



Keefe Commissary Network

21848 Commerce Parkway, suite. 100
Strongsville, OH 44149
Phone: 800-541-1700

Joe McGinnis, Account Manager

Proposal for Commissary Services at Livingston County Jail



Proposal submitted to:

Lieutenant Tarnesia Pringle

**150 S Highlander Way
Howell, MI 48843**



February 11, 2024

Lieutenant Tarnesia Pringle
150 S Highlander Way
Howell, MI 48843

RE: Livingston County Jail Commissary Services

Dear Lieutenant Pringle,

Keefe Commissary Network (KCN) would like to thank Livingston County for your commitment to our company and our longstanding partnership throughout the years. Additionally, we would like to thank you for the opportunity to submit a proposal regarding your commissary services. As a market leader in corrections, KCN has the ability to supply a customized solution for correctional agencies of all size and type that will not only meet, but exceed, the core functions of what is expected.

Outlined in our proposal is information as to how KCN will continue to partner with your agency. Through regional account management support, advanced technology, correctional grade product offering, and regionalized operations, KCN checks all the boxes to deliver a high quality of service. In addition, all the technology provided will continue to present numerous efficiencies that present a positive impact on users that range from correctional officers, administrative staff, and jail command. All of which is provided at a **zero cost** to your agency.

Keefe focuses every day on achieving the highest standards of quality, integrity, and accountability and is the candidate best suited to exceed expectations. Again, we thank you for the opportunity and we look forward to presenting our solution for Livingston County Jail.

Sincerely,

Tim Nichols
Keefe Group
RVP of Sales – Great Lakes Region

Cc:
Joe McGinnis– Keefe Group – Account Manager
Scott Conrath– Keefe Commissary Network – Regional Manager





Why Keefe Commissary Network?

- ✓ **Local Multilayered Support:** You will receive multiple layers of support . Our support staff is located at KCN's Strongsville, OH warehouse which is home base to key account management, operations management, and regional technical assistance.
- ✓ **Competitive pricing and commission:** Both brand name and private label options will be available to maximize spending efficiency and revenue back to Livingston County Jail. **NO 3rd party transfer fees of Phone or Tablet time.**
- ✓ **Approach to Project:** KCN treats each customer relationship as a partnership and will tailor the specific work plan to meet and exceed the needs and requirements of Livingston County Jail. We understand the scope of the project required for the commissary program and will take the steps necessary to work with Livingston County Jail to meet desired time frames.
- ✓ **Correctional experience:** KCN is the nation's leading provider of automated commissary management services and technologies to city, county, and state correctional facilities nationwide. **KCN serves over 500,000 inmates weekly** and has deployed the requested technology at many county facilities across the nation.
- ✓ **Technical Competence:** Keefe **employs its own software engineers to design and create** the KeepTrak Software Suite. The entire KeepTrak software package is owned, warranted, and maintained by Keefe Commissary Network.
- ✓ **Performance Record:** **We take care of our customers.** Our support, customer relationships and overall performance have combined to produce one of the lowest attrition rates in the industry. Our long-tenured success with many of our client's is a testament to the service we provide.
- ✓ **Ability to Preform:** Keefe entered the correctional market in 1975 to become the **nation's leading manufacturer and distributor to the correctional market.** Since then, Keefe has been continuously evolving to meet our customer's ever-changing needs. With our team of companies including KCN, Access Corrections, Access Securepak, and the partnership with Trinity Food Service and ICSolutions we have the capacity and ability to perform all services requested and more.
- ✓ **Knowledge of County Operations:** Keefe's Great Lakes Regional team has over eighty (80) customers that we provide commissary for and have deployed commissary technology at county jails across the region. KCN works to tailor each deployment to each county's needs with the intention to build a long-standing partnership with each customer.





Commissary Services Proposed

Keefe is proposing the following solution for commissary services at Livingston County Jail. This is a custom approach for your facility to increase efficiencies and provide maximized financial return.

Financial and Contractual Propositions	
New Contract Term	Commissions
New Five (5) year base agreement with Two (2) One (1) year renewals	Commissary 39% Securepak Package Program 39%

Technology Propositions	
Current	Future
<ul style="list-style-type: none">✓ Web-Based Inmate Trust and Commissary Software✓ Commissary on inmate kiosks and tablets✓ Lobby Kiosk✓ 5 Inmate Vending Machines✓ Debit Card Release Program with Rapid Financial✓ Family & Friends Securepak package program	<p>All software and services currently in place with the below noted additions and/or changes.</p> <ul style="list-style-type: none">✓ Additional 4 Inmate Vending Machines<ul style="list-style-type: none">▪ Option to add Staff Vending✓ Debit Card Release Program with Numi

Current & Future Operational Processes			
Fulfillment of Orders	Deliveries per Week	Order Distribution	Ordering Method
Off-site at our Strongsville, Ohio warehouse	Delivered to facility One (1) time per week	Pass out to the inmate population accomplished by Facility Staff	Edge 2.0 on Kiosks and Tablets Phone order entry as a back-up

Responsibilities	
Facility	Keefe
<ul style="list-style-type: none">• Financial Management of Inmate Trust Accounts through the KCN Online Banking Software• Cash collection in the Intake Kiosk	<ul style="list-style-type: none">• Fulfillment of commissary orders• Shipment of commissary orders to facility• Cash collection in the Lobby Kiosk via armored car





Why should your agency change to the Numi Release Card Program?

Keefe recommends Livingston County transition to Numi Release Cards, as we have formed a partnership with Numi Financial that expands accessibility to ATM's, offers free card balance transfers, less incurred fees and has both 24/7 dedicated facility support team as well as 24/7 US-based live multilingual phone support for releasees. Numi offers the releasee the ability to gain access to their funds, in more compliant and convenient ways possible. Transitioning to Numi is a trouble-free straightforward process that Keefe will assist with from beginning to end. Additionally, there will be little change to already established Livingston County processes. Therefore, we present the NUMI Release Card program.

- ✓ **Lower fees! FREE ATMs*, no inactivity fee, etc... for the first time a releasee can now access their funds via ATM and incur NO fees.**
- ✓ **24/7 US-based live multilingual phone support.**
- ✓ **Provides more regulatory compliance for the Agency – based on recent CFPB rules and regulations by having the releasee acknowledge receiving a Release Card provides a closer alignment with the intent of the CFPB regulations.**
- ✓ **Seamless transition for the staff and agency.**





Prestige Release Card for Inmate Release

Financial responsibility is vitally important, which is why **Numi** offers debit cards instead of credit cards - funds are limited to the amount allocated on the card.

Both the Cardholder and correctional facility will experience a multitude of benefits, including:

Cardholder Benefits	Facility Benefits
<ul style="list-style-type: none">• Can access funds 24 hours a day using a variety of methods• Use cards everywhere Mastercard is accepted worldwide• 24/7 ATM access everywhere the card is accepted• MoneyPass surcharge-free ATM access*• Cash back at participating Mastercard retailers• Ability to withdraw the full card balance at participating banks• Ability to fund digital wallets and cash apps like Venmo, PayPal, CashApp, etc.• FREE card balance transfer to bank account• FREE online account management• FREE program “opt-out” via paper check request• FREE 24/7 US-based live multilingual phone support <p>See Card Terms & Conditions for specific program features and pricing</p>	<ul style="list-style-type: none">• Reduced release processing time• Reduced accounting department costs and resources• Reduced costs, resources, and risks by eliminating checks and cash at release• Reduced calls from released individuals regarding their accounts• Immediate reconciliation of bank accounts• Conduct simple and clean account audits• Eliminate unclaimed property reporting• Eliminate customer service duties - Numi handles all lost, stolen, and card usage issues• Receive automated daily transaction reports• Numi Financial program educational materials to cardholders• Access a 24/7 dedicated facility support team

Key features of the Prestige Release Card for **CARDHOLDERS**:

Surcharge-Free ATM Network

What's an ATM surcharge fee? The owner of the ATM typically charges debit cardholders a user fee ranging between \$3-\$6 to withdraw funds from their machine. To help our cardholders avoid these surcharges, Numi has partnered with the MoneyPass® surcharge free ATM Network. At these ATMs, Prestige Cardholders can use their cards and avoid paying a surcharge fee (see Cardholder Agreement for details).

With approximately 40,000 ATMs nationwide, MoneyPass® is one of the largest surcharge-free networks in the nation. It's convenient for cardholders to locate a participating ATM as the ATM's are often located in established retailers such as 7-11 stores, banks such as US Bank and a number of national and local credit unions.





How can a Cardholder find a MoneyPass® surcharge-free ATM? From any connected smartphone or computer, one can easily find their nearest MoneyPass® ATM by visiting www.MoneyPass.com or using the MoneyPass® app. The user can search by their current location or type in an address. The website will display a map with pins for all the nearby surcharge-free MoneyPass® ATM locations. Each pin lists its address, available services, and directions to the location.

Immediate Use	Once the Cardholder accepts the terms and activates the card, it is ready for use.
Universal Acceptance	Everywhere Mastercard is accepted, the Prestige Release Card will work.
Cash Back Capability	When making a purchase, the Cardholder can easily obtain cash from all Mastercard participating merchant locations.
ATM Access	The Prestige Release Card will work at every ATM* that accepts Mastercard. No fee or surcharge at MoneyPass ATMs. * ATM surcharge fees imposed by the ATM owner may apply. No fee or surcharge at MoneyPass ATMs.
End-User Education	Numi provides bilingual educational materials (posters, videos, packets) available at no charge to make the learning process easy. If possible, Numi will work with technology providers to allow Cardholders access to the training materials on tablets and kiosks.
Card Reloads	The Prestige Release Card has the capability to be reloaded one additional time by the agency or once by the Cardholder. <ul style="list-style-type: none">• Allows the Cardholder to receive additional funds from the facility after release (delayed deposits, commissary refunds, phone time refunds, etc)• Allows the Cardholder to try cash loading the card so they can use their Mastercard for things like online purchases and funding digital wallets without the need to set up a traditional bank account.





NUMI FINANCIAL - Prestige Release Card Fee Schedule

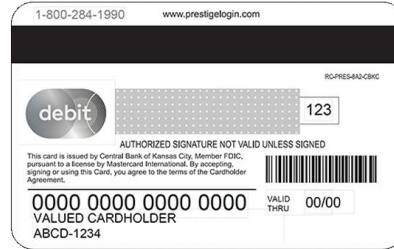
Program Name: KCN8FIN

Grace Period	15 Days
Weekly Maintenance Fee	Never
Monthly Maintenance Fee	\$3.95
Inactivity Fee	Never
Signature Purchase	NO CHARGE
PIN Purchase	NO CHARGE
Point of Sale (POS) Decline	\$0.50
ATM Balance Inquiry (In-Network)	NO CHARGE
ATM Balance Inquiry (Out-of-Network)	\$1.50
ATM Withdrawal (In-Network)	NO CHARGE
ATM Withdrawal (Out-of-Network)	\$2.95
ATM Decline	\$1.50
International ATM Balance Inquiry	\$1.50
International ATM Withdrawal	\$2.95
Bank teller withdrawal at member banks	NO CHARGE
Online Account Transfer	NO CHARGE
Check Request: opt out within grace period	NO CHARGE
Check Request: After card usage and/or grace period	\$9.95
24/7/365 Customer Support	NO CHARGE
See Terms & Conditions for full fee schedule. In-Network ATMs by MoneyPass.	





Card Front & Back



Card Carrier - Front Shown with card SAMPLE provided for illustrative purposes only.

P.O. Box 235889
Encinitas, CA 92023-5889

ABCD-1234

Time sensitive material, please open immediately.
RC-PRES-KCN8FIN-CBKC

YOUR MONEY. NOW.

- 1 Your Prestige Prepaid Mastercard® is Active**
Your card is active and your PIN has been set.
If you have forgotten your PIN, please call 1-800-284-1990.
- 2 Review Your Cardholder Agreement***
Review the enclosed Cardholder Agreement.
- 3 Use Everywhere**
Use everywhere Debit Mastercard® is accepted.
- 4 Upgrade & Reload**
Upgrade to a personalized reloadable card. Visit www.prestigelogin.com to learn more.**

*If you do not want to use this card, please refer to the Cardholder Agreement for a listing of the multiple options available for immediately withdrawing or transferring your funds, free of charge.

**Upgrade is subject to successful verification of identity in accordance with the USA PATRIOT Act. IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW CARD ACCOUNT: To help the government fight the funding of terrorism and money laundering activities, federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens a Card Account. What this means for you: When you open a Card Account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see a copy of your driver's license or other identifying documents.





Card Carrier - Back
Provides valuable
information for the
Cardholder on usage
and fees.

SAMPLE provided for
illustrative purposes
only.

Card Usage Tips

Card Usage Fees

Monthly Fee (After 15 Day Grace Period)	\$3.95
Signature Purchase (choose "credit")	\$0.00
PIN Purchase (choose "debit")	\$0.00
Cash Back with PIN Purchase	\$0.00
ATM Balance Inquiry (In-Network ¹)	\$0.00
ATM Balance Inquiry (Out-of-Network)	\$1.50
ATM Withdrawal (In-Network ¹)	\$0.00
ATM Withdrawal (Out-of-Network)	\$2.95
Customer Service (automated or live agent)	\$0.00
Bank Teller Withdrawal	\$0.00

¹In-network refers to the MoneyPass ATM Network. Locations can be found at www.moneypass.com.
For a complete list of fees, please see the Fee Schedule.

Online Support

Visit www.prestigelogin.com to access your account,
check your balance, transfer funds and more.

Toll Free Phone Support 1-800-284-1990

Set Up E-Mail and Text Alerts*

Visit www.prestigelogin.com to track your spending
and card usage by setting up alerts.

1. Visit www.prestigelogin.com.
2. Login to your account.
3. Once logged in, click on "Alerts".

*Standard message and data rates from your wireless service
provider may apply.

NO FEE for Signature Purchases

1. Swipe Card.
2. Select "Credit" at the register.
3. Sign your receipt.

Cash Back at Cashier

1. Swipe Card.
2. Select "Debit" at the register.
3. Enter PIN.
4. Select amount of cash back and select Enter and or
Submit.

Get Cash at an ATM

1. Insert your Card and enter your PIN.
2. Select "Checking" as the account type.
3. Enter the amount to be withdrawn.

Note: Fee-free withdrawals available only at MoneyPass® ATMs. Consult your Fee
Schedule for complete details.

Bank Teller Withdrawal

1. FIRST, sign the back of your card.
2. Go to a Bank with the Mastercard acceptance mark,
and ask the teller for a "Bank Teller Withdrawal".
3. Give the teller your card and a photo I.D.
4. Ask for specific amount.
5. Take your cash, card and receipt.

Note: We do not charge a fee for a bank teller withdrawal, with a daily limit of
\$9,999 per day. Some Banks may impose additional limits and fees.

The Prestige Prepaid Mastercard is issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Mastercard International Incorporated. Mastercard is a
registered trademark and the circles design is a trademark of Mastercard International Incorporated. Certain fees, terms, and conditions are associated with the approval,
maintenance, and use of the Card. You should consult your Cardholder Agreement and Fee Schedule. If you have any questions regarding the Card or such fees, term, and
conditions, you can contact us 24/7 toll-free at 1-800-284-1990.

Visit www.prestigelogin.com.

KG PREC-KCMF 16-03661 1/2018





To: Keefe Group Customers

From: Support Services Management Team

Re: Support Services Incident Handling - Service Level Agreement

To better serve our customers, the Support Services Management Team has instituted a Service Level Agreement approach to Service Desk incident handling. The goal of this approach is an improved line of communication with our customers and to provide superior customer service in meeting their expectations.

All incidents logged will be categorized using the following levels:

Level 1 – Urgent

- PLEASE NOTE: A phone call to the Support Services department is generally the quickest way to reach someone and explain the severity of the problem you are reporting. Since urgent tickets generally impact operations of the agency, we prefer a phone call so that we can confirm the severity with you and give you a ticket number immediately. See contact info below for more information.
- Any issue compromising or preventing a facility from performing daily job functions related to commissary and/or inmate banking. Urgent issues are top priority and assigned out accordingly. The assigned Analyst will be responsible for replying to the customer within an hour of receiving the case and will work until the urgent issue has been resolved. Any follow up items stemming from the urgent issue will be handled as standard priority through resolution. Urgent issues include, but are not limited to the following services where the service is unavailable without a workaround:
 - o Sending/Ordering/Processing Commissary orders
 - o Sending/Ordering/Processing Trinity Take Out (TTO) orders
 - o Deposit Services – anything preventing deposit transactions from being applied onto the resident financial account for all residents of a facility
 - o Lobby Kiosks – hardware issues preventing family/friends from depositing funds onto the resident financial account
 - o Inmate phone time availability
 - o Direct Link Trust – anything preventing resident outbound calls
 - o Inmate Booking
 - o Inmate Release
 - o Facility server/hardware offline, database failure
 - o Creation of new resident accounts and/or updating existing resident accounts via manual entry or an integration.

Level 2 – Escalated

- Any issue not immediately compromising or preventing facility from performing daily job functions related to commissary and/or inmate banking. Escalated issues are second level priority, behind active urgent cases. The assigned Analyst will be responsible for replying to the customer within two hours of receiving the case and will work through the escalated issue with the customer until resolution. Escalated issues could include, but are not limited to:
 - o Billing Issues related to commissary sales/refunds
 - o Non-critical resident account related issues
 - o Bank reconciliation/check/deposit issues not immediately affecting business

Level 3 – Standard

- Any longer-term issue that does not immediately compromise daily job functions. Standard issues are third level priority, behind both active urgent and escalated cases, and may have potential resolution of 5 days or longer. The assigned Analyst will be responsible for replying to the customer within four hours of receiving the case and will work with the customer through resolution.
- The Analyst is also responsible for keeping the customer updated on progress as needed. Standard issues could include, but are not limited to:
 - o Bank reconciliations and/or general journal reconciliations not immediately affecting daily functions
 - o Report creations/modifications





Priority Assignment: In the event you are not satisfied with the assigned priority level or have not received a response to your inquiry within the anticipated response timeframes, please send an email to Support Services escalation at escalations@keefegroup.com to let us know the urgency of the issue. The Support Services Management Team will escalate the ticket as required. An updated response will be sent to notify you that we have acknowledged and addressed the change request. If further clarification is needed, a representative from the Management Team will call the requestor.

Contact Information: There are two ways to contact the Support Services Department:

- 1) KCNHelpdesk@keefegroup.com
 - a. The Support Services email is actively monitored Monday through Friday, 8am – 5pm CST
- 2) 1-800-864-5986
 - a. The toll-free phone number is available 24 / 7
 - b. During business hours, Analysts are available to assist customers Monday through Friday, 6am – 7pm CST.
 - c. On weekends, and outside of above-mentioned business hours, on-call Analysts are available to assist customers. Customers will call the toll-free number and be asked to leave a voicemail. An on-call Analyst will call the customer back within 30 minutes of them leaving a voicemail.

Escalation Path: If you are unable to reach the Analyst assigned to your case, you are not contacted in the defined timeframes, or feel that you need to escalate the situation, please send an email to Support Services escalation at escalations@keefegroup.com. A member from the Management Team will be in contact with you immediately. Or, you may call our toll-free number 1-800-864-5986 and ask to speak with a manager.

For your reference, the following is a list of the Support Services Managers:

Tier 1 Support –

- Shohn Lorenz (slorenz@keefegroup.com) - IT Manager for the Tier 1 support team
- Tier 1 team handles all incoming incidents for Keefe and Trinity phones and email submissions.

Tier 2 Support -

- Ryan Lurk (rlurk@keefegroup.com) - IT Manager for the Hardware/Infrastructure support team
 - Servers, client workstations, printers, scanners, vending machines, inmate edge kiosks, network/communication, etc.
- Rob Sanders (rsanders@keefegroup.com) - IT Manager for the Inmate Enablement support team
 - Deposit services, email, release, media
- Justin Perry (juperry@keefegroup.com) - IT Manager for the Commissary/Integration support team
 - Processing orders/refunds, various interfaces, inmate edge kiosk software, TEX, etc.
- Christina Stuckey (christina.stuckey@trinityservicesgroup.com) – IT Manager for the Cobra Banker/Canteen Manager support team
 - Software, hardware, inmate POD kiosks, various integrations, etc.
- Hannah Wickers (hwickers@keefegroup.com) - Financial Services Manager for the Customer Accounting support team
 - Daily workflows, cash drawers, balancing, bank reconciliations, etc.

Senior Management -

- Dan Delmore - Senior IT Manager for the Support Services Management Team
 - ddelmore@keefegroup.com
- Tricia Boucher - IT Director for the Support Services Management Team
 - tboucher@keefegroup.com

10880 Lin Page Place • St. Louis, Missouri 63132-1008 • 314-919-4100 • 800-864-5986 • Fax: 314-919-4109

Keefe Commissary Network • Keefe Group • Trinity Services Group





Thank You

For the Opportunity to Present this Proposal to
Livingston County Michigan.

If you have any questions regarding any of the Solutions presented, please contact:

Joe McGinnis, Account Manager
(313) 204-7348/joseph.mcginis@keefegroup.com



***Satisfying Customers with
Integrity and Innovation since 1975***