



July 9, 2013

Board of Cowlitz County Commissioners
Attn: Vickie Musgrove, Clerk of the Board
207 4th Avenue, Room 305
Kelso, WA 98626

Transmittal Letter for Commissary Services RFP

Ms. Musgrove and Board of Commissioners:

Keefe Commissary Network would like to thank Cowlitz County Corrections Department for the opportunity to become partners in your commissary operation. We have proposed an offer which will provide greater financial return to the County and more diverse menu options for the inmate population.

Vendor name and address:

Keefe Commissary Network
13369 Valley Boulevard
Fontana, CA 92335

Contact:

Terry Schroeder
Group Vice President
909.357.2330

KCN views each account as a true partnership. Our company mission statement of **'*Serving our Customers with Integrity and Innovation*'** resonates with everything we do. The best measure of our success in this endeavor is to evaluate our retention rates. Simply put, customers who partner with KCN, stay with KCN. In the Western Region alone, we have had over 95% of our contracts renewed, extended or re-awarded in the past five years! Our focus on trust, accountability and responsibility leads to these staggering results for the long term.

KCN offers the **leading technology in the industry for Inmate Trust and Commissary Ordering**. We provide software and training, free of charge, and 24 hour, 7 day a week, 365 day a year *in-house* support of all technology. **Our support and customer service is second to none in the industry** and we will support your commissary operation from our local warehouse, just over 100 miles away in Kent, WA.

KCN is solely dedicated to Commissary Services and all aspects of enhancing financial return to Cowlitz County Corrections and service to the inmate population. We are happy to address any concerns or negotiate any aspect of our proposal, should the need arise.

We look forward to the prospect of forming a partnership with Cowlitz County.

Regards,

A handwritten signature in black ink, appearing to read 'Terry Schroeder'.

Terry Schroeder
Group Vice President

IV. PROPOSAL SIGNATURE SHEET

TO: Captain Chris Moses
Project Manager
1935 1st Ave
Longview, Washington 98632

The undersigned hereby certifies that he / she has read the requirements and specifications for Commissary Service for the Cowlitz County Corrections Department, and thoroughly understands the same and purpose as follows:

To provide Commissary Service for inmates at all Cowlitz County Corrections Department Facilities as listed in this RFP.

Bidding under the name of: Keefe Commissary Network, L.L.C.

Federal Employee Identification Number 43-1856999
which is (Check one of the following):

Corporation, incorporated under the laws of the State of: _____ *

Partnership, consisting of (List Partners) _____

Assumed Name (Register No.) _____

Individual Limited Liability Company, a Missouri L.L.C., owned by Centric Group, L.L.C.

AUTHORIZED SIGNATURE: 

Printed or typed: Terence Schroeder

TITLE: Group Vice President

ADDRESS: 13369 Valley Blvd., Fontana, CA 92335

DATE: _____

TELEPHONE: 800-411-0454

EMAIL: terry.schroeder@keefegroup.com

I. General Terms and Conditions:

A. Background

The Cowlitz County Corrections Department is made up of two facilities located across the street from each other. The vendor will be required to provide commissary services for both the Main Jail (Jail Annex) and the 3rd Floor Jail, located across the street from the Main Jail. The 3rd Floor Jail has an ADP of 18 Inmates and Cowlitz County is in the exploratory process of determining whether or not to close this facility. If this was to happen the Inmates housed at the 3rd floor jail would be absorbed into the Jail Annex.

The two combined facilities, for 2012, averaged a daily population of 278 inmates.
The Jail Annex has a bed capacity of 356.

Keefe Commissary Network's approach is to provide installation and delivery plans to meet each facility's unique circumstances. We have visited Cowlitz County's facilities to gain the level understanding needed to propose a solution that will meet your current needs, and will remain flexible should your requirements change.

B. Proposal Due Date:

One (1) complete original and four (4) exact duplicates, one of which will need to remain unbound, of the proposal will be submitted to:

Board of Cowlitz County Commissioners
Attn: Vickie Musgrove, Clerk of the Board
207 4th Ave
Room 305
Kelso, WA 98626

Proposals shall be sealed and clearly marked on the package cover with the Proposal Title and Company name, and must be received prior to 11:00 AM, July 16th, 2013 at the address set forth above. Proposals received after the proposal due date and time will not be accepted; no exceptions will be made. Proposals received with insufficient duplicates cannot be properly disseminated for reviews and may not be accepted.

KCN understands and will comply.

C. Procurement Timetables:

The following projected timetable should be used as a working guide for planning purposes. Cowlitz County reserves the right to adjust this timetable during the course of the RFP process.

<u>Event:</u>	<u>Date:</u>
Issue RFP	May, 2013
Proposals received by Cowlitz County 11:00 AM	July 16, 2013
Proposals Opened	July 16, 2013
Evaluation & Review Committee Evaluation of Proposals	July 16-23, 2013
Demonstrations (if deemed necessary)	July 23-26, 2013
Evaluation & Review Committee Recommendations	July 26, 2013
Award RFP On or before	Aug. 6th
Contract negotiation and Completion On or before	Aug. 20th

KCN will adhere to the dates and timelines requested.

D. Contract Period:

The initial term of this Contract will be for 28 months, from September 1, 2013, through December 31, 2015, unless sooner terminated pursuant to the terms of the Contract or by law or unless renewed as set forth herein upon mutual agreement. Upon mutual agreement, the Contract may be renewed for up to three (3) additional one (1) year periods as may be in the best interests of the parties.

KCN understands and will comply.

E. Rejection of Proposals:

Cowlitz County reserves the right to reject any or all proposals, to waive any informality in the proposal and to accept the proposal that, in the opinion of Cowlitz County, is in the best interests of the Cowlitz County Corrections Department. This request for proposals does not commit Cowlitz County to pay any costs incurred in the preparation of a response to this request, or to procure or contract for services or supplies.

KCN understands.

F. Award:

The award will not necessarily go to the proposal with the lowest price, but to the proposal that best demonstrates the ability to fulfill the requirements of the Request for Proposal and specifications.

KCN understands.

G. Contract:

The successful contractor (hereinafter called "Contractor") shall execute an appropriate contract with Cowlitz County, which shall be subject to and incorporate by reference all Proposal documents including the Invitation, Conditions, Instructions, Addenda and Specifications.

KCN understands and will comply.

H. Project Manager:

The Cowlitz County Corrections Director and/or her designee shall be the Project Manager who shall act as the agent of Cowlitz County for the purpose of serving as the County's Contact person. Any written questions and written responses regarding the procurement will be submitted to the named party, below. This party is the only representative of the County who has the authority to respond to questions relative to the RFP. Any questions about this RFP must be referred to:

Captain Chris Moses
1935 1st Ave.
Longview, Wa. 98632
360-577-3088
MosesC@co.cowlitz.wa.us

There will be NO mandatory pre-proposal meeting held for this RFP, Proposers wishing to tour the facility prior to the proposal due date may make arrangements by contacting Captain Chris Moses. A site tour is not mandatory. Any statements made at any site tour are not binding on the County unless confirmed by written addendum. Upon the close of the proposal due date the County may, if deemed necessary, request a demonstration of contractors proposed services.

KCN has read and understands.

I. Indemnity:

The contractor assumes full responsibility for and shall indemnify the County for any damage to or loss of any County property, including buildings, fixtures, furnishings, equipment, supplies, accessories, or parts resulting in whole or in part from any negligent acts or omission of the contractor, any subcontractor or any employee, agent or representative of the contractor or subcontractor.

The contractor shall defend, hold harmless and indemnify the County against any and all liability, claims, costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any way incident to or arising out of the occupancy, use, service, operations, or performance of work under the terms of this contract, resulting in whole or in part from the negligent acts or omissions of Contractor, any subcontractor, or any employee, agent or representative of the contractor or subcontractor. The contractor does not indemnify the County for damages resulting from negligence of the County.

KCN has read and understands.

J. Insurance:

The Contractor shall obtain and maintain continuously during the life of the contract the following minimum limits of insurance.

1. Worker's Compensation coverage as required by law.

Our Washington State Employer Liability Certificate is included in Tab 9.

2. General Liability Insurance Coverage in an amount not less than \$3,000,000.00 per occurrence and 5,000,000 aggregate.

Our Certificate of Liability is included in Tab 9.

3. The contractor shall take out and maintain during the life of the contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect contractor and any subcontractor performing work covered by the contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under the contract, whether such operation be by the contractor or by any subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter

KCN understands and will comply.

4. The Contractor shall provide the County Risk Manager not later than the date of commencement of services under the contract with Certificates of Insurance for the foregoing coverage. Cowlitz County, its agents, employees, elected and appointed officials and volunteers are to be listed as additional insured under the policies.
A copy of the additional insured endorsement attached to the policy will be included with the certificate. The certificate will provide 30 days' notice of cancellation. The contractor shall also maintain workers compensation through the State of Washington. The contractor shall comply with RCW Title 51-with minimum coverage limits of \$500,000 for each accident or provide evidence that State law does not require such coverage. If at any time during the life of the contract or any extension, the contractor fails to maintain the required insurance in full force and effect, all work under the contract shall be discontinued immediately. Any failure to maintain the required insurance may be sufficient cause for the County to terminate the contract.

KCN understands and will comply.

K. Contractor's Failure to Perform:

Failure to perform the work as provided herein may result in written notice to the Contractor terminating its right to proceed as to the whole or any part of the contract. To the event of such termination, the County may at its sole option have the services performed by other means and the Contractor shall be liable to the County for any excess costs for such services. The County's selection of the means for performance of services shall be conclusively presumed to be reasonable.

KCN has read, understands and will comply.

L. Termination of Contract:

Termination for Cause: Cowlitz County may terminate the contract at any time that the Contractor fails to carry out its provisions or to make substantial progress under the terms specified in the contract.

1. Cowlitz County Corrections Department shall provide the Contractor with thirty-(30) day written notice of conditions endangering performance. If after thirty-(30) day written notice the Contractor fails to remedy the condition contained in the notice, Cowlitz County shall issue an order to stop work immediately.

KCN understands and will comply.

2. Cowlitz County shall be obligated to reimburse the Contractor only for those services rendered prior to the date of notice of termination, less any liquidation damages that may be assessed for non-performance.

KCN understands and will comply.

4. Unilateral Right to Terminate: Either party upon receipt of not less than ninety (90) days written notice, may terminate the contract on an agreed date prior to the end of the contract period without penalty to either party.

KCN understands and will comply.

5. Lack of Funds: Notwithstanding any other provisions of the contract, if the funds anticipated for the continued fulfillment of this contract are at any time not forthcoming, discontinuance or material alteration of the program under which funds were

V. **Protest Procedure:**

Any protest must be made in writing, signed by the protestor, and state that the vendor is submitting a formal protest. The protest shall be filed with the Cowlitz County Corrections Director at 1935 1st Ave. Longview, Wa. 98632 faxed or emailed to FoxHightM@co.cowlitz.wa.us. The protest shall clearly state the specific factual and legal ground(s) for the protest, and a description of the relief or corrective action being requested.

1. Protests before award shall be filed five (5) days before the solicitation due date, and

KCN has read and understands.

2. Protests after the award shall be filed five (5) days after Award Announcement (see below for details). The following steps shall be taken in an attempt to resolve the protest with the vendor:
 - a) Step I Project Manager and Department Director will try resolving matter with protestor. All available facts will be considered and the Director shall issue a decision. This decision shall be delivered in writing to the protesting vendor.
 - b) Step II If still unresolved, within three (3) business days after receipt, the protest may be appealed to the Board of County Commissioners. The Board of County Commissioners shall make a determination in writing to the vendor.

KCN has read and understands.

3. Grounds for Protest:
 - a) Only protests stipulating an issue of fact concerning the following subjects shall be considered:
 - (1) A matter of bias, discrimination, conflict of interest;
 - (2) Solicitation unduly constrains competition or contains inadequate or improper criteria;
 - (3) Errors in computing score;
 - (4) Non-compliance with procedures described in the solicitation or County Policy.

KCN has read and understands.

4. Protest Determination:
 - a) Each review and determination of the protest shall issue a decision that either:
 - (1) Finds the protest lacking in merit and upholds the award; or
 - (2) Finds only technical or harmless errors in the acquisition process and determines the County to be in substantial compliance and therefore reject the protest; or
 - (3) Finds merit in the protest and provides options for correction, including, but not limited to, correcting the errors and re-evaluating the bids, reissuing the bid to begin a new process, or entering in to a contract that remedies the protest finding; or
 - (4) Makes other findings and determines other courses of action as appropriate.

KCN has read and understands.

5. Timeframe:

Only protests and complaints received within the required timeframe for protest action are accepted for consideration.

KCN has read and understands.

6. Award Announcement:

Cowlitz County Corrections shall announce the successful bidder via e-mail or regular mail. Once the announcement is released by the County, the protest time frame begins. The timeframe is not based upon when the vendor received the information, but rather when the announcement is issued by the County. Though every effort will be made by the County to distribute the announcement to the interested vendors, the County is not responsible to assure that vendors receive the announcement. It is the responsibility of the vendors to obtain the announcement from the County.

KCN has read and understands.

7. Award Regardless of Protest:
 - a) When a written protest against making an award is received, the award shall not be made until the matter is resolved, unless the County determines that one of the following applies:
 - (1) The supplies or services to be contracted for are urgently required;
 - (2) Delivery or performance will be unduly delayed by failure to make award promptly;
 - (3) A prompt award will otherwise be advantageous to the County.

KCN has read and understands.

8. If the award is made, the file must be documented to explain the basis for the award. Written notice of the decision to proceed shall be sent to the protestor and others who may be concerned.

KCN has read and understands.

II. Commissary Services

The intent of this Request for Proposal (RFP) is to search for qualified vendors who are interested in providing inmate commissary services for all Cowlitz County Corrections Department facilities on a guaranteed minimum Commission Rate of 30%.

KCN understands.

A. Objectives of RFP:

1. This RFP contains, in general terms, the overall objectives of the Cowlitz County Corrections Department in obtaining the services of a Commissary Services Vendor. While an attempt is made to describe the general expectations of the county officials and the anticipated work to perform, the county officials and proposing vendors may need to define a more specific scope of work. If it becomes necessary to revise any part of this RFP, written amendments will be provided to all potential contractors.

KCN has read and understands.

2. Each vendor providing a proposal for consideration by county officials is responsible for obtaining information on the conditions and restrictions involved in meeting the obligations and providing the services as set forth in this RFP. The failure or omission of a vendor to obtain adequate information will in no way relieve the contractor of any obligation with respect to this RFP or to an associated contract.

KCN has read and understands.

B. Locations:

1. Main Jail (Annex) beds, located at 1935 1st Ave, Longview, WA. 98632
2. 3rd floor jail (old jail), (beds) located at 312 SW First Ave, Kelso, WA. 98626

KCN understands.

C. Scope of Work and Commissary Service:

1. Kiosks: The successful bidder shall provide a sufficient number of kiosks in each inmate housing pod for ordering commissary, providing balance inquiries, filing grievances and other departmental documents at no cost to Cowlitz County. It shall also be the responsibility of the successful contractor to provide cabling or wireless network along with electrical connections as designated by Cowlitz County Information Technology Department. The Kiosk must include a fingerprint scanner.

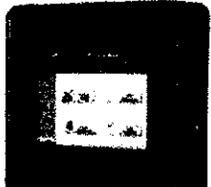
OVERVIEW

Keefe Commissary Network proposes its Inmate Self Service Edge™ kiosks. Edge™ kiosks are entirely touch screen and allow inmates to:

- Access and view their account balance and transactions
- Place a commissary and/or indigent order request
- Make appointment
- File grievances
- View facility posted information (i.e. FAQ's) as determined by the facility
- Download MP3 songs
- Check email



It's the leading inmate kiosk solution in use at correctional facilities nationwide. Inmates can use the touch-screen kiosk to view account balances and facility information, place commissary orders, request appointments, create/view personal calendars and send/receive electronic mail through our Secure Mail program



MODULES

Commissary orders will be placed through our State-of-the-art Edge Kiosks. The Edge is the leading inmate self-service system in use by correctional facilities nationwide. It provides the functionality, convenience, ease of use and security that will make your facilities safer and more efficient. When considering a commissary order entry system, it is important to consider its value in relation to the big

* Please note KCN will provide all equipment to the County free of charge. Wiring costs, switches (for kiosks) and integration fees have been included in KCN costs for this proposal. As a responsible vendor, we feel this cost must be noted and discussed in our response. KCN cautions the County that all vendors may not have considered these costs in their proposal.

Edge Kiosk Fingerprint Identification Technology

In 2010, Keefe developed a fingerprint identification system for its Edge Kiosk. The technology includes the ability to map all ten prints to register the inmate to the system and we have this solution available. However, after installing over 2,000 Edge Kiosks since that time, none of our customers have required the fingerprint reader.

KCN software allows the facility to assign an inmate to a particular housing location which allows the inmate to only utilize the kiosk in the housing location he or she was assigned, thus eliminating the need for fingerprint biometrics. Inmate ID and password are only at assigned housing location within the Keefe system, providing better control and to guard against strong-arming toward other inmates. However this option is available should the County choose to implement it.

2. Self Service Lobby Cashier: Cowlitz County seeks a system that accepts cash, credit and debit card transactions for account deposits. The system would need to satisfy the approval of the Cowlitz County Information Technology Department and at no cost to Cowlitz County The system must provide the following:
 - a) Acceptance of Cash, Credit, and Debit Cards;
 - b) Real Time Account Validation;
 - c) On-Site Deposit Funding;
 - d) Immediate Availability of Funds;
 - e) On Demand Reporting;
 - f) Allows Funding for all Types of Accounts or Personal Bail or Bonds;
 - g) Self Funding at Time of Booking;
 - h) Easy Setup with No Hardware Fees;
 - i) User-Friendly ATM-Style interface;
 - j) Additional cashier in the booking area that accepts cash and coins with no fees accessed to the County or Inmates.
 - k) The Lobby Cashier must accept payments toward bail, and contain a stationary camera which takes pictures of depositor that can be accessed at a later date.
 - l) The device must be fully integrated with the vendor's own resident banking software, and transactions posted in "real time". The fee for transactions must be set at a reasonable price.

KCN has the largest network of lobby kiosks in the country servicing the Correctional market. We currently have over 290 lobby kiosks deployed in correctional facilities across the country. KCN has technical support technicians who are responsible for the installation of our deposit kiosks. These technicians are employees of KCN and have years of experience involved in technology implementation, including deposit kiosks.

All deposit kiosks are shipped to our Corporate Headquarters where they are tested thoroughly before being shipped to the customer location. KCN technicians will install, configure and test the kiosk on-site. Furthermore, a designated technician will monitor each kiosk utilizing our management software. This management software sets KCN apart from our competitors as it enables our staff to monitor each kiosk with alerts. Alerts we receive encompass all operations allowed by the kiosk. This guarantees that KCN's deposit kiosks are managed as efficiently as possible. The kiosk will accept deposits via cash or credit/debit cards. Each kiosk also has the ability to take a photo of each depositor for potential investigative purposes.

- a) Acceptance of Cash, Credit, and Debit Cards;

KCN acknowledges that we understand, agree, and will comply. KCN's lobby kiosk will accept deposits via cash or credit/debit cards.

b) Real Time Account Validation;

KCN acknowledges that we understand, agree, and will comply.

c) On-Site Deposit Funding;

KCN acknowledges that we understand, agree, and will comply.

d) Immediate Availability of Funds;

KCN acknowledges that we understand, agree, and will comply.

e) On Demand Reporting;

KCN acknowledges that we understand, agree, and will comply.

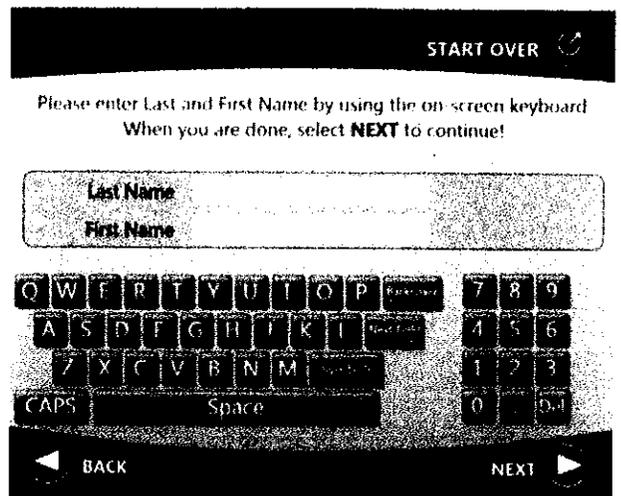
f) Allows Funding for all Types of Accounts or Personal Bail or Bonds;

KCN acknowledges that we understand, agree, and will adhere. Our Deposit Purpose feature allows depositors to make deposits for a specific purpose. This can include Trust Fund Deposits, Bail, Probation and Parole, Medical, etc. The deposit purpose fields can be customized per the facility's needs. By identifying what the deposit is for it allows for easier understanding and reconciling of each deposit. These deposits can be made via lobby kiosk, web or phone.

Lobby Kiosk

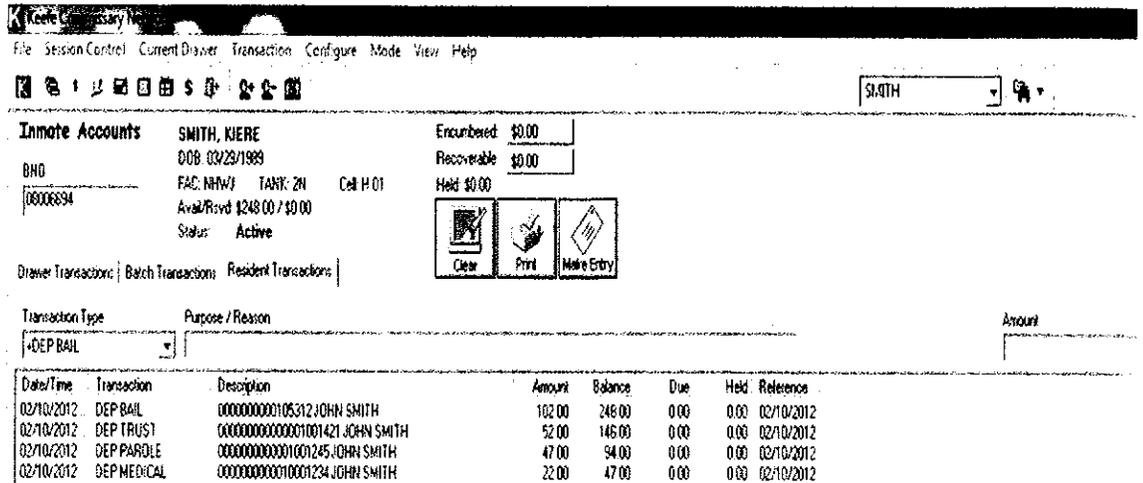
Our Lobby Kiosk can be setup with our Deposit Purpose feature. This allows the depositor to identify what purpose they wish to make a deposit.

The depositor first searches for the offender for whom they wish to make a deposit.



Facility

This example shows how each deposit purpose is identified within the KCN banking software.



- g) Self Funding at Time of Booking;

KCN acknowledges that we understand, agree, and will adhere.

- h) Easy Setup with No Hardware Fees;

KCN acknowledges that we understand, agree, and will adhere.

- i) User-Friendly ATM-Style interface;

KCN acknowledges that we understand, agree, and will adhere.

- j) Additional cashier in the booking area that accepts cash and coins with no fees accessed to the County or Inmates.

KCN acknowledges that we understand, agree, and will adhere.

- k) The Lobby Cashier must accept payments toward bail, and contain a stationary camera which takes pictures of depositor that can be accessed at a later date.

KCN acknowledges that we understand, agree, and will adhere. Each kiosk also has the ability to take a photo of each depositor for potential investigative purposes.

- l) The device must be fully integrated with the vendor's own resident banking software, and transactions posted in "real time". The fee for transactions must be set at a reasonable price.

KCN acknowledges that we understand, agree, and will comply. Fees are listed below.

DEPOSIT FEE STRUCTURE				
Gross Amount Deposited	Web	Phone	Credit at Lobby Kiosk	Cash at Lobby Kiosk
\$0.01 - \$19.99	\$2.95	\$3.95	\$2.95	\$3.00
\$20.00 - \$99.99	\$5.95	\$6.95	\$5.95	\$3.00
\$100.00 - \$199.99	\$7.95	\$8.95	\$7.95	\$3.00
\$200.00 - \$300.00	\$9.95	\$10.95	\$9.95	\$3.00

D. Orders/Delivery:

1. The Contractor shall collect individual commissary orders once a week Tuesday, and deliver the Department filled individual orders on Wednesday.
2. Pickup and delivery shall be to the Main Jail (Annex), located at 1935 1st Ave. Longview, Wa. 98632 and the 3rd floor (Old Jail), located at 312 SW First Ave, Kelso, WA. 98626.

Acknowledged and agreed.

E. Contractor shall provide:

1. Commissary orders, which will be delivered to the inmates by Cowlitz County Employees. Individual orders must be delivered in clear sealed plastic bags;

Acknowledged and agreed. Orders are sealed and delivered to the inmate population unopened in clear plastic bags. The KCN warehouse is a secured area monitored by video surveillance.

2. Contractor shall provide name brand, quality products, which will be recognizable by a jail population at regular retail prices;

Acknowledged and agreed. In addition, Keefe Group has the largest selection of exclusive products superior in flavor, taste, freshness and with more active ingredients than many name brand products, all with the added benefit of correctional friendly packaging. KCN manufactures and distributes commissary items specifically designed for the correctional industry. KCN's high quality private label brands combined with our relationships with major manufacturers such as Colgate-Palmolive, Lever, and Proctor and Gamble, give KCN an advantage over competitors.

3. Contractor shall provide a system, which produces a receipt on each and every transaction.

Inmate orders come with a receipt of purchase with the inmate name and booking number or inmate identification number clearly visible from inside the clear bag. A sample of our inmate receipt is provided on the next page.

4. All food and beverage products sold and delivered to the Department must be delivered for consumption prior to the expiration date, when so dated;

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

F. Contractor will be responsible for the following:

1. Checking off inmates names from the commissary distribution list.

KCN includes a roster of orders each week.

2. Ensuring all products ordered by inmates are delivered to the proper location.

KCN will pack and label each box according to housing location.

3. Providing an approved commissary order form to receive orders from inmates and using the listed prices shown on the order form;

KCN Agrees.

4. Adhering to the agreed upon delivery dates and times;

KCN Agrees.

5. Operation and maintenance of computer hardware and software for a computerized inmate account system;

All hardware provided to come with full warranty.

6. Providing all necessary maintenance, services, and costs associated with kiosks and cashier's.

KCN Agrees.

7. Verification of inmate fund balances;

KCN software will handle this.

8. Accurate and complete records of all commissary activity and balances of individual inmate accounts using a system approved by the Cowlitz County Corrections Department.

KCN software will handle this.

G. Deliverables/Reports: The Contractor shall provide the following:

1. Contractor shall maintain and provide to CCCD the completed commissary order form in duplicate. The Cowlitz County Corrections Department will ensure that the order form is signed by the inmate.

Acknowledged and agreed.

2. Contractor shall make a product sales and price list available to the CCCD at the start of the contract. The Director and/or designee shall approve any changes to the product and price list.

Acknowledged and agreed.

3. A monthly sales report shall be provided to CCCD each month for the previous month's activity. Reports must be available in an electronic format that can be stored, printed, and electronically transmitted.

Acknowledged and agreed. There are three levels of reporting, including native workflow reporting within the application:

- ODBC access to a variety of off-the-shelf reporting products including Microsoft Access and Excel
- KCN ReportViewer
- Reporting provided by KCN with KCN-supplied custom Crystal Reports

ODBC Access

ODBC access to a variety of off-the-shelf reporting products is available within the KCN system. The IBM DB2 relational database has the ability to be accessed by web services, ODBC connections, direct client connections, and to export flat file, delimited, XML, or other industry standard formats.

One example would be to map the database through the Windows Control Panel ODBC administration feature, then browse the tables through either Microsoft Access or Microsoft Excel. KCN can provide table layout information, or alternatively KCN can construct a custom view of the data most frequently requested so that the facility has access is to a single view rather than to a collection of tables.

Native Workflow Reporting

This type of reporting is embedded into the KeepTrak™ Inmate Banking System at various points where standardized outputs are convenient. Workflow reporting would include:

- Receipts – receipt formats and numbering are user definable and take advantage of a variety of printer and form types
- Account History – this includes individual account history printouts in a merged running total format or in a statement (debit / credit) format
- Transaction Batch detail and summary – this includes the reporting of like transactions entered for purposes such as payroll, copay, money orders, etc
- Cash Drawer history – this included drawer counts, adjustments, and detailed transaction history related to a shift or a session.
- Check Research Results – the bank register provides advanced search with preview, sort, and print capabilities
- Bank Reconciliation summary and detail – this reports compares to the actual bank statement after check and deposit status within the KeepTrak™ Inmate Banking System has been updated to match bank records

- General Ledger reporting - The General Ledger of the KCN software is also a native reporting tool that allows the user to multi-select items, periods, or the entire ledger and produce account summaries, detailed account history, and an overall Trial Balance.
- Transaction level reporting – each line item transaction whether in the General Ledger, the Cash Journal or the Inmate Liability Journal will display and print transaction details through a select/right-mouse action. The user may also choose to re-print a receipt for any transaction in this way.

KCN ReportViewer™

KCN's KeepTrak ReportViewer™ is a rich client application that embeds Seagate Crystal Reports for user selection. The KCN technical staff provides the individual report objects from their library of standard reports.

These reports include but are not limited to inmate account statements, batch reports, transaction inquiries, individual inmate balance listings, housing reports, commissary order trend reports, and commissary sales roster by housing unit. As additional report requirements are defined, KCN staff review the report requests with users and update the standard reports library as needed. The entire library of more than 50 standard reports is available for review. Several examples follow.

Workflow Reports include:

- Receipts
- Order Summaries
- Rejected Items
- Delivery Rosters
- Invoices

Analytical Reports include Sales and Refunds by:

- Item
- Category
- Delivery Batch
- Date Range
- Location
- Inmate

KeepTrak® IVR Phone Interfaces

The KeepTrak® IVR commissary order entry system is attachable to facility inmate phone systems. The interface relies on network connections to a facility-based or centralized phone switch. The KeepTrak® IVR commissary order entry system requires the KeepTrak® Commissary Module and is seamlessly interfaced with the KeepTrak® Inmate Banking System. If the facility is not using the KeepTrak® Inmate Banking System, the KeepTrak® IVR/Commissary solution can be interfaced with partner inmate banking systems.

KeepTrak® DirectDebit Inmate Real-Time Phone Interface

When the KeepTrak® Inmate Banking System is used to charge inmate accounts for phone time as the call occurs, the interface relies on network connections to a facility-based or centralized phone switch.

KeepTrak® DirectSales Inmate Pre-Paid Phone Interface

When the KeepTrak® Commissary System is used for charging inmate accounts for pre-paid phone time, the interface requires the phone vendor to connect to KCN's central managed services platform to transfer pre-paid phone charges to the phone system pre-paid inmate accounts.

I. Brand Names and Approved Equivalents:

Any references to manufacturers, trade names, brand names and/or catalog numbers are intended to be descriptive, but not restrictive, unless otherwise stated, and are intended to indicate the quality level desired. Bidders may offer any equivalent product that meets or exceeds the specifications.

KCN understands and has provided this information in Attachment A.

J. Bids based on equivalent products must be:

1. Clearly describe the alternate offered and indicate how it differs from the product specified; and,

KCN will comply.

2. Include complete descriptive literature and/or specifications as proof that the proposed alternate will be equal to or better than the product named in this bid.

KCN will comply.

3. The County reserves the right to be the sole judge of what is equal and acceptable and may require Bidder to provide additional information and/or samples.

KCN understands.

4. If Bidder does not specify otherwise, it is understood that the referenced brand will be supplied.

KCN understands.

K. Commission Rate:

All Proposals shall specify a Commission rate set forth at a guaranteed minimum rate of 30%. Commission rate as quoted will remain firm for the term of any contract that may be awarded as a result of this RFP.

KCN understands.

L. Hardware and Software:

1. During the term of this agreement, the successful vendors shall supply Cowlitz County with such computer equipment and software to enable Cowlitz County and its inmates to access the Vendor's Commissary Network to account for inmate welfare funds maintained by Cowlitz County and effect purchases by inmates from commissary supplies by the vendor.

Acknowledged and Agreed.

2. During the term of this agreement, such hardware will be installed and maintained by the vendor shall remain the sole property of Cowlitz County.

Acknowledged and Agreed.

3. All systems must be brand new equipment

Acknowledged and Agreed.

4. At the termination of this agreement, all such computer hardware and software shall be returned by Cowlitz County to the vendor in the same condition, reasonable wear and tear excepted, as existed at the time the equipment was installed.

Acknowledged and Agreed.

5. Warranty and Maintenance

- a) All equipment, including software, provided by the vendor shall be warranted and maintained by the vendor for the extent of the contract.

Acknowledged and Agreed.

- b) The vendor shall provide on-site training session(s) for people.

Acknowledged and Agreed.

- c) The vendor shall provide on-line user manuals on all desktops utilizing the vendor's software.

Acknowledged and Agreed.

- d) All information entered into the vendor's software during the extent of the contract is the property of Cowlitz County. Upon completion of the commissary contract, the vendor will provide, in comma delimited format and at the County's approval, all inmate and jail information.

Acknowledged and Agreed.

- e) Vendor must have a 24 hour helpdesk with an 800 number staffed by the vendors employees. Vendor must provide said number in their response to this section and the staff assigned to monitor the helpdesk.

Acknowledged and Agreed.

- f) The vendor shall provide on-site next day hardware or software server support and service if necessary.

Acknowledged and Agreed.

KCN's 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.

percentage allocation to various assessment types. The user may also set a minimum balance to be retained to allow for commissary or other purchases and disbursements

- On-Demand Collection – Keefe will allow the authorized user to selectively recover unpaid amounts from the current inmate account balance.
- Collection at Time of release – Remaining uncollected recoverable amounts may be collected during the account closeout process, also prioritized by charge type
- Collection at Time of Reinstatement – Remaining uncollected recoverable amounts may be collected during reinstatement should the inmate return to the facility at a future date
- Recovered amounts are accumulated in a real time General Ledger account. From the collected GL account(s) users of the Keefe system may disburse a check to clear the balance owed to the County or other service providers or authorities.

Inmate financial transactions, including those that establish a balance in a deficit status, are retained indefinitely by the KCN system. For instance, if the inmate was released today with open recoverable balance(s), those balances would still be active and collectible should the inmate be re-incarcerated five years from today.

2. During the term of this agreement, such hardware will be installed and maintained by the vendor shall remain the sole property of Cowlitz County.

Acknowledged and agreed.

3. All systems must be brand new equipment

Acknowledged and agreed.

4. At the termination of this agreement, all such computer hardware and software shall be returned by Cowlitz County to the vendor in the same condition, reasonable wear and tear excepted, as existed at the time the equipment was installed.

Acknowledged and agreed.

5. Warranty and Maintenance
 - a) All equipment, including software, provided by the vendor shall be warranted and maintained by the vendor for the extent of the contract.

Acknowledged and Agreed. The 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 its hardware and software. Any and all upgrades of hardware and software as well as additional training to facility staff will be provided by KCN at no cost to the County for the life of the Agreement.

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.

- Replacement of consumables (ink cartridge, ribbon, toner) as needed - 1/4 per month per printer (can be accomplished when printer is not in use)

Total Annual estimated preventive maintenance downtime per printer - zero hours of downtime

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. (Extracted data are also available for storage at the facility within the facility's current backup storage procedures.)
 - Backup server service – cold spare depot
 - 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.
- b) The vendor shall provide on-site training session(s) for people.

Acknowledged and Agreed. 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.
- c) The vendor shall provide on-line user manuals on all desktops utilizing the vendor's software.

Acknowledged and Agreed. 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 24x 7x 365 toll-free assistance line staffed by KCN Technical Services training personnel.

- d) All information entered into the vendor's software during the extent of the contract is the property of Cowlitz County. Upon completion of the commissary contract, the vendor will provide, in comma delimited format and at the County's approval, all inmate and jail information.

Acknowledged and Agreed. KCN employs its own software engineers to design and create the KCN software based on the needs of our customers. The entire KCN software package is owned, warranted, and maintained by Keefe Commissary Network. As part of the agreement, KCN will grant the Facility a royalty free license to use the KCN software in the provision of commissary services. All data that is generated through the KCN software will remain the property of the facility and will be provided in the desired format.

KCN does not offer a license to use the KCN banking and commissary software beyond the terms of the commissary agreement.

KCN does offer support for transition of data to successor inmate banking systems. References for data transition include Cook County DOC, Miami-Dade County FL, Salt Lake County UT, Atlantic County NJ, Union County NJ, and Norfolk County MA.

- e) Vendor must have a 24 hour helpdesk with an 800 number staffed by the vendors employees. Vendor must provide said number in their response to this section and the staff assigned to **monitor** the helpdesk.

Call Center Team (22 Employees)

The Call Center Team, a four-tier level of service, is the primary support for technical calls. Call Center hours are from 6 a.m. – 6 p.m. CST.

Contact Services

Level 1 (10 employees) Level 1 is the first line of contact for technology customer service requests via phone or e-mail. The role of this team is to handle all incoming requests, solve simple user questions/concerns and route all higher level technical calls to the next level of technical support.

Escalation Services

M. Optional Services:

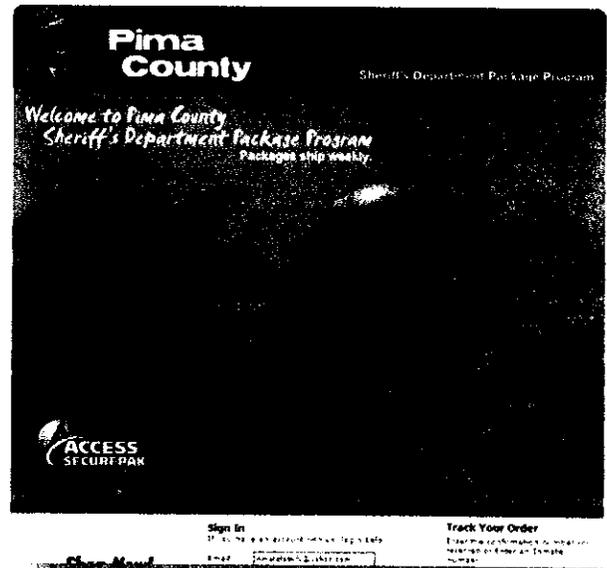
1. In addition to the "required services" listed, the Cowlitz County Corrections Department has an interest in any options that reduce the level of time required of operational staff. These options may include software/hardware tools and/or procedural changes that automate and simplify various staff-intensive processes.

KCN has additional services which can have a direct, positive impact on overall sales, and some services may create efficiency for jail staff, in turn saving time and money.

ACCESSCORRECTIONS is a division of Keefe Group. Unlike other providers, Keefe Group does not subcontract any aspect of our services.

FRIENDS & FAMILY ORDERING SITE

KCN will continue to provide a friends and family website designed specifically for Pima County. This will allow friends and family to order commissary for loved ones inside the facility, while providing KCN's industry leading security. This eliminates contraband and provides increased sales and thus revenue to the County. KCN will deliver these packages four times a week with regular commissary if so desired.



Keefe Commissary Network has a vast amount of experience in operating family and friends ordering programs throughout the country; our experience in this arena is unparalleled. If the County approves, Keefe Commissary Network has several innovations to increase revenue generated from family/friend purchases. These ideas include the addition of unique ethnic and calendar-specific products and packages.

There will be no additional cost to the facility for this added service which adds to commissary sales and commission to the facility. KCN currently offers this service at California facilities such as Los Angeles and San Bernardino Counties, and runs the largest secure package program for the States of California, Washington, the Idaho Department of Corrections and 20 additional statewide programs throughout the nation. We invite you to visit the websites below. KCN generally adds a \$4.00 processing fee to the purchaser for this service; there is no charge to the County.

Partial listing of current friends & family ordering sites:

Arizona DOC	www.arizonapackages.com	Navajo County	www.navajocountypackages.com
California DOC	www.californiaqp.com	Nevada DOC	www.nevadapackages.com
Cochise County	www.cochisecountypackages.com	Pima County	www.pimacountypackages.com
Coconino County	www.coconinocountypackages.com	San Luis Obispo County	www.sanluisobispopackages.com
El Dorado County	www.eldoradopackages.com	Pinal County	www.pinalcountypackages.com
Humboldt County	www.humboldtcountypackages.com	San Bernardino County	www.sbpackages.com
Idaho DOC	www.idahopackages.com	Santa Clara County	www.santaclarapackages.com
Kern County	www.kerncountypackages.com	Santa Cruz County	www.santacruzpackages.com
Los Angeles County	www.lasdpackages.com	Washington DOC	www.washingtonpackages.com
Marin County	www.marinpackages.com	Yuma County	www.yumacountypackages.com

M. Software Capabilities:

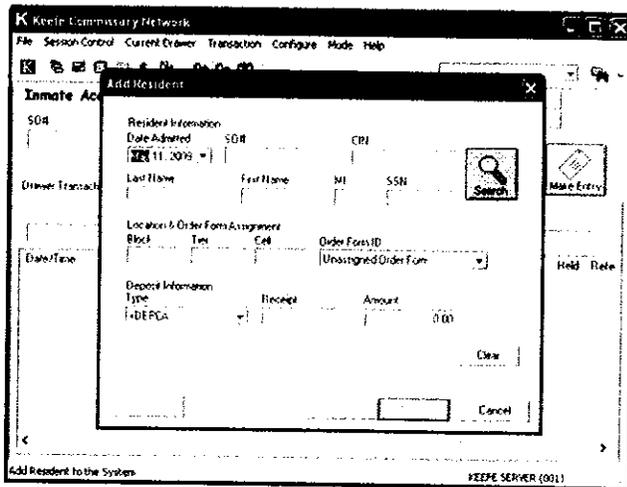
The software provided must be Windows based with a site license, Inmate Management and Trust Fund accounting system with multiple levels of security. The Contractors software shall be required to remain compatible with future Windows releases. At a minimum the software must have the following features:

1. Resident controls -Intake/Release software must maintain records of inmates to be entered with booking number, name, all vital statistics available, initial deposit, housing assignment, spending limit and any additional comments that need to be addressed.

Acknowledged and Agreed. The KCN application is based on IBM DB2 Express-C ver 9.4. KCN application developers use Microsoft Visual C# for application development. Interfaces to partner systems consist of Microsoft Web Services or Microsoft Windows services with ODBC or JDBC connections to partner databases. KCN integrates with Oracle, SQL Server, and other JDBC databases in this manner. KCN also integrates with a variety of non-JDBC databases and file formats through its many partner interfaces. All maintenance and support of the IBM DB2 Express-C ver 9.4 database provided by KCN for this application is the sole responsibility of KCN Technical Services.

The KCN system allows jail personnel to open an inmate account by using the inmate identification number (X-Reference #) at the time of booking, and then to enter into the computer system the amount of money in his/her possession at that time, all vital information such as housing assignment, spending limits and personal information.

The software allows input of a user defined resident ID number and social security numbers for each resident. The personal ID is a permanent identification that does not change from one booking to the next. Identification numbers may be modified when errors occur.



2. Integrated accounting, point-of-sales and inventory control functionality;

Acknowledged and Agreed. The KCN KeepTrak™ Inmate Banking solution software is a dual entry accounting system that records deposits (initial and ongoing), withdrawals, refunds, commissary purchases, and closeout of inmate accounts. It allows users to add their own "transaction types" at the site level (example-trustee pay, medical charges, haircut charge, etc.). Each transaction entered will create and print a receipt, and will be tracked in all reports for accounting purposes, according to Generally Accepted Accounting Principles (GAAP).

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.

Eight 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

4. Detailed offender account audits trails;

Acknowledged and Agreed. The KCN software provides premier cash controls for handling original inmate funds. The Cash drawer manager features end-to-end workflow and audit trail of all cash transactions. Our Sarbanes-Oxley related features include:

Authorization Controls

- More than one-hundred separately authorize-able functions ranging from access to smart icons to groups of accounting transactions to cash management and GL functions to inmate property controls
- Independent user authorization IDs that can be added to user-defined groups for ease of management and change control
- Application idle timeouts with automated logoff
- Independent workstation authorizations that can be added to workstation groups to limit activities in sensitive areas such as cash handling, check writing
- Inquiry only modes to prevent unauthorized updates to inmate and/or General Ledger Accounts
- Each financial transaction retains the user id, station id, timestamp, and unique numeric record key.

Cash Management

- Enforced Drawer Counts
- Automated drawer closing and transfer procedures
- Lockout of Cash transactions if drawer is not opened
- Cash drawer approval workflow including recount, over & short investigation, supervisory adjustment, pooling of approved drawers into a single bank deposit, on-line review of all drawer activities including counts, changes, approvals, deposits

Active Real Time General Ledger

- Access controlled by user ID and station ID
- Enforced Dual Entry Accounting
- Summarization of transaction amounts by month, year
- Trial Balance from any date to any date
- Context sensitive transaction codes, authorized by account, user, and workstation

workstation. All of these settings and authorizations can be controlled by the County with proper authorization within the Keefe software.

5. Flexible reporting capabilities;

Acknowledged and Agreed. There are (3) three levels of reporting including native workflow reporting within the application:

- ODBC access to a variety of off-the-shelf reporting products including Microsoft Access and Excel
- KCN ReportViewer
- Reporting provided by KCN with KCN-supplied custom Crystal Reports

ODBC Access

ODBC access to a variety of off-the-shelf reporting products is available within the KCN system. The IBM DB2 relational database has the ability to be accessed by web services, ODBC connections, direct client connections, and to export flat file, delimited, XML, or other industry standard formats.

One example would be to map the database through the Windows Control Panel ODBC administration feature, then browse the tables through either Microsoft Access or Microsoft Excel. KCN can provide table layout information, or alternatively KCN can construct a custom view of the data most frequently requested so that the facility has access is to a single view rather than to a collection of tables.

Native Workflow Reporting

This type of reporting is embedded into the KeepTrak™ Inmate Banking System at various points where standardized outputs are convenient. Workflow reporting would include:

- Receipts – receipt formats and numbering are user definable and take advantage of a variety of printer and form types
- Account History – this includes individual account history printouts in a merged running total format or in a statement (debit / credit) format
- Transaction Batch detail and summary – this includes the reporting of like transactions entered for purposes such as payroll, copay, money orders, etc
- Cash Drawer history – this included drawer counts, adjustments, and detailed transaction history related to a shift or a session.
- Check Research Results – the bank register provides advanced search with preview, sort, and print capabilities
- Bank Reconciliation summary and detail – this reports compares to the actual bank statement after check and deposit status within the KeepTrak™ Inmate Banking System has been updated to match bank records

- General Ledger reporting - The General Ledger of the KCN software is also a native reporting tool that allows the user to multi-select items, periods, or the entire ledger and produce account summaries, detailed account history, and an overall Trial Balance.
- Transaction level reporting – each line item transaction whether in the General Ledger, the Cash Journal or the Inmate Liability Journal will display and print transaction details through a select/right-mouse action. The user may also choose to re-print a receipt for any transaction in this way.

KCN ReportViewer™

KCN's KeepTrak ReportViewer™ is a rich client application that embeds Seagate Crystal Reports for user selection. The KCN technical staff provides the individual report objects from their library of standard reports.

These reports include but are not limited to inmate account statements, batch reports, transaction inquiries, individual inmate balance listings, housing reports, commissary order trend reports, and commissary sales roster by housing unit. As additional report requirements are defined, KCN staff review the report requests with users and update the standard reports library as needed. The entire library of more than 50 standard reports is available for review.

6. Electronic signature verification;

Acknowledged and Agreed. The KCN KeepTrak™ financial system will store signatures of facility staff who are authorized to sign checks.

7. Automatic recovery feature that applies to incoming funds to pay debt.

Acknowledged and Agreed. The KeepTrak™ Inmate Banking system will allow the facility to charge any number of user-defined recoverable transactions (including but not limited to Indigent Purchases) to an inmate's account when the inmate does not have the funds to make payment for the charge. Keefe will create a receivable account for each inmate and track this account until full payment is made. Keefe is designed to recover, based on the facility's rules, any funds that are owed to the facility at various points as transactions occur

- Payment at Charge Time – Any given recoverable type may be enabled to collect all or part of the amount assessed at the time of the assessment. If the inmate has no money in his or her personal account, the amount of the assessment will be stored as a recoverable amount. If only a portion of the assessment was collected, the uncollected portion will remain as a recoverable amount.
- Future Collection of Unpaid Amounts - Amounts uncollected at charge time may be recovered from future deposits based on a percentage of the deposit, prioritized by assessment type or by a percentage allocation to various assessment types. The user may also set a minimum balance to be retained to allow for commissary or other purchases and disbursements
- On-Demand Collection – Keefe will allow the authorized user to selectively recover unpaid amounts from the current inmate account balance.
- Collection at Time of release – Remaining uncollected recoverable amounts may be collected during the account closeout process, also prioritized by charge type

- Collection at Time of Reinstatement – Remaining uncollected recoverable amounts may be collected during reinstatement should the inmate return to the facility at a future date
- Recovered amounts are accumulated in a real time General Ledger account. From the collected GL account(s) users of the Keefe system may disburse a check to clear the balance owed to the County or other service providers or authorities.

Inmate financial transactions, including those that establish a balance in a deficit status, are retained indefinitely by the KCN system. For instance, if the inmate was released today with open recoverable balance(s), those balances would still be active and collectible should the inmate be re-incarcerated five years from today.

8. Banking features -Records deposits, withdraws refunds, purchases, and closeout of inmate accounts. Allows us to add own transaction at a site level (i.e. haircuts, indigent supplies, and medical visits). Each transaction entered will create and print a receipt and be tracked in all reports for accounting purposes.

Acknowledged and Agreed. The KCN Inmate Banking System software is a dual entry accounting system that records deposits (initial and ongoing), withdrawals, refunds, commissary purchases, and closeout of inmate accounts. It allows users to add their own "transaction types" at the site level (example-trustee pay, medical charges, haircut charge, etc.). Each transaction entered will create and print a receipt, and will be tracked in all reports for accounting purposes, according to Generally Accepted Accounting Principles (GAAP).

9. Check writing -Includes a check register, works with either computer generated or bank issued check numbers, continuous form or single checks. Checks can be used for third party or closing out inmate accounts. The check registry creates a listing of all checks.

Acknowledged and Agreed. The KeepTrak™ Inmate Banking and Commissary software system features check-writing, check review, positive pay and bank reconciliation as integral parts of the system. These features allow issued checks to be recorded on-line through a visual display. Once the check is drafted, the check review feature allows simple and advanced searches, viewing, printing, clearing, and voiding of checks by the following 16 different criteria:

- All Checks In Register
- Cleared Checks
- Uncleared Checks
- Voided Checks
- For Inmate ID #
- On A Specific Date
- Between Dates
- For Check Number Equals To
- For Check Numbers Greater Than
- For Check Numbers Less Than

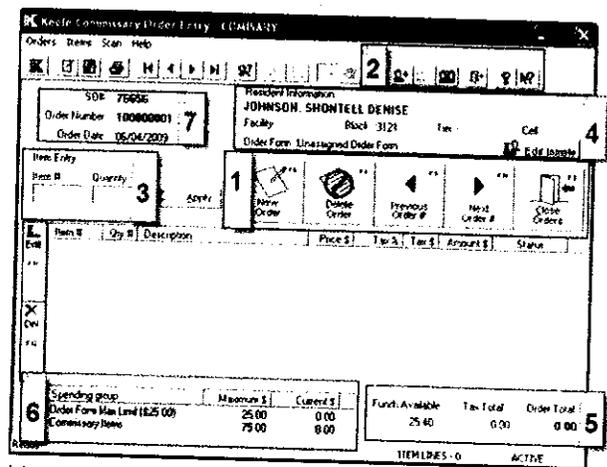
- For check Numbers Between
- For Account Event(s)
- For Amount(s) Equal To
- For Amount(s) Greater Than
- For Amount(s) Less Than
- For Payee Name

Operations permitted on drafted checks include clear, unclear, void, expire, and re-number. KCN also supports the transfer of issued check information to various banks. This internal control allows the bank to alert the facility to fraudulent checks. Some banks can return check and deposit status information in electronic format. KCN can use this information to update check status automatically.

10. Order entry: For processing inmate orders. The inmate's current balance needs to display on the same screen. Order numbers must be automatically assigned to each individual order for further tracking as well as provide the date of the order.

Acknowledged and Agreed. The on-screen order entry form displays the following information:

1. **Order Icons**, allow users to create, delete, and scroll through individual orders.
2. **Inmate Icons**, allow addition, release, and modification of inmate accounts.
3. **Item Entry boxes**, allow addition of items to open orders.
4. **Resident Information**, displays and allows editing of inmate account information by clicking <EDIT INMATE> button.
5. **Order Total and Resident Balance**, display funds available to resident and running order total.
6. **Spending Group** displays spending group information and limits.
7. **Order Information**, displays inmate ID, unique order number and order date.



Spending Group	Maximum \$	Current \$	Funds Available	Tax Total	Order Total
Order Form Max Limit (6.25.00)	25.00	0.00	25.40	0.00	0.00
Commissary Rate	75.00	0.00			

11. Closing accounts -Close out function must include a function, which will print out a complete transaction history as a receipt disclosing all transactions with amounts, and dates the departing inmate has incurred since being incarcerated. The report must show the total fund additions, debits, and credits for commissary purchases, total draws, and net balance due the inmate and allow him to be paid by check, cash or combination.

Acknowledged and Agreed. Settling an inmate account, generating a report, and issuing a check for the closing balance is part of the KCN account closeout function available from the Inmate Accounts menu. The closeout procedure streamlines the process of settling an inmate account, including closing collection of outstanding recoverable amounts, as well as issuance of check, cash, debit card or all three to clear the remaining balance.

Additionally, the software can return any portion of their resident funds in the form of cash, if desirable, and prepare an exit check for the balance, all possible from the same release disbursement screen.

At the time of release, inmate accounts are not purged from the database, but they are made inactive. Upon booking of the same personal ID at some future date, the inactive account is then made active and all un-cleared or remaining balances are reinstated as they were at the point of release. A subsequent booking will therefore reinstate unclaimed funds that are not settled at the time of release.

12. Tracking inmates: Software must have the ability to reassign cell location as well as facility changes as the inmate is moved.

Acknowledged and Agreed. The KCN system allows jail personnel to access an inmate account by using the inmate identification number (X-Reference #) and modifying the inmate's information such as locations.

a) System must also have the ability to search for the individual inmate by last name and/or master file number.

Acknowledged and Agreed. The KeepTrak system allows users to search for individual inmates by last name and/or inmate identification number.

13. Security: System must require an Officer's ID and password in order to gain entry into the system.

Acknowledged and Agreed. The entire KCN software system is protected by password security, both at the feature level and at the individual accounting transaction level. The logon display is presented at various points to validate the User ID and password.

In the Officer Management and Account Management, and local workstation setup Systems Administration Modules, facilities can design and enforce virtually infinite levels of security at the group, individual, and workstation levels, as well as define a full chart of accounts, create customized accounting transactions, setup recoverable percentages, configure receipt and check printing formats, and define the most comprehensive set of commissary order entry restrictions available in the industry.

Additionally, the authorizing User Id, workstation number, and time stamp (to the millisecond) are permanently recorded on each financial transaction to enable audit-ability and accountability at the record level.

Logins can fit into certain user-defined roles that might include administrator, accountant, public user, inmate, etc.

a) All transactions and entries must be tracked by ID and password.

Acknowledged and Agreed. The authorizing User Id, workstation number, and time stamp (to the millisecond) are permanently recorded on each financial transaction to enable audit-ability and accountability at the record level.

14. Cost Recovery: Program must call for an accurate on-line Inmate Trust Fund account balance; the system must call for the collection of a percentage of the incoming deposits and automatically take 100% of remaining funds and apply to recoverable charges before releasing an inmate.

Acknowledged and Agreed. The KeepTrak™ Inmate Banking system will allow the facility to charge any number of user-defined recoverable transactions (including but not limited to Indigent Purchases) to an inmate's account when the inmate does not have the funds to make payment for the charge. Keefe will create a receivable account for each inmate and track this account until full payment is made. Keefe is designed to recover, based on the facility's rules, any funds that are owed to the facility at various points as transactions occur.

- Payment at Charge Time – Any given recoverable type may be enabled to collect all or part of the amount assessed at the time of the assessment. If the inmate has no money in his or her personal account, the amount of the assessment will be stored as a recoverable amount. If only a portion of the assessment was collected, the uncollected portion will remain as a recoverable amount.
- Future Collection of Unpaid Amounts - Amounts uncollected at charge time may be recovered from future deposits based on a percentage of the deposit, prioritized by assessment type or by a percentage allocation to various assessment types. The user may also set a minimum balance to be retained to allow for commissary or other purchases and disbursements
- On-Demand Collection – Keefe will allow the authorized user to selectively recover unpaid amounts from the current inmate account balance.
- Collection at Time of release – Remaining uncollected recoverable amounts may be collected during the account closeout process, also prioritized by charge type
- Collection at Time of Reinstatement – Remaining uncollected recoverable amounts may be collected during reinstatement should the inmate return to the facility at a future date

Recovered amounts are accumulated in a real time General Ledger account. From the collected GL account(s) users of the Keefe system may disburse a check to clear the balance owed to the County or other service providers or authorities.

Inmate financial transactions, including those that establish a balance in a deficit status, are retained indefinitely by the KCN system. For instance, if the inmate was released today with open recoverable balance(s), those balances would still be active and collectible should the inmate be re-incarcerated five years from today.

15. Reports;
- a) Daily balance report;
 - b) Summary report;
 - c) Inmate reports;
 - d) Show funds;
 - e) List transactions;
 - f) Total sales;
 - g) Indigent totals;
 - h) Indigent tracking

Acknowledged and Agreed. There are (3) three levels of reporting including native workflow reporting within the application:

- ODBC access to a variety of off-the-shelf reporting products including Microsoft Access and Excel.
- KCN ReportViewer
- Reporting provided by KCN with KCN-supplied custom Crystal Reports

ODBC Access

ODBC access to a variety of off-the-shelf reporting products is available within the KCN system. The IBM DB2 relational database has the ability to be accessed by web services, ODBC connections, direct client connections, and to export flat file, delimited, XML, or other industry standard formats.

N. Sample Commissary Menu:

All proposals shall include a sample commissary menu including the cost for items offered, including all applicable taxes, insurance or other charges. In the event of any changes in the tax laws that would make sales tax not applicable, the Contractor agrees to adjust prices accordingly.

A sample menu is located in this tab. Prices do not include sales tax, but we will gladly include in final pricing and remit; should sales tax laws change, KCN will adjust prices accordingly. We also offer a wide variety of additional items and flavors, and will be happy to work with you to customize your menu.

III. Cost Proposal Forms (See also Attachment A)

1. Pricing is provided for evaluation purposes. If items in the list are not available the bidder may propose an alternate equivalent of the item and include package size, brand name, and price of each alternate product to be supplied.

KCN understands.

2. All prices are to be F.O.B. destination. Any freight/delivery charges are to be included.

KCN understands.

3. All prices quoted shall be in United States dollars and "whole cent," no cent fractions shall be used.

KCN understands.

4. Price quotes shall include any and all payment incentives available to the County.

KCN understands.

5. The CCCD Commissary Menu currently includes food/beverage products and personal care/miscellaneous products. Attachment A contains a current listing of the products and the number of units sold during 2012. Sales volumes are not guaranteed, but are provided to aid in the development of proposals and revenue/cost estimates.

KCN understands.

6. Proposals must include a completed Attachment A that indicates the availability and proposed price for each product shown. (Note: Unit prices must be comparable to those found at Cowlitz County area convenience store locations for the same or similar items.)

Attachment A is enclosed in this Tab.

7. Products that are unavailable or that are provided for through a comparable substitute must be specifically noted. An explanation must be provided on a separate sheet for each substitute.

Product substitution details are enclosed in behind Attachment A.

8. The table must also include the estimated revenue from each product and the Commission that will be retained by the CCCD (based on the proposed Commission Rate of not less than 30%). An electronic copy, as well as the hard copy, containing the completed worksheet must be submitted with the proposal.

KCN has provided both electronic and hard copy formats.

9. Proposers may inquire about obtaining the electronic copy of Attachment A to assist with facilitating the data entry.

KCN understands.