



# OFFER AND ACCEPTANCE RFP PC-121518 COMMISSARY SERVICES

**P I N A L • C O U N T Y**  
*wide open opportunity*

**OFFER AND ACCEPTANCE FORM**

**TO PINAL COUNTY:**

The undersigned hereby offers and agrees to furnish the material, service, or construction in compliance with all terms, conditions, specifications, and amendments in the Solicitation.

	Group Vice President
<b>Authorized Signature</b>	<b>Title</b>
Terence Schroeder	12/14/12
<b>Printed Name</b>	<b>Date</b>
Keefe Commissary Network, L.L.C.	800-411-0454
<b>Company Name</b>	<b>Telephone</b>
13369 Valley Blvd.	Fontana, CA 92335
<b>Address</b>	<b>City, State, Zip</b>

**For clarification of this offer, contact:**

**Name:** Angelo Leber      **Phone:** 800-411-0454      **E-Mail:** aleber@keefegroup.com

Arizona Transaction Privilege Tax Number: 03031483      Federal Tax Identification Number: 43-1856999

**ACCEPTANCE OF OFFER**  
*(For Pinal County Use Only)*

The offer is hereby accepted and the Responder is now bound to sell or provide the materials, services, or construction as indicated by the Purchase Order or Notice of Award and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Offer as accepted by Pinal County.

The contract is for: Commissary Services PC-121518

This contract shall henceforth be referenced to as Contract No. PC-121518 The Offeror is cautioned not to commence any billable work or to provide any material or service under this contract until Offeror receives an executed purchase order or notice to proceed.

Awarded this 13<sup>th</sup> day of February 2013.

<u>Stephen Q. Miller</u>	<u>Chairman</u>	
Name (Print)	Title	Signature

Approved as to form:

Pinal County Attorney's Office      1-15-13



**OFFER AND ACCEPTANCE  
RFP PC-121518 COMMISSARY SERVICES**

**P I N A L • C O U N T Y**  
*wide open opportunity*

**OFFER AND ACCEPTANCE FORM – Page 2**

By signing the previous page of the Offer and Acceptance Form, Responder certifies:

- A. The submission of the bid did not involve collusion or other anti-competitive practices.
- B. The Responder shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
- C. The Responder has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the Submittal.
- D. The Responder certifies that it complies with Executive Order 12549 related to Federal Government Debarment and Suspension (see 4-7)
- E. The Responder certifies that the individual signing the bid is an authorized agent for the Responder and has the authority to bind them to the contract.

Keefe Commissary Network, L.L.C.

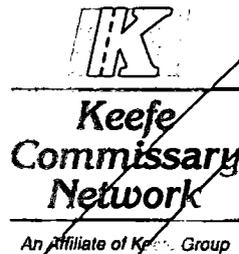
Firm

 12/14/12

Authorized Signature and Date

**END OF SOLICITATION RFP PC-121518 COMMISSARY SERVICES**

# Keefe Commissary Network



## Proposal for



## Pinal County

**Response to:  
RFP PC-121518  
Commissary Services**

***Submitted to:*  
Brenda Widugiris  
Pinal County Finance Department  
31 North Pinal Street  
Building A, Second Floor  
Florence, AZ 85132**



### Executive Summary for Pinal County

Keefe Commissary Network (KCN) will detail in the following proposal its ability to exceed Pinal County's expectations as the Inmate Commissary provider. In April of 2012 KCN, Pinal County Sheriff's Office, Pinal County Finance and Pinal County IT got together and demonstrated what true partnership is about. **Our combined efforts lead to a 10 day startup** which included: data migration, financial records conversion, software training, and commissary operations at Pinal County Jail. KCN looks forward to 5 more years of our partnership with our **two custom offers below** which allows PCSO to choose the method of commissary operation that best fits your needs.

KCN has made a generous commission offer based on the widest range of solutions (2 options below) to the County. As always, KCN will remain flexible to the needs of the County and discuss any and all options and technologies.

#### Option 1 (Existing Operation), "Scanning operation"

KCN has offered a **35%** commissionable return to the County. KCN will provide all equipment, training and integration with Spillman (JMS) and Securus (phone provider) free of charge to Pinal County Jail. Additionally, KCN will continue to provide an **ON SITE** staff member to process any orders, credits, or inmate requests. As a sign of our continued partnership KCN is offering Pinal County upon executing a new contract a **\$2,000.00 Loyalty Bonus** with subsequent annual bonuses of **\$2,000.00** on each anniversary date for a total of **\$10,000.00** over the 5 year contract. Based on current sales levels the County **may expect a return over \$180,000.00** annually and over the life of contract of over **\$900,000.00**. KCN has made **NO adjustments or price increases to existing menu items**.

KCN will continue to run and offer our **custom family ordering website** and will receive a matching **35%** commission on all orders placed.

#### Option 2 "Inmate Ordering Kiosks"

KCN will offer **33%** commissionable return to the County. The County will have limited responsibilities, and enjoy the benefits (discussed in detail in this proposal) of ordering kiosks. It should be noted that as a responsible vendor, KCN has accounted for existing wiring already in place and installation of kiosks. **KCN has offered 17 Edge housing unit kiosks** as requested by the County. (Additional kiosks and costs associated may be negotiated). As stated above, KCN is offering Pinal County upon executing a new contract a **\$2,000.00 Loyalty Bonus** with subsequent annual bonuses of **\$2,000.00** on each anniversary date for a total of **\$10,000.00** over the 5 year contract. Based on current sales levels the County **may expect a return over \$170,000.00** annually and over the life of contract of over **\$850,000.00**. KCN has made **NO adjustments or price increases to existing menu items**.

KCN will continue to run and offer our **custom family ordering website** and will receive a matching **33%** commission on all orders placed.

\*Non-commissionable sales (i.e. postage, indigent kits) are not included in the commissions paid to the County. This commission structure is based on the attached menu on Response Form 3 in

Section 2 of this proposal. **KCN has made NO adjustments or price increases to menu items.** Unlike other vendors, KCN has no hidden costs. All equipment, software, supplies and necessary training are included in this proposal.

KCN has based our offers on information the County was able to provide. Should the County wish a different structure **KCN will gladly negotiate.** Unlike other vendors, KCN has no hidden costs to Pinal County.

- KCN has provided extensive customer references, including over 57% of the privatized market share in the United States and over 70% on the west coast. **KCN is consistently chosen as the preferred partner more often than all other commissary companies combined. KCN is partnered with more Arizona Counties than all other providers combined including: Mohave County, Pima County, Cochise County, Coconino County, Yuma County and Navajo County.**
- KCN has offered additional services outside the scope of this RFP which may offer additional revenue and/or save valuable staff time.
- KCN has the largest distribution center network on the West Coast with six (6) locations, 233,000 square feet of inventory space to ensure product selection and stock, limiting the need for credits.
- KCN has spent more than \$3 million dollars alone on software development over the last two years and continues to lead the marketplace in software and product development innovations.
- KCN has offered the widest selection of quality products. KCN has made no adjustments to existing pricing understanding the importance of fair pricing to the inmates and families. As always, KCN will revisit menu items and pricing at the request of the County and no less than annually.
- All equipment and services, training and support **FREE OF CHARGE** to the County.



# Keefe Commissary Network

*An Affiliate of Keefe Group*

Keefe Commissary  
Network  
&  
Pinal County



**1**

Title Page  
Offer & Acceptance Form  
Addendum Acknowledgement  
Form  
W-9 Form  
Responder's Checklist  
CD with Responder's Proposal

**2**

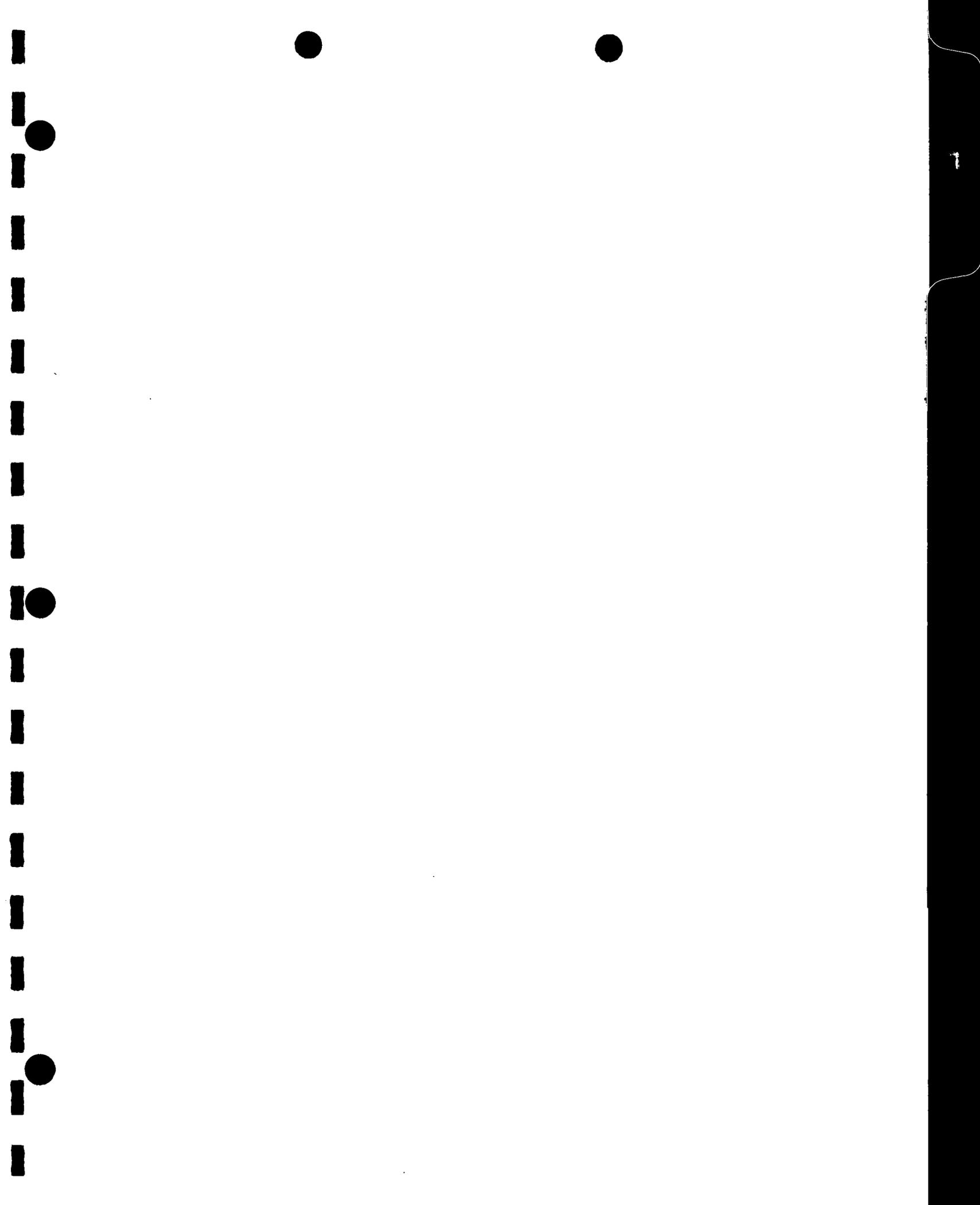
Response Form 1  
Response Form 2 Pricing Sheet  
Response Form 3  
Commissary Items

**3**

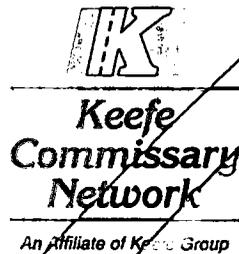
Certificate of Insurance  
Affirmative Action Letter  
E-Verify Documents  
Statement Regarding Scrutinized  
Businesses

**4**

**5**



# Keefe Commissary Network



## Proposal for



## Pinal County

**Response to:  
RFP PC-121518  
Commissary Services**

***Submitted to:*  
Brenda Widugiris  
Pinal County Finance Department  
31 North Pinal Street  
Building A, Second Floor  
Florence, AZ 85132**





PINAL COUNTY  
wide open opportunity

Addendum  
Acknowledgement and  
W-9 Form  
RFP PC-121518  
Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**ADDENDUM ACKNOWLEDGEMENT FORM**

This page is used to acknowledge any and all addendums that might be issued. Any addendum issued within five (5) days of the solicitation due date, will include a new due date to allow for addressing the addendum issues. Your signature indicates that you took the information provided in the addendums into consideration when providing your complete response.

Please sign and date:

ADDENDUM NO. 1 Acknowledgement

Signature

12/14/12

Date

ADDENDUM NO. 2 Acknowledgement

Signature

Date

ADDENDUM NO. 3 Acknowledgement

Signature

Date

*If no addendums were issued*, indicate below, sign the form and return with your response.

\_\_\_\_\_  
Firm

\_\_\_\_\_  
Authorized Signature and Date

# Request for Taxpayer Identification Number and Certification

Give Form to the  
 requester. Do not  
 send to the IRS.

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return) <b>Centric Group, LLC</b>	
	Business name/disregarded entity name, if different from above <b>Keefe Commissary Network, LLC</b>	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ <b>P</b> <input type="checkbox"/> Other (see instructions) ▶	
	<input type="checkbox"/> Exempt payee	
Address (number, street, and apt. or suite no.) <b>1260 Andes Blvd.</b>		Requester's name and address (optional)
City, state, and ZIP code <b>St Louis, MO 63132</b>		
List account number(s) here (optional)		

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number
Employer identification number <b>43-1857001</b>

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

### Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

<b>Sign Here</b>	Signature of U.S. person ▶ <i>Kennel A. Willey</i>	Date ▶ <b>2/8/2017</b>
------------------	--	------------------------

### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

#### Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.



**PINAL COUNTY**  
wide open opportunity

**Responders  
Checklist  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**RESPONDERS CHECKLIST**

	Yes/No
Did you <b>sign</b> your Offer sheet?	✓
Did you acknowledge all addendums, if any?	✓
Did you complete all required Response Forms?	✓
Did you include your W-9 Form?	✓
Did you include any necessary attachments?	✓
Is the outside of your submittal marked with the Solicitation #, Due Date and Time?	✓
Did you include one original and the required number of copies?	✓
Did you follow the order for submissions of documents?	✓
Did you include proof of insurance(s) if requested?	✓



Response Form 1  
RFP PC-121518  
Commissary Services

**Responder Name:** *Keefe Commissary Network*

Responders shall complete the following Response Form, indicating their responses in the spaces provided. Additional pages may be added so long as they are clearly referenced in the spaces provided.

**Please note: Any exception and the total number of exceptions taken will negatively affect your evaluation score. Compliance to Terms and Conditions has been identified as an evaluation criterion for this solicitation.**

Any exception not contained within this section of the solicitation will be deemed invalid and will not be considered.

**Acceptability of Responses**

Offers that do not include this completed Response Form or that do include an incomplete Response Form or that include a completed Response Form with unacceptable responses may cause the entire offer to be deemed unacceptable and therefore non-responsive.

**1 Method of Approach**

1.1 Responder shall describe in detail how they will provide services as requested in the Scope of Services of RFP 121518 Commissary Services.

Acknowledged and agreed. KCN has inserted the Scope of Services into this section in order to provide a more thorough, line by line response addressing each of the County's requirements.

**3 GENERAL REQUIREMENTS**

31 The Contractor must install, operate, maintain, and service the commissary program and equipment for PCSO. Inmate commissary orders will be placed on an order form or other type of ordering equipment (i.e. Kiosks) specific to each inmate's security classification, disciplinary restrictions, spending limits, and will be collected by jail personnel and submitted to the commissary Contractor for processing.

Acknowledged and agreed. **KCN offers the widest variety of commissary service options available, and has offered two options to the County – a scanning operation and a housing unit kiosk operation.**

**Scanning Operation**

KCN will have printed scan forms available to inmates using this ordering method. KCN will provide commissary order scan forms (see sample below) to each inmate weekly.

Each form has a signature line that must be signed as it indicates acknowledgement and understanding the terms of commissary orders and authorizes that funds be deducted from the inmate's trust fund account to pay for commissary.





# Response Form 1 RFP PC-121518 Commissary Services

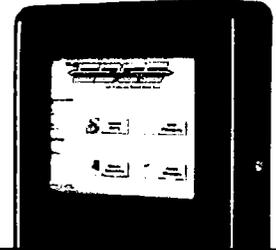
Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

## Housing Unit Kiosk Operation

We have provided an overview and description of our industry leading kiosk below.



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.



## **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

## **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 picture. The efficiencies of a kiosk ordering system continue to grow and be expanded upon. Taking County staff out of many of the everyday processes saves time and money.



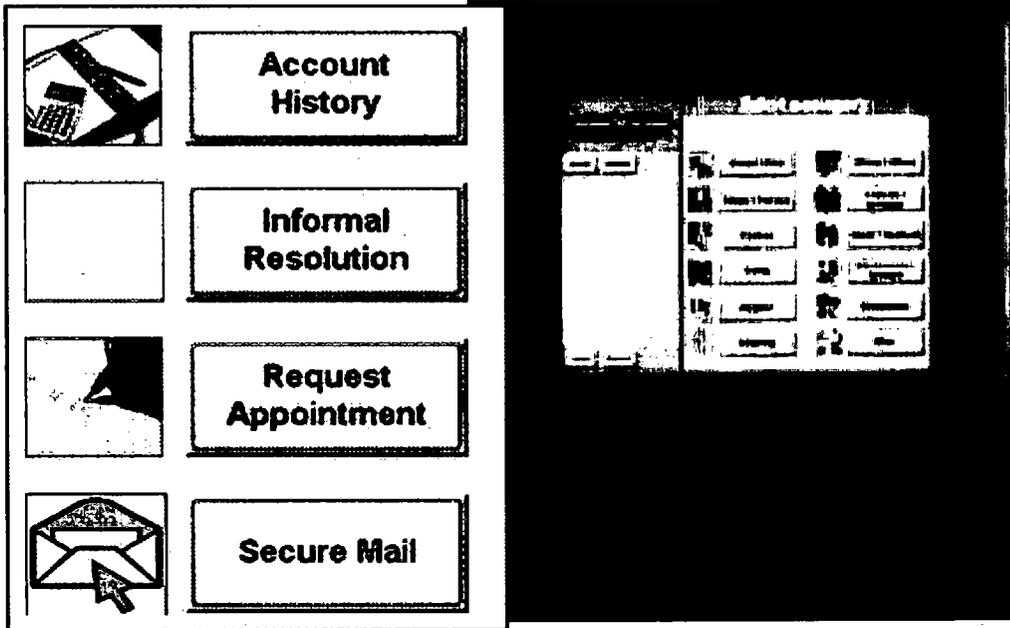
PINAL COUNTY  
wide open opportunity

# Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

## Features of the Inmate Housing Unit Edge™ Kiosk:

The Edge allows inmates to perform a number of self-service functions and access facility information:



- **Account History**

Inmates can view account transaction histories and running balances without facility staff involvement.



Keefe Commissary Network Inmate Kiosk

Account Information	Date	Type	Description	Amount	Balance
Details as of 01/23	09/08/2008	<MEDICAL>	Payment for MEDICAL on 2008-09-03-1142	-0.02	0.00
Inmate ID:	09/08/2008	KIOSK CASH	BOOKING KIOSK CASH DEPOSIT	0.02	0.02
	09/04/2008	WISC WTHDRVL	VOID-Payroll Deduction	2.00	0.00
Name:	08/04/2008	<MEDICAL>	VOID-Payment for MEDICAL on 2008-09-03-1	5.15	-2.00
TEST TEST	09/04/2008	WISC DEPOSIT	VOID-Payroll Transaction	-200.00	-7.15
Available Funds:	09/04/2008	WISC WTHDRVL	Payroll Deduction	-2.00	192.85
5901.00	09/04/2008	<MEDICAL>	Payment for MEDICAL on 2008-09-03-1142	-5.15	194.85
Debt Balance:	09/04/2008	WISC DEPOSIT	Payroll Transaction	200.00	200.00
0.00	09/03/2008	WISC WTHDRVL	Payroll Deduction	-0.15	0.00
	09/03/2008	<MEDICAL>	Payment for MEDICAL on 2008-09-04-1142	-14.85	0.15
	09/03/2008	WISC DEPOSIT	Payroll Transaction	15.00	15.00

Log Out    Main Menu

Page 5 of 6



Account History

The online account history allows inmates to review their financial and purchasing history without the intervention of facility staff





**PINAL COUNTY**  
wide open opportunity

# Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

- Commissary Order Entry**

Inmates can create a "grocery" list via touch screen. Product pictures allow inmates to view their selections. The software is fully restriction capable.

**Select a category**

**Order Commissary**

The Visual Commissary Shopping Cart allows inmates to create and review their order requests well in advance of delivery date

- Facility Information**

The facility can post schedules, menus, policies/procedures and general information to an online, read-only bulletin board.

**Welcome to the facility information section**

**Facility Information**

The information bulletin board allows the facility to reduce the need for paper-based manuals, guidelines, schedules, and procedures



PINAL COUNTY  
wide open opportunity

# Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

## • Inmate Calendar/Appointment Request

Inmates can use a personal calendar to request appointments for facility services. The facility can post inmate information and approved appointments.

Offender Appointment Center - Appointment Calendar

Current Week

Monday, January 23, 2009

Tuesday, January 24, 2009

Wednesday, January 25, 2009

Thursday, January 26, 2009

Friday, January 27, 2009

Saturday, January 28, 2009

Sunday, January 29, 2009

Request Appointment

The personal calendar feature allows inmates to communicate scheduled requests to facility services staff without the need for paper-based request systems

## • Informal Resolution

Inmates can draft a request for an informal resolution to a grievance.

Informal Resolution Center - Submit a new request

Touch to select a request category

Financial Questions

Financial Questions

Officer Misconduct

Commissary

Facilities Repair

Property Issues

Submit a request

Review requests

Log Out

Main Menu

Informal Resolution

The Informal Resolution feature allows facilities to capture the resolution request and respond or integrate into a facility-based grievance workflow system



**PINAL COUNTY**  
wide open opportunity

# Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

## Administration:

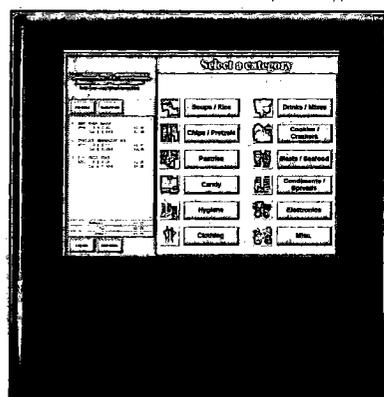
The administrator intranet site gives facility managers control over kiosk use, content, schedules, and restrictions

## Additional Features:

- **Secure Mail**  
Inmates can communicate with family members via facility-controlled messaging.
- **Phone Management**  
Inmates can review phone charges and call history when the phone system is connected to the Keefe Commissary Network Inmate Banking System.
- **Special Order**  
Inmates can subscribe to special order items and occasions such as club activities.

## Enclosure:

- Durable ABS material
- Key lock access
- Two-piece design hinged for ease of opening and service
- Slide-out bracket streamlines service of CPU
- Conduit access for electric and Ethernet connections





**PINAL COUNTY**  
wide open opportunity

**Response Form 1**  
**RFP PC-121518**  
**Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

The commissary Contractor will use their own software and hardware to scan each order, and then electronically send them to the Contractor's warehouse for filling.

Acknowledged and agreed. KCN will fill and ship orders the same day for next-day delivery from our 110,000 square foot, **totally secure**, off-site warehouse location in Fontana, California.

The software must allow the County to set spending limits and product restrictions for individuals and groups of inmates based on classification status, housing location, and/or disciplinary restrictions.

Read, agreed and will comply. 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:

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
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	Any inmate may be	For instance, any inmate may	Per inmate, per



PINAL COUNTY  
wide open opportunity

Response Form 1  
RFP PC-121518  
Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

Type of Restriction	Description	Example	Scope
timespan	restricted to a maximum dollar amount to be spent per week or month	be limited to spending no more than \$50 per order and no more than \$150 per month	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 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

The software must record each transaction, document a record for each order, detail a comprehensive order history for each inmate, provide statistical data regarding items sold, including profits, and immediately export that data to the JMS (Jail Management System) which is SpillmanSentryx, TouchPay, and Securus.

Acknowledged and agreed. Our banking software meets the above requirements and has been detailed in Section 3.12.

Weekly orders will be filled off site and delivered to PCSO-ADC by the Contractor. Orders should arrive bagged and sealed with individual double copy invoice receipts inside the bag. PCSO-ADC personnel will then distribute the completed orders to inmates. A signed copy of the invoice receipt, verifying delivery, will be returned to the Contractor.

KCN will fill and ship orders the same day for next-day delivery from our 110,000 square foot, **totally secure**, off-site warehouse location in Fontana, California. KCN maintains over **five million dollars inventory at this location at any given time**. This will ensure proper inventory, more product selection (including health-oriented and ethnically diverse



PINAL • COUNTY  
*wide open opportunity*

● Response Form 1  
RFP PC-121518  
● Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

products), and greatly added security, enhancing the existing operation. Our **superior inventory levels will limit out of stock issues, in turn limiting credits, increasing sales and maintaining improved service levels to the Pinal County inmates.**

Commissary orders will be delivered once per week. KCN staff will deliver commissary orders to the facility to be handed out by facility staff. Delivery schedule will be by mutual agreement with the Facility Commander and subject to the operational needs of the County. Delivery of commissary will take place regardless of weather, holidays, work stoppages or any adverse conditions.

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 Inmate Order Receipt has been provided on the next page.**



PINAL COUNTY  
wide open opportunity

# Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

Inmate Order

## Inmate Order Receipts

Each Inmate Order receipt is printed in duplicate and attached to the order for delivery verification and signature. Each item is listed separately with both the unit and extended price.

As an option, the receipt can begin with the inmate's beginning trust fund balance, deduct the order amount and show available fund balance at the bottom.

There is a place to note shortages and/or damages at the bottom above the signature line. One signed copy is kept by the inmate and the other retained for the facility's records.

KEEFE COMMISSARY NETWORK SALES  
P.O. BOX 17490  
ST. LOUIS, MO 63178-7490

NAME: TEST INMATE D  
NBR: 004D  
BLOCK: TIER:  
SITE: FACILITY: XYZ

ORDER DATE: 11/02/05  
ORDER NBR: 64682  
CPR NBR: 00004  
BEG FUND BAL: 57.08

CELL: 31504J 001

PAGE: 1

ORDER QTY	SITE ITEM#	KEEFE ITEM#	ITEM DESCRIPTION	ITEM PRICE	TOTAL PRICE
1	1015	28243	MANILLA ENVELOPES	.15	.15
2	2301	871545	NESTEA W/LEMON 5.5 OZ CLR	1.15	2.30
2	2330	87041	6OZ TR PUNCH KOOLAIID CLR	1.15	2.30
1	3035	81881	SL 5OZ CHOC CHIP COOKIES	.75	.75
1	3045	81871	SL 5OZ DPLX CREME COOKIES	.75	.75
1	3115	8718	CHEESE CRACKERS (LIKE CHE	1.75	1.75
1	3245	84708	SL DUNKING STICKS 8/BOX	1.70	1.70
1	4010	8952	SNICKERS BAR	.72	.72
1	4035	81949	REESES P/BUTTER CUP	.72	.72
1	4150	48607	SOUR FRUIT BALLS 4.25OZ	.90	.90
6	6000	8008	CHICKEN RAMEN NOODLES	.75	4.50
1	6005	8010	CHILI RAMEN NOODLES	.75	.75
1	6007	8018	CAJUN CHICKEN RAMEN	.75	.75
1	6055	8553	SPANISH RICE W/CHEESE	.75	.75
2	6081	8509	NOODLES W/JALAPENO CHEESE	.75	1.50
1	6150	8911	KEEFE 10OZ NACHO CHIPS	1.50	1.50
2	6155	8912	KEEFE 13OZ CORN CHIPS	1.50	3.00
1	6600	8875	TORTILLAS 4 PACK	1.00	1.00
1	6711	81241	HOT CHILI REFRIED BEAN&RICE	1.00	1.00
SECURE ITEMS					
5	1001	8983	LARGE STAMPED ENVELOPE	.45	2.45
SUB-TOTAL					28.04
SALES TAX					.00
ORDER TOTAL					29.04
ENDING FUND BALANCE					28.02

REJECTED ITEMS

QTY	ITEM#	ITEM DESCRIPTION	REASON
1	6711	HOT CHILI REFRIED BEAN&RICE	EXCEEDED SPENDING GROUP LIMIT

LIST SHORTAGES AND/OR DAMAGES HERE:

ITEM#	QUANTITY	CATEGORY/DESCRIPTION
-------	----------	----------------------

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

Beginning Balance

Items listed separately

Ending Inmate Balance

Exception Report  
Any items ordered but not shipped are listed at the end of the invoice along with the reason they were not shipped, i.e., restrictions, insufficient funds, etc.

Signature lines

1-800-864-5986

Sample Inmate Order Form



PINAL COUNTY  
*wide open opportunity*

Response Form 1  
RFP PC-121518  
Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

Items shall be available for purchase by both male and female inmates, including but not limited to personal hygiene products, writing materials, games, snacks, candies, and other food items, a limited clothing selection, and ethnic products (i.e. Magic Shave, Bump Free) that protect correctional institution security concerns. **NOTE: The sale of metered, postage paid envelopes will be non-commissioned.**

**Acknowledged and agreed.**

Keefe Group has the largest selection of exclusive products superior in flavor, taste, freshness and **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, Maruchan, Lever, Proctor and Gamble, etc. give KCN an advantage over competitors.** 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.

KCN/Keefe Group introduced "pouched tuna" to the correctional industry before it was available in retail grocers. This product is an example of health oriented foods that are also "corrections-friendly." **We own and operate our own manufacturing plant with "correctional packaging" as the primary design.** As new products are made available they will be presented to the County to update the product list.

KCN will provide samples of products for approval by the County. The product list will be updated with any changes approved by the County before implementation.

**Some security features of our industry leading products include:**

- All containers shall be made of non-breakable material and clear where available.
- Combs and hair picks shall be made of non-breakable plastic no longer than six (6) inches.
- All consumable products shall be nonalcoholic (mouthwash etc.)
- At the time orders are pulled, orders are identified by an employee number (employee names are never used) to maintain correct fulfillment.
- Orders are sealed and delivered to the inmate population unopened. The KCN warehouse is a secured area monitored by video surveillance.



**Response Form 1  
RFP PC-121518  
Commissary Services**

- 3.2 The Contractor must be organized for the purpose of providing correctional commissary services and must have five (5) years previous experience with proven effectiveness in administering large scale commissary service programs of similar scope and size of Pinal County, with a minimum of three (3) accounts, one (1) of which must be in the state of Arizona.

Acknowledged and agreed. Keefe Group has been providing commissary services for over 38 years. Keefe Commissary Network has 760 commissary customers, serving over 500,000 inmates each week. Keefe Supply, providing bulk commissary solutions, has an additional 1500 customers. KCN is currently partnered with the Arizona Department of Corrections, Coconino County, Navajo County, Cochise County, Yuma County, Pima County, Mohave, and is the current commissary Contractor for Pinal County. KCN welcomes Pinal County to contact any of our partners.

- 3.3 The Contractor must provide a list of at least three (3) nationwide accounts of similar size and scope.

Acknowledged and agreed. Below, KCN has listed the names of 61 customers with average daily populations of more than 1,000 inmates. Should additional references be required, KCN will gladly provide. Additionally, KCN has provided the names of 104 DOC facilities that we services with an average daily population of more than 1,000 inmates.

Customer – Jail Facility	State	Average Daily Population
CEC-Limestone County Detention Center	TX	1,000
Montgomery County Jail	TX	1,000
Osceola County Corrections & Detention	FL	1,000
Snohomish County Jail	WA	1,000
Pinal County Jail	AZ	1,050
Lubbock County Jail	TX	1,070
Ouachita Correctional Ctr	LA	1,081
Leon Co Detention Center	FL	1,100
Passaic County Jail	NJ	1,100
Washoe County Sheriff's Dept	NV	1,100
Douglas Co. Correctional Center	NE	1,148
St. Louis County Dept Of Justice Servs-515	MO	1,180
Chesapeake Correctional Center	VA	1,200
Henrico Co Regional Jail	VA	1,200
Denton County Jail	TX	1,250
Erie Co. Correction Facility	NY	1,250
Adams County Detention Facility	CO	1,265
Prince George	MD	1,270
City Of St. Louis	MO	1,300
GEO-Tacoma Wa Northwest Detention Center	WA	1,300
Riverside Regional Jail	VA	1,340
Norfolk Sheriff's Office	VA	1,350
Jefferson Co Sheriff's Dept	CO	1,366
Calcasieu Parish Correctional Center - CpsO	LA	1,380
Pierce County Jail	WA	1,380
Bristol County Corrections	MA	1,400
Richmond City Jail	VA	1,400
Worcester - House Of Correction	MA	1,400
Plymouth County Correctional Facility	MA	1,470



**PINAL COUNTY**  
*wide open opportunity*

**Response Form 1**  
**RFP PC-121518**  
**Commissary Services**

**Pinal County**  
**Finance Department**  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

Essex Correctional Facility	MA	1,500
Pasco County Detention Center	FL	1,500
GEO-Virginia Doc Lawrenceville Cor Center	VA	1,560
Hampden County Jail	MA	1,577
Montgomery County Correctional Facility	PA	1,600
Marion County Jail	FL	1,670
CEC-George W. Hill Correctional Facility	PA	1,700
Camden County Correctional Center	NJ	1,800
Hudson County Correctional	NJ	1,890
Suffolk County House Of Correction	MA	1,900
Pima County Jail	AZ	2,000
Essex County Jail	NJ	2,108
GEO-Blackwater River Correctional Facility	FL	2,200
Cobb County Adult Det. Ctr.	GA	2,289
Denver County Jail	CO	2,300
York County Prison	PA	2,300
Travis County Corr. Complex	TX	2,400
King Co Dept Of Adult Det	WA	2,500
Allegheny Co Jail	PA	2,598
Kern County Jail	CA	2,700
Pinellas Co Sheriff's Department/CDC	FL	3,025
Orange County Corrections	FL	3,200
Tarrant Co	TX	3,200
Duval County	FL	3,504
Riverside County Jail	CA	3,600
Santa Clara County	CA	3,602
San Bernardino Sheriff's Department	CA	5,653
Dallas County	TX	5,900
Philadelphia Prison Systems	PA	8,500
Cook County	IL	10,000
Los Angeles County Sheriff's Department	CA	18,400

**Response Form 1**  
**RFP PC-121518**  
**Commissary Services**

Customer – DOC Facility	State	Average Daily Population
GEO-Joe Corley	TX	1,000
GEO-Lasalle Detention Center-I.C.E.	LA	1,000
MTC-Ms-Doc Marshall County Correctional Facility	MS	1,000
MTC-Ms-Doc Walnut Grove Youth	MS	1,000
Virginia Doc - Powhatan Corr.	VA	1,000
Virginia Doc - Red Onion State Pr	VA	1,000
Virginia Doc - Sussex 2 State Prison	VA	1,000
Fl Doc/bureau Of Finance-Fsant	FL	1,004
Fl Doc/bureau Of Finance-Fsfrc	FL	1,005
Virginia Doc - Indian Creek	VA	1,008
Wv-Doc Mt Olive Corr Complex	WV	1,020
Fl Doc/bureau Of Finance-Firon	FL	1,025
Fl Doc/bureau Of Finance-Fchar	FL	1,026
Fl Doc/bureau Of Finance-Fglad	FL	1,026
A.S.P.C. - Safford	AZ	1,028
Kentucky Doc-Luther Lockett	KY	1,055
Green Bay Corrlnst	WI	1,067
Fl Doc/bureau Of Finance-Fmart	FL	1,073
Ma-Doc/mci Shirley Medium	MA	1,087
Ma-Doc/bridgewater Complex -State Ho	MA	1,088
Fl Doc/bureau Of Finance-Flake	FL	1,099
Virginia Doc - Green Rock Corr.	VA	1,100
Fl Doc/bureau Of Finance-Ffran	FL	1,102
Fl Doc/bureau Of Finance-Fholm	FL	1,117
A.S.P.C. - Winslow	AZ	1,124
Fl Doc/bureau Of Finance-Fcalh	FL	1,130
Fl Doc/bureau Of Finance-Fjeff	FL	1,132
Ma-Doc/souzaBaranowski Correctional	MA	1,135
Wv-Doc Huttonsville Correctional	WV	1,136
Fl Doc/Bureau Of Finance	FL	1,138
Fl Doc/Bureau Of Finance	FL	1,142
Fl Doc/bureau Of Finance-Fapal	FL	1,148
Virginia Doc - Haynesville Correctional Center	VA	1,156
Virginia Doc - Pocahontas Corr.	VA	1,160
Fl Doc/bureau Of Finance-Fhami	FL	1,169
Fl Doc/bureau Of Finance-Fmadi	FL	1,170
GEO-A.S.P.C. Arizona State Prison-Florence West	AZ	1,172
Fl Doc/bureau Of Finance-Fbake	FL	1,172
Fl Doc/bureau Of Finance-Ftayl	FL	1,187
Fl Doc/bureau Of Finance-Fpolk	FL	1,193
Fl Doc/bureau Of Finance-Fwalt	FL	1,197
GEO-Lea County Correctional Facility	NM	1,200
GEO-Rivers Correctional Institution	NC	1,200
Virginia Doc - Augusta Corr.	VA	1,200
Virginia Doc - CoffeewoodCorr	VA	1,200
Virginia Doc - Dillwyn Correctional Center	VA	1,200
Virginia Doc - Lunenburg Corr.	VA	1,200
Virginia Doc - Nottoway Corr.	VA	1,200



**PINAL • COUNTY**  
*wide open opportunity*

**Response Form 1**  
**RFP PC-121518**  
**Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

Fl Doc/Bureau Of Finance	FL	1,222
Fl Doc/bureau Of Finance-Fjack	FL	1,230
Fl Doc/bureau Of Finance-Fwash	FL	1,233
Virginia Doc - Sussex 1 State Prison	VA	1,240
Fl Doc/Bureau Of Finance	FL	1,247
Fl Doc/bureau Of Finance-Fmari	FL	1,250
Virginia Doc - Fluvanna Corr.	VA	1,255
Fl Doc/bureau Of Finance-Ftomo	FL	1,257
Fl Doc/bureau Of Finance-Flibe	FL	1,277
GEO-A.S.P.C. Central Arizona Correctional Facility	AZ	1,280
GEO-Moshannon Valley Correctional Facility	PA	1,300
Fl Doc/bureau Of Prisons-Fcent	FL	1,316
Fl Doc/bureau Of Finance-Fwaku	FL	1,327
GEO-Rio Grande Detention Center	TX	1,330
Fl Doc/bureau Of Finance-Fcolu	FL	1,346
Fl Doc/bureau Of Finance-Fmayo	FL	1,376
Fl Doc/Bureau Of Finance	FL	1,388
Fl Doc/Bureau Of Finance	FL	1,392
Virginia Doc - Deerfield Corr.	VA	1,430
Fl Doc/bureau Of Finance-Fdeso	FL	1,434
Fl Doc/bureau Of Finance-Fhard	FL	1,451
Ma-Doc/mci Norfolk	MA	1,483
Fl Doc/bureau Of Finance-Fdade	FL	1,489
Fl Doc/bureau Of Finance-Fgulf	FL	1,489
Id Doc-Idaho State Correctional Institute	ID	1,490
GEO-Riverbend Correctional Facility	GA	1,500
Patton State Hospital	CA	1,500
Fl Doc/bureau Of Finance-Frece	FL	1,515
MTC-Gadsden Correctional Facility	FL	1,515
Fl Doc/bureau Of Finance-Fsumt	FL	1,533
Fl Doc/bureau Of Finance-Fcfrc	FL	1,574
Fl Doc/bureau Of Finance-Fever	FL	1,600
Fl Doc/bureau Of Finance-Fokee	FL	1,616
GEO-South Texas Detention Complex	TX	1,783
Ks Doc-Hutchinson Corr. Facility	KS	1,783
GEO-South Bay Correctional Facility	FL	1,864
Washington D.C. Doc	DC	1,867
Kentucky Doc-State Reformatory	KY	1,950
MTC-Giles W. Dalby Correctional Facility	TX	2,000
Fl Doc/Bureau Of Finance	FL	2,089
A.S.P.C. - Douglas	AZ	2,188
GEO-Lawton Correctional Facility	OK	2,526
GEO-D. Ray James Correctional Institution	GA	2,607
Ms-Doc South Mississippi Correctional Institute	MS	3,200
Ms-Doc Mississippi State Penitentiary	MS	3,363
Virginia Doc - Greenville Corr.	VA	3,399
GEO-Big Spring Correctional Facility	TX	3,400
Ms-Doc Central Mississippi Corr Facility	MS	3,400
A.S.P.C. - Perryville	AZ	3,450
MTC-A.S.P.C. - Kingman	AZ	3,479

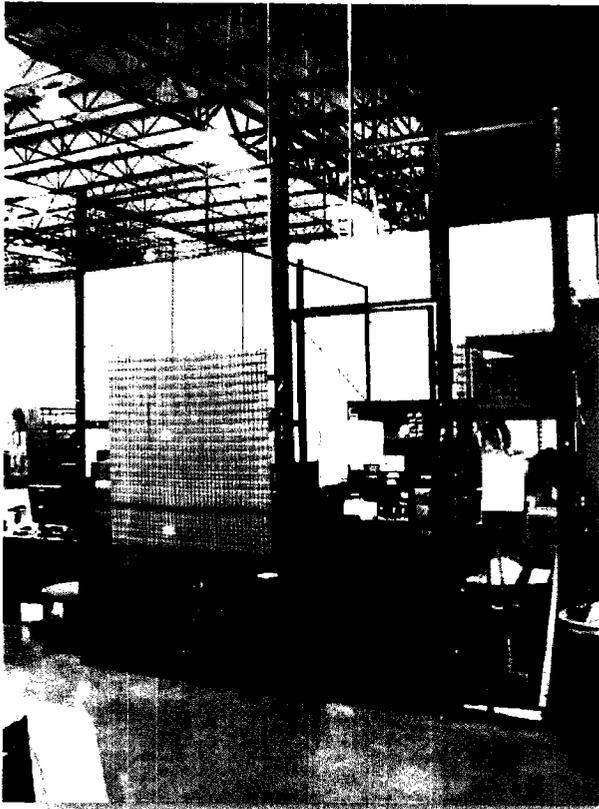
Response Form 1  
RFP PC-121518  
Commissary Services

Rhode Island Doc/Inmate Accts	RI	3,800
A.S.P.C. - Florence	AZ	4,144
A.S.P.C. - Yuma	AZ	4,272
A.S.P.C. - Lewis	AZ	4,863
A.S.P.C. - Eyman	AZ	4,976
A.S.P.C. - Tucson/sacrc	AZ	5,191
FI Doc/Bureau Of Finance	FL	10,007

3.4 The Contractor must have security measures in place in their warehouse to prevent the introduction of contraband (i.e. receiving, packaging and shipping areas under video surveillance).

Acknowledged and agreed. KCN offers security measures above and beyond Pinal County requirements including our own background checks of all employees, drug screening and financial checks prior to hiring of each employee. Should a promotion or accident occur, KCN does additional drug screening. KCN will continue to adhere to this provision.

The security measures in place at our Fontana, CA warehouse are as follows:



1. Security cameras in warehouse and office.
2. Collared KCN uniform polo shirts.
3. Tool display box for sign in and sign out.
4. Sign in and out logs for truck keys, vending keys, tools.
5. Alarm system installed.
6. High cost items in a security cage.
7. Complete employee policy and procedure compliance agreement.
  - a. Signed and filed for inspection at any time by the facility.
8. Lockable file system for confidential papers.
9. Single point of entry for personnel and visitors.
10. Driver's cage installed and used.
11. Door alarms on all exit doors in the warehouse.
12. Locks on all roll-up doors.

13. Only assistant manager, manager, sales staff and upper management personnel have keys.
14. All exit doors in warehouse (except the driver's doors) are kept locked at all times.
15. The entire warehouse is alarmed and only the personnel with keys have the password.



PINAL COUNTY  
*wide open opportunity*

**Response Form 1  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

- 3.5 The county reserves the right to determine the final retail selling prices to the inmates. No items may be added, deleted or have a change in brands, packaging, or sizes without mutual written agreement between PCSO-ADC and the Contractor.

Acknowledged and agreed. KCN will provide samples of products for approval by the County. The product list will be updated with any changes approved by the County before implementation.

The Contractor must maintain sufficient inventory levels to limit shortages and must ensure a 99% fill rate for all products unless an agreed upon written notice of shortage along with the reason for the shortage is given. All reasonable attempts must be made for temporary replacement of acceptable items of comparable or equal value.

**Acknowledged and agreed. KCN maintains a 99.4% national rate of accuracy for all its orders. KCN understands the necessity for accuracy.** Each of our employees is hand selected from the beginning of the hiring procedure. All prospects undergo a background investigation and are drug screened by Keefe at Keefe's expense prior to hiring to help ensure security and determine reliability. Keefe employees enjoy full benefits, profit sharing, quarterly social functions and, in most cases, higher starting wages than our competition. Unlike other providers, our employees are offered an incentive program for order accuracy and receive bonus pay for performance. **Keefe's philosophy is to create an environment that is enjoyable and sets the industry standard for efficiency and accuracy.** KCN accepts responsibility for its entire inventory and will ensure high quality products, no backorders, and no substitutions without ample notification and approval from the facility. In an unlikely event we do experience a "low stock" status, we would source products from one of our 13 other distribution centers around the country. **KCN recognizes both inmates and County staff as our valued customers and makes every effort to treat inmates in a fair and reasonable manner.**

Products must be "corrections friendly" and, where possible, wrapped in clear packaging. All containers must be made of unbreakable materials and no consumable products shall contain alcohol. Food items shall be wrapped or packaged and freshness dated for individual consumption. No offered product will be spoiled or be sold later than the indicated "sell by" date.

Acknowledged and agreed. Keefe Group has the largest selection of exclusive products superior in flavor, taste, freshness and **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, Maruchan, Lever, Proctor and Gamble, etc. give KCN an advantage over competitors.** 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.

KCN/Keefe Group introduced "pouched tuna" to the correctional industry before it was available in retail grocers. This product is an example of health oriented foods that are also "corrections-friendly." We own and operate our own manufacturing plant with "correctional packaging" as the primary design. As new products are made available they will be presented to the County to update the product list.

Some security features of our industry leading products include:

- All containers shall be made of non-breakable material and clear where available.
- Combs and hair picks shall be made of non-breakable plastic no longer than six (6) inches.
- All consumable products shall be nonalcoholic (mouthwash etc.)
- At the time orders are pulled, orders are identified by an employee number (employee names are never used) to maintain correct fulfillment.
- Orders are sealed and delivered to the inmate population unopened. The KCN warehouse is a secured area monitored by video surveillance.



- 3.6 A list of products currently provided to the inmate population through the current Contractor of commissary services is provided on Response Form 3 Commissary Items RFP PC-121518 Commissary Services. The awarded Contractor's products must meet or exceed existing grades and quality of commissary products currently being provided. PCSO-ADC has the right to approve the grade and quality of each product. The Contractor must submit a suggested menu of products and services with suggested selling prices, (excluding applicable sales taxes). The prices shall be "market prices" generally charged for the commodities included in the contract, when sold with a similar level of service in this general area. **NOTE: PCSO-ADC prefers the exact same brand names as currently provided and requires the quality and portion size to be the same.**

Acknowledged and agreed. As the current Contractor, KCN can guarantee the exact brand name and quality of the products currently provided. **As requested, KCN has submitted our suggested menu and selling prices as Response Form 3 in Section 2 of this proposal.**

- 3.7 The Contractor must furnish all personnel, supplies, hardware, and software required to operate the commissary at PCSO-ADC as required by the County except direct delivery to the inmates.

Acknowledged and agreed. KCN will provide all personnel, supplies, hardware and software at no cost to the County. **All equipment for each of our two (2) operations offered will be provided at no cost to the County.**

Software and hardware upgrades must be provided by the Contractor at no cost to the County. The County would prefer that the software be written and owned by the Contractor.

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



PINAL COUNTY  
*wide open opportunity*

**Response Form 1  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

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.

Contractor must offer training and 24-hour support of all provided software and hardware.

**Support Services**

KCN Technical Services provides four areas of services to customers on a daily basis, Contact Services, Escalation Services, Data Center Services, and Project Services. In addition, KCN develops its own software and kiosks by means of its Engineering/Development staff.

**Contact Services**

- The first line of contact for service requests is via phone or e-mail
- 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.
  - When are phone services available?
    - Business hours are 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-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.



PINAL COUNTY  
*wide open opportunity*

# Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

- 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.
- Contact Services Staff are 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 hrs per day, and Monday morning 12 AM – 8 AM.
  - On-Call staff are located at the KCN Service Center Office in St. Louis MO Monday through Friday 8 AM – 5 PM
- 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

## Escalation Services

- Delivery of complex helpdesk service requirements. Contact Services escalate more complex service requirements to a higher level of complexity and urgency
- Examples of complex service requirements
  - 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

- Operation and control of corporate computer systems relating to the customer
- Hardware and software procurement and inventory
- Customer hardware/software pre-configuration
- Central Server Controls
  - Server Monitoring
    - Production
    - DR site



PINAL COUNTY  
*wide open opportunity*

# Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

- DR readiness
  - Data replication
  - IP address changeover
  - Telco forwarding
  - Activation Procedures
- Customer Backup Maintenance
  - Customer backups are limited to DB2 data files
    - DB2 Backups 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)
        - The KCN Data Center staff monitor forwarded backups on a weekly basis. If the forwarded backup is not current, Data Center staff open a CRM Case for follow-up by Contact Center staff to resolve the backup delay.
      - 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)
        - If the DB2 Backup is not forwarded to the KCN Service Center, the location and timestamp of the most current backup is logged to the KCN Service Center each time the customer transmits a batch of commissary orders.
          - KCN Data Center staff review backup logs to determine whether backups that are not transferred to the KCN Service Center are not current. If the locally stored backup is not current, Data Center staff open a CRM Case for follow-up by Contact Center staff to resolve the backup delay.

## Project Services

- Planning and implementation of software, hardware and network deployments at customer sites -
- New account – first time installation of hardware and software -
  - 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,



PINAL COUNTY  
*wide open opportunity*

# Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

how many computers will the jail supply that the Keefe software will be installed on

- Jail computers – what windows operating system, size of hard drive, RAM, etc.
  - 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 – 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



**PINAL COUNTY**  
*wide open opportunity*

**Response Form 1**  
**RFP PC-121518**  
**Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

- changes
- Testing of new features / hardware required for upgrade
- Development of transition plan
- Preparation for additional on-site training if required for the upgrade

**Engineering and Development Services**

- Specification and development of hardware / software solutions for correctional commissary environments. Engagement at this level requires KCN corporate review / approval of customer requests sponsored by KCN regional representatives on behalf of the customer.
- Review and analysis of business requirements for new solutions and/or changes to current solutions
- Development of design specifications for new features
- Development of cost estimates for new features
- Development of timelines for new features
- Coding and Testing of new features
- Testing and early deployment of new features
- Maintenance for current feature set

The delivery schedule and maximum weekly purchase level must be mutually agreed upon in writing between the Contractor and the County and may be subject to change with mutually agreed upon written notice from either party. Commissary order and delivery will be offered to all inmates at least once each week, at no cost to the County.

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

- 3.8 The Contractor will assume all costs for telephone service, faxing, copying, and other office expenses associated with the Commissary system.

Acknowledged and agreed.

Commissary orders will be entered into the system by Contractor's staff, will be processed (filled and bagged) by Contractor's staff, and will be delivered in sealed, clear plastic bags with two (2) copies of the order receipt sealed within the bag.

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. KCN will have pre-screened, fully trained, uniformed personnel then deliver commissary to each individual inmate within the required timeframe. KCN staff will verify the booking number or inmate identification number and photo identification, requiring each inmate to show a wristband or ID card prior to inventory of each bag. After verifying that each inmate receiving commissary is indeed the correct inmate, KCN staff will obtain a signature for the order. Copies will be kept for the records of both KCN and the County.



PINAL COUNTY  
*wide open opportunity*

Response Form 1  
RFP PC-121518  
Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

The receipts will contain, at a minimum, the inmate's name, cell location, identification number, date, the items and quantity ordered, and the order total. The receipt will have a line showing sales tax and the balance of the inmate account after the order processing. The receipt should clearly note any ordered items rejected due to lack of funds, out of stock, or any other reasonable explanation to limit discrepancies at the time of delivery. The receipt must have a signature line or area for the inmate to acknowledge receipt of the commissary bag.

Acknowledged and agreed. The inmate receipt meets all of the qualifications listed above. The KCNKeepTrak™ Commissary system retains all restrictions applied to individual commissary orders and presents them on the delivery receipt. Information regarding restrictions is easily communicated at delivery time, reducing grievances.

The Vendor will deliver completed orders to PCSO-ADC for distribution by PCSO-ADC personnel on a schedule mutually agreed upon in writing by PCSOADC and the Contractor.

Acknowledged and agreed.

- 3.9 The Contractor must provide a method of handling damages and credits efficiently. A credit is issued when an inmate is released prior to receiving the order. The Contractor will provide procedures for dealing with inmate complaints about products and/or services and minimizing the potential for inmate litigation must be included in those procedures.

Acknowledged and agreed. At the time of delivery, in the rare case of a shortage or damage, credits will be handled with the delivery agent at that time. Because KCN has a local manager, KCN will have the ability to process credits on the KCN-provided equipment at the facility that evening if necessary. This is just another small example of our commitment to customer service.

Below is a brief description of our credit process.

Keefe Commissary Network can issue credits and refunds in several different ways.

Users are able to do "online refunds," meaning that the refund can be processed using the software; it will send the refunds to Keefe's billing system, and the facility will receive both an invoice and a credit memo.

Charges for items found to be missing upon delivery to the inmate will be refunded to his/her account and credited back to the facility on the subsequent invoice. It is understood that the facility allows no backorders. Keefe's employees at the facility will handle all on site order processing.

Individual items discovered to be damaged or otherwise unsatisfactory upon delivery to the inmate can be returned for refund and credited to the facility as well.

- 3.10 Requirement 3.10 has been removed per Addendum #1.

Acknowledged and agreed.

- 3.11 The Contractor must provide a current Driver's License and provide the social security number for the Contractor's representative that will be servicing this account so that PCSO may perform a criminal history and background check. (Provide this information in a separate document so that it may be redacted and does not become part of the public record for this solicitation.) **NOTE: This requirement stands for the life of the**



PINAL COUNTY  
*wide open opportunity*

**Response Form 1  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**contract.** The Contractor will assume full responsibility for the acts of its personnel, all of whom shall be subject to background checks and approval by PCSO. Access clearance may be withheld or withdrawn at any time from Contractor's personnel for reasonable cause. **NOTE: PCSO maintains ultimate authority on all security-related issues.** The Contractor must have a representative in attendance at a minimum quarterly meeting conducted with PCSO to discuss proposed changes in products, pricing, and any other issues that may arise. Any changes mutually agreed to in writing during the quarterly meeting must be implemented within 60 days of the agreed upon changes.

Acknowledged and agreed. As the current Contractor, the information for Angelo Leber, KCN Regional Manager is on file with the County.

- 3.12 The Contractor must provide detailed information about how their banking system operates in conjunction with the commissary services. The Contractor's commissary banking system must provide daily, weekly, monthly, quarterly, and yearly sales and inventory figures for PCSO use. The system must interface with the County's current JMS (Jail Management System) to assist the financial system in tracking inmate funds for each separate booking, as well as provide an overall history of all commissary and financial transactions. The current JMS system is SpillmanSentryx and TouchPay. The banking software must have an inmate account module, a GL (General Ledger) module, a bank reconciliation module, be customizable to PCSO's needs, and integrate with SpillmanSentryx and TouchPay.

### **Inmate Banking Solution**

The KCN KeepTrak™ Inmate Banking solution provides the following functionality:

- A Centralized Trust Accounting System capable of managing user definable special fund accounts, deposits, disbursements, collections and General Ledger functions operating in a secure SSL environment and fully documented.
- Native web services interfaces for Kiosk access and Debit Card releases
- Three levels of reporting including native workflow reporting within the application, KCN ReportViewer reporting provided by KCN with KCN-supplied custom Crystal Reports, ODBC access to a variety of off-the-shelf reporting products including Microsoft Access and Excel
- IBM DB2 relational database with 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
- The Detailed History of all financial transactions is at the core of the KCN KeepTrak™ Inmate Banking System design

**Major Features within the solution 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

#### **Check Register and Bank Reconciliation**

- Ability to use pre-numbered or blank check stock
- Ability to record bank account, routing, and check ID with magnetic ink printing technologies to ensure that all checks recorded to the system are printed from the system
- Simple and Advanced on-line query capabilities including dollar ranges, date ranges, check number ranges, payee wild card search, inmate issuing check, and transaction type
- Ability to update status to cleared, voided, expired
- Automated Bank to Book Reconciliation with the ability to record and retain bank opening and closing balances and dates, documents cleared, bank charges and credits.
- Positive pay check issue transfer to allow bank to flag possibly fraudulent checks
- Automated bank reconciliation capabilities to receive check and deposit status in electronic format from bank

#### **Transaction Controls**

- Ability to set out of range transaction warnings
- Ability to apply holds to suspect deposits
- Ability to limit the transaction types viewable from data entry panels based on user ID and station ID
- Automated account close features to avoid errors in applying closing amounts
- Ability to Encumber funds for Release Aid



PINAL COUNTY  
*wide open opportunity*

**Response Form 1  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

- Pending commissary order amounts reserved to avoid over-spending the inmate's balance

**Integrity and Audit Trail**

- Each financial transaction relating to an inmate account becomes a record in the RES\_JOURNAL table of the KCN multi-user, multi-site database. The record includes the inmate's account code and the date, amount, timestamp (to the millisecond), workstation ID, officer ID, description, receipt number, cross-reference to related transactions (e.g. recoverable, bank reconciliation, general journal, etc), and the transaction code (e.g. DEPCASH, DEPMO money order, EPR electronic commissary purchase, ERF refund, CHECK, etc. [these transaction codes are both unlimited and 100 percent user definable]).
- Depending on the nature of the transaction type, i.e., recoverable, associated transactions may also be entered in other journals such as the recoverable registers, the check queue, the general journal, etc. During the creation of a commissary order, each line item of order request detail is committed to the ORDERDET table and is linked to the inmate account by a cross-reference in the ORDERIDS table. Order detail is then classified with rejection codes, indicating whether the inmate is allowed the item or the quantity as a standalone restriction or in combination with other purchase or restriction patterns specified by the sheriff's department, and implemented by means of KCNs order form restriction profile subsystem.
- The inmate's balance is the net credit amount after deducting debits in the RES\_JOURNAL. The inmates' recoverable balance is the net debit amount after deducting credits in the recoverable registers. Both of these balances are viewable at all times from the inmate accounts register.
- Recoverables are further classified by recoverable types, such as MEDCOPAY, DAMAGES, COURTFEES, etc. These balances are presented in real time at the Inmate Accounts panel, Inmate Property panel and the commissary order entry panel of the KCN Inmate Banking and Commissary System.
- Transactions related to inmate accounts are summarized in the General Journal under the title RES\_ACCT, viewable and printable at various user screens throughout the Inmate Accounts module and subject to ad hoc query capabilities in the KCN Inmate Transactions reporting module. All other General Journal Account transactions are stored in the GL\_JOURNAL table, which has a record layout similar to that of RES\_JOURNAL. General Journal transactions are grouped by Account in the General Journal and are summarized by month and year. Using the scalable trial balance feature of the General Journal, transactions may be grouped and reported on for any time span, including accounting periods asynchronous to common calendar spans such as months and years. For example, the GL Trial Balance Feature may be employed to group transactions by a Fiscal year such as October 01, 2000 - September 30, 2001, or into smaller accounting periods such as five-week 'months' for reporting purposes. General Journal reporting is also context sensitive, such that users can produce reports based on multi-selected line items in summary or detail amounts at the General Journal View
- The complete audit trail then begins at the highest level in the General Journal View and extends through the Inmate Accounts screens through the KCN inmate transactions reporting



PINAL • COUNTY  
*wide open opportunity*

## Response Form 1 RFP PC-121518 Commissary Services

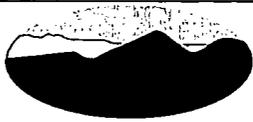
Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

module. Should there be any additional audit requirements beyond what is standard provided, KCN staff are skilled in constructing direct database SQL, and/or sheriff's staff may employ third party products that can query and report directly on the UDB database via ODBC or indirectly on the comma delimited ASCII files created during the daily backup.

- The KCN software application will not allow alteration of source data committed to the DB2 database during the course of data entry by facility staff.
- KCN employee security policies stipulate that no KCN Database Administrator is allowed to update DB2 source data without the express written consent of a facility administrator qualified to make such a judgment.
- Data fields can be customizable to meet the facility's business needs.
  - The Keefe software system allows for user definable fields for all accounting entities and commissary functions including bank information, general ledger accounts, accounting transactions, receipts, receipt numbering, commissary items, commissary restrictions, officer identification, officer authorizations, workstation authorizations, and global reference fields. Wherever these options appear to the user in drop-down format, the user defined fields are presented in the drop-down list. The extent of the items visible on the list is also controlled by the individual user and workstation authorizations, such that one user may see more or less options than another user, and a user at one workstation may see more or less options than that same user sees at a different workstation. All of these settings and authorizations can be controlled by the County with proper authorization within the Keefe software.

### Security Controls

- 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.



PINAL • COUNTY  
*wide open opportunity*

**Response Form 1  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

### **Dual Entry Accounting and GAAP**

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).

### **Real-Time General Ledger**

The KeepTrak™ system includes a general ledger. The KCN software provides an unlimited number of user defined accounting transactions and an unlimited number of user defined General Ledger Accounts. This enables the establishment of both a Chart of Accounts and standardized transaction events that affect these accounts, including adjusting and closing entries, transfers from subsidiary ledger accounts to General Ledger Accounts, clearing accounts that can accept closing entries at the end of an accounting period.

### **Journal Structure and Fiscal Periods**

Transactions related to inmate accounts are summarized in the General Journal under the title RES\_ACCT, viewable and printable at various user screens throughout the Inmate Accounts module and subject to ad hoc query capabilities in the KCN Inmate Transactions reporting module. All other General Journal Account transactions are stored in the GL\_JOURNAL table, which has a record layout similar to that of RES\_JOURNAL. General Journal transactions are grouped by Account in the General Journal and are summarized by month and year. Using the scalable trial balance feature of the General Journal, transactions may be grouped and reported on for any time span, including accounting periods asynchronous to common calendar spans such as months and years.

For example, the GL Trial Balance Feature may be employed to group transactions by a Fiscal year such as October 01, 2006 - September 30, 2007, or into smaller accounting periods such as five-week 'months' for reporting purposes. General Journal reporting is also context sensitive, such that users can produce reports based on multi-selected line items in summary or detail amounts at the General Journal View.

### **Bank Reconciliation**

The bank reconciliation feature allows the user to input statement opening and closing dates and amounts, count of documents clearing the bank, and bank credits and debits, and adjusting entries related to bank fees, interest, etc. The visual bank reconciliation feature presents the user with a live bank to book update – as checks and deposits are cleared the difference between book and bank approaches zero. Once reconciled the KCN bank statement can be locked against future changes.



**Response Form 1  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**Recoverable Transactions and Inmate Debts**

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.



**PINAL COUNTY**  
wide open opportunity

**Response Form 1  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**2 Capacity of Responder**

2.1 Responder shall provide the name of the company; location of its headquarters and major office near Florence, Arizona; how long the Company has been in business; the name and contact information of the principal contact person; detailed description of experience in providing religious services; and any other information that the Responder deems appropriate for this solicitation.

**Company Name: Keefe Commissary Network**  
**Regional Headquarters: 13369 Valley Blvd. Fontana, CA 92335**  
**Principal Contact Person: Angelo Leber, KCN Regional Manager**  
**Phone: 800-411-0454**  
**Email: aleber@keefegroup.com**

**COMPANY HISTORY AND BACKGROUND**

**The Centric Group**

The Centric Group Limited Liability Company (L.L.C.), formerly known as the Enterprise Capital Group, was established in 1974 to diversify the financial interests of the Jack C. Taylor family, owners of Enterprise Rent-A-Car. Centric Group L.L.C. was formed in July, 1999 when the Enterprise Capital Group was spun out from Enterprise Rent-A-Car. **The Centric Group is the managing parent company of four (4) principal businesses: the Keefe Group, Boone Valley Golf Club, Inc., Courtesy Products/Packaging and TRG Group.** Combined, the Centric Group achieved sales of over \$793 million in 2011, with 2,591 employees. The Keefe Group, comprised of Keefe Supply Company, Access Catalog Company L.L.C. and Keefe Commissary Network L.L.C., is the major contributor to Centric Group's revenues with staffing of 2,267 employees nationwide and 2011 sales of \$683 million. **KCN alone employs 1,783 employees and achieved 2011 sales revenues of \$299 million.**

**Keefe Commissary Network/KCN: Provider of outsourced/privatized correctional**



commissaries. Keefe Commissary Network is the largest supplier of privatized commissary operations in the United States. KCN services 758 facilities and over 500,000 inmates across the country; more inmates than all of our competitors combined. We are partnered with over 53% of the out-sourced correctional commissary inmates nationally, and over 65% in the Western Region. KCN's Regional Headquarters is located in Fontana, California. KCN employs 185 staff members at this location, including management, technical specialists, delivery agents, and warehouse employees.

**Keefe Supply Company (Keefe): Bulk sale operations to in-house correctional commissaries.**

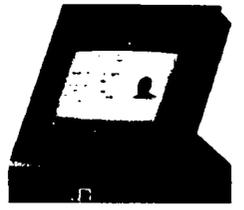


Keefe, a member of Keefe Group, has been servicing the commissary needs of the corrections industry since 1974. In its 38 year history, Keefe has become the leading manufacturer and distributor to the correctional market, serving 1,223 institutions nationwide. Responsive customer service, high quality products, and value have been the key reasons why customers value our offerings above those of our competitors. Keefe and KCN currently operate 16 distribution centers totaling over 1,300,000 square feet, shipping over 24 million pounds of inventory per month, and carrying over \$79 million in inventory daily. We inventory and offer over 6,000 items

specifically designed for consumption and use in the correctional environment; more commissary products than any vendor in the correctional commissary industry.

**Additional Services Offered to Pinal County**

KCN has additional services which can directly impact overall sales and has provided description below. Some services may allow for more efficiency by jail staff and in turn save time and money.

 <p>NO COST TO YOUR FACILITY</p>	<p>Secure Deposit is the most efficient way to accept deposits for inmates. Depositors can add funds to an inmate's account through our toll-free number, website or deposit kiosk located at the facility. All deposits are automatically posted to the inmates' accounts and all funds are 100% guaranteed.</p>	
---	---	---

Secure Deposits by Access Corrections offers cashiering services that will allow family members and friends to place deposits on a resident's account via the internet, cash payment location and/or a touch screen lobby kiosk.

KCN provides an open interface specification to the KCN Managed Services responsible for providing inmate lookup information to family members and for posting deposit credits to inmate accounts.

Facility Benefits Include:

- Reduce fraud exposure by eliminating the handling of any funds for inmates
- Additional funds will afford greater spending and return to Pinal County
- Reduce loss exposure by eliminating the handling of any funds for inmates
- Reduce reconciliation time
- Reassign positions/reduce workload of accounting and mailroom staff
- Available real-time funds posting to inmate trust accounts

Below is a brief overview of the offered deposit methods:

a. **Internet** - Depositors can visit our secure deposit website and setup an account with a personal password using their email address. If a user doesn't currently have an email account we will direct them to a free email provider such as Yahoo or Hotmail to allow them to create an email account. Once they have completed this process users may deposit funds into an inmate's account using their MasterCard or Visa logoed debit/credit card. All transactions are fully PCI compliant.

Once the user is logged into their account, they are in complete control. They have the following functions available to them:



PINAL COUNTY  
*wide open opportunity*

**Response Form 1  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

- Recipient list – Users are allowed to create a recipient list that will allow them to add as many inmates as they choose. This list allows the users to efficiently add funds to friends and family.
- View deposit history – Each user is able to view their history for every deposit made from the website to each inmate's account.
- Edit account information – Users are able to enter in current information such as current address, telephone number, etc. that will be used to process all deposits made.
- Add funds – Users are able to simply click on this button that will allow them to provide their debit/credit card information to create the deposit.
- Remove inmate – User can choose to remove the selected inmate from their recipient list at any time.

**b. Cash Payment Locations**

KCN has partnered with Western Union to provide the most walk in deposit locations to Pinal County, throughout the United States and foreign countries. KCN is also working with ACE Cash Express and MoneyGram to offer the most extensive network of cash payment locations in the industry.

**c. Lobby Kiosk**

Kiosks are typically installed within the public or visitation area of facilities. They allow friends and family to easily and efficiently deposit funds to the inmates account. Lobby kiosks are designed to accept cash, MasterCard or Visa debit/credit cards.

**d. Phone Deposits**

Toll-Free Phone Number - Friends and Family are able to call into a toll free number and while talking to a bilingual Customer Service Representative (CSR), they are able to identify the facility and inmate they wish to deposit funds to and while using their MasterCard or Visa debit/credit card they can deposit funds into the inmate's account. During all deposits our CSR's collect all account holder information that is required to gain approval for the use of the credit card.



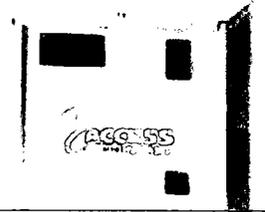
PINAL COUNTY  
wide open opportunity

## Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132



This kiosk collects money from incoming inmates in a secure fashion and with minimal officer interaction. The kiosk accepts cash and coins and tracks all deposits during each shift. With Access Secure Intake, facilities no longer have to handle cash during intake or re-count cash drawers at shift closing.



The KCN booking kiosk is designed to collect money from new inmates in a secure fashion with minimal officer interaction. It relies on a virtual cash drawer (in the KCN software) that is directly associated with the kiosk and cannot be manipulated except by the kiosk itself or through the drawer management module. The drawer is closed every time the kiosk is emptied, and a new drawer is immediately opened allowing for continual use of the kiosk.

### Features:

- Accepts cash and coin during intake
- Allows the booking officer or detainee to insert bills and coins upon detainee's account opening
- Tracks all deposits during each shift
- Allows booking deposits to be cleared at shift end more efficiently
- Ensures that booking deposits are secured during shifts and only accessible by authorized staff
- Reduces the workload, handling of cash and cost of the intake process
- Interfaces seamlessly with KCN's Cash Management Software

### Benefits to you:

- No more cash handling during intake
- No more manual input of opening balances
- No more human error
- No more counting cash for initial deposits
- No more re-counting cash drawers at shift closing
- No more need for buying a separate cash box

### Benefits to you:

- No more cash handling during intake.
- No more manual input of opening balances.
- No more human error.
- No more counting cash for initial deposits.
- No more re-counting cash drawers at shift closing.
- No more need for buying a separate cash box.

**NO MORE  
CASH  
HANDLING!**





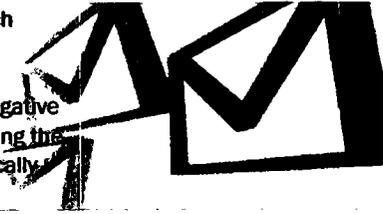
**PINAL COUNTY**  
wide open opportunity

## Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132



Secure Mail is an inmate email program which eliminates contraband and facility efforts in processing traditional mail. Messages are processed through our Data Detective investigative software, which flags key words/phrases during the facility approval process. All mail is automatically retained and stored for future investigation.



KCN's Secure Mail service by Access Corrections allows friends and family to log into our secure website and create a membership. Similar to a Yahoo or Hotmail account, the membership is free and the user is able to log-in and view their sent messages.

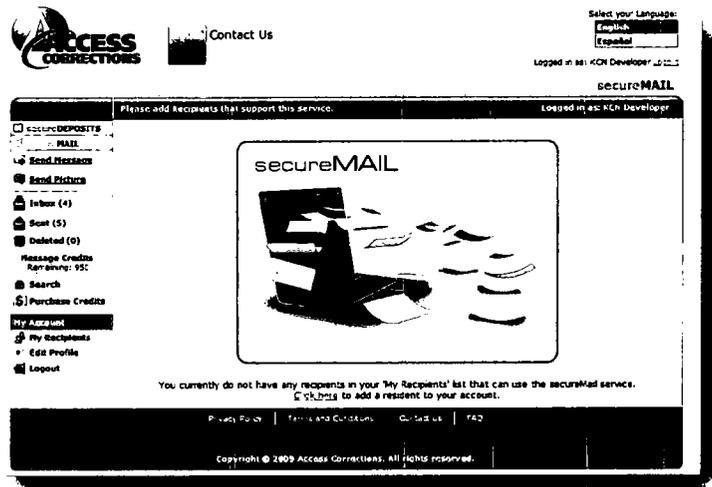
KCN's Secure Mail program is proven and is currently deployed at the Mississippi DOC – 16,000 inmates, Arkansas DOC – 13,000 inmates, Idaho DOC – 4,000 inmates and has a pilot running at the Massachusetts DOC. An additional program launch is scheduled at the New Hampshire DOC – 2,400 inmates.

Keefe Commissary Network's (KCN) electronic messaging and photo messaging system has been detailed below. Keefe may provide for printers should the facility wish. However the Keefe system is designed to send the message directly to the inmate kiosk for maximum efficiencies.

### Secure Mail Customer Set Up

KCN's Secure Mail service allows the Customer to log into our secure website [www.accesscorrections.com](http://www.accesscorrections.com) and create a membership. Similar to a Yahoo or Hotmail account, the membership is free to the Customer. Once membership is established, the Customer is able to log-in using our secure website and view their individual mailbox which includes all received messages and archived sent messages.

When a customer is logged in to our secure website, they can edit their profile and account information. The secure website is available in both English and Spanish. Users can select English or Spanish by clicking the language they want in the upper right corner of the webpage. They will also have the option to select if they would like to be notified when receiving a message and if they would like to be notified if one of their messages is rejected.



The screenshot shows the 'secureMAIL' user interface. At the top left is the 'ACCESS CORRECTIONS' logo. Navigation links include 'Home' and 'Contact Us'. A language selection dropdown is set to 'English'. The user is logged in as 'KCN Developer'. The main content area is titled 'Edit Profile' and contains three sections: 'Login Information', 'Account Information', and 'Preferences'.  
**Login Information:** Email: kcndev@mailinator.com, Verify Email: kcndev@mailinator.com, Password is Optional, Old Password, Password, Verify Password.  
**Account Information:** First Name: KCN, Middle Name, Last Name: Developer, Birthday: May 12, 1979, Address 1: 10880 Lin Page Pl, Address 2, City: St. Louis, State: Missouri, Zip: 63132, Home Phone: 314-919-4100, Work Phone: 314-318-6800, Call Phone, Alternate Email.  
**Preferences:** Two checkboxes: 'I would like to be notified when I receive messages.' and 'I would like to be notified if one of my messages is rejected.' A 'Save' button is at the bottom right. A footer contains 'Copyright © 2009 Access Corrections. All rights reserved.'

Once a customer has their account set up, they can then purchase message plans, which provide discounted message and/or photo credits, or individual credits to allow them to send messages/photos to the inmate. Customers are able to purchase credits with a Visa or MasterCard credit or debit card. Message credits will be stored on the Customer's profile allowing them access to their remaining balance every time they log-in. Customers will be able to access their inbox and have the ability to purchase message plans 24/7/365. All messages can be paid for by the friend/family of the inmate. The friend/family sending the message will also have the option of letting the inmate send them a reply.

After the customer has purchased credits and is ready to send a message, they will then need to add the recipient to their "My Recipients" list. The customer can find the recipient in three easy steps:

- **Step 1: Select a State**
- **Step 2: Select a Facility**
- **Step 3: Search for Offender**

The customer can search for the inmate using the inmate's number or by the inmate's last name. Once the search

The screenshot shows the 'Add Recipient' user interface. At the top left is the 'ACCESS CORRECTIONS' logo. Navigation links include 'Home', 'Contact Us', and 'Help'. A language selection dropdown is set to 'English'. The user is logged in as 'LQ Scott'. The main content area is titled 'Add Recipient' and contains three steps: 'Select a State', 'Select a Facility', and 'Search for Offender'.  
**Select a State:** A dropdown menu is set to 'Mississippi'.  
**Select a Facility:** A dropdown menu is set to 'Mississippi DOC'.  
**Search for Offender:** Fields for Number, Last Name (John), First Name (John), and Birth Date (01/01/1979). A 'Find Offender >>' button is below.  
**Search Results:** A list of five entries: SMITH, JOHN 3000-01-01. A 'Services Offered' section shows 'photograph' and 'picturemail' with checkboxes. An 'Add Selected Offender >>' button is below.  
**Add These Offenders:** A section with 'SMITH, JOHN - 0001-01-01' and a checkbox 'Let this offender use my Credits.' A 'Finish >>' button is at the bottom right. A footer contains 'Copyright © 2009 Access Corrections. All rights reserved.'

results are populated, the customer selects the recipient he/she was looking for and adds them to their "My Recipient" list.

Once the recipient has been added, the customer will be able to view them in the "My Recipients" page. This page will show the customer the recipient's Offender number, Name, Birth Date, and whether they are sharing their credits with that recipient. This page will also show the customer what services the inmate can receive (Secure mail, Secure photo mail and delivery to the inmate's Mp3 where applicable). This will be displayed by the icons next to the inmate number.

The screenshot shows the 'My Recipients' page in the secureMAIL interface. At the top, there is a navigation bar with 'Home', 'Contact Us', and 'Help' links. The user is logged in as 'Liz Scott'. The main content area displays a table of recipients:

Offender #	Name	Birth Date	Sharing Credits
132790	JOHN SMITH	0001-01-01	Yes

Below the table, there is an 'Add Recipient' button and an 'Icon Legend' box:

- Can receive mail
- Can receive picture mail

The sidebar on the left contains various navigation options: secureDEPOSITS, secureMAIL, Send Message, Send Picture, Inbox (0), Sent (0), Deleted (0), Message Credits Remaining: 0, Search, Purchase Credits, My Account, My Recipients, Edit Profile, and Logout.

### Sending a Message

Once the recipient has been added, the customer can then compose and send them a message. Messages can only be composed using plain text. There is no option for font or color changes (i.e. no bolding, no highlight, no italicizing, no special characters, etc.). This prevents any secret messages being hidden within the message.

The screenshot shows the 'Send Message' page in the secureMAIL interface. The user is logged in as 'Michael Miller'. The message is being sent to 'BOBBY SMITH' in 'English'. The subject is 'Hey'. The message content is:

Bobby,  
I can't wait til you break out. We're going to have so much fun. I just met this knife salesman that has great access to weapons. We can get any gun we want. It is going to be great. We are going to have to celebrate by smoking some weed. I hope your doing well. See ya soon.  
John

At the bottom, there is a disclaimer: "Disclaimer: All electronic messages sent through the Access Corrections Secure Mail service are subject to review and approval by the participating facility staff. Please review the content of your message as Access Corrections will not refund points for rejected messages. All sent messages are non-refundable." A 'Next' button is visible.



PINAL COUNTY  
wide open opportunity

# Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

### Writing Messages in Spanish

Customers also have the option of typing their message in English or Spanish. If they choose to write their message in Spanish, when the message is viewed in the *Review Messages* queue on the Facility website a translation of the message will be displayed along with the original message.

Send Message Logged in as: Michael Miller,

To:  Language:

Subject:

Below is a sample screenshot of the Spanish Translation review screen that will be available to the facility on the facility website. Not only will the message be translated but it will also still pass through KCN's word watch software and highlight any flagged words, as seen below.

**Review message** Logged in as: User Demo, current time is 09/01/2010 4:11 PM CDT

Date: 09/01/2010 4:11 PM CDT From: Michael Miller To: JOEY PRIDDY (378261)

English Subject:

English Body:

Subject:

Body:



**PINAL COUNTY**  
wide open opportunity

## Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

### Sending a Picture Message

KCN's Secure Mail program does not allow any type of attachments to be sent with a message. All pictures are sent as a separate message. This prevents a picture attachment accidentally being overlooked and approved without review. It also prevents a message that may be approved but the attached picture not be approved or vice versa causing a lot of confusion and extra work for facility staff. With KCN's program, the picture will come separate from the message so one can be rejected without affecting the other. By allowing picture messages, the facility will not need to worry about the costly and time consuming process of returning an unapproved photo and it will help to eliminate contraband.

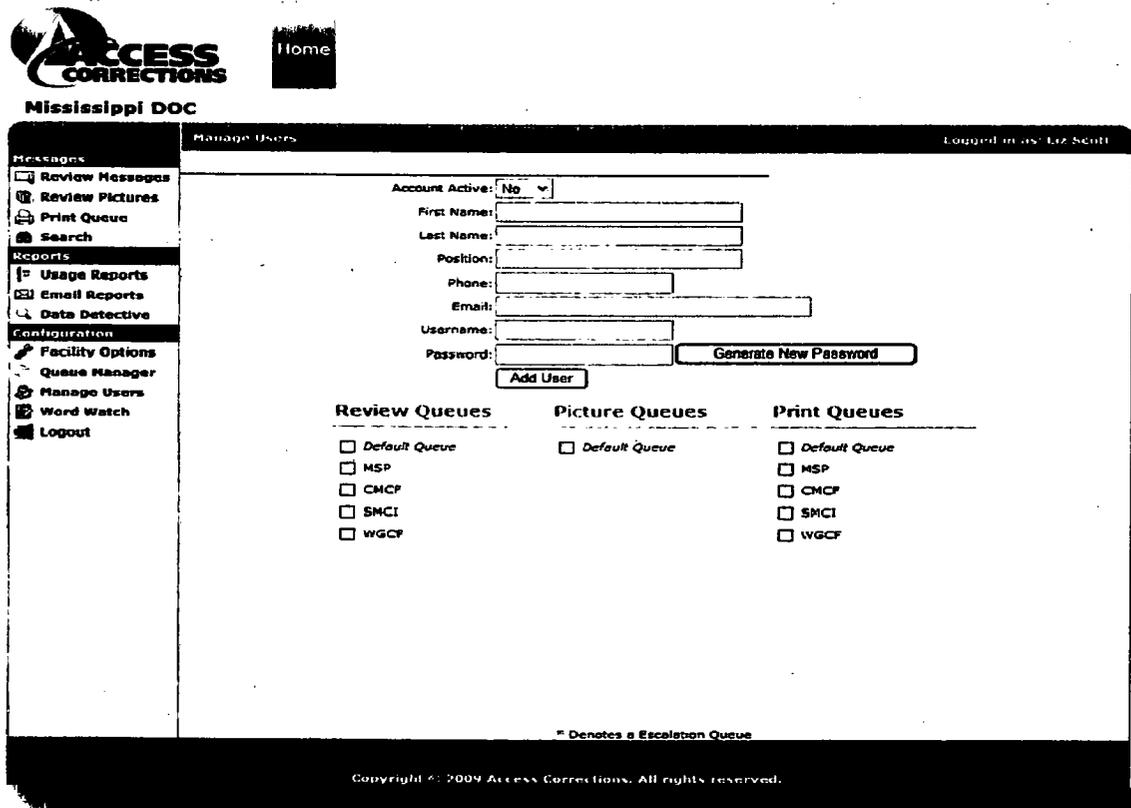
For a customer to send a picture message, they simply click on "Send Picture". They then browse their computer to find the picture they want to upload. Once the picture has been uploaded, they click "Send Picture" and the photo message will be sent.

The screenshot displays the 'ACCESS CORRECTIONS' web portal. At the top, there is a navigation bar with 'Home' and 'Contact Us' links, and a user login status: 'Logged in as: Bobby Smith'. The main interface is titled 'SECURE MAIL' and 'Send Picture'. A dropdown menu shows the recipient as 'BOBBY SMITH'. Below this, there are 'Browse' and 'Upload Picture' buttons. The central area features a large photograph of a family consisting of a woman, a young child, and a man. At the bottom of the page, a disclaimer reads: 'Disclaimer: All electronic messages sent through the Access Corrections Secure Mail service are subject to review and approval by the participating facility staff. Please review the content of your message as Access Corrections will not refund points for rejected messages. All sent messages are non-refundable.'

**Facility Management**

KCN has created a specific facility website for facility staff to view and approve/deny messages and photos. Authorized facility staff will have access to log-in to the website and view an inbox containing all pending messages and photos for that facility. The authorized user is able to sort the messages by the: To, From or Subject fields and will be able to open each message to review for content.

The facility will be able to set up multiple user IDs for facility staff to log on to the facility website to review messages. The facility will also have the ability to set-up different users with different privileges and control levels. KCN will also have the ability to track and monitor the activities of the facility staff while logged on to the secure facility website. This will allow the facility to monitor who approved and denied each message.



KCN's Secure Mail™ system can be programmed for one way communication only. However, if the County would so desire, our program can also provide two way email access through our Edge Inmate Kiosks or via our scanned reply service.

**Word Watch Filter Software**

Sent messages will pass through our Word Watch filter software that will scan each message for words or phrases that are predefined by each facility. KCN has a complete database of pre-existing

**Response Form 1  
RFP PC-121518  
Commissary Services**

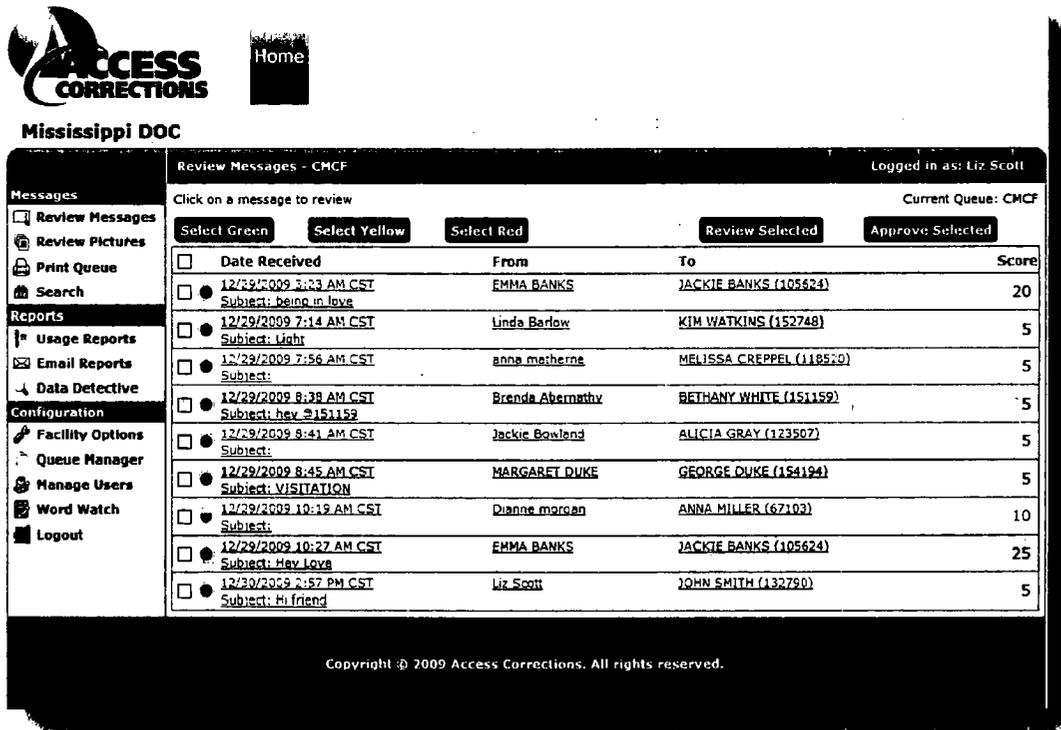
Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

words and phrases that we will provide to the facility. However, our Word Watch software is completely customizable by each facility allowing them to enter words and phrases that are specific to their inmate population. Authorized staff is able to add or remove specific words and phrases as deemed necessary as well as change point levels they wish to assign to certain words.

Once the Word Watch scan is complete, each message is scored and displayed using a stop light tree system making it very easy for staff to see what messages they need to focus on:

- **GREEN**= no words or phrases found
- **YELLOW**= some words and phrases found
- **RED**= significant number of words and phrases found

**Review message screen – message scoring (below)**



**ACCESS CORRECTIONS** Home

**Mississippi DOC**

Review Messages - CMCF Logged in as: Liz Scott

Click on a message to review Current Queue: CMCF

Select Green Select Yellow Select Red Review Selected Approve Selected

<input type="checkbox"/>	Date Received	From	To	Score
<input type="checkbox"/>	12/29/2009 3:33 AM CST Subject: being in love	EMMA BANKS	JACKIE BANKS (105624)	20
<input type="checkbox"/>	12/29/2009 7:14 AM CST Subject: Mahr	Linda Barlow	KIM WATKINS (152748)	5
<input type="checkbox"/>	12/29/2009 7:56 AM CST Subject:	anna matherne	MELISSA CREPPEL (118520)	5
<input type="checkbox"/>	12/29/2009 8:38 AM CST Subject: hev_2151159	Brenda Abernathy	BETHANY WHITE (151159)	5
<input type="checkbox"/>	12/29/2009 8:41 AM CST Subject:	Jackie Bowland	ALICIA GRAY (123507)	5
<input type="checkbox"/>	12/29/2009 8:45 AM CST Subject: VISITATION	MARGARET DUKE	GEORGE DUKE (154194)	5
<input type="checkbox"/>	12/29/2009 10:19 AM CST Subject:	Dianne morgan	ANNA MILLER (67103)	10
<input type="checkbox"/>	12/29/2009 10:27 AM CST Subject: Hev Love	EMMA BANKS	JACKIE BANKS (105624)	25
<input type="checkbox"/>	12/30/2009 2:57 PM CST Subject: Hi friend	Liz Scott	JOHN SMITH (132780)	5

Copyright © 2009 Access Corrections. All rights reserved.

Response Form 1  
RFP PC-121518  
Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

After the message has passed through the Word Watch filter system, it can then be clicked on for further review. Once the message has been opened up, all words or phrases that have been flagged by the Word Watch software will automatically be highlighted for quick review. The facility staff can then select whether it is approved or rejected. If approved, the message will be sent to the kiosk for viewing by the inmate. All messages will be stored indefinitely so if they are ever needed for later investigative purposes authorized staff can easily recall messages & photos in-real time from the KCN provided computer at each facility or any computer with internet access.

Review message screen – further message review (below)

ACCESS CORRECTIONS Home

TESTKCN - KCN LAB TEST CUSTOMER Please select which facility you would like to use: TESTKCN - KCN LAB TEST CUSTOMER

Review Message - Default Logged in as: Dan Ostrander, current time is 05/17/2010 1:50 PM CDT

**Review message**

Approve Reject Escalate

Date: 05/17/2010 1:50 PM CDT From: Michael Miller To: BOBBY SMITH (TEST-001)

Subject: Hey

Body: Bobby, I can't wait til you break out. We're going to have so much fun. I just met this knife salesman that has great access to weapons. We can get any gun we want. It is going to be great. We are going to have to celebrate by smoking some weed. I hope your doing well. See ya soon.

John

Messages: Send Message, Review Messages, Review Pictures, Print Queue, Scan Replies, Search

Reports: Usage Reports, Email Reports, Data Detective

Configuration: Facility Options, Queue Manager, Manage Users, Word Watch, Logout

Messages that are filtered and defined as "green" can be sent directly to the kiosk/printer without human interaction (if the facility chooses this option or they can be manually approved like all other messages). Messages classified as "yellow" can be reviewed by facility staff for approval and all "red" messages can be denied. This system is completely customizable to each facility, based upon the preferred approval method.

# Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

## Auto Escalate Feature

KCN also offers to the facility an "Auto Escalate" feature. This allows for messages sent to specified inmates or messages from specified customers to automatically escalate from mail room staff to a particular investigator or facility staff. This allows investigators to increase the depth of investigation of a specific inmate or customer and limit the ability of only certain staff to see these messages.

The "Auto Escalate" feature can be setup three (3) different ways:

- When a message hits a certain point value
- When it is a message from a specified customer
- When it is a message to a specified inmate

ACCESS CORRECTIONS Home

Mississippi DOC

Facility Options Logged in as: Liz Scott

**Messages**

- Review Messages
- Review Pictures
- Print Queue
- Search

**Reports**

- Usage Reports
- Email Reports
- Data Detective

**Configuration**

- Facility Options
- Queue Manager
- Manage Users
- Word Watch
- Logout

**Word Watch - Sensitivity**

Red Level Requirement:

Yellow Level Requirement:

**Auto Escalate - Sensitivity**

Enable Auto Escalate:

Escalation Level:

**Auto Escalate - User List**

Residents:	1	<input type="button" value="Q"/>
Visitors:	1	<input type="button" value="Q"/>
All Users:	2	<input type="button" value="Q"/>

Unable to find Resident with the given number.

Username:

Resident:

Copyright © 2009 Access Corrections. All rights reserved.



PINAL COUNTY  
wide open opportunity

Response Form 1  
RFP PC-121518  
Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**DEBIT CARD RELEASE PROGRAM**



NO COST TO YOUR FACILITY!

This innovative debit release card solution eliminates check fraud and cash mismanagement. When detainees are released, facilities simply load any remaining balance to a pre-paid debit card and send them on their way. The card works everywhere MasterCard is accepted.



In the last decade, correctional facilities have experienced a tremendous increase in costs associated with handling Inmate Trust Funds. In an effort to streamline and reduce costs associated with this obligation many facilities have replaced cash and checks with our debit card program. Debit cards are a cost-effective alternative to issuing traditional checks. All hardware needed to provide this service will be provided by Keefe Group at no cost.

Benefits of releasing inmates with a debit card include:

- Reduces exposure to fraud and lost checks
- Easy to use
- Simplifies Bank Account Reconciliation
- Eliminates checks and cash handling

**ACCESS FREEDOM**



The Access Corrections debit release card is provided through our partnership with OutPaySystems. Our debit card carries the MasterCard logo and is a permanent pre-paid card upon release. This means the cardholder will immediately receive all the benefits that come with having a permanent card (Re-Load Capability, Direct Deposit from an employer, Bill Pay, etc). The card will be immediately activated at the time the funds are loaded on to the card and a PIN code will be provided to the cardholder. There are no extra steps required to activate the card. This provides the cardholder with immediate access to their funds.

Our debit card is also part of a national Credit Union Network, which means cardholders will be able to reload their card for free at any participating Credit Unions. This also means that the cardholder can get cash via an ATM without paying a surcharge fee, when using a participating Credit Union network ATM. This debit card allows inmates with or without a bank account access to their money 24 hours a day at ATM locations and Point-of-Sale locations worldwide.

By being a part of the Credit Union network, the program helps those that would otherwise not have access to a bank. Keefe Group will provide each inmate with a literacy packet that will provide with much needed information to change their banking habits and reestablish themselves on the outside.



**PINAL COUNTY**  
wide open opportunity

**Response Form 1  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

Inmates can withdraw cash as needed from surcharge free ATM's or for free at Cash Back Point-of-Sale locations anywhere in the world. ATM's are located at convenient locations such as 7-Eleven and Greater Arizona Credit Unions which are located all across the State. For complete list of ATM locations:  
<http://www.co-opfs.org/public/locators/atmlocator/>.

The facility can load the card with as little as \$0.01 or as much as \$9,700.00. There is also no fee to load the card. All funds are on deposit at an FDIC insured bank. Every inmate qualifies for this program and can be issued a debit card regardless of immigration status.

Work Release

Keefe Group's debit card program can also be used for Work Release inmates. This provides a convenient and more secure method for providing inmates their weekly allowance. The debit card has many security controls and features that would be beneficial for the work release population:

- \* Restrict card usage by zip code, SIC codes, dollar amounts
- \* Ability to monitor transactions by merchant location and time of transaction
- \* Ability to adjust the amount of funds available for use on the card
- \* Monitor Balance
- \* Limit the time of day a card can be used
- \* Facility can have the inmates monies direct deposited into this account or you can load the inmate's account from the Trust Account.

<u>FACILITY - BENEFITS</u>	<u>Secure Release Card</u>
<b>NO Cost to facility</b>	YES
<b>Eliminate Checks/Cash</b>	YES
<b>Reduces Lost Checks/Fraud</b>	YES
<b>Simplifies Bank Account Reconciliation</b>	YES
<b>Real Time Transactions</b>	YES
<b>Robust API for system to system integration</b>	YES
<b>NO Load Fee</b>	YES
<b>MasterCard Logo Pre-Paid Debit Card</b>	YES
<b>Is the card assigned to the cardholder?</b>	YES
<b>Can the card be replaced if lost or stolen?</b>	YES
<b>Minimum amount that can be loaded?</b>	\$0.01
<b>Maximum amount that can be loaded?</b>	\$9,700.00



**PINAL COUNTY**  
wide open opportunity

**Response Form 1  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**Can a card be issued if the inmate does not have a Social Security #? YES**

**INMATE - BENEFITS**

**Secure Release  
Card**

<b>NO Load Fee</b>	<b>YES</b>
<b>Immediate Funds Availability</b>	<b>YES</b>
<b>Weekly User Maintenance Fee</b> <b>** First weekly service fee is charged 36 hours after release</b>	<b>\$1.50</b>
<b>Card issued is a Reloadable Pre-Paid Debit Card</b>	<b>Yes -FREE</b>
<b>Ability to withdraw money from the card without incurring fees by going to a grocery store within 36 hours, buying an item and getting balance via card cash back</b>	<b>YES</b>
<b>Permanent Card upon Issuance</b>	<b>YES</b>
<b>Security of PIN Protected Card</b>	<b>YES</b>
<b>MasterCard Logo Pre-Paid Debit Card</b>	<b>YES</b>
<b>POS and Pin based transactions</b>	<b>Both - FREE</b>
<b>Payroll Card - Direct Deposit Capability</b>	<b>YES - FREE</b>
<b>How many times can the card be reloaded?</b>	<b>Unlimited</b>
<b>Where can the card be reloaded?</b>	<b>Credit Unions, other retail locations</b>
<b>Is there an option to load for free?</b>	<b>YES, Credit Unions,</b>
<b>No ATM Surcharge fees at Credit Unions</b>	<b>YES</b>
<b>Bill Pay Online?</b>	<b>YES</b>
<b>Is the card assigned to the cardholder?</b>	<b>YES</b>
<b>Can the card be replaced if lost or stolen?</b>	<b>YES</b>
<b>Does the card allow for cash back at POS terminals for FREE</b>	<b>YES</b>
<b>Are the cards accepted World Wide?</b>	<b>YES</b>
<b>Is there an option to change the PIN number, for FREE?</b>	<b>YES</b>
<b>What does a customer service call cost the cardholder?</b>	<b>FREE</b>
<b>Account transaction history on line / by IVR ?</b>	<b>YES</b>
<b>Access to a membership Bank relationship? Credit Union.</b>	<b>YES -FREE</b>



PINAL • COUNTY  
*wide open opportunity*

## Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

### **Data Required to Issue Card**

The only information required to load/activate a debit card is the first/last name and the Date of Birth of the inmate. The activation can also set it up so that the Inmate ID number will also have to be provided for further assurance of identity. We can provide an API to the facility that will allow the data to be up loaded into our system without any manual keying of information/data. Once our system validates the cardholder profile the funds are transferred from the trust account onto the cardholder's account. This system will remove any human involvement thus reducing mistakes and fraud. If a card was accidentally loaded the funds can reversed and removed from the card, thus allowing for the corrections of any mistakes.

### **Requirements to Activate Card**

The debit card is activated upon the loading of the card. No further action would be required.

### **Security Controls**

For added security we offer a PIN Debit card that requires a PIN number to be entered to process the transaction. The debit card will have worldwide acceptance at all PIN Debit Terminals and ATMs. The benefit is that no one else would be able to use the card unless the cardholder provided that security PIN number.

In the event that a cardholder loses their card, they will notify us and we will freeze the account and reissue a card. We provide online access to account balance and transactional history as well as the ability to change PIN numbers for additional fees. Each debit card also carries the MasterCard logo.

### **Reloading Capabilities**

We will also provide the cardholder the ability to reload their cards at no cost thru participating Credit Unions.

### **Inmate Release Card Program Benefits**

- ❖ Our program provides the most cost effective program for your facility and the inmates.
- ❖ All POS are free and the inmate can request cash back.
- ❖ Almost all taxis accept debit cards and all grocery and convenience stores accept debit cards.
- ❖ With a check the inmate has to go to the bank or check cashing store to get it cashed. With the debit card the inmate will have instant access to their funds.



**PINAL COUNTY**  
wide open opportunity

## Response Form 1 RFP PC-121518 Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

### FRIENDS & FAMILY ORDERING SITE

KCN will provide a friends and family website designed specifically for Pinal 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 once 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 and the Idaho Department of Corrections and 20 additional statewide programs throughout the nation. We invite the County to visit the websites below. KCN generally adds a \$3.00 processing fee to the purchaser for this service. There is no charge to the County.

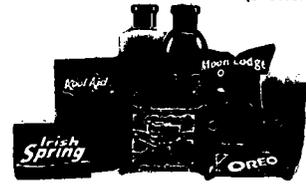
### Current friends & family ordering sites:

Arizona DOC:	<a href="http://www.arizonapackages.com">www.arizonapackages.com</a>
ButteCounty:	<a href="http://www.buttecountypackages.com">www.buttecountypackages.com</a>
California DOC:	<a href="http://www.californiagp.com">www.californiagp.com</a>
Cochise County:	<a href="http://www.cochisecountypackages.com">www.cochisecountypackages.com</a>
Coconino County:	<a href="http://www.coconinocountypackages.com">www.coconinocountypackages.com</a>
El Dorado County:	<a href="http://www.eldoradopackages.com">www.eldoradopackages.com</a>
HumboldtCounty:	<a href="http://www.humboldtcountypackages.com">www.humboldtcountypackages.com</a>
Idaho DOC:	<a href="http://www.idahopackages.com">www.idahopackages.com</a>
KernCounty	<a href="http://www.kerncountypackages.com">www.kerncountypackages.com</a>
Los Angeles County:	<a href="http://www.lasdpackages.com">www.lasdpackages.com</a>
MarinCounty:	<a href="http://www.marinpackages.com">www.marinpackages.com</a>
Navajo County:	<a href="http://www.navajocountypackages.com">www.navajocountypackages.com</a>



# PINAL COUNTY JAIL (AZ)

**FIRST DAY TO ORDER: AUGUST 29, 2012**  
**ORDER WEEK: WEDNESDAY - TUESDAY, \$50 LIMIT PER WEEK**  
(EXCLUDING TAX & SHIPPING)



### Shop Now!

Click here if you would like to browse the product selection and start shopping now.

#### Sign In

If you have an account with us, login below

Email:

Password:

Sign In

Forgot your password?

[Want to create a new account?](#)

#### Track Your Order

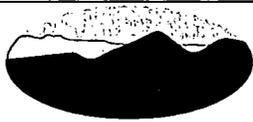
Enter the confirmation number you received or Enter an Inmate number.

Confirmation Number

Or

Enter an Inmate Number

Copyright ©2012 Centric Group, LLC. All rights reserved.



**PINAL COUNTY**  
*wide open opportunity*

**Response Form 1  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

<b>Nevada DOC:</b>	<a href="http://www.nevadapackages.com">www.nevadapackages.com</a>
<b>PimaCounty:</b>	<a href="http://www.pimacountypackages.com">www.pimacountypackages.com</a>
<b>Pinal County:</b>	<a href="http://www.pinalcountypackages.com">www.pinalcountypackages.com</a>
<b>San Luis ObispoCounty:</b>	<a href="http://www.sanluisobispopackages.com">www.sanluisobispopackages.com</a>
<b>San Bernardino County:</b>	<a href="http://www.sbpackages.com">www.sbpackages.com</a>
<b>Santa ClaraCounty:</b>	<a href="http://www.santaclarapackages.com">www.santaclarapackages.com</a>
<b>Santa CruzCounty:</b>	<a href="http://www.santacruzpackages.com">www.santacruzpackages.com</a>
<b>Washington DOC:</b>	<a href="http://www.washingtonpackages.com">www.washingtonpackages.com</a>
<b>Yuma County:</b>	<a href="http://www.yumacountypackages.com">www.yumacountypackages.com</a>

2.2 Responder shall provide information (summary of services and contact information) for clients that Responder as provided similar services to as defined in the Scope of Services of RFP PC-121518 Commissary Services.

**YUMA COUNTY JAIL**

276 S. Orange Avenue  
Yuma, AZ 85364-2245  
Contact: Lt. Henry Hernandez  
Phone: (928) 782-9871 ext 1319

KCN currently enjoys a partnership with Yuma County. With a scanning operation in place, KCN ships next day from our warehouse in Fontana, California. Yuma County reports being completely satisfied with KCN over the past four years in an independent survey. KCN won this account in a competitive bid situation in 2006 and again in 2011. Yuma currently enjoys Access Corrections Deposit Services, including a lobby kiosk, our Secure Release Debit Card system, and a customized friends and family ordering site as well as extra security service measures provided during order fulfillment.

**PIMA COUNTY JAIL**

1270 Silverlake Road  
Tucson, AZ 85713  
Lt. Joshua Arnold  
(520) 351-3900

KCN won Pima County in a competitive bid situation. KCN was selected over all other vendors without being the highest bidder (highest commission offer). KCN's superior technology, service, experience and products were the deciding factors. Pima County jail also enjoys a KCN operated friends and family packages website specifically designed for the County. Friends and family members may purchase packages for loved ones inside the facility. The website may be found at [www.pimacountypackages.com](http://www.pimacountypackages.com). Pima County currently runs on Spillman JMS and has a current average daily population of 2,000 inmates.



P I N A L • C O U N T Y  
*wide open opportunity*

Response Form 1  
RFP PC-121518  
Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

**NAVAJO COUNTY DETENTION CENTER**

P.O. Box 668  
Holbrook, AZ 86025  
Contact: Lt. Dara Davis  
Phone: (928) 524-4166

Navajo County recently selected KCN in a competitive bid situation, despite being the low bidder. **KCN has an integration with Spillman at this facility**, 19 inmate ordering kiosks in place, and the ability for inmate family and friends to make web/phone deposits and to order commissary through the friends and family package program. Navajo has returned our customer survey questions and feels "completely satisfied" with KCN, our products, our technology and our service. Navajo County has an Average Daily Population of 400.

**COCONINO COUNTY JAIL**

951 E Sawmill Rd  
Flagstaff, AZ 86001-5827  
Contact: Lt. Matt Figueroa  
Phone (928) 226-5075

KCN has enjoyed a five and half year partnership with Coconino County. KCN has enhanced our levels of service, products and now looks forward to adding even more technology streamlining the operation even further. KCN is integrated with the current Jail Management System, Intergraph. Coconino County recently re-selected KCN in the competitive bid process.

**COCHISE COUNTY JAIL**

205 N Judd Drive  
Bisbee, AZ 85603-1045  
Contact: Elsa Bratton, Commissary Manager  
Phone: (520) 432-7593

Cochise County Jail has been a KCN partner for 9 years. Cochise County currently runs a scanning operation, including a **booking level integration with Spillman**. They also currently utilize the Secure Release debit release card system and enjoy a friends and family package program.



**PINAL COUNTY**  
wide open opportunity

**Response Form 1  
RFP PC-121518  
Commissary Services**

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

2.3 Responder shall provide resumes of key personnel/staff that will provide the services as defined in the Scope of Services of RFP PC-121518. **NOTE: The resume must include the social security of the person so that a background check can be performed. Provide this information in a separate document so that it may be redacted and does not become part of the public record for this solicitation.**

**Angelo Leber, KCN Regional Manager**

Angelo has been with Keefe Group since 2007. Angelo previously held the position of Account Manager before being promoted to KCN Western Regional Manager for the entire West Coast, overseeing 100 KCN customers within 9 states. His previous work experience includes hardware/software integrations, project management and customer service which lends to his abilities to thoroughly service his customers both existing and new to KCN. Angelo majored in Business Management at San Jose State University where he was part of the Varsity baseball team for 2 seasons before he signed a professional contract. Angelo works with multiple KCN customer accounts and account managers in coordinating logistics, project management, and menu configurations. His correctional commissary experiences include: operations, security, technology options, delivery, and menu preparation. Angelo is available for meetings or calls and can be reached at (800) 411 0454 or (314) 560-7980.



**Terry Schroeder, Western Group Vice President**

Terry Schroeder has been with Keefe Group since 2001. Terry brings over 29 years of sales and management experience to his position, including 12 with Keefe Group. He most recently served as the Regional Vice President of the Dallas, Texas Distribution Center which serves Keefe customers in Texas, Louisiana, and Oklahoma. Terry joined the Western Region as Group Vice President earlier this year. Overseeing both Keefe and KCN sales, his main goal is to ensure each customer receives complete and total satisfaction. He is based in Fontana, CA and can be reached at (800) 411-0454.



**Kris Dick, Regional Operations Manager**

Kris Dick joined the Keefe/KCN team in August 2004. Kris came to KCN with six years of warehouse management experience from the military. Kris's local warehouse duties include overseeing all receiving and shipping operations in Fontana, all KCN order fulfillment, monitoring truck lines, inventory levels, employee training and support. He has been called upon on numerous occasions throughout our region for various delivery schedules and operational planning, supply line logistics, and a host of other responsibilities. Kris currently serves as Operational Manager for





P I N A L • C O U N T Y  
wide open opportunity

Response Form 1  
RFP PC-121518  
Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

such large accounts as Los Angeles County, Kern County, Riverside County and Santa Barbara County among others.

3 Cost

Responder shall complete Response Form 2 Pricing Sheet RFP PC-121518 Commissary Services and Response Form 3 Commissary Items RFP PC-121518 Commissary Services. Any response that does not include these forms or includes incomplete forms may cause the entire offer to be deemed unacceptable and therefore non-responsive.

Acknowledged and agreed. KCN has completed Response Form 2, Pricing Sheet.

4 Conformance to Terms and Conditions and Scope of Services

Response Form Responses

Keefe Commissary Network, has read, understands, and shall comply with all Terms and Conditions. Responders that accept the County's Terms and Conditions and Instructions shall check YES to clearly indicate their acceptance. Responders who take exception to the County's Terms and Conditions and Instructions shall check NO and clearly indicate their exception(s) and provide Responder's suggested language.

YES, I acknowledge that I have read and understand all Terms and Conditions and will comply in any resultant contract.

NO, I acknowledge that I have read, understand all Terms and Conditions and will comply in any resultant contract with the exceptions listed below.

Exceptions (If checked NO)

Responders that take exception to any Terms and Conditions shall justify their exception as well as proposing any changes to the County's language with the Responder's suggested changes clearly indicated. Additional pages may be added so long as they are clearly referenced in the spaces provided. Please note that taking exception to any Terms and Conditions may affect your evaluation score. Both the number of exceptions and the severity of the exceptions can affect your score and may have you deemed non-responsive for this solicitation.

Cite the specific Term and Condition for which an exception is taken: *Not applicable.*

Responder's justification for the exception: *Not applicable.*

Responder's suggested changes: *Not applicable.*

Keefe Commissary Network has read, understands, and shall comply with the Scope of Services. Responders that accept the County's Terms and Conditions and Instructions shall check YES to clearly indicate their acceptance. Responders who take exception to any item in the Scope of Services shall likewise check NO and clearly indicate their exception and provide Responder's suggested language.

YES, I acknowledge that I have read and understand the Scope of Services and will comply in any resultant contract.

NO, I acknowledge that I have read, understand the Scope of Services and will comply in any resultant contract with the exceptions listed below.

**End of Response Form 1 for RFP PC-121518 Commissary Services**



PINAL COUNTY  
wide open opportunity

Response Form 2 –  
Pricing Sheet  
RFP PC-121518  
Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

PC-121518 PRICING SHEET

DESCRIPTION	COMMISSION PERCENTAGE RATE FOR PINAL COUNTY
<p>Offer # 1 - Scanning operation</p> <p>Commissary Services as per Scope of Services for RFP PC-121518</p> <p>(NOTE: All fees associated with these services are included in the commission percentage rate to Pinal County)</p>	<p>35%</p>

Keefe Group/Terry Schroeder  
Firm/Individual

12/14/12

Authorized Signature and Date

END OF PRICING SHEET



PINAL COUNTY  
wide open opportunity

Response Form 2 –  
Pricing Sheet  
RFP PC-121518  
Commissary Services

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

PC-121518 PRICING SHEET

DESCRIPTION	COMMISSION PERCENTAGE RATE FOR PINAL COUNTY
Offer #2 - EDGE Kiosk Operation  Commissary Services as per Scope of Services for RFP PC-121518  (NOTE: All fees associated with these services are included in the commission percentage rate to Pinal County)	33%

Keefe Group/Terry Schroeder  
Firm/Individual

12/14/12

Authorized Signature and Date

**END OF PRICING SHEET**

COMMISSARY ITEMS RFP PC-121518

Product Number	Pinal County Jail Menu Description	Kiosk Price	Without Kiosk Price	Brand Name Offered	Other Product Information
1	4OZ SHAMPOO	\$1.30	\$1.30	Crawford	Same product as current menu
2	4OZ CONDITIONER	\$1.30	\$1.30	Crawford	Same product as current menu
20	4OZ DANDRUFF SHAMPOO	\$1.30	\$1.30	Crawford	Same product as current menu
50	HAIRDRESS 5 OZ	\$3.25	\$3.25	Softie	Same product as current menu
51	HAIRDRESS & PRESS OIL 5 OZ	\$2.80	\$2.80	Softie	Same product as current menu
105	P-UP DEODORANT FORCE	\$2.75	\$2.75	Power Up	Same product as current menu
106	P-UP WOMENS A/P DEODORANT 2 OZ	\$2.75	\$2.75	Power Up	Same product as current menu
205	4OZ BABY OIL	\$1.50	\$1.50	Fresh Scent	Same product as current menu
210	4OZ SKIN CARE LOTION	\$1.30	\$1.30	Crawford	Same product as current menu
212	COCONUT LIME ALOE LOTION 15 OZ	\$2.80	\$2.80	Infuzed	Same product as current menu
220	1OZ PETROLEUM JELLY	\$1.55	\$1.55	New Day	Same product as current menu
250	HYDROCORTISONE CREAM 1 OZ	\$2.25	\$2.25	Generic	Same product as current menu
251	GEN TINACTIN(TOLNAFT CRM) .5 OZ	\$2.25	\$2.25	Generic	Same product as current menu
260	MUSCLE RUB 3 OZ	\$2.80	\$2.80	Generic	Same product as current menu
273	LIP BALM	\$1.65	\$1.65	Chap-et	Same product as current menu
320	REG MAGIC CREAM SHAVE 6 OZ	\$4.70	\$4.70	Magic	Same product as current menu
331	PRO-TECTION SHAVE CREAM 7 OZ	\$2.55	\$2.55	Pro-Tection	Same product as current menu
355	SHAMPOO W/ALOE-GINSENG 15 OZ	\$3.00	\$3.00	Elementz	Same product as current menu
356	15OZ VOLUME CONDITIONER	\$3.00	\$3.00	Elementz	Same product as current menu
361	ELEMENTZ 3-N-1 SHAMPOO 15 OZ	\$3.10	\$3.10	Elementz	Same product as current menu
363	STYLING GEL W/ALOE VERA 15 OZ	\$2.75	\$2.75	Elementz	Same product as current menu
397	NEXT1 COCOA BTRR SOAP 5OZ	\$1.30	\$1.30	Next1	Same product as current menu
400	IRISH SPRING 3.2OZ SOAP	\$1.30	\$1.30	Irish Spring	Same product as current menu
410	IVORY SOAP (1/BAR 3.1 OZ)	\$1.30	\$1.30	Ivory	Same product as current menu
424	MOISTURIZING SOAP 5 OZ	\$1.30	\$1.30	Next1	Same product as current menu
426	SPORT BAR SOAP 5 OZ	\$1.30	\$1.30	Next1	Same product as current menu
490	SOAP DISH	\$0.65	\$0.65	Generic	Same product as current menu
530	COOL WAVE CLR TOOTHPASTE 4 OZ	\$2.10	\$2.10	Cool Wave	Same product as current menu
538	FRESHMINT TOOTHPASTE 2.75	\$0.95	\$0.95	Freshmint	Same product as current menu
562	TOOTHBRUSH 4 INCH HANDLE	\$0.55	\$0.55	Generic	Same product as current menu
589	COLGATE REG TOOTHPASTE 1.3 OZ	\$1.65	\$1.65	Colgate	Same product as current menu
595	2.5OZ EFFERGRIP	\$4.00	\$4.00	Effergrip	Same product as current menu
614	GEN TYLENOL(NON-ASPIRIN) 2 PK 325 MG	\$0.15	\$0.15	Generic	Same product as current menu
642	TUMS ORIG 1-ROLL	\$3.00	\$3.00	Tums	Same product as current menu
675	HALLS COUGH DROPS (EA)	\$2.15	\$2.15	Halls	Same product as current menu
680	1 DAY MULTI-VIT(NO IRON) (90 CT)	\$4.48	\$4.48	Naturalist	Same product as current menu
700	VIN/WTR TWIN PACK DOUCHE 6 OZ	\$3.50	\$3.50	Massengill	Same product as current menu
773	(10/PK) TAMPAX TAMPONS	\$2.25	\$2.25	Tampax	Same product as current menu
800	5 INCH COMB	\$0.25	\$0.25	Generic	Same product as current menu
821	PALM BRUSH	\$0.75	\$0.75	Generic	Same product as current menu
847	SECRTY PEN BLK INK REFIL	\$0.08	\$0.08	Generic	Same product as current menu
855	PONYTAIL HOLDER	\$0.30	\$0.30	Pony Oh	Same product as current menu
1001	LARGE STAMPED ENVELOPE	\$0.58	\$0.58	Generic	Same product as current menu
1010	#10 WHITE ENVELOPE	\$0.07	\$0.07	Generic	Same product as current menu
1050	BOOK OF TEN STAMPS	\$4.50	\$4.50	N/A	Same product as current menu
1060	8.5 X 11 LETTER PAD WHT	\$1.25	\$1.25	Generic	Same product as current menu
1070	SKETCH PAD 8.5 X 11 WHITE	\$1.50	\$1.50	Generic	Same product as current menu
1075	PENCIL (GOLF TYPE)	\$0.08	\$0.08	Generic	Same product as current menu
1085	BEVELED ERASER	\$0.55	\$0.55	Generic	Same product as current menu
1087	SPANISH ENGLISH DICTIONAR	\$2.90	\$2.90	Generic	Same product as current menu
1100	BIRTHDAY CARD	\$1.20	\$1.20	Gallant Greetings	Same product as current menu
1101	JUVENILE BIRTHDAY CARD	\$1.20	\$1.20	Gallant Greetings	Same product as current menu
1110	FRIENDSHIP CARD - ACETATE	\$1.20	\$1.20	Gallant Greetings	Same product as current menu
1115	ANNIVERSARY CARD	\$1.20	\$1.20	Gallant Greetings	Same product as current menu
1120	THANK YOU CARD	\$1.20	\$1.20	Gallant Greetings	Same product as current menu
1121	SEASONAL GREETING CARD	\$1.20	\$1.20	Gallant Greetings	Same product as current menu
1275	READING GLASSES +1.25	\$7.00	\$7.00	Generic	Same product as current menu
1281	READING GLASSES +1.75	\$7.00	\$7.00	Generic	Same product as current menu
1282	READING GLASSES +2.25	\$7.00	\$7.00	Generic	Same product as current menu
1300	PLAYING CARDS	\$2.35	\$2.35	Aviator	Same product as current menu
1305	PINOCHLE CARDS	\$2.35	\$2.35	Aviator	Same product as current menu
1400	BOWL (HOLDS 24 OZ)	\$1.30	\$1.30	Generic	Same product as current menu
1415	PLASTIC CUP 22OZ	\$0.75	\$0.75	Generic	Same product as current menu
1417	SPOON (PLASTIC)	\$0.05	\$0.05	Generic	Same product as current menu
1430	WASHCLOTH WHITE	\$0.60	\$0.60	Generic	Same product as current menu
1505	MED T-SHIRT	\$4.10	\$4.10	Andrew Scott	Same product as current menu
1506	LG T-SHIRT	\$4.10	\$4.10	Andrew Scott	Same product as current menu
1507	XLG T-SHIRT	\$4.10	\$4.10	Andrew Scott	Same product as current menu
1508	XXLG T-SHIRT	\$7.00	\$7.00	Andrew Scott	Same product as current menu
1509	3X LARGE T-SHIRT	\$7.00	\$7.00	Andrew Scott	Same product as current menu

COMMISSARY ITEMS RFP PC-121518

1529	SM BOXER SHORTS WHITE	\$5.00	\$5.00	Andrew Scott	Same product as current menu
1530	MED BOXER SHORTS WHITE	\$5.00	\$5.00	Andrew Scott	Same product as current menu
1531	LG BOXER SHORTS WHITE	\$5.00	\$5.00	Andrew Scott	Same product as current menu
1532	XLG BOXER SHORTS WHITE	\$5.00	\$5.00	Andrew Scott	Same product as current menu
1533	2XLG BOXER SHORTS WHT	\$7.25	\$7.25	Andrew Scott	Same product as current menu
1534	3XLG BOXER SHORTS WHT	\$7.25	\$7.25	Andrew Scott	Same product as current menu
1977	READING GLASSES 2.00	\$7.00	\$7.00	Generic	Same product as current menu
1978	READING GLASSES 2.5	\$7.00	\$7.00	Generic	Same product as current menu
1985	READING GLASSES 3.00	\$7.00	\$7.00	Generic	Same product as current menu
2000	S.S. KEEFE COFFEE (EA)	\$0.30	\$0.30	Keefe	Same product as current menu
2011	KF DECAF(CLRPK W/ZIP)3 OZ	\$4.10	\$4.10	Keefe	Same product as current menu
2015	FD COFFEE CLRPK W/ZIP 3OZ	\$4.65	\$4.65	Keefe	Same product as current menu
2016	NESCAFE 4OZ CLRPK W/ZIP	\$4.85	\$4.85	Nestle	Same product as current menu
2070	S.S. HOT COCOA (EA)	\$0.45	\$0.45	Keefe	Same product as current menu
2080	SUGAR TWIN PACKET	\$0.05	\$0.05	Sugar Twin	Same product as current menu
2081	SUGAR PACKET SINGLE	\$0.05	\$0.05	Generic	Same product as current menu
2200	S.S. ORANGE BREAKFAST DRI	\$0.40	\$0.40	Keefe	Same product as current menu
2205	S.S. TEA W/LEMON	\$0.40	\$0.40	Keefe	Same product as current menu
2210	S.S. FRUIT PUNCH	\$0.40	\$0.40	Keefe	Same product as current menu
2220	S.S. LEMONADE	\$0.40	\$0.40	Keefe	Same product as current menu
2301	NESTEA W/LEMON 5.5 OZ CLR	\$2.10	\$2.10	Nestle	Same product as current menu
2310	6OZ LEMONADE - CLEAR	\$2.10	\$2.10	Country Time	Same product as current menu
2330	6OZ TR PUNCH KOOLAID CLR	\$2.10	\$2.10	Kool-Aid	Same product as current menu
2539	7-UP 20 OZ	\$1.50	\$1.50	7-Up/Dr. Pepper Snapple Group	Same product as current menu
2540	ROOTBEER 20 OZ	\$1.50	\$1.50	A&W/Dr. Pepper Snapple Group	Same product as current menu
2541	WATER 20 OZ	\$1.25	\$1.25	Deja Blue/Dr. Pepper Snapple Group	Same product as current menu
2544	COLA 20 OZ	\$1.50	\$1.50	RC Cola/Dr. Pepper Snapple Group	Same product as current menu
2548	SUNKIST ORANGE 20 OZ	\$1.50	\$1.50	Sunkist	Same product as current menu
2664	MACARONI & CHEESE 3 OZ	\$1.75	\$1.75	Veveeta	Same product as current menu
2665	SPICY MAC & CHEESE 3 OZ	\$1.75	\$1.75	Veveeta	Same product as current menu
2666	CHEESY RICE 2 OZ	\$1.25	\$1.25	Veveeta	Same product as current menu
2667	SPICY CHEESY RICE 2 OZ	\$1.15	\$1.15	Veveeta	Same product as current menu
2668	CHEESY REFRID BEANS 4 OZ	\$1.90	\$1.90	Veveeta	Same product as current menu
2669	SPICY CHEESY REFRID BEANS 4 OZ	\$1.90	\$1.90	Veveeta	Same product as current menu
2670	SPICY REFRID BEANS&RICE 4 OZ	\$1.90	\$1.90	Veveeta	Same product as current menu
2789	TAPATIO HOT SAUCES OZ	\$1.75	\$1.75	Tapatio	Same product as current menu
3010	ZC SOFT CHOC CHIP COOKIES 2.75 OZ	\$1.00	\$1.00	Zippy Cakes	Same product as current menu
3015	SOFT OATMEAL RAISIN COOKIE 2.75 OZ	\$1.00	\$1.00	Zippy Cakes	Same product as current menu
3020	OREO SANDWICH COOKIES 1.8 OZ	\$0.85	\$0.85	Nabisco	Same product as current menu
3030	ZC VNILLA CRM COOKIES 6OZ	\$1.65	\$1.65	Zippy Cakes	Same product as current menu
3035	ZC CHOC CHIP COOKIES 6OZ	\$1.65	\$1.65	Zippy Cakes	Same product as current menu
3040	ZC ICED OATML COOKIES 6OZ	\$1.65	\$1.65	Zippy Cakes	Same product as current menu
3045	ZC DUPLEX CREMES 6OZ	\$1.65	\$1.65	Zippy Cakes	Same product as current menu
3159	HOT & SPICY SNCK CRACKERS 1.5 OZ	\$1.35	\$1.35	Cheez-It/Sunshine	Same product as current menu
3161	SALTINE CRACKERS 4-OZ	\$2.25	\$2.25	Nabisco	Same product as current menu
3198	2/PK STRWBRY TSTR PASTRY	\$1.10	\$1.10	Toast 'Em	Same product as current menu
3200	BANANA MARSHMALLOW PIE 2.75 OZ	\$1.05	\$1.05	Double Decker Moon Pie	Same product as current menu
3226	ZC CHOCOLATE ICED ZU ZU 3.9 OZ	\$1.30	\$1.30	Zippy Cakes	Same product as current menu
3230	(EA) ZC PB WAFERS 2 OZ	\$0.65	\$0.65	Zippy Cakes	Same product as current menu
3231	(EA) ZC YUM YUM'S 1.3 OZ	\$0.30	\$0.30	Zippy Cakes	Same product as current menu
3236	(EA) ZC SWISS ROLLS 2 OZ	\$0.65	\$0.65	Zippy Cakes	Same product as current menu
3245	(EA)ZC D-DUNK 1.7 OZ (ONE-PK FROM BOX)	\$0.65	\$0.65	Zippy Cakes	Same product as current menu
3248	ZC ICED SWIRL 4 OZ	\$1.20	\$1.20	Zippy Cakes	Same product as current menu
3270	ZC CHOC CREME CUPCAKE 4 OZ	\$1.45	\$1.45	Zippy Cakes	Same product as current menu
3274	ZC MONSTER ICED BUNEEZ 6 OZ	\$1.20	\$1.20	Zippy Cakes	Same product as current menu
3290	ZC STRAWBERRY ZU ZU 2/PK 4 OZ	\$1.20	\$1.20	Zippy Cakes	Same product as current menu
3291	ZC WHAM WHAMS 5 OZ	\$1.20	\$1.20	Zippy Cakes	Same product as current menu
4001	M&M PEANUT 1.74 OZ	\$1.25	\$1.25	Mars	Same product as current menu
4005	BUTTERFINGER	\$1.25	\$1.25	Nestle	Same product as current menu
4010	SNICKERS BAR 2.07 OZ	\$1.25	\$1.25	Mars	Same product as current menu
4019	CHICK O STICK .7 OZ	\$0.45	\$0.45	Atkinson Candy Company	Same product as current menu
4035	REESES P/BUTTER CUP 1.5 OZ	\$1.25	\$1.25	Hershey	Same product as current menu
4100	BUTTERSCOTCH BUTTONS 4.25 OZ	\$1.30	\$1.30	E.Z. Digby	Same product as current menu
4110	LEMON DROPS 4.25 OZ	\$1.30	\$1.30	E.Z. Digby	Same product as current menu
4115	RED LICORICE BITES 4 OZ	\$1.30	\$1.30	E.Z. Digby	Same product as current menu
4120	ROOTBEER BARRELS 4.25 OZ	\$1.30	\$1.30	E.Z. Digby	Same product as current menu
4135	JOLLY RANCHERS ASST. 3.70	\$1.60	\$1.60	Jolly Rancher	Same product as current menu
4146	ATOMIC FIRE BALLS 3 OZ	\$1.30	\$1.30	E.Z. Digby	Same product as current menu
4150	SOUR FRUIT BALLS 4.25OZ	\$1.30	\$1.30	E.Z. Digby	Same product as current menu
4155	SUGAR FREE WILD FRUIT 1.75 OZ	\$1.30	\$1.30	E.Z. Digby	Same product as current menu
4431	ZC STRAWBERRY CHS DANISH 4.25 OZ	\$1.20	\$1.20	Zippy Cakes	Same product as current menu
6000	CHICKEN RAMEN 3OZ	\$0.75	\$0.75	Manuchan	Same product as current menu

COMMISSARY ITEMS RFP PC-121518

6002	BEEF RAMEN 3OZ	\$0.75	\$0.75	Maruchan	Same product as current menu
6003	CAJUN SHRIMP 3OZ	\$0.75	\$0.75	Maruchan	Same product as current menu
6005	CHILI RAMEN 3OZ	\$0.75	\$0.75	Maruchan	Same product as current menu
6007	CAJUN CHICKEN RAMEN 3OZ	\$0.75	\$0.75	Maruchan	Same product as current menu
6011	HOT & SPICY VEG RAMEN 3 OZ	\$0.75	\$0.75	Maruchan	Same product as current menu
6050	KK INSTANT RICE 8 OZ	\$1.80	\$1.80	Keefe	Same product as current menu
6079	WHOLE SHABANG 1.5 OZ	\$0.90	\$0.90	Moon Lodge	Same product as current menu
6100	POTATO CHIPS 1.5 OZ	\$0.90	\$0.90	Moon Lodge	Same product as current menu
6102	1.5OZ STUFED JALP CHIPS	\$0.90	\$0.90	Moon Lodge	Same product as current menu
6103	HABANERO TORTILLA CHIPS 1.5 OZ	\$0.90	\$0.90	Cactus Annie's	Same product as current menu
6116	CHEESE PUFFS 2 OZ	\$0.90	\$0.90	Cactus Annie's	Same product as current menu
6120	NACHO TORTILLA CHIPS 1.5 OZ	\$0.90	\$0.90	Cactus Annie's	Same product as current menu
6125	HOT CHIPS 1.5 OZ	\$0.90	\$0.90	Moon Lodge	Same product as current menu
6126	SOUR CREAM ONION 1.5 OZ	\$0.90	\$0.90	Moon Lodge	Same product as current menu
6127	HOT SPICY PORK RINDS 2 OZ	\$1.45	\$1.45	Cactus Annie's	Same product as current menu
6134	ML CARAMEL POPCORN 3.53 OZ	\$1.45	\$1.45	Moon Lodge	Same product as current menu
6137	1.5 OZ CHEESE POPCORN	\$0.90	\$0.90	Moon Lodge	Same product as current menu
6159	CHEETOS FLMN HOT 1.75-OZ	\$0.90	\$0.90	Cheetos	Same product as current menu
6167	CHEETOS 2-OZ	\$0.90	\$0.90	Cheetos	Same product as current menu
6172	BC CHILI NO BEANS 11.25 OZ	\$3.10	\$3.10	Brushy Creek	Same product as current menu
6174	BC HOT CHILI W/ BEANS 11.25 OZ	\$3.10	\$3.10	Brushy Creek	Same product as current menu
6300	TWIN BEEF STICK 1.125 PZ	\$1.10	\$1.10	O'Brien's	Same product as current menu
6312	BEEF SUMMER SAUSAGE 3 OZ.	\$2.25	\$2.25	Jack Links	Same product as current menu
6320	BEEF & CHEESE STICK 1.125 OZ	\$1.05	\$1.05	O'Brien's	Same product as current menu
6400	(EA)CHWY CHOC CHIP GRANOLA .84 OZ	\$0.85	\$0.85	Quaker	Same product as current menu
6412	GRAPE JELLY 1 OZ.	\$0.55	\$0.55	Squeeze-ums	Same product as current menu
6415	SS PEANUT BUTTER 1.12 OZ	\$0.55	\$0.55	Squeeze-ums	Same product as current menu
6428	CA SHARP CHDR CHS SQUEEZE 2 OZ	\$0.75	\$0.75	Cactus Annie's	Same product as current menu
6429	CA JALAP CHEESE SQUEEZE 2 OZ	\$0.75	\$0.75	Cactus Annie's	Same product as current menu
6500	PICKLE (HOT)	\$1.25	\$1.25	Van Holten's	Same product as current menu
6501	PICKLE (MILD)	\$1.25	\$1.25	Van Holten's	Same product as current menu
6507	SLICED JALAPENO PEPPERS .7 OZ (SLICES)	\$0.65	\$0.65	Texas Titos	Same product as current menu
6509	PICANTE SAUCE 10 OZ	\$2.25	\$2.25	Cactus Annie's	Same product as current menu
6515	MAYO SINGLE SERVE 1-EA	\$0.15	\$0.15	Squeeze-ums	Same product as current menu
6518	PEPPER - SINGLE PACKET .18 GM	\$0.05	\$0.05	Generic	Same product as current menu
6519	SALT- SINGLE PACKET. 75 GM	\$0.05	\$0.05	Generic	Same product as current menu
6520	(SS) APPLE-CINN OATMEAL	\$0.65	\$0.65	Ralston	Same product as current menu
6527	(1/PKT)MPL&BRN SGR OATML	\$0.65	\$0.65	Ralston	Same product as current menu
6540	ZC STRAWBERRY CEREAL BAR 1.3 OZ	\$0.65	\$0.65	Zippy Cakes	Same product as current menu
6600	FLOUR TORTILLAS (6 CT) 8 OZ	\$1.85	\$1.85	Cactus Annie's	Same product as current menu
6606	SALTED PEANUTS 1.75 OZ	\$0.85	\$0.85	Moon Lodge	Same product as current menu
6607	HOT PEANUTS 1.75 OZ	\$0.85	\$0.85	Moon Lodge	Same product as current menu
6700	SV REFRIED BEANS 8 OZ	\$2.30	\$2.30	Sevilla	Same product as current menu
6720	SWEET SUE CHICKEN - POUCH 3 OZ	\$3.95	\$3.95	Brushy Creek	Same product as current menu
6826	FRESH CATCH TUNA 4.23 OZ.	\$3.00	\$3.00	Fresh Catch	Same product as current menu





# CERTIFICATE OF LIABILITY INSURANCE

1/1/2013

DATE (MM/DD/YYYY)

11/20/2012

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Lockton Companies, LLC-1 St. Louis Three City Place Drive, Suite 900 St. Louis MO 63141-7081 (314) 432-0500	<b>CONTACT NAME:</b> <b>PHONE (A/C, No, Ext):</b>	<b>FAX (A/C, No):</b>
	<b>E-MAIL ADDRESS:</b>	
<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURER A:</b> Federal Insurance Company		20281
<b>INSURER B:</b> Great Northern Insurance Company		20303
<b>INSURER C:</b> Executive Risk Indemnity Inc.		35181
<b>INSURER D:</b>		
<b>INSURER E:</b>		
<b>INSURER F:</b>		

**COVERAGES** CENGR 22349**CERTIFICATE NUMBER:** 12078139 **REVISION NUMBER:** XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC	Y	N	7321-00-90	1/1/2012	1/1/2013	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	N	N	73210092	1/1/2012	1/1/2013	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$			NOT APPLICABLE			EACH OCCURRENCE \$ XXXXXXXX AGGREGATE \$ XXXXXXXX \$ XXXXXXXX
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	7165-55-50	1/1/2012	1/1/2013	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Professional Liability	N	N	8208-3524	1/1/2012	1/1/2013	\$2,000,000 Each Claim \$2,000,000 Aggregate \$25,000 Retention

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)**  
 The County of Pinal is an additional insured on a Primary and Non-Contributory bases under General Liability as required by written contract. Waiver of Subrogation applies under Workers' Compensation where permissible by law as required by written contract.

**CERTIFICATE HOLDER****CANCELLATION**

<b>12078139</b> Pinal County Finance Department 31 N. Pinal Street Bldg, A Florence AZ 85132	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  
---	---

WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY INSURANCE POLICY

WC 124  
(4-84)

WC 00 03 13

**WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT**

This endorsement changes the policy to which it is attached effective on the inception date of the policy unless a different date is indicated below.

(The following "attaching clause" need be completed only when this endorsement is issued subsequent to preparation of the policy.)

This endorsement, effective on 01/01/12 at 12:01 A. M. standard time, forms a part of  
(DATE)

Policy No. (13)7165-55-50 of the FEDERAL INSURANCE COMPANY  
issued to CENTRIC GROUP, LLC. (NAME OF INSURANCE COMPANY)

Endorsement No.

  
Authorized Representative

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.

This agreement shall not operate directly or indirectly to benefit any one not named in the Schedule.

**Schedule**

WHERE REQUIRED BY A WRITTEN CONTRACT  
THAT IS EXECUTED BEFORE SUCH LOSS.



# Centric Group

November 20, 2012

Pinal County  
Finance Department  
31 N. Pinal Street  
Bldg. A  
Florence, AZ 85132

To Whom It May Concern:

This letter is to certify that Keefe Commissary Network, L.L.C., a wholly owned subsidiary of Centric Group, L.L.C., maintains an annual affirmative action plan, which is compliant with Executive Order 11246, Section 503 of the Rehabilitation Act and the Vietnam Era Veterans' Readjustment Act. The current plan expires on December 31, 2012 and will be updated at that time according to all applicable Federal regulations.

Should you require further certification, pertinent sections of the plan may be viewed by appointment during normal business hours at my office address.

Sincerely,

Kelly Clark, PHR  
Corporate Human Resources Generalist

Company ID Number: 43808  
Client Company ID Number: 451202

**THE E-VERIFY PROGRAM FOR EMPLOYMENT VERIFICATION MEMORANDUM OF UNDERSTANDING FOR EMPLOYERS USING A E-VERIFY EMPLOYER AGENT**

**ARTICLE I**

**PURPOSE AND AUTHORITY**

This Memorandum of Understanding (MOU) sets forth the points of agreement between the Department of Homeland Security (DHS), Centric Group LLC (Employer), and Vertical Screen, Inc. (E-Verify Employer Agent) regarding the Employer's and E-Verify Employer Agent's participation in the Employment Eligibility Verification Program (E-Verify). This MOU explains certain features of the E-Verify program and enumerates specific responsibilities of DHS, the Social Security Administration (SSA), the Employer, and the E-Verify Employer Agent. References to the Employer include the E-Verify Employer Agent when acting on behalf of the Employer. E-Verify is a program that electronically confirms an employee's eligibility to work in the United States after completion of the Employment Eligibility Verification Form (Form I-9). For covered government contractors, E-Verify is used to verify the employment eligibility of all newly hired employees and all existing employees assigned to Federal contracts or to verify the entire workforce if the contractor so chooses.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note). Authority for use of the E-Verify program by Federal contractors and subcontractors covered by the terms of Subpart 22.18, "Employment Eligibility Verification", of the Federal Acquisition Regulation (FAR) (hereinafter referred to in this MOU as a "Federal contractor with the FAR E-Verify clause") to verify the employment eligibility of certain employees working on Federal contracts is also found in Subpart 22.18 and in Executive Order 12989, as amended.

**ARTICLE II**

**FUNCTIONS TO BE PERFORMED**

**A. RESPONSIBILITIES OF SSA**

1. SSA agrees to provide the Employer (through the E-Verify Employer Agent) with available information that will allow the Employer to confirm the accuracy of Social Security Numbers provided by all employees verified under this MOU and the employment authorization of U.S. citizens.
2. SSA agrees to provide the Employer and E-Verify Employer Agent appropriate assistance with operational problems that may arise during the Employer's participation in E-Verify. SSA agrees to provide the E-Verify Employer Agent with names, titles, addresses, and telephone numbers of SSA representatives to be contacted during the E-Verify

**Company ID Number: 43808**  
**Client Company ID Number: 451202**

process.

3. SSA agrees to safeguard the information provided by the Employer through the E-Verify program procedures, and to limit access to such information, as is appropriate by law, to individuals responsible for the verification of Social Security Numbers and for evaluation of E-Verify or such other persons or entities who may be authorized by SSA as governed by the Privacy Act (5 U.S.C. § 552a), the Social Security Act (42 U.S.C. 1306(a)), and SSA regulations (20 CFR Part 401).

4. SSA agrees to provide a means of automated verification that is designed (in conjunction with DHS's automated system if necessary) to provide confirmation or tentative nonconfirmation of U.S. citizens' employment eligibility within 3 Federal Government work days of the initial inquiry.

5. SSA agrees to provide a means of secondary verification (including updating SSA records as may be necessary) for employees who contest SSA tentative nonconfirmations that is designed to provide final confirmation or nonconfirmation of U.S. citizens' employment eligibility and accuracy of SSA records for both citizens and non-citizens within 10 Federal Government work days of the date of referral to SSA, unless SSA determines that more than 10 days may be necessary. In such cases, SSA will provide additional verification instructions.

## **B. RESPONSIBILITIES OF DHS**

1. After SSA verifies the accuracy of SSA records for employees through E-Verify, DHS agrees to provide the Employer (through the E-Verify Employer Agent) access to selected data from DHS's database to enable the Employer (through the E-Verify Employer Agent) to conduct, to the extent authorized by this MOU:
  - Automated verification checks on employees by electronic means, and
  - Photo verification checks (when available) on employees.
2. DHS agrees to provide to the Employer and E-Verify Employer Agent appropriate assistance with operational problems that may arise during the Employer's participation in E-Verify. DHS agrees to provide the E-Verify Employer Agent names, titles, addresses, and telephone numbers of DHS representatives to be contacted during the E-Verify process.
3. DHS agrees to make available to the Employer (through the E-Verify Employer Agent), at the E-Verify Web site and on the E-Verify Web browser, instructional materials on E-Verify policies, procedures and requirements for both SSA and DHS, including restrictions on the use of E-Verify. DHS agrees to provide training materials on E-Verify.
4. DHS agrees to provide to the Employer (through the E-Verify Employer Agent) a notice, which indicates the Employer's participation in the E-Verify program. DHS also agrees to

**Company ID Number: 43808**  
**Client Company ID Number: 451202**

provide to the Employer (through the E-Verify Employer Agent) anti-discrimination notices issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC), Civil Rights Division, U.S. Department of Justice.

5. DHS agrees to issue the E-Verify Employer Agent a user identification number and password that will be used exclusively by the E-Verify Employer Agent, on behalf of the Employer, to verify information provided by employees with DHS's databases.
6. DHS agrees to safeguard the information provided to DHS by the Employer (through the E-Verify Employer Agent), and to limit access to such information to individuals responsible for the verification of employees' employment eligibility and for evaluation of the E-Verify program, or to such other persons or entities as may be authorized by applicable law. Information will be used only to verify the accuracy of Social Security Numbers and employment eligibility, to enforce the Immigration and Nationality Act (INA) and Federal criminal laws, and to administer Federal contracting requirements.
7. DHS agrees to provide a means of automated verification that is designed (in conjunction with SSA verification procedures) to provide confirmation or tentative nonconfirmation of employees' employment eligibility within 3 Federal Government workdays of the initial inquiry.
8. DHS agrees to provide a means of secondary verification (including updating DHS records as may be necessary) for employees who contest DHS tentative nonconfirmations and photo non-match tentative nonconfirmations that is designed to provide final confirmation or nonconfirmation of the employees' employment eligibility within 10 Federal Government work days of the date of referral to DHS, unless DHS determines that more than 10 days may be necessary. In such cases, DHS will provide additional verification instructions.

### **C. RESPONSIBILITIES OF THE EMPLOYER**

1. The Employer agrees to display the notices supplied by DHS (through the E-Verify Employer Agent) in a prominent place that is clearly visible to prospective employees and all employees who are to be verified through the system.
2. The Employer agrees to provide to the SSA and DHS the names, titles, addresses, and telephone numbers of the Employer representatives to be contacted regarding E-Verify.
3. The Employer agrees to become familiar with and comply with the most recent version of the E-Verify User Manual. The Employer will obtain the E-Verify User Manual from the E-Verify Employer Agent.
4. The Employer agrees to comply with current Form I-9 procedures, with two exceptions:
  - If an employee presents a "List B" identity document, the Employer agrees to only accept "List B" documents that contain a photo. (List B documents identified in 8

**Company ID Number: 43808**  
**Client Company ID Number: 451202**

C.F.R. § 274a.2(b)(1)(B)) can be presented during the Form I-9 process to establish identity.) If an employee objects to the photo requirement for religious reasons, the Employer should contact E-Verify at 1-888-464-4218.

- If an employee presents a DHS Form I-551 (Permanent Resident Card) or Form I-766 (Employment Authorization Document) to complete the Form I-9, the Employer agrees to make a photocopy of the document and to retain the photocopy with the employee's Form I-9. The photocopy must be of sufficient quality to allow for verification of the photo and written information. The employer will use the photocopy to verify the photo and to assist DHS with its review of photo non-matches that are contested by employees. Note that employees retain the right to present any List A, or List B and List C, documentation to complete the Form I-9. DHS may in the future designate other documents that activate the photo screening tool.
5. The Employer understands that participation in E-Verify does not exempt the Employer from the responsibility to complete, retain, and make available for inspection Forms I-9 that relate to its employees, or from other requirements of applicable regulations or laws, including the obligation to comply with the antidiscrimination requirements of section 274B of the INA with respect to Form I-9 procedures, except for the following modified requirements applicable by reason of the Employer's participation in E-Verify: (1) identity documents must have photos, as described in paragraph 4 above; (2) a rebuttable presumption is established that the Employer has not violated section 274A(a)(1)(A) of the Immigration and Nationality Act (INA) with respect to the hiring of any individual if it obtains confirmation of the identity and employment eligibility of the individual in good faith compliance with the terms and conditions of E-Verify; (3) the Employer must notify DHS if it continues to employ any employee after receiving a final nonconfirmation, and is subject to a civil money penalty between \$550 and \$1,100 for each failure to notify DHS of continued employment following a final nonconfirmation; (4) the Employer is subject to a rebuttable presumption that it has knowingly employed an unauthorized alien in violation of section 274A(a)(1)(A) if the Employer continues to employ an employee after receiving a final nonconfirmation; and (5) no person or entity participating in E-Verify is civilly or criminally liable under any law for any action taken in good faith based on information provided through the confirmation system. DHS reserves the right to conduct Form I-9 and E-Verify system compliance inspections during the course of E-Verify, as well as to conduct any other enforcement activity authorized by law.
  6. The Employer agrees to initiate E-Verify verification procedures (through the E-Verify Employer Agent), for new employees within 3 Employer business days after each employee has been hired (but after both sections 1 and 2 of the Form I-9 have been completed), and to complete as many (but only as many) steps of the E-Verify process as are necessary according to the E-Verify User Manual, or in the case of Federal contractors with the FAR E-Verify clause, the E-Verify User Manual for Federal Contractors. The Employer is prohibited from initiating verification procedures before the employee has been hired and the Form I-9 completed. If the automated system to be queried is temporarily unavailable, the 3-day time period is extended until it is again operational in order to accommodate the Employer's attempting, in good faith, to make

**Company ID Number: 43808**  
**Client Company ID Number: 451202**

inquiries during the period of unavailability. Employers may initiate verification, through the E-Verify Employer Agent, by notating the Form I-9 in circumstances where the employee has applied for a Social Security Number (SSN) from the SSA and is waiting to receive the SSN, provided that the Employer (through the E-Verify Employer Agent) performs an E-Verify employment verification query using the employee's SSN as soon as the SSN becomes available.

7. The Employer agrees not to use E-Verify procedures for pre-employment screening of job applicants, in support of any unlawful employment practice, or for any other use not authorized by this MOU. Employers must use E-Verify (through its E-Verify Employer Agent) for all new employees, unless an Employer is a Federal contractor that qualifies for the exceptions described in Article II.D.1.c. Except as provided in Article II.D, the Employer will not verify selectively and will not verify employees hired before the effective date of this MOU. The Employer understands that if the Employer uses the E-Verify system for any purpose other than as authorized by this MOU, the Employer may be subject to appropriate legal action and termination of its access to SSA and DHS information pursuant to this MOU.
8. The Employer (through its E-Verify Employer Agent) agrees to follow appropriate procedures (see Article III. below) regarding tentative nonconfirmations, including notifying employees in private of the finding and providing them written notice of the findings, providing written referral instructions to employees, allowing employees to contest the finding, and not taking adverse action against employees if they choose to contest the finding. Further, when employees contest a tentative nonconfirmation based upon a photo non-match, the Employer is required to take affirmative steps (see Article III.B. below) to contact DHS with information necessary to resolve the challenge.
9. The Employer agrees not to take any adverse action against an employee based upon the employee's perceived employment eligibility status while SSA or DHS is processing the verification request unless the Employer obtains knowledge (as defined in 8 C.F.R. § 274a.1(l)) that the employee is not work authorized. The Employer understands that an initial inability of the SSA or DHS automated verification system to verify work authorization, a tentative nonconfirmation, a case in continuance (indicating the need for additional time for the government to resolve a case), or the finding of a photo non-match, does not establish, and should not be interpreted as evidence, that the employee is not work authorized. In any of the cases listed above, the employee must be provided a full and fair opportunity to contest the finding, and if he or she does so, the employee may not be terminated or suffer any adverse employment consequences based upon the employee's perceived employment eligibility status (including denying, reducing, or extending work hours, delaying or preventing training, requiring an employee to work in poorer conditions, refusing to assign the employee to a Federal contract or other assignment, or otherwise subjecting an employee to any assumption that he or she is unauthorized to work, or otherwise mistreating an employee) until and unless secondary verification by SSA or DHS has been completed and a final nonconfirmation has been issued. If the employee does not choose to contest a tentative nonconfirmation or a

**Company ID Number: 43808**  
**Client Company ID Number: 451202**

photo non-match or if a secondary verification is completed and a final nonconfirmation is issued, then the Employer can find the employee is not work authorized and terminate the employee's employment. Employers or employees with questions about a final nonconfirmation may call E-Verify at 1-888-464-4218 or OSC at 1-800-255-8155 or 1-800-237-2515 (TDD).

10. The Employer agrees to comply with Title VII of the Civil Rights Act of 1964 and section 274B of the INA, as applicable, by not discriminating unlawfully against any individual in hiring, firing, or recruitment or referral practices because of his or her national origin or, in the case of a protected individual as defined in section 274B(a)(3) of the INA, because of his or her citizenship status. The Employer understands that such illegal practices can include selective verification or use of E-Verify except as provided in part D below, or discharging or refusing to hire employees because they appear or sound "foreign" or have received tentative nonconfirmations. The Employer further understands that any violation of the unfair immigration-related employment practices provisions in section 274B of the INA could subject the Employer to civil penalties, back pay awards, and other sanctions, and violations of Title VII could subject the Employer to back pay awards, compensatory and punitive damages. Violations of either section 274B of the INA or Title VII may also lead to the termination of its participation in E-Verify. If the Employer has any questions relating to the anti-discrimination provision, it should contact OSC at 1-800-255-8155 or 1-800-237-2515 (TDD).
11. The Employer agrees to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.
12. The Employer agrees that it will use the information it receives from SSA or DHS (through the E-Verify Employer Agent) pursuant to E-Verify and this MOU only to confirm the employment eligibility of employees as authorized by this MOU. The Employer agrees that it will safeguard this information, and means of access to it (such as PINS and passwords) to ensure that it is not used for any other purpose and as necessary to protect its confidentiality, including ensuring that it is not disseminated to any person other than employees of the Employer who are authorized to perform the Employer's responsibilities under this MOU, except for such dissemination as may be authorized in advance by SSA or DHS for legitimate purposes.
13. The Employer acknowledges that the information which it receives through the E-Verify Employer Agent from SSA is governed by the Privacy Act (5 U.S.C. § 552a(i)(1) and (3)) and the Social Security Act (42 U.S.C. 1306(a)), and that any person who obtains this information under false pretenses or uses it for any purpose other than as provided for in this MOU may be subject to criminal penalties.
14. The Employer agrees to cooperate with DHS and SSA in their compliance monitoring and evaluation of E-Verify, including by permitting DHS and SSA, upon reasonable notice, to review Forms I-9 and other employment records and to interview it and its

**Company ID Number: 43808**  
**Client Company ID Number: 451202**

employees regarding the Employer's use of E-Verify, and to respond in a timely and accurate manner to DHS requests for information relating to their participation in E-Verify.

#### **D. RESPONSIBILITIES OF FEDERAL CONTRACTORS WITH THE FAR E-VERIFY CLAUSE**

1. The Employer understands that if it is a Federal contractor subject to the employment verification terms in Subpart 22.18 of the FAR it must verify the employment eligibility of any existing employee assigned to the contract and all new hires, as discussed in the Supplemental Guide for Federal Contractors. Once an employee has been verified through E-Verify by the Employer, the Employer may not reverify the employee through E-Verify.
  - a. Federal contractors with the FAR E-Verify clause agree to become familiar with and comply with the most recent versions of the E-Verify User Manual for Federal Contractors and the E-Verify Supplemental Guide for Federal Contractors.
  - b. Federal contractors with the FAR E-Verify clause agree to complete a tutorial for Federal contractors with the FAR E-Verify clause.
  - c. Federal contractors with the FAR E-Verify clause not enrolled at the time of contract award: An Employer that is not enrolled in E-Verify as a Federal contractor at the time of a contract award must enroll as a Federal contractor with the FAR E-Verify clause in E-Verify within 30 calendar days of contract award and, within 90 days of enrollment, begin to use E-Verify to initiate verification of employment eligibility of new hires of the Employer who are working in the United States, whether or not assigned to the contract. Once the Employer begins verifying new hires, such verification of new hires must be initiated within 3 business days after the date of hire. Once enrolled in E-Verify as a Federal contractor with the FAR E-Verify clause, the Employer must initiate verification of employees assigned to the contract within 90 calendar days from the time of enrollment in the system and then selecting which employees will be verified in E-Verify or within 30 days of an employee's assignment to the contract, whichever date is later.
  - d. Employer that are already enrolled in E-Verify at the time of a contract award but are not enrolled in the system as a Federal contractor with the FAR E-Verify clause: Employers enrolled in E-Verify as a Federal contractor for 90 days or more at the time of a contract award must use E-Verify to initiate verification of employment eligibility for new hires of the Employer who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire. Employers enrolled in E-Verify as other than a Federal contractor with the FAR E-Verify clause, must update E-Verify to indicate that they are a Federal contractor with the FAR E-Verify clause within 30 days after

**Company ID Number: 43808**  
**Client Company ID Number: 451202**

assignment to the contract. If the Employer is enrolled in E-Verify for 90 calendar days or less at the time of contract award, the Employer must, within 90 days of enrollment, begin to use E-Verify to initiate verification of new hires of the contractor who are working in the United States, whether or not assigned to the contract. Such verification of new hires must be initiated within 3 business days after the date of hire. An Employer enrolled as a Federal contractor with the FAR E-Verify clause in E-Verify must initiate verification of each employee assigned to the contract within 90 calendar days after date of contract award or within 30 days after assignment to the contract, whichever is later.

- e. Institutions of higher education, State, local and tribal governments and sureties: Federal contractors with the FAR E-Verify clause that are institutions of higher education (as defined at 20 U.S.C. 1001(a)), State or local governments, governments of Federally recognized Indian tribes, or sureties performing under a takeover agreement entered into with a Federal agency pursuant to a performance bond may choose to only verify new and existing employees assigned to the Federal contract. Such Federal contractors with the FAR E-Verify clause may, however, elect to verify all new hires, and/or all existing employees hired after November 6, 1986. The provisions of Article II, part D, paragraphs 1.a and 1.b of this MOU providing timeframes for initiating employment verification of employees assigned to a contract apply to such institutions of higher education, State, local, tribal governments, and sureties.
- f. Verification of all employees: Upon enrollment, Employers who are Federal contractors with the FAR E-Verify clause may elect to verify employment eligibility of all existing employees working in the United States who were hired after November 6, 1986, instead of verifying only new employees and those existing employees assigned to a covered Federal contract. After enrollment, Employers must elect to do so only in the manner designated by DHS and initiate E-Verify verification of all existing employees within 180 days after the election.
- g. Form I-9 procedures for existing employees of Federal contractors with the FAR E-Verify clause: Federal contractors with the FAR E-Verify clause (through their E-Verify Employer Agent) may choose to complete new Forms I-9 for all existing employees other than those that are completely exempt from this process. Federal contractors with the FAR E-Verify clause may also update previously completed Forms I-9 to initiate E-Verify verification of existing employees who are not completely exempt as long as that Form I-9 is complete (including the SSN), complies with Article II.C.4, the employee's work authorization has not expired, and the Employer has reviewed the information reflected in the Form I-9 either in person or in communications with the employee to ensure that the employee's stated basis in section 1 of the Form I-9 for work authorization has not changed (including, but not limited to, a lawful permanent resident alien having become a naturalized U.S. citizen). If the Employer is unable to determine that the Form I-9 complies with Article II.C.4, if the employee's basis

**Company ID Number: 43808**  
**Client Company ID Number: 451202**

for work authorization as attested in section 1 has expired or changed, or if the Form I-9 contains no SSN or is otherwise incomplete, the Employer shall complete a new I-9 consistent with Article II.C.4, or update the previous I-9 to provide the necessary information. If section 1 of the Form I-9 is otherwise valid and up-to-date and the form otherwise complies with Article II.C.4, but reflects documentation (such as a U.S. passport or Form I-551) that expired subsequent to completion of the Form I-9, the Employer shall not require the production of additional documentation, or use the photo screening tool described in Article II.C.4, subject to any additional or superseding instructions that may be provided on this subject in the Supplemental Guide for Federal Contractors. Nothing in this section shall be construed to require a second verification using E-Verify of any assigned employee who has previously been verified as a newly hired employee under this MOU, or to authorize verification of any existing employee by any Employer that is not a Federal contractor with the FAR E-Verify clause.

2. The Employer understands that if it is a Federal contractor with the FAR E-Verify clause, its compliance with this MOU is a performance requirement under the terms of the Federal contract or subcontract, and the Employer consents to the release of information relating to compliance with its verification responsibilities under this MOU to contracting officers or other officials authorized to review the Employer's compliance with Federal contracting requirements.

#### **E. RESPONSIBILITIES OF THE E-VERIFY EMPLOYER AGENT**

1. The E-Verify Employer Agent agrees to provide to the SSA and DHS the names, titles, addresses, and telephone numbers of the E-Verify Employer Agent representatives who will be accessing information under E-Verify.
2. The E-Verify Employer Agent agrees to become familiar with and comply with the E-Verify User Manual and provide a copy of the manual to the Employer so that the Employer can become familiar with and comply with E-Verify policy and procedures.
3. The E-Verify Employer Agent agrees that any E-Verify Employer Agent Representative who will perform employment verification queries will complete the E-Verify Tutorial before that individual initiates any queries.
  - a. The E-Verify Employer Agent agrees that all E-Verify Employer Agent representatives will take the refresher tutorials initiated by the E-Verify program as a condition of continued use of E-Verify, including any tutorials for Federal contractors if the Employer is a Federal contractor.
  - b. Failure to complete a refresher tutorial will prevent the E-Verify Employer Agent and Employer from continued use of the program.
4. The E-Verify Employer Agent agrees to obtain the necessary equipment to utilize E-Verify.

**Company ID Number: 43808**  
**Client Company ID Number: 451202**

5. The E-Verify Employer Agent agrees to provide the Employer with the notices described in Article II.B.4 above.
6. The E-Verify Employer Agent agrees to initiate E-Verify procedures on behalf of the Employer in accordance with the E-Verify Manual and E-Verify Web-Based Tutorial. The E-Verify Employer Agent will query the automated system using information provided by the Employer and will immediately communicate the response back to the Employer. If the automated system to be queried is temporarily unavailable, the 3-day time period is extended until it is again operational in order to accommodate the E-Verify Employer Agent's attempting, in good faith, to make inquiries on behalf of the Employer during the period of unavailability. In all cases, the E-Verify Employer Agent will use the SSA verification procedures first, and will use DHS verification procedures only as directed by the SSA verification response.
7. The E-Verify Employer Agent agrees to cooperate with DHS and SSA in their compliance monitoring and evaluation of E-Verify, including by permitting DHS and SSA, upon reasonable notice, to review Forms I-9 and other employment records and to interview it and its employees regarding the use of E-Verify, and to respond in a timely and accurate manner to DHS requests for information relating to their participation in E-Verify.

### ARTICLE III

#### REFERRAL OF INDIVIDUALS TO SSA AND DHS

##### A. REFERRAL TO SSA

1. If the Employer receives a tentative nonconfirmation issued by SSA, the Employer must print the tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the tentative nonconfirmation.
2. The Employer will refer employees to SSA field offices only as directed by the automated system based on a tentative nonconfirmation, and only after the Employer records the case verification number, reviews the input to detect any transaction errors, and determines that the employee contests the tentative nonconfirmation. The Employer (through the E-Verify Employer Agent), will transmit the Social Security Number to SSA for verification again if this review indicates a need to do so. The Employer will determine whether the employee contests the tentative nonconfirmation as soon as possible after the Employer receives it.
3. If the employee contests an SSA tentative nonconfirmation, the Employer will provide the employee with a system-generated referral letter and instruct the employee to visit an SSA office within 8 Federal Government work days. SSA will electronically transmit the result of the referral to the Employer (through the E-Verify Employer Agent) within 10 Federal Government work days of the referral unless it determines that more than 10

**Company ID Number: 43808**  
**Client Company ID Number: 451202**

days is necessary. The Employer agrees to check the E-Verify system regularly for case updates.

4. The Employer agrees not to ask the employee to obtain a printout from the Social Security Number database (the Numident) or other written verification of the Social Security Number from the SSA.

#### **B. REFERRAL TO DHS**

1. If the Employer receives a tentative nonconfirmation issued by DHS, the Employer must print the tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the tentative nonconfirmation.
2. If the Employer finds a photo non-match for an employee who provides a document for which the automated system has transmitted a photo, the employer must print the photo non-match tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the finding.
3. The Employer agrees to refer individuals to DHS only when the employee chooses to contest a tentative nonconfirmation received from DHS automated verification process or when the Employer issues a tentative nonconfirmation based upon a photo non-match. The Employer will determine whether the employee contests the tentative nonconfirmation as soon as possible after the Employer receives it.
4. If the employee contests a tentative nonconfirmation issued by DHS, the Employer will provide the employee with a referral letter and instruct the employee to contact DHS through its toll-free hotline (as found on the referral letter) within 8 Federal Government work days.
5. If the employee contests a tentative nonconfirmation based upon a photo non-match, the Employer will provide the employee with a referral letter to DHS. DHS will electronically transmit the result of the referral to the Employer within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary. The Employer agrees to check the E-Verify system regularly for case updates.
6. The Employer agrees that if an employee contests a tentative nonconfirmation based upon a photo non-match, the Employer (or the E-Verify Employer Agent) will send a copy of the employee's Form I-551 or Form I-766 to DHS for review by:
  - Scanning and uploading the document, or
  - Sending a photocopy of the document by and express mail account (paid for at employer expense).
7. If the Employer (through the E-Verify Employer Agent) determines that there is a photo

**Company ID Number: 43808**  
**Client Company ID Number: 451202**

non-match when comparing the photocopied List B document described in Article II.C.4 with the image generated in E-Verify, the Employer (through the E-Verify Employer Agent) must forward the employee's documentation to DHS using one of the means described in the preceding paragraph, and allow DHS to resolve the case.

#### **ARTICLE IV**

#### **SERVICE PROVISIONS**

The SSA and DHS will not charge the Employer or the E-Verify Employer Agent for verification services performed under this MOU. DHS is not responsible for providing the equipment needed to make inquiries. A personal computer with Internet access is needed to access the E-Verify System.

#### **ARTICLE V**

#### **PARTIES**

- A. This MOU is effective upon the signature of all parties, and shall continue in effect for as long as the SSA and DHS conduct the E-Verify program unless modified in writing by the mutual consent of all parties, or terminated by any party upon 30 days prior written notice to the others. Any and all system enhancements to the E-Verify program by DHS or SSA, including but not limited to the E-Verify checking against additional data sources and instituting new verification procedures, will be covered under this MOU and will not cause the need for a supplemental MOU that outlines these changes. DHS agrees to train employers on all changes made to E-Verify through the use of mandatory refresher tutorials and updates to the E-Verify User Manual, the E-Verify User Manual for Federal Contractors, or the E-Verify Supplemental Guide for Federal Contractors. Even without changes to E-Verify, DHS reserves the right to require employers to take mandatory refresher tutorials. An Employer that is a Federal contractor with the FAR E-Verify clause may terminate this MOU when the Federal contract that requires its participation in E-Verify is terminated or completed. In such a circumstance, the Federal contractor with the FAR E-Verify clause must provide written notice to DHS. If an Employer that is a Federal contractor with the FAR E-Verify clause fails to provide such notice, that Employer will remain a participant in the E-Verify program, will remain bound by the terms of this MOU that apply to participants that are not Federal contractors with the FAR E-Verify clause, and will be required to use the E-Verify procedures to verify the employment eligibility of all newly hired employees.
- B. Notwithstanding Article V, part A of this MOU, DHS may terminate access to E-Verify if it is deemed necessary because of the requirements of law or policy, or upon a determination by SSA or DHS that there has been a breach of system integrity or security by the E-Verify Employer Agent or the Employer, or a failure on the part of either to comply with established procedures or legal requirements. The Employer understands that if it is a Federal contractor with the FAR E-Verify clause, termination of this MOU by any party for any reason may negatively affect the Employer's performance of its contractual responsibilities.

Company ID Number: 43808  
Client Company ID Number: 451202

- C. Some or all SSA and DHS responsibilities under this MOU may be performed by contractor(s), and SSA and DHS may adjust verification responsibilities between each other as they may determine necessary. By separate agreement with DHS, SSA has agreed to perform its responsibilities as described in this MOU.
- D. Nothing in this MOU is intended, or should be construed, to create any right or benefit, substantive or procedural, enforceable at law by any third party against the United States, its agencies, officers, or employees, or against the E-Verify Employer Agent, the Employer, or their agents, officers, or employees.
- E. Each party shall be solely responsible for defending any claim or action against it arising out of or related to E-Verify or this MOU, whether civil or criminal, and for any liability wherefrom, including (but not limited to) any dispute between the E-Verify Employer Agent or the Employer and any other person or entity regarding the applicability of Section 403(d) of IIRIRA to any action taken or allegedly taken by the E-Verify Employer Agent or the Employer.
- F. Participation in E-Verify is not confidential information and may be disclosed as authorized or required by law and DHS or SSA policy, including but not limited to, Congressional oversight, E-Verify publicity and media inquiries, determinations of compliance with Federal contractual requirements, and responses to inquiries under the Freedom of Information Act (FOIA).
- G. The foregoing constitutes the full agreement on this subject between DHS, the Employer and the E-Verify Employer Agent.

**Centric Group LLC** (Employer) hereby designates and appoints **Vertical Screen, Inc.** (E-Verify Employer Agent), including its officers and employees, as the E-Verify Employer Agent for the purpose of carrying out **Centric Group LLC** (Employer) responsibilities under the MOU between the Employer, the E-Verify Employer Agent, and DHS.



Company ID Number: 43808  
Client Company ID Number: 451202

The individuals whose signatures appear below represent that they are authorized to enter into this MOU on behalf of the Employer, the E-Verify Employer Agent and DHS respectively.

If you have any questions, contact E-Verify at 1-888-464-4218.

**Approved by:**

Employer Centric Group LLC

_____	_____
Name (Please Type or Print)	Title
_____	_____
Signature	Date

E-Verify Employer Agent Vertical Screen, Inc.

<b>Alex Erlam</b>	_____
Name (Please Type or Print)	Title
<b><i>Electronically Signed</i></b>	<b>09/27/2011</b>
Signature	Date

**Department of Homeland Security – Verification Division**

_____	_____
Name (Please Type or Print)	Title
_____	_____
Signature	Date

**Information Required  
For the E-Verify E-Verify Employer Agent Program**

Information relating to your Company:

\_\_\_\_\_

# E-Verify



**Company ID Number: 43808**  
**Client Company ID Number: 451202**

**Company Name:** Centric Group LLC

**Company Facility Address:** 1260 Andes Blvd

St Louis, MO 63132

**County or Parish:** SAINT LOUIS

**Employer Identification  
Number:** 431857001

**North American Industry  
Classification Systems  
Code:** 425

**Administrator:**

**Number of Employees:** 2,500 to 4,999

# E-Verify



Company ID Number: 43808  
Client Company ID Number: 451202

The individuals whose signatures appear below represent that they are authorized to enter into this MOU on behalf of the Employer, the E-Verify Employer Agent and DHS respectively.

If you have any questions, contact E-Verify at 1-888-464-4218.

**Approved by:**

**Employer Centric Group LLC**

Christy L. Frazer  
Name (Please Type or Print)

Director of HR  
Title

Christy L. Frazer  
Signature

09/27/11  
Date

**E-Verify Employer Agent Vertical Screen, Inc.**

**Alex Erlam**  
Name (Please Type or Print)

\_\_\_\_\_  
Title

**Electronically Signed**  
Signature

**09/27/2011**  
Date

**Department of Homeland Security – Verification Division**

\_\_\_\_\_  
Name (Please Type or Print) Title

\_\_\_\_\_  
Signature Date

**Information Required  
For the E-Verify E-Verify Employer Agent Program**

**Information relating to your Company:**



# Centric Group

With respect to RFP PC-121518, Item # 3.17 – Scrutinized Businesses: Keefe Commissary Network, L.L.C. is a wholly owned subsidiary of Centric Group, L.L.C. Keefe Commissary Network, L.L.C. does not purchase (goods or services) from a company with business operations in Sudan or Iran and certifies it does not have business operations in Sudan or Iran.

121518



# CERTIFICATE OF LIABILITY INSURANCE

12/1/2016 DATE (MM/DD/YYYY)  
3/29/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Lockton Companies Three City Place Drive, Suite 900 St. Louis MO 63141-7081 (314) 432-0500	CONTACT NAME:	
	PHONE (A/C, No, Ext):	FAX (A/C, No):
	E-MAIL ADDRESS:	
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A : Federal Insurance Company		20281
INSURER B : Great Northern Insurance Company		20303
INSURER C : Ironshore Specialty Insurance Co		25445
INSURER D :		
INSURER E :		
INSURER F :		

INSURED  
1357885 Keefe Commissary Network, LLC  
10880 Linpage Place  
St. Louis MO 63132

COVERAGES CENGR CERTIFICATE NUMBER: 12078139 REVISION NUMBER: XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	Y	N	7321-00-90	12/1/2015	12/1/2016	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 OTHER \$
GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC							
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	N	N	73210092	12/1/2015	12/1/2016	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX OTHER \$ XXXXXXXX
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE			NOT APPLICABLE			EACH OCCURRENCE \$ XXXXXXXX AGGREGATE \$ XXXXXXXX DED RETENTION \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N	N/A	7165-55-50	12/1/2015	12/1/2016	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Professional Liab & Network Security/ Privacy Liab	N	N	002709400	4/1/2016	4/1/2017	\$5,000,000 Aggregate \$150,000 Retention

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
The County of Pinal is an additional insured on a Primary and Non-Contributory bases under General Liability as required by written contract. Waiver of Subrogation applies under Workers' Compensation where permissible by law as required by written contract.

### CERTIFICATE HOLDER

### CANCELLATION

**12078139**

Pinal County  
Finance Department  
31 N. Pinal Street  
Bldg, A  
Florence AZ 85132

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

