



Keefe Commissary Network  
10880 Linpage Place  
St. Louis, MO 63132  
314.919.4100  
Attn: John Puricelli  
Executive Vice President/  
General Manager

**SEALED BID:**

**Keefe Commissary Network, L.L.C.**

**TECHNICAL PROPOSAL**

**BUYER:**

**TARA LYLE**

**SOLICITATION NO.:**

**CRFP 0608 COR1500000002**

**BID OPENING DATE:**

**JULY 14, 2015**

**BID OPENING TIME:**

**13:30:00**

**FAX NUMBER:**

**304.558.4115**



**Department of Administration  
Purchasing Division  
Attention: Tara Lyle  
2019 Washington Street East  
Charleston, WV 25305-0130**

07/13/15 10:06:13  
WV Purchasing Division



July 10, 2015

State of West Virginia  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

**Re: Request for Proposal #COR150000002 for Inmate Commissary**

Keefe Commissary Network, L.L.C. would like to thank the West Virginia Division of Corrections for the opportunity to submit a response to ***Request for Proposal #COR150000002 for Inmate Commissary***. We meet or exceed all requirements and accept all contract terms contained therein.

Please see below for requested *Title Page* information:

RFP Subject:	<b>Inmate Commissary</b>
RFP Number:	<b>COR150000002</b>
Vendor Name:	<b>Keefe Commissary Network, L.L.C.</b>
Address:	<b>21848 Commerce Parkway, Strongsville, OH 44149</b>
Phone:	<b>800.541.1790</b>
Fax:	<b>440.572.5383</b>
Contact:	<b>Tim Nichols, <i>Regional Vice President</i></b>
Email:	<b><u><a href="mailto:tnichols@keefegroup.com">tnichols@keefegroup.com</a></u></b>

Since 2006, KCN has worked with the WVDOC to provide inmates with a commissary operation that is efficient and well received by the DOC and the inmates we serve. Future enhancements, outlined in this proposal are:

- Technology upgrades that will allow the WVDOC additional efficiencies through the use of our inmate phone order entry.
- Blind pulling operation and order verification technology at the Huttonsville Warehouse to ensure 100% accurate inmate orders.
- Funds level interface between the Tech Friends and KCN software to allow for a “real-time” data transaction for commissary debits and credits to the inmate’s trust account.
- Employment, education and training opportunities for inmates

Keefe focuses every day on achieving the highest standards of quality, integrity and accountability in our business and believe we are the candidate best suited to exceed your expectations.

Thank you for consideration of our company, and we look forward to presenting our plan for continuing our partnership.

Sincerely,

A handwritten signature in black ink, appearing to read "John Puricelli". The signature is stylized with a large initial "J" and "P".

**John Puricelli**  
Executive Vice President/General Manager



**TECHNICAL PROPOSAL  
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## Attachment A: Vendor Response Sheet

*Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.*



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

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

**Keefe Commissary Network (KCN)** was established in 1993 to provide privatized commissary services to prisons and jails nationwide. It was created specifically to meet the changing needs of Keefe customers, and it quickly became the largest supplier of privatized commissary operations in the nation. Because KCN writes and supports its own software and provides 24/7/365, live technical support, it has set the industry standard for commissary technology and customer service. In addition to commissary and software capabilities, KCN's EDGE housing unit kiosk is the leading inmate self-service system used by correctional facilities today. Currently, KCN has contracts with 715 correctional facilities totaling over 475,000 inmates nationwide, and has 14 statewide DOC commissary contracts.

**Access Securepak**, established in 1993, offers the most comprehensive custom inmate package program in the correctional industry. Family members and friends can send packages to inmates while eliminating contraband and greatly reducing package processing time. Securepak can customize a program to fit any facility's needs, and it gives its customers several easy and convenient ways to place orders—online, by phone or with pre-printed order forms. Access Securepak has over 150 individual active programs spanning the entire country, and is the inmate package provider to 24 statewide DOC's.

**Access Corrections**, established in 2006, is leading the way on many fronts by streamlining how correctional facilities manage and process the flow of information, financial transactions and entertainment for inmates.





Access Corrections offers a variety of services, ranging from deposit services and debit release cards to electronic messaging and MP4 players. Integrated Data Detective software can identify and connect individuals on the outside who have interacted with multiple inmates at a facility. Access Corrections has contracts with 16 statewide DOCs for its Music Program, 16 statewide DOCs for Deposit Services and 6 statewide DOCs for electronic messaging.

**Inmate Calling Solutions (ICSolutions)**, founded in 2002 and acquired by Keefe Group in 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 200,000 inmates in over 200 correctional facilities, and is deployed at 8 statewide DOC's.

**Advanced Technologies Group (ATG)**, founded in 1991 and acquired by Keefe Group in 2011, develops customizable software specifically for state and federal correctional agencies. The company's software solutions are designed to support all aspects of managing offenders, including case management, electronic health records, pharmacy administration, trust accounting, commissary operations, food service, inmate enablement and investigation solutions. It helps state and federal correctional agencies to operate more efficiently and helps offenders prepare to re-integrate into society. To date, 6 statewide DOCs and the Federal Bureau of Prisons have chosen ATG software solutions.

**Keefe Group** strives to continually exceed its customers' expectations by providing the most timely and innovative solutions, and to always make exceptional service—the cornerstone of a lasting partnership— its top priority.

**Research & Development Capabilities**

Keefe has an in-house Product Development staff dedicated to researching and producing new products in correctional-friendly packaging. In 2014, Keefe introduced **fifty-four (54)** new products ranging from **Maxwell House® Espresso** to **Kellogg's®** cereals in re-sealable pouches with clear windows for added security.



Keefe is the only commissary provider to maintain its own packaging facility completely devoted to packaging products for the correctional market. Keefe's 100,000 square foot state-of-the-art packaging plant produces over **sixty (60) million** pouches of product annually. Some of these pouch products include: **Maxwell House® coffee, Velveeta® Macaroni & Cheese, Keefe 100% Colombian Coffee, E.Z. Digby's® candy, Cactus Annie's® chips and snacks, Keefe Kitchens® rice** and much more.





Keefe also employs **fourteen (14)** in-house software developers and **thirteen (13)** project managers devoted to the research and development of Keefe's software and technology applications including, MP4 players, Edge inmate housing unit kiosks, lobby deposit kiosks, facility release kiosks and various websites.

### Distribution Network

Keefe currently has **sixteen (16) distribution centers** totaling 1,439,000 square feet, shipping over 25 million pounds of inventory per month and carrying over \$80 million in inventory daily. Should a service disruption occur at our Ohio facility, all WVDOC orders will be fulfilled at one of our **fifteen (15)** other distribution centers, guaranteeing **on-time commissary delivery**.



The Cleveland Distribution Center includes the highest level of security in the industry, equipped with video cameras, one entrance/exit, pre-employment drug screening and background testing. The warehouse has **twenty-one (21)** video monitoring cameras throughout the warehouse to ensure safety. There is only one employee entrance and exit into the warehouse with only managers having access to the building. We have motion detectors throughout and alarms on all entry ways and windows. There are **twenty-one (21)** bay doors in our OSHA compliant warehouse that received a 100% satisfaction report on both the city sanitation and fire inspection. All bay doors are locked throughout the day until a truck is backed to the door to either unload or load product. All delivery and pick up drivers from partner truck lines must enter into the warehouse in a caged area that does not allow access into the warehouse where product is located. We maintain an employee safety committee that monitors the Best Business Practices Guide (BBPG) to ensure compliance with both Keefe policies and OSHA regulations. We maintain the strictest security measures to ensure our products are delivered to our customers uncompromised.

Please see following pages for resumes of key Keefe personnel who will be responsible for the management and fulfillment of the services detailed in this proposal.





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## **John Puricelli**

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### **TITLE & TENURE**

Executive Vice President/General Manager, *Keefe Commissary Network* – 18 years

### **BIOGRAPHY**

John joined Keefe Group in 1997 as KCN's Business Manager. In John's over 15 years of service, he has also held the positions of KCN's Vice President and Controller and headed up the Access Securepak business as Vice President and General Manager before returning to KCN as Chief Operating Officer. John has been involved in every component of KCN's growth by establishing policies and procedures to standardize KCN's industry leading operations, introducing new technologies and focusing on customer service.

Today, John leads the entire KCN operation as Executive Vice President and General Manager and is responsible for overseeing: sales, technical development, operations, customer support and over 1,500 employees nationwide. John has an accounting degree from Southern Methodist University and a Master's of Business Administration concentrating in finance from Washington University in St. Louis.

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## **Tim Nichols**

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### **TITLE & TENURE**

Regional Vice President, *Keefe Group* – 24 years

### **BIOGRAPHY**

Tim started with Keefe in 1991 as Warehouse Manager overseeing warehouse operations, quality control, employee training and negotiations with warehouse vendors. From 1994 to 2006, Tim held the roles of Account Manager and Senior Account Manager and was responsible for assisting the sales staff, training staff, maintaining customer relationships, managing a sales territory, meeting forecasted goals and the enhancement of sales efficiency and performance.

In 2007, Tim was promoted to his current position of Regional Vice President and is responsible for the oversight of the 100,000 square foot Cleveland, Ohio warehouse, 126 employees, maintaining customer relationships and managing the overall operations and financials for the Distribution Center.







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## **Keith Johns**

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### **TITLE & TENURE**

Vice President of Sales, Keefe Commissary Network – 12 years

### **BIOGRAPHY**

Keith's career began in 2003 as an Operations Assistant for Keefe Commissary Network. In 2004, he was promoted to KCN Operations Manager and was responsible for overseeing the transition plans for large facility start-ups as well as the implementation of effective policies and procedures. In 2005, he furthered his career becoming the KCN Midwest Regional Manager with sales and operations responsibilities in 16 states. In 2010 Keith was promoted into his current role as Vice President of Sales making him accountable for all of KCN's national sales development and customer service support.

Prior to joining Keefe Group, Keith attended the University of Mississippi before being drafted to play professional baseball for nine years.

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## **John Vitale**

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### **TITLE & TENURE**

Vice President/Technical Services – 20 Years

### **BIOGRAPHY**

John began his career in 1995 with KCN and eventually headed up the technology division as Vice President of Technical Services. John is one of the original architects of KCN's KeepTrak software system. He also, led the Technical Services division through major upgrades and rollouts of KCN software systems. Currently, John provides consulting services throughout the technology area, specializing in large-scale implementations and teaming with customers, business partners and staff in areas relating to hosting, statewide deployments and software strategies.

For over 20 years, John has been providing these services to the corrections industry: Oversight of Master Project leadership, infrastructure and Central Production Services, Quality Assurance, Implementation and Ongoing Support.





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## **Jerome Anderson**

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### **TITLE & TENURE**

Regional Account Manager, Keefe Commissary Network – 6 Years

Jerome began his career at Keefe Group in 2009 as an Account Manager. Over the past six years he has traveled throughout the region managing accounts and maintaining customer relationships.

In his current role as KCN Regional Manager, Jerome is responsible for managing new account startups and scheduling, driving KCN business in the region, the implementation of training to staff on KCN services and managing the daily operations and employees.

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## **Rachel Dougherty**

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### **TITLE & TENURE**

KCN Account Manager – 1 Year

Rachel began her career with Keefe in 2015 and her main responsibilities will be to work with West Virginia Department of Corrections and Correction Industries for the commissary and Family Package Program. She joined Keefe from working as the office manager where she oversaw all office, training, scheduling and communications between management and employees.

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## **Eileen Greynolds**

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### **TITLE & TENURE**

Regional Commissary Manager – 9 Years

Eileen joined Keefe in 2006 as a Commissary Representative and was quickly promoted to Commissary Manager. Within a few years, Eileen was promoted again to Regional Commissary Manager for West Virginia, where she has served for the last 5 years.

In her current role, Eileen travels to all 10 DOC facilities and 10 Regional Jail facilities throughout West Virginia to maintain customer relationships with the facilities. Eileen is also responsible for 43 full and part-time employees.





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## **Tricia Boucher**

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### **TITLE & TENURE**

Director of Technical Services, Keefe Commissary Network – 16 Years

Tricia began her career with Keefe Group in 1999 as a Technical Coordinator for Keefe Commissary Network. For several years, she traveled the country meeting customers, installing systems, training and assisting facility staff and providing help desk project support.

In her current role as Director of Technical Services, she manages a staff of project analysts and technical coordinators who resolve complex software and hardware issues for both in-house and on-site field projects. The Project Management, Systems Engineering, and Customer Support teams all report to Tricia.

Tricia also interacts between deployment, project and support staff throughout the initial phases of a project and on an ongoing support basis. She has been heavily involved in overseeing these serves for all of Keefe's statewide DOC MP3 programs.

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## **Elisa Pinkley**

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### **TITLE & TENURE**

Systems Project Manager, Keefe Commissary Network – 15 Years

Elisa began her career with Access Catalog, an affiliate of Keefe Group, in 1999. After working in administration for several years, Elisa moved to KCN in 2003 as a Technical Coordinator. Her attention to detail and capacity for mastering technical information quickly caught the attention of customers. Before long, Elisa was working on large projects for the Technical Services division.

In her current role, Elisa manages all in-house and on-site projects, including new account installations, on-site project equipment purchases, new hardware and software upgrades and the implementation of new KCN technologies.

### **EXPERIENCE & REFERENCES**

Please see the following pages for State DOC references that include detailed overviews of projects Keefe has completed that were similar in size and scope to this proposal.





**Arizona Department of Corrections  
(42,000 Inmates)**

Keefe's Responsibilities:   **Statewide Commissary Program  
Package Program  
Deposit Services**

**AZ DOC Reference Information**

Name:           **Caroline Haack, Contract Liaison/Project Manager**  
Address:       **1601 W. Jefferson  
Phoenix, AZ 85007**  
Telephone Number:   **602.542.4924**  
Facsimile Number:   **602.542.3965**  
E-Mail Address:      **chaack@azcorrections.gov**  
2-Year's Average Sales:   **\$75,528,000**

**Project Description:** Keefe was awarded the contract to service the entire AZ DOC in August of 2005. Keefe transitioned all 58 canteens located across 21 major institutions. The extensive startup spanned the entire State and was facilitated by Keefe senior management, the Keefe Operational Department and the local Keefe, Reno, NV staff.

The Keefe operation is managed by 2 regional managers, dedicated solely to the ADC and a series of local operational managers. Keefe's 18 on-site managers oversee the daily commissary delivery operations and are the local liaison between Keefe and the ADC facilities. They manage the on-site delivery staff and their own local commissary warehouse. Keefe managers use inmate labor to assist in receiving commissary orders and general warehouse duties. Orders are scanned locally at each facility and transmitted to our Fontana, CA Distribution Center. Orders are filled, checked for accuracy and shipped from the Distribution Center for next day delivery to each site. Orders are then received locally by Keefe on-site staff with the assistance of inmate trustees. Orders are distributed to the entire population by Keefe on-site delivery staff.

The Keefe on-site employees are in compliance with the security restrictions within the DOC. The ADC currently utilizes their own JMS system and inmate trust fund for accounting and facilitates orders through Keefe's commissary order entry module. The interface also allows for both commissary charges and credits, eliminating manual entry for commissary-related transactions.





**Maine Department of Corrections  
(2,200 Inmates)**

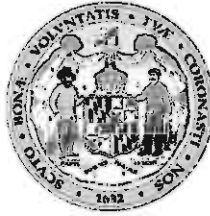
Keefe's Responsibilities: **Outsourced Commissary  
Package Program**

**ME DOC Reference Information**

Name: **Mark McCarthy, Manager of Correctional Operations**  
Address: **25 Tyson Drive – 3<sup>rd</sup> Floor  
State House Station 111  
Augusta, ME 04333**  
Telephone Number: **207.287.4389**  
Facsimile Number: **207.287.4370**  
E-Mail Address: **Mark.S.McCarthy@maine.gov**  
2-Year's Average Sales: **\$4,135,000**

**Project Description:** Keefe was awarded the contract to service the entire ME DOC in May of 2012. Keefe provides weekly commissary services to all 9 facilities of the Maine Department of Corrections. Keefe has a funds level integration with the state DOC system (CORIS). Inmates order commissary via the **EDGE** Housing Unit Kiosks. The orders are bagged from our Walpole, MA Distribution Center. The processed orders are then transported and delivered directly to each DOC site. Keefe employees deliver the orders directly to the Inmate population.





**Maryland Department of Public Safety and Correctional Services  
(24,500 Inmates)**

Keefe's Responsibilities: **Outsourced Commissary**

**MD DOC Reference Information**

Name: **Walt Williamson, Contract Manager**  
Address: **301 East Joppa Road, Suite 1000  
Towson, MD 21286**  
Telephone Number: **410.339.5089**  
Facsimile Number: **410.339.4240**  
E-Mail Address: **[wwilliamson@dpsc.state.md.us](mailto:wwilliamson@dpsc.state.md.us)**  
2-Year's Average Sales: **\$31,887,000**

**Project Description:** In June of 2013, Keefe started fulfilling the State of Maryland's Commissary contract and is responsible for the commissary operations at all 25 MD DPSCS facilities.

Keefe opened a warehouse in Elkridge, MD, which is approximately 38,000 square feet, to service all MD DPSCS facilities. Inmates order commissary via Scantron bubble sheets. Forms are scanned on a weekly basis and sent to the KCN warehouse where they are filled, bagged and delivered within the negotiated timeframe. KCN has a fleet of twelve trucks that deliver to each of the MD DPSCS facilities once per week assuring no deliveries are lost or late.

KCN delivery agents are responsible for the delivery of commissary directly to the inmates. KCN utilizes window operations as well as cell to cell delivery to accommodate each DPSCS facility.





**Massachusetts Department of Corrections  
(11,000 Inmates)**

Keefe's Responsibilities: **Outsourced Commissary  
MP3 Music Program  
Package Program  
Secure Mail**

**MA DOC Reference Information**

Name: **Walter Stowe, Director of Support Services**  
Address: **50 Maple Street – Suite 3  
Milford, MA 01757**  
Telephone Number: **508.422.3402**  
Facsimile Number: **508.422.3383**  
E-Mail Address: **walter.stowe@state.ma.us**  
2-Year's Average Sales: **\$24,091,000**

**Project Description:** Keefe was awarded the contract to service the entire MA DOC in May of 2002 and services 18 facilities. The MA DOC utilizes its' state system to account for all inmate banking. Keefe provides a "funds level" integration between the Keefe system and the facility's inmate banking system, for servicing all state facilities of the MA DOC. The facilities download from the state's system to the Keefe system; ID #s, locations, and available balances. The MA DOC sends no more than \$50 per inmate, which is the DOC's spending limit, to the Keefe system. Keefe employees collect the order forms from each of the facilities. The order forms are then scanned into the Keefe order entry software at Keefe's distribution center in Walpole, MA. This distribution center totals over 19,000 square feet, stocks over \$1 million in inventory daily, and employs 3 managers and 27 warehouse employees.

The Keefe software monitors and enforces the restrictions on all levels of the commissary system. Once the order scanning process is completed, anonymous orders are printed for order fulfillment. Keefe staff packages the individual inmate orders and a separate Keefe staff member is in charge of scanning the contents of the order to ensure accuracy. The verified orders are then sealed for delivery to the inmates by Keefe staff. The sealed orders are transported to the facilities using Keefe trucks. During the delivery process, the inmates are responsible for inspecting their orders for completeness, under the supervision of Keefe staff.





**Mississippi Department of Corrections  
(15,000 Inmates)**

Keefe's Responsibilities: **Commissary Services**  
**MP3 Music Program**  
**Package Program**  
**Deposit Services**  
**Electronic Messaging**

**MS DOC Reference Information**

Name: **Dell Lemley, Director of Fiscal Affairs**  
Address: **723 N. President Street**  
**Jackson, MS 39202**  
Telephone Number: **601-359-5625**  
Facsimile Number: **601.359.5680**  
E-Mail Address: **dlemley@mdoc.state.ms.us**  
2-Year's Average Sales: **\$12,780,000**

**Project Description:** In March of 2008, Keefe started fulfilling the MDOC commissary contract. Keefe is responsible for commissary operations at all 8 major state facilities, maintaining both on and off-site employees. Scanning equipment and software was installed at each facility for order entry. Keefe has a 17,000 square-foot warehouse in Pearl, MS which services all of the MDOC facilities. Orders are received on a weekly basis at the Keefe warehouse where they are filled, bagged and delivered within the negotiated timeframe. Keefe has two dedicated trucks that deliver to each of the MDOC facilities once a week assuring accurate and on-time deliveries. The delivery range for these MDOC facilities is anywhere from 5 to 200 miles.

In 2009, Keefe began providing phone and web Deposit Services and Secure Mail electronic messaging services to the MDOC. Keefe is responsible for and guarantees all funds. Keefe provides both of these services at NO COST to the MDOC.

In April 2010, Keefe began providing Secure Media Services to the MDOC. This service allows inmates to purchase MP3 players through the commissary, select any of the pre-loaded titles they want to purchase and sync them at one of the Music Wardens kiosks installed at each DOC facility. The inmates account is then charged for their purchases and the music is downloaded to the MP3 player.







**Rhode Island Department of Corrections  
(3,800 Inmates)**

Keefe's Responsibilities: **Commissary Services  
Package Program  
Deposit Services**

**RI DOC Reference Information**

Name: **Joanne Hill, Associate Director**  
Address: **40 Howard Avenue  
Cranston, RI 02920**  
Telephone Number: **401.462.2617**  
Facsimile Number: **401.462.3953**  
E-Mail Address: **Joanne.Hill@doc.ri.gov**  
2-Year's Average Sales: **\$6,156,000**

**Project Description:** Since January of 2002, Keefe has supplied a multi-station LAN to Rhode Island DOC, which utilizes the entire Keefe inmate banking system to maintain inmate funds for 8 facilities. The Keefe system is integrated with the states JMS system via a booking and housing interface. In addition, the facility utilizes a real-time general ledger in the Keefe system.

Keefe employs 2 full-time managers and 11 full-time commissary representatives. Commissary orders are scanned during the week and pulled and shipped from our on-site location at the RI DOC. The orders are processed in sealed, clear, plastic bags with the order receipt enclosed. The processed orders are loaded into reusable carts for delivery. The staged orders are delivered directly to the inmates on a set delivery schedule throughout the week. The contents of the orders are verified by Keefe as delivery is made to the inmate. Keefe employees at the RI DOC are responsible for pulling and distributing the orders. Keefe handles any returns, credits, and replacements. Keefe also removes all trash and bags generated from the order distribution. Employees and vehicles of Keefe are subject to security clearances and search by Rhode Island DOC. Keefe handles any grievances regarding commissary in a fair and prompt manner.





**Vermont Department of Corrections  
(1,600 Inmates)**

Keefe's Responsibilities: **Commissary Services  
Package Program  
Deposit Services**

**VT DOC Reference Information**

Name: **Nichole Belknap, Financial Manager II**  
 Address: **103 South Main Street  
Waterbury, VT 05671**  
 Telephone Number: **802.951.5070**  
 Facsimile Number: **802.951.5017**  
 E-Mail Address: **[nichole.belknap@state.vt.us](mailto:nichole.belknap@state.vt.us)**  
 2-Year's Average Sales: **\$2,359,000**

**Project Description:** Since November of 2010, Keefe has provided weekly commissary services to all 8 facilities of the Vermont Department of Corrections. The DOC utilizes Keefe's full inmate banking software to account for inmate funds. Keefe provides a booking level integration with the state DOC system which ties directly into Keefe's full inmate banking program. Inmates order commissary using the phone order entry module which is interfaced with the DOC's current phone provider. The orders are bagged from our Edison, NJ Distribution Center for next day delivery. The processed orders are then transported and delivered directly to each DOC site. VT DOC employees deliver the orders directly to the Inmate population.

Keefe also provides a year round Securepak program where family and friends can order commissary for their loved one via our secure website as well as our Access Corrections Deposit Services program. Deposit Services allows family and friends to deposit money onto the inmates account via a secure website or toll-free number.





**Virginia Department of Corrections  
(32,000 Inmates)**

Keefe's Responsibilities: **Commissary Services  
Package Program**

**VA DOC Reference Information**

Name: **Christine Eacho, Special Programs Manager**  
 Address: **P.O. Box 26963  
Richmond, VA 23261**  
 Telephone Number: **804.887.8270**  
 Facsimile Number: **804.674.3551**  
 E-Mail Address: **Christine.Eacho@vadoc.virginia.gov**  
 2-Year's Average Sales: **\$47,800,000**

**Project Description:** In September of 2002, Keefe was selected as the commissary provider to service seven facilities (approximately 4,500 inmates) under a pilot program. The pilot facilities represented a cross-section of high and low security inmates across the DOC.

Due to the success of the pilot project, the VA DOC made the decision to expand the program and make it available to the entire DOC, at each facility's discretion. Keefe began transitioning additional sites early in 2003. To date, an additional 38 locations (26,500 inmates) have transitioned to Keefe. Keefe employs two Regional Managers that are responsible for the Western and Eastern Regions respectively, 29 on-site managers and 69 additional canteen delivery and pulling staff. Inmate labor is utilized to assist in commissary order fulfillment while Keefe on-site delivery staff handles all deliveries.

Depending upon the needs of the facility, Keefe provides 3 different operational options to the VA DOC: on-site window operation, on-site bag operation and off-site bag operation. All of the VA DOC facilities utilize the state banking system to maintain inmate funds. The KCN order entry system is integrated with the state banking system for order entry and the return of commissary purchase amounts.





**Wisconsin Department of Corrections**  
**(22,000 Inmates)**

Keefe's Responsibilities: **Commissary Services**

**WI DOC Reference Information**

Name: **Cynda Solberg**  
*Purchasing Section Chief and Contract Administrator*

Address: **3099 E. Washington Avenue**  
**P.O. Box 7925**  
**Madison, WI 53707-7925**

Telephone Number: **608.240.5581**

Facsimile Number: **608.240.3342**

E-Mail Address: **Cynda.Solberg@wi.gov**

2-Year's Average Sales: **\$12,778,000**

**Project Description:** In March of 2013, Keefe was selected as the commissary provider to service 23 facilities (approximately 8,000 inmates). These facilities represented a cross-section of high and low security inmates across the DOC.

Due to the quick decline in the relationship between the DOC and the incumbent vendor, Keefe had only 2 weeks to get 19 of these facilities on-line and ordering by April 1<sup>st</sup>. This was accomplished with a combination of installed scanning operations at the facilities and at the Keefe warehouse. Since the April 1 startup of the 19 initial facilities, an additional 5 facilities have been added to the ordering process that had provided their own on-site commissaries in the past. All orders are pulled out of the Keefe Midwest warehouse for delivery by facility staff.

In the first half of 2014, an additional 6 prisons were added to the contract (approximately 7,000 more inmates). Currently, all facilities scan their own orders.





**EXPERIENCE WITH CORRECTIONAL INDUSTRIES/DOC INMATE LABOR**

Keefe processes more than 150,000 orders per month that are fulfilled on-site in correctional locations using inmate labor. Some of these locations are conducted in partnership with Correctional Industries and some are done with contracts directly with the Department of Corrections. Please see the following pages for references that include detailed overviews of projects where Keefe works directly with Correctional Industries and/or DOC's utilizing inmate labor on projects that are similar in size and scope to this proposal.





## **New Mexico Department of Corrections/ Correctional Industries**

Contact Name: **Anna Martinez, Acting Director, NMCI**  
**4311 State Highway 14**  
**Santa Fe, NM 87508**

Telephone Number: **505.827.8819**  
Facsimile Number: **505.827.8998**  
E-Mail Address: **[anna.martinez@state.nm.us](mailto:anna.martinez@state.nm.us)**

2-Year's Average Sales (since February 2014): **\$24,091,000**

**Project Description:** Keefe began servicing NMCD institutions for commissary services through a partnership with NM Corrections Industries (NMCI) in January of 2014. After a short time all six institutions were brought on line. Keefe's partnership with NMCI currently serves about 3,500 inmates. Keefe's partnership with NMCI consists of one Keefe "fulfillment center" located on grounds at the Penitentiary of New Mexico, located in Santa Fe. This location services all six locations included in this program. Keefe has two on-site employees, one manager and an assistant manager, that oversee a group of inmate workers provided by NMCI. Typically there are 10 inmates assigned to the canteen operation. The amount of inmate labor needed could change slightly based on increased order volume. Keefe reimburses NMCI for the use of the inmate labor at the rate proposed by the NMCD Corrections Industries' Management. There is also one NMCD officer on-site at all times, for inmate supervisory reasons, for which Keefe reimburses the department. Each institution currently passes out scan forms to the inmate population once per week and collects them on a specified day. Those forms are then forwarded (at Keefe's expense) to the location in Santa Fe. On the designated day each facility is scanned and orders are printed. The inmate labor is responsible for pulling the orders and preparing them to be shipped out to each institution. The inmate labor force processes approximately 10,000 orders each month. Keefe's on-site labor oversees this process to make sure the program runs smoothly and deadlines are met. Inventory is stored at this location and the inmate labor is responsible for receiving product, stocking the item picking arena and the proper rotation of inventory. The orders are then shipped to the appropriate institution where NMCD staff passes them out to the inmate population.

Keefe's on-site employees have all undergone the training required by the NMCD and have also been given Keefe's Best Business Practices Guide for working with inmates to ensure security is at the forefront of their everyday tasks.





## Kentucky Department of Corrections

2-Year's Average Sales: **\$22,183,000**

**Project Description:** In 2014 Keefe was awarded the contract to provide on-site inmate commissary services to the state's entire inmate population. Prior to this statewide contract, Keefe held individual contracts to provide these same services at 7 of the 12 facilities, the first one dating back to May 2004.

Keefe's responsibilities include providing and maintaining the personnel, inventory and technology needed to run on-site commissary operations at each location, Monday through Friday (some facilities include Saturday) during normal business hours. Order entry/processing options consist of pre-bagged orders placed through Keefe's in-unit kiosk, walk-up window sales, or a combination of the two.

Inmate labor is currently utilized for receiving and stocking of product, as well as assembling of orders. Keefe's on-site personnel oversees the process and manages the inmate labor force to ensure the operation runs smoothly and order processing schedules are met.

Keefe's on-site employees have all undergone the training required by the KYDOC and also have been given Keefe's Best Business Guide for working with inmates to ensure security is at the forefront of their everyday practices.

Facilities utilizing inmate Labor and contact information located on the following page:





**Luther Luckett Correctional Complex**

1,100 inmates  
Keefe employees: 6  
Inmate workers: 3  
Providing service since 2004

*Contact: Sonya Angel, Fiscal Manager*  
*Phone: (502) 222-0365 x4509*  
*Email: [sonyaj.angell@ky.gov](mailto:sonyaj.angell@ky.gov)*

**Kentucky State Reformatory**

1,950 inmates  
Keefe employees: 9  
Inmate workers: 5-6  
Providing service since 2009

*Contact: David Payton, Fiscal Manager*  
*Phone: (502) 222-9441 x4020*  
*Email: [davidw.payton@ky.gov](mailto:davidw.payton@ky.gov)*

**Blackburn Correctional Complex**

580 inmates  
Keefe employees: 3  
Inmate workers: 3  
Providing service since 2012

*Contact: Angela Holbrook, Fiscal Manager*  
*Phone: (859) 246-2366 x241*  
*Email: [AngelaD.Holbrook@ky.gov](mailto:AngelaD.Holbrook@ky.gov)*

**Northpoint Training Center**

1,250 inmates  
Keefe employees: 7  
Inmate workers: 4  
Providing service since 2012

*Contact: Kimberly Huddleston, Fiscal Manager*  
*Phone: (859) 239-7012 x4408*  
*Email: [Kim.Huddleston@ky.gov](mailto:Kim.Huddleston@ky.gov)*







## Idaho Department of Corrections

Name: **Julie McKay, Contract Manager**  
 Address: **1299 N. Orchard St. – Suite 110**  
**Boise, ID 83706**  
 Telephone Number: **208.658.2176**  
 Facsimile Number: **208.658.2160**  
 E-Mail Address: **[jmckay@idoc.idaho.gov](mailto:jmckay@idoc.idaho.gov)**  
 2-Year's Average Sales: **\$10,679,000**

**Project Description:** Keefe began servicing IDOC for commissary services in August of 2001 and has received multiple contract awards since. Keefe's partnership with IDOC currently serves 15 different facilities and about 8,000 inmates on a weekly basis.

Keefe's partnership with IDOC consists of one Keefe warehouse located on the grounds at the Idaho state prison complex, located south of Boise Idaho. This location services all 15 DOC locations spread throughout Idaho that are included in this program. Keefe has 13 on-site employees; one Account manager, one Commissary manager, one Assistant Commissary manager, one Inmate Coordinator and nine Commissary delivery representatives that oversee a group of female inmate workers provided by IDOC. Typically, there are 25 inmates assigned to the commissary operation. The amount of inmate labor needed will change slightly based on increased order volume. Keefe reimburses IDOC for the use of the inmate labor at the rate proposed by the IDOC. Keefe currently passes out and collects and scans forms to the inmate population once per week. Those forms are then forwarded (at Keefe's expense) to the location in Boise for processing. This process is currently being changed to housing Kiosk order entry which is set to go live in 2015. On each facilities designated delivery day, the orders are currently scanned and run through our interface with IDOC banking. Orders are then are printed, pulled, double checked for accuracy and packaged for delivery that evening.

The inmate labor is responsible for pulling the orders and preparing them to be shipped out to each institution. The inmate labor force processes approximately 25,000 Commissary and 2,500 family orders each month. Keefe's on-site labor oversees this process to make sure the program runs smoothly and deadlines are met. Inventory is stored and managed at this location and the inmate labor is responsible for receiving product, stocking the item picking arena and the proper rotation of inventory. The orders are then





shipped to the appropriate institution where Keefe delivery staff passes the orders out to the inmate population.

Keefe's on-site employees have all undergone training (including PREA) required by the IDOC and also have been given Keefe's Best Business Guide for working with inmates to ensure security is at the forefront of their everyday practices.





**Indiana Department of Correction/PEN Products  
(28,000 Inmates)**

Contact Name: **Mike Herron, Director, PEN Products**  
Address: **757 Moon Road, Plainfield, IN 46188**  
Telephone Number: **317.955.6800**  
E-Mail Address: **[mherron@idoc.in.gov](mailto:mherron@idoc.in.gov)**  
2-Year's Average Sales: **\$21,703,000**

**Project Description:** Keefe privatized Indiana commissaries in 1999, and originally partnered with PEN Products in 2004, providing commissary software, product and warehouse/fulfillment expertise to allow PEN to fully operate the commissary operation for the entire state.

Keefe's partnership with the PEN Industries consists of Keefe fulfilling daily bulk orders they receive from PEN via EDI, in their warehouse located in Bridgeton, MO. Product is delivered from the Keefe warehouse daily, to the centralized warehouse in Plainfield, IN, where the product is unloaded by inmates, and overseen by the Supervisor in the warehouse. The product is inventoried by the warehouse staff, and stocked by inmates in the central canteen. Each of the 25 facilities then send their individual inmate orders to the centralized canteen on their given day(s), and is then printed, picked, and packed by inmate labor. The individual inmate orders are then loaded by inmate labor, and shipped to the appropriate institutions. Each individual facility then passes each order out to the inmate population by facility personnel or PEN employees.





**Pennsylvania Department of Corrections/  
(49,000 Inmates)**

Contact Name: **Randy Cox, Correctional Industries Manager II**  
Address: **75 Utley Drive, Camp Hill, PA 17011**  
Telephone Number: **814.378.1000 Ext. 1434**  
E-Mail Address: **[racox@pa.gov](mailto:racox@pa.gov)**  
2-Year's Average Sales: **\$37,004,000**

**Project Description:** In 2007, Keefe Group reached an agreement with Pennsylvania Department of Corrections and Prison Industries to provide commissary order request technology and complete warehouse fulfillment technology through a bulk for technology agreement. Keefe worked with the staff of Correctional Industries and supplied training on all functions of the software to assist commissary operations for 26 facilities.

**Technologies included:**

- Scantron order requests
- real time interface to the statewide banking system
- warehouse purchase orders
- pricing and menu management
- blind pick ticket
- bar-code order contents verification
- automatic refunds for stock-outs
- receipting
- shipment labeling
- Inventory Valuation
- Sales and Gross Profit Reporting

The KCN technologies enabled Pennsylvania Correctional Industries to operate three warehouses located throughout the state for bag & deliver fulfillment methodologies.

At the end of the 4-year program, the State of Pennsylvania DOC engaged an Offender Management System Provider to develop a commissary function equivalent to what KCN had provided. KCN assisted in the definition of the new product development and in the transition from KCN technologies to the new state OMS.





**Michigan Department of Corrections**  
**(45,000 Inmates)**

Contact Name: **Paul Slagter, Contract Administrator**  
Address: **206 East Michigan Avenue, Lansing, MI 48909**  
Telephone Number: **517.241.7796**  
E-Mail Address: **[SlagterP@michigan.gov](mailto:SlagterP@michigan.gov)**  
2-Year's Average Sales: **\$30,528,000**

**Project Description:** In 2012, Keefe Group was awarded the sole source commissary contract for all 33 facilities within the State of Michigan Department of Corrections. KCN provided commissary order request technology and complete warehouse fulfillment technology to Michigan Department of Corrections. Keefe trained DOC staff and inmates on the operations of the software and technologies. The job training and experience the inmates gained while working in the prisoner store, such as inventory control, order processing, shipping and receiving and minor hardware repair and replacement, will all be applicable in the future when released from prison as job skills.

Technologies included:

- kiosk order requests (460 Edge Kiosks)
- Scantron order requests (for indigent and high level security inmates)
- overnight batch interface to the statewide banking system
- warehouse purchase orders
- pricing and menu management
- blind pick ticket
- bar-code order contents verification
- automatic refunds for stock-outs
- receipting
- shipment labeling
- Inventory Valuation
- Sales and Gross Profit Reporting





The KCN technologies enabled Michigan DOC to operate three (3) warehouses located throughout the state for bag & deliver fulfillment methodologies.

Michigan employed civilian warehouse managers and inmate warehouse laborers who interacted with the KCN technologies provided. KCN staff provided full training of all key staff and training to inmates on order processing and verification.

At the end of the 5-year program, the State of Michigan DOC engaged KCN to provide the entire commissary fulfillment process. The project to transition to KCN services is in early phases and the expected transition completion is October 2015.





**South Carolina Department of Corrections**  
**(21,000 Inmates)**

Contact Name: **Joel Anderson,**  
*Assistant Deputy Director of Programs and Services*

Address: **4420 Broad River Road, Columbia, SC 29210**

Telephone Number: **803.896.2384**

E-Mail Address: **[anderson.joel@doc.sc.gov](mailto:anderson.joel@doc.sc.gov)**

2-Year's Average Sales: n/a

**Project Description:** Keefe has been partnering with the South Carolina Department of Corrections (SCDC) for a bi-annual Securepak program for the last ten years. Due to a recent win in the state of South Carolina, Keefe will be transitioning to a quarterly package program with SCDC Prison Industries (PI).

Keefe will provide all Order Management from our corporate offices in Saint Louis, MO and all Order Fulfillment activities on-site at the SCDC Trenton, SC facility.





## **APPROACH AND METHODOLOGY FOR PROPOSED OPERATION**

Keefe is proposing window/on-site operations for Huttonsville, Lakin, Mt. Olive, Northern, Pruntytown and St. Mary's as required by the CRFP. Keefe is currently operating in this manner at each facility listed with the exception of Lakin. This operation is beneficial because it allows for more accurate orders and increased sales. Keefe is proposing off-site delivery for Anthony, Beckley, Charleston, Denmar, Martinsburg, Ohio County, Parkersburg and Salem as required by the CRFP. Keefe is currently operating in this manner at each facility listed with the exception of Charleston. The off-site delivery locations will receive pre-bagged orders from the Huttonsville Warehouse. This gives WVCI the ability to hire an additional employee, creates six (6) new inmate jobs and provides those inmates with training and education to assist in reducing recidivism. The WVCI employee and inmate workers will come at no cost to WVDOC or WVCI. In addition to the WVCI employee and inmate workers, Keefe will hire two (2) on-site staff members (one manager and one part-time employee) to assist in day-to-day operations.

Keefe is proposing phone order entry for the off-site delivery location. This is the most economical avenue for inmates to place orders. Keefe has agreed on a funds level interface with Tech Friends to ensure funds are released during the time orders are processed to satisfy the real-time operation requested by WVDOC. Furthermore, WVDOC's inmate telephone provider is Century Link. Century Link utilizes software provided by the inmate telephone secondary provider, ICSolutions. As ICS is a Keefe Group company, the partnership allows for a smooth transition for those facilities utilizing phone order entry and less technological errors that can occur when working with another commissary vendor.

Please see **Exhibit L – Operational and Staffing Plan** for a detailed overview of Keefe's proposed staffing plan.







List project goals and objectives contained in Section 4, Subsection 4:

**Section 4:**

- 4.1 To operate and maintain inmate commissary operations at the facilities identified on **Attachment D1**. The Agency operates correctional facilities at a state level.

**Keefe Response:**

Currently, KCN has contracts with 715 correctional facilities totaling over 475,000 inmates nationwide, and has 14 statewide DOC commissary contracts. Keefe has **twenty-eight (28)** employees who service the commissary needs of the WVDOC. Based on our experience with the WVDOC, Keefe plans on adding an additional **three (3)** employees to run the on-site operations at Lakin and the Huttonsville Warehouse. Our staffing plan combined with our shipping schedule will be operated in the most cost effective and efficient manner. Please see **Exhibit L – Operational and Staffing Plan** for a detailed overview of Keefe’s proposed staffing plan.

- 4.2 To provide the Agency with the most feasible and economical proposed solution for the inmate commissary services in accordance with the Agency’s mission statement for re-entry.

**Keefe Response:**

Keefe can provide the Agency with the best solution for inmate commissary services in accordance with the Agency’s mission statement. The mission of the WVDOC is to enhance public safety by providing safe, secure, and humane correctional facilities, operating an effective system of offender re-entry and community supervision, reducing offender recidivism, and assisting victims of crime. Keefe’s off-site and on-site staffs operate commissary operations with integrity. The work experience and training described herein will give the inmates real world skills to apply upon release. Keefe has also retained Steve Steurer, Executive Director of the Correctional Education Association, to source content and develop Keefe’s comprehensive education program.

- 4.2.1 Vendor should propose and outline the industry’s most current operational and technological solutions that best serves the overall Agency inmate population and presents the most feasible solution and value to the Agency. The evaluation committee will review and evaluate vendor’s proposals for convenience, responsiveness, and innovative/technological solutions and enhancements.

**Keefe Response:**

Keefe is proposing window/on-site operations for Huttonsville, Lakin, Mt. Olive, Northern, Pruntytown and St. Mary’s as required by the CRFP. Keefe is currently operating in this manner at each facility listed with the exception of Lakin. This operation is beneficial because it allows





for more accurate orders and increased sales. Keefe is proposing off-site delivery for Anthony, Beckley, Charleston, Denver, Martinsburg, Ohio County, Parkersburg and Salem as required by the CRFP. Keefe is currently operating in this manner at each facility listed with the exception of Charleston. The off-site delivery locations will receive pre-bagged orders from the Huttonsville Warehouse. This gives WVCI the ability to hire an additional employee, creates new inmate jobs and provides those inmates with training and education to assist in reducing recidivism. The WVCI employee and inmate workers will come at no cost to WVDOC or WVCI. Keefe is proposing phone order entry for the off-site delivery location. This is the most economical avenues for inmates to place orders. Keefe has agreed on a funds level interface with Tech Friends to ensure funds are released during the time orders are processed to satisfy the real-time operation requested by WVDOC. Furthermore, WVDOC's inmate telephone provider is Century Link. Century Link utilizes software provided by the inmate telephone secondary provider, ICSolutions. As ICS is a Keefe Group company, the partnership allows for a smooth transition for those facilities utilizing phone order entry and less technological errors that can occur when working with another commissary vendor.

Further, Keefe is proposing blind pulling technology and scanning verification of all orders in the Huttonsville warehouse. Not only does this eliminate the potential for contraband, but it ensures all orders are shipped complete and exactly as invoiced.

Please see **Exhibit L – Operational and Staffing Plan** for a detailed overview of Keefe's proposed staffing plan.

- 4.2.2 Vendor should outline its plan for correcting inmate order discrepancies, shortages, etc. Vendor should address any possible discrepancy which involves products, unavailable products, shortages and/or incorrect items to inmates, inmates being released and so forth. Vendor should label said plan "Order and Product Discrepancies".

** Keefe Response:**

Keefe's staff will be responsible for delivering each individual inmate order. For those locations with window/on-site operations, Keefe staff will address all possible issues immediately while the inmate is at the window. Due to the verification technology at Huttonsville, all orders will be shipped with 100% accuracy. For those locations with off-site delivery, Keefe staff will have a credit form and will give the inmate the option to replace or receive a credit for any damaged product. Should the inmate agree to a credit, Keefe staff will issue this credit within 24 hours. Should an item become unavailable, Keefe has a dedicated account manager and an on-site regional manager who will communicate that information to the WVDOC. Together, Keefe and the WVDOC will come up with a solution to either replace the item or mark that item out of stock until it is available.







4.2.3 Vendor should provide the proposed operational plan from placement of inmate order to delivery of inmate order. Vendor should label said plan as "Ordering Operational Plan". Vendor should include, but not limited to, the stages of processing from the time the inmate orders until the order is delivered to the inmate.

**Keefe Response:**

Keefe has provided the required operational plan for the placement and delivery of inmate orders. Please see **Exhibit L – Operational and Staffing Plan** for Keefe’s detailed operational plan. The plan includes the stages of order processing from inmate order to delivery to the inmate.

4.2.4 Vendor should describe and outline how restrictions on inmates' ordering privileges will be enforced. Vendor should include, but not limited to, how it proposes to enforce any inmate ordering restrictions.

**Keefe Response:**

Keefe software offers the widest possible set of order restrictions ranging from items, categories, time-based purchasing, multiple spending limits, location-based profiles and indigent purchasing. Please see the following pages for a comprehensive list of KCN restriction features. These restrictions are applied at the time an order is processed. Processing includes posting to the inmate’s Lockdown account using the Keefe/Lockdown real-time interface.

Type of Restriction	Description	Example	Scope
Quantity per order	Any Item may be restricted to any quantity.	For instance, any inmate may be restricted to no more than 2 2-pack Tylenols per order	Per inmate, 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.	For instance, any inmate may be restricted to no more than 4 2-pack Tylenols over a 60-day period	Per inmate, per item, per time span
Orders per time span	Any inmate may be restricted from placing any number of commissary orders over any time span in days.	For instance, any inmate may be restricted to no more than four orders in thirty days	Per inmate, per time span
Disallowed item	Any item may be restricted entirely from a given inmate	For instance, any inmate may have smoked sausage restricted entirely so that none may be ordered	Per inmate, per item





<b>Category Quantity Restriction</b>	Any inmate may be restricted to a given quantity of a collection of related items	For instance, any inmate may be restricted to ordering up to 7 candy items	Per inmate, per category
<b>Category Age Restriction</b>	Any inmate may be completely restricted from ordering a class of items on account of age	For instance, any inmate less than 19 years of age may be restricted entirely from purchasing tobacco products	Per inmate, per category
<b>Spending Limit Restriction</b>	Any inmate may be restricted to a maximum dollar amount to be spent per order	For instance, any inmate may be limited to spending no more than \$50 per order	Per inmate, per order
<b>Spending Limit over timespan</b>	Any inmate may be restricted to a maximum dollar amount to be spent per week or month	For instance, any inmate may be limited to spending no more than \$50 per order and no more than \$150 per month	Per inmate, per timespan
<b>Spending Limit Override</b>	Any inmate may be granted a spending limit override to order a given item	For instance, any 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	Per inmate, Per item
<b>Restriction Grid by Housing Location, Gender and / or Age</b>	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	For example, an inmate in a female only pod can be automatically assigned to a female restriction profile without user intervention.	Per inmate, Per grid





<b>Indigent Items</b>	Indigent purchasing requires both the item and the inmate to be classified as indigent. Commissary indigent inmate classification is determined instantaneously at time of order based on the current balance, indigent item purchasing may be controlled both at time of order and over a timespan	For example, an inmate with a current balance of \$2.25 may be classified as indigent at time of order, but the indigent items desired may be restricted to one per order or one every 14-days, etc.	Per Inmate, Per grid, Per item
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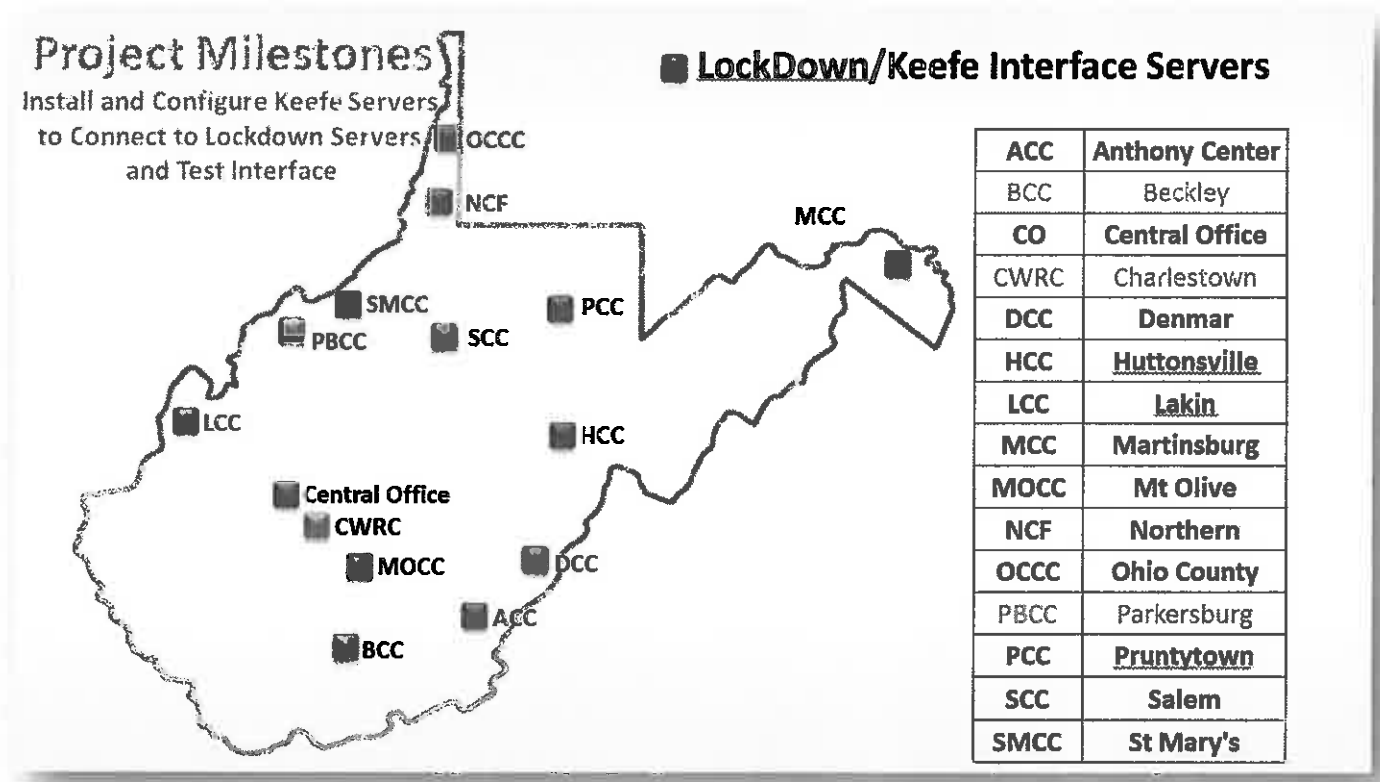




4.2.5 Vendor should provide a detailed project implementation plan that includes a clear definition of the tasks to be handled by the Vendor and tasks to be handled by the Agency/WVCI, as applicable. The plan must include techniques proposed for executing each task and the sequencing of the tasks.

**Keefe Response:**

Keefe has read, understands and will adhere. Please see below for Keefe's detailed project implementation plan.





## Project Milestones

Setup Inventory Items and Fulfillment Locations and Publish Items to Order Entry Points

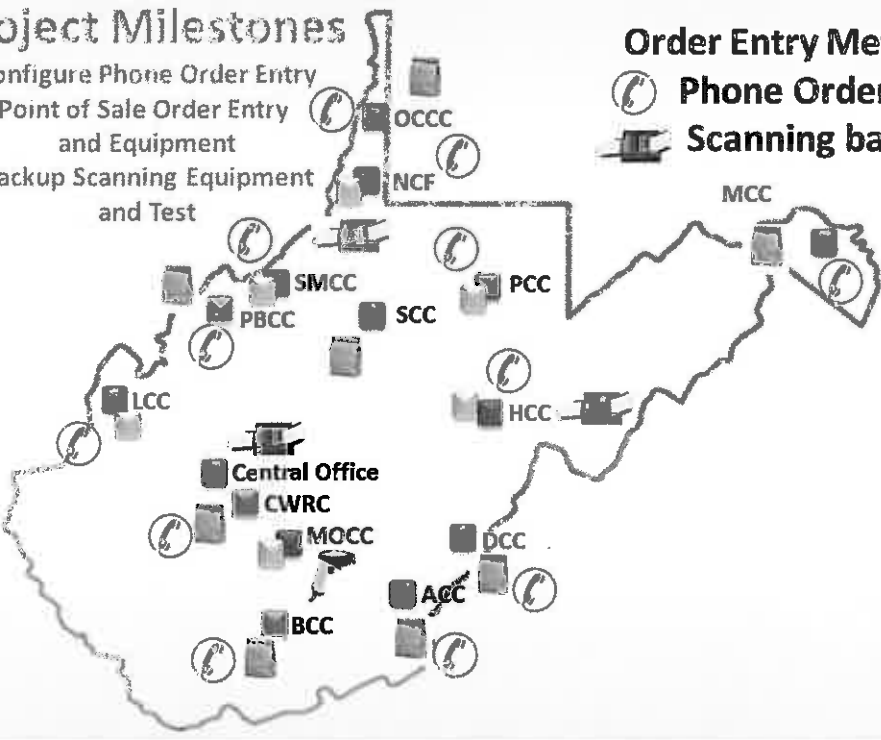


### Inventory

ACC	Anthony Center
BCC	Beckley
CWRC	Charlestown
DCC	Denmar
HCC	Huttonsville
LCC	Lakin
MCC	Martinsburg
MOCC	Mt Olive
NCF	Northern
OCCC	Ohio County
PBCC	Parkersburg
PCC	Pruntytown
SCC	Salem
SMCC	St Mary's

## Project Milestones

Configure Phone Order Entry Point of Sale Order Entry and Equipment Backup Scanning Equipment and Test



### Order Entry Method

☎ Phone Order Entry    🖨 Point of Sale  
 🖨 Scanning backup

Facilities Served		Order Method
ACC	Anthony Center	Phone
BCC	Beckley	Phone
CWRC	Charlestown	Phone
DCC	Denmar	Phone
HCC	Huttonsville	Phone
MCC	Martinsburg	Phone
MOCC	Mt Olive	Point of Sale
NCF	Northern	Phone
OCCC	Ohio County	Phone
PCC	Pruntytown	Phone
SCC	Salem	Phone
LCC	Lakin	Phone
PBCC	Parkersburg	Phone
SMCC	St Mary's	Phone

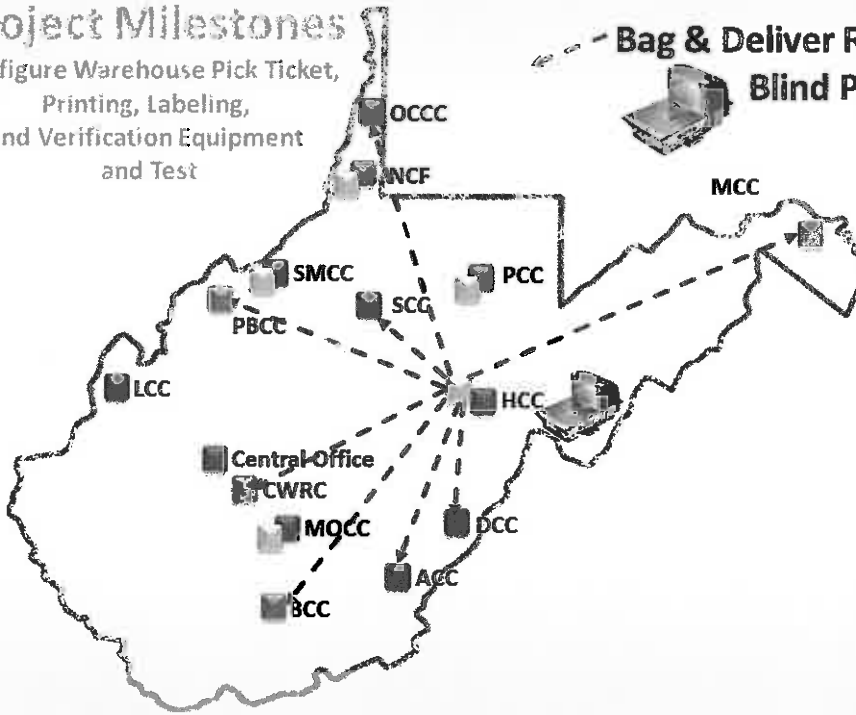






### Project Milestones

Configure Warehouse Pick Ticket, Printing, Labeling, and Verification Equipment and Test



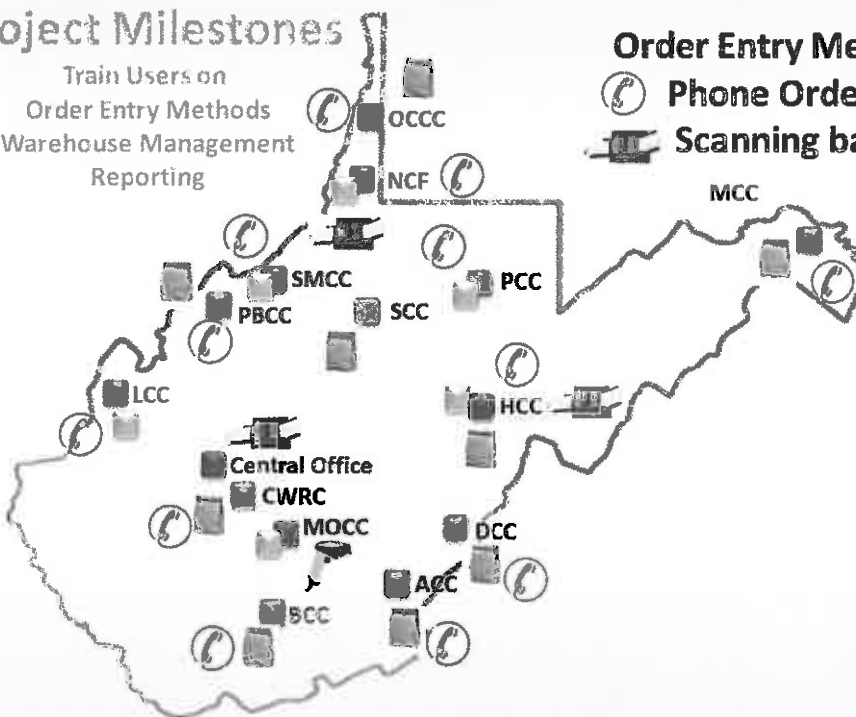
### Bag & Deliver Routes

### Blind Pick and Verify Option

Facilities Served		Served from
ACC	Anthony Center	HCC
BCC	Beckley	
CWRC	Charlestown	
DCC	Denmar	
HCC	Huttonsville	
MCC	Martinsburg	
OCC	Ohio County	
PBCC	Parkersburg	
SCC	Salem	
LCC	Lakin	
MOCC	Mt Olive	MOCC
NCF	Northern	NCF
PCC	Pruntytown	PCC
SMCC	St Mary's	SMCC

### Project Milestones

Train Users on Order Entry Methods Warehouse Management Reporting



### Order Entry Method

Phone Order Entry Point of Sale Scanning backup

Facilities Served		Order Method
ACC	Anthony Center	Phone
BCC	Beckley	Phone
CWRC	Charlestown	Phone
DCC	Denmar	Phone
HCC	Huttonsville	Phone
MCC	Martinsburg	Phone
MOCC	Mt Olive	Point of Sale
NCF	Northern	Phone
OCC	Ohio County	Phone
PCC	Pruntytown	Phone
SCC	Salem	Phone
LCC	Lakin	Phone
PBCC	Parkersburg	Phone
SMCC	St Mary's	Phone





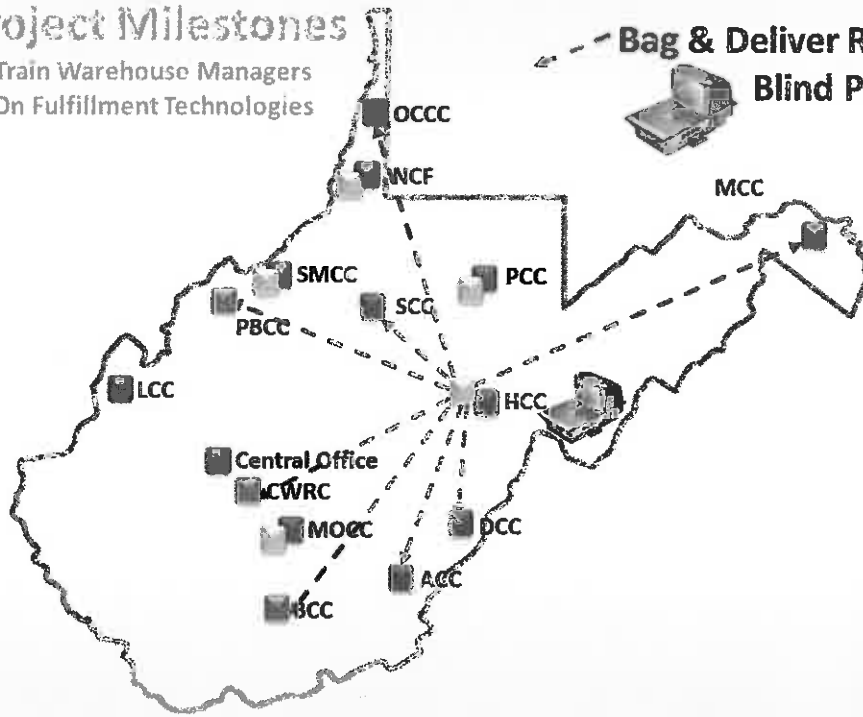
# Project Milestones

Train Warehouse Managers  
On Fulfillment Technologies

## Bag & Deliver Routes



## Blind Pick and Verify Option



Facilities Served		Served from
ACC	Anthony Center	HCC HCC HCC HCC HCC HCC HCC
BCC	Beckley	
CWRC	Charlestown	
DCC	Denmar	
HCC	Huttonsville	
MCC	Martinsburg	
OCC	Ohio County	
PBCC	Parkersburg	
SCC	Salem	
LCC	Lakin	
MOCC	Mt Olive	MOCC
NCF	Northern	NCF
PCC	Pruntytown	PCC
SMCC	St Mary's	SMCC





Details related to each of these milestones are as follows:

Sequence	Milestone	Task	Technique	Duration		Responsibilities			
				Milestone Duration (business days)	Task Duration (business days)	Concurrent with	Keefe	Agency	CI
<b>A Install and configure Keefe servers to connect to Lockdown servers and test interface</b>				<b>40</b>					
1		Procure Server Equipment	Provide Purchase Orders to Equipment providers	15			X		
2		Receive equipment, burn-in, and create initial configuration	Perform checklist receiving and configuration tasks	10			X		
3		Restore current facility database information to carryforward Restriction Rules	perform backup and restore of current West VA DOC Keefe Server information				X		
4		Complete Milestone B Tasks 1 - 6 for each Inventory Server (ICL)	See Milestone B Items 1 - 6			B 1- 6			
5		Insure electrical and LAN availability for Keefe server equipment	ICCN subcontractor to be provided access if needed to install additional electrical service and/or ethernet cabling to enable Keefe Server to communicate with LockDown server.	25		A 1- 4		X	
6		Install upgrade for Tech Friends real time interface on current Lockdown servers	Tech Friends to install upgrade as needed to enable new real time web services interface at LockDown servers during scheduled downtime	5		A 2- 4		X	
7		Insure test data is available for connecting and testing Lockdown server and Keefe server	Tech Friends and Keefe to configure test-data for completing installation and base of interface on each pairing of LockDown Server / Keefe Server					X	
8		Ship pre-configured server equipment	Keefe staff ship to West Va facility locations / CI staff at West VA facility locations receive and store server equipment	5			X		X
9		Perform on-site installation of Keefe Server equipment	Keefe staff visit each facility to install server equipment / West VA to provide access to electrical and ethernet as installed				X		
10		Test for connectivity of Keefe Server to Lockdown server	Keefe staff test for pre-configured connection to LockDown server / Tech Friends to assist if needed	10			X	X	
11		Test interface activity on test data base	Keefe staff and Tech Friends staff verify function of each LockDown/Keefe server pairing				X	X	
<b>B Setup Inventory Items and Fulfillment Locations and Publish Items to Order Entry Points</b>				<b>15</b>					
1		Configure Warehouse Database on each Inventory server	Keefe staff assist CI with establishing inventory configuration	5			X		X
2		Load Vendor Items	Keefe staff auto-load Keefe Items				X		
3		Create Store Items	Keefe staff auto-load Keefe Items				X		
4		Configure Inventory Sync Service	Keefe staff configure this service as needed for communicating pricing to sales systems	10			X		
5		Register Order Entry Locations to Inventory Server Sync Service	Keefe staff configure this location information for sales systems to communicate with inventory systems				X		
6		Connect Order Entry Servers (OL) to Inventory Servers (ICL) and update master item lists	Keefe staff initiate and verify this information exchange - internet connection required at each Keefe server at each facility				X	X	
<b>C Configure Phone Order Entry, Point of Sale Order Entry, and Backup Scanning Order Entry and Test</b>				<b>15</b>		B 1- 6			
1		Configure phone system speed dial for reaching Keefe hosted IVR	Keefe to coordinate with West VA DOC phone provider at each facility as needed				X	X	
2		Setup information exchange from Keefe on-site facility servers to Keefe hosted IVR	Keefe staff configure this connection for each facility - internet connection required at each Keefe server from each facility	15			X	X	
3		Setup Point of Sale bar code capability as needed	Keefe staff configure this service				X		
4		Setup ScanTron scanning configuration as needed	Keefe staff configure this service				X		
<b>D Configure Warehouse Pick Ticket, Printing, Labeling and Verification Equipment and Test</b>				<b>15</b>		B 1- 6			
1		Install electrical and LAN cabling as needed for warehouse workstations	ICCN subcontractor to be provided access if needed to install additional electrical service and/or ethernet cabling to enable Keefe workstations to communicate with local Keefe server				X	X	
2		Configure and ship workstations, printers, scanners, bar code readers	Keefe staff to pre-configure and ship workstation equipment for managers and warehouses as needed. CI staff to receive and store equipment	15			X		X
3		Install printers and workstations and connect to warehouse servers	Keefe staff setup and configure workstations, printers, scanners, barcoding equipment at each facility as needed and test. West VA DOC to provide access to electrical and ethernet as needed				X	X	
<b>E Train Users on Order Entry Methods and Warehouse Management Reporting</b>				<b>10</b>					
1		Keefe staff to train CI staff on warehouse management features	Keefe on-site with CI staff - locations and timeframe TBD				X		X
2		Keefe staff to train CI staff on order processing including phone orders, point of sale orders, ScanTron orders, pickup printing, verification, receipt printing, delivery labeling	Keefe on-site with CI staff - locations and timeframe TBD	10			X		X
3		Keefe staff to train CI staff on warehouse and sales reporting features	Keefe on-site with CI staff - locations and timeframe TBD				X		X
<b>F Historical Data</b>				<b>3</b>					
1		Keefe to retain current West VA DOC commissary databases as required for historical sales reporting where applicable	Keefe will backup current Keefe databases and restore them to new Keefe Servers to provide archive reporting capabilities as needed	3			X		
<b>Total Project Duration Estimated (business days)</b>				<b>68</b>					





4.2.6 Vendor should provide a detailed ordering and delivery plan consistent with Attachment E1. The plan should include a schedule which provides for holiday changes.

**Keefe Response:**

Keefe has read, understands and adhered. Please see **Exhibit L – Operational and Staffing Plan** for detailed ordering and delivery plans. This operational plan includes options for holidays.

4.2.7 Vendor should provide in detail a training and support plan that Vendor will provide to WV Correctional Industries and the inmate work force throughout the term of this contract. Said plan should include, but not be limited to, a timeframe for training inmate workers, what types of training the Vendor will provide, support the Vendor will provide to Correctional Industries staff, and copies of any training plans currently in place by the Vendor.

**Keefe Response:**

Keefe has read, understands and will adhere. Keefe has provided a detailed training and support plan with this proposal. Please see **Exhibit J – Training and Education** for requested information.

4.3 To partner with WV Correctional Industries in providing the commissary services in order to provide inmates with work and training opportunities and in accordance with the Agency's mission statement for re-entry.

**Keefe Response:**

Keefe has read, understands and will adhere. Keefe will provide WVDOC inmates with work and training opportunities in accordance with the Agency's mission statement for re-entry. Please see **Exhibit J – Training and Education** for requested information.





- 4.3.1 Vendor should state prior experience in providing on-site prison commissary services, off-site services, package programs and joint ventures with Correctional Industries programs. Agency reserves the right to request clarifying information and references.

**Keefe Response:**

Keefe's experience in commissary operations dates back to 1975. For over 40 years we have been providing commissary services and innovative solutions exclusively to the correctional market. In addition, Keefe provides package programs to 21 State Department of Corrections and over 130 County Jails ranging in size from Los Angeles County, CA (16,500 inmates) to Howard County, MO (9 inmates).

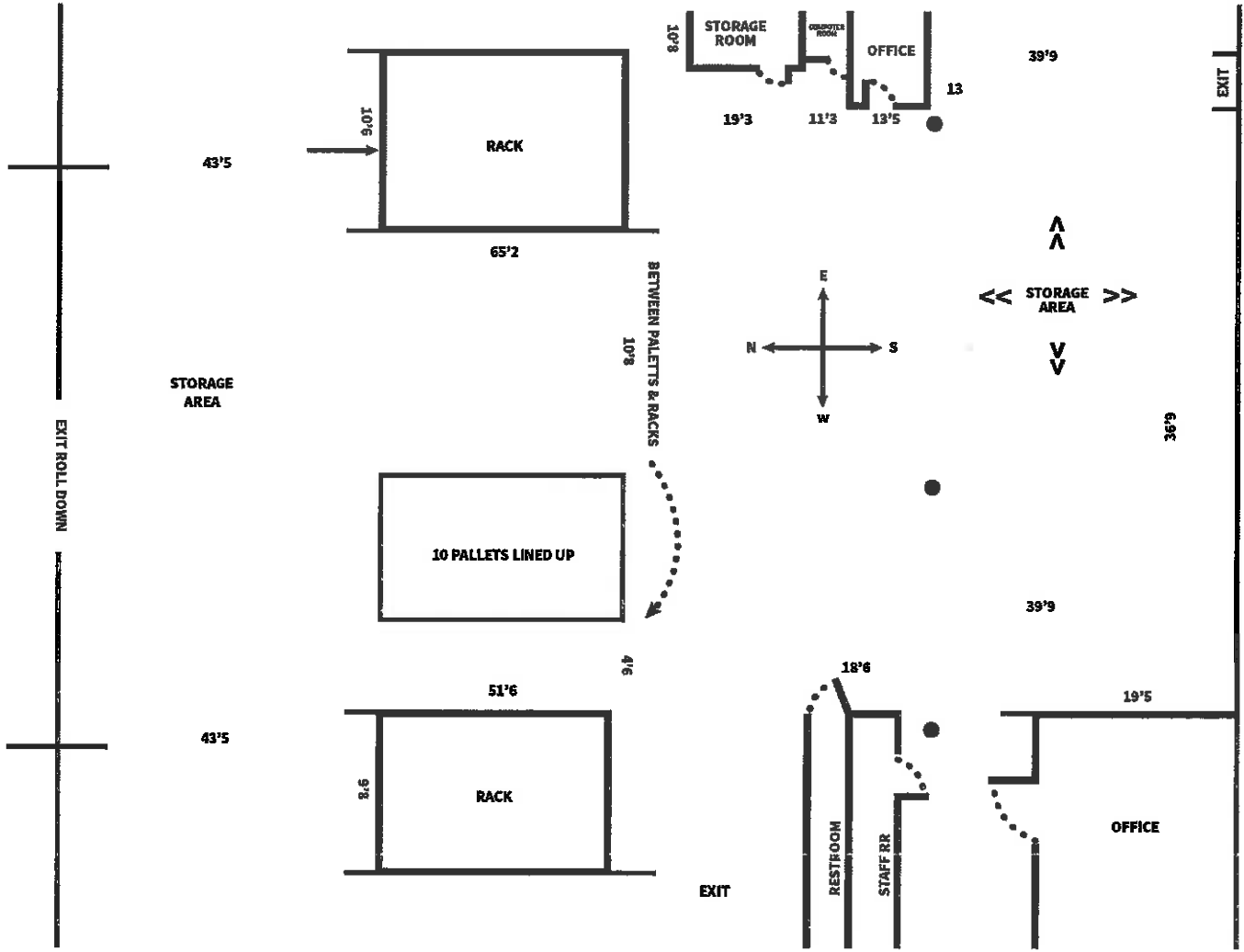
Please see **pages 3-8 to 3-27** for Keefe's references which include individual project overviews for customers we provide on- and off-site services, package programs and joint ventures with Correctional Industries program.

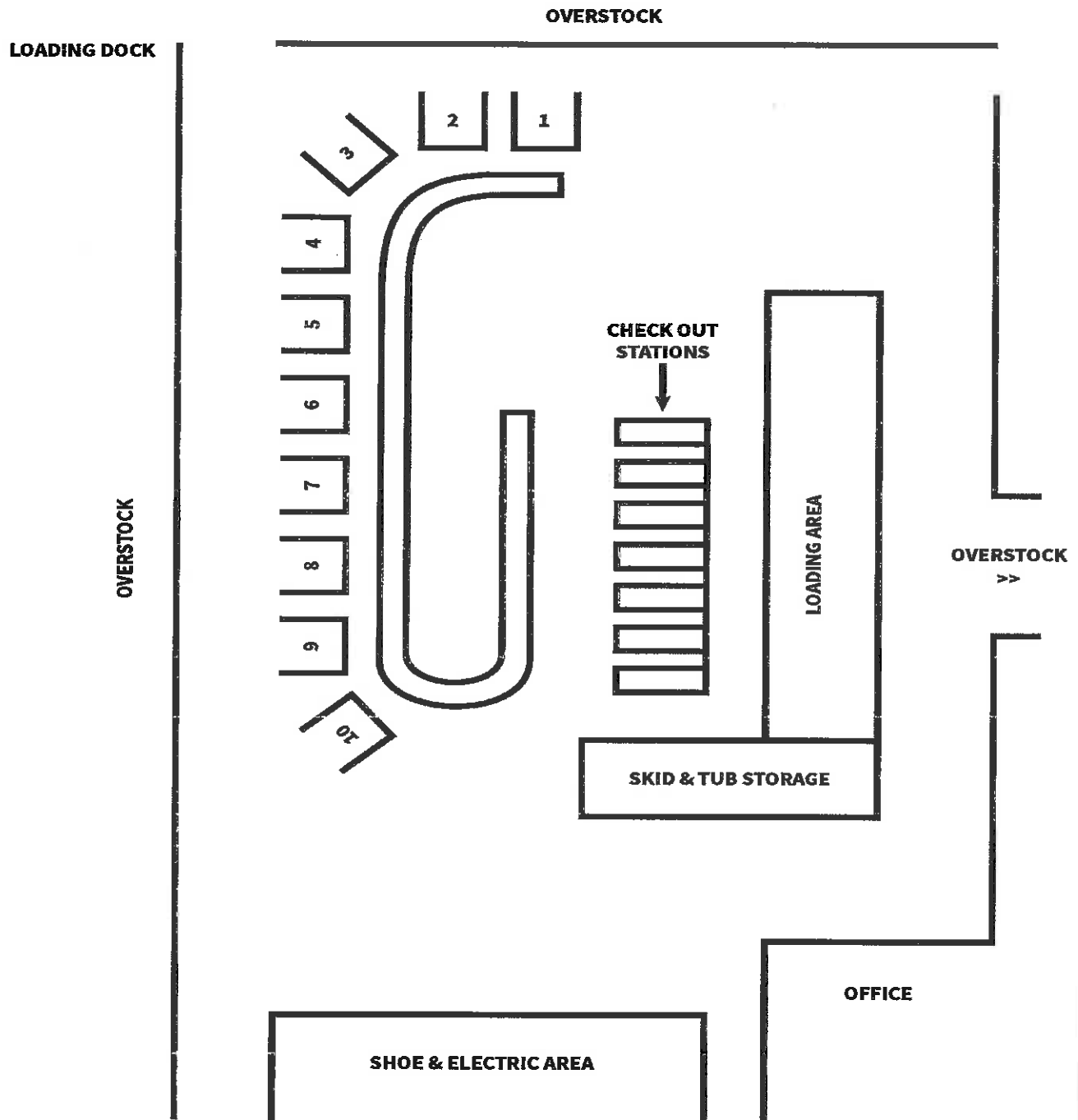
- 4.3.2 Vendor should provide at least two (2) examples of designs of two Correctional Industries production areas currently or formerly in operation and in which the Vendor actively participates or participated.

**Keefe Response:**

Keefe has include **two (2)** designs of Correctional Industries production areas in which Keefe actively participated. Please see following pages for examples of production area designs.









4.3.3 Vendor shall provide delivery of bagged orders and bulk product to all facilities. Vendor shall submit with its technical proposal a schedule for such deliveries.

**Keefe Response:**

Keefe has read, understands and adhered. Please see **Exhibit L -- Operational and Staffing Plan** for details regarding Keefe's proposed delivery schedule of bagged orders and bulk product.

4.3.4 Vendor should provide a minimum staffing plan that includes the positions listed in the schedule below. Notwithstanding the foregoing, Vendor must integrate the number of inmates and WVCI workers listed in the schedule below into the joint venture at the wages rates at hours listed below. Vendor may propose more or less of its own employees, but should make such an alteration clear in its proposal.

Anthony Correctional Center: 2 vendor employees

Beckley Correctional Center: No vendor employees or inmates

Charleston Correctional Center: No vendor employees or inmates

Denmar Correctional Center:

2 vendor employees,

3 inmates at \$46 mo./\$51/\$56 month for a total of 8 hours per week per inmate

Huttonsville Correctional Center/Work Camp:

3 vendor employees,

4 inmates at \$81.00 per month for a total of 40 hours per week per inmate

Lakin Correctional Center:

3 vendor employees,

6 inmates at \$21 per month for a total of 7 hours per week per inmate

Martinsburg Correctional Center:

2 vendor employees,

0 inmates

Mt. Olive Correctional Complex/Slayton Work Camp:

5 vendor employees,

4 inmates at \$81 per month for a total of 16 hours per week per inmate

Northern Correctional Facility:

3 vendor employees,

2 inmates at \$81/\$66 per month for a total of 7 hours per inmate per week

Ohio County Correctional Center: No vendor employees or inmates

Parkersburg Correctional Center: No vendor employees or inmates







**Pruntytown Correctional Center:**

2 vendor employees,

4 inmates at \$61 per month for a total of 32 hours per week per inmate

**Salem Correctional Center:**

2 vendor employees,

2 inmates at \$46.00 per month for a total of 22 hours per week per inmate

**St. Mary's Correctional Center:**

3 vendor employees,

4 inmates at \$66 per month for a total of 40 hours a week per inmate

**Warehouse:**

1 Corrections industries supervisor 2 (WV DoP Position) at a salary of \$35,000 plus benefits and taxes (approximately \$49,000 per year)

Vendor shall propose number of required inmate workers

** Keefe Response:**

Keefe has read, understands and adhered. Please see **Exhibit L – Operational and Staffing Plan** for requested information.

4.3.3.a. Vendor shall reimburse WVCI for all non-inmate personnel WVCI provides to operate said joint venture operation in accordance with the schedule listed above, plus an additional amount not listed above that includes all taxes and benefits (benefits are approximately 40% of salary).

** Keefe Response:**

Keefe has read, understands and adhered. Please see **Exhibit L – Operational and Staffing Plan** for requested information.

4.3.3.b. Vendor shall reimburse WVCI for all inmate workers, in accordance with the schedule listed above and its joint venture proposal. Inmate workers are not provided benefits.

** Keefe Response:**

Keefe has read, understands and will adhere. According to Addendum 14, vendors are only required to reimburse inmate workers from the Huttonsville warehouse. The Huttonsville warehouse inmate workers are to be paid a wage range of \$1.00-\$1.50/hour/inmate. Keefe proposes **six (6)** inmate workers for the Huttonsville warehouse to be reimbursed at \$1.50/hour.





4.3.3.c. Any change to the number of WVCI non-inmate workers, inmate workers, wage rates, or hours in the schedule listed above must be approved as a change order to this contract by Vendor, WVCI, the West Virginia Purchasing Division, and the Attorney General's office (as to form).

**Keefe Response:**

Keefe has read, understands and will adhere.

4.3.5 The staffing plan should be designed to ensure timely and satisfactory completion of the commissary fulfillment and delivery, including window operations and the Quarterly Package Program as well as Vendor's proposal for quality control issues.

**Keefe Response:**

Keefe's staffing plan is designed to ensure timely and satisfactory completion of the commissary fulfillment and delivery, including window operations and the Quarterly Package Program as well as Keefe's proposal for quality control issues. This plan is based on Keefe's years of experience in operating package programs as well as our experience with implementation and operation of the current WVDOC commissary operations.

4.3.6 Vendor should describe the hardware and software that will be provided and utilized in managing the joint venture operations. All technology equipment and software must be approved by the Agency prior to installation or operation.

**Keefe Response:**

The following KCN hardware and software will be provided, warranted, and maintained by KCN at no cost to the County for the life of the Agreement. During the term of the Agreement, KCN agrees to keep current both the KCN 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.

Dell OP 7020, Intel i7-4790 3.6GHz, 16GB RAM, 1 TBHD, NIC (Windows 7 64-bit) <b>MANAGERS</b>	8
Dell OP 7020, Intel i7-4790 3.6GHz, 16GB RAM, 1 TBHD, NIC (Windows 7 64-bit) <b>POINT OF SALE</b>	15
Dell OP 7020, Intel i7-4790 3.6GHz, 16GB RAM, 1 TBHD, NIC (Windows 7 64-bit) <b>VERIFICATION</b>	9
Dell PE T110 II, Intel Xeon E3-1220 3.1GHz, 16GB RAM, 4x500GBHD dual-port NIC (Server 2012) <b>ORDER ENTRY AND LOCKDOWN (OL)</b>	5
Dell PE T320, Intel Xeon E5-2430 2.5GHz, 16GB RDIMM, 5x500 GBHD (Server 2012) <b>INVENTORY + ORDER ENTRY AND LOCKDOWN (IOL)</b>	6





Ethernet Cable - 15 ft. (Tripp Lite N002-015-BK) - *10/14	40
Symbol Hand Wand Scanner - USB - (LS2208-SR20001R-UE) 5 Year replacement warranty - *10/14	15
Epson Receipt Printer - Thermal (TM-T88V) (C31CA85084) USB only- 4-year warranty - <b>POINT OF SALE</b>	15
Dell Multi-Function Printer 2375DNF (3-year warranty) - <b>MANAGERS AND ALL SERVERS</b>	19
Dell Multi-Function Printer 2375DNF (3-year warranty) - <b>VERIFICATION RECEIPTS</b>	9
Dell Multi-Function Printer 2375DNF (3-year warranty) - <b>ANONYMOUS PICK TICKETS</b>	3
Dell B5460DN Printer - High Yield - 63 PPM - <b>ANONYMOUS PICK TICKETS - HUTTONSVILLE</b>	1
Dell B2375DNF 10000-Page Toner - Toner for all dell laser printers	50
IBM UDB Workgroup	11
IBM UDB Client (additional license)	8
AntiVirus Software (additional license)	43
Afaria License	11
Scantools Plus (scan only, for Windows7 64-bit)	11
APC Pro 1000 (AC 120V - 600 Watt - 1000 VA) battery backup (for server) -	11
APC ES750 UPS (for desktops)	32
Honeywell Horizon Stainless Steel table top scanner - RS232 - (MS7625-71B41) - 3 Year warranty	9
RS232 cable, including power cord, for Honeywell scanner (MS7625-71B41)	9
OpScan 2308 Scanner -	3
OpScan 2308 Year 2 Central Exchange service (they send replacement, we return broken unit) -	3





Equipment will be installed at West VA DOC facilities as follows:

Facilities Served		Operation	Served from	Lockdown Server at	Equipment Provided					
					Server Type OL = Order Processing with Lockdown Interface and Printers IOL = Inventory with Order Processing and Lockdown Interface and Printers	Mgr Stations with Printers	POS Setups with Printers	Scanners	Verification Setups with Printers	
ACC	Anthony Center	Bag & Deliver	HCC	facility	OL					
BCC	Beckley	Bag & Deliver	HCC	Central Office	NA					
CWRC	Charlestown	Bag & Deliver	HCC	Central Office	NA					
DCC	Denmar	Bag & Deliver	HCC	facility	OL					
HCC	Huttonsville	Window	HCC	facility	IOL	3		1	5	
MCC	Martinsburg	Bag & Deliver	HCC	facility	OL					
MOCC	Mt Olive	Point of Sale	MOCC	facility	IOL	1	3			
NCF	Northern	Bag & Deliver	NCF	facility	IOL	1		1		
QCCC	Ohio County	Bag & Deliver	HCC	Central Office	NA					
PCC	Pruntytown	Window	PCC	facility	IOL	1				
SCC	Salem	Bag & Deliver	HCC	facility	OL					
LCC	Lakin	Window	LCC	facility	OL					
PBCC	Parkersburg	Bag & Deliver	HCC	Central office	OL					
SMCC	St Mary's	Window	SMCC	facility	IOL	1				
CO	CENTRAL OFFICE				OL	1		1		
				Totals	Inventory + Order Processing	5	7	3	2	5
					Order Processing	6	1	1		

In addition to the KCN hardware and software, KCN will also be responsible for the equipment needed for the Huttonsville warehouse.

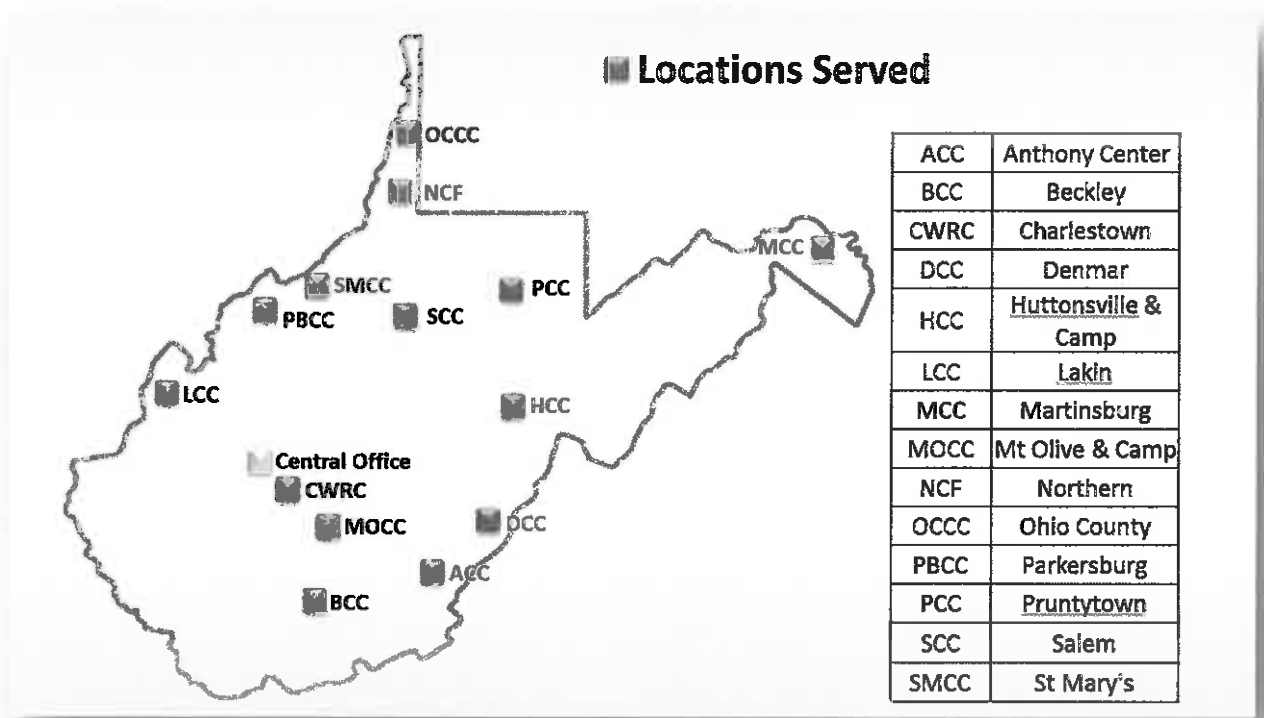
**Huttonsville Warehouse Equipment:**

- |                                    |   |
|------------------------------------|---|
| 1. Office Copier                   | 14. Security System                                 |
| 2. Fax Machine                     | 15. Safety Equipment (Extinguishers/First Aid Kits) |
| 3. 3 Desks                         | 16. Drivers Cage                                    |
| 4. 5 Filing Cabinets               | 17. Table Scanners                                  |
| 5. Cafeteria Furniture             | 18. Op Scanners                                     |
| 6. 4 Computers                     | 19. Overstock Racking                               |
| 7. Miscellaneous start-up supplies | 20. Flow Racking                                    |
| 8. 1 IBM 6400 Printer              | 21. Miscellaneous Equipment                         |
| 9. 1 Forklift                      |   |
| 10. Carts                          |   |
| 11. Processing Tables              |   |
| 12. Bag Holders                    |   |
| 13. Data/Voice Drops               |   |

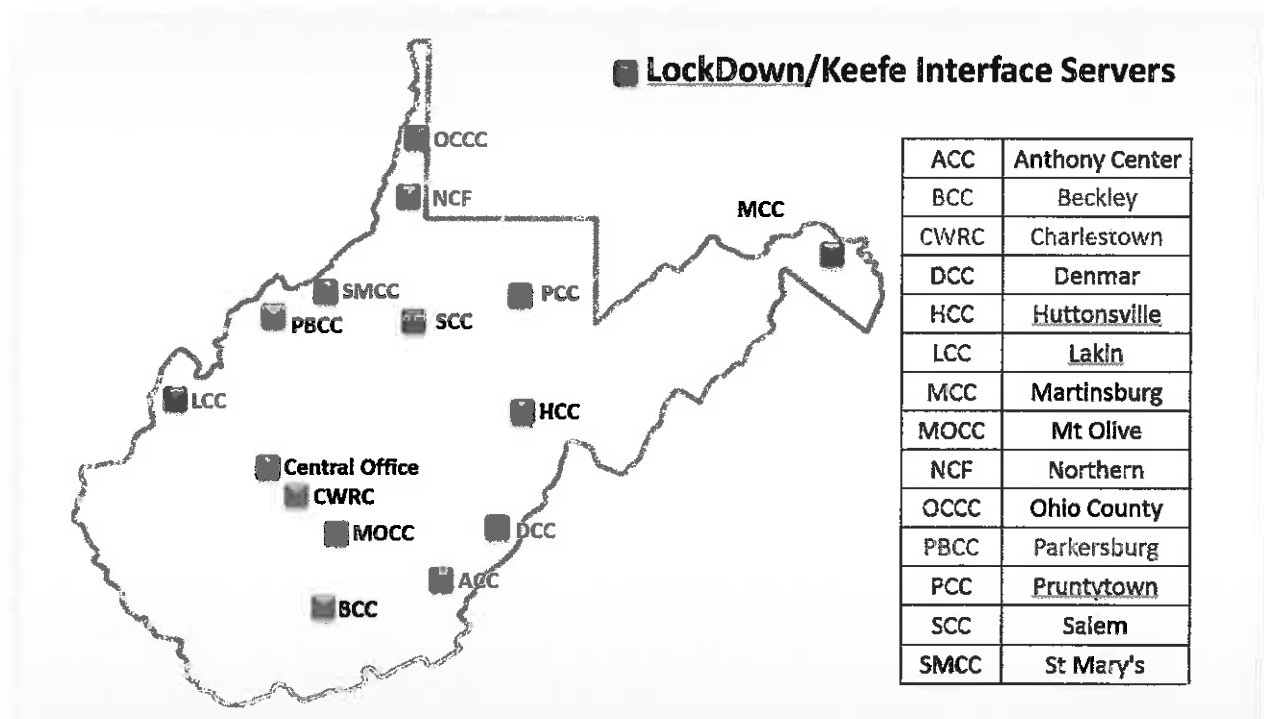




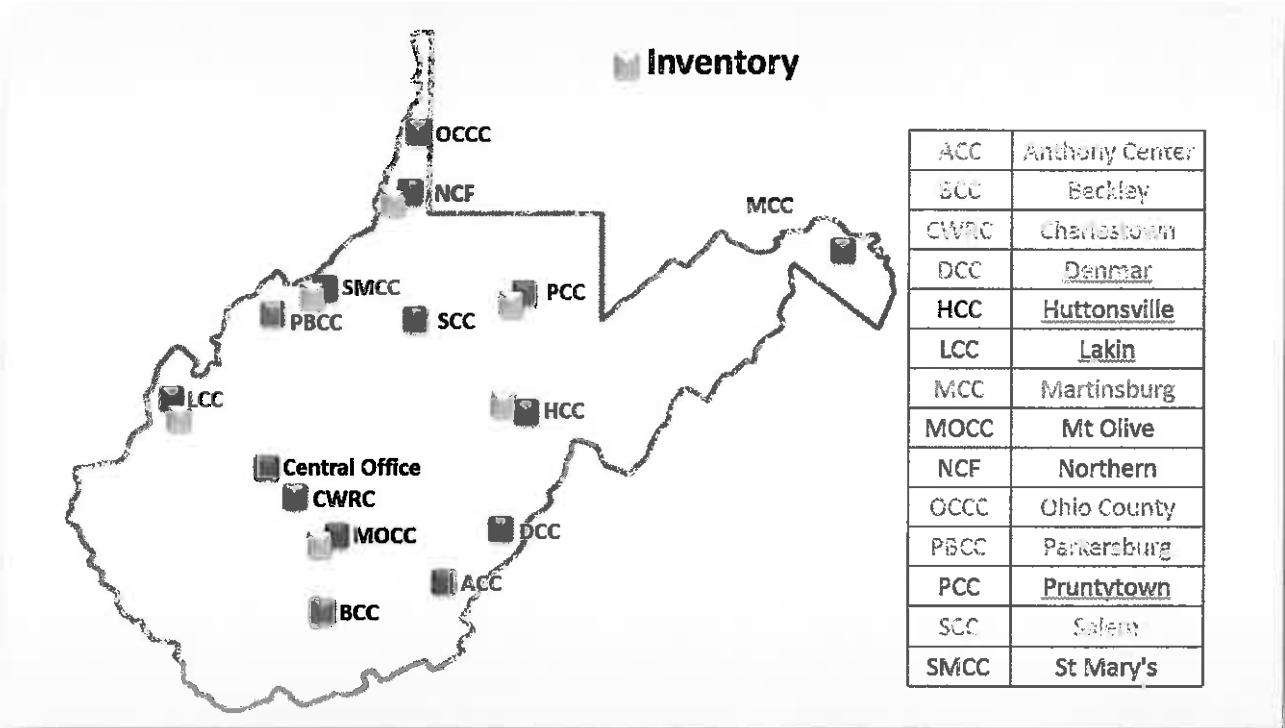
This equipment is based on the following assumptions regarding the operations of Correctional Industries as it services each West VA DOC facility:



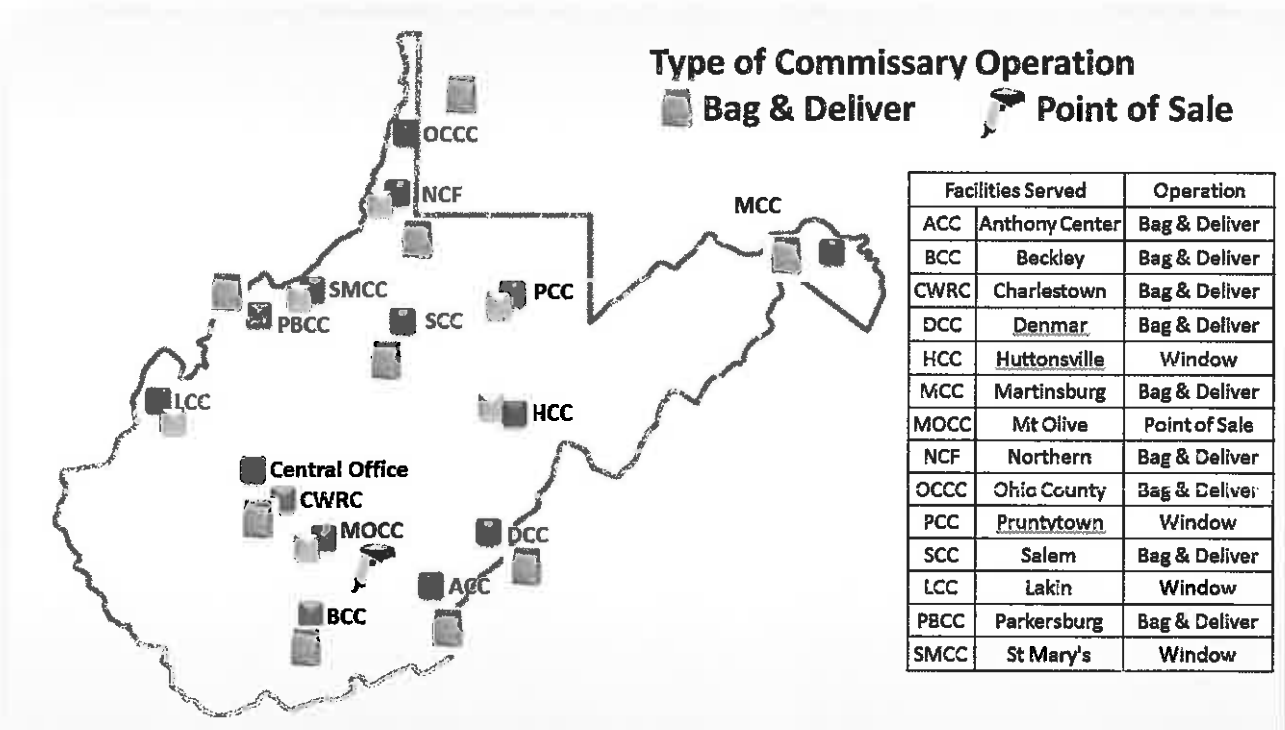
Locations Served are listed as given in this RFP



Keefe Servers will be co-located with LockDown servers to provide high speed interface connectivity

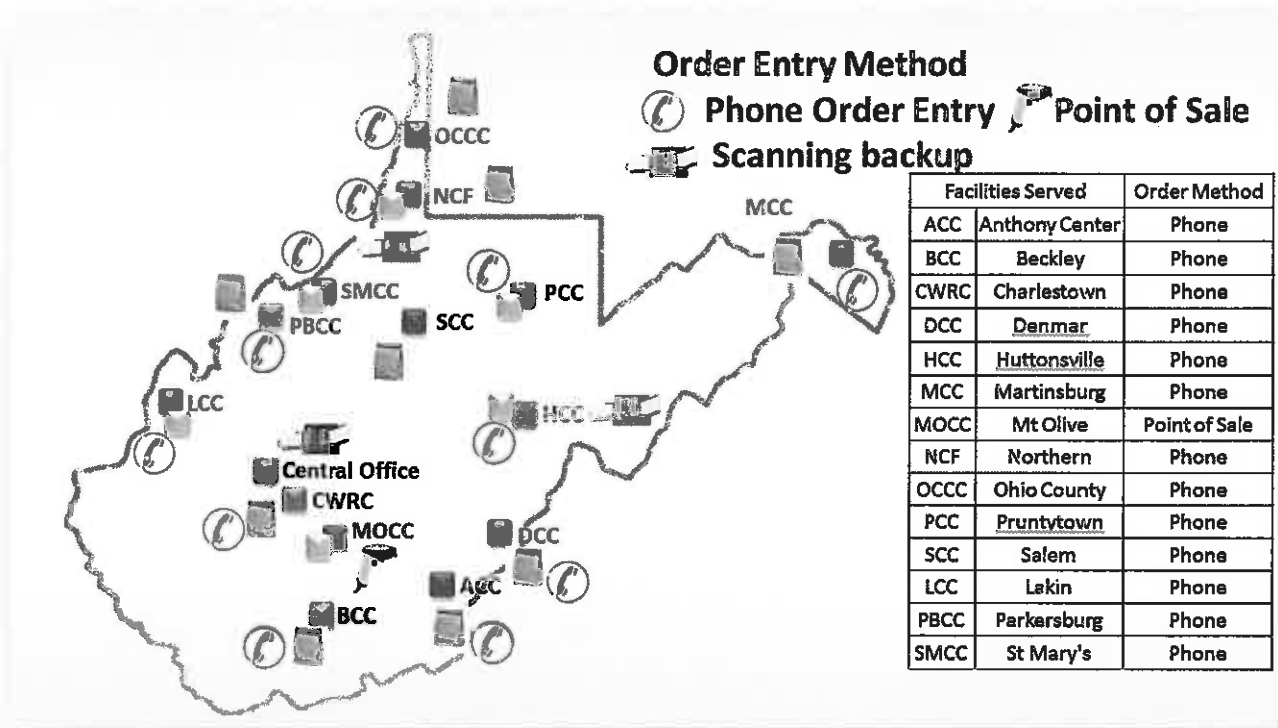


Inventory locations are expected at 6 of the 14 facilities



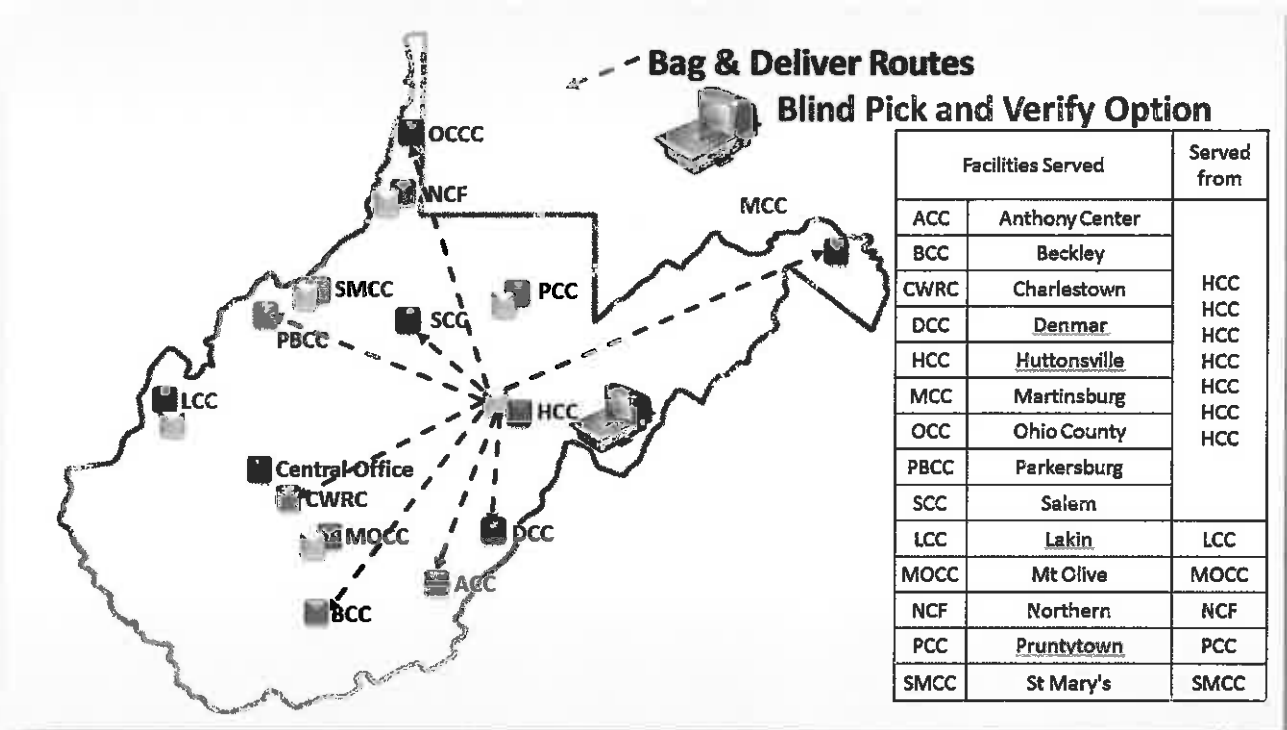


Facilities with inventory have the option of providing walkup services to inmates housed at the facility. Facilities without inventory will receive bag & deliver services from nearby facilities.





The primary method that an inmate will use to make an order request will be through phone IVR. The IVR platform is hosted by Keefe and can be accessed through a toll free speed dial number from any inmate handset. Several Scantron scanners will be provided for backup order entry processing.



Delivery routes are expected from inventory facilities to nearby locations. The Huttonsville warehouse may serve a number of facilities throughout the state. Order verification equipment will be provided to enable blind pick ticket processing by inmate laborers with final order verification and completed receipt processing by Correctional Industries Civilian Staff.

Hardware and Software installation is conducted by the KCN Project Services Team. The Regional Project Manager for the WVDOCs is Sharon Del Pietro.

The Project Services Team handles the planning and implementation of software, hardware and network deployments. Please see the following page for both the new account and current Account setup activities:







### New Account Set-up Procedures:

- Project technician to receive and review approved system quote and new KCN account information documents.
- Contact account manager on any questions or inquiries regarding the account setup to ensure regional and facility expectations are met.
- Hardware and equipment needed for the installation on-site is purchased.
- Project technician creates a KCN transition document – this document may vary depending on the complexity of the new account. The document will be a working plan between Keefe and the facility. It will include some of the following topics that the project technician will gather from the key contacts at the facility:
  - Computer layout at the facility – how many computers will Keefe provide, how many computers will the jail supply that the Keefe software will be installed on
  - Facility network infrastructure
  - Server(s) – model, configuration details
  - Remote access – which enables KCN help desk technicians assist with customer questions, inquiries, problems
  - Backup method
  - Data conversion
  - Integration details – contacts, file specifications, etc.
  - Special features / services requested – positive pay, paid check, debt write off, merge resident, Kiosks, On-line deposits, special order entry methods, prepaid sales, etc.
  - Officer roster – list of officers, officer duties, groups
  - General ledger accounts and associated GL account events
  - Number of used cash drawers
  - Facility's current everyday business flow / operations
  - Resident account events
  - Recoverable charges – priority and recovery percentage
  - Order forms – commissary restrictions
  - Bank account
  - Check printing / layout
  - Software / system reports
  - Training – room / structure / end user schedule / end user manuals
- When the equipment is received in the KCN office, the project technician will build and configure the hardware to meet the requests of the facility.
- Final configuration and setup of account management, officer management, inmate banking module, commissary module, reports, etc.
- Final configuration, setup, and testing of all integrated systems (booking, fund, sale integrations) in the KCN Corp. office prior to on-site implementation.





- Prepare for on-site end user training (manuals, tip sheets, user scheduling, training computers, training classroom)
- Project technician on-site visit for hardware installation, end user training, and implementation of Keefe software applications.
- Once the on-site visit has been completed, the project technician will follow up with the customer to ensure satisfaction and open items have been resolved – all detailed information is then documented in CRM.

**Current Account Set-up Procedures:**

- Complex upgrade of hardware and/or software – for example, a new feature which involves changes to business processes, server and/or workstation operating system or database level, network topology, etc.
  - Review of new features / equipment required for upgrade
  - Receipt of signed authorization to proceed with equipment / software changes
  - Testing of new features / hardware required for upgrade
  - Development of transition plan
  - Preparation for additional on-site training if required for the upgrade

4.3.7 The evaluation committee reserves the right to visit a joint venture operation currently being operated by the Vendor. Vendor shall submit a list of facilities and the locations.

***Keefe Response:***

Keefe has read, understands and will adhere. Please see below for requested information.

**Pennsylvania Correctional Industries:**

PCI Albion 19092  
10745 Route 18  
Albion, PA, 16475-0002

PCI Houtzdale 18825  
209 Institution Drive  
Houtzdale, PA, 16698

PCI Mahanoy 18827  
301 Morea Road  
Frackville, PA, 17932, US





**Indiana/PEN Industries**  
757 Moon Road  
Plainfield, Indiana 46188-8757

**New Mexico Correctional Industries**  
4311 State Highway 14  
Santa Fe, NM 87508

- 4.4 To provide the Agency with the paramount operational and technological advancements and solutions in today's industry.

**Keefe Response:**

Keefe has read, understands and will adhere. As describe herein, Keefe will upgrade current systems in use at WVDOC. Specifically:

- Technology upgrades that will allow the WVDOC additional efficiencies through the use of our inmate phone order entry.
- Blind pulling operation and order verification technology at the Huttonsville Warehouse to ensure 100% accurate inmate orders.
- Funds level interface between the Tech Friends and KCN software to allow for a "real-time" data transaction for commissary debits and credits to the inmate's trust account.

- 4.4.1 Vendor should include detailed descriptions of on-site window service, on-site delivery service, off-site delivery services, Quarterly Package Program, and the parameters of the partnership with WV Correctional Industries.

**Keefe Response:**

Keefe has read, understands and will adhere.

**Parameters of the partnership with WV Correctional Industries**

Job duties for:

**WVCI Employee:**

1. Manage and assist with inmate security/labor
2. Assist with training of inmate workers
3. Provide supervision and assist with inventory controls
4. Reporting and maintain inmate schedules and hours worked
5. Assist with determining proper inmate staff numbers
6. Assist with set up of warehouse and operations
7. Oversee daily operations of store
8. Oversee Security of trucking LTL trucking companies making deliveries
9. Assist Keefe staff with inmate security/proper discipline if needed





#### **Keefe Employees:**

1. Provide necessary supervision of inmate workers
2. Provide training and education of inmate workers
3. Submit inventory for warehouse transfers
4. Receive Inventory of warehouse transfers
5. Annual Inventory of products
6. Spot check inventory
7. Oversee high risk items in security cage
8. Schedule and oversee delivery of commissary orders to facilities
9. Schedule and oversee delivery of Access Securepak orders to facilities

#### **Inmate Labor:**

1. Assist with receiving product and stocking warehouse
2. Rotating products for freshness
3. Stocking shelves with inventory
4. Upkeep of warehouse
  - a. Trash
  - b. Clean warehouse
  - c. Maintain Restrooms and other core areas
5. Order fulfillment for both commissary and Access Securepak package training
6. Attend and participate in training and education courses provided by KCN

Keefe will provide 3 primary technologies and one real-time interface for the services outlined in this proposal and can include additional integrated technologies related to kiosks in future phases.

#### **KeepTrak Commissary Point-of-Sale/Ordering**

A Commissary system supporting centrally managed restrictions applied across a variety of point-of-sale approaches, including kiosk and phone access.

- **8 Forms of Order Entry**
  - Kiosk (hardware and networking included)
  - Keypunch
  - Fax
  - Options that require additional Investment(s):
    - Phone IVR
    - Optical Scan
    - Counter Sales – Bar Code
    - Mobile Cart Sales – Bar Code
    - Real Time Vending
- **6 Dimensions of Restriction Processing**
  - Disallowed Items
    - By Privilege Level
    - By Location





- By Gender
- Item Quantity Limits
  - per order
  - per time span
- Order Frequency Limits
  - per time span
- Category Limits
  - By Quantity
  - By Age
- Spending Limits
  - By Order
  - By Product Category
  - By Time Span
  - Coordinated with Family Package Purchases
- Indigent Purchase Limits
  - By Inmate Balance
  - By Product Type
  - By Frequency of Request
- Real Time integration with the NDOC Inmate Banking system for immediate debit / credit upon purchase / refund.

### **KeepTrak Inventory/Fulfillment Systems**

An Inventory Control and Order Fulfillment System that manages purchasing, pricing, cycle counts, and pick ticket processing including:

- Vendor Profiles
- Inventory Item Setup
  - Min / Max thresholds
  - Costing
  - Tax Profiles
- Store Item Setup
  - Pricing
  - Restrictions
- Purchasing
  - Auto-recommendations for restock based on sales history
- Receiving
  - Automatic Update to Quantity on Hand
- Transfers
  - From Warehouse to Warehouse
  - From Warehouse to Store
- Cycle Counts





- Inventory Adjustments
- Fulfillment Options
  - Pick Ticket routing and Printing
  - Anonymous Pick
  - Grocery Till Bar-Code Verification
  - Automated Out of Stock Credits
- Cost of Goods Sold and On-Hand reporting and audit trail

### **Real-Time Interface to Lockdown Tech Friends Inmate Banking System**

Web Services real-time purchases and refunds of commissary products by inmates

- Server to server communication within each facility that has implemented Lockdown
- Capability to connect in real time to future centralized version(s) of Lockdown
- Automatic lookup and update of inmate information at initiation of order
- Automatic charge for approved items at completion of order
- Automatic refund of commissary product at completion of refund process
- Log tables to reconcile between systems as needed

### **Quarterly Package Program**

Keefe will provide a turnkey solution that will utilize many of the current processes in place at our warehouse in Bridgeton, MO, a process that has successfully fulfilled thousands of WVDOC orders over the last 10 years.

The current WVDOC program has always functioned as a once a year consolidated order fulfillment program which means that all orders are taken before any orders are pulled and shipped and only one package per year was allowed. Keefe proposes for WVDOC to allow four (4) food packages and four (4) property packages –one each per calendar quarter throughout the year.

Keefe also proposes that orders are taken and shipped throughout the quarter while still adhering to the one package per inmate per program per calendar quarter. Our software will ensure that this package quantity and all program rules are strictly enforced.

Keefe proposes that each facility would receive one weekly shipment of food and property packages for orders that have been placed during that week. This method spreads out both the labor requirements at the Huttonsville, WV location but also spreads out the delivery of the packages at the facility and provides for the seamless delivery of a few packages each week rather than a larger volume at one time.

The key benefit to processing the orders as they are received is to employ a consistent inmate workforce versus the consolidated order fulfillment method which would result in shorter periods of employment.





The total scope of a Package Program occurs within two distinct areas – **Order Management** and **Order Fulfillment**.

### **Order Management**

Keefe will provide all facets of Order Management – menu selection, creation of marketing materials, order solicitation, order processing, management of all financial transactions, and Customer Service support from our Corporate Offices in St. Louis, MO. This location currently provides Order Management to over 1 million family and friends orders placed annually for delivery to inmates across the United States through more than 200 programs spanning multiple state DOC's and County jails.

### **Time Period**

Keefe would suggest that the food menu program be changed twice per year. Our experience has shown that maintaining the same menu for Quarters 1 (January, February and March) and Quarter 4 (October, November and December) and the same menu for Quarters 2 (April, May and June) and Quarter 3 (July, August and September) provide the best opportunity to maximize sell and provide items that fit the seasons i.e. holiday.

Keefe would suggest that the property menu consist of property items currently approved for sale to WVDOC inmates and menu would only change as directed by WVDOC.

Prior to any food menu change and prior to the start of Quarter 2 and Quarter 4 for the food program, Keefe will provide a suggested food menu for WVDOC review and approval.

### **Order Fulfillment**

Keefe will manage all Package Program Order Fulfillment activities on-site at the WVDOC Huttonsville, WV facility.

Keefe would prefer to fulfill both the food program and the property program on-site at Huttonsville but space constraints and the numbers of sizes and SKUs may require that the property program be conducted off-site at the warehouse where inmate placed property orders are currently fulfilled.

On-site activities will consist of production arena design and set up, electrical and network cable drops, fixed head bar code scanners, mobile scan gun deployment, in arena computers and printers, inventory management, worker training, worker task assignment, pick spot location management, bay order fulfillment, package identification after fulfillment and order shipment.

### **Order Fulfillment consists of 9 basic steps**

- 1) Pick Slip printing
- 2) Bay Picking / Bagging of orders
- 3) Consolidation and checking of Bay Orders into Master Package





- 4) Scanning of Pick Slip
- 5) Printing of Pack Slip and Bag Label
- 6) Attaching Pack Slip and Bag Label to Master Package
- 7) Placing Master Package into shipping container
- 8) Scanning Shipping container to pallet for order tracking
- 9) Shipping pallet

The following information provides the details on what is necessary to support those 9 basic steps of Order Fulfillment.

#### **On-site Management**

Keefe proposes to furnish two on-site employees – one Manager and one Assistant to oversee the Keefe software and minimum data entry requirements necessary to support this operation.

Keefe's on-site employees will also assist the CI employee(s) assigned to manage the inmate workers for this project.

Keefe's on-site employees will be responsible for keying in all inventory receipts into our Oracle ERP inventory system.

Keefe's on-site employees will be responsible for all printing of Pick Slips.

#### **Inventory Management**

Keefe will set up a stocking inventory location in our Oracle ERP software for Huttonsville, WV so that all inventory receipts, inventory usage, etc. can be tracked and monitored to ensure adequate inventory is present as needed to ensure 100% fill rate for all orders.

Keefe will determine the appropriate inventory stocking level to ensure 100% fill rate for all orders.

Inmate workers will be trained on proper receiving practices.

Keefe's on-site employees will be responsible for keying in all inventory receipts into our Oracle ERP inventory system.

#### **Computer Equipment**

Keefe will furnish all computer equipment needed to run this operation. Most of the equipment will be stored either in a Mechanical Closet or in the Manager's office.







The only computer / printer equipment to be located out in the warehouse will be the Bar Code scan stations required to scan and the Pick Slip to generate and print the Pack Slip and Bag Label and the Mobile Scan guns used to scan the completed package to the specific pallet for order tracking.

### **Document Printing**

Keefe will have the ability to control all printing functions necessary to generate the Pick Slips needed for Order Fulfillment.

Pick Slips will be printed daily to support the production / shipping schedule that is created to support the weekly delivery schedule. This schedule will be agreed upon by both WVDOC and Keefe.

Pick Slips for the specific facility that will be processed that day will be printed each day to facilitate the management of inmate movement which may have occurred for a specific order after order placement.

All Pick Slips will be printed in the on-site Keefe Managers Office.

All Pack Slips and Bag labels will be printed in the production area at the end of the Production line by scanning a bar code on the Pick Slip to facilitate an efficient end to the production process so the order can be placed into a cardboard box and stacked on a pallet for shipping purposes.

All Shipping Documents will be generated by the on-site Keefe Manager and printed in the Managers office.

### **Pick Location Selection**

Keefe has developed a very detailed process to determine the optimum pick location for each item within a "bay" as well as which "bay" an item should be placed for all items featured on a specific menu for a program.

The efficient operation of the production cycle is heavily influenced by the pick / bay location chosen. Without this process, bottlenecks in production can easily occur thus grossly decreasing the daily production achieved and possibly creating missed delivery windows with the facilities.

Keefe's process is to determine the pick frequency of an item (versus the quantity of an item sold) for all orders to be pulled during a specific program cycle and to load each "bay" with the appropriate items that will level the workload across all bays used in the production cycle.





### **Bay Pulling**

As mentioned in the Pick Location Selection, Keefe will utilize a proven process we refer to as “bay” pulling – where an order puller will remain stationary and work a specific bay while the order will travel down a conveyor from bay to bay until it reaches the end of the production line at which point the order will be completed. All “bays” utilize carton flow rack designs to further facilitate efficient pulling practices. The Pick Slip used to pull an order is listed in Bay sequence so an Order Puller working a specific Bay can instantly see if that order contains any items from their Bay that they need to pull for that specific order and if it does not then to push the order onto the next Bay.

### **Production**

Keefe proposal is to fulfill one to two facilities each day, Monday through Friday, working approximately 8 hours per day.

The production process will consist of an inmate worker using a “Blind Fill” printed Pick Slip to pull the order by “bay”, bagging the items as they are pulled and tape sealing the “bay” bag after all items for that “bay” have been pulled.

At the end of the “bay” pulling process an inmate worker will confirm that all “bays” were pulled and orders are complete and accurate and then place all “bay” bags into a larger perforated poly bag and seal that bag with a pre-approved zip tie.

After the “master” package has been sealed the next step in the process is for the package to be transported to the Pick Slip Scan station where the Pick Slip is scanned by a bar code reader so that the 3 copies (one marked for Staff, one marked for Inmate and one marked as Discrepancy) of the Pack Slip are generated along with the self-adhesive Bag Label. It is at this point the identity of the inmate who the bag is intended for is known for the first time.

The 3 copies of the Pack Slip are folded and placed into a self-adhesive Packing Slip envelope and attached to the outside of the package and the self-adhesive Bag Label is also attached to the outside of the package.

The next step in the fulfillment process is the scanning of the bar code on the Bag Label and then the scanning of a bar code label attached to the pallet the bag is being placed on so the “marrying” of the package to the pallet is recorded. This process provides proof that a specific order has been completely pulled and placed on a pallet. Prevents the shipment to an incorrect facility and identifies the specific pallet an order is on for reporting purposes and order tracking and allows a Shipping Manifest and a Pallet Manifest to be generated.

The final step in the process is the placing of the large “master” package into a cardboard box – if there is space (occasionally happens) a second package maybe placed inside the box as well. Once





the box is determined to be full it is taped shut using tamper evident tape and placed on the pallet that was scanned as mentioned above.

The pallet is then stretched wrapped using a clear poly stretch wrap to help ensure the pallet remains intact during the transportation of that pallet to its final destination. Pallet is then staged for shipping.

### **Shipping**

We generate 3 reports to aid our shipping process:

Load / Count Sheet  
Shipment Manifest  
Pallet Manifest.

### **Load / Count Sheet**

Is a report that is used to identify exactly which pallets are to be shipped to a specific facility. Once boxes are loaded onto a pallet and it is stretch wrapped all pallets look alike which is why a numbered bar coded tag is placed on each pallet when boxes are being placed on that pallet.

This report identifies the exact number of pallets to ship and the identification number of each pallet. As pallets are identified and loaded onto the truck, the pallet bar code is scanned thus allowing us to electronically confirm that a specific pallet was loaded and since we bar code tracked the specific orders to that pallet we are therefore able to confirm which specific orders were shipped.

**Shipping Manifest** is a document that lists all packages for a specific facility and the specific pallet that a package may be found on. All packages are listed and displayed in either last name sequence, inmate ID sequence or Package ID sequence – the choice is made by the facility. Most common method is to display the list in last name sequence.

**Pallet Manifest** is a document that lists all the packages for a specific pallet for a specific facility. This process provides the documentation to allow multiple people to work on multiple pallets simultaneously without having to share the same document since a Pallet Manifest was provided for each pallet.

### **Recycling**

The use of reusable shipping containers (plastic totes) is a possibility but will require additional information to confirm. This would require that plastic totes dropped off on one day were subsequently picked up and returned to the Huttonsville, WV location at a later date.





Keefe will recommend a cardboard recycling program be initiated at the Huttonsville, WV facility.

### Training

Keefe will ensure that all necessary training of both WVDOC CI employees and inmate workers occur regarding the Quarterly Package Programs.

### **Understanding the Needs of the State**

Keefe understands that the needs of the state are to obtain project management and implementation services, administrative and operational support, a highly secure production environment, introduction of new systems, interfaces to remaining and future systems, provisioning and deployment of equipment, training, and ongoing support for the primary and integrated technologies that Keefe provides.

### **How Keefe's Proposed Solution Will Satisfy Those Needs**

- **Project Management**

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

- **Implementation**

Keefe supplies on-site implementation specialists as part of its transition team. Implementation specialists are Keefe internal resources with particular expertise in the technologies required for the transition. Implementation specialists may also communicate through on-line meetings for demonstrations and/or training as needed prior to the actual on-site training and implementation dates. On-site commitments include pre-training, assistance with configuration of specified applications, 'shadow' support during first week of use, post-implementation review and resolution plan for open issues if needed.

- **Administrative and Operational Support**

Project Analysts and Implementation Specialists work directly with the Administrative and Operational staff to define support requirements for technologies deployed. Administrative authorizations for software feature access are assigned during the implementation planning and prior to on-site configuration of required technology products.





- **Highly Secured Production Environment**

The Keefe technology solutions provided for this initiative include components that are self-contained within the security environment of the facility as well as secure connections to information sources such as messaging and deposits that are in turn hosted at Keefe's secured data center. Inasmuch as inmates, facility staff and inmate family members will interact with various aspects of the solution, Keefe provides a segregated and encrypted approach to the interactions between systems components and their users.
  
- **Interfaces to Remaining and Future Systems**

Keefe has proven history in constructing both file-based interfaces and real-time interfaces to partner systems. Our preferred interface architecture is based on Web Services using SOAP / XML messaging. This provides a single trusted authentication source to the database using encrypted communications when required. Keefe engineers can provide the analysis, design, Windows Services Definition Language and sample web forms typically required for a web services interface.
  
- **Provisioning and Deployment of Equipment**

In reference to this initiative, Keefe is providing software, project management, implementation, and support services. Depending upon infrastructure and hosting choices Keefe may additionally provide hardware and network resources.
  
- **Ongoing Support**

Keefe Provides five levels of support. All support staff are employees of Keefe.

  1. **Contact Services**
    - First line of contact for service requests via phone or e-mail
  2. **Escalation Services**
    - Resolution of complex helpdesk service requirements. Contact Services escalate more complex service requirements to a higher level of complexity and urgency
  3. **Data Center Services**
    - Operation and control of corporate computer systems relating to the customer
  4. **Project Services**
    - Planning and implementation of software, hardware and network deployments at customer sites
  5. **Engineering and Development Services**
    - Specification and development of hardware/software solutions for correctional commissary environments. Engagement at this level requires Keefe corporate review/approval of customer requests sponsored by Keefe regional representatives on behalf of the customer.



- **Discussion of the Overall Approach to the Management of this Effort**  
Keefe's management approach is to set realistic expectations and then strive to exceed them. We appreciate the opportunity to win your respect every day by delivering service levels above and beyond mere requirements.
  
- **Brief Discussion of the Total Organization**  
The Director of Technical Services, Tricia Boucher, reports directly to the General Manager, John Puricelli, who in-turn reports to the President – COO, Nathan Schulte. The flat organization model encourages close management participation in projects defined by this initiative.

### **Provisioning and Deployment of Equipment**

In reference to this initiative, Keefe is providing software, project management, implementation, and support services. Depending upon infrastructure and hosting choices Keefe may additionally provide hardware and network resources. Keefe Software provided for commissary and fulfillment systems:

- IBM DB2 Express C Edition 9.7 or higher
- Windows 2012 Server with IIS
- KEEFE KeepTrak™ Commissary
- KEEFE KeepTrak™ Inventory / Fulfillment

### **Infrastructure Options**

Keefe will supply a new Dell server to each participating CI location. The server will be configured to interact with the Lockdown server through a web services interface.

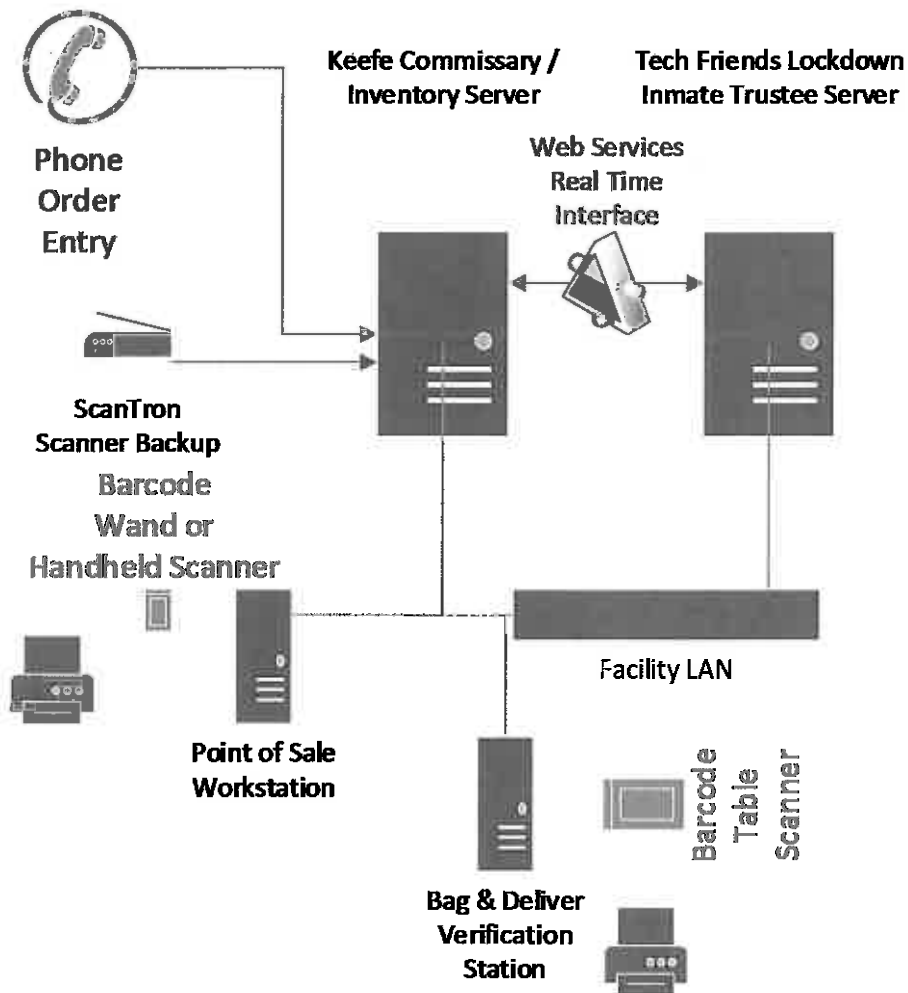


4.4.2 The evaluation committee will review and evaluate all proposed vendor software solutions, including vendor's Point of Sale system and the interface capabilities with our current Tech Friends Lockdown inmate trustee system.

**Keefe Response:**

Please see below for an overview of Keefe's point-of-sale solution and interface functions.

**Overview of Network and Functions**



Each facility that has a Lockdown server and inventory will have a Keefe server with a real-time Web Services interface to the Lockdown server. In addition to Phone order entry and Scantron order entry the Keefe Commissary server also supports point of sale walkup sales, Bag & Deliver, blind pick and verification, kiosk order processing, and combined spending limits interface with the Quarterly Package Program.





### Logging on to the Warehouse Management System

The following screenshots illustrate some features of the Warehouse Management System that include review of quantity on hand and item choices available for publication to the inmate menus.

Login window with fields for User ID, Password, and Warehouse (MI DOC / MI DOC SOUTH). Buttons for OK and Cancel.

When you login you will be at the KCN Warehouse – varies by your location.

KCN Warehouse - MI DOC / MI DOC SOUTH interface showing a table with columns: ID, Source, Destination, Status, Pull By, Deliver By. The interface includes a sidebar with navigation options (Transfers, Purchase Orders, Stores, Scan Profile, Items, Vendors, Orders) and a bottom status bar.

Choose the Items Tab from the left side menu and then click on the Qty On Hand column until the arrow points downward. This will sort the for sale items by the most highly available.







KCN Warehouse - MI 000 / MI 000 SOUTH

File Navigation Maintenance Reports Actions

Transfers Filter: All Items [New] [Edit] [Delete]

Category	Item	Description	Qty On Hand
DEFAULT	4010	SNICKERS BAR	1638
DEFAULT	4001	M&M PEANUT	1303
DEFAULT	3112	SALTINE CRACKERS 16-OZ	990
DEFAULT	8237	4XL BOXER SHORTS - WHT	678
DEFAULT	3004	ZC PB CREME COOKIES 6 OZ	441
DEFAULT	6612	KK CIN RAISIN BAGEL 4OZ	221
DEFAULT	6412	GRAPE JELLY 1 OZ.	220
DEFAULT	9800	\$5 PHONE TIME	175
DEFAULT	9802	\$10 PHONE TIME	25
DEFAULT	9803	\$20 PHONE TIME	25
DEFAULT	0010	15OZ VO5 SHAMPOO	0
DEFAULT	0011	15OZ VO5 COND.	0
DEFAULT	0036	D&L PERM CREAM RLXR KIT	0
DEFAULT	0040	HAIR FOOD W/VITAMIN E	0
DEFAULT	0051	HAIRDRESS & PRESS OIL	0
DEFAULT	0065	ALOE VERA ACTIVATOR GEL	0
DEFAULT	0121	1.5 OZ FRESHSCENT ROLL-ON	0
DEFAULT	0200	4OZ BABY POWDER	0

Item Store Pricing Scan Profile Pricing Vendors UPCs

Item: 0010 Description: 15OZ VO5 SHAMPOO Quantity On Hand: 0

Category: DEFAULT Safety Level: [ ]

Keefe:  Days On Hand: [ ]

Items KCNGuest KCNGuest

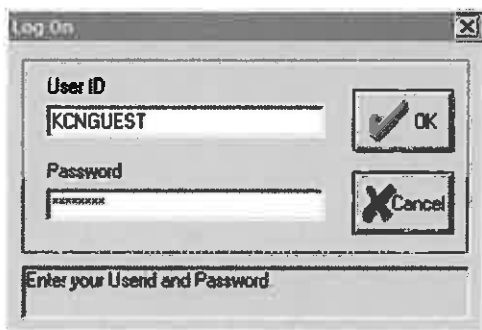
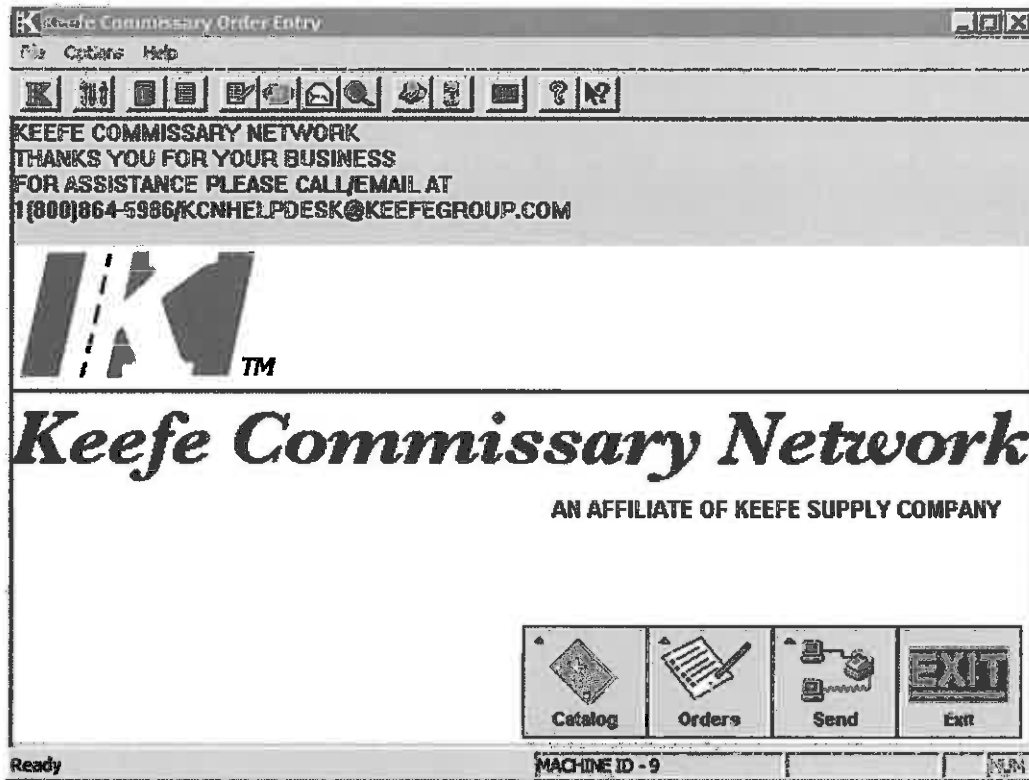
From this display you can review Store Pricing (walk-up purchases), Scan Profile Pricing (kiosk, scan, phone purchases), Vendors, and UPC codes associated with the selected item.

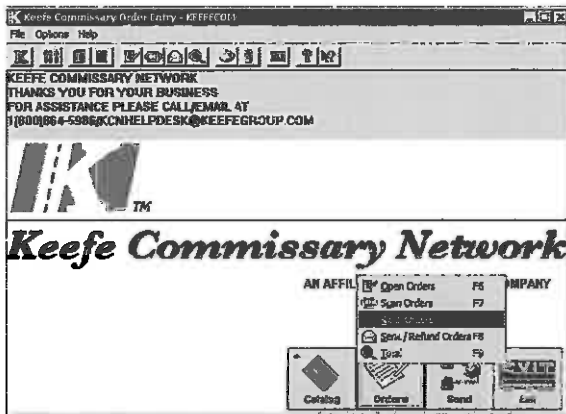




### Processing Orders in the Commissary Application

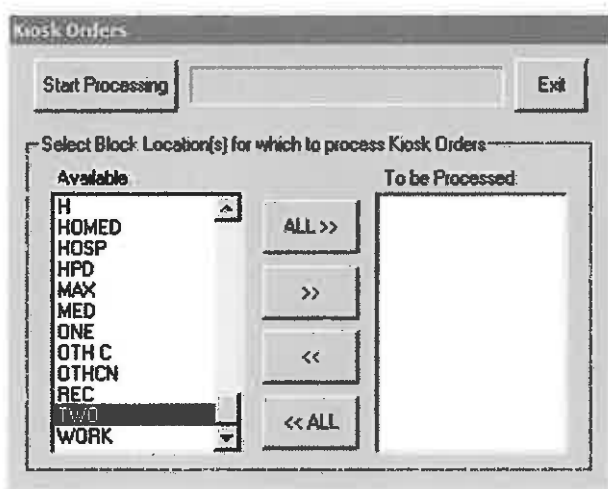
The following screenshots illustrate processing bag & deliver orders – these orders can be collected from Scantron sheets, from kiosks, from Keefe’s phone IVR system. Orders may also be entered manually as needed.

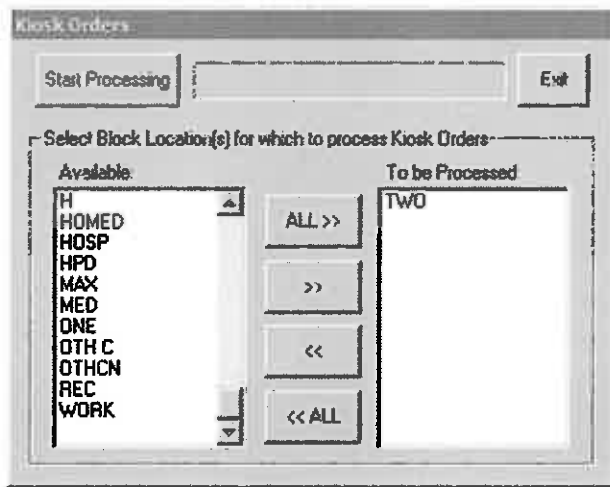




From the Open Orders menu choose whether you are processing Scantron orders, kiosk orders, phone orders, or simply continue to open orders to provide commissary directly to the inmate. The following illustration shows how to process kiosk orders.

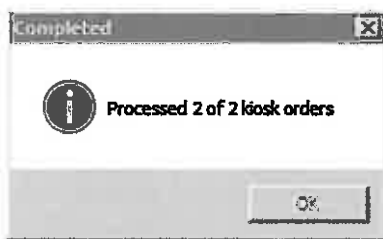
Chose a location from the available locations and add it to the To be Processed box by clicking the double left arrows:



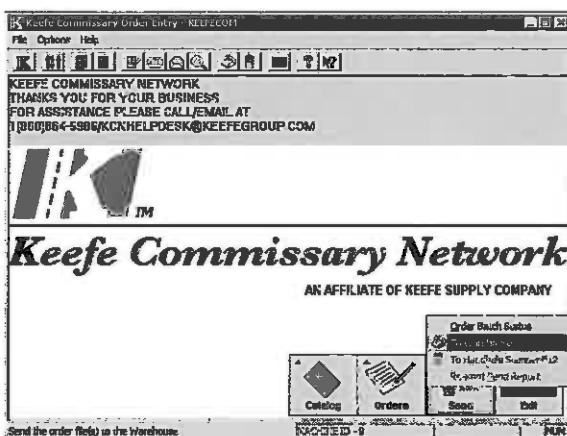


Then Click “Start Processing” to prepare the orders to be sent for fulfillment. At completion of pre-processing you should receive a status message.

During this time the Keefe system will use the real-time web services interface to communicate with Lockdown for posting of commissary purchases.

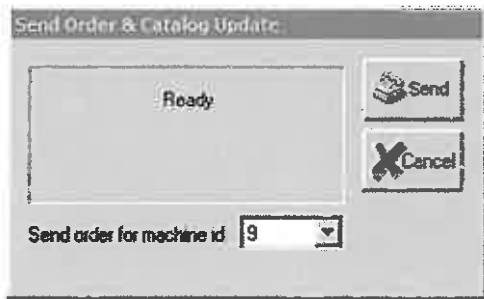


At this point we will have another step to submit pending orders to the Trust Fund through the Data Exchange Gateway for overnight debits to inmate accounts. Once the results are returned, you will ‘Send’ the orders to the warehouse for fulfillment using the Commissary Program:





Click Send:



Once the orders have been sent for fulfillment, use the PrintBatch menu option to print the pick tickets.

### Using the Print Manager to create Pick Tickets

The following screens illustrate the use of the PrintBatch blind pick system for collecting approved orders from the warehouse inventory.


Launch the Print Batch Program.

From the PrintBatch Menu choose a batch of orders that is ready for print:





Printed output appears as follows:


**Pick Slip**   
SC125981

Inmate Block: TWO      Inmate Tier: ONE

---

**ORDER DETAILS**

ITEM	QTY	DESCRIPTION	PRICE	EXTENDED	TAX
DEFAULT					
3274	2	ZC MONSTER ICED BUNEEZ	\$1.20	\$2.40	0.00
6116	3	CHEESE PUFFS	\$0.65	\$1.95	0.00
6125	4	HOT CHIPS 1.5 OZ	\$0.65	\$2.60	0.00

**Pick Slip**   
SC125982

Inmate Block: TWO      Inmate Tier: ONE

---

**ORDER DETAILS**

ITEM	QTY	DESCRIPTION	PRICE	EXTENDED	TAX
DEFAULT					
2210	6	S.S. FRUIT PUNCH	\$0.25	\$1.50	0.00
6003	2	CWE CAJUN SHRIMP W/LIME	\$0.90	\$1.80	0.00
6011	2	CWE HOT & SPICY VEG RAMEN	\$0.90	\$1.80	0.00
6116	2	CHEESE PUFFS	\$0.65	\$1.30	0.00
6173	2	BC CHILI W/ BEANS	\$3.00	\$6.00	0.00
6310	2	SUMMER SAUSAGE PEPPERONI	\$0.99	\$1.98	0.00
6540	1	ZC STRAWBERRY CEREAL BAR	\$0.80	\$0.80	0.00





You can also review and reprint previous batches:

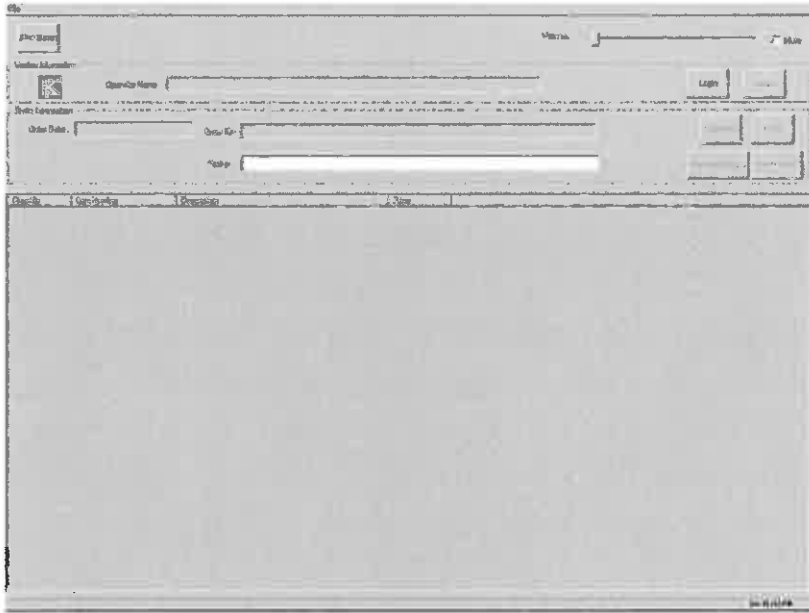
Received	Batch	Facility	# of Orders	# of Items	Batch Total
10/13/2011 3:56 PM	331	DEMOSCAN-01	2	36	\$22.13
10/7/2011 9:00 AM	330	DEMOSCAN-01	1	1	\$4.40



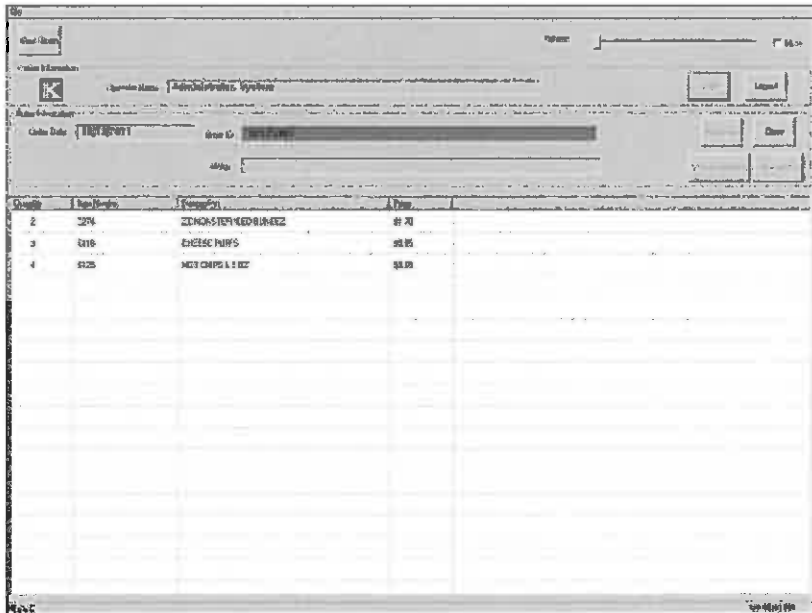


### Verifying orders and Printing the Delivery Receipt

After the orders are picked, the 'teller' will use the FAST application to bar-code the completed order prior to creating the final receipt:



Either Type in or Scan the barcode from the pick ticket to produce the order on the display:









On completion of verification, the receipt prints:

DEMOSCAN-01		RECEIPT SLIP	
NAME: DAVIS, ANDREW		INMATE ID: 4567	
SITE: DEMOSCAN-01		BLOCK: TWO	
BATCH NUMBER: 331		TIER: ONE	
ORDER NUMBER: 100025981		CELL: 2G4	
ORDER DATE: 10/13/2011			
ORDER FORM: UNASSIGNED ORDER FORM			
ORDER DETAILS			
NO	ITEM	QTY DESCRIPTION	PRICE EXTEND
01	3274	2 ZC MONSTER ICED BUNEEZ	\$ 1.20 \$ 2.40
02	6116	3 CHEESE PUFFS	\$ 0.65 \$ 1.95
03	6125	4 HOT CHIPS 1.5 OZ	\$ 0.65 \$ 2.60
		SUB-TOTAL:	\$ 6.95
		TAX TOTAL:	\$ 0.00
		ORDER TOTAL:	\$ 6.95
REJECTED ITEMS			
ITEM	QTY DESCRIPTION	REASON	

Keefe and **Tech Friends** have agreed to implement the following web services interface methods in support of the use of the Keefe Commissary and Inventory Management system in real-time with the Lockdown inmate trustee system. Also, please see complete specification in **Exhibit K: Offender Integration Document**.

Please see following page for a summary of SOAP calls defined as core methods to this real-time interface between Keefe and **Tech Friends Lockdown**:





**GetAllActiveOffenders**

- Returns a list of all active offenders with account details – (assists with assigning restrictions prior to order entry)

**GetOffenderData**

- Returns details of a single offender's account – (opening call to begin the ordering process)

**PostOffenderTransaction**

- Used by Keefe to Post a transaction to the partner system – (conclusion of order entry process)

**PostOffenderTransactionWithDetail**

- Used by Keefe to Post a commissary Order or Refund transaction with a full item list (allows Lockdown system to store individual commissary line items for reporting to facility from banking platform)

**ValidateOffenderTransaction**

- Allows the partner system to validate an order before it is posted (optional if banking system wants to compute and post the total and return results to the commissary system)

**GetOffenderTransactionStatus**

- Used by Keefe to ensure that a transaction was successfully posted (acknowledgement from banking)



4.5 To provide Quarterly Package Programs whereby family and friends of inmates may purchase food, hygiene and property items to be delivered to the inmates on a periodic basis.

**Keefe Response:**

Keefe has read, understands and will adhere. Keefe will provide the opportunity for family members and friends of inmates to place food, hygiene and property items for delivery to inmates within WVDOC on a periodic basis.

4.5.1 Vendor should provide a marketing plan for the Quarterly Package Program, including a description of all marketing materials that Vendor will create or provide, for each quarter(s) and how Vendor will structure catalog design and printing.

**Keefe Response:**

Typical marketing materials provided for Package Programs consist of posters, catalogs, order forms, flyers, email blasts and a website. All materials are provided at no cost to the WVDOC.



Keefe will create proposed printed marketing materials for approval by WVDOC. Upon WVDOC approval, the marketing materials will be printed and distributed to each facility **two (2)** weeks prior to the program start date to allow access by inmates or family members and friends during visitation.

Keefe would also suggest that WVDOC provide a link on their website to the Securepak domain, [www.WestVirginiaPackages.com](http://www.WestVirginiaPackages.com) for family member and friends to place orders.



Catalogs and order forms are grouped into categories to aid in item selection. Items in the catalog and order form that are Kosher, Halal, diabetic, gluten free, soy free, clear, re-sealable and female items are all designated with a symbol next to the product:

QTY	ITEM#	ITEM DESCRIPTION
<b>FOOD &amp; SNACKS</b>		
<b>COFFEE, CAPPUCCINO &amp; HOT COCOA</b>		
___	10244	Keefe 3 oz. Colombian Blend Coffee Premium [K R] LIMIT 12
___	7022	Keefe 3 oz. 100% Colombian Coffee [K C R] LIMIT 12
___	2974	Maxwell House 4 oz. Select Roast Coffee Pouch [C R] LIMIT 12

For example, Keefe 3 oz. 100% Colombian Coffee is Kosher and packaged in both Clear and Re-sealable packaging

Keefe would also suggest that WVDOC provide a link on their website to the Securepak domain, [www.WestVirginiaPackages.com](http://www.WestVirginiaPackages.com) for family member and friends to place orders.

At the start of each new quarterly program Keefe will send an email blast advertising the start of a new program to each person who has provided their email address from a previous ordering period.

4.5.2 Vendor should provide at least three (3) samples of previous catalogs used in package programs that are the same or similar in size of the Agency.

**Keefe Response:**

Please refer to **Exhibit I: Sample Marketing Materials** for sample WVDOC Food and Property marketing materials as well as **three (3)** sample catalogs that have been used for Securepak customers of the same or similar size to WVDOC.





4.5.3 Vendor should provide detailed information with respect to the package program, including, but not limited to, how program will be managed, ordering processes, types of payments accepted, how payments are processed, returns, refunds, credits, discrepancies, etc. In addition, Vendor shall disclose any security, data and/or credit card breach and/or compromise it has encountered over the last five (5) years. Vendor should list type of infringement, location of breach, how breach was rectified, damage encountered by Vendor's client, and client's contact name/information.

**Keefe Response:**

Keefe has read, understands and will adhere.

**Program Order Management Overview**

Keefe successfully provides Inmate Package Order Management services to over 1,000,000 packages annually purchased by family members and friends for delivery to inmates in correctional facilities sold through more than 150 individual programs across the country.

Keefe's Inmate Package Order Management process has successfully met the needs of WVDOC over the years and will continue to do.

Our software is designed to adhere to numerous requirements as directed by various State Department of Corrections across the country. We introduced the concept of multiple orders merged into a single package for package programs and have been using that practice for several years. Our software can ensure that individual limits per item as dictated by WVDOC is adhered to as well as items that are gender based and / or the overall dollar limit or weight of a package . Once a limit of any kind is reached no additional quantity or items or orders will be allowed to be placed depending on which threshold or combination of thresholds were achieved. Current dollar limits or quantity limits may be adjusted at any time at the discretion of WVDOC.

Additional features that have been added to our Order Management portfolio of services are listed below:

- Provides password protected Web application that allows Facility Staff Members to research inmate and family member / friends order history. Provides ability to identify all persons who may have placed an order for a specific inmate during a specific date range and allows for the ability to identify how many different inmates a specific person is placing orders for during a specific date range.
- Ability to provide applications to interface with DOC banking applications to access inmate funds in lieu of check requests. More efficient ordering process than processing hundreds of check requests.
- Online or automated telephone order tracking by family members / friends.



- Ability to accept multiple orders for same inmate and merge into a single pick slip for Order Fulfillment while still ensuring that program limits -- dollar, weight, quantity are still be adhered to.

#### **Program Order Fulfillment Overview**

Keefe accomplishes a “blind fill” process by using a single copy Pick Slip printed without inmate name, inmate number or any other inmate identifier displayed. The Pick slip contains a bar code and a unique Package ID. After the order has been completely pulled, packaged and sealed the bar code on the Pick Slip is scanned and a Pack Slip (3 copies using NCR paper) and a 4”x10” white self-adhesive Bag Label are printed and affixed to the outside of the package. The Pack Slip (3 copies) are placed inside a self-adhesive Packing Slip Envelope. As required above a PI employee will be assigned to handle the scanning of the Pick Slip and the attaching of the Bag Label and Pack Slip, but the Keefe process possesses the necessary security features to allow an inmate to perform this function if PI and SCDC decide to allow an inmate to perform this task after seeing the operation in use. After the Pack Slip and Bag Label are affixed to the package it is placed inside a large cardboard box for placement on a pallet for shipment to the facility.

**Please see the image below of typical poly bag with bag label attached:**





**Software to be Utilized On-Site**

Symantec Antivirus, Oracle E-Business Application Suite, Microsoft Windows 7 Enterprise, Mobil Wireless Management, Microsoft Office 2007

**List of Planned hardware to be utilized on-site is as follows**

**Network Hardware:**

- Cisco WE-C3850P-24-S            24 port switch
- Cisco 2901/K9                    Router
- Cisco VWIC2-2MFT-T1/E1        T1 Card
- Cisco WS-C2960-8TC-L            8 port cart switches
- Cisco AIR-CAP36021-A-K9        Wireless Access point
- Cisco 8841 phone                VOIP phone

**Computer and Peripherals:**

- Dell Latitude 14 5000 series      Laptop
- Dell 19 inch Monitor
- Laptop Docking Station
- Keyboard and Mouse
- Dell Optiplex 7010                Desktop computer
- Uninterruptible Power Supply
- Lexmark MS810                  Laser printer
- Lexmark MS510                  Laser printer
- Zebra Printer                    label printer
- Motorola MC9190                Wireless handheld scanner
- Symbol LS4208                 Stationery scanner

**Order Placement and Payment Methods**

Keefe accepts orders via the following methods:

- Secure Website:                [www.westvirginiapackages.com](http://www.westvirginiapackages.com)
- Toll-Free Phone Number:      (800) 546-6283
- Dedicated Fax Number:      (866) 754-2813
- Mail:                              Access Securepak (SC)  
10880 Lin Page Place  
St. Louis, MO 63132

Keefe also accepts orders via a password protected secured web application for facility placed inmate orders.







Orders may be paid via MasterCard®, Visa® or Discover® credit or debit cards, money orders or cashier checks. Keefe employs approximately **ninety (90)** Customer Service Representatives in the Call Center and hours of operation are 8:30am to 12:00am EST Monday through Friday and 11:00am to 5:00pm EST on Saturdays. Numerous Customer Service Representatives are bi-lingual (English and Spanish)

Keefe will be responsible for all financial transactions between the buyer of the package and Keefe. Any refund due will be promptly paid to the buyer of the package.

### **Payment Platform**

Keefe payment platform is located in a Tier 4 data center located in St. Louis Mo. and managed by internal staff. The environment is in a segmented network with multilayered security controls. The endpoint is controlled by a next generation firewall that does stateful inspections of all packets along with advanced threat protection to minimize the potential of an attack. The middle layer passes through a Web Application Firewall that filters the data stream and blocks common attacks before they happen. The application layer has antivirus and malware protection as well as file monitoring that can detect a file level change. Then the whole environment is protected by Intrusion Detection and Prevention systems that monitor all data into and out of the environment. Additionally the environment is monitored 24/7 by a managed service that correlates all system logs/alerts and escalates any potential suspicious activity. Additionally Keefe does not store any credit card numbers.

### **Backup and Redundancy**

The Keefe platform is configured with multiple ESX host servers and SAN storage. The ESX hosts and individual Virtual Servers are configured for High Availability failover. Premise-based network equipment is redundant with immediate failover capability. Our data center has redundant Internet Service Providers so failure of one ISP will not interrupt inbound access to the Keefe website.

We also have a backup data center in Omaha, Nebraska to provide a recovery in the event of a cataclysmic disaster.

### **Network Security**

Keefe Group Securepak operation runs on a multi-layered platform of technology. Computers are secured from malware and viruses with Symantec endpoint protection. The mobile cart stations are limited function kiosk's with ability to connect to Oracle telnet program for scanning and printing of package labels. On premise router firewall restricts access from site to any unauthorized programs. Local switch VLAN's control cross network functionality





### **Credits, Refunds, Damages or Discrepancies**

Keefe will be responsible for all financial transactions between the buyer of the package and Keefe. Any refund due will be promptly paid to the buyer of the package.

In the event of a discrepancy or damage either a refund or no charge replacement will be sent.

In the event a package order is cancelled or inmate is not allowed to receive the package a refund will be provided to the buyer of the package.

### **Security Incidents**

On December 6, 2012 Access Securepak experienced an intrusion into our payment platform at our then vendor's hosting facility, but evidence to date from forensic investigators show that no data was ex-filtrated from our environment. The site underwent an extensive remediation and relocated to a secure environment at our current Tier 4 data center in St. Louis. The environment then underwent a Level 1 PCI assessment by an independent Qualified Security Assessor to validate our PCI 2.0 compliance in August 2013. In December 2014, Centric completed a Level 1 assessment for the new PCI 3.0 requirements. Please refer to **Exhibit G: Attestation of Compliance** for a copy of Keefe's PCI audit.

- 4.6 To provide a wide variety of commissary products, at cost effective prices, to be sold to the Agency's inmate population.

### ***Keefe Response:***

Keefe has established a wide variety menu at cost effective prices for WVDOC inmates. Keefe offers the best quality name brand and generic items at a reasonably price to ensure all parties are satisfied.





4.6.1 Agency will provide the Vendor with sufficient space for the commissary operations. All current Agency owned equipment, located in the commissary area, may be used by the Vendor. Agency will provide and pay for all utilities. If required, Vendor shall bear the expense for telephone/fax/data lines at the facilities. Computer equipment, office supplies, and other incidentals shall be supplied by the Vendor. Should Vendor desire additional equipment or furnishings not supplied by the Agency, Vendor may supply the items after approval from the Agency. If Vendor supplies additional equipment that is not affixed to the facility, said equipment can be removed by Vendor at end of contract term. All affixed equipment supplied by the Vendor remains the property of the Agency at end of contract term.

** Keefe Response:**

Keefe has read, understands and will adhere.

4.6.2 Vendor's equipment, tools, supplies and materials are subject to search or inventory at any time. Tools and materials shall be carefully controlled at all times and locked when not in use. All ladders and movable lift equipment is closely supervised when in use. Security and safety requirements set forth under the Agency Policies and Facility Operating Procedures must be adhered to at all times, as now provided or subsequently revised.

** Keefe Response:**

Keefe has read, understands and will adhere.







## Attachment B: Mandatory Specification Checklist

List mandatory specifications contained in Section 5:

- 5.1 Vendor, or key officers of the company, must have at least five (5) years of experience providing and operating inmate commissaries within a correctional type setting.

### **Keefe Response:**

Keefe's experience in commissary operations dates back to 1975. For over 40 years we have been providing commissary services and innovative solutions exclusively to the correctional market.

Keefe Commissary Network, the leading provider of outsourced correctional commissary operations, began in 1997. A division of Keefe Group, KCN was formed to meet the demands of the correctional environment with input from experienced corrections professionals. Over the years, we have continued to develop solutions designed specifically for the correctional environment.

KCN provides automated commissary management services to correctional facilities nationwide and we design, write and support all of our own software. Our concept is to create a system that is flexible and easy to use, yet sophisticated enough to manage any correctional environment. KCN has 1,735 employees currently handling commissary operations at on-site and off-site locations nationwide.

The Cleveland Distribution Center is managed by Regional Vice President Tim Nichols, Regional Manager Jerome Anderson and Account Manager Rachel Daugherty who have a combined 30+ years of experience with Keefe and the corrections industry. Please see below for resumes of key staff members that will be assigned to this contract.

Please see the following pages for resumes of Keefe's employees who will be assigned to this contract.

Please see Attachment A for Keefe's references detailing experience that exceeds this requirement.





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## **John Puricelli**

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### **TITLE & TENURE**

Executive Vice President/General Manager, *Keefe Commissary Network* – 18 years

### **BIOGRAPHY**

John joined Keefe Group in 1997 as KCN's Business Manager. In John's over 15 years of service, he has also held the positions of KCN's Vice President and Controller and headed up the Access Securepak business as Vice President and General Manager before returning to KCN as Chief Operating Officer. John has been involved in every component of KCN's growth by establishing policies and procedures to standardize KCN's industry leading operations, introducing new technologies and focusing on customer service.

Today, John leads the entire KCN operation as Executive Vice President and General Manager and is responsible for overseeing: sales, technical development, operations, customer support and over 1,500 employees nationwide. John has an accounting degree from Southern Methodist University and a Master's of Business Administration concentrating in finance from Washington University in St. Louis.

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## **Tim Nichols**

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### **TITLE & TENURE**

Regional Vice President, *Keefe Group* – 24 years

### **BIOGRAPHY**

Tim started with Keefe in 1991 as Warehouse Manager overseeing warehouse operations, quality control, employee training and negotiations with warehouse vendors. From 1994 to 2006, Tim held the roles of Account Manager and Senior Account Manager and was responsible for assisting the sales staff, training staff, maintaining customer relationships, managing a sales territory, meeting forecasted goals and the enhancement of sales efficiency and performance.

In 2007, Tim was promoted to his current position of Regional Vice President and is responsible for the oversight of the 100,000 square foot Cleveland, Ohio warehouse, 126 employees, maintaining customer relationships and managing the overall operations and financials for the Distribution Center.





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## **Keith Johns**

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### **TITLE & TENURE**

Vice President of Sales, Keefe Commissary Network – 12 years

### **BIOGRAPHY**

Keith's career began in 2003 as an Operations Assistant for Keefe Commissary Network. In 2004, he was promoted to KCN Operations Manager and was responsible for overseeing the transition plans for large facility start-ups as well as the implementation of effective policies and procedures. In 2005, he furthered his career becoming the KCN Midwest Regional Manager with sales and operations responsibilities in 16 states. In 2010 Keith was promoted into his current role as Vice President of Sales making him accountable for all of KCN's national sales development and customer service support.

Prior to joining Keefe Group, Keith attended the University of Mississippi before being drafted to play professional baseball for nine years.

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## **John Vitale**

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### **TITLE & TENURE**

Vice President/Technical Services – 20 Years

### **BIOGRAPHY**

John began his career in 1995 with KCN and eventually headed up the technology division as Vice President of Technical Services. John is one of the original architects of KCN's KeepTrak software system. He also, led the Technical Services division through major upgrades and rollouts of KCN software systems. Currently, John provides consulting services throughout the technology area, specializing in large-scale implementations and teaming with customers, business partners and staff in areas relating to hosting, statewide deployments and software strategies.

For over 20 years, John has been providing these services to the corrections industry: Oversight of Master Project leadership, infrastructure and Central Production Services, Quality Assurance, Implementation and Ongoing Support.





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## **Jerome Anderson**

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### **TITLE & TENURE**

Regional Account Manager, Keefe Commissary Network – 6 Years

Jerome began his career at Keefe Group in 2009 as an Account Manager. Over the past six years he has traveled throughout the region managing accounts and maintaining customer relationships.

In his current role as KCN Regional Manager, Jerome is responsible for managing new account startups and scheduling, driving KCN business in the region, the implementation of training to staff on KCN services and managing the daily operations and employees.

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## **Rachel Dougherty**

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### **TITLE & TENURE**

KCN Account Manager – 1 Year

Rachel began her career with Keefe in 2015 and her main responsibilities will be to work with West Virginia Department of Corrections and Correction Industries for the commissary and Family Package Program. She joined Keefe from working as the office manager where she overseen all office, training, scheduling and communications between management and employees.

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## **Eileen Greynolds**

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### **TITLE & TENURE**

Regional Commissary Manager – 9 Years

Eileen joined Keefe in 2006 as a Commissary Representative and was quickly promoted to Commissary Manager. Within a few years, Eileen was promoted again to Regional Commissary Manager for West Virginia, where she has served for the last 5 years.

In her current role, Eileen travels to all 10 DOC facilities and 10 Regional Jail facilities throughout West Virginia to maintain customer relationships with the facilities. Eileen is also responsible for 43 full and part-time employees.







## **Tricia Boucher**

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### **TITLE & TENURE**

Director of Technical Services, Keefe Commissary Network – 16 Years

Tricia began her career with Keefe Group in 1999 as a Technical Coordinator for Keefe Commissary Network. For several years, she traveled the country meeting customers, installing systems, training and assisting facility staff and providing help desk project support.

In her current role as Director of Technical Services, she manages a staff of project analysts and technical coordinators who resolve complex software and hardware issues for both in-house and on-site field projects. The Project Management, Systems Engineering, and Customer Support teams all report to Tricia.

Tricia also interacts between deployment, project and support staff throughout the initial phases of a project and on an ongoing support basis. She has been heavily involved in overseeing these serves for all of Keefe's statewide DOC MP3 programs.

## **Elisa Pinkley**

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### **TITLE & TENURE**

Systems Project Manager, Keefe Commissary Network – 15 Years

Elisa began her career with Access Catalog, an affiliate of Keefe Group, in 1999. After working in administration for several years, Elisa moved to KCN in 2003 as a Technical Coordinator. Her attention to detail and capacity for mastering technical information quickly caught the attention of customers. Before long, Elisa was working on large projects for the Technical Services division.

In her current role, Elisa manages all in-house and on-site projects, including new account installations, on-site project equipment purchases, new hardware and software upgrades and the implementation of new KCN technologies.





- 5.2 Vendor, or key officers of the company, must have at least three (3) years of experience in working/partnering with Correctional Industries.

**Keefe Response:**

Keefe has executed several successful partnerships with Correctional Industries, as outlined in Attachment A. Keefe's original partnership with Indiana PEN Products dates back to 2004.

- 5.3 Vendor must have staff dedicated solely for the purpose of providing commissary services.

**Keefe Response:**

Keefe has read, understands and will adhere to this requirement. All staff listed in this response is solely dedicated to providing commissary services. Please see Exhibit L – Operational and Staffing Plan for a detailed overview of Keefe's proposed staffing plan.

In addition to the on-site staff and key personnel listed in **Section 5.1**, Keefe has a full-time dedicated purchasing department and full-time dedicated distribution department in Saint Louis, MO to ensure proper inventory levels are maintained. In addition, Keefe has an in-house Product Development staff dedicated to researching and producing new products in correctional-friendly packaging. In 2014, Keefe introduced **fifty-four (54)** new products ranging from **Maxwell House®** espresso to **Kellogg's®** cereals in re-sealable pouches with clear windows for added security.

Keefe is the only commissary provider to maintain its own packaging facility completely devoted to packaging products for the correctional market. Keefe's 100,000 square foot state-of-the-art packaging plant produces over **sixty (60) million** pouches of product annually. Some of these pouch products include: **Maxwell House® coffee, Velveeta® Macaroni & Cheese, Keefe 100% Colombian Coffee, E.Z. Digby's® candy, Cactus Annie's® chips and snacks, Keefe Kitchens® rice** and much more.

Keefe also employs **fourteen (14)** in-house software developers and **thirteen (13)** project managers devoted to the research and development of Keefe's software and technology applications including, MP4 players, Edge inmate housing unit kiosks, lobby deposit kiosks, facility release kiosks and various websites. Keefe has invested heavily in its IT Help Desk and Software support capabilities and continues to increase staff levels in these departments.





- 5.4 Vendor's employees entering the facilities and working in the facilities must be able to pass, to the satisfaction of the Agency, a security and background check performed by the vendor. Agency reserves the right to perform additional background and security checks.

**Keefe Response:**

Keefe has read, understands and will adhere. Keefe understands that employees entering the WVDOC facilities must pass, to the satisfaction of the WVDOC, a security and background check. Keefe understands and agrees that the WVDOC reserves the right to perform additional background and security checks on all Keefe employees.

- 5.5 Vendor shall provide, with proposal, a minimum of five (5) references from current or former correctional clients comparable to or larger than Agency. At least one client must have an inmate population of 7,500 or larger with multiple facilities, multiple types of commissary operations. Three (3) references shall be from current or former clients that Vendor partnered with the Correctional Industries program. For each reference, the following information must be included: Entity Name, Address, Contact Name, Title, Phone Number, Email Address, Description of Services Provided, Dates of Service, Number of Inmates Served, Number of Facilities Served, and Annual Sales (2-years of sales).

**Keefe Response:**

Keefe has read, understands and adhered. Please refer to **Attachment A: pages 3-8 to 3-27** for Keefe's references including all required information listed above.

- 5.6 Vendor shall outline its financial stability as it relates to providing services to the Agency and the partnership with WV Correctional Industries.

**Keefe Response:**

Keefe has included audited financials with this proposal to show its financial stability as it relates to providing all services outlines to the WVDOC and WVCI. Please refer to **Exhibit M – Audited Financials** for requested information.

- 5.7 Vendor shall identify any subcontractors that will be involved in the development, implementation, training and operation of this project. Vendor's product suppliers are exempt from this mandate.

**Keefe Response:**

Keefe does not intend to subcontract any portion of this proposal. Keefe will be solely responsible for the development, implementation, training and operation of this project.





5.8 Vendor shall provide, when requested, product samples to the Agency at no charge. In the event the Agency is required to return product samples; it shall be at the vendor's expense.

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements. Keefe will provide all product samples requested by WVDOC and/or WVCI at no-charge and understands that any returns would be at Keefe's expense.

5.9 Vendor shall have all services outlined in this RFP completely implemented and operational within ninety (90) days from the contract date unless otherwise agreed to by the Agency.

**Keefe Response:**

Keefe has read, understands and will adhere to this requirement. Please see Keefe's response to Item 4.2.5 in Attachment A for Keefe's implementation plan detailing how Keefe will have all services outlined implemented and operational within 90 days from the contract start date.

5.10 Vendor shall submit a list of joint venture operation facilities and the locations it currently or formerly partnered with the correctional industries program.

**Keefe Response:**

Keefe has read, understands and adhered. Please see Item 4.3.7 in Attachment A for a list of joint venture operations where Keefe has partnered with correctional industries programs.

5.11 Cost/Revenue Proposal:

5.11.1 Attachment C1 consists of a sample "market basket" listing of commissary products for cost evaluation purposes only. No glass containers, alcohol based products, or aerosol items are allowed in the prison system. This price list will be used to evaluate the cost portion of this bid, but Vendor understands additional products will be added, as agreed by both parties, to the commissary menus.

**Keefe Response:**

Keefe has read, understands and adhered. Please see **Cost Proposal** located under separate cover for requested information.





5.11.2 Vendors shall enter unit prices for the "unit of measure" specified, i.e., ounce, each, count package, etc. Example, bottle of soda: vendor shall enter its price per ounce multiplied by the estimated annual unit of measure quantity to arrive at the item extended cost.

**Keefe Response:**

Keefe has read, understands and adhered. Please see **Cost Proposal** located under separate cover for requested information.

5.11.3 Vendor shall indicate its "brand" and "container size/count".

**Keefe Response:**

Keefe has read, understands and adhered. Please see **Cost Proposal** located under separate cover for requested information.

5.11.4 Vendor shall state the commission it will pay to the Agency that will be deposited into the Inmate Benefit Fund. Said commission rate will not be part of the cost bid evaluation.

**Keefe Response:**

Keefe has read, understands and adhered. Per Addendum #14, Keefe will pay WVCI 5% of the commissary sales (excluding personal property) and 7.5% of the quarterly package program sales. Please see **Cost Proposal** located under separate cover for WVDOC commission.

5.12 The Vendor shall procure all necessary permits and licenses to comply with all applicable Federal, State, or municipal laws, along with all regulations, and ordinances of any regulating body.

**Keefe Response:**

Keefe has read, understands and will adhere to this requirement. Please see the following page for a copy of Keefe's Certificate of Authorization from the State of West Virginia.





# State of West Virginia



## Certificate

*I, Natalie E. Tennant, Secretary of State of the State of West Virginia, hereby certify that*

**KEEFE COMMISSARY NETWORK, L.L.C.**

was duly authorized under the laws of this state to transact business in West Virginia as a foreign limited liability company on April 24, 2006.

The company is filed as an at-will company, for an indefinite period.

I further certify that the LLC (PLLC) has not been revoked by the State of West Virginia nor has a Certificate of Cancellation been issued.

Therefore, I hereby issue this

### CERTIFICATE OF AUTHORIZATION

Validation ID:7WV44\_K6C48



*Given under my hand and the Great Seal of the State of West Virginia on this day of February 25, 2015*

*Secretary of State*

Notice: A certificate issued electronically from the West Virginia Secretary of State's Web site is fully and immediately valid and effective. However, as an option, the issuance and validity of a certificate obtained electronically may be established by visiting the Certificate Validation Page of the Secretary of State's Web site, <https://apps.wv.gov/soa/bus/ncsentrysearch/validate.aspx> entering the validation ID displayed on the certificate, and following the instructions displayed. Confirming the issuance of a certificate is merely optional and is not necessary to the valid and effective issuance of a certificate.





- 5.13 The Vendor shall pay any applicable sales, use or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract shall be borne by the Vendor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

** Keefe Response:**

Keefe has read, understands and will adhere to these requirements. Keefe acknowledges that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

- 5.14 The vendor shall make available commissary goods from the approved WV Division of Corrections Commissary List, refer to Attachment E1. After award, Vendor and Agency will discuss, define and select specific items and sizes to comprise a Master Menu. Each site will develop their commissary product list from the Master Menu. The vendor is responsible for ensuring that only items included on the approved Master Menu are available. The Agency reserves the rights to add, eliminate, or restrict products. The Vendor may propose commissary products that are new to the market for the Agency's review and approval. All items to be sold as part of Commissary shall be approved by the Agency. The number and variety of items shall also be limited to manageable level as determined by the Agency. The Agency encourages the vendors to purchase products local to the sites whenever possible. The vendor may provide holiday/seasonal items approved by the Agency. Postage stamps (books, Individual, and Pre-stamped envelopes) will be sold through the commissary. Postage is restricted from mark-up and commission. There will be no glass containers, no alcohol based, and no aerosol based items.

** Keefe Response:**

Keefe has read, understands and will adhere. Keefe also purchases from Flowers Baking Company of Lynchburg, Pink Door Pizza and Wendling's Food Service with an approximate purchase amount of \$115,000 over the last 12 month period.

- 5.15 Vendor must provide a separate commissary menu/catalog for the Resident Substance Abuse Therapy (RSAT) inmates. This catalog must contain special items that are not offered through the main commissary. All proposed products must be approved by the Warden/designee at each facility.

** Keefe Response:**

Keefe has read, understands and adhered. Please see the following page for Keefe's sample RSAT menu. Keefe is currently the provider to WVDOC's RSAT population.





# St. Mary's RSAT Journey Program 2015 - Order Form

**Ship to:** Sorry, we cannot send orders from one inmate to another

Inmate Name: \_\_\_\_\_ (Please Print) ID#: \_\_\_\_\_  
 Institution/Dorm/Housing#: \_\_\_\_\_  
 Street Address: \_\_\_\_\_ (P.O. Box is not acceptable) (Please Print)  
 City, State, Zip: \_\_\_\_\_ (Please Print)

**Senders Information**  
Please print legibly without the information

Name: \_\_\_\_\_ (Please Print)  
 Street Address: \_\_\_\_\_ (Please Print)  
 City, State, Zip: \_\_\_\_\_ (Please Print)  
 Phone #: \_\_\_\_\_ (Please Print)  
 Email: \_\_\_\_\_  
(We will mail an e-mail confirming the order was received and an e-mail when the order ships)

QTY	ITEM DESCRIPTION	PRICE	TOTAL PRICE	QTY	ITEM DESCRIPTION	PRICE	TOTAL PRICE
<b>FOOD &amp; SNACKS</b>				<b>COFFEE (cont.)</b>			
<b>CANDY</b>				<b>CONDIMENTS</b>			
___40629	E.Z. Digby's 3 oz. Vanilla Caramels [C]	\$0.70	___	___4535	Kraft 1.5 oz. Ranch Dressing Packet	\$0.42	___
___40610	E.Z. Digby's 3.25 oz. Jawbusters [C]	\$0.75	___	___5837	A1 Steak Sauce 5 oz. Single Pack	\$0.30	___
___50681	Hershey's 10 oz. Milk Duds [K G]	\$3.60	___	<b>COOKIES</b>			
___5482	Milky Way 11.24 oz. Bag [K] Stickers	\$5.60	___	___729	Keebler 11.5-oz. Fudge Stripes Cookies	\$2.90	___
___5483	11.18 oz. Bag [K G] Whoppers 12 oz.	\$5.60	___	___4482	Nabisco 13 oz. Chewy Chips Ahoy! Chocolate Chip Cookies [K]	\$5.50	___
___50682	Carton [K]	\$3.60	___	___4582	Nabisco 14.3 oz. Ureco Cookies [K]	\$6.60	___
___6876	Russell Stover 1.125 oz. Mini Dream	\$1.35	___	___4593	Nabisco 16 oz. Nutter Butter [K]	\$6.10	___
___18543	Werther's 9 oz. Hard Candy	\$4.70	___	___4594	Nabisco 15.25 oz. Chips Ahoy! Cookies [K]	\$5.50	___
___80001690	M&M's 11.4 oz. Medium Plain Bag	\$5.90	___	<b>CREAMER</b>			
___80001691	M&M's 11.4 oz. Medium Peanut Bag	\$5.90	___	___76	Paramount Dairy Farms 8 oz. Non-Dairy Creamer [K C R H]	\$2.05	___
<b>CEREAL &amp; CEREAL BARS</b>				___10596	Paramount Dairy Farms 6.75 oz. French Vanilla Non-Dairy...	\$1.45	___
___10361	Golden Valley Cereal 20 oz. Frosted Flakes [R]	\$4.30	___	<b>DRINK MIXES</b>			
___10362	Golden Valley Cereal 20 oz. Berries Bunch O'Kranich [R]	\$4.30	___	___7833	Tang 12 oz. Instant Orange Drink Mix [C R]	\$2.35	___
___5824	Mrs. Freshley's 1.3 oz. Blueberry Cereal Bar	\$0.30	___	___7033	Kool-Aid 12 oz. Tropical Punch Drink Mix [C R]	\$2.35	___
___5825	Mrs. Freshley's 1.3 oz. Apple Cinnamon Cereal Bar	\$0.30	___	___7034	Kool-Aid 12 oz. Cherry Drink Mix [C R]	\$2.35	___
<b>CHEESE PRODUCTS</b>				___9713	Kool-Aid 12 oz. Watermelon/Strawberry Drink Mix	\$2.35	___
___2855	City Cow 8 oz. Super HOT! Habanero Cheese Snack... [C R G]	\$1.70	___	___71536	Country Time 12 oz. Lem'n Berry Slippers Drink Mix	\$2.35	___
<b>CHIPS</b>				___6470	Hawaiian Punch Singles To Go 0.74 oz. - SF Fruit Juicy Red S...	\$1.60	___
___5110	Moon Lodge 6 oz. Stuffed Jalapeno Potato Chips [S]	\$1.40	___	___7979	Gatorade 7.5 oz. Fruit Punch Drink Mix [R]	\$1.90	___
___7683	Cheetos 9 oz. Crunchy [C G]	\$2.80	___	___80001731	Wylar's 30 oz. Strawberry Lemonade Drink Mix 8 pk.	\$2.60	___
___7687	Cheetos 9 oz. Flamin' Hot Crunchy [C G]	\$2.15	___	<b>MEAT SNACKS</b>			
___19355	Pretos 10.5 oz. Chili Cheese Corn Chips [C]	\$5.20	___	___10683	Jack Link's 11 oz. Original Beef Sausage Summer Sausage [G S]	\$4.95	___
___18525	Ruffles 5.5-oz. Cheddar & Sour Cream Potato Chips	\$2.10	___	___10681	Jack Link's 11 oz. Original Hot Beef Sausage [C]	\$4.95	___
___10514	Doritos 8 oz. Nacho Cheese [C]	\$1.80	___	___10682	Jack Link's 11 oz. Original Beef Summer Sausage [G S]	\$4.95	___
___10354	Doritos 8 oz. Cool Ranch [C]	\$1.80	___	___80001558	Jack Link's 2.85 oz. Teriyaki Beef Jerky [R]	\$7.20	___
___7989	Cactus Annie's 12 oz. Hot Spicy Corn Chips [K C H G S]	\$1.90	___	___80001586	Jack Link's 2.85 oz. Beef Jerky Original	\$7.20	___
<b>COFFEE</b>				<b>NOODLES</b>			
___50	Nescafe 8 oz. Taster's Choice Regular Coffee [K G]	\$12.10	___	___7122	Knorr Lipton 4.6 oz. Asian Sides Teriyaki Noodles	\$2.20	___
___10704	Maxwell House 4 oz. Dark Roast Espresso [C R]	\$4.25	___	___7123	Knorr Lipton 4.3 oz. Pasta Sides Chicken Flavored	\$2.20	___
___10963	Folger's 4 oz. Traditional Roast Coffee	\$4.75	___	___7121	Knorr Lipton 4.4 oz. Pasta Sides Alfredo Noodles	\$2.20	___
___10960	Folger's 3 oz. Freeze Dried Instant Coffee	\$4.50	___	<b>PASTRIES &amp; SNACK CAKES</b>			
___18964	Folger's 8 oz. Traditional Roast Coffee	\$9.00	___	___562	Moon Pie 2.75 oz. Strawberry Flavor [C]	\$0.70	___
TOTAL _____				TOTAL _____			

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QTY/ITEM	ITEM DESCRIPTION	PRICE TOTAL PRICE	QTY/ITEM	ITEM DESCRIPTION	PRICE TOTAL PRICE
<b>PASTRIES &amp; SNACK CAKES (cont.)</b>			<b>DENTAL CARE (cont.)</b>		
542	Moon Pie 2.75 oz. Banana Flavor [C]	\$0.70	21181	Colgate 4.2 oz. Total Toothpaste	\$4.70
6044	Zippy Cakes 4.75 oz. Mega Buncez	\$0.89	20075	Colgate 4.6 oz. Original Flavor Toothpaste	\$3.65
6058	Zippy Cakes 4.25 oz. Strawberry Cheese Danish [C]	\$0.70	20209	Alm 6 oz. Tartar Control Toothpaste	\$2.15
6538	Zippy Cakes 4 oz. Cream Cheese Pound Cakes (2 pk) [C]	\$0.60	20084	Colgate Classic Soft Toothbrush [C]	\$1.25
3110	Zippy Cakes 4 oz. Cinnamon Crumb Cakes (2 pk) [K]	\$0.80	20085	Colgate Classic Medium Toothbrush [C]	\$1.10
6854	Zippy Cakes 10.5 oz. Fudge Brownies (6 pk) [C]	\$2.20	<b>DEODORANT</b>		
<b>RAMEN</b>			22337	Power-Up 2.5 oz. Clear A/P Deodorant - Force [C]	\$2.45
4	Maruchan Instant Lunch 2.25 oz. - California Veggie	\$0.79	20068	Mennen 3 oz. Power Ultimate Sport A/P Deodorant	\$4.05
1346	Maruchan Instant Lunch 2.25 oz. - Lime/Chili/Shrimp w/...	\$0.70	<b>ETHNIC HAIR CARE</b>		
16	Maruchan Instant Lunch 2.25 oz. - Hot & Spicy Beef	\$0.70	20377	Murray's 4 oz. Pomade	\$2.90
1334	Maruchan Instant Lunch 2.25 oz. Jalapeno Cheddar Ramen Cup	\$0.70	<b>PHARMACEUTICALS</b>		
<b>READY-TO-EAT MEALS</b>			20244	Halls Cherry Flavored Cough Drops (9 ct.)	\$1.48
1711	Brushy Creek 11.25 oz. Chili with Beans [G]	\$1.80	20545	Good Sense Cherry Cough Drops 30 ct. [C, R]	\$1.10
2364	Rip 'N' Ready 12 oz. Roast Beef in Gravy	\$4.50	<b>SHAMPOO &amp; CONDITIONER</b>		
7620	Brushy Creek 10 oz. Roast Beef and Gravy [R]	\$3.90	20850	Suave 14.5 oz. Anti-Dandruff 2 in 1 Shampoo	\$5.60
<b>SEAFOOD</b>			22995	Head Plus 13.5 oz. 2in1 Shampoo with Conditioner	\$5.30
9704	Fresh Catch 3.53 oz. Tilapia Fillets w/ Lemon & Pepper [G]	\$1.70	24276	GoodSense 11 oz. Anti-Dandruff Shampoo	\$4.76
7155	Bumble Bee 4 oz. Albacore Steak Tuna Mesquite Grilled [K]	\$4.20	<b>SHAVING PRODUCTS</b>		
5416	Bumble Bee 4 oz. Albacore Steak Tuna Lemon Pepper [K]	\$4.20	5157801099	Conquer Clear Trimmer	\$13.60
<b>SNACKS &amp; NUTS</b>			3341791059	Braun Pocket Shaver M60	\$33.30
5139	Moon Lodge 11 oz. Pretzels Mini Twists [C]	\$1.20	5016501099	Norelco 6900LC Micro Action Plus	\$51.05
6606	Fiddle Faddle 6 oz. Caramel Popcorn w/ Peanuts [K]	\$1.40	72318	Pre-Tection 7 oz. After-Shave Gel [C]	\$2.25
4681	Barcelona 7 oz. Roasted & Salted Peanuts Bag [K C G S]	\$1.39	20282	Ree Twin Blade Drip Single Razor	\$0.25
39001255	Planters 2 oz. Trail Mix - Fruit & Nut	\$0.85	<b>SKIN CARE PRODUCTS</b>		
<b>SPICES</b>			22377	NewDay 13 oz. Bath & Shower Powder	\$1.65
1386	Spice Classics 2.5 oz. Garlic Powder [K C]	\$2.00	21924	Suave 10 oz. Cocoa Butter with Shea Lotion	\$3.60
1613	Mrs. Dash 2.5 oz. Original Blend [C G S]	\$3.70	21925	Suave 10 oz. Advanced Therapy Lotion	\$3.60
10311	Spice Classics 2.62 oz. Onion Powder	\$1.50	26045	Dial 12 oz. Advanced Therapy Lotion	\$4.10
10314	Spice Classics .87 oz. Italian Seasoning [C]	\$1.50	24537	Noxzema 2 oz. Original Cream	\$2.55
10317	Spice Classics 2 oz. Imitation Bacon Bits	\$1.25	20517	Chap-Et 1 oz. Lip Conditioner	\$1.10
<b>TEA</b>			20513	Chapstick Regular .15 oz.	\$2.00
7031	Nestle 11 oz. Lemon & Sugar Drink Mix [C R]	\$2.00	<b>SOAP</b>		
428	Bigelow 1.1 oz. Six Assorted Teas - 18 Per Box [C]	\$3.70	20922	Tone 3.5 oz. Skin Care Soap (1 Bar)	\$1.30
<b>TOASTER PASTRIES</b>			20920	Dial 3.5 oz. Soap (1 Bar)	\$1.05
7867	Kellogg's 14.7 oz. Pop Tarts - Frosted Chocolate Chip (8/box)	\$3.00	21387	Lever 2000 3.15 oz. Soap (1 Bar)	\$1.60
6846	Kellogg's 14.1 oz. Pop Tarts - Frosted Cookies & Creme (8/box)	\$3.00	<b>CLOTHING &amp; APPAREL</b>		
632	Toot'em Pop-Ups 11 oz. Blueberry Pastries 6 pk.	\$1.90	<b>MEN'S UNDERWEAR</b>		
<b>HEALTH &amp; BEAUTY</b>			53184-01	Andrew Scott Boxer Briefs (3 pack) Small, Medium, Large, XL	\$10.59
<b>BODY WASH</b>			53184-01	Andrew Scott Boxer Briefs (3 pack) 2XL	\$12.69
24042	Dial for Men 16 oz. Full Force Body Wash	\$10.55			
26206	Suave 12 oz. Everlasting Sunshine Body Wash	\$4.03			
<b>DENTAL CARE</b>					
21748	Colgate 4.6 oz. 2-in-1 Icy Blast Toothpaste [C]	\$4.60			
TOTAL			TOTAL		

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QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE	QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE
<b>SHORTS</b>				<b>SHOES (cont.)</b>			
51288-12	Double Layer Mesh Shorts - Gray Small, Medium, Large, XL	\$10.99		52804-81	Nike Synthetic Leather Cortez Running Shoe 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14, 15	\$60.45	
51288-12	Double Layer Mesh Shorts - Gray 2XL	\$13.99		50404-01	Reebok Classic Leather Running Shoe 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14, 15	\$66.00	
51288-12	Double Layer Mesh Shorts - Gray 3XL, 4XL	\$14.99		52910-01	Skechers Men's White Energy II After Burn Cross Trainer Shoe 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 12, 13	\$44.99	
51288-12	Double Layer Mesh Shorts - Gray 5XL, 6XL	\$16.60		50403-01	Reebok Men's Classic Nylon Running Shoe 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14	\$43.40	
51690-02	Jam Shorts - Gray Small, Large, XL	\$8.50		50403-01	Reebok Men's Classic Nylon Running Shoe 15	\$51.20	
51690-02	Jam Shorts - Gray 2XL, 3XL, 4XL	\$11.58		52637-01	vForce Nitras Running Shoe 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14, 15	\$31.09	
<b>SOCKS</b>				<b>SANDALS</b>			
5048901081	No-Show Socks - White - (1 Pair)	\$1.20		52630-01	vForce Enduro Cross Trainer Shoe 7, 7 (4E), 7.5, 7.5 (4E), 8, 8 (4E), 8.5, 8.5 (4E), 9, 9 (4E), 9.5, 9.5 (4E), 10, 10 (4E), 10.5, 10.5 (4E), 11, 11 (4E), 11.5, 11.5 (4E), 12, 12 (4E), 13, 13 (4E), 14, 14 (4E), 15, 15 (4E)	\$32.99	
5068901099	Deluxe Crew Socks - (1 Pair)	\$1.30		<b>THE GENERAL STORE</b>			
<b>SWEATS</b>				<b>ACCESSORIES</b>			
50727-02	Russell Sweatpants - Gray Small, Medium, Large, XL, 2XL	\$18.20		52006-04	Reebok KODO IV Sandals 7, 8, 9, 10, 11, 12, 13, 14, 15	\$15.00	
50727-02	Russell Sweatpants - Gray 3XL	\$19.99		<b>GAMES</b>			
50727-02	Russell Sweatpants - Gray 4XL	\$26.70		52002-99	Velo Leather Weightlifting Gloves SM, MED, LG, XL	\$9.46	
50726-02	Russell Sweatshirt - Gray Small, Medium, Large, XL, 2XL	\$16.60		20638	Foot Odor Absorbing Comfort Insoles	\$2.25	
50726-02	Russell Sweatshirt - Gray 3XL	\$7.20		<b>MISCELLANEOUS</b>			
<b>ELECTRONICS</b>				<b>SUNGLASSES</b>			
<b>EARBUDS</b>				<b>WATCHES</b>			
7285301899	Sentry HD230 Clear Earbuds	\$2.95		20272	Staged Soup Dish (Soup Not Included) [C]	\$0.50	
5195601899	Koss Plug Ear-Buds	\$15.00		21996	M-16 Clear Mug	\$2.50	
5365201899	Sony MDR-AS280 Ear-Buds	\$21.00		<b>WATCHES</b>			
<b>HEADPHONES</b>				<b>WATCHES</b>			
5128201099	Koss CL-20 Clear Headphones [C]	\$33.50		5083301099	Wayfarer Sunglasses	\$1.65	
5105401099	Koss R/10 Headphones	\$33.50		5145301004	Plastic Wrap Sunglasses - Gray Lens	\$4.80	
5003101099	Koss Porta Pro Classic V2 Headphones	\$52.64		5154701899	Nike Adrenalize Sunglasses - Black	\$75.80	
5066201099	Koss CL-PRO Clear Headphones [C]	\$21.00		5081401899	Kierto Sunglasses	\$3.95	
8000101004	Sony MDRZX100 Headphones	\$21.80		<b>WATCHES</b>			
8061301099	Koss Reservoir Headphones w/ Volume Control	\$12.59		5097201099	Casio Quartz Analog Watch - MQ247B-2	\$20.00	
<b>PORTABLE CD PLAYERS</b>				<b>WATCHES</b>			
5116101099	AMP'D Clear CD Player w/ Digital AM/FM Radio [C]	\$47.99		5088101099	Alex Navarro Quartz Watch - AJEMROLP	\$16.09	
<b>RADIOS</b>				<b>WATCHES</b>			
5090101899	Sony SRF-59 AM/FM Radio	\$21.48		5097301099	Casio G-Shock Digital Watch	\$70.00	
5126301899	Sony SRF-M35 FP Clear Digital AM/FM Radio (Earbuds... [C])	\$43.30		8093201099	Timex Ironman Watch T5K321	\$47.50	
<b>SHOES</b>				<b>WATCHES</b>			
80172-01	Nike Overplay VIII Basketball Shoe - White 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 13, 14	\$65.80		<b>WATCHES</b>			
<b>TOTAL</b>				<b>TOTAL</b>			

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- 5.16 Vendor shall assure that any item approved for inmate retention shall not exceed \$100.00 in value with the exception of video game consoles, televisions, musical instruments and any other specific items requested by and/or approved by the Agency.

***Keefe Response:***

Keefe has read, understands and will adhere.

- 5.17 The vendor shall provide commissary services to all inmates as scheduled per Attachment E1. The schedule shall provide for holiday changes. Furthermore, the Warden/Administrator or designee must also approve any deviation from the approved schedule.

***Keefe Response:***

Keefe has read, understands and will adhere. Please see **Exhibit L – Operational and Staffing Plan** for requested information.

- 5.18 The vendor shall supply the Agency with an independent Certified Public Accountants' yearly audit of the Selected Contractor within six (6) months of the end of the Selected Vendor's fiscal year, and in accordance with GAAP (Generally Accepted Accounting Principles).

***Keefe Response:***

Keefe has read, understands and will adhere. Please refer to **Exhibit M: Audited Financials** for requested documentation.

- 5.19 Vendor's personnel must display Agency issued ID cards on their person at all times when on Agency sites. Vendor's personnel are subject to searches.


***Keefe Response:***

Keefe has read, understands and acknowledges that all Keefe personnel must display WVDOC and/or WVCI issued ID cards on their person at all times when on-site. Keefe also acknowledges that all Keefe personnel are subject to searches by WVDOC and WVCI.





- 5.20 The vendor must maintain sufficient inventory to meet average daily demand and timely delivery of commissary products. Items including, but not limited to, tennis shoes/sneakers, radios and televisions are considered inmate personal property. The vendor will work with and through the site's Personal Property Officer for the sale and issuance of any and all personal property. The vendor is responsible for inventory maintenance and control. The vendor must issue a written waiver for Agency to purchase items for another source when items ordered and are unattainable within fourteen (14) days. Within thirty (30) days, Vendor shall propose an adequate/equal substitution for the unattainable item.

** Keefe Response:**

Keefe has read, understands and will adhere to these requirements. At Keefe, a large part of our service revolves around product availability. Since 2001, Keefe has met and exceeded a 99% fill rate. Keefe has a full-time dedicated purchasing department and a full-time dedicated distribution department in Saint Louis, MO to help ensure proper inventory levels for filling orders. In addition, our regional business manager and our inventory control manager monitor inventory levels on a daily basis to ensure proper levels within the region to support our Cleveland distribution center and on-site fulfillment centers. Keefe acknowledges responsibility for all inventory maintenance and control. Our commitment to customer service and our use of multiple distribution resources ensures a high product fill rate.

Keefe will work with each facility's Personal Property Officer for the sale and issuance of any and all personal property items as defined by the WVDOC. Keefe will issue a written waiver for the WVDOC/WVCI to purchase items from another source should an item be unattainable within 14 days. Should an item be unattainable for 30 days, Keefe agrees to propose an adequate/equal substitution for that item.

- 5.21 Vendor shall supply all commissary menu products during the term of this contract.

** Keefe Response:**

Keefe has read, understands and will supply all commissary menu products during the term of this contract.





- 5.22 Vendor shall provide all equipment and inventory for the partnership with WV Correctional Industries. WV Correctional Industries shall supply the physical plant, consisting of a 12,000 square foot building located at Huttonsville Correctional Center.

** Keefe Response:**

Keefe has read, understands and will adhere to these requirements. Keefe agrees to provide all equipment and inventory for the partnership with WVCI. Keefe understands that WVCI will supply the physical plant, consisting of 12,000 square feet at Huttonsville Correctional Center.

- 5.23 Vendor shall bear the expense of necessary repairs or replacements to state owned property/equipment if damages are a result of negligence on the part of vendor or vendor's employees/contractors. The Agency shall will repair or replace equipment and invoice the vendor for the charges. Agency will provide all repairs and/or replacements to state owned equipment caused by normal wear and tear. Vendor shall exercise care and caution with the Agency's space and equipment.

** Keefe Response:**

Keefe has read, understands and will adhere to these requirements.

- 5.24 The vendor shall assume full responsibility for the resolution of any complaints or order discrepancies to include, but not be limited to, shortages, damaged or outdated products, returned orders for released or transferred inmates, and size or brand errors. Said issues shall be resolved within a 24-hour period. The vendor shall outline their plan for correcting said discrepancies.

** Keefe Response:**

Keefe has read, understands and will assume full responsibility for the resolution of all complaints and order discrepancies within 24 hours. Keefe's on-site manager will be responsible for receiving, filing and responding to all complaints and order discrepancies within 24 hours of receipt. Keefe on-site staff will provide written communication back to the inmate detailing how the issue was resolved or suggestions for resolution. For order discrepancies, Keefe will correct by providing product replacement, if available and/or credit an inmate's account if there is a shortage or the inmate has been released or transferred. Please refer to Keefe's response to Item 4.2.2 in Attachment A for additional details regarding Keefe's plan for discrepancy resolution.





- 5.25 The Vendor phase-in period shall be no more than ninety (90) days from the date of the contract unless approved by the Agency.

**Keefe Response:**

Keefe has read, understands will adhere to this requirement.

- 5.26 All Health Department inspections and reports shall be provided by the Vendor to the Warden/Administrator or designee within twenty-four (24) hours of receiving said report.

**Keefe Response:**

Keefe has read, understands and will adhere to this requirement.

- 5.27 Vendor must provide a variety of diabetic, salt free, halal, and kosher products.

**Keefe Response:**

Keefe has read, understands and will adhere to this requirement.

- 5.28 Vendor shall be responsible for inventory maintenance and control. Vendor shall maintain a 97% fill rate for all commissary orders.

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements. At Keefe, a large part of our service revolves around product availability. Since 2001, Keefe has met and exceeded a 99% fill rate. Keefe has a full-time dedicated purchasing department and a full-time dedicated distribution department in Saint Louis, MO to help ensure proper inventory levels for filling orders. In addition, our regional business manager and our inventory control manager monitor inventory levels on a daily basis to ensure proper levels within the region to support our Cleveland distribution center and on-site fulfillment centers. Keefe acknowledges responsibility for all inventory maintenance and control. Our commitment to customer service and our use of multiple distribution resources ensures a high product fill rate.





- 5.29 All vendor's personnel are required to be dressed in vendor provided, identifiable, serviceable uniforms appropriate for the duties they are performing and subject to Agency approval. Vendor's personnel shall not wear clothing that bears any similarity to inmate clothing. Clothing that is short, tight fitting, provocative, or revealing is not appropriate attire for a prison environment. Individual's so dressed will be asked to change their clothing or leave the institution. Vendor's staff may be denied access to the facility for non-compliance of the requirements set forth above.

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements.

- 5.30 Any and all Vendor employees performing services under the scope of this contract must:
- a. Submit to a background investigation conducted by the Agency. The vendor must submit the name, social security number, driver's license number, and date of birth for each and every employee providing services to the Agency. The personnel background investigations will be processed at no cost to the vendor. Any future hires will be subject to the above provisions. If employee does not meet Agency specifications, then said employee is not permitted entry onto the grounds of any facility. Agency has the right to deny employment or entry at Agency's facilities to any and all potential or current Vendor employees.

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements.

- b. Contract employees assigned to facilities with onsite operations as well as those with off-site bag and delivery systems will require approval by the Warden/Administrator or designee prior to hire. Warden/Administrator or designee has the authority to revoke a contract employee's security clearance as deemed necessary.

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements.

- c. Attend staff orientation and institutional training. Individuals employed by the vendor who will be performing services in the institution shall be required to undergo an initial orientation to the institution, which will not exceed forty (40) hours. In addition, all new employees and subcontractors including those who are in the institution less frequently will be required to complete an initial orientation. Annual refresher training may also be required. All Vendor employees are required to follow agency policy and procedure and may be denied entry for any breach of such.







**Keefe Response:**

Keefe has read, understands and will adhere to these requirements.

- 5.31 Vendor must, at all times, comply with any and all applicable Agency and facility policies, procedures and standards, as well as any and all applicable Federal, State, ACA, and PREA statutes and standards. Agency shall remove any person or persons employed by the vendor that refuse to comply with the above requirements. All onsite Vendor staff must be trained and shall comply with all statutes and standards listed above.

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements.

- 5.32 Vendor shall include proposed staffing levels in the bid.

**Keefe Response:**

Keefe has read, understands and adhered. Please see **Exhibit L – Organizational and Staffing Plan** for requested information.

- 5.33 Vendor must maintain time records for each inmate worker and report hours worked to the respective facility on a weekly and/or monthly basis, depending on the facility request.

**Keefe Response:**

Keefe has read, understands and will adhere. Keefe will maintain time records for each inmate worker and report hours worked to the respective facility by the time and manner requested by the facility.

- 5.34 Vendor shall be responsible for reporting to the Warden/designee any person observed violating any laws or Agency rules of conduct to security personnel. The Vendor has the right to request removal of any inmate if Vendor feels the inmate is unsuitable for the commissary service function.

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements.





- 5.35 Vendor shall provide appropriate task-related training, including equipment handling, operation and safety, for all inmate workers.

**Keefe Response:**

Keefe has read, understands and will adhere. Keefe shall provide warehouse management program curricula to the inmate workforce at no cost to the WVDOC. Continual training and certification will be offered to management level and well as the inmate workforce on all phases of the commissary program. This will include equipment safety training, OSHA requirements as well as modules on **warehouse management, vocabulary, equipment and loading, order picking strategies.**

Courses shall be offered for vocational education credit with the West Virginia Community Colleges as arrangements are reached.

Please see **Exhibit J – Training and Education** for additional training and education information.

- 5.36 Vendor must immediately report and release to the Agency any information regarding performance and/or behavior, including but not limited to, violations of law, policy or procedure, work place injury or accidents whether the accident directly impacted the inmate or other members at the work site or not, task and safety related concerns, or other information as may be related to personal or public safety issues.

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements.

- 5.37 Vendor agrees to cooperate fully with Agency on any and all matters arising from activity with the inmate workers, involving criminal prosecution, civil liability, disciplinary action or other administrative proceedings, which includes, but is not limited to, preparation of reports, and providing testimony.

**Keefe Response:**

Keefe has read, understands and will adhere to this requirement.





- 5.38 Vendor shall provide inmates with training on any task assigned to the inmate. Vendor shall document this training and provide documentation to the Warden/Administrator or Designee. The vendor must evaluate inmate in writing, in accordance with Agency's Policy or Operational Procedures of each facility.

***Keefe Response:***

Keefe has read, understands and will adhere to these requirements. Keefe will provide and document the inmate training and deliver written evaluation to the Warden/Administrator in accordance with WVDOC/ WVCI policies.

Please see **Exhibit J – Training and Education** for additional training and education information.

- 5.39 Vendor must ensure that inmates will not operate computer equipment, service a sales window or provide delivery services. Any on-site deliveries must be made by vendor's personnel. Vendor shall seek approval from Warden/Administrator or designee for inmates to perform any other functions assigned to vendor's personnel.

***Keefe Response:***

Keefe has read, understands and will adhere to these requirements.





- 5.40 The Agency currently utilizes a third-party vendor (Tech Friends, Inc.) for inmate trustee accounts. This solution has been highly customized over several years to precisely match Agency policy with respect to debt collection, inmate payroll, restitution, fines/fees, multiple bank accounts, savings account interest distribution and work release. The successful vendor must interface with the Tech Friends solution in order to provide real-time commissary deductions from inmate accounts as well as integrated reporting capabilities to the Agency. Real time transactions are required by Vendor within thirty (30) days after award of contract.

**Keefe Response:**

Keefe and **Tech Friends** have agreed to implement the following web services interface methods in support of the use of the Keefe Commissary and Inventory Management system in real-time with the Lockdown inmate trustee system. Also, please see complete specification in **Exhibit K – Offender Integration Document**.

Below is a summary of SOAP calls defined as core methods to this real-time interface between Keefe and **Tech Friends Lockdown**:

**GetAllActiveOffenders**

- Returns a list of all active offenders with account details – (assists with assigning restrictions prior to order entry)

**GetOffenderData**

- Returns details of a single offender's account – (opening call to begin the ordering process)

**PostOffenderTransaction**

- Used by Keefe to Post a transaction to the partner system – (conclusion of order entry process)

**PostOffenderTransactionWithDetail**

- Used by Keefe to Post a commissary Order or Refund transaction with a full item list (allows Lockdown system to store individual commissary line items for reporting to facility from banking platform)

**ValidateOffenderTransaction**

- Allows the partner system to validate an order before it is posted (optional if banking system wants to compute and post the total and return results to the commissary system)

**GetOffenderTransactionStatus**

- Used by Keefe to ensure that a transaction was successfully posted (acknowledgement from banking)





- 5.41 Vendor must provide and maintain all software and hardware necessary to accomplish the commissary operations. Vendor will be given access to the inmate trustee accounting system used by the Agency which includes point-of-sale and inventory features. For all Vendor-provided systems, Vendor must provide 24/7/365 support for resolving hardware and software problems within 24 hours. Vendor shall coordinate and communicate with the facility assigned staff member.

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements. Keefe proposes its solution for point of sale and inventory features to accomplish the commissary operation. Keefe's proposed solution and support is detailed below:

**Commissary Ordering Options:**

**1. Point of Sale – Walkup**

- Inmates shop at a commissary store
  - From pre-selected order form
  - By selection at concession window
- **Technologies Applied**
  - Bar-coded counter sales
  - Inventory Management
  - Real-Time or Batch integration with Banking System

**2. Point of Sale – Mobile Cart**

- Inmates shop from their living unit
  - Mobile Wi-Fi point of sale system with products on cart
- **Technologies Applied**
  - Bar-Coded Cart sales
  - Inventory Management
  - Real-Time or Batch integration with Banking System

**3. Bag & Deliver – Scan Forms**

- Inmates submit a 'bubble-scan' form to be filled and delivered
  - Filled centrally, regionally or locally
  - Delivery by Carry-Out or by Pod
- **Technologies Applied**
  - NCR high speed scan order entry
  - Pick Slip printing
  - Inventory Management
  - Real-Time or Batch integration with Banking System





**4. Bag & Deliver - Kiosks**

- **Inmates place orders from kiosk to be filled and delivered**
  - Filled centrally, regionally or locally
  - Delivery by Carry-Out or by Pod
- **Technologies Applied**
  - Kiosk Order Entry
  - Pick Slip printing
  - Inventory Management
  - Real-Time or Batch integration with Banking System

**5. Bag & Deliver - Touchtone Phone Order Entry**

- **Inmates place orders from a touchtone phone to be filled and delivered**
  - Filled centrally, regionally or locally
  - Delivery by Carry-Out or by Pod
- **Technologies Applied**
  - Phone Order Entry
  - Pick Slip printing
  - Inventory Management
  - Real-Time or Batch integration with Banking System

**Commissary Controls**

KCN software offers the widest possible set of order restrictions ranging from items, categories, time-based purchasing, multiple spending limits, location-based profiles, indigent purchasing.

Following is a comprehensive list of KCN restriction features:

<b>Type of Restriction</b>	<b>Description</b>	<b>Example</b>	<b>Scope</b>
Quantity per order	Any Item may be restricted to any quantity.	For instance, any inmate may be restricted to no more than 2 2-pack Tylenols per order	Per inmate, 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.	For instance, any inmate may be restricted to no more than 4 2-pack Tylenols over a 60-day period	Per inmate, per item, per time span
Orders per time span	Any inmate may be restricted from placing any number of commissary orders over any time span in days.	For instance, any inmate may be restricted to no more than four orders in thirty days	Per inmate, per time span
Disallowed item	Any item may be restricted entirely from a given inmate	For instance, any inmate may have smoked sausage restricted entirely so	Per inmate, per item





Type of Restriction	Description	Example	Scope
		that none may be ordered	
Category Quantity Restriction	Any inmate may be restricted to a given quantity of a collection of related items	For instance, any inmate may be restricted to ordering up to 7 candy items	Per inmate, per category
Category Age Restriction	Any inmate may be completely restricted from ordering a class of items on account of age	For instance, any inmate less than 19 years of age may be restricted entirely from purchasing tobacco products	Per inmate, per category
Spending Limit Restriction	Any inmate may be restricted to a maximum dollar amount to be spent per order	For instance, any inmate may be limited to spending no more than \$50 per order	Per inmate, per order
Spending Limit over timespan	Any inmate may be restricted to a maximum dollar amount to be spent per week or month	For instance, any inmate may be limited to spending no more than \$50 per order and no more than \$150 per month	Per inmate, per timespan
Spending Limit Override	Any inmate may be granted a spending limit override to order a given item	For instance, any 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	Per inmate, Per item
Restriction Grid by Housing Location, Gender and / or Age	Entire restriction grids including combinations of any of the above restrictions can be applied automatically during the scan process based upon an inmate's location in the facility, gender or age	For example, an inmate in a female only pod can be automatically assigned to a female restriction profile without user intervention.	Per inmate, Per grid
Indigent Items	Indigent purchasing requires both the item and the inmate to be classified as indigent. Commissary indigent inmate classification is determined instantaneously at time of order based on the current balance, indigent	For example, an inmate with a current balance of \$2.25 may be classified as indigent at time of order, but the indigent items desired may be restricted to one per order or one every 14-	Per Inmate, Per grid, Per item





Type of Restriction	Description	Example	Scope
	item purchasing may be controlled both at time of order and over a timespan	days, etc.	

**Training facility staff on Keefe software applications**

- Initial training can be estimated along functional lines.
  - Staff primarily responsible for intake and release, including initial deposits, initial charges, cash and check withdrawals at closeout and cash drawer balancing should plan on 4 - 6 hours of training per staff member not to exceed six members per training session
  - Staff responsible for commissary order entry, restrictions management, refunds, etc. should also plan on 4 - 6 hours of training per staff members not to exceed six members per training session.
  - Staff responsible for fiscal management, including reconciling cash drawers, bank deposits, General Journal entries, and fiscal reporting including the Inmate Control Account, Bank Reconciliation, Collected Recoverable distributions, payments to vendors, welfare fund, City and/or County service groups should plan on a full day of training following a four hour pre-planning session to establish financial profiles and restrictions prior to general staff training. These sessions also should not exceed six members per session.
  
- Documentation output from the training sessions will include customized procedure guides to be included in three forms: on-line as 'RoboHelp Info' books, browser accessible as local web-sites, and in paperback bound format. These guides become materials for ongoing training in the event of staff turnover during the length of the contract.
  - KCN provides an on-line help feature, including a visual reference guide, that explains the steps required to operate KCN software modules such as scanning, adjusting orders, setting up restrictions, reviewing rejections based upon restriction violations, dispatching orders via modem, and refunding orders.
  - KCN's on-line Help system is developed with Microsoft's RoboHelp. The resulting compiled Help system includes Table of Contents, Index, and Search features as are found in standard Windows applications.
  - Also included is a visual reference guide that explains the steps required to operate KCN software modules such as scanning, adjusting orders, setting up restrictions, reviewing







rejections based upon restriction violations, dispatching orders via modem, and refunding orders.

- Ongoing assistance is offered through our 24/7/365 toll free assistance line staffed by KCN Technical Services training personnel.

## Technical Services Support

### Contact Services

Contact Services is the first line of contact for service requests via phone or e-mail. All customer support cases are documented in Microsoft CRM. History is available to all field sales staff and regional management on a real time basis.

#### Examples of first line support services:

- Resolution of communications errors
- Analysis of hardware errors and replacement of defective hardware
- Standard end-user training
- Order Tracking, Order Processing, Pricing Updates

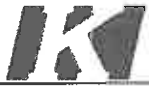
### Telephone

Phone requests are routed through CISCO Call Manger on a 24 x 7 x 365 basis – phone requests are placed by dialing 800 864-5986. Phone services are available during business hours, defined as 8 AM – 5 PM Monday through Friday. During business hours, inbound calls are answered by an administrative attendant. The administrative attendant determines whether the call is related to marketing, accounting, or technical services. If the call is technical in nature, the attendant can route the call either to the direct extension of an individual technician or to the call-queue for the first available technician.

Calls queued for the first available technician can travel through four staff levels, with an increasing cumulative number of extensions accessed throughout wait-time. If a queued call is not answered within five minutes, the call is routed to a voice mail extension which records a message from the caller and automatically begins paging a group of six escalation phone numbers. Calls directed to an individual technician are subject to the current availability of that technician at the time the call is transferred.

Any inbound call outside of business hours can access technical support by choosing option 7 on a touch-tone phone. When option 7 is selected, the call routing routine first checks for available staffed extensions; if none are available





the call is routed to a voice mail which automatically begins paging a group of six escalation extensions. On-call staff is equipped with notebook computer systems integrated with wireless internet access and VPN access to the KCN Corporate Service Center.

### **E-Mails**

E-mail requests are monitored during business hours by a designated Service Center administrator. The Solutions Center administrator screens e-mail either for immediate response or for escalation as a service event. If escalated to a service event, the Service Center Administrator opens a CRM Case and either assigns the case to a technician or adds the case to the service ticket queue.

### **Location**

Contact Services staff is located at the KCN Service Center Corporate Office in St. Louis MO Monday through Friday 6 AM – 7 PM CST. On-Call Staff are located off premises Monday through Friday 5 PM – 8 AM, Saturday and Sunday 24 hours a day, and Monday morning 12 AM – 8 AM. On-Call staff is located at the KCN Service Center Office in St. Louis, MO Monday through Friday 8 AM – 5 PM.

### **Escalation Services**

Escalation Services is the delivery of complex helpdesk service requirements. Contact Services escalate more complex service requirements to a higher level of complexity and urgency. Some examples of complex service requirements are:

- Recovery of failed hard drive and / or data recovery
- Re-configuration of standard software features including
- Accounting profiles
- Commissary restrictions
- Integration settings
- Communications setup
- Bank, check and cash management features
- Receipt settings
- Standard installations and upgrades.
- Analysis and reporting of software errors
- Specialized end-user training
- Standard Software Upgrades





### Data Center Services

Data Center Services is the operation and control of corporate computer systems relating to the customer. Data Center Services is responsible for the following:

- Hardware and software procurement and inventory
- Customer hardware/software pre-configuration
- Central Server Controls
  - Server Monitoring
  - DR readiness
    - Data replication
    - IP address changeover
    - Telco forwarding
    - Activation Procedures
- Customer Backup Maintenance
  - Customer backups are limited to DB2 data files and are either:
    - generated and stored at the customer site and forwarded to the KCN Service Center daily through an IP connection (port 80 for http or port 443 for https)
    - generated and stored at the customer site and not forwarded to the KCN Service Center (if internet access through either port 80 or port 443 are prohibited by the customer)

### Project Services

Project Services is the planning and implementation of software, hardware and network deployments at customer sites. Typically, this includes new account, first time installation of hardware and software. Project technicians receive and review approved system quote and new KCN account information documents.

Hardware and equipment needed for the installation on-site is purchased. The Project technician creates a KCN transition document – this document may vary depending on the complexity of the new account. The document will be a working plan between Keefe and the facility. The document will be a working plan between Keefe and the facility. It will include some of the following topics:

- Server(s) – model, configuration details
- Remote access – which enables KCN help desk technicians assist with customer questions, inquiries, problems
- Backup method
- Data conversion
- Integration details – contacts, file specifications, etc.





- Special features / services requested – positive pay, paid check, debt write off, merge resident, Kiosks, On-line deposits, special order entry methods, prepaid sales, etc.
- Officer roster – list of officers, officer duties, groups
- General ledger accounts and associated GL account events
- Number of used cash drawers
- Facility's current everyday business flow / operations
- Resident account events
- Recoverable charges – priority and recovery percentage
- Order forms – commissary restrictions
- Bank account
- Check printing / layout
- Software / system reports
- Training – room / structure / end user schedule / end user manuals

#### **Hardware Service Plans and Business Continuity Options**

##### **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 options are as follows:
    - Gold Dell on-site server service - would include 4-hour 24 x 7 x 365 on-site response time guaranteed by Dell Computer Corp after dispatch by KCN help desk staff
  - Workstation maintenance options are as follows:
    - 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

- Pod Kiosk maintenance options are as follows:
  - Depot – backup pod kiosk shells are stored at the regional distribution center. In the event of a kiosk failure, facility maintenance staff would be trained to remove the defective pod kiosk shell and replace it with the spare. The defective shell would be shipped to KCN Technical Services to be refurbished. Once refurbished, the shell would be shipped back to the regional business center as one of the spare units.
- Lobby Kiosk maintenance options are as follows:
  - Depot – backup lobby kiosk shells are stored at the regional business center. In the event of a lobby kiosk failure, facility maintenance staff would be trained to remove the defective pod kiosk shell and replace it with the spare. The defective shell would be shipped to KCN Technical Services to be refurbished. Once refurbished, the shell would be shipped back to the regional business center as one of the spare units.
- Monitor, modem, printer, OMR scanner maintenance options are as follows:
  - 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. The cost of 'on-site depot peripheral replacement services' is reflected in the cost proposal.

#### **Disaster Recovery Services**

- Off-site Database Backup Service
  - KCN DB2 database tables are automatically backed up on a daily basis. A compressed copy of these tables may be transported to the KCN Technical Services Data Center via a password protected secure web connection. (These





extracted data are also available for storage at the facility within the facility's current backup storage procedures)

- backup server service – cold spare depot
  - Would include the storage of a 'cold spare' server CPU at the Regional Distribution Center or the Central KCN Technical Services data center. In the event of a server failure at the facility, the cold spare could be installed and the database restored in a matter of hours by KCN staff. At such time as the original server is repaired the process can be repeated at off-peak hours to re-introduce the original server, and return the 'cold spare' to depot status. The cost of 'depot - backup server service' is reflected in the cost proposal.

5.42 Vendor is responsible for assuring that sales do not exceed the balances and/or spending limits of the inmate's balance in the trustee account. No negative inmate trustee account balances are permitted for commissary sales.

**Keefe Response:**

Keefe's real time web services interface provides real time access and update to the inmate's account to insure that the purchase does not exceed the inmate's available balance. See interface specifications below:

**GetOffenderData**

- Returns details of a single offender's account – (opening call to begin the ordering process)

**PostOffenderTransaction**

- Used by Keefe to Post a transaction to the partner system – (conclusion of order entry process)

**PostOffenderTransactionWithDetail**

- Used by Keefe to Post a commissary Order or Refund transaction with a full item list (allows Lockdown system to store individual commissary line items for reporting to facility from banking platform)

**ValidateOffenderTransaction**

- Allows the partner system to validate an order before it is posted (optional if banking system wants to compute and post the total and return results to the commissary system)

**GetOffenderTransactionStatus**

- Used by Keefe to ensure that a transaction was successfully posted (acknowledgement from banking)





5.43 On-site window service: Vendor must have the inmate sign two copies of the sales receipt at the time of sale. One copy is retained by the vendor and one copy must be given to the inmate. Receipts for on-site window and on-site delivery must contain the following information:

- a. Date of sale
- b. Inmate name
- c. Inmate number
- d. Receipt number
- e. Inmate current balance
- f. Items, quantities, unit price, extended price
- g. Total price of transaction
- h. Inmate ending balance
- i. Inmate signature line

***Keefe Response:***

Keefe has read, understands and will adhere to these requirements. Signature is required by the inmate at the time of delivery. The inmate is given a signed copy of the two-part receipt acknowledging acceptance of the order and its contents.

The inmate receipt includes Items a – i listed above. Please see the following page for a sample of Keefe' inmate order receipt.





**SAMPLE INMATE RECEIPT**

NAME: DOE, JOHN      ORDER DATE: 1/28/2013  
 NBR: 586872      ORDER NBR: 20165  
 LOC: DCC - MED5 - POBB      RECEIPT: 38819  
 SITE: NEBRASKA DEPARTMENT OF CORRECTIONS

BEGINNING FUND BALANCE: \$ 94.00  
 PAGE: 1

ORDER QTY	ITEM	ITEM DESCRIPTION	ITEM PRICE	TOTAL PRICE
1	0102	POWER-UP A/P DEODORANT EXTREME 2.5 OZ	2.22	2.22
1	0212	NEXT1 MOIST SKIN CARE LOTION 15OZ	2.13	2.13
1	0331	PROTECTION SHAVE CREAM 7OZ	1.70	1.70
1	0361	NEXT1 TOTAL CARE SHAMPOO & CONDITIONER 15OZ	2.15	2.15
1	0397	NEXT1 COCOA BUTTER BAR SOAP 5OZ	0.74	0.74
1	0530	COOL WAVE CLEAR 4OZ TOOTHPASTE	2.25	2.25
1	0562	ANTISHANK SECURITY TOOTHBRUSH	0.25	0.25
1	2210	KEEFE S.S. FRUIT PUNCH	0.15	0.15
1	2664	VELVEETA MACARONI & CHEESE 3OZ	2.25	2.25
1	2670	VELVEETA SPICY BEANS & RICE 4OZ	2.40	2.40
1	3248	SL ICED CINNAMON ROLL 4OZ	1.28	1.28
1	3270	SNACK LEGENDS CHOCOLATE CUPCAKES 2PK	1.50	1.50
1	3274	SNACK LEGENDS MONSTER ICED HONEY BUN 6OZ	1.25	1.25
1	4135	JOLLY RANCHER ASSORTED 3.7OZ	1.60	1.60
1	6116	C.A. CHEESE PUFF 2OZ	0.90	0.90
1	6120	NACHO TORTILLA CHIP 1.5OZ	0.37	0.37
1	6127	C.A. HOT PORK RINDS 2OZ	1.10	1.10
1	6607	MOON LODGE HOT HOT HOT PEANUTS 1.75OZ	0.70	0.70
1	6320	SIX GUN BEEF & CHEESE 1OZ	0.57	0.57
1	6348	C.A. HOT CHEESE CRUNCHY 9.5OZ	2.65	2.65
1	6349	C.A. PARTY MIX 11OZ	1.80	1.80
1	6415	SQUEEZUM PEANUT BUTTER 1.12OZ	0.40	0.40
1	6428	C.A. CHEDDAR SQUEEZE SNACK 2OZ	1.70	1.70
1	6600	6CT C.A. FLOUR TORTILLA 8OZ	2.25	2.25
1	6178	FRESH CATCH MACKEREL FILLETS 3.53OZ	2.40	2.40
1	6626	FRESH CATCH CHUNKLIGHT TUNA	3.40	3.40
1	6655	C.A. REFRIED BEANS 8OZ	1.58	1.58
5	9810	PHONE TIME PURCHASE	10.00	50.00

SECURE ITEMS

SUB-TOTAL 91.67  
 SALES TAX 0.96  
 ORDER TOTAL 92.63  
 ENDING FUND BALANCE \$ 1.37

REJECTED ITEMS

QTY	ITEM#	ITEM DESCRIPTION	REASON
1	8473	V4ORCE SIZE 10.5 COURT SHOE	EXCEEDED MAX QTY
2	6116	C.A. CHEESE PUFF 2OZ	EXCEEDED CATEGORY LIMIT
1	9810	PHONE TIME PURCHASE	EXCEEDED MAX QTY
3	6626	FRESH CATCH CHUNKLIGHT TUNA	INSUFFICIENT FUNDS
1	6655	C.A. REFRIED BEANS 8OZ	INSUFFICIENT FUNDS
1	9802	INDIGENT HYGEINE KIT	UNAUTHORIZED INDIGENT ITEM

LIST SHORTAGES AND/OR DAMAGES HERE

ITEM#	QTY	CATEGORY / DESCRIPTION

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_  
 WITNESSED BY \_\_\_\_\_ DATE \_\_\_\_\_

Inmate Name & Inmate Number  
 Order Date  
 Receipt Number  
 Beginning Balance  
 Price & Extended Price  
 Quantity & Item  
 Order Total  
 Ending Balance  
 Signature Line







- 5.44 In the event of a lockdown, vendor must be equipped to and perform a bagging operation. Vendor shall bag orders to be delivered to the inmates. Inmate's receipt must be included in the bag.

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements. Inmates will be able to place orders via paper menu, scan form or phone order entry. Window/on-site location will be bagged and delivered from their on-site inventory and off-site delivery locations will continue to be delivered from the Huttonsville warehouse. Keefe staff will handle the fulfillment of inmate orders should a facility be on lockdown. Keefe will include the inmate receipt in the commissary order.

- 5.45 For off-site delivery operations, vendor must package products in individual, clear plastic, perforated bags with tamper proof seals and be clearly marked with the inmate's name, inmate number and housing unit. Items being delivered are subject to search prior to being issued to the inmates.

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements.

- 5.46 Vendor shall make all off-site deliveries in accordance with approved Agency delivery schedules and security procedures.

**Keefe Response:**

Keefe has read, understands and will adhere to this requirement.

- 5.47 Vendor shall be responsible for all ordering, receiving, warehousing and inventory for all commissary commodities.

**Keefe Response:**

Keefe has read, understands and will adhere to this requirement.

- 5.48 Deliveries of bagged orders shall be made on a schedule determined and agreed upon by the site and vendor. Delivery hours shall be established by the Warden/Administrator or designee and guaranteed by the vendor. Vendor shall be flexible to changes imposed on delivery schedules due to security requirements. In this case, Warden/Administrator or designee shall notify vendor of required changes.

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements.





5.49 Vendor shall be responsible for delivery of inmate orders.

**Keefe Response:**

Keefe has read, understands and will adhere to this requirement.

5.50 Off-site Deliveries: Vendor must provide two copies of the receipt in the sealed bag. One copy will be retained by the inmate and the original will be retained by the Vendor. Receipts for off-site delivery must contain the following information:

- a. Date of sale
- b. Inmate name
- c. Inmate number
- d. Receipt number
- e. Inmate current balance
- f. Items, quantities, unit price, extended price
- g. Total price of transaction
- h. Inmate ending balance
- i. Inmate signature line

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements. Inmate orders are packaged in clear plastic bags and it is Keefe's policy that the bag remains sealed until the inmate is present to review the contents of the order. The delivery will remove the items from the bag and cross-check each with the included two-part receipt in front of the inmate. Signature is required by the inmate at the time of delivery. The inmate is given a signed copy of the receipt acknowledging acceptance of the order and its contents. Under no circumstances will any unclaimed packages be left in the inmate housing area.

The inmate receipt includes Items a – i listed above. Please see response to Item 5.4.3 for a sample of Keefe's inmate order receipt.

5.51 Vendor shall report all hazardous conditions or equipment to the Warden/Administrator or designee as soon as practicable.

**Keefe Response:**

Keefe has read, understands and will adhere to this requirement.





5.52 Vendor shall provide, by facility, commissary items sales report to each facility on a weekly or monthly basis. The Business Manager at each facility will advise the Vendor as to the desired frequency of said report. The reports shall include the following invoice information. Credit invoices shall be submitted on a separate report, but include the same information.

- a. Total inmate sales including tax
- b. Sales tax total
- c. Non-commissioned sales total
- d. Commissionable sales total
- e. Commission Total
- f. Amount due vendor (sales, non-commission and tax)

**Keefe Response:**

Keefe has read, understands and will adhere to these requirements. Please see **Exhibit H – Sample Reports** for requested documents.

5.53 Vendor shall provide commissary services to any new facilities or expansions of current facilities during the term of this contract.

**Keefe Response:**

Keefe has read, understands and will adhere to this requirement.





Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Request for Proposal  
 33 - Service - Misc

Proc Folder: 68502

Doc Description: Addendum No. 16-Provide addendum acknowledgement form

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2015-07-07	2015-07-14 13:30:00	CRFP 0608 COR1500000002	17

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

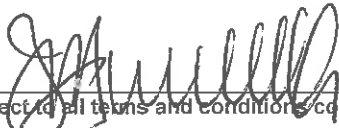
**VENDOR**

Vendor Name, Address and Telephone Number:

Keefe Commissary Network, LLC  
 10880 Linpage Place  
 St. Louis, MO 63132  
 314.919.4100

**FOR INFORMATION CONTACT THE BUYER**

Tara Lyle  
 (304) 558-2544  
 tara.l.yle@wv.gov

Signature X  FEIN # 43-1856999 DATE 7/7/2015

All offers subject to all terms and conditions contained in this solicitation

**REQUEST FOR PROPOSAL**  
**WV Division of Corrections – CRFP COR150000002- Commissary Services**  
**Addendum No. 7 – Re-Issue of Specifications**

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By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Keefe Commissary Network, L.L.C.

(Company)



John Puricelli, Executive Vice President/General Manager

(Representative Name, Title)

314.919.4124 / 314.919.4111

(Contact Phone/Fax Number)

7/7/2015

(Date)

Facility	ADP	Operational Hours	Ordering Operational Plan (processing from inmate order to delivery to the Inmate)	Plan for Holiday	Bulk Transfers	Employees	Inmate Workers
Huttonsville Correctional / Work Camp	1136	Window M-F 7am - 5pm	Inmates that are housed in Intake or Lockup will fill out paper order forms received from Keefe staff. Keefe staff will pick up and process these orders Monday morning. These orders will be bagged by inmate workers in the commissary. Keefe staff will take these orders to the Intake and Lockup units on Monday morning to deliver to the inmates. Work Camp inmates will place their commissary order via the phone and those orders will be processed by Keefe staff Monday morning and bagged in by inmate workers in the commissary. Keefe staff will deliver those orders to the inmate on Monday afternoon. General population shops twice a week. For example: North side will shop on Tuesday and Thursday this week but next week they would shop on Wednesday and Friday. This is the same for South side. The inmates are called, by an officer, to the commissary. They hand the order form to Keefe staff and the inmate workers pull the orders. Keefe staff then processes them at the window. Every inmate is given a new commissary order form when they pick up their current order. If an inmate, at any time, doesn't have a commissary order form they can pick one up at the commissary.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	Keefe's Ohio warehouse sends bulk transfers to the prison on Monday morning.	Valerie Davis - Manager Teresa Bradley - full time Garry Shiflett - full time	4
			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates in Intake, Lockup and the Work Camp. General Population can pick up their orders from the commissary.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				
Mt Olive Correctional Complex	1076	Sunday, Tuesday, Friday and Saturday 8:30am - 3:30pm Monday, Wednesday, Thursday 8:30am - 7:30pm	Inmates at this facility can shop everyday at anytime that the store is open. The inmate will bring a list of items that they wish to purchase. The inmate workers will then pull their orders and bring them to the Keefe staff to process at the window. Keefe staff will then hand items to the inmate. Inmates located in the segregation units, infirmary and Mental Health Units will fill out paper order forms. Keefe staff will pick up and process these orders Friday morning. These orders will be bagged by inmate workers in the commissary and will be delivered to the inmates by Keefe staff Friday afternoon.	If a holiday occurs during inmate delivery day, that order will be delivered the day before or the day after.	Keefe's Ohio warehouse sends bulk transfers to the prison on Wednesday afternoon.	Laura Ellis - Manager full time Sandra Pauley - full time Kathy Alexander - full time Victoria Rhodes - full time Keefe Employee - part time	4
			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates in Intake, Lockup and the Work Camp. General Population can pick up their orders from the commissary.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				
Northern Correctional	253	Monday thru Friday - 7:00am - 3:30pm	Inmates will place their commissary order via the phone. Inmates located in segregation unit will fill out paper forms passed out by Keefe staff. Keefe staff will pick up the and process both orders on Friday morning. These orders will be bagged by inmate workers in the commissary and will be delivered to the inmates by Keefe staff Friday afternoon.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	Keefe's Ohio warehouse sends bulk transfers to the prison on Thursday afternoon.	Mary Ann Workman - Manager full time Kimberly Wilson - full time Amanda Scott - full time	2
			PINK DOOR - this is an outside vendor. The inmates use the special menu for this vendor to place their orders. Keefe staff picks up the order forms and they are processed on Wednesday's. Pink Door delivers the items on Friday's and Keefe staff delivers the food. Lockup inmates can not have these items.				
			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				

Facility	ADP	Operational Hours	Ordering Operational Plan (processing from inmate order to delivery to the inmate)	Plan for Holiday	Bulk Transfers	Employees	Inmate Workers
Ohio County Correctional	66	One Per Week	Inmates will place their commissary order via the phone. Inmates located in segregation unit will fill out paper forms passed out by Keefe staff. Keefe staff will pick up the and process both orders on Monday morning. These orders will be bagged by inmate workers in the commissary and will be delivered to the inmates by Keefe staff Tuesday afternoon.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	N/A	Staff from Northern will also handle operations at Ohio County.	0
			Processed, filled and shipped from Huttonsville warehouse.				
			PINK DOOR - this is an outside vendor. The inmates use the special menu for this vendor to place their orders. Keefe staff picks up the order forms and they are processed on Wednesday's. Pink Door delivers the items on Friday's and Keefe staff delivers the food. Lockup inmates can not have these items.				
			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				
Pruntytown Correctional	369	Monday through Friday 8:00am - 4:00pm	Inmates will place their commissary order via the phone. Inmates located in segregation unit will fill out paper form. Keefe staff will pick up and process these orders on Thursday morning. These orders will be bagged by Inmate workers in the commissary and will be delivered to the inmates by Keefe staff Thursday afternoon.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	Keefe's Ohio warehouse sends bulk transfers to the prison on Monday morning.	Eileen Greynolds - WV Regional Manager Patricia Bradley - Manager Sonya "Renee" Spring - full time Patricia and Renee handle operations, but Eileen's office is at Pruntytown.	4
			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates.				
			RSAT PACKAGES - Only RSAT inmates are allowed to order these packages. Family members can order the packages online or the inmate can submit a voucher and order form to the Business office to place an order. The orders ship from the warehouse in St Charles MO. The inmates will receive their order on the last Thursday of each month, which is handed out by Keefe Staff in the commissary.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				
St Marys Correctional	554	Monday, Tuesday, Thursday, Friday 8:00am - 4:00pm 3 Service Windows	Inmates will place their commissary order via the phone. Inmates whose DOC number ends with 0 through 4 shop on Monday and Wednesday and inmates whose DOC number ends with 5 through 9 shops on Tuesday and Thursday. Intake POD's paper forms pass out by Keefe staff are picked up by Keefe staff on Tuesday. Keefe staff enters the orders, pre-bags them and then two Keefe staff members deliver them back to the intake POD on the same day.  Inmates located in segregation unit will fill out paper form. Keefe staff will pick up and process these orders on Tuesday morning. These orders will be bagged by Inmate workers in the commissary and will be delivered to the inmates by Keefe staff Tuesday afternoon.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	Keefe's Ohio warehouse sends bulk transfers to the prison on Friday afternoon.	Cindy Lawson - Manager full time Kristy Bunner - full time Truan Fulton - full time	4
			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates.				
			RSAT PACKAGES - Only RSAT inmates are allowed to order these packages. Family members can order the packages online or the inmate can submit a voucher and order form to the Business office to place an order. The orders ship from the warehouse in St Charles MO. The inmates will receive their order on the last Thursday of each month, which is handed out by Keefe Staff in the commissary.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				

Facility	ADP	Operational Hours	Ordering Operational Plan (processing from inmate order to delivery to the inmate)	Plan for Holiday	Bulk Transfers	Employees	Inmate Workers
Parkersburg Correctional	30	One Per Week	Inmates will place their commissary order via the phone. Inmates located in segregation unit will fill out paper forms passed out by Keefe staff. Keefe staff will pick up the and process both orders on Tuesday morning. These orders will be bagged by inmate workers in the commissary and will be delivered to the inmates by Keefe staff Wednesday afternoon.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	N/A	Staff from St. Mary's will also handle operations at Parkersburg.	0
			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates. - If permitted.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				
Lakin Correctional	455	Monday through Friday 8:00am - 4:00pm	Inmates will place their commissary order via the phone. Inmates located in segregation unit will fill out paper forms passed out by Keefe staff. Keefe staff will pick up the and process both orders on Tuesday morning. These orders will be bagged by inmate workers in the commissary and will be delivered to the inmates by Keefe staff Wednesday afternoon. sheets after handing out all commissary orders. All inmates shop on Monday only. Restricted inmates orders are checked by Keefe staff before delivering to the POD. This facilities orders are pre-bagged at our Strongsville OH warehouse and sent to the facility on Monday mornings.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	Enter	Keefe Manager - full time Keefe Employee - part time 3 employees listed in CRFP, but we are proposing 2 employees	6
			PERSONAL PROPERTY - inmates turn in the personal property sheets during commissary. Only one pod per week is allowed to order. Example: the first week of the month would be "A" pod; the next week would be "B" pod. Once the orders are received at the facility the DOC staff hands the orders out to the inmates.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				
Salem Correctional	400	One Per Week	Inmates will place their commissary order via the phone. Inmates located in segregation unit will fill out paper forms passed out by Keefe staff. Keefe staff will pick up the and process both orders on Tuesday morning. These orders will be bagged by inmate workers in the commissary and will be delivered to the inmates by Keefe staff Wednesday afternoon.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	N/A	Manager - full time Tiffeny Joseph - part time	2
			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				
Beckley Correctional	59	One Per Week	Inmates will place their commissary order via the phone. Inmates located in segregation unit will fill out paper forms passed out by Keefe staff. Keefe staff will pick up the and process both orders on Monday morning. These orders will be bagged by inmate workers in the commissary and will be delivered to the inmates by Keefe staff Tuesday afternoon.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	N/A	Keefe Employee - part time	0
			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				



Facility	ADP	Operational Hours	Ordering Operational Plan (processing from inmate order to delivery to the inmate)	Plan for Holiday	Bulk Transfers	Employees	Inmate Workers
Anthony Correctional	220	Evening delivery/One Per Week/Before 5:00pm	Inmates will place their commissary order via the phone. Inmates located in segregation unit will fill out paper forms passed out by Keefe staff. Keefe staff will pick up the and process both orders on Monday morning. These orders will be bagged by inmate workers in the commissary and will be delivered to the inmates by Keefe staff Tuesday afternoon before 5:00pm.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	N/A	Roberta Canaday - part time Mary Childers - part time	0
Processed, filled and shipped from Huttonsville warehouse.			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				
Denmar Correctional	216	Two Per Week Monday and Thursday Evening	Inmates will place their commissary order via the phone. Inmates located in segregation unit will fill out paper forms passed out by Keefe staff. Keefe staff will pick up the and process both orders on Wednesday and Thursday morning. These orders will be filled by inmate workers in the commissary and will be delivered to the inmates by Keefe staff Friday afternoon.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	N/A	Scott Haney - part time Duane Whitt - part time	3
Processed, filled and shipped from Huttonsville warehouse.			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates. - If permitted.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				
Martinsburg Correctional	120	One Per Week	Inmates will place their commissary order via the phone. Inmates located in segregation unit will fill out paper forms passed out by Keefe staff. Keefe staff will pick up the and process both orders on Thursday morning. These orders will be bagged by inmate workers in the commissary and will be delivered to the inmates by Keefe staff Friday afternoon.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	N/A	Deanna Cole - part time Melinda Winston - part time	0
Processed, filled and shipped from Huttonsville warehouse.			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates. - If permitted.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				
Charleston Correctional Center	66	One Per Week - When Facility Opens	Inmates will place their commissary order via the phone. Inmates located in segregation unit will fill out paper forms passed out by Keefe staff. Keefe staff will pick up the and process both orders on Monday morning. These orders will be bagged by inmate workers in the commissary and will be delivered to the inmates by Keefe staff Tuesday afternoon.	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	N/A	Keefe Employee - part time	0
Processed, filled and shipped from Huttonsville warehouse.			PERSONAL PROPERTY - All inmates can place their personal property order via the phone. These orders will be processed Monday morning by Keefe staff. Orders will print at Keefe's St. Charles, MO warehouse and will have those orders delivered to the prison by Friday. Keefe staff will deliver orders to inmates.				
			Access Securepak - We suggest to allow inmates, family and friends to place orders. Inmates can fill out an order form distributed by Keefe staff and picked up by Keefe staff weekly. Family and Friends can order via web, phone, mail or fax. All orders will be processed weekly and shipped from the Huttonsville warehouse for Keefe staff to distribute to the inmate on their designated commissary order day.				
Huttonsville Warehouse	N/A	Monday - Friday 8:00am - 5:00pm	N/A	If a holiday occurs during inmate delivery day, that order will be delivered the business day before or the business day after.	Keefe's Ohio warehouse sends bulk transfers to the prison on Wednesday afternoon.	WVCI Employee - full time Keefe Manager - full time Keefe Employee - part time	6



July 7, 2015

State of West Virginia  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

**Re: Request for Protection of Confidential Information  
Response to CRFP-COR1500000002**

Dear Sir or Madam:

As part of its response to **CRFP-COR1500000002**, Keefe Commissary Network, L.L.C. ("KCN"), is submitting a copy of its audited financial statements. KCN would like to identify these financial statements as confidential proprietary information/trade secrets and invoke protection for the documents under W. VA. CODE § 29B-1-4.

As a private company, KCN exerts reasonable efforts to maintain the secrecy of its audited financial statements. These audited financial statements are very valuable, because they provide a comprehensive understanding of KCN's financial transactions and overall financial condition. A release of the statements would allow industry competitors to identify KCN's allocation of resources and internal business decisions, leading to a loss of competitive position for KCN in the industry. As provided in W. VA. CODE § 29B-1-4, KCN's audited financial statements are exempt from disclosure, as these audited financial statements constitute a production of data and/or compilation of information which is not patented but which is known only to certain individuals and has commercial value and gives its users an opportunity to obtain business advantage over competitors.

As instructed, we have marked KCN's audited financial statements as confidential and request that they not be disclosed to the public.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Puricelli', written over a faint rectangular box.

John Puricelli  
Executive Vice President/General Manager  
Keefe Commissary Network, L.L.C.