



SUBMITTED BY:

Keefe Commissary Network, LLC
Charter Number: LC0029884

SOLICITATION NO.:

RFP #2024-16
Inmate Commissary Services

DUE DATE:

November 20, 2024

Keefe Commissary Network, LLC
13870 Corporate Woods Trail
Bridgeton, MO 63044
800-831-6939
Kenneth Wright – VP Sales

Christian County Sheriff's Office
110 West Elm, Suite 70
Ozark, Mo 65721

EXECUTIVE SUMMARY

Throughout the country, Keefe Commissary Network (herein “Keefe” or “KCN”) has a vast network of proud and satisfied commissary clients that champion our solution-based philosophy. KCN is the nation’s leading provider of automated commissary management services and technologies to city, county and state correctional facilities nationwide. **KCN currently serves over 930 facilities nationwide, housing just shy of 500,000 inmates.** These numbers include Christian County, where Keefe has been providing commissary services since 2013. Keefe looks forward to continuing this long-standing relationship.

KCN is solely dedicated to commissary services that improve/maintain efficiencies for Christian County. We are also committed to providing exceptional service to the inmate population and their loved ones. We are happy to address any concerns or negotiate any aspect of our proposal, should the need arise.

Keefe has accounted for all aspects of the commissary operation based on the RFP requirements and most importantly our current experience in meeting the needs of Christian County.

Following is a summary of the contents of this proposal:

- Twice weekly off-site bagging of commissary orders - facility staff to distribute orders to the inmates
- Full use of Keefe’s Online Banking & Commissary systems (*transition from the current systems*)
- Keefe’s Edge (housing) Kiosk Application (*accessible via existing 3rd-party video visitation kiosks*)
- Deposit services (phone, web, walk-in)
- 1 Lobby kiosk (*facility responsible for removal of cash*)
- 1 Intake kiosk (*facility responsible for removal of cash*)
- Keefe’s Direct-Debit vending service
- 2 snack vending machines with touchscreens
- Interface with the County’s Jail Management System (Omnigo)
- Secure Debit Release Card service, with 2 handheld scanners
- Keefe to provide its own network

Keefe will provide all equipment, software, technical support, warranties, and necessary training, throughout the term of the contract and subsequent renewals.

Commissary Service Highlights

- **Frequency of Bagged Ordering:** Twice per week
- **Orders Placed Via:** Keefe’s Edge (housing) Kiosk Application (*accessible via existing 3rd party video visitation kiosks*)
- **Order Bagging Location:** Keefe’s Service Center in Bridgeton, Missouri
- **Order Turnaround Time:** One day
- **Orders Distributed to Inmates By:** Facility Staff
- **Vending Machines Stocked by:** Facility Staff

A brief history and background of the company, including but not limited to: ownership, date business started, (including business name changes), mission statement, etc.

Keefe Response: Keefe Commissary Network, LLC, organized in the state of Missouri in 1999, is a wholly owned subsidiary of Keefe Group, LLC. Keefe Group, LLC is also a wholly owned subsidiary of TKC Holdings, Inc.

Keefe's mission statement is "Satisfying Customers with Integrity and Innovation", and its business approach and core competencies, focuses on the following:

- Exceptional customer service
- Fair pricing to the Residents
- Quality technology offerings
- Security-conscious hardware/equipment
- The right products and packaging - Keefe pioneered the use of correctional friendly packaging and employs an in-house Product Development staff dedicated to researching and producing new products specifically for our correctional customers. Clear plastic enclosures, re-sealable pouches with clear windows are the staples of our product offerings. Keefe considers product packaging a top priority and invests heavily in the research and development of new products
- Inventory commitment/distribution network: Average daily inventory of \$109 million, at twenty-one (21) warehouse locations

Background & History

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

Keefe Supply Company entered the corrections market in 1975 by supplying single-serve coffee packets to the Florida prison system. It's the nation's leading provider of food, personal care items, shoes, electronics, and clothing to prison and jail commissaries nationwide. Keefe currently serves over 1,200 federal, state, county, and private facilities across the US. From the beginning, Keefe has pioneered the development of products designed to meet the correctional industry's unique safety and security requirements. Its innovations include flexible pouches which replaced metal cans, clear housing for electronics, and clear packaging of food and personal care items. Today, Keefe Supply Company offers more than 10,250 name-brand and private-label products to the federal, state, and county markets.

Keefe Commissary Network (KCN), organized in 1999, is the nation's leading provider of outsourced commissary management services and technologies to city, county, and state correctional facilities. **KCN serves nearly 500,000 inmates in over 930 facilities**, including ten statewide Departments of Corrections.

Whether it's a shift to a paperless ordering system or completely outsourcing an entire operation, KCN works with each client to design a customized solution for running commissary efficiently and safely. KCN writes and supports its own software and provides its own live 24/7 technical support. Cutting-edge products such as KCN's Edge inmate self-service kiosk, hosted banking and commissary software and Access Corrections deposit service technologies are designed to automate 90% of transaction activities

so staff can effortlessly manage and control the system without getting lost in the details. At the same time, these solutions generate revenue and ultimately create a safer, more secure environment. We place great focus on achieving 100% customer satisfaction, assuring unmatched service and support for our clients.

Access Securepak, established in 1997, offers the most comprehensive custom inmate package program in the correctional industry. Family members and friends can send packages to inmates while eliminating contraband and greatly reducing package processing time. Securepak can customize a program to fit any facility's needs, and it gives its customers several easy and convenient ways to place orders—online, by phone, or with pre-printed order forms. Access Securepak has over 700 individual active programs spanning the entire country and is the inmate package provider to 20 statewide DOCs.

Access Corrections, established in 2007, provides comprehensive, end-to-end money management solutions that help the broad range of corrections audiences (offenders, their loved ones, and the agencies serving those constituents) move and manage money throughout the criminal justice continuum. From arrestee intake to inmate discharge, Access Corrections' automated services provide users easy, convenient, and safe ways to make trust fund deposits, post bail, and make parole, probation, and court-ordered payments. Agencies can expand payment methods, improve collections, reduce cash management risk, and increase productivity. Access Corrections currently processes millions of transactions per year for more than 600 state and county agencies and eighteen state DOCs. Access Corrections is the only one-stop-shop provider able to offer this holistic suite of payment technologies.

Inmate Calling Solutions (ICSolutions), founded in 2002 and acquired by Keefe Group in 2010, is a leading provider of innovative telecommunications products and technologies to the correctional market. The advanced call-processing platform includes unique capabilities, features, and investigative tools that help facilities manage the flow of telephone communication between inmates and their family and friends. A variety of payment plans and calling options, coupled with live customer service agents, translate to more call completions, greater customer satisfaction, and increased revenues for the facilities. ICSolutions currently serves over 350,000 inmates in over 500 correctional facilities and is deployed at the Federal Bureau of Prisons, housing 160,000 inmates, and at eight statewide DOCs. More than half of ICSolutions' employees are engaged in the development or maintenance of our inmate communications technology.

Advanced Technologies Group (ATG), founded in 1991 and acquired by Keefe Group in 2012, is dedicated to developing, implementing, and supporting enterprise software solutions specifically for large state and federal correctional agencies. The company's software solutions are designed to support all aspects of managing offenders throughout the supervision continuum, including pretrial, probation, incarceration, work release, parole, and post release. ATG's Offender Management Suite includes case management, electronic health records, pharmacy administration, trust and restitution accounting, commissary operations, food service, inmate enablement, critical incident reporting and investigation, and intelligence systems. It helps state and federal correctional agencies to operate more efficiently and assists offenders with preparing to reintegrate into society. To date, 15 statewide DOCs and all 126 Federal Bureau of Prisons institutions use ATG software solutions.

A complete narrative of the vendor's assessment of the services to be performed, the vendor's ability and approach (implementation), and the resources necessary to fulfill the requirements. This should demonstrate the vendor's understanding of the desired overall performance expectations. Be specific. This should include but is not limited to implementation team, intake team, customer requests, technical requests, customer service/technical support for all equipment, customer issues and software concerns. Note: Christian County requires Technical Support 24/7/365. Please provide toll free/local phone numbers to contact.

Keefe Response:

Services to be performed

Vendor is to provide an off-site bagging of commissary orders, **twice per week**. Facility staff will be responsible for distributing the orders to the inmate population.

In addition to the bagged orders, the commissary service is to be augmented by a vending service (2 machines to be provided by the vendor) utilizing a direct-debit method, with barcode scanning of the inmate ID.

Inmates are to place orders via the existing 3rd-party video visitation kiosks.

Vendor is to provide a banking system to track all inmate financial activity, as well as a commissary system for order entry/processing.

Additional Services/Capabilities being Requested

- Deposit Services for accepting/applying incoming deposits to inmate accounts
- Interface with the county's Jail Management System (Omnigo)
- Debit Release service

Equipment/hardware being Requested:

- 1 Lobby Kiosk
- 1 Intake Kiosk
- 2 Snack Vending Machines
- Equipment needed for Debit-Release service

Toll-Free Number: 800-864-5986

Technical Support will be provided to Christian County through Keefe Group's 24 x 7 x 365 toll free assistance line staffed by Keefe Group Technical Services training personnel located in St. Louis, Missouri.

Phone requests are routed through CISCO Call Manager on a 24 x 7 x 365 basis. Phone requests are placed by dialing 800-864-5986. Phone services are available during business hours, defined as 6 AM – 7 PM Monday through Friday. During business hours, inbound calls are answered by our Tier 1 support team for incident creation and initial troubleshooting or routing of the call to the technician assigned to the open incident. If they are unable to resolve they will assign the incident to a technician in the appropriate support group.

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 alerts the Tier 1 and other support teams of the voicemail. 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 will be requested to leave a voicemail for after-hours support. A technician will call back within 30 minutes of a voicemail being left. There is a team of technicians on call 24/7 with manager escalation points. On-Call staff is equipped with equipment in order to support our customers while outside of our central office.

Uptime and Recovery

Keefe consistently provides 99.9% application uptime, 24/7 Help Desk Support for all mission critical issues such as booking, release, commissary purchases etc. Web Servers, Web Services Servers, Database Servers are virtualized and redundant. Routers and Switches are redundant. Our data centers are serviced by ISP primary and backup routes. Service automatically fails-over based on replication at the primary data center.

Expected recovery time in the primary data center is instantaneous. These redundancies are in turn replicated at the secondary data center. In the event of the loss of the primary data center, fail over is to the secondary data center. Keefe tests its DR procedures regularly and achieves MTTR (Mean Time to Recovery) of 4 hours with Recovery Point Objectives less than 5 minutes. Keefe's procedures for re-establishing the primary site are contained in our DR planning documentation, however, such re-establishment of the primary site would necessarily be dependent on the circumstances causing the failover.

Keefe Data Center staff perform server resets for patching and maintenance once per month late PM on a rolling basis across virtualized servers. Maximum down time is less than 40 minutes. Should the Customer's own internet connection fail, Keefe Cloud services will remain available as all services run server-side. Any data not committed at the loss of Customer Internet connectivity may be committed when Customer internet is restored.

Provide a listing of any data or information which the vendor will require in order to undertake the project.

Keefe Response: As the incumbent commissary vendor, providing the exact services and equipment being requested in this RFP, no information will be required to undertake this project. No transition of services would be needed, and it would be business as usual on day one, if Keefe were awarded the contract.

Provide any certifications you may have for the industry standards.

Keefe Response: For nearly 50 years, Keefe has provided commissary services to prisons and jails nationwide, continually meeting the standards set by the American Correctional Association (ACA). KCN currently services over 930 facilities, the majority of which are ACA accredited. The ACA retains the full list of over 1,300 facilities, including Federal, state, local, and private facilities that are accredited.

Keefe supports most State, County, and Regional Corrections related organizations as well as the following national organizations where we are either Corporate Members and/or Sponsors:

- American Correctional Association (ACA)
- American Jail Association (AJA)
- Association of Women Executives in Corrections (AWEC)
- Correctional Leaders Association (CLA), *formerly ASCA*
- National Association of Blacks in Criminal Justice (NABCIJ)

- National Correctional Industry Association (NCIA)
- National Organization of Hispanics in Criminal Justice (NOHCJ)
- National Sheriffs' Association (NSA)
- North American Association of Wardens and Superintendents (NAAWS)
- Southern States Correctional Association (SSCA)

In September of 2022, Keefe Commissary Network, LLC was awarded a cooperative contract with National Association of State Procurement Officials (NASPO) that began on January 1, 2023, and will run through December 31, 2025, with up to three '1-year' renewals. NASPO ValuePoint is the cooperative contracting arm of the NASPO. The State of Nevada Purchasing Division is the Lead State for this contract and Master Agreement.

The contract for Inmate Communications entails the following three categories:

- CATEGORY 2 – Inmate Kiosks and Tablets (with Access Corrections)
- CATEGORY 3 – Inmate Phones
- CATEGORY 4 – Digital Mail --- NON-NASPO award. Nevada contract only

In addition to the Lead State of Nevada, several other states are participating in this contract which include Hawaii, Illinois, Maine, Montana, New Jersey, New Mexico, Utah and Vermont. Other entities may become Participating Entities after award of the Master Agreement.

Provide information on applicable prior projects completed for Christian County Sheriff's Office.

Keefe Response: In addition to the initial install of Keefe's current system, Keefe has completed the following projects for the Christian County Sheriff's Office.

- 2019 – Installed our own network as well as 2 snack vending machines
- 2020 – Installed barcode readers for vending service

A description of the vendors intended relationship with county staff, including the level of assistance anticipated in completing the work of this project.

Keefe Response: Aaron Sickles, Keefe's account manager for the state of Missouri, will continue to provide ongoing account management for Christian County, as well as be the main point of contact. Non-technical questions and/or issues can be directed to Aaron, as well as any escalation needs. Aaron can be available to meet with Christian County staff on a scheduled or as needed basis. KCN's Regional Manager for Keefe's Midwest region, Joe Bauer, is available to facility staff as an additional avenue of escalation. As the incumbent commissary vendor, a transition of services would not be required if Keefe were awarded the contract. Keefe's proposal includes transitioning from the current banking and commissary systems to its Cloud banking and commissary systems, which would be beneficial to both Christian County and Keefe. Coordination and rollout of this transition, including system training, would require staff involvement. Additionally, if Keefe needs to replace any of the (existing) equipment included in this proposal, this will require coordination with facility staff.

Explain in detail your training methodology for Sheriff staff on equipment/software/reporting.

Keefe Response: Keefe’s proposed solution calls for transitioning Christian County from the current software version to Keefe’s Cloud Banking and Commissary systems. If awarded the contract, training on the new software would be required.

Christian County software users can expect initial and ongoing training as needed through online, print, or video documentation, customized to the Department’s configuration. Typically, the online guide and handbook are the basis of user training. Keefe anticipates that there will be several different Christian County user roles such as intake, accounting clerk, mailroom, financial manager, release, etc. Each role will have a specific set of functions within the system, so each role will have a unique set of guidelines within the desired training media.

- The Christian County’s training will be centered on **Cloud Banking, Commissary, Access Corrections Services, and Edge Kiosk** applications.
- Keefe’s Implementation Team members will engage Christian County’s user team leaders in collaborative sessions.
- Training session times will be determined by Christian County requirements.
- A scenario for Cloud Banking may be to process payroll for 100 Con accounts and evaluate withdrawals, obligation deductions, and resulting available balances.’
- From these scenarios Keefe Project Coordinators create a test system for validation of user requirements.
- Christian County user team leaders will then validate test scenarios and recommend changes of configuration and/or software features. This is an interactive process. Once completed, the test system becomes the end user training system.
- Handbooks and videos will be separately distributed for end-user reference.

The following table shows in general terms the various aspects of training that will be required at the time of the transition.

Milestone	Description	Outcome
Staff Introduction to System – Menus and Restrictions Design	GoToMeeting Demonstration of system functions, restrictions management, kiosk order processing	Completed demonstrations and approvals for menuing and restrictions setup
Products / Finalized Menus	Institution of Product Master List and Allowed Lists for all restriction levels and production of printed menus and order forms	Menus and order forms aligned with facility rules and restrictions within the commissary system
Presentation of Demo/Training System	Activation of Demo Virtual Machine at hosted site and presentation to key staff	Initial acceptance of system as configured and accessibility for ongoing training and demo operation

Milestone	Description	Outcome
Key Staff Pre-Training (GoToMeeting)	Acceptance of feedback from supervisory staff on operation of system and suitability for operation.	Documentation of pre-training feedback session for follow-up in development of training guides
Full Staff Training – with KCN on-site Trainers	On-site exercise of demo and/or production-ready system through complete order / delivery / refund / invoice cycle	Completed training for staff as specified by Administration at times and locations specified.
Go-Live – with KCN on-site assistance	Activation of each facility's commissary system and on-site assistance as needed through completed order cycle	Successful introduction of service at facility

Documentation output from the training sessions will include customized procedure guides to be included in three forms: on-line as 'RoboHelp Info' books, browser accessible as local websites, and in paperback bound format. These guides become materials for ongoing training in the event of staff turnover during the length of the contract.

- KCN provides an on-line help feature, including a visual reference guide, that explains the steps required to operate KCN software modules such as scanning, adjusting orders, setting up restrictions, reviewing rejections based upon restriction violations, dispatching orders via modem, and refunding orders.
- KCN's on-line Help system is developed with Microsoft's RoboHelp. The resulting compiled Help system includes Table of Contents, Index, and Search features as are found in standard Windows applications.
- Also included is a visual reference guide that explains the steps required to operate KCN software modules such as scanning, adjusting orders, setting up restrictions, reviewing rejections based upon restriction violations, dispatching orders via modem, and refunding orders.

A description of any subcontracts and associations with other firms that the vendor proposes to utilize in the performance of this work. Fully describe the intended working relationships and responsibilities of each subcontracted firm and the number of past projects in which the vendor worked with each subcontracted firm.

Keefe Response: Keefe would not utilize any subcontractors in fulfilling the requirements of the commissary service.

Provide a detailed transition plan, if applicable. Include milestone dates.

Keefe Response: As the incumbent commissary provider, a transition would not be required. If Keefe were awarded the contract, it would be business as usual on day one of the contract. Keefe would like to transition Christian County to its Cloud banking and commissary systems and would implement this

transition per a schedule agreed-upon by both parties. Keefe to provide staff training on the new systems, prior to, and immediately after, the transition to the new systems.

Note that your software must interface with Christian County's JMS Omnigo software at no cost to Christian County.

Keefe Response: Keefe has read, understands and will comply. Keefe is currently developing this interface and hopes to have it completed very early in 2025. Until this time, Keefe has developed a workaround that has been deployed at Laclede County, Missouri, which could be implemented at Christian County.

Include three references - this should include jobs/contracts that your company has held that are similar in scope and size to this project.

Keefe Response:

Johnson County Sheriff's Department

278 SW 871 Rd,
Centerview, MO 64019
Contact: Sheriff Scott Munsterman
Email: smunsterman@jocomosheriff.org
Phone: 660-747-6469
ADP 150
Rated Capacity 210
Date of Installation 11/01/2021

Morgan County Jail

211 E Newton St.
Versailles, MO 65084
Contact: Kyle VanVleck
Email: kvanvleck@morgancountymo.gov
Phone: 573-378-5481
ADP 122
Rated Capacity 150
Date of Installation 01/01/2001

Cape Girardeau County Jail

216 N Missouri St.
Jackson, MO 63755
Contact: Jail Admin Richard Rushin
Email: rrushin@capecountysheriff.org
Phone: 573-204-2988
ADP 250
Rated Capacity 300
Date of Installation 05/10/2007

Qualifications:

Include the following documentation of qualifications. Note that the company must have been in this business for at least five years and have worked with an inmate/detention center settings with vending machine/commissary services.

Copy of any license(s), certification(s), registration(s)

Provide a copy of any document required by the State of Missouri, local or federal authorities having jurisdiction for the vendor to perform the work of this project.

Keefe Response: *Keefe Supply Company* entered the corrections market in 1975 by supplying single-serve coffee packets to the Florida prison system. It's the nation's leading provider of food, personal care items, shoes, electronics, and clothing to prison and jail commissaries nationwide. Keefe currently serves over 1,200 federal, state, county, and private facilities across the US.

Keefe Commissary Network (KCN), organized in 1999, is the nation's leading provider of outsourced commissary management services and technologies to city, county, and state correctional facilities. KCN provides commissary services to nearly 500,000 inmates in over 930 correctional facilities nationwide. Over 100 of the correctional facilities where KCN provides commissary, vending service is also provided, totaling over 1,000 vending machines.

License(s), certification(s), registration(s) & documents required by the State of Missouri to perform the work of this project.

This information has been provided in the Attachments section of this response.

Key Personnel/Staffing:

Project Manager/Other Key Personnel:

Provide the Project Manager and implementation team that will be performing this contract, contact information and short biography. Resumes may be requested. Details, experience for employees that will work on this contract. The project manager is defined as a person who has day-to-day responsibility to perform the work or to very closely supervise the work of others in the development of this project. Please note: Should a contract be given to your company and your project manager leave your company, Christian County will have final say on who the project manager will be for any replacement.

Keefe Response: Since Keefe is currently providing Christian County the exact services and technology being requested in this RFP, a transition project would not be required. Keefe would intend to replace any of the existing equipment as needed. Keefe would work with Christian County on a suitable timeline for accomplishing this.

Monica Blanton - KCN Technical Services Project Manager (Midwest)

Work Experience

2020 – Present

- Adhere to Keefe Commissary Network project management procedures by; providing excellent communication to internal departments and resources, vendors, and management.
- Use internal documentation to assign projects to resources and maintain stellar communication and organization.
- Plan and manage project progression and activities within the project plan.
- Complete medium to large projects with various levels of complexity and interdependencies.
- Effectively manage risk associated with projects and proactively escalate issues for resolution, when necessary.
- Interact with internal project resources and customers via hosted meetings, emails, and phone calls.
- Ensure customer satisfaction by delivering products and services on time and within the project scope.

Project Service Team

Keefe will assign a dedicated Project Service Team to Christian County in support of initial installation and training and ongoing system support. Project Services includes the planning and implementation of software, hardware, and network deployments at customer sites. Typically, this includes new account, first time installation of hardware and software.

Project technicians receive and review approved system quotes and new Keefe Group account information documents. They contact facility managers and key IT staff on any questions or inquiries regarding the account setup to ensure regional and facility expectations are met.

The Project technician creates a Keefe Group transition document. This document may vary depending on the complexity of the new account. The document will be a working plan between Keefe and Christian County. It will include some of the following topics that the project technician will gather from key contacts at the facility.

- Computer layout at the facility – how many computers will be required
- Jail computers – what windows operating system, size of hard drive, RAM, etc.
- Facility network infrastructure assessment
- Remote access – which enables Keefe Group help desk technicians to assist with customer inquiries and 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, online 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
- Inmate account events
- Recoverable charges – priority and recovery percentage
- Order forms – commissary restrictions
- Bank account setup

- Check printing/layout
- Software/system reports
- Training – room/structure/end user schedule/end user manuals

Project Technician will also:

- Build and configure any required hardware to meet Christian County's requests
- Finalize configuration and setup of account management, officer management, inmate banking module, commissary module, reports, etc.
- Finalize configuration, setup, and testing of all integrated systems (booking, fund, sales integrations) in the Keefe Group Corporate office prior to onsite implementation
- Organize and set up onsite end user training (manuals, tip sheets, user scheduling, training computers, training classroom)
- Make an onsite visit for hardware installation, end user training, and implementation of Keefe software applications. Once the onsite visit has been completed, the project technician will follow up with the customer to ensure satisfaction and open items have been resolved.

Project Technicians handle all details of upgrades—such as complex upgrades of hardware and/or software, new features which involve changes to business processes, server and/or workstation operating system or database level, network topology, etc.—and document them in CRM.

Other upgrade management responsibilities include:

- Review of new features/equipment required for upgrade
- Receipt of signed authorization to proceed with equipment/software changes
- Testing of new features/hardware required for upgrade
- Development of transition plan
- Preparation for additional on-site training if required for the upgrade

Subcontractors:

Each bidder must submit with its proposal the names of all Subcontractors and major suppliers of material and equipment that it intends to use on the job. The County reserves the right to object to any Subcontractor or Supplier.

Keefe Response: Keefe would not utilize any subcontractors in fulfilling the requirements of the commissary service.

Location of Distribution Centers:

Provide the addresses of your service centers to be used for Christian County.

Keefe Response: 13870 Corporate Woods Trail, Bridgeton, MO 63044

To provide the best service, Keefe has twenty-one (21) warehouse locations totaling nearly 1.7 million square feet, shipping on average 25 million pounds of inventory each month and carrying ***\$109 million in inventory*** daily.

Location	Type	Year Established	Square Footage
Jacksonville, FL	Regional Service Center	8/1/1995	117,000
Reno, NV	Regional Service Center	2/1/1996	116,946
Seattle, WA	Regional Service Center	10/1/2000	9,500
Edison, NJ	Distribution Center	11/1/2001	187,042
Dallas, TX	Distribution Center	7/1/2002	105,660
Santa Clara, CA	Regional Service Center	10/1/2002	1,080
Cleveland, OH	Distribution Center	9/1/2003	100,172
Atlanta, GA	Regional Service Center	5/1/2004	23,750
Fontana, CA	Distribution Center	1/1/2006	105,041
Denver, CO	Regional Service Center	11/1/2009	47,600
St. Louis, MO	Distribution Center	10/1/2010	345,600
Walpole, MA	Regional Service Center	6/1/2012	29,447
Baltimore, MD	Regional Service Center	4/15/2013	40,053
Sarasota, FL	Regional Service Center	3/1/2014	17,636
Syracuse, NY	Regional Service Center	8/1/2015	18,833
Grand Rapids, MI	Regional Service Center	9/1/2015	44,250
Tucson, AZ	Regional Service Center	4/1/2017	90,000
Sacramento, CA	Regional Service Center	9/1/2017	3,000
Olive Branch, MS	Regional Service Center	6/22/2020	121,991
Richmond, VA	Regional Service Center	4/15/2022	151,060
Indianapolis, IN	Regional Service Center	9/5/2023	9,946
			1,685,607

Equipment/software anticipated to be used:

Include the following:

1. List equipment and material storage requirements, i.e. kiosks, server, backup method, data conversion etc.

Keefe Response:

Keefe's proposal includes the following (existing) equipment:

- 1 Lobby Kiosk
- 1 Intake Kiosk
- 2 Snack Vending Machines with touchscreen
- 2 Handheld wands/scanners for issuance of debit cards (at time of release)

Note: This existing equipment would be replaced as needed at no cost to Christian County.

With transitioning to Keefe's Cloud systems, an on-premise server would no longer be required.

The Keefe Cloud SaaS maintains Highly Available (HA) and redundant systems across all the applications. Data is also replicated to our fully tested, secondary data center located in Omaha, Nebraska. In addition to replication technology, Keefe also maintains Azure Backup services.

The TKC Business Continuity Plan establishes RTO and RPO for systems by outages less than/equal to and more than 24 hours with RTO of no more than 48 hours and RPO of 15 minutes from initiation of outage.

All Keefe applications are protected from viruses by Keefe Data Center Production Engineers. Keefe provides Checkpoint virus scan software for the Keefe client systems deployed at customer sites. The software is configured for daily system scan, email scan, download scan and internet

filter. Daily updates are configured and require an internet connection to the Checkpoint virus data file update service.

Additionally, all data network connections between kiosks, servers and central services are https/SSL encrypted. Keefe firewalls located at its central services site filter inbound and outbound traffic. Local facility firewalls should be configured for DNS entries located at the Keefe central services site to allow outbound port 443 access for deposit information exchange.

Keefe central services staff are responsible for monitoring, logging, and alerting for security-related issues occurring within the Keefe network. External and Internal security scans are conducted on a weekly basis at the Keefe central services site, and security findings are also addressed weekly. Keefe will provide alternative virus scan solutions if specified by the facility.

Backups

Database backup will continue to process according to County specifications. Typically, full backups are performed weekly. Incremental backups can occur either daily or every 15 minutes (log). The County may opt to set databases in a simple recovery model, so they do not get incremental backups.

Data Handoff at Conclusion of Contract

Objective

Provide historical reports and file-based exports of data from Keefe Cloud systems for handoff to departing customers.

Approach

- Exercise standard historical reporting within the application to provide summarization.
- Export data from Keefe systems for departing customers in CSV format for retrospective use.

Departing Customer Use Cases

- Review an inmate's financial history.
- Review an inmate's commissary purchase history.
- Review an inmate's grievance/request history.
- Review Bank Transactions.
- Review unpaid accruals to vendors and/or government agencies.
- Compare fiscal period transaction information to prior or future periods.
- Incorporate transactional data into succeeding systems.

Historical Reports

The following reports are available to customers in the application. These may be run at any time. We recommend that they be run and stored by the customer when transaction activity has ceased.

- Active Inmates with Balances
- Inactive Inmates with Balances
- Inmates with Debt
- Trial Balance
- Bank Reconciliation History
- Uncleared Checks

Data Structures

The following sets of data include historical transactions customer reference and/or for incorporation into succeeding systems:

1. **Resident Account Information**
Resident accounts that are updated by Trust and Debt transactions.
 2. **General Ledger Account Information**
GAAP-compliant Chart of Accounts for financial workflows matching customer requirements.
 3. **Resident Financial Transactions**
Record by Record Transaction Details that affect Resident Trust and Debt sub accounts.
 4. **Resident Debt Transactions**
Record by Record Transaction Details that establish debts to be paid by the resident account.
 5. **General Ledger Financial Transactions**
Record by Record Transactions for non-resident accounts including Bank, Liabilities, Vendor payments.
 6. **Detailed Commissary Order History**
Record by Record Sales and Refunds Details including items purchased, denied, and refunded.
 7. **Request and Grievance History**
Record by record communications posts including detailed text created by residents and staff.
2. List the banking and commissary software to be used. Provide a list of jail software's they interface with. Software must be user friendly.

Keefe Response: Keefe is proposing to transition Christian County from the current banking and commissary systems to Keefe's Cloud systems. Feedback from existing customers that have made this transition indicate the software is user-friendly.

Because Keefe Cloud software solutions are cloud-based banking platforms, Keefe easily integrates with a facility's JMS systems via an Inmate Data Repository. County and State custody systems post inmate information to the repository for use by Keefe technologies such as banking, commissary, inmate self-services and family services.

Keefe supports interfaces with the following JMS providers. Keefe is committed to interface with all JMS providers as selected by its customers.

Archonix	ILEADS	SMART
Beacon	Intergraph	Southern Software
Black Creek	ITI	Spillman
BluHorse	JailTracker	Syscon
CCIS-AOC	JALAN HTE Sun Gard	Tiburon
Cisco	Jamin	TriBridge

CMIS	M&M - SOMS	TriTech/Visionair
CorrectCare	Motorola - Offender Track	TSG/Tyler Tech/Odyssey
CrimeStar	MTC	UCM
CTS SmartCop	Net Data	USA Software
DSI	New World	Zuercher
Eagle	OSSI	Securus
EIS	Police Central	SIRS
Enterpol	PTS	
ICS	Securus	
IDNetworks	SIRS	

3. Provide inventory procedures and backup methods.

Keefe Response: Keefe has a full-time dedicated purchasing department and a full-time dedicated distribution department in St. Louis, MO to help ensure proper inventory levels for filling orders. In addition, its Regional Business Manager and Inventory Control Manager monitor inventory levels on a daily basis to ensure proper levels within the region to support our distribution centers. Keefe acknowledges responsibility for all inventory maintenance and control. The Keefe commitment to customer service and its use of multiple distribution resources ensure a high product fill rate.

The Keefe Commissary Supply Chain consists of 20-plus distribution centers spread across the entire US with more than 2,000 people dedicated to providing superior service at very competitive rates. On average, Keefe holds 2 plus months of inventory (average daily amount of \$109 million) to support 99%+ item fill rate to all its customers. From a technological perspective, Keefe utilizes leading software providers and vendors such as Oracle ERP, Oracle WMS, Oracle TMS, and GAINSystems to ensure it can improve or maintain very high service levels now and into the future.

Demand Planning and Forecasting Overview

- Our system is a fully integrated multi-echelon planning software solution.
 - Consolidates information from multiple channels, suppliers, and distribution centers.
 - System roll-up of demand from On-Site locations to Service Centers and to main Distribution Centers for direct ordering based on sourcing methodology.
 - System configuration is designed to carry ample service stock (overstock) with an overall target position of 60 days, when shelf life allows. Shorter shelf-life items are safety stocked as well to the degree that lead time, demand, and min shelf-life permit.
 - Incorporates comprehensive error (e.g., demand and supply variability).

- Accounts for bill-of-material and parent/child relationships.
- Our system selects the most plausible model from 40 statistical models.
- Our system has specific forecast families to forecast the low volume and sporadic parts to focus on maintaining appropriate stock levels to help mitigate out-of-stock issues on items that are typically deemed problematic due to their attributes or volume.
- For each lead time forecast, the historical and projected errors are computed to help plan appropriate inventory policies.
- Before applying a 'Best-Fit' selection process over a given time horizon, our system first determines what type(s) of demand pattern(s) are applicable and then eliminates models that show statistical characteristics such as bias or volatility
- In order to maintain accurate inventory for use by the demand planning software the Warehouse Management System also facilitates cycle counting and physical inventory.
- This process involves regularly scheduled partial counts of items within the warehouse. These counts are typically performed on a rotating basis, enabling businesses to identify discrepancies and take corrective actions swiftly, minimizing disruptions in operations.
- Cycle Count Listing

Physical Inventory:

For comprehensive inventory reconciliation, Oracle E-Business Suite facilitates periodic physical inventory counts. These counts involve a full verification of on-hand inventory against recorded data. The suite's robust reporting and analysis tools assist in reconciling any discrepancies and maintaining accurate inventory valuations.

Tracking Expiration/Best-by Dates

In Keefe's Warehouse Management System (WMS) items with limited shelf life are set up as lot controlled. Once they are flagged as lot controlled, these items are assigned a lot code/exp date reference number at the point of receipt. This lot code helps identify one shipment from another. These dates are stored in the barcoded LPN that is assigned at receipt. These dates are crucial when picking and shipping orders to ensure older items, or shorter shelf-life items are sold and shipped first.

With the WMS, Keefe personnel are shipping by two different priorities. FEFO is first expiration, first out, and is applied to lot-controlled items, otherwise, the system will utilize FIFO and direct the picker to use first in, first out when picking items to ship or replenish.

Stock rotation

All items received are tagged with a system generated bar coded LPN. These labels help track, identify, and manage inventory. These barcoded labels are affixed to individual items, cartons, pallets, or containers. They contain critical information, such as item codes, descriptions, and expiration dates. With Keefe's WMS, any employee picking or replenishing items is directed in their scan gun to the location in the warehouse containing the next group of items to be used based on FEFO or FIFO as described above. With this system, the items in the pick face will always be the next to be used and the WMS is ensuring proper rotation of items by directing the user to the proper location in the warehouse.

The Keefe Cloud Commissary System includes the following Inventory functionality. Keefe manages inventory availability through its demand planning staff. The Keefe Cloud Commissary application communicates with the demand planning platform (Oracle) to manage menus, to project availability, and to auto-credit fulfillment shortages in the near term.

Credits and Refunds (Supply Chain Impact Management)

Keefe processes credits and refunds proactively using its **Supply Chain Impact Management** process, an advanced stock level ordering system that identifies out of stock items during both stages of the commissary ordering process.

1. During Inmate Order Entry

- Removes out of stock items from shopping carts
- Inmate not charged for out-of-stock items

	Requested	Denied	Reason	Approved
COOL WAVE FLOURIDE TP \$0.80	1	1	Item not available	0
P-UP BLOOM DEODORANT \$1.26	1	1	Item not available	0

2. During Order Fulfillment

- Removes out of stock items from pick tickets (see image at right)
- Processes auto-credits for stock outs
- Refunds processed prior to delivery

25 PM

KEEFE COMMISSARY NETWORK
P.O BOX 17490, St Louis, MO 63178-7490
379 for SOUTHERN REGIONAL JAIL

Name: Burns_11, Willard_11 Bal Before Order: 89.61
ID: 11 DOB: Bal After Order: 4.17
Acct #: 19084 Order #: 17319518
CPR #: 6698 Order Date: 03/18/2021
Block: Block A Tier: Unit 1 Cell:

17319518-6698

Bay-Seq	Qty	UOM Description	Alias	I	Price
CRJSO					
	5 EA	S.S. HOT COCOA	2070		2.05
	5 EA	KEEFE COLOMBIAN BLEND	2283		26.95
	5 EA	CHILI CHEESE FRITOS 20Z	2737		7.25
	1 EA	(EA)ZC D-DUNX	3245		0.95
	5 EA	BC CHILI W/ BEANS	6173	S	0.00
	5 EA	FC MACKERAL	6178		13.40
	5 EA	TWIN BEEF STICK	6300		6.40
	5 EA	PEPPER - SINGLE PACKET	6518		0.25
*	5 EA	GINGER ALE 20OZ	2492		13.10
FACILITY ITEMS					
	5 EA	\$2 Phone time non-DL	9801	V	5.00
OTHER					
	5 EA	CHILI RAMEN Subbed with Item-6173	6026	N	4.60
ITEM(S) NOT AVAILABLE-AUTO CREDIT IN PROCESS					
	5 EA	TEXAS BEEF RAMEN SOUP	6018	C	4.60
					SubTotal: 84.55
					Tax: 0.89
					Total: 85.44
SHORTAGES/CANCELLED					
Alias	Qty	Description	Reason		
3230	5 (EA)	ZC PB WAFERS	Item restricted		
3245	4 (EA)	ZC D-DUNX	Exceeds quantity limit		

Backups

Database backup will continue to process according to County specifications. Typically, full backups are performed weekly. Incremental backups can occur either daily or every 15 minutes (log). The County may opt to set databases in a simple recovery model, so they do not get incremental backups.

4. Explain your data conversion process, if applicable.

Keefe Response: As the incumbent commissary provider, a data conversion would not be necessary.

Inmate Banking:

Explain the following

Inmate Accounting

Keefe Response: The Keefe Cloud SaaS Banking solution allows authorized users and authorized partner services to open an inmate account using an identification number and add funds to the account. The following fields are typically present in the opening transaction field but can be customized according to Christian County's specifications:

- Account Number
- Name
- Date of Birth
- Gender
- Location
- Ethnic Group
- Height
- Weight
- Eye and Hair Color
- Alias
- Tattoos/ Scars

Authorized users can process credits and debits to Keefe Cloud accounts. Processing credit and debit transactions is role-based, limiting the given user to funds transaction types approved for the specific workflow or function.

Once the deposit transaction is entered, a receipt is generated. Receipts of all transactions entered in the Keefe Cloud system can be reprinted. Receipts typically include, date, time, accounting event, description, amount, balance, and the officer completing the transaction and can be configured to station specific defaults.

The Cloud Banking system keeps accurate and complete records of every transaction entered. All inmate transactions are recorded in the Keefe Cloud General Ledger that enforces dual entry GAAP accounting types and behavior. A book of original entry, an accounts payable journal and a report generator are also features of the software, allowing users to set up a chart of accounts,

create transactions and utilize a full range of context-sensitive reports such as trial balance and transaction history.

Data stored with all transactions includes the user, the location, the timestamp and any related transactions and activities, such as collection of debt, checks, debit cards, stored documents, custom fields, and notes required at time of entry, cash drawer relationships, bank relationships, accounts payable and accounts receivable summarizations, disbursement and fiscal period actions. A complete audit trail of all transactions is permanently stored in the system.

GAAP Principles

The Keefe Cloud accounting solution adheres to GAAP principles, particularly those applicable to regularity, consistency, and permanence.

Keefe ensures these principles by enforcing account types consistent with standard accounting practices, with transaction behaviors that guarantee dual entry, and with record structures that provide permanence throughout time within financial reporting procedures.

Each customer may specify its unique Chart of Accounts within the constraints of Keefe's GAAP-compliant administration tool. This tool allows for the creation of General Ledger accounts and for role-based transactions whose behavior is always predictable and consistent with policy. Customers may view their accounting structure at any time through the Cloud application's Chart of Accounts report. The report identifies each account and the transactions that debit or credit that account.

The General Ledger page of the Keefe Cloud solution is a transparent entry point for answering questions about financial events and their outcomes.

Cash Management Workflow

Keefe Response: Many customers have cash in circulation such as cash at intake, transfer checks from other agencies, or money order deposits. These cash handling activities suggest the use of Keefe's Cash Management workflow. Linked to the accounting event definition, Cash Drawer Management automatically organizes, tracks, and promotes cash-deposit workflows through approval levels up to and including the Bank Deposit.

Cash Drawer Management Overview

Keefe Cloud Banking features a robust Cash Drawer Management module that allows users to manage cash workflows with detailed audit trails. For cash received at intake or for mail deposits, Keefe Cloud Banking structures the facility's workflow with strong controls and separation of duties.

Keefe's Cloud's Cash Drawer Management feature leads the user through drawer open/count/close, adjustments, approvals, reviews, and consolidated bank deposits. All transactions are reviewable in their original cash drawer records and through the bank deposit process.

The system also allows the facility to create and use Cash Drawer types to display to a given user or group. This feature keeps the list of cash drawer types focused on just which drawer or drawers this particular user should be working with.

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

Bank Reconciliation

Keefe Response: Keefe Cloud Banking features Bank Reconciliation that matches bank statement information to the deposits and disbursements Christian County records in Keefe Cloud Banking. Keefe's application gives users convenient online tools for marking transactions as cleared within a period, for adding reconciling transactions, and for reviewing bank reconciliations at any time. Users have the ability to create and manage bank reconciliations, basically collecting transactions that can be cleared against a bank statement.

The Banking Reconciliation function offers users two options for conducting bank reconciliations:

Paper Reconciliations:

- Users manually review a paper bank statement and manually clear the transactions in the Keefe Cloud Inmate Banking portal.

Electronic Reconciliations (currently only offered to Bank of America customers):

- Users upload a bank file and the Keefe Cloud Banking application automatically matches and clears transactions.
- Users can also manually clear transactions.
- Users can switch to paper reconciliation view if needed.

Visual General Ledger

Keefe Response: The Keefe Cloud accounting solution adheres to GAAP principles, particularly those applicable to regularity, consistency, and permanence.

Keefe ensures these principles by enforcing account types consistent with standard accounting practices, with transaction behaviors that guarantee dual entry, and with record structures that provide permanence throughout time within financial reporting procedures.

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The General Ledger page of the Keefe Cloud solution is a transparent entry point for answering questions about financial events and their outcomes.

General Ledger: Secure Deposits
Banking / General Ledger / Secure Deposits

Totals
Period: December 2023 Begin Balance: \$7,100.00 Debits: \$32,824.36 Credits: \$32,176.31 End Balance: \$7,748.05

New Transaction

Date/Time	Accounting Event	Description	Amount	Balance
12/07/2023 02:09 PM	Secure Deposit	Receipt: 112875716	\$50.00	\$7,748.05
12/07/2023 02:09 PM	Secure Deposit	Receipt: 112907258	\$60.00	\$7,808.05
12/07/2023 01:53 PM	Secure Deposit	Receipt: 112903459	\$70.00	\$7,878.05
12/07/2023 01:36 PM	Secure Deposit	Receipt: 112891274	\$20.00	\$7,938.05
12/07/2023 01:36 PM	Secure Deposit	Receipt: 112914745	\$70.00	\$8,008.05
12/07/2023 01:20 PM	Secure Deposit	Receipt: 112902331	\$33.00	\$8,041.05

Inmate Property

Keefe Response: Keefe supports property inventory and will configure the solution according to County specifications. Keefe has solutions with KCN Legacy (system currently utilized by Christian County) and together with Keefe Cloud Online Banking (proposing to transition to), depending on how your facility will use the pieces, parts, or whole of property.

1. For example, full property inventory of all personal items and collecting of initial deposit, property inventory searches, disposal, release is processed completely with KCN Legacy Banking.
2. Inventory of personal items and signed receipts is also processed with KCN Legacy Banking.
3. Property processing that requires printing property labels to affix to envelopes is done using a report based on the permanent ID in Keefe Cloud Online Banking.
4. The KCN Legacy Property module can also be used with Online Banking.

Realtime Financial Interfaces

Keefe Response: Keefe's proposed hosted solutions are cloud-based. With Cloud technology, Keefe integrates with an Inmate Data Repository that allows county and state custody systems to post inmate information to a repository. Data in this repository is then available to all its technologies such as banking, commissary, telephone, inmate self-services and family services.

Deposit Service fees, web, phone, lobby cash, lobby credit (if applicable).

Keefe Response:

Deposits & Payments Overview

Access Corrections is well experienced in handling trust fund deposits and payments. Access Corrections currently processes millions of transactions per year for more than 700 county agencies and eighteen (18) state department of corrections.

Access Corrections' Deposit and Payment services provides family and friends quick, efficient, and easy to access options of sending funds to offenders as well as to make payments for bond/bail and other obligations due. The agency has the flexibility to set different transaction limits and rules for each service offered. This ensures policy/procedures are followed and agency efficiencies are maximized.

Our platform can process a wide variety of transactions, including parole, probation, and many types of court ordered payments. The probation and parole payment options are limitless with the most common being; supervision fees, program fees, drug screening, monitoring and restitution. Court ordered payments can be made for a variety of different obligations such as fees/fines, child support, licensing records, etc.

Our solution offers deposits and payments to be made using credit or debit cards as well as cash. These deposits and payments can be made via mobile app, web, kiosk, phone, or walk-in retailer.

Deposit Service Fees				
Gross Amount Deposited	Web	Phone	Lobby Cash	Lobby Credit
\$0.01 - \$19.99	\$4.95	\$6.95	\$4.00	\$4.95
\$20.00 - \$99.99	\$7.95	\$9.95	\$4.00	\$7.95
\$100.00 - \$199.99	\$9.95	\$11.95	\$4.00	\$9.95
\$200.00 - \$300.00	\$11.95	\$13.95	\$4.00	\$11.95

Walk-in (\$0.01 - \$900.00) - \$5.95

Reporting

Equipment/Deposits of Inmate money to Kiosk

Keefe Response: Keefe's proposal includes 1 Lobby kiosk.

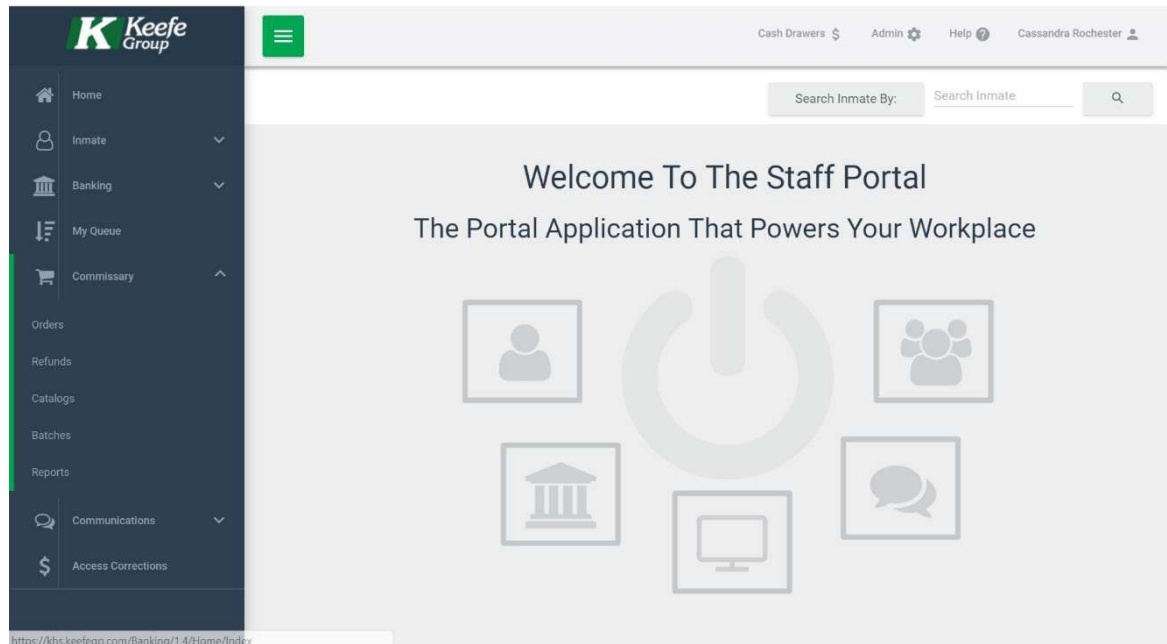
The following table shows the reports available pertaining to online deposits.

Online Deposits	Bank Transfers	Detailed listing of deposits received and included in nightly ACH total transferred from Keefe Bank to Customer Bank
Online Deposits	Applied Transactions	Detailed listing of deposits received and pending nightly ACH transfer
Online Deposits	Cash Pickups	Detailed listing of deposits included in a Cash Pickup from the Intake Kiosk
Online Deposits	Booking Receipts	Zero Dollar Intake Kiosk Receipts
Online Deposits	Chargebacks	List of Inmate recipients restricted from deposits due to chargeback activity from a depositor (includes chargeback date and amount owed from the depositor)
Online Deposits	Restrictions	Listing of inmate accounts for whom deposits are restricted and includes drill down to review history of deposit activity
Online Deposits	Recipient Activity	Date Range search for deposit transactions for a given inmate recipient
Online Deposits	Depositor Activity	Name-based search for deposit transactions from a given depositor
Online Deposits	Top Depositors	Date Range list of depositors sorted by number of deposits and total dollar value of deposits
Online Deposits	Transaction History	Date Range listing of all deposit transactions including type of payment and method of deposit - web / phone / kiosk
Online Deposits	Audit	Date Range list of pages visited by facility staff
Online Deposits	Data Detective	Link Analysis connecting depositors and recipients based on either depositor or recipient parameter

Inmate Order Processing:

Explain the process of methods inmates can order from the Commissary.

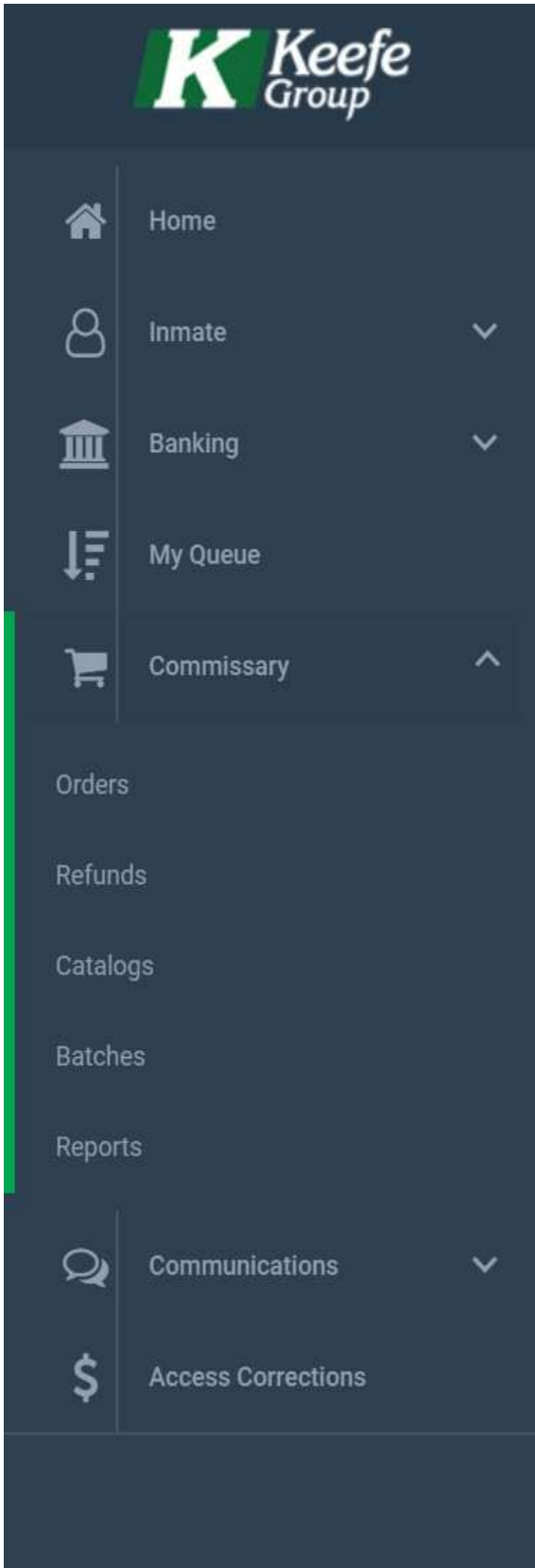
Keefe Response: Keefe Commissary Online (COL) is the next generation of Commissary ordering provided by Keefe Commissary Network. COL is designed to make the experience of ordering commissary goods an effortless and integrated process as a centrally hosted, multi-tenant web application accessed over the internet. Each facility hosted in COL has its own database. Each facility may also have its own customized workflows, accounts, reports, and resident lists, completely independent of and secured from all other hosted facilities.



ORDERING METHODS

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

- Online Order Entry
- Phone Order Entry (IVR)
- Kiosk Order Entry (via 3rd-party Kiosks) – **Christian County's current method**



ONLINE ORDER ENTRY

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

PHONE ORDER ENTRY

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

Phone orders appear in the online Commissary portal once a resident calls in an order request. The Commissary application validates the order based on any restrictions entered in the Commissary system through the Commissary Admin set up process. Residents can use Commissary IVR ordering to create orders for items from Pick N Pack, Trinity Take Out, and Cart items.

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

KIOSK ORDER ENTRY

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

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

Safety and Security:

Explain the process. Include cybersecurity issues you have had in the past and what you have done now to improve on that. Note: Vendor must be PCI compliant.

Keefe Response: Keefe has not had past reportable cybersecurity issues, but we are continuously improving our cyber security maturity and overall organizational security culture. Enhancements range from improving or adding to our technical defense in depth systems, along with our administrative security education program.

Proof of PCI Compliance

17335 Golf Parkway, Suite 500
Brookfield, WI 53045
262.754.9400

SIKICH.COM

February 7, 2024

Ryan Essner
TKC Holdings, LLC
1260 Andes Boulevard
St Louis, MO 63132

RE: Payment Card Industry Data Security Standard Compliance

Dear Mr. Essner:

All organizations that store, process or transmit cardholder data are required to comply with the Payment Card Industry Data Security Standard (PCI DSS). Compliance with the PCI DSS provides significant value to the payment card industry by reducing fraud and promoting the reputations of compliant merchants, service providers and acquiring banks.

TKC Holdings, LLC (TKC Holdings) engaged Sikich LLP (Sikich), a PCI Qualified Security Assessor (QSA), to perform a third-party assessment of TKC Holdings's controls against the PCI DSS Requirements and Security Assessment Procedures, version 3.2.1.

Sikich has completed its review and testing and, based on the information TKC Holdings provided during the assessment, all of the applicable requirements in the Report on Compliance (ROC) dated December 12, 2023, have been reported as in place, and, therefore, **Sikich recommended TKC Holdings for the status of compliant with the PCI DSS.**

TKC Holdings's compliance acceptance will be recognized for up to one (1) year, provided TKC Holdings continues to operate in a PCI-DSS-compliant manner and does not make any changes to their environment that would violate the PCI DSS requirements. To remain compliant, TKC Holdings must be enrolled in and pass PCI vulnerability scans on at least a quarterly basis. TKC Holdings must also revalidate against the PCI DSS on an annual basis.

Thank you for choosing Sikich as your QSA. As always, if you have any questions regarding the PCI DSS requirements, or if there is anything else we can do for you, please let us know.

Sincerely,

Scott Wegner
Partner-in-Charge

Procedures for Return/Credit:

Explain the process.

Keefe Response: Refunds/credits (individual item(s)/whole orders) can be processed by facility staff after the order delivery process has been completed. Keefe's Commissary Online (COL) Refunds allow users to generate refunds by order number from the Orders tab. COL also allows users to set up a refund schedule (the time of day that refunds are processed) in the Commissary Admin module.

- Refunds Page
- Refund Entry Page
- Create, Edit, or Cancel a Refund
- Scheduling and Viewing Refunds

Additionally, Keefe's Commissary Online (COL) System includes the following Inventory functionality, that assists in minimizing credits do to inventory availability. Keefe manages inventory availability through its demand planning staff. The Commissary Online (COL) System communicates with the demand planning platform (Oracle) to manage menus, to project availability, and to auto-credit fulfillment shortages in the near term.

Credits and Refunds (Supply Chain Impact Management)

Keefe processes credits and refunds proactively using its **Supply Chain Impact Management** process, an advanced stock level ordering system that identifies out of stock items during both stages of the commissary ordering process.

During Inmate Order Entry

- Removes out of stock items from shopping carts
- Inmate not charged for out-of-stock items

EDGE™

DAVID JR RALPH | Booking ID: 45636

2

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Items and quantities may be adjusted at the time the order is filled

	Requested	Denied	Reason	Approved		
COOL WAVE FLOURIDE TP \$0.80	1	1	Item not available	0		
P-UP BLOOM DEODORANT \$1.26	1	1	Item not available	0		

During Order Fulfillment

- Removes out of stock items from pick tickets (see image below)
- Processes auto-credits for stock outs
- Refunds processed prior to delivery

Page 1 of 1

03/18/2021 02:25 PM

KEEFE COMMISSARY NETWORK
P.O BOX 17490, St Louis, MO 63178-7490
379 for SOUTHERN REGIONAL JAIL

Name: Burns_11, Willard_11 Bal Before Order: 89.61
ID: 11 DOB: Bal After Order: 4.17
Acct #: 19084 Order #: 17319518
CPR #: 6698 Order Date: 03/18/2021
Block: Block A Tier: Unit 1 Cell:



17319518-6698

Bay-Seq	Qty	UOM	Description	Alias	I	Price
CRJSO						
	5	EA	S.S. HOT COCOA	2070		2.05
	5	EA	KEEFE COLOMBIAN BLEND	2283		26.95
	5	EA	CHILI CHEESE FRITOS 20Z	2737		7.25
	1	EA	(EA)ZC D-DUNX	3245		0.95
	5	EA	BC CHILI W/ BEANS	6173	S	0.00
	5	EA	FC MACKERAL	6178		13.40
	5	EA	TWIN BEEF STICK	6300		6.40
	5	EA	PEPPER - SINGLE PACKET	6518		0.25
*	5	EA	GINGER ALE 20OZ	2492		13.10

FACILITY ITEMS

5	EA	\$2 Phone time non-DL	9801	V	5.00
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OTHER

5	EA	CHILI RAMEN Subbed with Item-6173	6026	N	4.60
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ITEM(S) NOT AVAILABLE-AUTO CREDIT IN PROCESS

5	EA	TEXAS BEEF RAMEN SOUP	6018	C	4.60
---	----	-----------------------	------	---	------

SubTotal: 84.55

Tax: 0.89

Total: 85.44

SHORTAGES/CANCELLED

Alias	Qty	Description	Reason
3230	5	(EA) ZC PB WAFERS	Item restricted
3245	4	(EA)ZC D-DUNX	Exceeds quantity limit

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

Signed: _____ Date: _____

Witnessed By: _____ Date: _____

Banking System:

Explain the process. Include, but not limited to online deposits, fines, fees, cash workflows, audit trails, and intake cash count.

Keefe Response: Keefe's proposed solution is contractor-hosted at redundant data centers managed by Keefe Production Engineers. Keefe employs its own software engineers to design and create the Keefe Cloud Online Banking software applications. All its software applications are owned, packaged, warranted, maintained, and licensed by Keefe.

As part of the agreement, Keefe will grant Christian County a royalty free license to provide its software to ALL authorized users and with no limitations in the provision of the County's banking and commissary services. During the term of the Agreement, Keefe agrees to keep current both its hardware and software. All upgrades of hardware and software as well as additional training to facility staff will be provided by Keefe at no cost to the County for the life of the Agreement. Christian County will receive Keefe's latest software applications upon contract award. Based on requirements gathered and prioritized, Keefe's development staff will release new features to the Keefe Cloud system twice per month. All updates are immediately available to all Keefe customers free of charge.

KEEFE CLOUD STAFF PORTAL APPLICATIONS

The Keefe Cloud staff and inmate portal applications support Commissary Sales, Inmate Trust Fund Accounting, and Inmate / Staff communications.

Keefe's Cloud Commissary, Banking, and Communications applications are the online hosted versions of Keefe's Legacy applications. Using cloud services, facility staff access the following modules which can be set up (activated) according to facility specifications.

- Inmate Module (Manage, Book, Modify, and Release Inmates)
- Banking Module (Batches, Cash Drawers, General Ledger, Accounts Payable, Bank Reconciliation)
- Commissary Module (Orders, Refunds, Catalogs, Batches, Reports)
- Communications Module (Conversations, Grievances, Mail)
- Access Corrections Reporting Module (Secure Deposit, Reports, and Data Detective)
- Edge 2 Services (Inmate Self Service including commissary shopping, account transaction history, inmate-staff communications)

Facility users access the system through a Staff Portal at <https://keefe.cloud> using Chrome or Edge browsers on desktop computers. There is no limit of the number of users who can access the software as long as users have been granted access by the facility.

The Keefe Cloud staff portal enables a wide variety of financial, sales, and communications features including but not limited to:

Access from Chrome or Edge Browser

- No servers at onsite – applications hosted at <https://keefe.cloud>

- No additional software required on facility computers
Heightened Log-in Security
- Single Sign-on from work account
- Sign-on security for users and passwords enforced by county or state

Easy Search for Inmate Accounts

- Last Name, ID, Active, Inactive
- Paginated search results displaying balances and DOB

Separate Sub-accounts per Inmate - User-definable, Customizable

- Tracks spending money separately from debts, bonding, and other accounts such as savings, payroll, or pre-paid phone

Easy Access to Useful Features from the Inmate Management Page

- Court Obligations Management
- Schedules - Review Automated Transaction Events
- Commissary Order History

Full Lineup of User Defined Transaction Types

- Deposits, Withdrawals
- Collectible Debts, Automatic prioritized debt collection rules
- Transfers, Abandoned Funds, Individual and Group Checks
- Cash Drawer Workflow
- Bank Reconciling Items
- User Defined Transaction Tags for collecting additional information about the transaction

Dynamic Online Audit Trail for all Transactions

- Transaction history review - Hot links to associated accounts and transactions
- Printable audit trail report for any transaction

Account Locks

- User defined financial restrictions with expiration date and supervisor override

Notes

- Open text entry for documenting additional information about an inmate account
Expanded Inmate Classification Capability
- User defined fields for tracking security classifications, dietary constraints, exemptions, custody type

Release Workflow

- Automated pre-defined account settlement rules
- Choice of disbursements Cash, Check, Debit Card, Bond-Out, Group Transfer, or split disbursement (when using two or more of these in combination)

Inmate Property Inventory

- Describe and record inmate property at intake
- Review, audit, release inmate property

Customizable Reports

- Receipts, Releases
- Balances
- Deposit and Withdrawal Review
- Outstanding Debts Receivable
- Indigence Review
- Ad Hoc Exports
- Report on Inmate Status, Location, Balances, Obligations, and Transactions. Choose from more than 50 columns, and more than 20 row filters. See your results in Excel®

Rapid Entry in Preview Mode

- Transaction Batches – rapid lookup, transaction grouping, links to accounts payable
- Group receipt printing, Group transaction reporting

Bank Reconciliation

- Quick identification of cleared items
- Bank-to-Book Auto-Calculated Bank Rec Summary
- Convenient Reconciling Entries

Real Time General Ledger

- Classified Balance Sheet Navigation
- Quick reporting and audit

Accounts Payable

- Organize payments to vendors and government agencies
- Disburse accruals by fiscal period.
- Produce detailed disbursement advice

Advanced Bank Transaction Search

- Use multiple search criteria to find bank entries of interest
- Easy reporting on search results

Financial Statement Reporting

- Classified Balance Sheet
- Trial Balance
- Selective GL Account Time-Period Activity
- Debt Collection Results
- Ad Hoc Exports

Online Deposit Reporting

- Bank Transfers

- Depositor Information
- Link Analysis – see relationships between depositors and recipients

Advanced Population-based Purchasing Restrictions

- Define inmate populations based on location, gender, classification, diet, privilege level, sanction, etc.
- Define categories (tags) to group items in restriction bundles
- Set restrictions for shopping privileges (frequency, spending limit)
- Set restrictions per product or product category (tag) (qty, timespan)

Multiple Modes for Commissary Purchases

- Kiosk/tablet
- Phone
- Scantron
- Walkup (concession)
- Mobile Cart
- Vending
 - real time direct debit from inmate account when item vends
 - cloud based vending audit/refill/planogram service
- Direct manual entry
- Trinity Take-Out (hot meals kitchen service)
- SecurePak – family purchases

Smart purchasing from multiple inmate sub-accounts

- Designate priority sub-accounts such as store credits, gift accounts, to be used for commissary purchases in addition to the primary spending account

Review and Dispatch Commissary Orders

- Design Automatic Commissary Order Restrictions and Privileges
- Create Itemized Commissary Refunds

Auto-Credit for Out of Stock

- System-generated credits based on fulfillment outcomes at Keefe warehouse

Indigent Assessment and Indigent Sales

- Automatic financial assessment over time, balance, transaction activity
- Separate catalog, billing structure
- Financial accounting for indigent accounts payable payment to vendor / accounts receivable reimbursement from County (welfare, other)

Bill-Pay Auto-Reconcile

- Select delivery batches to auto-reconcile with inmate receipts
- Auto-create reconciled Accounts Payable payment batch(es) for disbursement
- Option to create split disbursement for Keefe/Tax/Commission

Report Sales by Delivery Batch, Category, and Inmate Receipt details

- In-Line and drill down (retrospective) reporting with advanced filters
- immediate export to Adobe, Excel

Grievance Process – Judgment / Appeal Case Numbers and Case History

- Request / Grievance - Initiate by Category
- Request/Grievance - Officer Initiate
- Request/Grievance – Previewer – Previewer can resolve or dispatch (release) to specialist group

Data Conversion

- Personal Information – IDs, Names, Locations
- Closing Balances from spending and savings accounts
- Unpaid Debts
- Uncleared Checks
- Inmate Account Statements in Adobe Format

Interfaces with Partner Systems

- Inmate Information – JMS/OMS
- Web Services – Real Time
- File Exchange – Scheduled
- Phone Services
- Phone Time Purchases and Refunds - Web Services – Real Time
- Phone Time Purchased via Commissary – Scheduled by Staff User
- Refunds at Release – Web Services – Real Time

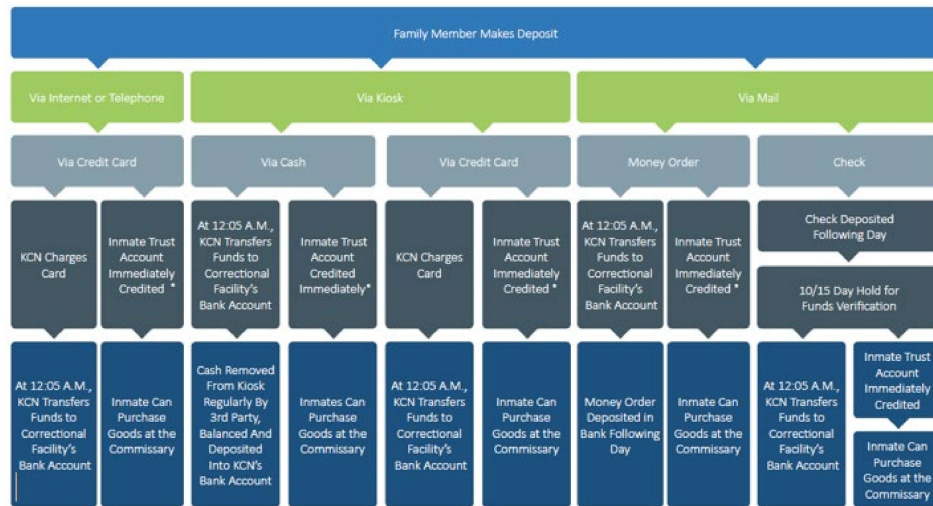
Online Deposits

The Keefe Cloud SaaS Banking system seamlessly integrates with Access Corrections platforms for posting deposits from web, phone, lobby kiosk, intake kiosk, and retail locations such as Dollar General and Family Dollar.

Access Corrections guarantees each deposit accepted from the public and posts the accepted amount to the inmate's account within fifteen minutes of completion of the public user's receipt. All exposure to charge-back and/or fraudulent activity is the responsibility of Access Corrections.

Funds accepted from the public and posted to inmate accounts are transferred from the Access Corrections bank account to the Christian County designated bank account on a nightly basis through ACH transfers.

Flow of Funds



*Majority of facility trust accounts are credited immediately. There are select facilities that choose to pull their transactions from the FTP server according to their schedule.

**KCN transfers funds after midnight.

Fines/Fees/Debt Collection

Keefe Cloud is able to collect inmate fines and fees from available funds or from future deposits as required by the County. The Cloud Banking application goes beyond traditional recoverable technology. Its debt accounting feature supports an independent ledger for the management of fines, fees, and other financial obligations.

The debt collection feature has enhanced user-defined rule-based collection to support deductions from deposits through fixed balance or declining balance calculations. Research charges and payments are at the user's fingertips through a transaction review popup. The system writes off expired fines and fees automatically.

The debt collection function actually counts down the days until an open debt expires. The software's Account Event configuration allows users to specify how long a debt can remain on an inmate account. Once the timer expires, the software automatically performs the transactions to keep further collections from happening. Collection percentages can be defined by Christian County.

Intake Cash Count

The Access Secure Intake booking kiosk is designed to securely collect money from new inmates, with minimal officer interaction.

The kiosk attaches to the Keefe Cloud Banking system and calculates the inmate's deposit as bills and coins are inserted. A receipt is generated when the deposit is completed. Cash is secured within the kiosk throughout the shift and the kiosk totals are automatically reconciled to receipt totals. The booking kiosk relies on a virtual cash drawer in our proprietary software that cannot be manipulated. The drawer is closed every time the kiosk is emptied, and a new drawer

is immediately opened for continual use. When cash is cleared for deposit to the bank, the system automatically resets the kiosk totals for the next shift.

Among its many features, the booking kiosk:

- Accepts cash and coins during intake, and tracks all deposits during each shift
- Allows the booking officer or detainee to insert bills and coins when the detainee's account is opened
- Allows booking deposits to be cleared more efficiently at shift end
- Ensures that booking deposits are secured during shifts and are only accessible by authorized staff
- Reduces the workload, handling of cash and cost of the intake process
- Interfaces seamlessly with Keefe's cash management software

Benefits to you:

- No more handling cash during intake
- No more manually inputting 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 to buy a separate cash box

Access Secure Intake reduces facility workload and the costs associated with the intake process and eliminates the possibility of human error.

Cash Drawer Management Overview

Keefe Cloud Banking features a robust Cash Drawer Management module that allows users to manage cash workflows with detailed audit trails. For cash received at intake or for mail deposits, Keefe Cloud Banking structures the facility's workflow with strong controls and separation of duties.

Keefe's Cloud's Cash Drawer Management feature leads the user through drawer open/count/close, adjustments, approvals, reviews, and consolidated bank deposits. All transactions are reviewable in their original cash drawer records and through the bank deposit process.

The system also allows the facility to create and use Cash Drawer types to display to a given user or group. This feature keeps the list of cash drawer types focused on just which drawer or drawers this particular user should be working with.

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

Cash Drawer Features

The Keefe Cloud Cash Drawer Management feature automates and audits receipt flows from original entry, through shift close, drawer approval, and bank deposit.

Keefe Cloud Banking Interface - Cash Drawer Deposit

Search Resident By:

Deposit: 20230711 Deposits

Bank: Cash at Bank Officer: jvital@Demo

Date & Time	Accounting Event	From Drawer/Account	To Account	Amount
7/11/2023 11:48 AM	Clear Drawer	Main (71)	Cash Completion	\$622.58
7/11/2023 11:48 AM	Clear Drawer	Annex (72)	Cash Completion	\$100.00
7/11/2023 11:48 AM	Deposit from Completed Drawers	Cash Completion	Cash at Bank	\$722.58

Deposited Drawers Detail

Completed Drawers Detail

Reconcile Bank Statements:

Explain the process.

Keefe Response: Keefe Cloud features Bank Reconciliation that matches bank statement information to the deposits and disbursements Christian County records in Keefe Cloud Banking. Keefe's application gives users convenient online tools for marking transactions as cleared within a period, for adding reconciling transactions, and for reviewing bank reconciliations at any time. Users have the ability to create and manage bank reconciliations, basically collecting transactions that can be cleared against a bank statement.

The Banking Reconciliation function offers users two options for conducting bank reconciliations:

Paper Reconciliations:

- Users manually review a paper bank statement and manually clear the transactions in the Keefe Cloud Inmate Banking portal.

Electronic Reconciliations (currently only offered to Bank of America customers):

- Users upload a bank file and the Keefe Cloud Banking application automatically matches and clears transactions.
- Users can also manually clear transactions.
- Users can switch to paper reconciliation view if needed.

Reporting:

Explain the types of reports that can be ran and requested.

Keefe Response: Keefe Cloud applications feature comprehensive reporting capabilities including more than 50 standardized reports and unlimited ad hoc reporting with parameters Christian County will be able to save and generate as needed.

Date specific ledger account reports are easily generated from the Reports menu and from application pages.

For ad hoc exports, users choose from available fields and filters to create a columnar list of data. Users may save these report templates for future use and to export the results to Excel format for further analysis.

Over 50 Standardized Reports

Online Deposits	Bank Transfers	Detailed listing of deposits received and included in nightly ACH total transferred from Keefe Bank to Customer Bank
Online Deposits	Applied Transactions	Detailed listing of deposits received and pending nightly ACH transfer
Online Deposits	Cash Pickups	Detailed listing of deposits included in a Cash Pickup from the Intake Kiosk
Online Deposits	Booking Receipts	Zero Dollar Intake Kiosk Receipts
Online Deposits	Chargebacks	List of Inmate recipients restricted from deposits due to chargeback activity from a depositor (includes chargeback date and amount owed from the depositor)
Online Deposits	Restrictions	Listing of inmate accounts for whom deposits are restricted and includes drill down to review history of deposit activity
Online Deposits	Recipient Activity	Date Range search for deposit transactions for a given inmate recipient
Online Deposits	Depositor Activity	Name-based search for deposit transactions from a given depositor
Online Deposits	Top Depositors	Date Range list of depositors sorted by number of deposits and total dollar value of deposits
Online Deposits	Transaction History	Date Range listing of all deposit transactions including type of payment and method of deposit - web / phone / kiosk
Online Deposits	Audit	Date Range list of pages visited by facility staff
Online Deposits	Data Detective	Link Analysis connecting depositors and recipients based on either depositor or recipient parameter
Commissary	Purchase Receipt Summary by Inmate with BatchID	
Commissary	Refund Receipt Summary by Inmate with BatchID	

Commissary	Sales Invoice	
Commissary	Sales and Refunds - Summary by Batch for Date Range	
Commissary	Sales and Refunds - Summary by Month and Batch	
Commissary	Refunds - Detail by Inmate for Date Range	
Commissary	Sales and Refunds by Inmate with Order Total Balance	
Commissary	Item Order Summary by Date and Location	
Commissary	Item Purchase List by Unit and Inmate	
Commissary	Item Sales Totals	
Commissary	Items Ordered by Date and Location	
Commissary	Items Ordered by Date and Inmate	
Commissary	Product Order and Refund History	
Commissary	Refund Report with Reason	
Commissary	Commissary Sales for Inmate over Date Range	
Banking	Account Disbursement Advice	Accounts Payable - detailed transactions included in grouped disbursement
Banking	Bank Reconciliation Detail	Cleared and Uncleared checks and deposits for a given bank reconciliation period
Banking	Batch Detail	Listing and total off all transaction included in a Transaction Batch
Banking	Cash Drawer Count	Count Sheet listing currencies handled during a shift
Banking	Cash Drawer Detail	Listing and total of all transactions included in a cash drawer shift

Banking	Cash Voucher	Bar-coded receipt used to redeem cash from the Keefe Cash Release Kiosk
Banking	Chart Of Account with Accounting Event Effects	Listing of all General Ledger accounts and the transaction types which update those accounts
Banking	Classified Balance Sheet	Balances of all General Ledger Asset, Liability, and Equity accounts with facility defined account sub-groupings
Banking	Consolidated Account Summary Transaction Receipt Report	
Banking	Court Order Disbursement Advice	Accounts Payable - listing of total paid in amounts per inmate included In an Accounts Payable Check to a given Court
Banking	Federal Filing Fee Analysis Report	Six-Month deposit averages and totals for a given inmate account
Banking	GL Account Activity	Trial Balance of a user defined selection of General Ledger Accounts over a user-defined time period
Banking	GL Liability Payment Summary	Summary of payments made to a Liability account for disbursement analysis
Banking	GL Month Detail	Calendar month listing of all transactions affecting a given General Ledger Account
Banking	Inmate Debt Recovery Report	User Defined Selection of debt types to be provided to the inmate at release and/or to create debt collection mailings to released inmates
Banking	Offender Account Summary	Transaction History Statement for a single inmate account or statement generation for multiple inmates by housing location
Banking	Offender Balance List	User Defined Selection Criteria for generating an inmate balance list including ranges, debts, locations, and held funds
Banking	Offender Consolidated Statement	Transaction History Statement with separate totals for Spending, Debt, Savings or other sub accounts for a single inmate account or statement generation for multiple inmate accounts by housing location
Banking	Offender Deposit and Withdrawal	Summary and Details of changes to the overall inmate trust liability including overall beginning and ending balance and summary of increases and decreases by transaction type, used for shift, daily,

		weekly, monthly or annual reconciliation of inmate Trust
Banking	Transaction Detail	Audit Trail Report for a given transaction
Banking	Trial Balance	Beginning and Ending Balances of all General Ledger Accounts and including total increases and decreases to those accounts over a given calendar month
Banking	Debt Charged Paid Due	User Defined Selection of debt types and including the amounts charged, paid and outstanding as of a given date
Banking	Offender Charged Paid Due	User Defined Selections of debt types and including the total amount charged paid and outstanding on an inmate-by-inmate basis
Banking	Indigence Review	Listing of inmate accounts that meet the customer-defined criteria for indigency including the date at which the account became indigent
Banking	Offender Transaction Receipt	Customized Receipt for any transaction posted to an inmate account
Banking	Visitor Transaction Receipt	Customized Receipt to be provided to a third party for any transaction posted to an inmate account

Deposit Service Fees:

Provide Deposit Service fees for web, phone, lobby cash, lobby credit (whatever is applicable for your proposal).

Keefe Response:

Deposit Service Fees				
Gross Amount Deposited	Web	Phone	Lobby Cash	Lobby Credit
\$0.01 - \$19.99	\$4.95	\$6.95	\$4.00	\$4.95
\$20.00 - \$99.99	\$7.95	\$9.95	\$4.00	\$7.95
\$100.00 - \$199.99	\$9.95	\$11.95	\$4.00	\$9.95
\$200.00 - \$300.00	\$11.95	\$13.95	\$4.00	\$11.95

Walk-in (\$0.01 - \$900.00) - \$5.95

REQUIRED: The awarded company must be able to integrate with JMS Omnigo.

Keefe Response: Keefe has read, understands and will comply. Keefe's is currently developing this interface and hopes to have it completed very early in 2025. In the meantime, Keefe has developed a workaround that has been deployed at Laclede County, Missouri.

Include anything else that may be pertinent to this process.

ADDITIONAL BIDDER REQUIREMENTS:

Services:

Vendor will download inmate orders, fill them, and ship them to the Christian County Jail in a timely manner.

Keefe Response: The order process begins with an inmate placing his/her order via Keefe's Edge (housing) kiosk application accessible on existing 3rd-party video visitation kiosks (matches current method). Orders are then downloaded to Keefe's service center in Bridgeton, Missouri, where our warehouse software will generate the order pick list, which also serves as the invoice to be signed by the inmate upon receipt of his/her commissary order (a sample order receipt has been provided on the following page).

Orders will be packed individually in a clear, plastic, perforated bag and then placed in cardboard boxes sorted by housing location and prepared for delivery. The completed order is shipped via common carrier to arrive on the designated delivery day.

Keefe's commissary system does not allow any inmate to order beyond their account balance and enforces the facility's set spending and quantity limits, as well as any medical and disciplinary restrictions. It also monitors indigent statuses and only allows inmates who meet the indigent criteria of your facility to order an indigent kit and/or facility-approved indigent items.

Zone-Picking

Orders assembled at Keefe service centers use zone-picking methods, designed to maximize efficiency and order accuracy as well as reduce product damage by enabling the packing of heavier items on the bottom. One person is assigned to a zone, which allows them to get to know all the items in their zone and increase their accuracy. Plus, the Order Pick List/Invoice display the ordered items in the same sequence as the zones— promoting efficiency and accuracy.

Each order contains a two-copy receipt that includes:

- Inmate's name, jail number, facility and housing location
- Delivery date
- Item description and quantity
- Item price, sales tax (when appropriate), and total cost [sales tax is calculated, (remitted by Keefe)]
- Inmate's account balance, both before and after sale
- Any items removed from the order, with the reason for removal (e.g. exceeds quantity allowed)

Sample Order Receipt

Page 1 of 1

03/18/2021 02:25 PM Page 1 of 1

03/18/2021 02:25 PM

KEEFE COMMISSARY NETWORK
P.O BOX 17490, St Louis, MO 63178-7490
379 for SOUTHERN REGIONAL JAIL

KEEFE COMMISSARY NETWORK
P.O BOX 17490, St Louis, MO 63178-7490
379 for SOUTHERN REGIONAL JAIL

Name: Sean, Won ID: 1987 DOB: Bal Before Order: 631.05 Bal After Order: 545.61
Acct #: 19084 Order #: 17319518
CPR #: 6697 Order Date: 03/18/2021
Block: Block A Tier: Unit 2 Cell:

Name: Sean, Won ID: 1987 DOB: Bal Before Order: 631.05 Bal After Order: 545.61
Acct #: 19084 Order #: 17319518
CPR #: 6697 Order Date: 03/18/2021
Block: Block A Tier: Unit 2 Cell:



Bay-Seq	Qty	UOM	Description	Alias	T	Price
CRJSO						
	5	EA	S.S. HOT COCOA	2070		2.05
	5	EA	KEEFE COLOMBIAN BLEND	2283		26.95
	5	EA	CHILI CHEESE FRITOS 20Z	2737		7.25
	1	EA	(EA)ZC D-DUNX	3245		0.95
	5	EA	BC CHILI W/ BEANS	6173 S		0.00
	5	EA	FC MACKERAL	6178		13.40
	5	EA	TWIN BEEF STICK	6300		6.40
	5	EA	PEPPER - SINGLE PACKET	6518		0.25
	5	EA	GINGER ALE 20OZ	2492		13.10

FACILITY ITEMS	5	EA	\$2 Phone time non-DL	9801 V		5.00
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OTHER	5	EA	CHILI RAMEN	6026 N		4.60
			Subbed with Item-6173			

ITEM(S) NOT AVAILABLE-AUTO CREDIT IN PROCESS	5	EA	TEXAS BEEF RAMEN SOUP	6018 C		4.60
--	---	----	-----------------------	--------	--	------

Sub-Total: 84.55
Tax: 0.89
Total: 85.44

SHORTAGES/CANCELLED

Alias	Qty	Description	Reason
3230	5	(EA) ZC PB WAFERS	Item restricted
3245	4	(EA)ZC D-DUNX	Exceeds quantity limit

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

Signed: _____ Date: _____

Witnessed By: _____ Date: _____

Bay-Seq	Qty	UOM	Description	Alias	T	Price
CRJSO						
	5	EA	S.S. HOT COCOA	2070		2.05
	5	EA	KEEFE COLOMBIAN BLEND	2283		26.95
	5	EA	CHILI CHEESE FRITOS 20Z	2737		7.25
	1	EA	(EA)ZC D-DUNX	3245		0.95
	5	EA	BC CHILI W/ BEANS	6173 S		0.00
	5	EA	FC MACKERAL	6178		13.40
	5	EA	TWIN BEEF STICK	6300		6.40
	5	EA	PEPPER - SINGLE PACKET	6518		0.25
	5	EA	GINGER ALE 20OZ	2492		13.10

FACILITY ITEMS	5	EA	\$2 Phone time non-DL	9801 V		5.00
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I have checked and received this order with any and all credits/shortages as indicated herein.

Signed: _____ Date: _____

Witnessed By: _____ Date: _____

Vendor will train the Sheriff's Office employees on all contracted software updates and equipment at no cost to the County.

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

Vendor will provide free 24/7/365 technical support. Providing two phone numbers for support at all times.

Keefe Response: Technical Support will be provided to Christian County through Keefe Group's 24 x 7 x 365 toll free assistance line staffed by Keefe Group Technical Services training personnel located in St. Louis, Missouri.

Phone requests are routed through CISCO Call Manager on a 24 x 7 x 365 basis. Phone requests are placed by dialing 800-864-5986. Phone services are available during business hours, defined as 6 AM – 7 PM Monday through Friday. During business hours, inbound calls are answered by our Tier 1 support team for incident creation and initial troubleshooting or routing of the call to the technician assigned to the open incident. If they are unable to resolve they will assign the incident to a technician in the appropriate support group.

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 alerts the Tier 1 and other support teams of the voicemail. 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 will be requested to leave a voicemail for after-hours support. A technician will call back within 30 minutes of a voicemail being left. There is a team of technicians on call 24/7 with manager escalation points. On-Call staff is equipped with equipment in order to support our customers while outside of our central office.

Vendor will provide banking software that tracks and controls inmates' monies. It must also be facility-friendly. The vendor will provide a debit card system and cards for inmate balance refunds.

Keefe Response: Keefe has read, understands, and its proposed solution meets these requirements. Information on Keefe's proposed banking system has provided in this response.

Equipment/Deposits of inmate money to kiosk:

Provide and maintain a money deposit kiosk in the lobby area and pre-booking room. Keep the computer system updated with complete information on commissary items available as well as pricing. Work with existing inmate phone vendor system for integration for inmates to order.

Keefe Response: Keefe has read, understands, and its proposed solution meets these requirements.

Vendor will provide all equipment; the facility will provide the needed electricity and network connectivity.

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

The inmate's family must be able to add funds from home or inside the facility to the inmate's account on a secure system at a minimal fee to the friend or family placing the funds.

Keefe Response:

Deposits & Payments Overview

Access Corrections is well experienced in handling trust fund deposits and payments. Access Corrections currently processes millions of transactions per year for more than 700 county agencies and eighteen (18) state department of corrections.

Access Corrections' Deposit and Payment services provides family and friends quick, efficient, and easy to access options of sending funds to offenders as well as to make payments for bond/bail and other obligations due. The agency has the flexibility to set different transaction limits and rules for each service offered. This ensures policy/procedures are followed and agency efficiencies are maximized.

Our platform can process a wide variety of transactions, including parole, probation, and many types of court ordered payments. The probation and parole payment options are limitless with the most common being; supervision fees, program fees, drug screening, monitoring and restitution. Court ordered payments can be made for a variety of different obligations such as fees/fines, child support, licensing records, etc.

Our solution offers deposits and payments to be made using credit or debit cards as well as cash. These deposits and payments can be made via mobile app, web, kiosk, phone, or walk-in retailer.

Deposit Service Fees				
Gross Amount Deposited	Web	Phone	Lobby Cash	Lobby Credit
\$0.01 - \$19.99	\$4.95	\$6.95	\$4.00	\$4.95
\$20.00 - \$99.99	\$7.95	\$9.95	\$4.00	\$7.95
\$100.00 - \$199.99	\$9.95	\$11.95	\$4.00	\$9.95
\$200.00 - \$300.00	\$11.95	\$13.95	\$4.00	\$11.95

Walk-in (\$0.01 - \$900.00) - \$5.95

Vendor will provide and maintain a minimum of two (2) Direct-Debit vending machines with a barcode scanning system.

Keefe Response: Keefe is currently providing the county 2 snack vending machines utilizing Keefe's direct-debit service with barcode scanning capabilities and would continue do so under a new contract.

Service Fee:

Vendor will pay the Christian County Jail a monthly service fee based on the sales of commissary items. The total commission for gross sales will be flexible and agreed upon by the vendor and Christian County.

Keefe Response: Keefe has read, understands. Keefe is proposing a commission rate of 40%.

Menus of items:

Items will be reviewed and allowed to be changed as needed and/or rejected if items are not suitable for the facility. Menu cost adjustments will not exceed a 3% increase annually.

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

Terms and conditions:

The agreement will be in effect for one year with the option of three (3) one-year renewals. The renewals must be approved by Sheriff Cole and the County Commission

Keefe Response: Keefe has read and understands.

Summary of Proposed Commissary Plan

What's Included in Proposal

- Full use of Keefe's Online Banking & Commissary systems (*transition from the current systems*)
- Keefe's Edge (housing) Kiosk Application (order entry/account history), accessible via existing 3rd-party video visitation kiosks
- Deposit services (phone, web, walk-in)
- 1 Lobby kiosk (*facility responsible for removal of cash*)
- 1 Intake kiosk (*facility responsible for removal of cash*)
- Keefe's Direct-Debit vending service
- 2 snack vending machines with touchscreens
- Interface with the County's Jail Management System (Omnigo)
- Secure Debit Release Card service, with 2 handheld scanners
- Keefe to provide its own network

Optional Services/Programs (not requested in RFP)

- Securepak Package Program (*web sales*) - *can be included in proposed offering*
- Bail/Bond service

Commissary Service Highlights

- **Frequency of Bagged Ordering:** Twice per week
- **Orders Placed Via:** Keefe's Edge (housing) Kiosk Application (*accessible via existing 3rd party video visitation kiosks*)
- **Order Bagging Location:** Keefe's Service Center in Bridgeton, Missouri
- **Order Turnaround Time:** One day
- **Orders Distributed to Inmates By:** Facility Staff
- **Vending Machines Stocked by:** Facility Staff

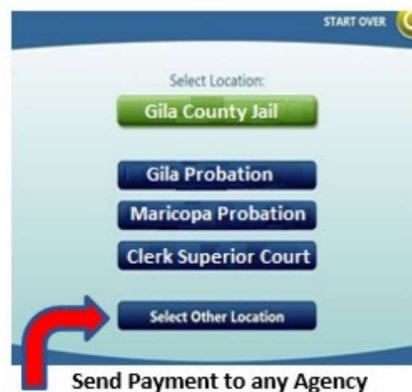
Equipment Included

Lobby Kiosk (1)

Keefe has the largest network of transaction kiosks in the country servicing government agencies. Family and Friends enjoy the convenience of our **800+** transaction kiosks located throughout the US. Our transaction kiosks allow users to make a deposit or payment for any agency that Keefe services regardless of its' location.



ACCESS SECURE PAYMENTS PROCESSES MANY FINANCIAL OBLIGATIONS!	
Probation & Parole	Court Ordered Payments
Supervision Fees	Child Support
Program Fees	Fees & Fines
Drug Screening	Restitution
Monitoring Fees	



Deposit Purpose Feature

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

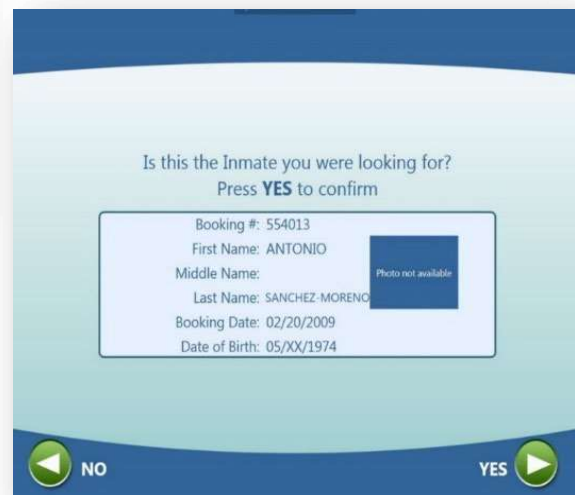
Lobby Kiosk

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

The depositor first searches for and then selects the offender:



The screenshot shows a kiosk interface with a blue header. In the top right corner, there is a 'START OVER' button with a circular arrow icon. Below the header, a message reads: 'Please enter Last and First Name by using the on-screen keyboard. When you are done, select **NEXT** to continue!'. There are two input fields: 'Last Name' and 'First Name'. Below these fields is a large on-screen keyboard with green buttons for letters, numbers, and symbols. At the bottom of the screen, there are two large green buttons: 'BACK' with a left arrow and 'NEXT' with a right arrow.



The screenshot shows a kiosk interface with a blue header. The main text asks: 'Is this the Inmate you were looking for? Press **YES** to confirm'. Below this is a white box containing inmate information: 'Booking #: 554013', 'First Name: ANTONIO', 'Middle Name:', 'Last Name: SANCHEZ-MORENO', 'Booking Date: 02/20/2009', and 'Date of Birth: 05/XX/1974'. To the right of this information is a small blue square with the text 'Photo not available'. At the bottom of the screen, there are two large green buttons: 'NO' with a left arrow and 'YES' with a right arrow.

After the offender is selected, a list of deposit purposes will display. This allows the depositor to select the purpose of their deposit. The list of deposit purposes can be customized per facility.

We accept both cash and credit/debit card deposits. The depositor then selects their method of deposit to complete.

START OVER

Logname: [redacted] Password: [redacted]

List of Deposit Purposes!

TRUST FUND
Credit towards a Trust Fund Account.

BAIL
Credit towards a Bail account.

PAROLE and PROBATION
Credit towards a Parole account.

MEDICAL
Credit towards a Medical account.

BACK

Results Page 1 of 1 (Total : 4 items)

START OVER

Logname: [redacted] Password: [redacted]

Select **Cash** or **Credit**

Cash

Credit

We Accept:

VISA

MasterCard

BACK

Intake Kiosk (1)

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

Intake Kiosks features include:

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

Facility Benefits:

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



Booking ID:3333 START OVER

First: JOAN Middle: R Last: SMITH

DOB (MM/DD/YYYY): 4 / 5 / 1987 Phone:

Address:

City: State: Zip Code:

Q W E R T Y U I O P Backspace 7 8 9

A S D F G H J K L Next Field 4 5 6

Z X C V B N M Symbols 1 2 3

CAPS Space 0 . Del

BACK NEXT

INMATE REGISTRATION

Supply and validate information directly on the kiosk

CONFIRMATION & RECEIPT

Inmate receives immediate confirmation of the pending transaction

START OVER

Deposit Request Completed

Total Deposit Amount: \$52.79

Please take your receipt

Press DONE to exit from this session

Intake Kiosk Receipt

Time: 8/27/2014 14:11

Receipt ID: 79736532

Terminal ID: 12345678

Resident ID: 3333

Name: JOAN R SMITH

Bills: \$49.00

Coins: \$3.79

Total: \$52.79

Snack Vending Machines (2)



Specifications

Enclosure:

Rugged, 14-gauge metal

Lexan glass front on all snack machines, tempered glass with Lexan front on all refrigerated machines

Front door access allows machine to be placed against the wall

Slide-out components allows for easy re-stocking Four adjustable, leveling feet

Power Requirements:

Standard 20 amp/110 volt power Optional uninterruptible power supply Amperage used:

Snack Machines, 3.0 amps

Dimensions & Weight:

72"H x 39"W x 35"D

686 lbs.

Pricing

The bidder is required to provide pricing for the vending machine items in the LINE ITEMS tab. Christian County is utilizing the Market Basket approach for the Vending Machine Items.

1. Vending Machine Items Pricing.

Under the LINE ITEMS tab - #1 - #30 enter the pricing for the vending item listed/equivalent (with the same weight) for the vending machine.

Keefe Response: Pricing for the vending items has been entered in LINE ITEMS tab - #1 - #30, as requested. A proposed commissary menu (matching the current menu) has been uploaded under Requested Attachments #3.

2. Service Fee (Commission Fee) Structure:

Under the LINE ITEMS tab - #31 enter the Service Fee (Commission Fee).

Keefe Response: The commission fee has been entered in LINE ITEMS tab - #31, in addition to the Proposal Response, as requested.

Currently Christian County receives a monthly service fee based on sales of commissary items. The total amount of commission for gross sales will be provided here under the Pricing Structure below. Pricing (Service Fees - Commission Fees) This Fee will be firm fixed throughout the contract term and optional renewals if taken.

Explain, in detail, how your commission structure is determined, for example:

Keefe Response: The commission fee (rate) is based on the weekly, adjusted gross commissary sales. Adjusted gross sales are defined as, gross sales less postage sales or other noncommissioned sales, as shown below.

$$\begin{array}{r} \text{Monthly Sales} \\ \text{Less Postage/Non-Commissionable Items} \\ = \text{Adjusted Gross Sales} \\ \times \text{Commission rate} \end{array}$$

* Postage sales and stamped envelopes are noncommissioned.

Provide your SERVICE FEE (COMMISSION RATE) to Christian County in a percentage terms under the LINE ITEMS tab #31. This Fee will be firm fixed throughout the contract term and optional renewals, if exercised.

Keefe Response: The service fee (commission rate) has been entered in LINE ITEMS tab - #31 (as well as in this section of the response) as requested. Keefe agrees that this Fee will remain fixed throughout the contract term and optional renewals, if exercised.

Provide ALL costs for your services not already listed above. This includes training, software maintenance, etc.

Keefe Response: Keefe's pricing and commission has accounted for all the costs associated with the commissary service. There will be no additional costs to Christian County or its inmate population.

Renewals

Prices will remain firm for a minimum of the first year of the contract. Cost increases may be negotiated at the time of renewal, but will be subject to approval by the Sheriff, Purchasing Manager, and County Commission. Increases will be considered only when the Contractor can show that his operating costs have increased, i.e. Midwest CPI https://www.bls.gov/regions/mountain-plains/news-release/consumerpriceindex_midwest.htm. Written justification for increases will be required. The contractor shall provide written notification of acceptance or rejection of the extension of this contract.

The Service Fee for online Commissary items will remain firm through out the contract term, and renewals, if exercised.

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

Term:

The contract is for one year with options to renew for an additional three (3) one year term.

Agreements signed by Christian County must be signed by at least a majority of the members of the County Commission. Agreements must be attested by the County Clerk and approved to form by the County Counselor. In addition, the County Auditor must certify that there is an unencumbered balance available to pay the contract cost.

Keefe Response: Keefe has read and understands.

References:

Provide three references that you have contracted with in similar scope/size. Include name of company, contact name, phone number, email and date of service of contract. The vendor shall agree to authorize its references to furnish any information requested by Christian County to verify references provided and to determine the quality and timeliness of previous work performed. This should be submitted under the **ATTRIBUTES TAB**.

Keefe Response: Keefe has read, understands and will comply. References were submitted under the Attributes Tab.

Attachments

St. Louis County Business License

Certificate of Good Standing

Certificate of Registration Sale of Checks Law

*Exceptions to the Requirements Stated in **CC Insurance Requirements rev 0824** Form*

MERCHANT

COLLECTOR OF REVENUE ST. LOUIS COUNTY, MISSOURI

ACCOUNT NUMBER	SCHOOL DISTRICT	SUB CODE	LICENSE FEES
B0121764A	126P		5.00

TAX YEAR
2023

TKC HOLDINGS INC
1260 ANDES BLVD
ST LOUIS MO 63132-1702

RETAIN THIS PORTION FOR YOUR RECORDS

FOR QUESTIONS REGARDING YOUR
LICENSE CALL (314) 615-5104

**THIS IS NOT A BILL
YOUR ST. LOUIS COUNTY LICENSE IS ATTACHED BELOW.**

The license is valid only for the name and location printed on the license. The license expires on December 31, for the year printed on the license.

OCCUPANCY PERMIT AND ZONING INFORMATION:

Nonresidential use of property located in the unincorporated area of the County requires an occupancy permit. The issuance of a Merchant or Manufacturer license does not authorize the occupancy of building space nor does it imply that the use of the property meets local zoning requirements. For information concerning an occupancy permit, call the St. Louis County Department of Public Works at (314) 615-5184. For information regarding zoning, contact the St. Louis County Department of Public Works at (314) 615-2525.

If your business is located in an incorporated area of St. Louis County, contact the local city hall to find out if there are any other types of licenses required by the local municipality.

The issuance of this license does not imply that the use of the property meets local zoning requirements or that an occupancy permit has been obtained.

Detach the license below and display it in a conspicuous place at the business location.
Retain a copy of this license for your records.

2024

ST. LOUIS COUNTY LICENSE

2024

TO ALL WHO SHOULD SEE THESE PRESENTS - GREETING: KNOW YE that licensee has paid the Collector of Revenue of said County, the sum of \$ 5.00, and is authorized to maintain a place of business as a MERCHANT for term ending December 31, 2024.

FAILURE TO PAY STATE OR LOCAL TAXES WILL RENDER THIS LICENSE NULL AND VOID

LICENSEE

KEEFE GROUP LLC
10880 LINPAGE PL
SAINT LOUIS MO 63132

ACCOUNT NUMBER
B0121764A



In testimony whereof, I, Tony L. Smee, Director of Revenue of St. Louis County, have hereunto set my hand and affixed the seal of said County.

Mark R. Devore, Collector of Revenue

Tony L. Smee, Director of Revenue

A failure to pay state or local taxes will render this license null and void.

THIS LICENSE SHALL BE POSTED IN PLACE OF BUSINESS AND IS NOT TRANSFERABLE.

STATE OF MISSOURI



John R. Ashcroft
Secretary of State

CORPORATION DIVISION
CERTIFICATE OF GOOD STANDING

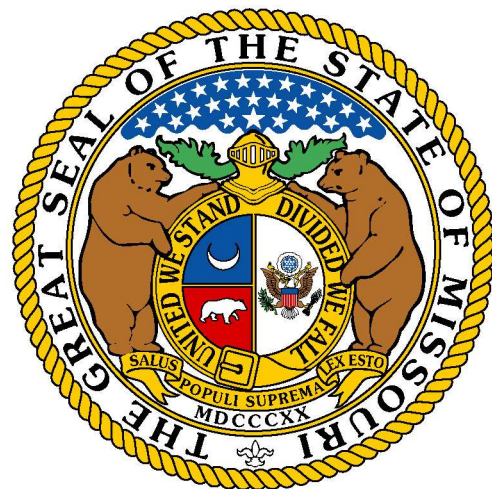
I, JOHN R. ASHCROFT, Secretary of State of the STATE OF MISSOURI, do hereby certify that the records in my office and in my care and custody reveal that

KEEFE COMMISSARY NETWORK, L.L.C.
LC0029884

was created under the laws of this State on the 20th day of July, 1999, and is active, having fully complied with all requirements of this office.

IN TESTIMONY WHEREOF, I hereunto set my hand and cause to be affixed the GREAT SEAL of the State of Missouri. Done at the City of Jefferson, this 23rd day of October, 2024.


Secretary of State



Certification Number: CERT-10232024-0044

Governor Michael L. Parson
State of Missouri

Mick Campbell
Commissioner of Finance



DIVISION OF FINANCE

301 West High Street, Room 630
PO Box 716
Jefferson City, MO 65102-0716
(573) 751-3242
finance.mo.gov

To:

Ms. Cindy Hunter
Keefe Commissary Network, L.L.C.
10880 Lin Page Place
St. Louis, Missouri 63132

ISSUED

APR 11 2024

DIVISION OF FINANCE
STATE OF MISSOURI

From: Cora Kuykendall, Consumer Credit Licensing Section
Phone 573-751-3463; Fax 573-751-9192

Re: Licenses

of Licenses Enclosed: 1

Fee Received \$400.00

Issuance
Type:

- ☐ New
☒ Renewal
☐ Amended
☐ Duplicate
☐ Other _____

Licensing
Year Ending: 2024

License
Type:

- ☐ Chapter 364 - Missouri Financing Institution Licensing Act
☐ Chapter 365 - Motor Vehicle Time Sales Act
☐ Chapter 367 - Small Loan License
☐ Section 408.500 - Small, Small Loan License (\$500 and under)
☐ Section 408.510 - Consumer Installment Lender
☐ Chapter 407 - Credit Services Organization
☒ Chapter 361 - Sale of Checks / Money Transmitter
☐ Chapter 364 - Premium Finance
☐ Section 361.749 - Earned Wage Access
☐ Chapter 436 - Consumer Legal Funding
☐ Chapter 367.500 - Title Loan Licensing Act

Licensed
Address:

Keefe Commissary Network, L.L.C. d/b/a
Access Corrections
10880 Lin Page Place
St. Louis, Missouri

Lic# MO-24-5736



MO-25-5736
Renewal

**CERTIFICATE OF REGISTRATION
SALE OF CHECKS LAW**

This is to Certify, that Keefe Commissary Network, L.L.C. d/b/a Access Corrections, having complied with the provisions of Chapter 361, Revised Statutes of Missouri, by this certificate is authorized and empowered to conduct a sale of checks business in the State of Missouri, under the name of

Keefe Commissary Network, L.L.C. d/b/a Access Corrections

subject to revocation as provided by law. This certificate cannot be assigned and is for a period beginning on the 16th day of April, 2024 and ending with the 15th day of April, 2025.

In Witness Whereof, I have hereunto set my hand and affixed the seal of my office, at the City of Jefferson, County of Cole, and State of Missouri.

Mick Campbell, Commissioner



INSURANCE REQUIREMENTS

Exceptions to the requirements stated in RFP document: ***CC Insurance Requirements rev 0824.***

- 1) The certificate of insurance, including evidence of the required endorsements hereunder or the policies shall be filed with Christian County within ten (10) days after the date of the receipt of Notice of Award of the Contract to the Contractor and prior to the start of work. All insurance policies shall provide thirty (30) days written notice to be given by the insurance company in a question prior to cancellation of such insurance. Such notices shall be mailed, to:

Keefe's Response/Exception:

- Our insurance company will not, notify any 3rd party like the County of any change only cancellation.
- Our insurance company and TKC will not send anything via certified, registered or return receipt requested mail.

- 2) NOTE: Acord certificate changes regarding cancellation notifications do not lessen the responsibility of vendors to comply with obligations set forth in these insurance requirements. Specifically, the requirement thirty (30) days written notice to be given by the insurance company in question prior to cancellation of such insurance must be met wherever permitted by law.

Keefe's Response/Exception: Our insurance company will not notify any 3rd party like the County of any change only cancellation.