ YEARS*)

INCREASED WAYNE COUNTY COMMISSARY COMMISSIONS BY \$400,000 ANNUALLY

HELPED WAYNE COUNTY SHERIFF DEPT SAVE \$10,000,000+ OVER LIFE OF CONTRACT BY IMPROVING FOOD & LABOR COSTS

PROVIDED A HYBRID CONCEPT FOR MONROE COUNTY TO MAINTAIN THEIR FOOD SERVICE STAFF

ATTAINED PERFECT INSPECTION SCORES FROM I.C.E. & M.D.O.C.

RECOGNIZED BY OUR SHERIFFS & JAIL ADMINISTRATORS FOR EXCEEDING MINIMUM EXPECTATIONS IN QUALITY, TASTE & PRODUCTION STANDARDS

# REFERENCE LETTERS



**ANTHONY M. WICKERSHAM**

**OFFICE OF THE SHERIFF**

Kent B. Lagerquist  
UNDERSHERIFF

May 15, 2012

Sheriff Michael Bouchard  
1200 North Telegraph Road, Bldg 38 East  
Pontiac, MI 48341-1044

Dear Sheriff Bouchard,

In September of 2011, we transitioned Continental Canteen as our provider for both (prisoner) food service and commissary. The transition was seamless resulting in a dynamic partnership, cost savings, operational efficiencies and total accountability.

Since contracting with Canteen our kitchen has never been cleaner. Their protocols for preparing, handling and the storing of food are superior. They manage prisoners very effectively and take the time to understand our needs (as they relate to the overall operations of our facility).

Canteen is very hands-on from their executive management team to the food service operations. I am very satisfied with all aspects our or relationship; from financial to productivity to quality.

Without hesitation I would recommend Continental Canteen as a partner to meet the food service needs in your facility.

Respectfully,

Anthony M. Wickersham  
MACOMB COUNTY SHERIFF

gs

c Undersheriff Michael McCabe

43565 Elizabeth Rd. \* Mt. Clemens, Michigan 48043 \* Phone (586) 469-5151 \* FAX # (586) 307-9621  
www.macombsheriff.com

**BENNY N. NAPOLEON**

Wayne County Sheriff



**OFFICE OF THE SHERIFF**

1231 ST. ANTOINE • DETROIT, MI 48226  
TEL: (313) 224-2222 • FAX: (313) 224-2367

May 5, 2011

The Honorable Anthony Wickersham  
Macomb County Sheriff  
43565 Elizabeth Street  
Mount Clemens, MI 48043-1001

Dear Sheriff Wickersham:

I am are aware that Continental Canteen, our vendor for food service at the Wayne County Jail, is also seeking to provide the same service for Macomb County. I would like to share with you our experiences and working relationship with Continental Canteen since they became our food service partner in May 2010.

When Continental Canteen assumed food services responsibilities for Wayne County, it marked one of the correctional industry's largest conversions of a self-operation to a private operation ever. We can state emphatically that it was a seamless transition resulting in a dynamic partnership, significant cost savings, tremendous operational efficiencies and total accountability.

What distinguished Continental Canteen from the start of our Request for Proposal (RFP) process is that the company's executive management team invested significant time and energy in becoming totally immersed in our operations. The company absorbed hundreds of hours of executive staff time to thoroughly understand our needs and objectives. This commitment has continued, as a senior officer of the company attends weekly status meetings with Wayne County Sheriff executives to review our food service operations. We cannot overstate how important this hands-on involvement by Continental Canteen's leadership has been to our food service operations.

Judging from all metrics – from financial to productivity to quality -- the Wayne County Jail-Continental Canteen partnership has been a major success and one that we are quite proud of.

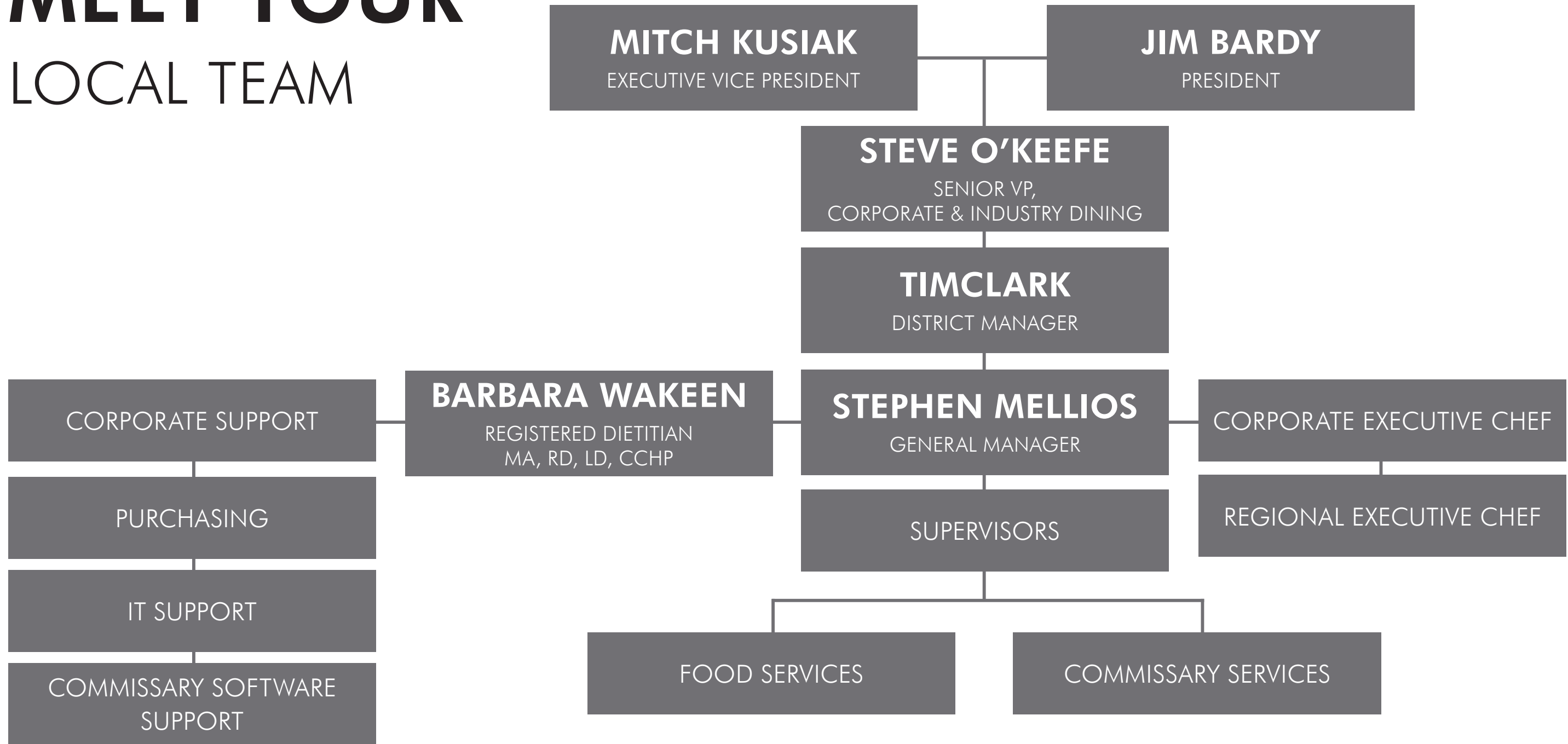
Without hesitation, I would recommend Continental Canteen as a partner to help you meet the Macomb County Jail's food service needs.

Sincerely,

Suzanne K. Hall  
Director of Administration  
Wayne County Sheriff's Office

cc: The Honorable Mark Hackel, Macomb County Executive  
The Honorable Kathy Vosburg, Chair, Macomb County Board of Commissioners  
The Honorable Phil DiMaria, Macomb County Board of Commissioners

# MEET YOUR LOCAL TEAM



# DEVELOPING A PARTNERSHIP TO ENHANCE **INMATE BEHAVIOR MANAGEMENT**



## **THE RIGHT MENU**

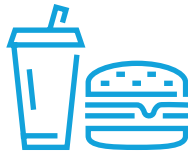
RECOGNIZED BY SEVERAL CLIENTS FOR FOOD THAT SMELLS & TASTES BETTER THAN PREVIOUS PROVIDER

SPECIAL MEALS

HOLIDAYS, SPECIAL EVENTS, ENHANCEMENTS & MORE



## **PROVIDING COMMISSARY OFFERINGS TO MEET THE NEEDS OF THE FACILITY**



## **MARKET MEALS (FRESH TO YOU)**



## **OFFERING TECHNOLOGY TO SUPPORT COMMISSARY SERVICES**

ASSISTED TRUST MANAGEMENT (ATM)

CARD VAULTING

COMMISSARY WISHLIST AND BALANCE NOTIFICATION

# MARKET MEALS

## MENU OFFERINGS

ORDERS INCLUDE 20 OZ. SODA & CHOICE OF FRIES, POTATO WEDGES, OR CHIPS



**PIZZA**



**CALZONE**



**HOT WINGS**



**HOAGIE**



**BBQ BEEF  
SANDWICH**



**PHILLY  
CHEESESTEAK**



**DOUBLE BACON  
CHEESE BURGER**



**ITALIAN  
SALAD**

# BENEFITS OF CANTEEN

## **SINGLE SOURCE SERVICE PROVIDER: SHARED STAFF TO REDUCE COST TO WASHTENAW COUNTY**

THE COUNTY WILL SHOW A SIGNIFICANT SAVINGS TO THEIR OPERATING COSTS BY UTILIZING A SINGLE GENERAL MANAGER TO OVERSEE BOTH FOOD SERVICE AND COMMISSARY OPERATIONS **INSTEAD OF TAKING THE PROGRAM IN-HOUSE.** BY UTILIZING A SHARED GENERAL MANAGER, THE COUNTY WILL EXPERIENCE A REDUCTION OR SAVINGS IN:

- EMPLOYEE PAYROLL
- HEALTH AND BENEFIT EXPENSES
- COUNTY PENSION EXPENSES
- POTENTIAL UNION NEGOTIATIONS AND GRIEVANCES
- BENEFIT ADMINISTRATION
- SHORT STAFFING/MLOA RESPONSIBILITIES
- PURCHASING RESPONSIBILITIES, PO CREATION, APPROVED VENDOR REQUESTS, BID REQUIREMENTS
- ACCOUNTS PAYABLE – INVOICE PROCESSING, CHECK WRITING, BUDGET ADMINISTRATION



# BENEFITS OF CANTEEN



## **FLEXIBILITY:**

### **WE PROVIDE A SOLUTION BASED PROGRAM TO MEET YOUR OPERATIONAL NEEDS**

CANTEEN CAN OFFER A FLEXIBLE COMMISSION VS. MEAL PRICING OPTION THAT CAN BE CHANGED ANNUALLY AT THE START OF A NEW CONTRACT OR BUDGET YEAR

## **LOCAL LEADER:**

### **DIRECT OPERATIONAL SUPPORT IS ALL LOCATED WITHIN 10 MILES FROM WASHTENAW COUNTY CORRECTIONS**

CANTEEN WILL MEET WITH COUNTY/JAIL ADMINISTRATION PRIOR TO EACH BUDGET YEAR TO AGREE UPON COMMISSION RATES. INCREASED COMMISSIONS CAN BE IMPLEMENTED WITH EACH ANNUAL RENEWAL.

# BENEFITS OF CANTEEN

## TECHNOLOGY: FEATURING OUR PARTNER



- ABILITY TO INTEGRATE WITH YOUR CURRENT JMS PLATFORM
- ABILITY TO WORK WITH YOUR OTHER SERVICE PROVIDERS TO INEGRATE SERVICES
- PROVIDE A WIDE ARRAY OF TRUST FUND DEPOSITS
- REAL-TIME REPORTING
- PROVIDE A TIERED APPROACH TO PROVIDE ADDITIONAL SERVICES:
  - » DEBIT CARD RELEASE
  - » EDUCATION CAPABILITIES
  - » INMATE MESSAGING
  - » INMATE REQUESTS/GRIEVANCE HANDLING
  - » PREMIUM MEDIA CONTENT
  - » SECURE SELF SERVICE VENDING



THE COUNTY **DOES NOT**  
NEED TO PURCHASE AN  
ADDITIONAL MODULE FROM  
YOUR CURRENT JMS PROVIDER  
TO ACCOMMODATE THE INMATE  
BANKING SOFTWARE NEEDED TO  
PROVIDE COMMISSARY SERVICES

# ASSISTED TRUST MANAGEMENT (ATM)

## OVERVIEW

- ✓ Free correctional staff time from a variety of daily accounting responsibilities, reducing their accounting burden and allowing staff to focus where their experience is most valued
- ✓ Our ATM services use our in-house accounting team to prepare and complete routine accounting tasks, helping to ensure that your accounting is up-to-date and able to identify and help resolve small problems before they become big problems!
- ✓ **Best Practices compiled from other counties**



# ASSISTED TRUST MANAGEMENT (ATM)

## SERVICES AVAILABLE

- Monitoring Alerts to notify you of accounting items of which you should be aware (funds sitting in released inmate accounts, stale deposit items, past-due bank recs, etc.)
- Lobby Kiosk, Booking Kiosk/Vault Cash Reconciliation
- Recording of Bank Deposits based on Cash Reconciliations and Deposit Slips
- Preparing Revenue Disbursements and Vendor Payments
- Import and reconciliation of daily Credit Card Deposits
- Import and reconciliation of daily Debit Release Withdrawals
- Preparing Bank Reconciliation for final review
- Month-end and Year-end preparation and supporting reports
- Debt Management related to routine write-offs, collections, etc.
- Audit-ready reports and assistance with audit processes
- Advanced customization of accounting reports designed specific to your facility's needs
- Review and assessment of facility accounting policies with the assistance of Best Practices compiled from other facilities

# CARD VAULTING

## OVERVIEW

The card vaulting service offers the ability for residents to securely store details of their credit/debit card at the time of booking, prior to their cards being placed in property. Residents are then able to access this card to self-load funds onto their Resident account while in the facility using any of our Resident services – Kiosk, Phone, or Tablet.

## RESIDENT BENEFITS AND FEATURES

- ✓ Top-up account quickly and conveniently
- ✓ Can access funds immediately at or after booking
- ✓ Control their own finances without the need to rely on friends or family members

## FACILITY BENEFITS AND FEATURES

- ✓ Stored securely following Payment Card Industry standards
- ✓ Increase frequency and volume of deposits
- ✓ Reduced need to rely on public deposits
- ✓ Customizable restriction on limits

## HOW IT WORKS

1. During the booking process the Residents card is swiped and stored prior to being placed in property; note that stored Cards are visible and can be removed from within our Command application
2. Resident logs in to any of our Resident Services (Kiosk, Phone, Tablet) and selects the menu option to top-up their account using a Vaulted Card

# COMMAND JAIL INTERFACE

Canteen Demo County - eXpress Command

File Account Trust Accounting Commissary Messaging

Booking Release Find Account Resident Account List Withdraw (Payments) Transfers


Wizards Edit Account Assign Card or Change PIN Deposit (Receive Money) Site Charge (Billing) Fix Errors

Account Activity (Event History) New Message Commissary Orders Refunds and Credits

Account Edit (Pete Carl Evans) x

Select Account

Account Search: 888 (Evans, Pete Carl) X Select Find Account

 **Pete Carl Evans** \$17.09 Commissary

888 \$80.00 Bail / Held Funds

Active, Intake \$0.00 Debt / Lien Quick-Pick Actions

Commissary Orders

General Information Contact Groups and Classifications Cards Notes Site Charges / Bills / Debts Commissary Transactions

If the resident has a credit card, we can securely store the card details for them. They can then use it to add funds to their account at any time using the phone or kiosk (where available). Simply swipe their card to fill in the boxes below.

| Card Status | CSN                 | LastBalance | Last Action Date | Card Type           | Action | Cancel | Check Debit Card Balance |
|-------------|---------------------|-------------|------------------|---------------------|--------|--------|--------------------------|
| Inactive    | 269235829           | \$0.00      | 2017-09-08       | Smart Card          |        |        |                          |
| Active      | XXXX-XXXX-XXXX-9354 |             | 2018-09-25       | Vaulted Credit Card | Remove |        |                          |
| Active      | XXXX-XXXX-XXXX-4756 |             | 2018-10-12       | Vaulted Credit Card | Remove |        |                          |

Credit Card Vaulting

Name:  Expiry Date:

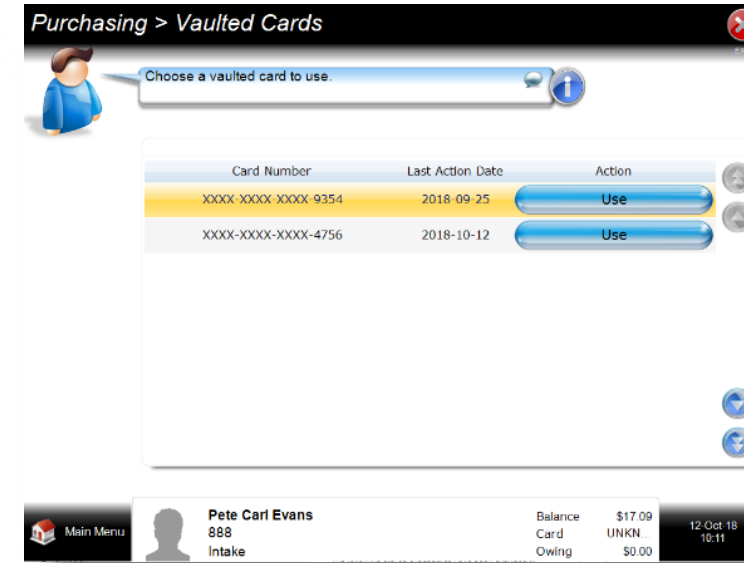
Card Number:  Card Type:

Save Cancel

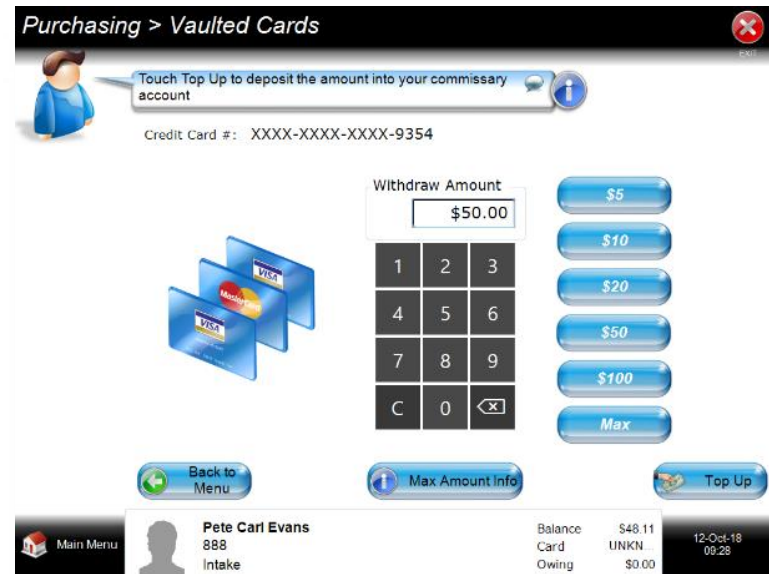
v2019.9.998.1 - Station: Dylans-Laptop - User: genesis - Site: Canteen Demo County

# RESIDENT KIOSK INTERFACE

## 1. Menu Option and Card Selection



## 2. Deposit Amount and Confirmation



# COMMISSARY WISHLIST AND BALANCE NOTIFICATION

## OVERVIEW

We want to grow your revenue, optimize your profits and efficiency, minimize labor while securing your fiduciary integrity. In this regard Genesis offers both account-balance notification services and a unique service offering we call Wishlist's.

Wishlists are a great optional service offering that allows residents to select the commissary products that they would like to get through our public commissary ordering services, such as eXpressAccount.com. By pre-selecting their preferred items, residents can be better assured they will get the items that they need, while the convenience of the "one-click" ordering makes the process super convenient for friends and family members.

Account balance notification is a service that a resident can optionally choose to enrol that will automatically notify depositors when their account balance falls below a specific threshold.

## WISHLIST – BENEFITS



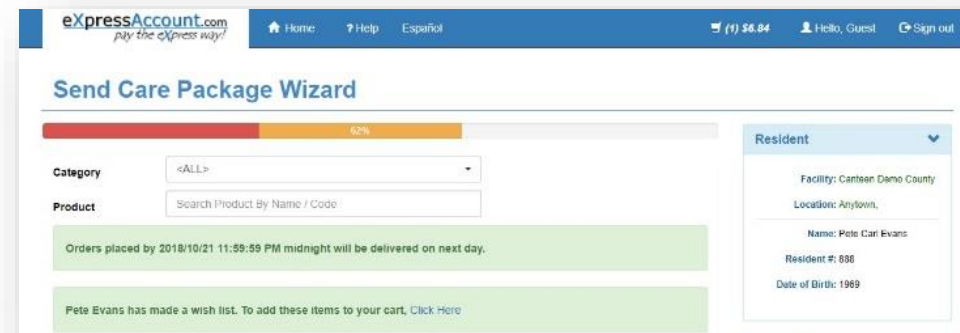
- ✓ Residents get the products they need and want
- ✓ Helps Friends & Family members target their purchases
- ✓ Residents buy more of what they want
- ✓ Residents use their funds more efficiently
- ✓ Residents are happier which reduces security concerns for the facility
- ✓ Wish list option can be populated on the website for each resident with their approval
- ✓ Easier for Friends & Family to order from the web site as the items can be pre-loaded



# COMMISSARY WISHLIST AND BALANCE NOTIFICATION

## WISHLIST – HOW IT WORKS

1. Resident uses any of the available Resident service devices (Kiosk, Phone, Tablet) to securely login, select the “Wishlist” menu item, and simply add or remove items that they want to be made available to people that want to order public care packages for them.
2. Friends and Family members access our Public services (Website, Phone), select the Resident they are purchasing a care package for, and if the resident has a Wishlist available they will be prompted to add items from that Wishlist to the Order (the purchaser can still add/remove items to further customize the order)



# COMMISSARY WISHLIST AND BALANCE NOTIFICATION

**eXpressAccount.com**  
ply the eXpress way!

Home ? Help Español (1) \$6.84 Hello, Guest Sign out

### Send Care Package Wizard

62%

Category: <ALL>

Product: Search Product By Name / Code

Orders placed by 2018/10/21 11:59:59 PM midnight will be delivered on next day.

Pete Evans has made a wish list. To add these items to your cart, [Click Here](#)

Show All Products

| Product Image               | Product Name                                | Price  | Quantity | Action |
|-----------------------------|---|--------|----------|--------|
| Product Image Not Available | FUEL CHARGE #000055                         | \$0.05 | 1        | Add    |
|                             | CHEESE & PEANUTBUTTER CRACKER 1.52 oz #001  | \$0.46 | 1        | Add    |
|                             | TOASTY PEANUTBUTTER CRACKER 1.29 oz #002    | \$0.47 | 1        | Add    |
|                             | APPLE-CINNAMON NUTRI-GRAIN BAR 1.3 oz #0347 | \$0.86 | 1        | Add    |

**Resident**

Facility: Canteen Demo County  
Location: Anytown,  
Name: Pete Carl Evans  
Resident #: 000  
Date of Birth: 1969

**Summary**

|                      |               |
|----------------------|---------------|
| Care Package:        | \$1.74        |
| Subtotal:            | \$1.84        |
| Tax:                 | \$0.10        |
| Convenience Fee:     | \$5.00        |
| <b>Total Charge:</b> | <b>\$6.84</b> |

# COMMISSARY WISHLIST AND BALANCE NOTIFICATION

## BALANCE NOTIFICATION – BENEFITS

Without the necessity of placing a call or otherwise reaching out to friends and family members, which is not always possible based on timing or their limited funds, the system is able to communicate this important information to others so that they are aware. This reduces the burden on the resident and helps to ensure that necessary funds are deposited when needed – improving resident morale while also keeping funds flowing into the jail.

## BALANCE NOTIFICATION – HOW IT WORKS

1. Friends and Family members that are depositing to a Resident select a Checkbox during the Deposit process that asks them if they want to be notified when the Resident balance is low.
2. The Resident, when receiving the Deposit, has the option of choosing to allow a Balance Notification to be sent to the Depositor when their balance is below the specified threshold.
3. The system monitors the Resident balance and when their balance drops below the specified threshold this triggers our notification service that sends emails to the appropriate individuals.
4. Note that either the Resident or Depositor is able to opt-out of this service at any time.

# DEBIT RELEASE CARD SERVICES

## OVERVIEW

Upon release, our facilities have the option of withdrawing a Resident's remaining commissary balance and issuing a debit release card that provides the Resident immediate access to these funds. This service has proven to be incredibly popular due to its many advantages to both residents and facilities alike.

Genesis partners with Rapid Financial Solutions, a leader in the industry, to provide the best options and coverage.



## BENEFITS TO FACILITY

- ✓ Quick-and-easy – a simple scan of the account number and click “Save” and the funds are transferred
- ✓ No more checks
  - avoid the time-consuming hassle and cost of issuing paper checks
  - remove the potential for stale-dated checks of small or insignificant amounts that released residents never cash
  - significantly reduce the exposure of fraudulent checks, check alterations, and availability of the facility bank account details
  - improves ease of bank reconciliation
- ✓ Integrates directly with our system
- ✓ Resident and work release recipients can be paid electronically
- ✓ Federal and State reporting available to make things more organized and simpler
- ✓ Tax Reporting
  - Preparation & distribution of 1099's is handled by Rapid for the residents
  - Jail Payment inquiries are handled by ReleasePay
  - ReleasePay collects all work-release W-9s and issues all 1099s
  - ReleasePay provides a comprehensive audit trail keep your accounting office happy
  - ReleasePay keeps you in compliance with all applicable federal and state regulations

# DEBIT RELEASE CARD SERVICES

## BENEFITS TO RESIDENT

- ✓ Allow for the resident's funds to be available immediately after a release
- ✓ The card option is convenient if residents don't have a bank account, they can upgrade their card and make it reloadable for future use.
- ✓ Residents can easily choose to move those funds from the release card to their personal bank account
- ✓ Residents can use their full commissary funds with no fees



# DEBIT RELEASE CARD SERVICES

## SAMPLE SCHEDULE OF FEES

| <b>Fees</b>   | <b>Amount</b> |
|---|---------------|
| <b>Get Started</b>                                      |               |
| Card Activation:  | \$0.00        |
| <b>Monthly / Weekly Usage</b>                           |               |
| Maintenance Fee:  | \$2.50        |
| Inactivity Fee:   | \$0.00        |
| <b>Spend Money</b>                                      |               |
| Point of Sale (POS) Approved Transaction:               | \$0.00        |
| Point of Sale (POS) Declined Transaction:               | \$0.00        |
| <b>Get Cash</b>   |               |
| Cashback with Point of Sale (POS) Approved Transaction: | \$0.00        |
| ATM Balance Inquiry Approved:                           | \$1.50        |
| ATM Balance Inquiry Declined:                           | \$1.50        |
| ATM Withdrawal Approved:                                | \$2.95        |
| ATM Declined:   | \$2.95        |
| <b>Other Fees</b>                                       |               |
| Calls to Customer Service:                              | \$0.00        |
| PIN Change Fee:   | \$0.00        |
| Card Replacement:                                       | \$10.00       |
| Close Account with Check Disbursement :                 | \$0.00        |
| Account Closure Fee:                                    | \$0.00        |

# SECURE SELF SERVICE VENDING

Our Secure Self-Serve vending solution allow residents to instantly access funds in their accounts to purchase products from a machine. Vending products are available 24/7/365, which leads to increased revenue.

## FACILITY BENIFITS



Increase sales and commissions ability to remotely control/disable the machine. Potential behaviour reward tool.

Product selection can add different variety from regular commissary list.

Supplemental service to commissary. Real-time financial transactions.

## HOW IT WORKS

Each Facility will have a machine delivered and installed. We will train staff on the program. Once the service is live residents will follow this process.

1. The resident authenticates his/her unique PIN at the vending machine
2. Once verified, the resident receives approval to proceed with purchase
3. If the resident's product selection is approved, his/her account balance is verified, and a charge is applied.
4. If the product vends successfully, the transaction is complete, and the account is immediately debited.
5. If the product does not vend successfully, the transaction is cancelled and a credit in the amount of the original charge is immediately applied to the resident's account.

THIS RESIDENT VENDING TRANSACTION IS EFFORTLESS AND REQUIRES LITTLE TO NO INTERACTION FROM STAFF.

# PROPOSED PRICING

## 40% COMMISSION RATE OPTION

CANTEEN PROPOSES TO OFFER A 40%  
COMMISSION RATE  
(FOR COMMISSIONABLE SALES).

REVIEWED ANNUALLY.

## ADDITIONAL INCENTIVES

CANTEEN PROPOSES TO PAY AN  
ADDITIONAL 2.5% COMMISSION ON  
ALL COMMISSIONABLE SALES OVER  
\$500,000 PER YEAR.

## ADDITIONAL INCENTIVES

CANTEEN PROPOSES TO PAY AN  
ADDITIONAL 5% COMMISSION ON  
ALL COMMISSIONABLE SALES OVER  
\$600,000 PER YEAR.



# ENHANCEMENT OPPORTUNITIES

**MONTHLY THEMED MENU FOR QUALIFIED INMATES**

**FAMILY FUN DAY IN THE SUMMER**

**BIRTHDAY CLUB**

BIRTHDAY CUPCAKES, GIFT PACK, SPECIAL MEALS, BRUNCH

**HOLIDAY GIFT PACK (MINI GIFT BAG)**

**ICE CREAM SUNDAY SPECIALS**

**INMATE RECOGNITION PROGRAMS**

MONTHLY OR QUARTERLY GUEST RESTAURANT MEAL

» *JET'S OR DOMINO'S PIZZA, WHITE CASTLE, FAMOUS DAVE'S BBQ*

## Holiday Care Packages Available Now

### Mega Package

35 Items

1 Snyder's Hot Buffalo Wings Pretzels Pieces (K) 2.25 oz.  
1 Snyder's 3 Cheese Pretzels (K) 1.5 oz.  
1 Granny's Oven Raspberry Shortbread Cookies (K) 9 oz.  
1 Cheez-It Hot & Spicy (K) 1.5 oz.  
1 Sweet Obsession Dark Chocolate Candy Bar 5.3 oz.  
4 Jumbo Size Lemon Head (Individually Sealed) (K) .32 oz.  
2 Minees Sandwich Cookies 1.2 oz.  
1 Cappuccino Chocolate Chip Cookies (K) 3 oz.  
4 Chocolate Filled Peppermint Drops (Individually Sealed) 4 gram  
4 Licorice Starlight Mints (Individually Sealed) 5 gram  
1 Sugar Sprinkled Coconut Cookies 1.76 oz.  
1 Back Country Cool Ranch Popcorn Nuggets 1.65 oz.  
1 Back Country Jalapeno Popcorn Nuggets 1.65 oz.  
1 TGIF Cheddar & Sour Cream Potato Skins 1 oz.  
1 Burger King Zesty Ranch Onion Rings (K) .75 oz.  
1 Chocolate Animal Snackers (K) 1 oz.



1 Double Barrel Hot Shot Meat Stick 1 oz.  
1 Kar's Sunflower Kernels 2 oz.  
1 Austin Cheese & Peanut Butter Crackers 6 Pack (K) 1.38 oz.  
1 Austin Toast & Peanut Butter Crackers 6 Pack (K) 1.38 oz.  
1 5 Flavor Hard Candy 0.81oz.  
1 Taster's Choice Freeze Dried Coffee (K) 1.5 gram  
2 Shake N Go Tropical Sugar Free Drink Mix 4 gram  
1 Coffee Mate French Vanilla Single (K) 4 gram

### Kosher Package

31 Items

1 Snyder's Hot Buffalo Wings Pretzels Pieces (K) 2.25 oz.  
1 Granny's Oven Raspberry Shortbread Cookies (K) 9 oz.  
2 Jumbo Size Lemon Head (Individually Sealed) (K) .32 oz.  
1 Mrs. Freshley's Apple Cinnamon Cereal Bar (K) 1.3 oz.  
1 Burger King Zesty Ranch Onion Rings (K) .75 oz.  
1 Daddy Ray's Strawberry Fruit Bars (K) 13 oz.  
1 Hershey's Cookies 'N' Cream Candy Bar (K) 1.55 oz.  
1 Mrs. Freshley's Strawberry Cereal Bar (K) 1.3 oz.  
3 Country Time Lemonade Candy (K) 5 gram  
1 Lil' Dutch Maid Duplex Cream Cookies (K) 5 oz.  
1 Austin Cheese & Peanut Butter Crackers 6 Pack (K) 1.38 oz.  
1 Austin Toast & Peanut Butter Crackers 6 Pack (K) 1.38 oz.  
2 Taster's Choice Freeze Dried Coffee (K) 1.5 gram  
2 Coffee Mate French Vanilla Single (K) 4 gram  
1 Planters Honey Roasted Peanuts (K) 1 oz.  
1 Cheez-It Hot & Spicy (K) 1.5 oz.  
2 Nestle Crunch Bar (K) .45 oz.  
1 Snyder's 3 Cheese Pretzels (K) 1.5 oz.  
1 Chex Mix-Traditional (K) 1.75 oz.  
2 5.5" Sour Punch Twist Sticks" (K) .2 oz.  
1 Brownie Crisps With Pecan (K) 3 oz.  
3 Licorice Starlight Mints (K) 5 gram



### Diabetic Package

20 Items

1 Gracey's Goodies Sugar Free 3.25 oz.  
Golightly Fruit Buttons Hard Candy  
1 Gracey's Goodies Sugar Free  
Golightly Butterscotch Buttons 3.25 oz.  
1 Gardetto's Snack Mix (K) 1.75 oz.  
1 Snyder's 3 Cheese Pretzels (K) 1.5 oz.  
1 Snyder's Hot Buffalo Wings Pretzels Pieces (K) 2.25 oz.  
3 Shake N Go Tropical Sugar Free Drink Mix (K) 4 gram  
2 TGIF Cheddar & Sour Cream Potato Skins 1 oz.  
2 Burger King Zesty Ranch Onion Rings (K) .75 oz.  
1 Taster's Choice Freeze Dried Coffee (K) 1.5 gram  
1 Nestle Sugar Free Cocoa Packet .53 oz.  
2 Fritos Corn Chips (K) 1 oz.  
2 Kar's Sunflower Kernels (K) 2 oz.  
1 Cheez-It Hot & Spicy (K) 1.5 oz.  
1 Cheez-It Regular (K) 1.5 oz.





HOW CAN **WE** BE  
OF **BEST SERVICE?**