



Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina

Amended 11/14/18

Amended 12-11-18

## Section I. Introduction

On behalf of the Guilford County Sheriff's Office, the Purchasing Department is seeking proposals from qualified service providers to provide Commissary Services for Guilford County detention facilities. The Guilford County Sheriff's Office provides a commissary system for the inmates of both the Greensboro Jail Central and High Point Detention Center whereby they can purchase various snack foods and personal items.

## Section II. Background

### A. Service Summary

Commissary Services are provided from the awarded Supplier's offsite warehouse. Inmates may purchase goods from the commissary daily or weekly. Guilford County reserves the right to review commissary purchasing schedules and increase the frequency of Commissary purchase days. The Supplier will be given 30-day notice prior to any changes. All sales will be made via kiosks. Goods will be packaged and delivered to inmates in their detention area or housing unit. The Guilford County Sheriff's Office operates two detention facilities in Guilford County which are Greensboro Jail Central and The High Point Jail. The average daily population (ADP) combined in High Point and Greensboro in 2018 is 900 inmates.

### B. Facilities

Guilford County currently operates two direct supervision jails, the High Point Detention Center constructed in 1990 and Greensboro Jail Central constructed in 2012. The rated capacity of the High Point Detention Center is 274 inmates. The rated capacity of Greensboro Jail Central is 1032 with approximately 880 beds currently occupied. The 2018 ADP for the High Point Detention Center is 242 inmates. The 2018 ADP for Greensboro Jail Central is 649 inmates.

### C. Cost Considerations

1. The services will be provided to the County at no cost to the County.
2. The contract is a revenue based agreement, in which the County will receive a percentage of the Commissary sales.



3. The contract award is based on best value, including best pricing as described in the award criteria matrix of this RFP.

**D. Commissary Data Snapshot**

The data listed below presents a picture of the commissary activity for Greensboro Jail Central and High Point Detention Center

**May 2017**

# of Orders	2197
Total Sales	\$51,184.58
Indigent Kits Given	211
Avg. Order Amount	\$24.95

**June 2017**

# of Orders	2558
Total Sales	\$60,319.61
Indigent Kits Given	268
Avg. Order Amount	\$24.58

**July 2017**

# of Orders	2155
Total Sales	\$48,016.15
Indigent Kits Given	228
Avg. Order Amount	\$23.34

**Section III. Scope of Services:**

**A. General Requirements:**

1. The awarded Vendor/Supplier shall provide all materials and equipment necessary to provide Commissary services to the inmates in the High Point and Greensboro Detention Centers.
2. The awarded Vendor/Supplier shall establish operational procedures to ensure efficient, effective and accountable operations of the Commissary Program. The awarded Supplier shall strictly adhere to the facility rules, regulations and guidelines.
3. The awarded Supplier must be able to demonstrate ability to interface a computerized off-site Commissary system to Guilford County's Windows based system, the One Solution Jail Management System and to



demonstrate the seamless ability of the system to process approximately 900 inmate orders placed via kiosks. Vendor/Suppliers shall be required to supply and install, at no cost to Guilford County, a total of 33 housing unit kiosks (25 in Greensboro and 8 in High Point), 2 Lobby Deposit Kiosks (1 in Greensboro and 1 in High Point), three Debit Card Release Systems (two in Greensboro Jail and one in High Point), and three intake booking Kiosks (2 in Greensboro and 1 in High Point). The awarded Supplier shall be responsible for all equipment, electric power, and data drop lines required for all commissary Housing Unit Kiosks Lobby Deposit Kiosks, and Debit Card Release Systems.

4. The Housing Unit Kiosks must meet or exceed the following specifications:
  - a. Correctional facility grade
  - b. Account history look-up
  - c. Touch screen input technology
  - d. Inmate secure login via personal identification number (PIN)
  - e. Commissary access restriction by days of the week and number of logins per day.
  - f. Commissary items must be displayed in pictures, by category of product, allowing inmates easy understanding of the products that they are purchasing.
  - g. Product access must be capable of being restricted so as to preclude specific inmates from ordering items based upon medical condition or classification status.
  - h. Commissary System must be capable of applying restrictions at the time of ordering; these restrictions shall include, but are not limited to:
    - i. Maximum Spending Limit
    - ii. Maximum Item Quantity
    - iii. Ordering Access by Housing Unit
    - iv. Ordering Access by Medical Status
    - v. Ordering Access by Classification Status
5. If inmate population increases in either facility, the awarded Supplier shall be responsible for installation of additional kiosks as determined by the Court Services Bureau Commander.
6. The awarded Vendor/Supplier shall provide a complete description of the processes, timelines and systems proposed for transition from old commissary provider to new commissary provider with regards to account balance transfers (to include inmate debt balances), installation of needed hardware and software applications, sales of items during the transition period, etc.

#### **Section IV. Requirements**



- A. RFP specifications are intended to obtain competitive responses. Any reference to brand and/or model is intended only to denote the type and quality of item desired and not necessarily to limit or restrict the responses to any particular brand-model.
- B. If a Supplier quotes an item or service not substantially different from the specifications contained in the RFP, the difference must be fully explained. The Supplier bidding must provide clear specifications, drawings or other material that will describe and support the product. These differences will be given fair consideration.
- C. Price quotes must be net, to include all discounts and delivery charges to Guilford County. In cases of difference between unit price and total price, unit price shall prevail unless otherwise noted.
- D. State and local sales taxes are not to be included in quotes but they are to be added later to all invoices shown as a separate item for payment. Federal (sales-excite) taxes, where applicable, are to be included in quotes as they are a part of the purchase price.
- E. The E-verify Affidavit must be signed, notarized and submitted with the RFP response. The E-Verify Affidavit form is provided as an attachment in the event terms and conditions.
- F. Bidders shall attach a spreadsheet with the items they will provide, the price they will charge to inmates, the percent they will pay to the county and what the percent equals. An Excel worksheet should be downloaded under the attachments tab of the event, completed and uploaded as an attachment to the event line.
- G. Bidders shall upload a sample of their General Leger with their Proposal.
- H. Upon submittal of proposer's response, they certify that they agree with the Non-Collusion Affidavit in accordance with the Non-Collusion terms specified in the Event terms and conditions.
- I. It is the responsibility of the proposer to mark confidential any information they submit that they consider proprietary.
- J. Guilford County will have a period of 30 days, unless otherwise stated, after the RFP closes to analyze the proposals and make a recommendation to award.
- I. AWARD: The RFP will be awarded to one single Vendor/Supplier meeting all of the RFP specifications; this will not be a multiple award. Guilford County reserves the right to reject any or all bids if in the best interest of Guilford County.
- J. Payment will be made by the Vendor to the County monthly or as otherwise agreed.
- K. Insurance Requirements

Any Supplier performing work on Guilford County property is required to have in place





the following Liability and Workers Compensation Insurance that will fully protect Guilford County from any damages to property and/or persons caused by the Supplier:

**INSURANCE.** PROVIDER, upon execution of this Contract, shall furnish to the COUNTY a certificate of insurance reflecting the minimum limits stated above. The certificate shall provide for thirty (30) days' advance written notice in the event of a decrease, termination or cancellation of coverage. Providing and maintaining adequate insurance coverage is a material obligation of the PROVIDER. All such insurance shall comply with the laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the Commissioner of Insurance to do business in North Carolina. The PROVIDER shall at all times comply with the terms of such insurance policies, and all requirements of the insurer under any such insurance policies, except as they may conflict with existing North Carolina laws or this Contract. The limits of coverage under each insurance policy maintained by the PROVIDER shall not be interpreted as limiting the PROVIDER'S liability and obligations under the Contract. Additionally, PROVIDER shall procure and maintain, at its expense, liability insurance at a minimum level:

**Workers Compensation:** PROVIDER agrees to maintain coverage to apply to all employees for statutory limits in compliance with the applicable state and federal laws. The policy must include employer's liability with a limit of \$1,000,000 for each accident, \$1,000,000 for each employee, and with a \$1,000,000 aggregate policy limit.

**Commercial General Liability:** PROVIDER does hereby agree to maintain minimum limits of \$1,000,000 per occurrence, per location, single limit for bodily injury liability and property damage liability, with a \$2,000,000 aggregate limit, per location. This shall include premises and/or operations, independent Contractors, products and/or completed operations, broad form property damage and explosion, collapse and underground damage coverage, and a Contractual liability endorsement.

**Business Auto Policy:** PROVIDER does hereby agree to maintain limits of \$1,000,000 per accident combined single limit for bodily injury liability and property damage liability. This shall include: owned vehicles, plus hired and non-owned vehicles.

GUILFORD COUNTY PO Box 3427 Greensboro, NC 27402 shall be named as an additional insured on PROVIDER'S general liability insurance policy, which shall be primary and not contributory to any other insurance that may be available to the COUNTY. PROVIDER will also secure its general liability insurance from an A rated insurance company acceptable to the COUNTY.

Upon entering into this Contract, PROVIDER will provide Certificates of Insurance for meeting the required insurance provisions. **The Certificate of Liability shall state, "Guilford County is added as an additional insured as evidenced by the endorsement attached to this Certificate."**

Original insurance policies or certified copies of policies may be required by the COUNTY at any time. Current, valid insurance policies meeting the requirements stated



herein shall be maintained for the duration of the Contract. Renewed policies shall be sent thirty (30) days prior to any expiration date.

- L. The successful Supplier shall work with the existing Supplier for the first 30 days of the new contract during phase-in, phase-out conversion period.

## Section V. Specifications – General

- A. Contract Period: The Price Only Contract term will begin on July 1, 2019 and end on June 30, 2022 with the option for two (2) additional one (1) year renewals with the same percentage rate.
- B. No bid deposit will be required.
- C. This contract will also include the option to increase frequency of orders with a 30-day written notice.
- D. Each Supplier bidding on this proposal must provide a letter, on company letterhead and stating their legal name, with a list of three (3) references for which this type of service has been provided, that they have or have had a contract with during the previous five years. The references should include the company name with current contact names and telephone numbers.
- E. In addition, Guilford County requests a list of all current contracts of this type with a specific contact person, address and telephone number.
- F. A **Mandatory** Pre-Proposal Conference will be held at the Jail Central Conference Room located at 201 S. Edgeworth Street Greensboro NC, 27401 on **November 13, 2018 from 9:30 am to noon EST. Suppliers must be in the Jail lobby five to fifteen minutes prior to the start of the meeting to receive an escort to the meeting room. There will be no access to the meeting after 9:30 am.**  
  
**All Suppliers who submit proposals are required to be represented at this conference.** Please be advised that this Pre-Proposal Conference meeting includes a required guided tour of the layout of the jail in Greensboro followed by a required guided tour of the layout of the jail in High Point.
- G. All Supplier questions shall be submitted through the Question and Answer Tab within the online event.

## Section VI. Anticipated Procurement Schedule

The anticipated schedule for the conduct of this event is summarized below. Please note that these dates are subject to change by the County.

A. **Updated** Planned Event Schedule (Subject to Change)

Event Opens	11/5/2018
Q&A Opens	11/5/2018
Mandatory Pre Proposal Conference/Tour	11/13/2018 9:30 AM
Q&A Closes	11/16/2018
Answers Posted in Q&A and Addendum, if any, posted	11/20/2018
Event Closes	12/4/18 12/18/18 3:00PM

## B. Updated Anticipated Schedule of Award (Subject to Change)

Evaluation Committee Review of Proposals Complete	12/18/2018- 1/21/2019
Potential Interviews	12/19/2019 or 12/20/2019 1/23/19 1/23/19 (1-5pm)
Evaluation Committee Recommendation Complete	1/8/2019 1/30/19
Board of Commissioners Considers Award	2/21/2019
Contract Execution Complete	3/21/2019
Contract Services Begin	7/1/2019

**Section VII Specifications – Specific**

- A. The new contract shall be a Price Only Contract which means that the Supplier will provide Guilford County the services and items specified in this proposal, but there will be no guarantee as to how much will be purchased. Guilford County will guarantee that these jail commissary items will only be purchased from the Supplier holding the contract.
- B. Cancellation Notification: This contract shall contain a termination provision that allows cancellation by either party with a written 60-day notice.
- C. The Contractor shall operate as an independent contractor for all purposes. Guilford County shall not be responsible for the Contractor's acts or omissions. The Supplier agrees to defend and hold the Guilford County harmless from and against any and all claims made or liability for acts or omissions of the Contractor.

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**Section VIII. Award Criteria**

A committee of County staff shall evaluate proposals based the Best Value standard of award through an evaluation using the following criteria:

ON-SITE COMMISSARY SERVICES – EVALUATION FACTORS		
Factors	Description	Points
Commission Schedule	In the evaluation of the commission schedule, the bidder proposing the highest commission to the County will receive the maximum points available for the Commission Rate Factor. The other commission schedule offers will be compared to the highest commission schedule offer, using the formula below, to assign points to each bidder. The Commission Rate proposed will be factored against Monthly Net Commissionable Sales which is defined as Monthly Gross Sales, less tax and all non-commissionable sales which includes indigent kits, inmate debt payments (such as damage property, Inmate medical payments, third party check fees), stamps (individual and books) and prepaid phone cards.	40.00
References (Past Performance) & Experience, Qualifications	Each bidder will be evaluated on its history performing commissary operations in, or for, correctional facilities with populations exceeding 600 inmates. Information will be used in evaluating proposals and for responsibility determinations. The evaluation will focus on information which demonstrates quality of performance relative to the size and complexity of the procurement under consideration. References other than those identified by the bidder may be contacted. Information utilized may be obtained from the references listed in the proposal, other customers known to Guilford County or of whom it becomes aware, consumer protection organizations, and any others who may have useful and relevant information. Information may also be considered regarding significant subcontractors, corporate personnel and essential personnel. Past Performance will be examined to ensure corrective measures have been implemented where problems in performance have occurred. Prompt corrective action in isolated instances may not outweigh overall negative trends. Past performance will be evaluated to determine the level of quality, business relations and customer satisfaction that the bidder has delivered during its performance of prior and existing contracts for similar services (e.g. accreditation of operation, quality control of services delivered, responding to and resolving potential problems, etc.). References will be asked to rate contractor's past performance by assigning a value of zero (0) through	25.00



	ten (10), with ten representing “outstanding overall performance” and zero representing “non-responsive.” In addition, the evaluation team will rate bidder’s experience and qualification assigned a value of zero (0) through ten (10), with ten representing a “demonstrates excellent experience and qualifications” and zero representing “demonstrates no experience and qualifications.” The same number of references will be surveyed for each bidder. This will be added to the reference value creating a gross value score. The highest gross value score will receive the maximum points available. Other bidder’s gross value scores will be calculated using the formula below.	
Technical/ Management	Technical proposals will be evaluated to determine the soundness and anticipated effectiveness of the bidder’s approach to performing the tasks identified in RFP. Emphasis will be focused on innovation in the sale and delivery of goods. An evaluation team will rate technical aspects of the proposal with a value of zero (0) through ten (10), with ten (10) representing “demonstrates a high likelihood meeting RFP” and zero (0) representing “demonstrate the lowest likelihood meeting RFP.” These values will be added to determine a total gross value score. The highest value score will receive the maximum points available. Other bidder’s gross value scores will be calculated using the formula below.	20.00
Financial Stability	Assessment of the bidder’s financial stability is determined by reviewing documents such as financial statements, bank, and credit references. The evaluation team will assign a rating of zero (0) through ten (10), with ten representing an excellent financial standing in accordance with financial statements and references. The highest rating will receive the maximum points available. Other bidder’s rating will be calculated using the formula below with their respective scores for each factor.	10.00
Grant Opportunity	The Guilford County Detention Centers are also seeking innovative ways to promote technological, programmatic, and educational opportunities within the Detention Bureau. Suppliers are encouraged to submit a grant opportunity package for the Detention Bureau separate and apart from revenue projections. This grant amount shall factor into the total decision based upon experience, fiscal solidity, as well as adherence to all parameters of the RFP. <i><u>(bidders gross value score) x5= Factor Points Available for Highest gross value score.</u></i>	5.00

## Section IX. Pricing

- A. All prices included in the bidder’s proposal (hereinafter referred to as “base prices”) shall, except by mutual consent of the parties, remain unchanged during the initial and renewal contract terms.
- B. Item selection and variety shall be reviewed every six months and may be adjusted as mutually agreed upon in writing by both parties.



## **Section X. Billing & Payment**

This will occur immediately when the inmate order is placed. Funds will be deposited into a bank account in Guilford County's name. Awarded Vendor/Supplier will manage all reporting of checks issued to the bank and field calls from the bank regarding the validity of checks presented for payment before the information has been transmitted to the bank.

## **Section XI. Responsibilities of the County**

- A. Provide in the Commissary areas adequate heat, light, ventilation and all other utilities.
- B. Provide internal business telephone service to the awarded Vendor/Supplier at no charge in provided office within the jail.
- C. Provide general maintenance to the building structure including but not limited to, the maintenance of gas, water, sewer, ventilation, lighting, air conditioning, duct work, floor coverings and wall and ceiling surfaces and repairs. (Note: any refrigeration needed will be the responsibility of the Supplier.) Cost of repairs of damage due to the Supplier's employee negligence or abuse shall be billed to the Supplier. Services provided by the Sheriff's Office do not include cleaning and housekeeping of areas used by the Supplier in its operations.
- D. Provide storage and holding equipment for the commissary areas and maintenance for such equipment.
- E. Provide security control and limitation of inmate movement in, to and from the Commissary area, including physical security to Supplier's employees, Suppliers and other visitors authorized by the Sheriff's Office.
- F. Conduct inspections of the commissary areas when deemed necessary, with or without advance notice to the Supplier.

## **XII. Financial**

Issuance of debit card to departing inmate for the remaining inmate personal funds.

## **XIII. Responsibilities of Awarded Vendor/Supplier**

- A. Inventory:
  - 1. The awarded Vendor/Supplier shall provide a large selection of brand name





items and quality products. The Court Services Bureau Commander and/or Sheriff shall approve all items that may be purchased by inmates.

2. The awarded Vendor/Supplier shall maintain an offsite warehouse with ample stock of goods to assure successful operation of the commissary services. We desire every order to be filled. No shortages, no substitutions unless approved in writing and in advance by the County. The awarded Vendor/Supplier will also maintain ample stock of goods on site at the Greensboro Jail sufficient to handle any shortages in inmate orders. This will insure that inmate orders are completed as ordered when delivered to the inmate.
3. Purchase and payment for inventory and stock shall be the sole responsibility of the awarded Vendor/Supplier.

**B. Commissary Operations:**

1. All sales of goods must be able to be placed through an electronic means (kiosk) within the inmate dormitories. Kiosk shall show items available with their current prices. Prices shall include appropriate sales tax. Commissary orders will be entered into kiosks by the inmate the week prior to commissary delivery. Ordering for the upcoming week will be cut off at 11:00 pm Sunday night. The kiosk inside of the inmate housing units shall have the ability to display the Inmate Handbook, announcements for the inmates, and other forms relative to confinement within the Guilford County Detention Facilities.
2. In the event kiosks are down, the awarded Vendor/Supplier shall have the kiosks up and running within four to six hours unless the outage is of a major issue, such as internet failure or an act of God. In the case of a major event, the kiosks shall be down no longer than 48 hours. The Vendor must also provide the option for inmates to order canteen items via telephone, in the event that kiosk ordering is not feasible.
3. Orders must be delivered within 48 hours of their order placement.
4. Kiosks will display the inmate's cash account balance. If the inmate has sufficient funds available, the kiosk software will update the inmate's account in the computer system and the order will be transmitted via modem or VPN to the off-site Inmate Commissary Services warehouse computer.
5. The awarded Vendor/Supplier will be responsible for packaging inmate orders in heat sealed, clear plastic bags and boxing according to cell block or pod arrangement. Inmate order packages will be clearly labeled with the inmate's name, ID number, and housing location. Boxes are then shipped to the facility for next day distribution.
6. Packaging material will be approved by Court Services Bureau Commander. Order delivery will be the responsibility of the Contractor's employee to distribute Commissary items to the inmates at the inmate's detention housing area.





7. The awarded Vendor/Supplier's employee shall verify the inmate's identity by checking the inmate's wrist band identification. Guilford County may elect to change the identification system in the future. A signed receipt will then be filed for each transaction.
8. All Commissary deliveries shall be made between 7:30 am – 12:00 pm daily.
9. All deliveries, credits, and adjustments must be completed by 3:00 pm on Friday of the same week.
10. All shortages of products ordered must be corrected within 48 hours.
11. The awarded Vendor/Supplier shall be responsible for offering Emergency Commissary Kits for purchase to newly admitted inmates in the Guilford County Detention Facility.

C. Indigent Inmates:

1. Indigent requests are filled once every 14 days.
2. The following items are available to indigent inmates:
  - a. Four stamped envelopes
  - b. One golf pencil
  - c. 10 sheets of writing paper
  - d. One comb
  - e. One deodorant
  - f. One soap
  - g. One toothpaste
  - h. One toothbrush
3. The awarded Vendor/Supplier's employee shall be responsible for verifying the status of indigent inmates by checking the balance and last deposit on the inmate's account.
4. The awarded Vendor/Supplier's employee shall be responsible for delivering indigent kits to the appropriate inmate in the Housing Unit or other detention areas.

D. Computerized Inmate Accounts System Requirements

1. The awarded Vendor/Supplier shall host the solution, shall provide all hardware and software for a computerized Inmate Accounts System to keep accurate and complete records of all commissary activity and balances of individual accounts. This system must be approved by Guilford County.
2. System must provide General Ledger Accounting with automatic



- dual entry.
3. Must be capable of tracking multiple inmate accounts.
  4. System must provide a cash drawer balancing system.
  5. Must manage multiple inmate restrictions based on medical, security, and disciplinary factors
  6. Must be compliant with Generally Accepted Accounting Principles.
  7. Must be able to restrict functions by user or workstation.
  8. System must require PIN numbers utilizing at least six characters.
  9. System shall prompt user to change PIN number.
  10. PIN numbers must have a maximum duration of 90 days.
  11. System shall terminate session after five minutes of inactivity.
  12. Must provide backup capabilities to include on-site and off-site backups.
  13. System must be redundant to minimize downtime.
  14. System must support more than 50 concurrent users.
  15. System must provide a paperless audit trail.
  16. Must be developed in Microsoft compatible platform.
  17. The system shall be multi-terminal with multi-user and function capability.it shall also be able to transfer information easily between jail facilities.
  18. Integrate the use of booking/intake/ kiosks to allow inmates to deposit funds at intake.
  19. Allow for at least the following functionality and types of transactions to occur on the inmate accounts system:
    - a. Add funds to an account via kiosk and desktop computer.
    - b. Draw funds from an account in the form of check or debit card issue the check via a system printer or debit card printer.
    - c. Close an account with a detailed statement and pay the inmate's balance by Debit Card or check.
    - d. Deduct commissary and other charges in a "live" environment.
    - e. Process credits.
    - f. Change inmate locations.
    - g. Carry negative balances.
    - h. Allow for ad hoc reports.
    - i. Allow for the addition of inmate information to control Commissary purchases (i.e. disciplinary controls).
- E. Awarded Vendor/Supplier shall provide a series of reports as specified by Guilford County, including: detailed weekly invoices **for delivered items**, cash reconciliation, and records of charges to inmates for other services such as medical, haircuts, and equipment damage. NOTE: Ad hoc reporting capability shall be available on any or all fields.
- F. The system must have comprehensive checkbook management features. Additionally, the system must have the capability to print a check registry based on multiple criteria which can be queried by jail staff. Banks will contact the awarded Vendor/Supplier for inquiries regarding checks issued to inmates.



- G. Various levels of security, including password control and tracking of transactions by individual and station, shall be present in the software system. These levels will have the capability to be customized by the Court Services Bureau Commander or designee.
- H. The awarded Vendor/Supplier shall install the system, train Guilford County personnel, provide documentation, and provide toll free 24-hour contact to insure maximum utilization and minimal down time of the inmate accounts system. Awarded Vendor/Supplier shall be responsible for all interface costs with the One Solution Jail Management System.
- L. The awarded Vendor/Supplier shall provide lobby kiosks in Greensboro Jail Central and High Point Detention Center.
  - 1. Commissary provider must have a proven approach to managing the inputting of funds to inmate accounts via lobby kiosks.
  - 2. Allow individuals to deposit funds to the lobby kiosks in the form of cash, credit card or debit card.
  - 3. Kiosks software must post funds to inmate accounts immediately.
  - 4. Kiosks must detect and reject counterfeit and/or non-detectable currency.
  - 5. Kiosks must have the capability to capture the image/photo of each depositor.
  - 6. Kiosk must have a bulk-note feeder and provide a paper transaction record listing total deposit and breakdown of currency deposited.
- J. System shall be compliant with Payment Card Industry Data Security Standards. Supplier shall be able to prove PCI compliance by providing an Attestation of Compliance document to Guilford County on a quarterly basis. This document shall be produced by an independent security firm that audits the Supplier's systems. The Supplier shall be responsible for fraud resulting from any transaction resulting from the use of lobby kiosks, housing unit kiosks, debit card release system, and debit card transactions.
- K. The awarded Vendor/Supplier shall provide intake/booking kiosks in Greensboro Jail Central and High Point Detention Center.
  - 1. The awarded Vendor/Supplier must have an intake kiosk that will allow for multiple bills and coins to be placed in the feeder.
  - 2. The awarded Vendor/Supplier's kiosk must provide a detailed triple receipt that displays all denominations of currency deposited with signature line for the inmate to verify funds deposited.
  - 3. Deposited funds must be available for use by the inmate immediately after deposit.
- L. The awarded Vendor/Supplier shall provide housing unit kiosks in Greensboro Jail Central and High Point Detention Center.
  - 1. The system must have user defined security.
  - 2. The system must have a scheduling program that is interactive between the inmate and the facility.



3. The system must allow inmates to change their PIN number at the kiosk location.
4. The system must be able to allow inmate's access to the housing unit kiosk in their assigned housing unit location only.
5. The system should be multi-functional, allowing inmates to order commissaries, files inmate request forms, file grievances, submit sick calls request forms, access the Inmate Handbook, etc.
6. Housing Unit Kiosks must be made of secure detention grade and impact resistant materials.

M. The awarded Vendor/Supplier shall provide a Debit Card Release System.

1. Inmates released from custody should be issued the balance of the inmate account on a debit card. No fees will be charged to the inmate or Guilford County for issuance of funds on the debit card.
2. System should provide inmate with the opportunity to use Debit card at ATM and other locations that accept MasterCard or Visa.
3. Provide released inmates immediate access to their funds.

N. Staffing

1. The Sheriff or designee must approve any/all of the awarded Vendor/Supplier's employees who work in the Detention Center before they will be allowed to enter the jail. All employees must comply with the Sheriff's written policy and procedures relating to jail security. The Sheriff retains the right to thoroughly investigate any current or awarded Supplier employee assigned to the commissary. The Guilford County Sheriff's Office reserves the right to revoke any awarded Vendor/Supplier's employee's security clearance at any time without reason.
2. The awarded Vendor/Supplier will be responsible for providing at least one on-site manager who will manage the entire commissary program for both Guilford County detention facilities and a minimum of one part-time employee or equivalent and ensure that adequate relief staff is available to provide scheduled commissary operations. The facility requires that this manager have at least one of year experience inside a correctional facility.
3. The awarded Vendor/Supplier shall be responsible for routine cleaning and housekeeping of the commissary areas and maintaining high standards of sanitation during normal working hours in compliance with all local and state health code requirements.

O. Awarded Vendor/Supplier's Responsibilities:

1. Provide and install the accounting program system and computer system for inmate's accounts which allows deducting the costs of commissary purchases from such accounts and printing sales receipts at no cost to the



facility. Any interfaces required will be at the expense of the Supplier. Supplier will provide information on internal controls regarding access to bank accounts and inmate fund accounts.

2. Vendor/Supplier must supply all necessary hardware and software to perform commissary operations at no cost to the facility.
3. Vendor/Supplier must supply any additional hardware and all necessary software and support when needed.
4. Provide the necessary equipment and service for local and long distance business telephone service needed to perform the commissary operations.
5. Purchase stock and sell all items listed on the menu.
6. Provide cleaning and housekeeping of any commissary storage and work area.
7. Remove all trash and garbage generated by commissary operations from loading dock area.
8. Require its employees to adhere to all rules and regulations pertaining to the operations of the Facility and request from the Sheriff appropriate material to ensure familiarization and compliance with these rules and regulations.
9. Secure and pay all Federal, State taxes and local licenses, permits and fees required for the delivery of commissary services. Such taxes and licenses shall be secured and paid for by the awarded Supplier during the entire contract term.
10. Provide to the Major, Colonel, and Sheriff daily reports on deposits, cash receipts, funds released, gross sales, line item sales amounts, number of welfare transactions, and the condition of all commissary equipment.
11. Return to the Sheriff's Office at the expiration of this agreement all facilities furnished by the Sheriff's Office in the condition in which received, except for ordinary wear and tear and except to the extent that said premises may have been damaged by fire, flood, or unavoidable occurrence.
12. Awarded Vendor/Supplier must furnish all equipment necessary to operate the commissary program, including but not limited to: office furniture, business machines, computers, telephones, shelving, carts, vehicles, software, etc.
13. Keep full and accurate accounts of sales and other records related to the commissary services covered by this agreement. All such records shall be retained by the Supplier for a period of three years **from the contract**



**termination date** and may be audited at any time during regular working hours.

14. Provide all necessary forms, supplies, and copying services necessary to provide the commissary services at no cost to the facility.
15. Attend meetings with Sheriff's staff when requested. Also indicate corporate visitation schedule.
16. Awarded Vendor/Supplier must supply three (3) references of facilities that use the awarded Vendor/Supplier's inmate accounting software.
17. The awarded Vendor/Supplier must include all relevant history and experience in providing the proposed services. Work history will be specific to the proposed services in corrections facilities.
18. The awarded Supplier must show a minimum of three years' experience with inmate accounting programs.
19. The awarded Vendor/Supplier is responsible for delivery of commissary to the inmate population.
20. The awarded Vendor/Supplier's employees are required to have passed drug-testing procedures and will have background checks done by the facility if necessary.

P. Proposal Requirements:

1. All proposals submitted shall provide the following information in the following order.
  - a. Description of delivery procedures of commissary services to the inmates. Contractor must also outline plan to resolve inmate requests and process/plan to address and remedy shortages and damage to items discovered when items/orders are delivered.
  - b. Description of the ordering system the Supplier will install.
  - c. Description of quality and inventory control methods and standards.
  - d. Description of how the awarded Supplier will ensure completeness of inmate orders.
  - e. A sample menu including commissary items and prices proposed by the Supplier to the inmates. Prices must include appropriate NC State sales tax.
  - f. General history and description of the awarded Vendor/Supplier's firm, including at least five (5) references for provision of commissary services in detention facilities. The Vendor/Supplier shall include a listing of references indicating facility location, name and telephone number of contact persons. References shall reflect current contracts. Also include all contracts that were cancelled by other facilities during the past five years due to poor performance.





- g. The awarded Vendor/Supplier will include the support structure for all those individuals who will be involved in the implementation and support for all proposed services. This structure must include support for all aspects of the technical specifications.
- h. We require that all employees pass a pre-employment drug test. Please explain your company policy.
- i. Any additional information about the Vendor/Supplier's firm or any other part of the submittal which would assist in evaluating the proposal.
- j. Proposed percentage of monthly gross sales amount that will be retained by the Sheriff's Office as a commission.

## 2. References

- a. The awarded Vendor/Supplier will provide references for at least three facilities where the contractor has provided commissary and inmate funds accounting software services for at least three years.
- b. The Guilford County Sheriff's Office will verify references from other facilities similar in size and scope to the Guilford County Sheriff's Office Detention Facilities.
- c. The Vendor/Supplier will also provide a list with current contact information for all current contracts with similar size and scope to the Guilford County Sheriff's Office Detention Facilities.
- d. The Vendor/Supplier should only provide pertinent information. Only references where the Vendor/Supplier currently provides inmate funds accounting software owned, written, and supported by the Supplier will be acceptable.
- e. A list of all clients in North Carolina and contiguous states shall be provided.
- f. A copy of all contracts for commissary services entered into with any jail or detention facility in the State of North Carolina shall be provided.

## Q. Software Specifications

- 1. The Vendor/Supplier's proposed software must meet the following qualifications:
  - a. The Vendor/Supplier must own, write, and support their software. The software should be a Windows compatible based application, utilizing a relational data base such as Oracle. Access to the data base should be limited to contractor's support personnel to protect the integrity of the data structure and accounting principles.
  - b. The Vendor/Supplier must provide a statement indicating that they employ all programming and technical support staff to support the enclosed project. The Vendor/Supplier will include the number of years providing inmate funds accounting software and the number of current clients with the software installed.
  - c. The Vendor/Supplier will address the following items in their response:





- i. Software Development History
- ii. Full time Programming staff dedicated to the proposed software solution.
- iii. Software Support Staff for the Guilford County Sheriff's Office.
- iv. Conversion and Implementation plans
- v. Data Backup procedures
- vi. The features which will be required by the Vendor/Supplier's software are detailed below. These features must be available at the proposal submission date. Any exceptions must be noted and include an explanation why the proposed software fails to meet the minimum requirements. Any misrepresentation will render the Vendor/Supplier non-responsive.

R. Inmate Banking Software Requirements

1. The proposed Inmate Accounting Software should provide for an accurate, cashless accounting of all inmate monies, expenses, and purchases. The following are the minimum specifications required of the proposed inmate funds accounting software:
2. Software Features
  - a. General Ledger with Automatic Dual Accounting Posting
  - b. General Ledger Reporting for all Ledger Accounts
  - c. Date Specific Reports for all Ledger Accounts
  - d. Provide for a Trial Balance to be run at any time
  - e. Fiscal Year Maintenance with End of Month Reporting
  - f. Allow for Year End Fiscal Adjustments to be entered prior to closing the Fiscal Year and allow new year entries prior to closing previous Fiscal Year.
  - g. Checkbook Reconciliation with Multiple Checkbook Capabilities
  - h. Resident Bail Module Complete with Reports Section
  - i. Resident Receivables Module Complete with Reports Section
  - j. Resident Payroll Module Complete with Reports Section
  - k. Provide for an Automatic Checkbook Reconciliation Module
  - l. Provide for a Multiple Release Module to release a group of inmates on the same check with appropriate report
  - m. Resident Property Module with Reports Section
  - n. Indigent Module which includes the ability to rotate up to four indigent packs individually for each inmate based upon monetary and time criteria to be determined by the facility.
  - o. Allows for Debt to be collected based upon a percentage of incoming funds to be determined by the facility.
  - p. Allows for collected funds to be applied to debts either by priority, percentage, or both as defined by the facility.
  - q. The system must always be in balance within the General Ledger.
  - r. Provide reports on cash drawer balancing and balance history.
  - s. Provide reports on commissary orders, order rejections, commissary



- sales, and products offered.
- t. Provide reports of frozen inmate accounts or accounts with administrative holds or other facility designated restrictions.
  - u. Provide account summaries (both individual and facility including transaction history. Provide and maintain a bank account for the sole purpose of depositing and disbursing funds belonging to inmates of the Guilford County Detention Facility. The Vendor/Supplier will be responsible for all fees associated with this bank account.
  - v. Provide for Escheating/Reclamation of checks automatically in the system.
  - w. Provide for reports on all checkbook activity by operator defined criteria.
  - x. Provide reports based on user definable date time periods.
  - y. Provide for Inactivity Maintenance to include reporting and reclamation of moneys.
  - z. Allow for Multiple Profit Accounts to be maintained within the software.
  - aa. Provide for Facility & Operator Log Reports.
  - bb. Allow for the Classification of Inmates for the purpose of precluding charges being made on those accounts.
  - cc. Allow for the assignment of a Facility designated permanent number to each inmate.
  - dd. Allow for reports to be run on both the permanent number and booking number for each Resident.
  - ee. Allow for the primary "booking" number to be modified when errors occur in resident identification.
  - ff. Allow for a "Stored Signature" to decrease paperwork involved with resident accounting.
  - gg. Allow for funds to be transferred from one resident account to another by authorized personnel.
  - hh. The accounting software must allow for resident releases to be done by Cash, Check, Credit, Debit Card or combination of the above as determined by the facility.
  - ii. Allow access for designated management personnel through existing Guilford County Sheriff's Office hardware.
  - jj. Provide a positive pay module to transmit check information to the bank. Vendor/Supplier will be responsible for addressing and responding to inquiries from the bank regarding the validity of checks presented for payment before the information has been transmitted to the bank.
  - kk. Provide a self-balancing report of net activity in each General Ledger account for each month as of month's end.

#### S. Software Compliance

1. The Vendor/Supplier is required to certify the following:
  - a. The software is owned, written, and supported by the Supplier.
  - b. The software and hardware are supported by the Vendor/Supplier's own employees. Name and location must be provided of the technical support personnel that will support this contract.



- c. Provide a history of the Vendor/Supplier's provided upgrades to the software being proposed.
- d. Provide information regarding how the software was developed and history of client /user seminars.
- e. Hardware and software will in no way result in the disruption of Guilford County Sheriff's Office and/or Guilford County hardware or software operating systems, files, or file structure.
- f. Provide proof of compatibility with the **One Solution Jail Management** System currently used by the Guilford County Sheriff's Office. Additionally, the awarded Supplier is required to secure any non-disclosure agreements required by Spillman.

T. Hardware Requirements

- 1. The Vendor/Supplier shall propose the quantity and location the following computer hardware:
  - 1 server (If needed)
  - 3 work stations
  - 3 19" flat screen monitors
  - 4 receipt printers
  - 33 total Housing Unit kiosks
  - 3 Debit Card Release Systems
  - 3 Intake Booking Deposit Kiosks
  - 2 Lobby Deposit Kiosks
- 2. The Vendor/Supplier must provide details regarding:
  - a. List of hardware to be provided. All hardware provided must be new.
  - b. Vendor/Supplier's hardware support staff for the Guilford County Sheriff's Office.
  - c. Maintenance schedule for proposed equipment
  - d. 24/7 Support
- 3. The awarded Vendor/Supplier shall provide information related to other hardware peripherals which are available from the Supplier. These peripherals should be integrated with the contractor's software.
- 4. The awarded Vendor/Supplier shall provide the costs to the Guilford County Sheriff's Office associated with acquiring the proposed peripheral devices.
- 5. The awarded Vendor/Supplier should provide information for a kiosk for the jail lobby where the public can deposit money for inmates via cash, credit cards, and/or debit cards.
- 6. The awarded Vendor/Supplier should provide information for a kiosk for the jail booking area where inmate will deposit any cash on their person upon their booking.



7. The awarded Vendor/Supplier should provide information on a "Release Debit Card" that can be issued to inmates upon their release that will be "loaded" with the inmate's money balance and allow the inmate access to their money balance.

U. System Requirements

1. The proposed software must meet the following criteria to be considered compliant with the software specifications:
  - a. System Features
    - i. Written in Windows compatible program
    - ii. Utilizes a relational data base such as Oracle (the awarded Supplier must support their own data base)
    - iii. Allows for System Wide Settings
    - iv. Allows for Individual Facility Site Settings
  - b. The awarded Vendor/Supplier will provide information regarding the data backup & restoration procedures in the case of a hardware failure. In addition, the Supplier will provide information regarding initial and ongoing virus protection provided by the Supplier.
  - c. Compatibility with the **One Solution Jail Management System** currently used by the Guilford County Sheriff's Office.

V. Maintenance of Hardware and Software

1. **ALL NECESSARY SOFTWARE AND HARDWARE, SUCH AS PERIPHERAL HARDWARE DEVICES AS OUTLINED IN THESE SPECIFICATIONS, MUST BE PURCHASED BY THE AWARDED SUPPLIER AT THE SUPPLIERS SOLE EXPENSE. NETWORK MANAGEMENT OF EQUIPMENT WILL BE MAINTAINED BY SUPPLIER. NO MAINTENANCE SHALL BE REQUIRED OF THE GUILFORD COUNTY SHERIFF'S OFFICE INFORMATION TECHNOLOGY DIVISION OR OF THE GUILFORD COUNTY INFORMATION SYSTEMS DEPARTMENT.**

W. Proposed Commissary Operating Plan

1. The awarded Vendor/Supplier will provide the following information with regard to the proposed commissary services:
  - a. Location of Service Center which will provide service to the Guilford County Sheriff's Office Detention Facilities
  - b. Overview of proposed next day operating plan to include service levels, delivery of products, and back up operating plan. Commissary services



shall be provided once per week.

- c. Packing and order filling procedures.
- d. Order delivery procedures.
- e. Complaint rectification process.
- f. Company drug screening policy. The awarded Supplier shall conduct pre-employment and random drug screening.

X. Background Check Information

- 1. The awarded Vendor/Supplier's employees will be subject to background investigation, security check, and finger print check conducted by the Sheriff as is normally required for personnel of the Guilford County Sheriff's Office. Additionally, all personnel performing on-site services are required to undergo a drug screen. The costs of all such investigations and screens shall be paid by the awarded Vendor/Supplier.
- 2. The Sheriff reserves the right to deny any awarded Vendor/Supplier's employees access to the facility that do not meet established security clearances or obey Guilford County Sheriff's Office established rules and regulations. Final selection of all Contractor employees at the Guilford County Sheriff's Office Detention Facilities shall be at the approval of the Director of Detention Services.
- 3. Initial and continued employment of staff and employees shall be subject to approval by the Sheriff. The Sheriff reserves the right to search any person, property or article entering or leaving the Guilford County Sheriff's Office Detention Facilities, or Administrative Offices.
- 4. All Vendor/Suppliers shall detail in their submitted proposal the hiring process to be utilized and a method to provide information regarding the previous work history of prospective employees.

Y. Additional Services

- 1. The Vendor/Supplier will provide the highlights of additional services or offerings available from the awarded Vendor/Supplier which will benefit the Guilford County Sheriff's Office. The Vendor/Supplier will describe the services and the benefits that will be derived from implementing the proposed services.
- 2. The Vendor/Supplier shall only submit services and software products that are currently available and in use at another correctional facility. The awarded Vendor/Supplier shall include any costs associated with the additional hardware or services.
- 3. The awarded Vendor/Supplier shall only provide tested and implemented software and hardware.



Z. Financial Offering:

1. The Vendor/Supplier shall include any and all financial offerings in response to the RFP. The awarded Vendor/Supplier will provide the following information at a minimum:
  - a. Details of Billing and Payment arrangements
  - b. Commission rate to be paid and how the net sales will be calculated.
  - c. Sample Monthly Commission Statements
  - d. Projected Revenue for the Guilford County Sheriff's Office.
  - e. List of Supplier provided supplies.
2. The awarded Vendor/Supplier shall pay Guilford County a percentage of the gross revenue from sales. Records of receipts must be kept in such a way that Guilford County and the awarded Vendor/Supplier can mutually agree on the total amount of revenue received. **These monies for deliveries made during the prior month will be due by the 25<sup>th</sup> day of each month.**
3. The Guilford County Detention Centers are also seeking innovative ways to promote technological, programmatic, and educational opportunities within the Detention Bureau. Vendors/Suppliers are encouraged to submit a grant opportunity package for the Detention Bureau separate and apart from revenue projections. This grant's amount shall factor into the total decision based upon experience, fiscal solidity, as well as adherence to all parameters of the RFP.

Facility Specific Locations (27)

Greensboro Jail Central (1)

Intake/Booking Deposit Kiosks (2)

Release Corridor/Debit Card Release System (2)

Medical Housing Kiosks (3)

Level 3 Housing Kiosks (8)

Level 5 Housing Kiosks (8)

Level 7 Housing Kiosks (6)

Lobby Deposit Kiosks (1)

**Total 30**

High Point

Intake/Booking Deposit Kiosks (1)

Release Corridor/Debit Card Release System (1)

Medical Housing Kiosks (1)

Level 2 Housing Kiosks (1)

Level 3 Housing Kiosks (1)



Level 4 Housing Kiosks (1)	
Level 5 Housing Kiosks (1)	
Level 6 Housing Kiosks (1)	
Level 7 Housing Kiosks (2)	
Lobby Deposit Kiosks (1)	
<b>Total</b>	<b>11</b>

#### Section XIV. Instructions/Information for Electronic Bid Events

- A. Bid Submittal Instructions
  - 1. Supplier Registration and Event Instructions
    - a. All Suppliers, who plan to submit a bid must register as a Supplier in the Guilford County eProcurement **Supplier Portal**.
- A. All Bids must be submitted electronically on line in the Guilford County eProcurement Strategic Sourcing System.
  - 1. Through the Supplier Portal, Suppliers may browse to the open event or search for an event by name or number.
  - 2. Suppliers sign in to begin submitting their response to an event. Click on the event to open it, then click on respond now and follow the instructions for each tab.
  - 3. It is the responsibility of all Suppliers to check the event for addendums and answers to questions. Suppliers, who have begun their submittal in the event, will also be automatically notified of addendums through an automated email.
- B. ALL QUESTIONS regarding the Event must be submitted electronically by means of the Q & A Feature provided within this bidding event.

**NOTE:** NO QUESTIONS will be answered by telephone, email, written correspondence or other means except as described herein. Answers to electronic questions properly submitted will be sent out electronically by means of the above described Q & A feature to all properly registered Suppliers who received the Initial Notification of bidding event. Those Suppliers who registered after the Event date and time will not receive electronic correspondence relative to this Event. There shall be **no communication** with any Guilford County employees other than by means of the Q & A Feature or at the Pre-Proposal Conference. Violation of this requirement may invalidate your proposal.

All official County responses to prospective Bidder/Supplier's questions and official addenda regarding bid document revisions or additional information will be communicated by the County through the Lawson Strategic Sourcing Q/A function tab within this event.





- C. To complete the lines portion of a submittal in the Strategic Sourcing Event, open the lines tab to enter pricing for each line.
- D. Use the provided line description and quantity for each line to complete the entry for each line.
- E. Upload all additional documentation required in the bid document as an attachment or attachments.
- F. All bids must be complete and submitted through the electronic event before the event date and close time. The system cannot accept late submittals.
- G. Suppliers are responsible for checking the event for any addendums prior to completion and submission of their response.
- H. To complete an electronic submittal, be sure to click the "Submit" button. Clicking the "Done" button puts the response into a draft state that can be completed at a later time, but will not be part of the submitted responses until submitted via the "Submit" button.
- I. Suppliers are strongly encouraged to submit their proposals with all required documentation at least 24 hours in advance. Guilford County will not be responsible for any technical difficulties that may occur and result in the inability to submit.
- J. For technical assistance to register as a Supplier or submit a bid in the Guilford County Electronic Procurement System, please contact the buyer listed on this event. For immediate assistance, please contact the Purchasing Department at 336-641-3314 and ask to speak to an available Buyer.
- K. Guilford County is not liable for any proposal costs incurred by companies submitting proposals.
- L. The contents of the proposal of the awarded Supplier will become part of the contractual obligation.
- M. Proposals shall include a Fee Schedule listing the items Supplier will provide and the cost to inmates for these items. Additional product information may be requested by the County during the evaluation process.
- N. Bids submitted shall be binding for a minimum of ninety (90) days from date of submittal.
- O. Guilford County reserves the right to award to one or multiple Suppliers and to reject any and all bids when that is in the best interests of the County.



ATTACHMENT A



**END RFP**



## **Guilford County's General Terms and Conditions**

1. This bid package serves as official notice that GUILFORD COUNTY is soliciting and will receive bids for the item(s) and/or service(s) stated on the event cover page and outlined in the Bid specifications. Bids shall be submitted electronically via the Purchasing Department's Strategic Sourcing website:  
<https://www.guilfordcountync.gov/our-county/purchasing>

**by the event close date and time specified.**

2. All addenda to this bid package will be issued electronically. No oral changes by anyone shall affect this bid package.
3. The official bid price, quote, response for RFP, RFQ, or otherwise instructed; shall be signed by a duly authorized person acknowledging full understanding of the bid information and all addenda. The signature shall be witnessed and the Corporate Seal affixed if a corporation. The exact legal name of the corporation or other entity shall be provided
4. Price quotes shall be net, to include all discounts and delivery charges to GUILFORD COUNTY. In cases of difference between unit price and total price, unit price shall prevail unless otherwise noted.
5. Bid event submittal schedules are fixed and will not be amended unless Guilford County determines the County has given cause to extend the event.
6. Items and services bid are for delivery or completion as soon as possible unless otherwise stated. Delivery or completion dates could therefore be important in making the award.
7. With the exception of construction bids, state and local sales taxes are not to be included in quotes, but they are to be added later to all invoices shown as a separate line item for payment. Federal sales-excite) taxes, where applicable, are to be included in quotes as they are a part of the purchase price. See the construction bid specifications in the event for construction and repair sales tax instructions.
8. All Formal Bids will be publicly opened and recorded at the date and time specified by and in the Purchasing Department. It is GUILFORD COUNTY's policy to announce the award electronically. All other information, except that specifically noted by the Supplier as being of a Confidential nature, becomes public record in accordance with GS 132 and other applicable North Carolina laws. All interested parties are invited to attend any Formal Bid opening.
9. GUILFORD COUNTY will have a period of thirty (30) days, unless otherwise stated, after opening to analyze and award to lowest responsive and responsible bidder based on service, quality, delivery date, performance data and price. The successful supplier shall promptly enter into a contract acceptable to Guilford County.
10. All Events/Bids in the Formal Range require the final approval of the GUILFORD COUNTY Board of Commissioners who normally meet in open session two times each month, the first and third Thursday at 5:30 PM. Everyone is invited to attend those meetings.
11. A Bid Deposit may be required. If this is the case, it will be clearly stated in the Event specifications for each package. If a bid deposit is required, it should be no less than 5% of the total bid in cash, cashier's check, certified check, or a Bid Bond. The checks shall be drawn on a bank or trust company insured by the

Federal Deposit Insurance Corporation; and, the bond shall be a corporate surety licensed under the State of North Carolina. The obligee in either check or bond shall be Guilford County.

12. If Bid Deposit Checks are received, they will be returned to all suppliers when the successful supplier has been selected and the contract awarded by Guilford County. The successful deposit check will be returned when the required contract has been executed.
13. In addition to the bid deposit or bid bond, some supplier's may require a separate Performance Bond and/or laborers-materials men's bond as provided by law in the amount of the contract by the awarded supplier(s). If this is required, it will be clearly stated in the bid specifications. In place of a bond; cash, cashiers check, certified check or government securities shall be acceptable.
14. Guilford County reserves the right to reject any or all bids if in the best interest of the County.
15. In case of default by the Supplier, Guilford County shall retain the Bid Deposit or call upon the Bid Bond surety unless otherwise provided by Law.
16. Guilford County's policy is normally Net 30 days upon completion and acceptance. In the case of some longer term projects, Guilford County may choose to release partial payments to the supplier each month based on 90% of the estimated value of the work completed. The final payment will be released within thirty (30) days or less after the satisfactory completion of all work, its acceptance by Guilford County and the settlement of all other claims and accounts.
17. In the case of Continuing Service Type Contracts, payment will be made monthly or as otherwise agreed upon.
18. It is Guilford County's Purchasing Policy to conduct all purchasing within the North Carolina Laws and Guilford County Purchasing Policy, to provide each supplier/contractor an equal opportunity to participate, and to award on a best value basis. In order to accomplish our policy, we intend to make every supplier/contractor aware of each purchasing opportunity. Contracts shall be awarded to the lowest responsive and responsible bidder(s) based on quality, performance and the time specified in the proposal for the performance of the contract. Suppliers/contractors should register online at [www.co.guilford.nc.us/sourcing](http://www.co.guilford.nc.us/sourcing).
19. A Material Safety Data Sheet (MSDS) shall be furnished to Guilford County for all products purchased that contain hazardous material and/or components.
20. Any supplier/contractor performing work on GUILFORD COUNTY property is required to have adequate Liability and Workers Compensation Insurance that will fully protect GUILFORD COUNTY from any damages to property and/or persons caused by the supplier/contractor.
21. The successful supplier shall be required (and is responsible) to take Affirmative Action to employ Disabled Veterans and Veterans of the Viet Nam era, including listing vacancies with the North Carolina Employment Security Commission, under 42 US Code 4212 and applicable regulations thereafter.

The successful supplier shall be required to employ in the workforce only those laborers whose employment is consistent with all applicable State and Federal Laws. The successful supplier, and each subcontractor, shall prior to performance of the work receive clear written evidence from each laborer that said laborer may lawfully be employed. Said evidence shall immediately be submitted to the County. Failure of said Supplier or Subcontractor to receive, retain and/or provide to the County such evidence shall constitute a material breach of the Contract with the

County.

22. The Supplier shall take Affirmative Action in complying with all Federal and State requirements concerning fair employment without regard to discrimination by reason of race, color, religion, sex, national origin or physical handicap.
23. The successful Supplier is responsible for compliance with all applicable Local, State and Federal Laws, including all state and local permits, licenses and fees.
24. If the Supplier/Contractor should undergo merger, acquisition or any change in their ownership or their name for any reason, the provider shall immediately notify Guilford County in writing of these changes and provide Guilford County with legal documentation supporting these changes, such as an Assumption Agreement, Bill of Sale, Articles of Incorporation, Articles of Amendment, sales contract, merger documents, etc. Further, the Supplier/Contractor shall submit the name and address of their registered agent for Service of Process and/or all notices required under the contract(s). This contract shall not be assumed or otherwise transferred to another party by the Supplier/Contractor without the express written consent of Guilford County, which said consent will be evidenced by acceptance memo, letter or e-mail from the Guilford County Manager, or designee, to the original Supplier/Contractor under the contract and the assuming Supplier/Contractor.
25. Provider shall operate as an independent contractor for all purposes. The Parties agree to each be solely responsible for their own acts or omissions in the performance of each of their individual duties hereunder, and shall be financially and legally responsible for all liabilities, costs, damages, expenses and attorney fees resulting from, or attributable to any and all of their individual acts or omissions to the extent allowable by law.
26. Guilford County and the awarded Vendor shall comply with Equal Employment Opportunities (EEO) requirements, and to take affirmative action to ensure that all individuals have an equal opportunity for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, or veteran status under the Guilford County EEO Plan, as amended, implemented pursuant to 41 CFR Part 60-2.10(a)(3), 41 CFR §60-741.44(a) and 41 CFR §60-300.44(a), and in accordance with the following laws, as amended: Title VII and Title IX of the Civil Rights Act of 1964; The Equal Pay Act of 1963; Executive Order 11246; the Age Discrimination in Employment Act of 1967; the Rehabilitation Act of 1973, as amended (Section 503); the Americans with Disabilities Act of 1990; the Vietnam Era Veterans' Readjustment Assistance Act of 1974 (VEVRAA); the Civil Rights Restoration Act of 1988; NC General Statutes Chapters 116 and 126 and Title II of the Genetic Information Nondiscrimination Act of 2008, the North Carolina Equal Employment Opportunity Policy effective June 1, 2015, along with all other applicable federal and state laws governing equal employment opportunities.
27. This contract is governed by the Laws of the State of North Carolina.



December 18, 2018

Guilford County Sheriff's Office  
c/o Guilford County Purchasing Division  
201 S. Edgeworth Street  
Greensboro NC, 27401

Re: Guilford County Purchasing Department Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services for the Guilford County Sheriff's Office Detention Facilities  
in Guilford County, North Carolina

Dear Facility Staff,

We at Kimble's sincerely appreciate the opportunity to provide a response to your Request for Proposal for Inmate Commissary Services for the Guilford County Sheriff's Office Detention Facility.

**Upon reviewing the needs and requirements of Guilford County for inmate commissary services, we at Kimble's believes we are uniquely qualified to provide the state of the art services you have come to expect.**

*Kimble's Will:*

- ✓ *Provide comprehensive and up to date technology you know*
- ✓ *The personal service you have come to expect*
- ✓ *The flexibility to provide the service you need*
- ✓ *Meet and exceed the requirements of the RFP*

*Why Kimble's?*

- *Unparalleled customer service...when you need us we're there. 24/7 you talk to a live Kimble's Professional...not a call center representative or someone's voicemail.*
- *Kimble's was founded by Kimble Carter who still owns and manages the company. Operating since 1985 with the same high standard of service; yesterday, today and tomorrow.*
- *Kimble's offers the best available technology and software in the industry fully supported by Kimble's in house team of industry professionals.*
- *Kimble's is not bogged down by corporate bureaucracy. Our associates are qualified and empowered to work with you directly to get the job done.*
- *We understand the corrections profession - we employ associates with over 240 years of corrections and law enforcement experience collectively.*
- *When you speak we don't just listen, we understand what you are saying. Our clients are our systems' design team.*
- *Kimble's understands that every client is unique and every offer is tailored to the facility's individual needs.*





- *Kimble's knows accounting! Our support staff includes accountants who stand ready to assist our clients at no cost.*
- *Every client facility is important Kimble's. From an 8 to a 3,000 bed facility, they're all a valued partner.*
- *Kimble's has NEVER lost a contracted commissary client. We invite you to contact any or all of our client facilities to hear firsthand why.*
- *One example of our commitment to you -Kimble's is a PREA compliant vendor.*

We understand the significance of this solicitation and the revenues generated from any resulting service agreement. Kimble's possesses the depth, experience, resources and staff to not only meet, but exceed your expectations. Kimble's is much more than a commissary services company. We are a valued partner to our client facilities. We believe in personal service and open dialog. Our goal is always to provide our customers with the necessary tools to enhance operational efficiency and increase revenues for the County. We would invite you to talk with Sheriff Alan Cloninger, Gaston County Sheriff's Office, Gastonia, North Carolina or Major Alan Miles, Alamance County Sheriff's Office, Graham, North Carolina regarding their substantial increase in sales, commission and improvement in operational efficiencies since they became a Kimble's Client.

Kimble's believes that an offer of service should be simple and complete. Each jail facility is unique. We work closely with each client to develop a program that includes the services and technology that best fits their operation. We know that running a jail is a flexible and dynamic responsibility. Kimble's has the flexibility to modify our operation to meet your needs for the life of our relationship. Not all of the wide array of technology we provide will work for every jail but; our clients are always up to date on the latest technology and services available and you decide what will work for you.

Kimble's is much more than a commissary services company. We are valued partner to our client facilities. We believe in personal service and open dialog. An example, when you call Kimble's you talk to a live person. We have 24/7 technical support and our technicians are Kimble's employees. As your representative, I bring years of experience in both corrections and detention facilities. You have come to know our N.C. Operations Manager, Billy Swaringen, our Bulk Sales Representative Eric Jones and our newest edition to the N.C. team, Mark Strickland. All four of us have over 30 years of criminal justice experience. We understand the seriousness of your responsibilities. We invite you to contact any of our client facilities. We are sure you will like what you hear.

Again, thank you for the opportunity to provide you this offer. We look forward to improving on our already strong relationship with Guilford County.

Best Regards,

A handwritten signature in black ink, appearing to read "Lee Farnsworth", is written over a horizontal line.

Lee Farnsworth  
Regional Manager, Corrections Division







# **"PROPOSAL REQUIREMENTS"**

## **GUILFORD COUNTY SHERIFF'S OFFICE**

### **DETENTION FACILITY**

*Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina*

# Proposal Requirements:

(As documented on page 17 of the RFP)

All proposals submitted shall provide the following information in the following order:

- a. Description of delivery procedures of commissary services to the inmates. Contractor must also outline plan to resolve inmate requests and process/plan to address and remedy shortages and damage to items discovered when items/orders are delivered.

***Contained in the "Operating Plan" document on page 2 in the "customer delivery" section.***

- b. Description of the ordering system the Supplier will install.

***Contained in the "Technical System Overview" document.***

- c. Description of quality and inventory control methods and standards.

***Contained in the "Operating Plan" document on page 2 in the "order process" section.***

- d. Description of how the awarded Supplier will ensure completeness of inmate orders.

***Contained in the "Operating Plan" document on page 2 in the "order process" and "customer delivery" sections.***

- e. A sample menu including commissary items and prices proposed by the Supplier to the inmates. Prices must include appropriate NC State sales tax.

***A sample menu is included in the attachment section.***

- f. General history and description of the awarded Vendor/Supplier's firm, including at least five (5) references for provision of commissary services in detention facilities. The Vendor/Supplier shall include a listing of references indicating facility location, name and telephone number of contact persons. References shall reflect current contracts. Also include all contracts that were cancelled by other facilities during the past five years due to poor performance.

***Contained in the "Vendor's Experience" and "Vendor's Qualifications" sections. Please find a list of ALL of our system customers and feel free to contact any one of our clients. Kimble's Commissary has NEVER lost a client facility!!***

- g. The awarded Vendor/Supplier will include the support structure for all those individuals who will be involved in the implementation and support for all proposed services. This structure must include support for all aspects of the technical specifications.

***Contained in the "Experience and Qualifications" document.***

- h. We require that all employees pass a pre-employment drug test. Please explain your company policy.

***Please see the Kimble's Commissary Drug Policy document.***

- i. Any additional information about the Vendor/Supplier's firm or any other part of the submittal which would assist in evaluating the proposal.

***While providing inmate commissary to client facilities since 1997, Kimble's Commissary has NEVER lost client facility. Also, Kimble's is proud of our commitment to keep our client facilities up to date on the latest technology.***

- j. Proposed percentage of monthly gross sales amount that will be retained by the Sheriff's Office as a commission.

***Contained in the "Offer of Service" document.***





# **DIRECT RESPONSE TO RFP**

**GUILFORD COUNTY SHERIFF'S OFFICE**

**DETENTION FACILITY**

*Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina*





## ***Direct Responses:***

***Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina***

Kimble's wishes to be clear on our responses to your request for proposals for the Guilford County Detention Facility's Inmate Commissary Services. While most if not all of the sections are addressed in the various portions of our RFP response, we want to make our proposal as easy to navigate for you as possible. In this document we briefly explain our position on the various sections of the RFP. You may easily review our response to any particular section of the RFP.

The following Sections are answered directly in this document:

***Section III Scope of Services***

***Section IV Requirements***

***Section V Specifications***

***Section VII Award Criteria***

***Section IX Pricing***

***Section X Billing and Payment***

***Section XI Responsibilities of the County***

***Section XII Financial***

***Section XIII Responsibilities of Awarded Vendor/Supplier***



### Section III. Scope of Services:

#### A. General Requirements:

1. The awarded Vendor/Supplier shall provide all materials and equipment necessary to provide Commissary services to the inmates in the High Point and Greensboro Detention Centers.  
✓ **Kimble's will provide a full service commissary solution for both facilities**
2. The awarded Vendor/Supplier shall establish operational procedures to ensure efficient, effective and accountable operations of the Commissary Program. The awarded Supplier shall strictly adhere to the facility rules, regulations and guidelines.  
✓ **Kimble's will continue to provide commissary operations in accordance with the current operational plan. Kimble's will review procedures on a regular basis with staff.**
3. The awarded Supplier must be able to demonstrate ability to interface a computerized off-site Commissary system to Guilford County's Windows based system, the One Solution Jail Management System and to demonstrate the seamless ability of the system to process approximately 900 inmate orders placed via kiosks. Vendor/Suppliers shall be required to supply and install, at no cost to Guilford County, a total of 33 housing unit kiosks (25 in Greensboro and 8 in High Point), 2 Lobby Deposit Kiosks (1 in Greensboro and 1 in High Point), three Debit Card Release Systems (two in Greensboro Jail and one in High Point), and three intake booking Kiosks (2 in Greensboro and 1 in High Point). The awarded Supplier shall be responsible for all equipment, electric power, and data drop lines required for all commissary Housing Unit Kiosks Lobby Deposit Kiosks, and Debit Card Release Systems.  
✓ **Kimble's is currently interfaced at the Guilford County Detention Facilities with the One Solution Jail Management System, the Guilford County Windows based system and currently provides the services required in this section.**
4. The Housing Unit Kiosks must meet or exceed the following specifications:
  - a. Correctional facility grade
  - b. Account history look-up
  - c. Touch screen input technology
  - d. Inmate secure login via personal identification number (PIN)
  - e. Commissary access restriction by days of the week and number of logins per day.
  - f. Commissary items must be displayed in pictures, by category of product, allowing inmates easy understanding of the products that they are purchasing.

- g. Product access must be capable of being restricted so as to preclude specific inmates from ordering items based upon medical condition or classification status.
  - h. Commissary System must be capable of applying restrictions at the time of ordering; these restrictions shall include, but are not limited to:
    - i. Maximum Spending Limit
    - ii. Maximum Item Quantity
    - iii. Ordering Access by Housing Unit
    - iv. Ordering Access by Medical Status
    - v. Ordering Access by Classification Status
  - ✓ **The Kimble's Inmate Housing Kiosks meets and/or exceeds all the requirements of this section.**
5. If inmate population increases in either facility, the awarded Supplier shall be responsible for installation of additional kiosks as determined by the Court Services Bureau Commander.
- ✓ **Kimble's will provide additional equipment to meet inmate population increases at the request of the Court Services Bureau Commander.**
6. The awarded Vendor/Supplier shall provide a complete description of the processes, timelines and systems proposed for transition from old commissary provider to new commissary provider with regards to account balance transfers (to include inmate debt balances), installation of needed hardware and software applications, sales of items during the transition period, etc.
- ✓ **Kimble's currently provides commissary and trust fund accounting services for the Guilford County Detention Facilities. If we are fortunate to retain the privilege to continue service there will be no transition required.**

#### Section IV. Requirements

- A. RFP specifications are intended to obtain competitive responses. Any reference to brand and/or model is intended only to denote the type and quality of item desired and not necessarily to limit or restrict the responses to any particular brand-model.
  - ✓ **Kimble's understands this section and agrees**
- B. If a Supplier quotes an item or service not substantially different from the specifications contained in the RFP, the difference must be fully explained. The Supplier bidding must provide clear specifications, drawings or other material that will describe and support the product. These differences will be given fair consideration.
  - ✓ **Kimble's understands and will comply**
- C. Price quotes must be net, to include all discounts and delivery charges to Guilford County. In cases of difference between unit price and total price, unit price shall prevail unless otherwise noted.
  - ✓ **Kimble's understands and will comply**



- D. State and local sales taxes are not to be included in quotes but they are to be added later to all invoices shown as a separate item for payment. Federal (sales-excise) taxes, where applicable, are to be included in quotes as they are a part of the purchase price.  
 ✓ **Kimble's understands and will comply. Exception – prices charged to individual inmates for commissary items contain state tax and Kimble's handles the payment of such taxes to the State of N.C.**
- E. The E-verify Affidavit must be signed, notarized and submitted with the RFP response. The E-Verify Affidavit form is provided as an attachment in the event terms and conditions.  
 ✓ **Kimble's understands and will comply**
- F. Bidders shall attach a spreadsheet with the items they will provide, the price they will charge to inmates, the percent they will pay to the county and what the percent equals. An Excel worksheet should be downloaded under the attachments tab of the event, completed and uploaded as an attachment to the event line.  
 ✓ **Kimble's understands and will provide the requested information**
- G. Bidders shall upload a sample of their General Leger with their Proposal.  
 ✓ **Kimble's understands and will provide the requested information**
- H. Upon submittal of proposer's response, they certify that they agree with the Non-Collusion Affidavit in accordance with the Non-Collusion terms specified in the Event terms and conditions.  
 ✓ **Kimble's understands and will provide the requested information**
- I. It is the responsibility of the proposer to mark confidential any information they submit that they consider proprietary.  
 ✓ **Kimble's understands and will provide the requested information**
- J. Guilford County will have a period of 30 days, unless otherwise stated, after the RFP closes to analyze the proposals and make a recommendation to award.  
 ✓ **Kimble's understands this section**
- I. AWARD: The RFP will be awarded to one single Vendor/Supplier meeting all of the RFP specifications; this will not be a multiple award. Guilford County reserves the right to reject any or all bids if in the best interest of Guilford County.  
 ✓ **Kimble's understands this section**
- J. Payment will be made by the Vendor to the County monthly or as otherwise agreed.  
 ✓ **Kimble's understands and agrees with this section**
- K. Insurance Requirements  
 ✓ **Kimble's will meet and or exceed all insurance requirements contained in this section**

Any Supplier performing work on Guilford County property is required to have in place the following Liability and Workers Compensation Insurance that will fully protect Guilford County from any damages to property and/or persons caused by the Supplier:



**INSURANCE.** PROVIDER, upon execution of this Contract, shall furnish to the COUNTY a certificate of insurance reflecting the minimum limits stated above. The certificate shall provide for thirty (30) days' advance written notice in the event of a decrease, termination or cancellation of coverage. Providing and maintaining adequate insurance coverage is a material obligation of the PROVIDER. All such insurance shall comply with the laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the Commissioner of Insurance to do business in North Carolina. The PROVIDER shall at all times comply with the terms of such insurance policies, and all requirements of the insurer under any such insurance policies, except as they may conflict with existing North Carolina laws or this Contract. The limits of coverage under each insurance policy maintained by the PROVIDER shall not be interpreted as limiting the PROVIDER'S liability and obligations under the Contract. Additionally, PROVIDER shall procure and maintain, at its expense, liability insurance at a minimum level:

**Workers Compensation:** PROVIDER agrees to maintain coverage to apply to all employees for statutory limits in compliance with the applicable state and federal laws. The policy must include employer's liability with a limit of \$1,000,000 for each accident, \$1,000,000 for each employee, and with a \$1,000,000 aggregate policy limit.

**Commercial General Liability:** PROVIDER does hereby agree to maintain minimum limits of \$1,000,000 per occurrence, per location, single limit for bodily injury liability and property damage liability, with a \$2,000,000 aggregate limit, per location. This shall include premises and/or operations, independent Contractors, products and/or completed operations, broad form property damage and explosion, collapse and underground damage coverage, and a Contractual liability endorsement.

**Business Auto Policy:** PROVIDER does hereby agree to maintain limits of \$1,000,000 per accident combined single limit for bodily injury liability and property damage liability. This shall include: owned vehicles, plus hired and non-owned vehicles.

GUILFORD COUNTY PO Box 3427 Greensboro, NC 27402 shall be named as an additional insured on PROVIDER'S general liability insurance policy, which shall be primary and not contributory to any other insurance that may be available to the COUNTY. PROVIDER will also secure its general liability insurance from an A rated insurance company acceptable to the COUNTY.

Upon entering into this Contract, PROVIDER will provide Certificates of Insurance for meeting the required insurance provisions. **The Certificate of Liability shall state, "Guilford County is added as an additional insured as evidenced by the endorsement attached to this Certificate."**

Original insurance policies or certified copies of policies may be required by the COUNTY at any time. Current, valid insurance policies meeting the requirements stated herein shall be maintained for the duration of the Contract. Renewed policies shall be sent thirty (30) days prior to any expiration date.

- L. The successful Supplier shall work with the existing Supplier for the first 30 days of the new contract during phase-in, phase-out conversion period.

✓ **Kimble's understands this section and agrees**

## Section V. Specifications – General

- A. Contract Period: The Price Only Contract term will begin on July 1, 2019 and end on June 30, 2022 with the option for two (2) additional one (1) year renewals with the same percentage rate.  
✓ **Kimble's understands this section**
- B. No bid deposit will be required.  
✓ **Kimble's understands this section**
- C. This contract will also include the option to increase frequency of orders with a 30-day written notice.  
✓ **Kimble's understands this section and agrees**
- D. Each Supplier bidding on this proposal must provide a letter, on company letterhead and stating their legal name, with a list of three (3) references for which this type of service has been provided, that they have or have had a contract with during the previous five years. The references should include the company name with current contact names and telephone numbers.  
✓ **Kimble's understands this section and will provide the required information**
- E. In addition, Guilford County requests a list of all current contracts of this type with a specific contact person, address and telephone number.  
✓ **Kimble's understands this section and will provide and will attach a complete client list**
- F. A Mandatory Pre-Proposal Conference will be held at the Jail Central Conference Room located at 201 S. Edgeworth Street Greensboro NC, 27401 on **November 13, 2018 from 9:30 am to noon EST. Suppliers must be in the Jail lobby five to fifteen minutes prior to the start of the meeting to receive an escort to the meeting room. There will be no access to the meeting after 9:30 am.**  
✓ **Two Kimble's associates attended the meeting**

**All Suppliers who submit proposals are required to be represented at this conference.** Please be advised that this Pre-Proposal Conference meeting includes a required guided tour of the layout of the jail in Greensboro followed by a required guided tour of the layout of the jail in High Point.

- G. All Supplier questions shall be submitted through the Question and Answer Tab within the online event.

## Section VI. Anticipated Procurement Schedule

The anticipated schedule for the conduct of this event is summarized below. Please note that these dates are subject to change by the County.



## A. Planned Event Schedule (Subject to Change)

Event Opens	11/5/2018
Q&A Opens	11/5/2018
Mandatory Pre Proposal Conference/Tour	11/13/2018 9:30 AM
Q&A Closes	11/16/2018
Answers Posted in Q&A and Addendum, if any, posted	11/20/2018
Event Closes	12/4/18 3:00PM

## B. Anticipated Schedule of Award (Subject to Change)

Evaluation Committee Review of Proposals Complete	12/18/2018
Potential Interviews	12/19/2019 or 12/20/2019
Evaluation Committee Recommendation Complete	1/8/2019
Board of Commissioners Considers Award	2/21/2019
Contract Execution Complete	3/21/2019
Contract Services Begin	7/1/2019

✓ **Kimble's understands this schedule and the right of the County to change the schedule**

**Section VII Specifications – Specific**

- A. The new contract shall be a Price Only Contract which means that the Supplier will provide Guilford County the services and items specified in this proposal, but there will be no guarantee as to how much will be purchased. Guilford County will guarantee that these jail commissary items will only be purchased from the Supplier holding the contract.

✓ **Kimble's understands this section and agrees**

- B. Cancellation Notification: This contract shall contain a termination provision that allows cancellation by either party with a written 60-day notice.

✓ **Kimble's understands this section**

- C. The Contractor shall operate as an independent contractor for all purposes. Guilford County shall not be responsible for the Contractor's acts or omissions. The Supplier agrees to defend and hold the Guilford County harmless from and against any and all claims made or liability for acts or omissions of the Contractor.

✓ **Kimble's understands this section and agrees**

### **Section VIII. Award Criteria**

A committee of County staff shall evaluate proposals based the Best Value standard of award through an evaluation using the following criteria:

ON-SITE COMMISSARY SERVICES – EVALUATION FACTORS		
Factors	Description	Points
Commission Schedule	In the evaluation of the commission schedule, the bidder proposing the highest commission to the County will receive the maximum points available for the Commission Rate Factor. The other commission schedule offers will be compared to the highest commission schedule offer, using the formula below, to assign points to each bidder. The Commission Rate proposed will be factored against Monthly Net Commissionable Sales which is defined as Monthly Gross Sales, less tax and all non-commissionable sales which includes indigent kits, inmate debt payments (such as damage property, Inmate medical payments, third party check fees), stamps (individual and books) and prepaid phone cards.	40.00
References (Past Performance) & Experience, Qualifications	Each bidder will be evaluated on its history performing commissary operations in, or for, correctional facilities with populations exceeding 600 inmates. Information will be used in evaluating proposals and for responsibility determinations. The evaluation will focus on information which demonstrates quality of performance relative to the size and complexity of the procurement under consideration. References other than those identified by the bidder may be contacted. Information utilized may be obtained from the references listed in the proposal, other customers known to Guilford County or of whom it becomes aware, consumer protection organizations, and any others who may have useful and relevant information. Information may also be considered regarding significant subcontractors, corporate personnel and essential personnel. Past Performance will be examined to ensure corrective measures have been implemented where problems in performance have occurred. Prompt corrective action in isolated instances may not outweigh overall negative trends. Past performance will be evaluated to determine the level of quality, business relations and customer satisfaction that the bidder has delivered during its performance of prior and existing contracts for similar services (e.g. accreditation of operation, quality control of services delivered, responding to and resolving potential problems, etc.). References will be asked to rate contractor's past performance by assigning a value of zero (0) through ten (10), with ten representing "outstanding overall performance" and	25.00



	zero representing "non-responsive." In addition, the evaluation team will rate bidder's experience and qualification assigned a value of zero (0) through ten (10), with ten representing a "demonstrates excellent experience and qualifications" and zero representing "demonstrates no experience and qualifications." The same number of references will be surveyed for each bidder. This will be added to the reference value creating a gross value score. The highest gross value score will receive the maximum points available. Other bidder's gross value scores will be calculated using the formula below.	
Technical/ Management	Technical proposals will be evaluated to determine the soundness and anticipated effectiveness of the bidder's approach to performing the tasks identified in RFP. Emphasis will be focused on innovation in the sale and delivery of goods. An evaluation team will rate technical aspects of the proposal with a value of zero (0) through ten (10), with ten (10) representing "demonstrates a high likelihood meeting RFP" and zero (0) representing "demonstrate the lowest likelihood meeting RFP." These values will be added to determine a total gross value score. The highest value score will receive the maximum points available. Other bidder's gross value scores will be calculated using the formula below.	20.00
Financial Stability	Assessment of the bidder's financial stability is determined by reviewing documents such as financial statements, bank, and credit references. The evaluation team will assign a rating of zero (0) through ten (10), with ten representing an excellent financial standing in accordance with financial statements and references. The highest rating will receive the maximum points available. Other bidder's rating will be calculated using the formula below with their respective scores for each factor.	10.00
Grant Opportunity	The Guilford County Detention Centers are also seeking innovative ways to promote technological, programmatic, and educational opportunities within the Detention Bureau. Suppliers are encouraged to submit a grant opportunity package for the Detention Bureau separate and apart from revenue projections. This grant amount shall factor into the total decision based upon experience, fiscal solidity, as well as adherence to all parameters of the RFP. <i>(bidders gross value score) x5= Factor Points Available for Highest gross value score.</i>	5.00

✓ **Kimble's has reviewed and understands the award criteria**

**Section IX. Pricing**

- A. All prices included in the bidder's proposal (hereinafter referred to as "base prices") shall, except by mutual consent of the parties, remain unchanged during the initial and renewal contract terms.
- ✓ **Kimble's, due to market fluctuation during the term of the contract may request a pricing review. NO PRICES WILL BE CHANGED WITHOUT THE WRITTEN CONSENT OF THE SHERIFF OR SHERIFF'S DESIGNEE**
- B. Item selection and variety shall be reviewed every six months and may be adjusted as mutually agreed upon in writing by both parties.
- ✓ **Kimble's understands this section and agrees**

## Section X. Billing & Payment

This will occur immediately when the inmate order is placed. Funds will be deposited into a bank account in Guilford County's name. Awarded Vendor/Supplier will manage all reporting of checks issued to the bank and field calls from the bank regarding the validity of checks presented for payment before the information has been transmitted to the bank.

- ✓ **Kimble's understands this section. Kimble's system is designed to function in this way and Kimble's will comply with these requirements**

## Section XI. Responsibilities of the County

- A. Provide in the Commissary areas adequate heat, light, ventilation and all other utilities.
- B. Provide internal business telephone service to the awarded Vendor/Supplier at no charge in provided office within the jail.
- C. Provide general maintenance to the building structure including but not limited to, the maintenance of gas, water, sewer, ventilation, lighting, air conditioning, duct work, floor coverings and wall and ceiling surfaces and repairs. (Note: any refrigeration needed will be the responsibility of the Supplier.) Cost of repairs of damage due to the Supplier's employee negligence or abuse shall be billed to the Supplier. Services provided by the Sheriff's Office do not include cleaning and housekeeping of areas used by the Supplier in its operations.
- D. Provide storage and holding equipment for the commissary areas and maintenance for such equipment.
- E. Provide security control and limitation of inmate movement in, to and from the Commissary area, including physical security to Supplier's employees, Suppliers and other visitors authorized by the Sheriff's Office.
- F. Conduct inspections of the commissary areas when deemed necessary, with or without advance notice to the Supplier.

- ✓ **Kimble's has read this section and understands the responsibilities of the County**

## XII. Financial

Issuance of debit card to departing inmate for the remaining inmate personal funds.

- ✓ **Kimble's will provide Mastercard inmate release cards through our relationship with NUMI Financial Services**



### XIII. Responsibilities of Awarded Vendor/Supplier

#### A. Inventory:

1. The awarded Vendor/Supplier shall provide a large selection of brand name items and quality products. The Court Services Bureau Commander and/or Sheriff shall approve all items that may be purchased by inmates.  
 ✓ **Kimble's has 500 products available to provide a commissary menu customized for Guilford County. All items available for purchase by inmates will be approved by the appropriate facility staff**
2. The awarded Vendor/Supplier shall maintain an offsite warehouse with ample stock of goods to assure successful operation of the commissary services. We desire every order to be filled. No shortages, no substitutions unless approved in writing and in advance by the County. The awarded Vendor/Supplier will also maintain ample stock of goods on site at the Greensboro Jail sufficient to handle any shortages in inmate orders. This will insure that inmate orders are completed as ordered when delivered to the inmate.  
 ✓ **Kimble's fulfillment warehouse is located in LaGrange, Georgia. All orders are packed at that facility and shipped to the facilities via Kimble's trucks. Kimble's will meet and exceed the requirements this section.**
3. Purchase and payment for inventory and stock shall be the sole responsibility of the awarded Vendor/Supplier.  
 ✓ **Kimble's understands and agrees with these requirements**

#### B. Commissary Operations:

1. All sales of goods must be able to be placed through an electronic means (kiosk) within the inmate dormitories. Kiosk shall show items available with their current prices. Prices shall include appropriate sales tax. Commissary orders will be entered into kiosks by the inmate the week prior to commissary delivery. Ordering for the upcoming week will be cut off at 11:00 pm Sunday night. The kiosk inside of the inmate housing units shall have the ability to display the Inmate Handbook, announcements for the inmates, and other forms relative to confinement within the Guilford County Detention Facilities.  
 ✓ **Kimble's will provide and maintain inmate facing kiosks in each of the various housing units. Orders will be processed as outlined. Our kiosks will provide the display options as outlined**
2. In the event kiosks are down, the awarded Vendor/Supplier shall have the kiosks up and running within four to six hours unless the outage is of a major issue, such as internet failure or an act of God. In the case of a major event, the kiosks shall be down no longer than 48 hours. The Vendor must also provide the option for inmates to order canteen items via telephone, in the event that kiosk ordering is not feasible.  
 ✓ **Kimble's will meet and exceed these requirements. Kimble's has four associates within a two hour drive of both the facilities that can service our equipment. Replacement components will be**

**stocked onsite for immediate access by service personnel. Our customer support unit is available 24/7/365 to provide immediate remote service for software issues. Commissary services by the inmate phone system is provided in our service offering.**

3. Orders must be delivered within 48 hours of their order placement.  
✓ **Kimble's will meet and/or exceed this requirement**
4. Kiosks will display the inmate's cash account balance. If the inmate has sufficient funds available, the kiosk software will update the inmate's account in the computer system and the order will be transmitted via modem or VPN to the off-site Inmate Commissary Services warehouse computer.  
✓ **Kimble's system functions as outlined**
5. The awarded Vendor/Supplier will be responsible for packaging inmate orders in heat sealed, clear plastic bags and boxing according to cell block or pod arrangement. Inmate order packages will be clearly labeled with the inmate's name, ID number, and housing location. Boxes are then shipped to the facility for next day distribution.  
✓ **Kimble's packaging meets this requirement. Orders are packed in heavy duty totes and delivered by our trucks eliminating the use of boxes**
6. Packaging material will be approved by Court Services Bureau Commander. Order delivery will be the responsibility of the Contractor's employee to distribute Commissary items to the inmates at the inmate's detention housing area.  
✓ **Kimble's will have full time staff onsite at Guilford County that will be responsible for the commissary process. All packaging will be approved as required**
7. The awarded Vendor/Supplier's employee shall verify the inmate's identity by checking the inmate's wrist band identification. Guilford County may elect to change the identification system in the future. A signed receipt will then be filed for each transaction.  
✓ **Kimble's will meet and exceed this requirement**
8. All Commissary deliveries shall be made between 7:30 am – 12:00 pm daily.  
✓ **Kimble's will meet this requirement**
9. All deliveries, credits, and adjustments must be completed by 3:00 pm on Friday of the same week.  
✓ **Kimble's will credit orders on the same day as the order is delivered to the inmate**
10. All shortages of products ordered must be corrected within 48 hours.  
✓ **Kimble's will correct all shortages by replacement or credit on the same day as delivery**



11. The awarded Vendor/Supplier shall be responsible for offering Emergency Commissary Kits for purchase to newly admitted inmates in the Guilford County Detention Facility.

✓ **Kimble's will provide our "Snack Packs" for sale to inmates between weekly commissary orders. These purchases will be processed via the inmate kiosks and delivered by Kimble's onsite staff.**

C. Indigent Inmates:

1. Indigent requests are filled once every 14 days.

✓ **Kimble's understands this requirement and Kimble's s onsite staff will handle this process**

2. The following items are available to indigent inmates:

- a. Four stamped envelopes
- b. One golf pencil
- c. 10 sheets of writing paper
- d. One comb
- e. One deodorant
- f. One soap
- g. One toothpaste
- h. One toothbrush

✓ **Kimble's understands and will provide these kits**

3. The awarded Vendor/Supplier's employee shall be responsible for verifying the status of indigent inmates by checking the balance and last deposit on the inmate's account.

✓ **The Kimble's system automates this process. Indigent inmates will be verified by our onsite staff**

4. The awarded Vendor/Supplier's employee shall be responsible for delivering indigent kits to the appropriate inmate in the Housing Unit or other detention areas.

✓ **Kimble's onsite staff will handle this process**

D. Computerized Inmate Accounts System Requirements

✓ **Kimble's system meets and/or exceeds all the requirements of section D as listed below**

1. The awarded Vendor/Supplier shall host the solution, shall provide all hardware and software for a computerized Inmate Accounts System to keep accurate and complete records of all commissary activity and balances of individual accounts. This system must be approved by Guilford County.
2. System must provide General Ledger Accounting with automatic dual entry.
3. Must be capable of tracking multiple inmate accounts.
4. System must provide a cash drawer balancing system.
5. Must manage multiple inmate restrictions based on medical, security, and

disciplinary factors

6. Must be compliant with Generally Accepted Accounting Principles.
  7. Must be able to restrict functions by user or workstation.
  8. System must require PIN numbers utilizing at least six characters.
  9. System shall prompt user to change PIN number.
  10. PIN numbers must have a maximum duration of 90 days.
  11. System shall terminate session after five minutes of inactivity.
  12. Must provide backup capabilities to include on-site and off-site backups.
  13. System must be redundant to minimize downtime.
  14. System must support more than 50 concurrent users.
  15. System must provide a paperless audit trail.
  16. Must be developed in Microsoft compatible platform.
  17. The system shall be multi-terminal with multi-user and function capability. it shall also be able to transfer information easily between jail facilities.
  18. Integrate the use of booking/intake/ kiosks to allow inmates to deposit funds at intake.
  19. Allow for at least the following functionality and types of transactions to occur on the inmate accounts system:
    - a. Add funds to an account via kiosk and desktop computer.
    - b. Draw funds from an account in the form of check or debit card issue the check via a system printer or debit card printer.
    - c. Close an account with a detailed statement and pay the inmate's balance by Debit Card or check.
    - d. Deduct commissary and other charges in a "live" environment.
    - e. Process credits.
    - f. Change inmate locations.
    - g. Carry negative balances.
    - h. Allow for ad hoc reports.
    - i. Allow for the addition of inmate information to control Commissary purchases (i.e. disciplinary controls).
- E. Awarded Vendor/Supplier shall provide a series of reports as specified by Guilford County, including: detailed weekly invoices for delivered items, cash reconciliation, and records of charges to inmates for other services such as medical, haircuts, and equipment damage. NOTE: Ad hoc reporting capability shall be available on any or all fields.
- ✓ **Kimble's system provides a wide array of reports including all the services listed. Additionally our system can provide customized ad hoc reports as needed**
- G. The system must have comprehensive checkbook management features. Additionally, the system must have the capability to print a check registry based on multiple criteria which can be queried by jail staff. Banks will contact the awarded Vendor/Supplier for inquiries regarding checks issued to inmates.
- ✓ **Kimble's GAAP compliant system meets and/or exceeds these requirements**



- H. Various levels of security, including password control and tracking of transactions by individual and station, shall be present in the software system. These levels will have the capability to be customized by the Court Services Bureau Commander or designee.

✓ **Kimble's system meets this requirement**

- I. The awarded Vendor/Supplier shall install the system, train Guilford County personnel, provide documentation, and provide toll free 24-hour contact to insure maximum utilization and minimal down time of the inmate accounts system. Awarded Vendor/Supplier shall be responsible for all interface costs with the One Solution Jail Management System.

✓ **Kimble's will meet and/or exceed these requirements**

- L. The awarded Vendor/Supplier shall provide lobby kiosks in Greensboro Jail Central and High Point Detention Center.

✓ **Kimble's will provide a lobby kiosk at both facilities**

1. Commissary provider must have a proven approach to managing the inputting of funds to inmate accounts via lobby kiosks.

✓ **Kimble's has over 100 lobby kiosks in use in facilities throughout the Southeast. Funds placed on inmate accounts is immediately available for use by the inmate.**

2. Allow individuals to deposit funds to the lobby kiosks in the form of cash, credit card or debit card.

✓ **Kimble's lobby kiosks meets these requirements**

3. Kiosks software must post funds to inmate accounts immediately.

✓ **Funds placed on inmate accounts is immediately available for use by the inmate**

4. Kiosks must detect and reject counterfeit and/or non-detectable currency.

✓ **Kimble's lobby kiosks have never accepted a counterfeit bill. We use casino grade MEI bill acceptors that provide this security feature**

5. Kiosks must have the capability to capture the image/photo of each depositor.

✓ **Kimble's lobby kiosks have this functionality**

6. Kiosk must have a bulk-note feeder and provide a paper transaction record listing total deposit and breakdown of currency deposited.

✓ **Kimble's lobby kiosks have this functionality**

- J. System shall be compliant with Payment Card Industry Data Security Standards. Supplier shall be able to prove PCI compliance by providing an Attestation of Compliance document to Guilford County on a quarterly basis. This document shall be produced by an independent security firm that audits the Supplier's systems. The Supplier shall be responsible for fraud resulting from any transaction resulting from the use of lobby kiosks, housing unit kiosks, debit card release system, and debit card transactions.

✓ **Kimble's system is PCI complaint and we will provide the documentation as required (certification is attached). Kimble's will meet the requirements of this section**

- K. The awarded Vendor/Supplier shall provide intake/booking kiosks in Greensboro Jail Central and High Point Detention Center.

✓ **Kimble's will provide intake/booking kiosks as required**



1. The awarded Vendor/Supplier must have an intake kiosk that will allow for multiple bills and coins to be placed in the feeder.
2. The awarded Vendor/Supplier's kiosk must provide a detailed triple receipt that displays all denominations of currency deposited with signature line for the inmate to verify funds deposited.
3. Deposited funds must be available for use by the inmate immediately after deposit.

✓ **Kimble's intake/booking kiosks meet these requirements**

- L. The awarded Vendor/Supplier shall provide housing unit kiosks in Greensboro Jail Central and High Point Detention Center.

✓ **Kimble's will provide the housing kiosks as required by the RFP. Our units meet and/or exceed all the requirements of this section**

1. The system must have user defined security.
2. The system must have a scheduling program that is interactive between the inmate and the facility.
3. The system must allow inmates to change their PIN number at the kiosk location.
4. The system must be able to allow inmate's access to the housing unit kiosk in their assigned housing unit location only.
5. The system should be multi-functional, allowing inmates to order commissaries, files inmate request forms, file grievances, submit sick calls request forms, access the Inmate Handbook, etc.
6. Housing Unit Kiosks must be made of secure detention grade and impact resistant materials.

- M. The awarded Vendor/Supplier shall provide a Debit Card Release System.

✓ **Kimble's debit release card system is provided through our partnership with NUMI Financial Services and meets and/or exceeds the requirements of this section**

1. Inmates released from custody should be issued the balance of the inmate account on a debit card. No fees will be charged to the inmate or Guilford County for issuance of funds on the debit card.
2. System should provide inmate with the opportunity to use Debit card at ATM and other locations that accept MasterCard or Visa.
3. Provide released inmates immediate access to their funds.

- N. Staffing

1. The Sheriff or designee must approve any/all of the awarded Vendor/Supplier's employees who work in the Detention Center before they will be allowed to enter the jail. All employees must comply with the Sheriff's written policy and procedures relating to jail security. The Sheriff retains the right to thoroughly investigate any current or awarded Supplier employee assigned to the commissary. The Guilford County Sheriff's Office reserves the right to revoke any awarded Vendor/Supplier's employee's security clearance at any time without reason.

✓ **Kimble's understands and agrees with these requirements**

2. The awarded Vendor/Supplier will be responsible for providing at least one on-site manager who will manage the entire commissary program for both Guilford County detention facilities and a minimum of one part-time employee or equivalent and ensure that adequate relief staff is available to provide scheduled commissary operations. The facility requires that this manager have at least one of year experience inside a correctional facility.  
 ✓ **Kimble's will provide staff as required by this section. Kimble's has six staff members in N.C. within two hours of Guilford County that will be trained at Guilford County to respond should staff relief be required.**
3. The awarded Vendor/Supplier shall be responsible for routine cleaning and housekeeping of the commissary areas and maintaining high standards of sanitation during normal working hours in compliance with all local and state health code requirements.  
 ✓ **Kimble's will meet this requirement**

O. Awarded Vendor/Supplier's Responsibilities:

1. Provide and install the accounting program system and computer system for inmate's accounts which allows deducting the costs of commissary purchases from such accounts and printing sales receipts at no cost to the facility. Any interfaces required will be at the expense of the Supplier. Supplier will provide information on internal controls regarding access to bank accounts and inmate fund accounts.  
 ✓ **Kimble's will provide the services as required**
2. Vendor/Supplier must supply all necessary hardware and software to perform commissary operations at no cost to the facility.  
 ✓ **Kimble's will provide a full service commissary system with related equipment at no cost to Guilford County**
3. Vendor/Supplier must supply any additional hardware and all necessary software and support when needed.  
 ✓ **Kimble's will provide additional equipment, software and support as identified in the future to conduct the commissary process for Guilford County**
4. Provide the necessary equipment and service for local and long distance business telephone service needed to perform the commissary operations.  
 ✓ **Kimble's will provide the services as required**
5. Purchase stock and sell all items listed on the menu.  
 ✓ **Kimble's will purchase and stock all items listed on the Guilford County menu**
6. Provide cleaning and housekeeping of any commissary storage and work area.  
 ✓ **Kimble's will provide the services as required**



7. Remove all trash and garbage generated by commissary operations from loading dock area.  
✓ **Kimble's will provide the services as required**
8. Require its employees to adhere to all rules and regulations pertaining to the operations of the Facility and request from the Sheriff appropriate material to ensure familiarization and compliance with these rules and regulations.  
✓ **Kimble's company policy requires all employees entering a client facility to obey all rules and regulations of the facility. Additionally provide materials as required**
9. Secure and pay all Federal, State taxes and local licenses, permits and fees required for the delivery of commissary services. Such taxes and licenses shall be secured and paid for by the awarded Supplier during the entire contract term.  
✓ **Kimble's will pay all taxes associated with the sale of commissary items at Guilford County. Kimble's will obtain and maintain any permits and licenses as may be required.**
10. Provide to the Major, Colonel, and Sheriff daily reports on deposits, cash receipts, funds released, gross sales, line item sales amounts, number of welfare transactions, and the condition of all commissary equipment.  
✓ **Kimble's will provide these reports as required**
11. Return to the Sheriff's Office at the expiration of this agreement all facilities furnished by the Sheriff's Office in the condition in which received, except for ordinary wear and tear and except to the extent that said premises may have been damaged by fire, flood, or unavoidable occurrence.  
✓ **Kimble's will comply with the requirements of this section**
12. Awarded Vendor/Supplier must furnish all equipment necessary to operate the commissary program, including but not limited to: office furniture, business machines, computers, telephones, shelving, carts, vehicles, software, etc.  
✓ **Kimble's will furnish all equipment required to carry out the commissary operations**
13. Keep full and accurate accounts of sales and other records related to the commissary services covered by this agreement. All such records shall be retained by the Supplier for a period of three years from the contract termination date and may be audited at any time during regular working hours.  
✓ **Kimble's understands and will comply with this section**
14. Provide all necessary forms, supplies, and copying services necessary to provide the commissary services at no cost to the facility.  
✓ **Kimble's will provide all support supplies and services as required by this section at no cost to Guilford County**

15. Attend meetings with Sheriff's staff when requested. Also indicate corporate visitation schedule.
  - ✓ **Kimble's management staff will attend all meetings requested by the Sheriff or his staff. Kimble's Regional Manager will be onsite at least every 90 days to ensure commissary operations are meeting all requirements. The N.C. Operations Manager will visit the facility on a monthly basis and more often as may be necessary**
16. Awarded Vendor/Supplier must supply three (3) references of facilities that use the awarded Vendor/Supplier's inmate accounting software.
  - ✓ **Kimble's has provided this information in the "References" section of our response to this RFP.**
17. The awarded Vendor/Supplier must include all relevant history and experience in providing the proposed services. Work history will be specific to the proposed services in corrections facilities.
  - ✓ **Kimble's has provided the required information in the "Vendor's Experience" section of our response to this RFP**
18. The awarded Supplier must show a minimum of three years' experience with inmate accounting programs.
  - ✓ **Kimble's has been providing inmate accounting programs to detention/corrections facilities for over 20 years. Please refer to information contained in the "Vendor's Experience" section of our response to this RFP**
19. The awarded Vendor/Supplier is responsible for delivery of commissary to the inmate population.
  - ✓ **Kimble's onsite staff will provide these services**
20. The awarded Vendor/Supplier's employees are required to have passed drug-testing procedures and will have background checks done by the facility if necessary.
  - ✓ **Kimble's requires associates assigned to the Commissary Division to meet the same drug testing and background requirements as a Detention Officer in Georgia. Kimble's adheres to the Drug Free Workplace Standards. Kimble's associates will be required to pass all background or drug testing requirements of Guilford County**

P. Proposal Requirements:

- ✓ **All information required in this section is provided in Kimble's attached RFP response in the order required**
1. All proposals submitted shall provide the following information in the following order.
    - a. Description of delivery procedures of commissary services to the inmates. Contractor must also outline plan to resolve inmate requests and process/plan to address and remedy shortages and damage to items discovered when items/orders are delivered.
    - b. Description of the ordering system the Supplier will install.



- c. Description of quality and inventory control methods and standards.
- d. Description of how the awarded Supplier will ensure completeness of inmate orders.
- e. A sample menu including commissary items and prices proposed by the Supplier to the inmates. Prices must include appropriate NC State sales tax.
- f. General history and description of the awarded Vendor/Supplier's firm, including at least five (5) references for provision of commissary services in detention facilities. The Vendor/Supplier shall include a listing of references indicating facility location, name and telephone number of contact persons. References shall reflect current contracts. Also include all contracts that were cancelled by other facilities during the past five years due to poor performance.
- g. The awarded Vendor/Supplier will include the support structure for all those individuals who will be involved in the implementation and support for all proposed services. This structure must include support for all aspects of the technical specifications.
- h. We require that all employees pass a pre-employment drug test. Please explain your company policy.
- i. Any additional information about the Vendor/Supplier's firm or any other part of the submittal which would assist in evaluating the proposal.
- j. Proposed percentage of monthly gross sales amount that will be retained by the Sheriff's Office as a commission.

2. References

✓ **Kimble's has provide the information required in this section in the "References" section of our response to this RFP**

- a. The awarded Vendor/Supplier will provide references for at least three facilities where the contractor has provided commissary and inmate funds accounting software services for at least three years.
- b. The Guilford County Sheriff's Office will verify references from other facilities similar in size and scope to the Guilford County Sheriff's Office Detention Facilities.
- c. The Vendor/Supplier will also provide a list with current contact information for all current contracts with similar size and scope to the Guilford County Sheriff's Office Detention Facilities.
- d. The Vendor/Supplier should only provide pertinent information. Only references where the Vendor/Supplier currently provides inmate funds accounting software owned, written, and supported by the Supplier will be acceptable.
- e. A list of all clients in North Carolina and contiguous states shall be provided.
- f. A copy of all contracts for commissary services entered into with any jail or detention facility in the State of North Carolina shall be provided.

Q. Software Specifications

- 1. The Vendor/Supplier's proposed software must meet the following qualifications:
  - a. The Vendor/Supplier must own, write, and support their software. The

software should be a Windows compatible based application, utilizing a relational data base such as Oracle. Access to the data base should be limited to contractor's support personnel to protect the integrity of the data structure and accounting principles.

✓ **Kimble's "Lockdown" accounting software is purchased from the nation's leading trust fund software provider Tech Friends. We purchase this software much like Guilford County purchases various "Microsoft" products, the "One Solution" software and etc. Kimble's associates completely support the software without the need for third party intervention. The "Lockdown" software is Windows based and meets the security requirements as required**

- b. The Vendor/Supplier must provide a statement indicating that they employ all programming and technical support staff to support the enclosed project. The Vendor/Supplier will include the number of years providing inmate funds accounting software and the number of current clients with the software installed.
 

✓ **Kimble's has 10 associates dedicated to supporting the proposed software. We do our own setup and programming of the software internally**
- c. The Vendor/Supplier will address the following items in their response:
  - i. Software Development History
 

✓ **Kimble's has provided trust fund accounting software to detention facilities since 1997**
  - ii. Full time Programming staff dedicated to the proposed software solution.
 

✓ **Kimble's works with the Lockdown software provider Tech Friends to accomplish necessary programming. Tech Friends employs several programming specialist. Kimble's has two staff members to deal with programming as well.**
  - iii. Software Support Staff for the Guilford County Sheriff's Office.
 

✓ **The Lockdown software will be supported remotely by Kimble's Customer Support Division consisting of over a dozen associates**
  - iv. Conversion and Implementation plans
 

✓ **Kimble's currently provides services to Guilford County and no conversion will be required**
  - v. Data Backup procedures
 

✓ **Back up procedures are discussed in the "Technical Overview" portion of our RFP response**
  - vi. The features which will be required by the Vendor/Supplier's software are detailed below. These features must be available at the proposal submission date. Any exceptions must be noted and include an explanation why the proposed software fails to meet the minimum requirements. Any misrepresentation will render the Vendor/Supplier non-responsive.



## R. Inmate Banking Software Requirements

1. The proposed Inmate Accounting Software should provide for an accurate, cashless accounting of all inmate monies, expenses, and purchases. The following are the minimum specifications required of the proposed inmate funds accounting software:

✓ **Kimble's trust fund accounting software contains all the features required by this section as well as many additional functionalities not listed**

### 2. Software Features

- a. General Ledger with Automatic Dual Accounting Posting
- b. General Ledger Reporting for all Ledger Accounts
- c. Date Specific Reports for all Ledger Accounts
- d. Provide for a Trial Balance to be run at any time
- e. Fiscal Year Maintenance with End of Month Reporting
- f. Allow for Year End Fiscal Adjustments to be entered prior to closing the Fiscal Year and allow new year entries prior to closing previous Fiscal Year.
- g. Checkbook Reconciliation with Multiple Checkbook Capabilities
- h. Resident Bail Module Complete with Reports Section
- i. Resident Receivables Module Complete with Reports Section
- j. Resident Payroll Module Complete with Reports Section
- k. Provide for an Automatic Checkbook Reconciliation Module
- l. Provide for a Multiple Release Module to release a group of inmates on the same check with appropriate report
- m. Resident Property Module with Reports Section
- n. Indigent Module which includes the ability to rotate up to four indigent packs individually for each inmate based upon monetary and time criteria to be determined by the facility.
- o. Allows for Debt to be collected based upon a percentage of incoming funds to be determined by the facility.
- p. Allows for collected funds to be applied to debts either by priority, percentage, or both as defined by the facility.
- q. The system must always be in balance within the General Ledger.
- r. Provide reports on cash drawer balancing and balance history.
- s. Provide reports on commissary orders, order rejections, commissary sales, and products offered.
- t. Provide reports of frozen inmate accounts or accounts with administrative holds or other facility designated restrictions.
- u. Provide account summaries (both individual and facility including transaction history. Provide and maintain a bank account for the sole purpose of depositing and disbursing funds belonging to inmates of the Guilford County Detention Facility. The Vendor/Supplier will be responsible for all fees associated with this bank account.
- v. Provide for Escheating/Reclamation of checks automatically in the system.
- w. Provide for reports on all checkbook activity by operator defined criteria.
- x. Provide reports based on user definable date time periods.
- y.

- z. Provide for Inactivity Maintenance to include reporting and reclamation of moneys.
- aa. Allow for Multiple Profit Accounts to be maintained within the software.
- bb. Provide for Facility & Operator Log Reports.
- cc. Allow for the Classification of Inmates for the purpose of precluding charges being made on those accounts.
- dd. Allow for the assignment of a Facility designated permanent number to each inmate.
- ee. Allow for reports to be run on both the permanent number and booking number for each Resident.
- ff. Allow for the primary "booking" number to be modified when errors occur in resident identification.
- gg. Allow for a "Stored Signature" to decrease paperwork involved with resident accounting.
- hh. Allow for funds to be transferred from one resident account to another by authorized personnel.
- ii. The accounting software must allow for resident releases to be done by Cash, Check, Credit, Debit Card or combination of the above as determined by the facility.
- jj. Allow access for designated management personnel through existing Guilford County Sheriff's Office hardware.
- kk. Provide a positive pay module to transmit check information to the bank. Vendor/Supplier will be responsible for addressing and responding to inquiries from the bank regarding the validity of checks presented for payment before the information has been transmitted to the bank.
- ll. Provide a self-balancing report of net activity in each General Ledger account for each month as of month's end.

#### S. Software Compliance

1. The Vendor/Supplier is required to certify the following:
  - a. The software is owned, written, and supported by the Supplier.
    - ✓ **Kimble's "Lockdown" accounting software is purchased from the nation's leading trust fund software provider Tech Friends. We purchase this software much like Guilford County purchases various "Microsoft" products, the "One Solution" software and etc. Kimble's associates completely support the software without the need for third party intervention.**
  - b. The software and hardware are supported by the Vendor/Supplier's own employees. Name and location must be provided of the technical support personnel that will support this contract.
    - ✓ **All software and related hardware is supported by Kimble's Associates without third party intervention. A list of support staff is included in our RFP response.**



- c. Provide a history of the Vendor/Supplier's provided upgrades to the software being proposed.  
 ✓ **Kimble's provides minor upgrades to the "Lockdown" system on a regular basis. These upgrades have no impact on commissary operations. Major upgrades are done on a regular scheduled basis. These are usually completed in a matter of minutes at a time that results in minimal disruption to the commissary operations. The facility is given advanced notice of any disruption in service required for updating the system. Our design team are our client facilities so upgrades benefit the client facilities.**
- d. Provide information regarding how the software was developed and history of client /user seminars.  
 ✓ **Kimble's has provided this information in our RFP response**
- e. Hardware and software will in no way result in the disruption of Guilford County Sheriff's Office and/or Guilford County hardware or software operating systems, files, or file structure.  
 ✓ **Kimble's system meets this requirement**
- f. Provide proof of compatibility with the **One Solution Jail Management** System currently used by the Guilford County Sheriff's Office. Additionally, the awarded Supplier is required to secure any non-disclosure agreements required by Spillman.  
 ✓ **Kimble's is currently interfaced with these systems at Guilford County**

T. Hardware Requirements

1. The Vendor/Supplier shall propose the quantity and location the following computer hardware:
 

1	server (If needed)
3	work stations
3	19" flat screen monitors
4	receipt printers
33	total Housing Unit kiosks
3	Debit Card Release Systems
3	Intake Booking Deposit Kiosks
2	Lobby Deposit Kiosks

 ✓ **Kimble's will supply the equipment listed**
2. The Vendor/Supplier must provide details regarding:
  - ✓ **Kimble's has provided the information required by this section in the "Technical Overview" of our RFP response**
  - a. List of hardware to be provided. All hardware provided must be new.
  - b. Vendor/Supplier's hardware support staff for the Guilford County Sheriff's Office.
  - c. Maintenance schedule for proposed equipment
  - d. 24/7 Support

3. The awarded Vendor/Supplier shall provide information related to other hardware peripherals which are available from the Supplier. These peripherals should be integrated with the contractor's software.  
 ✓ **Kimble's has provided the information required by this section in the "Technical Overview" of our RFP response**
4. The awarded Vendor/Supplier shall provide the costs to the Guilford County Sheriff's Office associated with acquiring the proposed peripheral devices.  
 ✓ **Kimble's has provided the information required by this section in the "Technical Overview" of our RFP response**
5. The awarded Vendor/Supplier should provide information for a kiosk for the jail lobby where the public can deposit money for inmates via cash, credit cards, and/or debit cards.  
 ✓ **Kimble's has provided the information required by this section in the "Technical Overview" of our RFP response**
6. The awarded Vendor/Supplier should provide information for a kiosk for the jail booking area where inmate will deposit any cash on their person upon their booking.  
 ✓ **Kimble's has provided the information required by this section in the "Technical Overview" of our RFP response**
7. The awarded Vendor/Supplier should provide information on a "Release Debit Card" that can be issued to inmates upon their release that will be "loaded" with the inmate's money balance and allow the inmate access to their money balance.  
 ✓ **Kimble's has provided the information required by this section in the "Technical Overview" of our RFP response**

U. System Requirements

1. The proposed software must meet the following criteria to be considered compliant with the software specifications:
  - a. System Features
    - ✓ **Kimble's software meets and/or exceeds all the requirements of this section**
      - i. Written in Windows compatible program
      - ii. Utilizes a relational data base such as Oracle (the awarded Supplier must support their own data base)
      - iii. Allows for System Wide Settings
      - iv. Allows for Individual Facility Site Settings
  - b. The awarded Vendor/Supplier will provide information regarding the data backup & restoration procedures in the case of a hardware failure. In addition, the Supplier will provide information regarding initial and ongoing virus protection provided by the Supplier.  
 ✓ **This information is provided in the "Technical Overview" of our RFP response**



- c. Compatibility with the **One Solution Jail Management System** currently used by the Guilford County Sheriff's Office.

✓ **Kimble's system is currently integrated with the One Solution System at Guilford County**

V. Maintenance of Hardware and Software

1. ALL NECESSARY SOFTWARE AND HARDWARE, SUCH AS PERIPHERAL HARDWARE DEVICES AS OUTLINED IN THESE SPECIFICATIONS, MUST BE PURCHASED BY THE AWARDED SUPPLIER AT THE SUPPLIERS SOLE EXPENSE. NETWORK MANAGEMENT OF EQUIPMENT WILL BE MAINTAINED BY SUPPLIER. NO MAINTENANCE SHALL BE REQUIRED OF THE GUILFORD COUNTY SHERIFF'S OFFICE INFORMATION TECHNOLOGY DIVISION OR OF THE GUILFORD COUNTY INFORMATION SYSTEMS DEPARTMENT.

✓ **Kimble's agrees with this section and will comply**

W. Proposed Commissary Operating Plan

✓ **Kimble's has addressed the various requirements of this section in our "Operating Plan" portion of our response to this RFP**

1. The awarded Vendor/Supplier will provide the following information with regard to the proposed commissary services:
  - a. Location of Service Center which will provide service to the Guilford County Sheriff's Office Detention Facilities
  - b. Overview of proposed next day operating plan to include service levels, delivery of products, and back up operating plan. Commissary services shall be provided once per week.
  - c. Packing and order filling procedures.
  - d. Order delivery procedures.
  - e. Complaint rectification process.
  - f. Company drug screening policy. The awarded Supplier shall conduct pre-employment and random drug screening.

X. Background Check Information

1. The awarded Vendor/Supplier's employees will be subject to background investigation, security check, and finger print check conducted by the Sheriff as is normally required for personnel of the Guilford County Sheriff's Office. Additionally, all personnel performing on-site services are required to undergo a drug screen. The costs of all such investigations and screens shall be paid by the awarded Vendor/Supplier.

✓ **Kimble's agrees with these requirements and will comply**

2. The Sheriff reserves the right to deny any awarded Vendor/Supplier's employees access to the facility that do not meet established security clearances or obey Guilford County Sheriff's Office established rules and regulations. Final selection of all Contractor employees at the Guilford County Sheriff's Office Detention Facilities shall be at the approval of the Director of Detention Services.

✓ **Kimble's agrees with these requirements**

3. Initial and continued employment of staff and employees shall be subject to approval by the Sheriff. The Sheriff reserves the right to search any person, property or article entering or leaving the Guilford County Sheriff's Office Detention Facilities, or Administrative Offices.

✓ **Kimble's agrees with these requirements**

4. All Vendor/Suppliers shall detail in their submitted proposal the hiring process to be utilized and a method to provide information regarding the previous work history of prospective employees.

✓ **Kimble's has provided this information in our response to this RFP**

Y. Additional Services

✓ **Kimble's has provided the information requested in this section in our "Additional Services" section of our RFP response**

1. The Vendor/Supplier will provide the highlights of additional services or offerings available from the awarded Vendor/Supplier which will benefit the Guilford County Sheriff's Office. The Vendor/Supplier will describe the services and the benefits that will be derived from implementing the proposed services.
2. The Vendor/Supplier shall only submit services and software products that are currently available and in use at another correctional facility. The awarded Vendor/Supplier shall include any costs associated with the additional hardware or services.
3. The awarded Vendor/Supplier shall only provide tested and implemented software and hardware.

Z. Financial Offering:

✓ **Kimble's has included the information requested in this section in the "Offer of Service" portion of our RFP response**

1. The Vendor/Supplier shall include any and all financial offerings in response to the RFP. The awarded Vendor/Supplier will provide the following information at a minimum:
  - a. Details of Billing and Payment arrangements
  - b. Commission rate to be paid and how the net sales will be calculated.
  - c. Sample Monthly Commission Statements
  - d. Projected Revenue for the Guilford County Sheriff's Office.
  - e. List of Supplier provided supplies.



2. The awarded Vendor/Supplier shall pay Guilford County a percentage of the gross revenue from sales. Records of receipts must be kept in such a way that Guilford County and the awarded Vendor/Supplier can mutually agree on the total amount of revenue received. These monies for deliveries made during the prior month will be due by the 25<sup>th</sup> day of each month.

✓ **Kimble's understands these and agrees requirements**

3. The Guilford County Detention Centers are also seeking innovative ways to promote technological, programmatic, and educational opportunities within the Detention Bureau. Vendors/Suppliers are encouraged to submit a grant opportunity package for the Detention Bureau separate and apart from revenue projections. This grant's amount shall factor into the total decision based upon experience, fiscal solidity, as well as adherence to all parameters of the RFP.

✓ **Kimble's has outlined a grant feather in our "Offer of Service" portion of our RFP response. Additionally, Kimble's will provide all the equipment as outlined in this section.**

#### Facility Specific Locations (27)

##### Greensboro Jail Central (1)

Intake/Booking Deposit Kiosks (2)

Release Corridor/Debit Card Release System (2)

Medical Housing Kiosks (3)

Level 3 Housing Kiosks (8)

Level 5 Housing Kiosks (8)

Level 7 Housing Kiosks (6)

Lobby Deposit Kiosks (1)

**Total 30**

##### High Point

Intake/Booking Deposit Kiosks (1)

Release Corridor/Debit Card Release System (1)

Medical Housing Kiosks (1)

Level 2 Housing Kiosks (1)

Level 3 Housing Kiosks (1)

Level 4 Housing Kiosks (1)

Level 5 Housing Kiosks (1)

Level 6 Housing Kiosks (1)

Level 7 Housing Kiosks (2)

Lobby Deposit Kiosks (1)

**Total 11**





# COMMISSARY OPERATING PLAN

**GUILFORD COUNTY SHERIFF'S OFFICE**

**DETENTION FACILITY**

*Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina*





**Commissary Operating Plan**  
**Guilford County Sheriff's Office**  
**Event # 636 Request for Proposals (RFP)**  
**To Provide Commissary Services**

● Sales/Revenues/Distributions of Funds

***In Custody***

Kimble's will use of 33 inmate facing pod kiosks to facilitate commissary ordering and inmate account inquiries. Our system allows inmates to access the kiosks using their inmate ID number and their own PIN that they create. A photograph of the inmate is taken at system login and kept indefinitely. In addition the inmates can file grievances, schedule haircuts, medical appointments or almost any kind of inmate to staff communication the facility might need. Guilford County may also choose to allow inmates to communicate with friends and family using our secure inmate electronic messaging from the kiosks. Documents such as the inmate handbook, PREA documents and informational videos can be placed on the kiosks. The system can require inmates to indicate they have reviewed the inmate handbook or videos before having access to commissary ordering. Kimble's will provide Commissary by Phone through our partnership with your inmate phone provider PAY-TEL. This system provides a backup to the kiosk ordering process. This system will also allow inmates having limited access to the kiosks to have expanded opportunity to access commissary information. Inmates can check account information and balances, order their commissary items, purchase inmate phone debit time, as well as access other information. Inmates may place an order or modify their standing order any time prior to the order closeout using either system. Inmate payments are held in a County banking account and an invoice is provided by Kimbles to the County for the vendor's cost. Commission payments are remitted to the County on a monthly basis.

***At Booking***

Funds are managed in Kimble's trust fund accounting system *LOCKDOWN*. *LOCKDOWN* is a comprehensive commissary and trust fund solution. We are proud to offer *LOCKDOWN* through our strategic partnership with *Tech Friends*, a nationally known software solution developer. When an arrestee is processed into the facility, the individual places his/her cash and coins into our booking kiosks. Inmates can also use our "*Swipe at Booking*" feature to place money in their trust fund via their debit/credit cards prior to storage in property. Three receipts are generated immediately on a POS printer and the funds are shown on the inmate's trust fund account. Money may be added to the inmate account by using the lobby kiosks at the facilities or via our website. We also provide several additional funding options as provided in our attached overview of *LOCKDOWN*.

### ***At Release***

Upon release the inmate's funds are returned to him/her via one of two processes. A release card (debit card) can be issued at the time of release. There is no charge to the county or the inmate for the issuance of the card. . If the inmate uses the debit card within 48 hours of release no service fees will apply (should the inmate elect to use an ATM convenience fees may apply). After 48 hours a small weekly non-use fee will be charged to the card.

A check may also be written out of LOCKDOWN at the time of release or at times designated by the Sheriff's Office. The printers and software required to write these checks will be provided by Kimble's at no cost to the County. Checks are generally required for certain types of situations (bonds, transfers to DAC or other facilities and etc.)

Kimble's will provide check writing technology to generate checks to inmate's being released. We will provide release cards at no charge to the County or the inmate.

The check writing system can be used to debit the trust fund for other charges to the fund or an individual inmate's account at the Detention Center's direction.

### **Customer Delivery**

We propose to pack individual inmate orders at our facility located in LaGrange, Georgia and ship them via our truck to the facilities on a weekly basis at a time and date agreed on by the Sheriff's Office. When the orders are packed they are divided by housing areas. Merchandise is packed in a clear plastic bag and sealed with a tamper resistant seal. We utilize merchandise packing methodology that is designed to maximize quality and minimize potential damage as a result of shipping. On rare occasions when a commissary item is out of stock the inmate is not allowed to order the product and is prompted to choose another item. This feature reduces the issue of credits to inmate accounts.

A two part invoice is included in the inmate's order. Kimble's associates will delivery orders directly to inmates in the housing units. The Kimble's associates will check the inmate armband to verify the inmate's information. The inmate should check the order for accuracy and quality and sign the invoice in our associate's presence. The inmate is provided a copy. Any shortages and damages will be noted on both copies. Our order fill rate is 99.92% so shortages are minimal. In cases where items are damaged or missing a replacement item will be provided or the inmate will be given full credit on the same day as delivery. Indigent supplies will be delivered in the same manner as commissary orders.

### **Order Processing**

Lightspeed automation is an integral part of the Kimble's warehouse operations. Lightspeed integrates with the *Lockdown* Inmate Banking system to create seamless order processing. Inmates place orders via existing inmate telephones and/or the Kimble's in-pod kiosks. On rare occasions when items on the menu are out of stock our system will not allow the inmate to order that item. This greatly reduces shortages and the credits that result from these shortages. Orders are then automatically posted to the Lightspeed system with no staff interaction required. Our warehouse receives and processes orders by facility. Orders are filled by our packers using specialized carts with iPads mounted on them displaying



three orders at once. The system even tells the packer what size bag to use according to order size and the order the items are to be packed. This nearly eliminates damaged items. Items are placed neatly in clear plastic bags resulting in a neatly packed order with all items visible without the inmate needing to tear open the bag to verify its contents.

The system knows the exact layout of our warehouse allowing for ease of movement and a streamlined filling process. Once an order is packed by the packer it is taken to the Floor Supervisor who then prints out two order receipts, places them in the clear plastic bag, and heat seals it to create a temper resistant seal. As an additional security measure our packers are not aware of the individual inmate's orders they are packing. Only the Floor Supervisor sees this information. Orders are then placed in plastic totes along with other orders from the same facility location for delivery. Orders come pre-separated by dorm locations set up in *Lockdown* eliminating the need for sorting once deliveries arrive on location.

## Methodology for Determining Menu Item Pricing

Kimbles conducts regular and regional product pricing studies on our top selling items. We visit local retail sales outlets and compare pricing. We are committed to providing top quality items on our menu at prices that are equal to or below the average convenience stores in the regional. Pricing is reviewed on a yearly basis with the appropriate client staff. Market fluctuation on some products may require discussion on pricing on a more regular basis. Kimbles will not change pricing on any menu item without the expressed authorization of the Detention Facility.

## Inmate Price List

Kimbles understands that every facility is different and what works for one detention/correctional facility may not work for another. As a result, Kimbles has over 500 items available from which to build a customized product menu for the Guilford County Detention Centers. We have attached a proposed menu with pricing, including taxes for review. We will continually work with facility staff to provide a menu that specifically meets the needs of the Detention Facility.

## Indigent Inmates

Kimbles will deliver indigent items to inmates as directed by the Detention Facility. We will deliver indigent items weekly. *LOCKDOWN* will identify indigent inmates in keeping with criteria set by the Detention Facility. The responsibility of ordering indigent items can be made the responsibility of the individual inmate. Kimble's associates will review the indigent list for accuracy on a weekly basis. In an effort to decrease inmate fraud and reduce the amount of County resources spent on indigent inmates *LOCKDOWN* is capable of enforcing restrictions set forth by the County. Financial restrictions related to funds in an inmate trust fund account along with time frequencies allowed to order indigent packs may be put in place limiting who qualifies as indigent and how many times in a given time frame they are able to obtain an indigent pack. Indigent kits will be provided as specified in the RFP with comparable products and costs.



## Lobby and Booking Kiosks

Kimble's will provide two lobby kiosks for use by friends and family members to deposit funds in inmate's trust fund accounts. Inmates can be identified on the lobby kiosks by name or inmate identification number. The lobby kiosks will accept cash, debit and credit cards. Convenience fees will be charged in keeping with the requirements of the RFP. A listing of convenience fees charged by Kimble's is in the Attachment section of our RFP response

Kimble's will provide three booking kiosks for accepting cash from arrestees being processed into the facility. There is no cost to the County or the inmate for this process. These machines will accept bills and change. The funds deposited will be placed in the inmate's trust fund immediately. Our unit also provides our "*Swipe at Booking*" capability as well. This feature allows an inmate to swipe a credit or debit card and load money on their trust fund account using commissary by phone. After swiping the card in booking it is stored in keeping with your booking process.

## Deliveries/Shipments

Kimble's plans to deliver products to the Guilford County Sheriff's Detention Facilities one time per week via our company truck. We propose that orders placed by inmates will be downloaded on a day and at a time agreed upon between Kimble's and the Detention Center. Orders will be processed and delivered as agreed upon by the Facility staff.

## Staff Training/Equal Employment Opportunity

Upon beginning work with Kimble's Commissary Division employees receive training on the overall division operation. Company policy is reviewed and employee expectations are covered and the employee signs they are familiar with our policy. All employees in the correctional division at Kimble's meet the same requirements for employment as does someone employed as a correctional officer in the State of Georgia. These associates are provided training by individuals familiar with the correctional environment to ensure our personnel understand our clients and their special needs and requirements. We have several former law enforcement professionals on staff to provide this training. Kimble's currently has employees on staff with over 250 years of correctional and law enforcement experience collectively. Kimble's Orientation Team instructs our employees on the importance of product dates and general serve-safe processes. This attention to detail warrants that our customers are served the freshest product possible. Kimble's is a PREA compliant vendor. All employees accessing correctional or detention facilities are provided PREA training.

Kimble's is an equal opportunity employer and adheres to the applicable standards as set forth by The Civil Rights Act of 1964 and the recommendations of the U.S. Equal Employment Opportunity Commission. Kimble's is also compliant with E-verify and the Drug Free Workplace standards.

## Custody and Security

The center of Kimble's custody and security process is our training. As discussed in the previous section, all employees in our commissary division receive specialized training concerning the correctional

environment by experts in the correctional industry. They understand contraband, general security issues, and the responsibility of our client facilities.

Additionally, Kimble's has several management and supervisory level employees with substantial experience in the correctional and law enforcement profession. We insist on regular meetings with facility staff to confirm we are meeting security expectations. Our employees are expected to comply with and support all the rules and policies of the facility and consider themselves a part of the facility's team. We impart to our employees the importance of our company goal; Kimble's will not be just a vendor but a valuable partner with our client Detention Centers.

Kimbles will ensure employees working at or entering the Guilford County Sheriff's Detention Facilities meet the following:

- A. Identification is verified by Kimbles
- B. Is qualified to work in the position within a correctional setting;
- C. Has been truthful and honest with Kimbles application process;
- D. Is authorized, by Department of Homeland Security, to work in U.S.
- E. Has no felony convictions and has listed any misdemeanor conviction(s).
- F. Has demonstrated that they are not currently using illegal controlled substances;
- G. Has listed their past history behavior using illegal controlled substance (i.e., what and dates of use);
- I. Complete pre-employment drug testing and agree to random and for cause drug testing after employment.

Upon request Kimble's will submit all candidates seeking security clearance to work under the terms of this contract to the Guilford County Detention Facility staff with the following copied information:

- A. photo identification
- B. social security card
- C. original application
- D. signed consent form (waiver) from the applicant authorizing a search of the North Carolina and FBI national criminal history record databases.

The candidate submitted for security clearance will be required to submit fingerprints with the Guilford County Sheriff's Office if requested.

The Guilford County Sheriff's Detention Facility will be the final approval authority to grant security clearances for Kimble's employees who work under the terms of this agreement. Kimble's understands and agrees that the Sheriff has the right to refuse any Kimble's associate access to the facility. Kimble's agrees that the Sheriff reserves the right to search any person, property or article entering or leaving areas under his her control.

Kimble's associates assigned the Guilford County Detention Facilities will meet all the requirements of the RFP. Kimble's will involve Sheriff's staff in choosing onsite employees.

## Uniform Requirements

Kimbles will provide employee uniforms, nametags, and any other specialty clothing (gloves, rubber gloves, aprons, etc.) Kimble associates will wear clean, neat, pressed and well- fitting uniforms at all times while on-site. Kimbles will provide polo type shirts with our company logo displayed on the left upper front. Associates will be expected to wear appropriate footwear at all times.

## Conversion and Implementation Plan

Kimble's is the current inmate commissary and trust fund provider for Guilford County. When the services agreement is renewed no transition system implementation will be necessary. Services will continue without disruption.

## Data Backup Procedures

For most facilities that we service, we run the following backup scheme:

1. The Lockdown software runs an automated procedure that creates a backup copy of the full inmate trust fund database. The stock setting for this is for it to run once every 24 hours.
2. A scheduled procedure to encrypt and copy a snapshot of the live database, the backup file created above, all data saved in the Lockdown folder (such as incoming JailATM deposit files, outgoing order files, JMS interface files, resident export files sent to JailATM.com and/or the inmate phone provider, conversion data, etc.), and the Lockdown client program is run that saves the backup data to another PC on the local network. Usually, this is the PC in the Lobby ATM. This task is set up to run within 1 hour of the Lockdown automated backup.
3. Another scheduled procedure runs to copy the same backup information as in step 2 above, minus a snapshot of the live database (due to file size, storage, and bandwidth considerations). This is run using a program called Duplicati. This encrypts and transfers the backup data to an off-site cloud storage service. We currently use Google Drive as our cloud storage space for these backups. This is scheduled to run within 15 minutes before or after the local backup described in step 2 is set to run.
4. Exceptions to these protocols include alternative arrangements for facilities that don't have a lobby ATM (in which case a different PC is used to store the local backup), the county blocks access to Google Drive (in which case an alternative cloud host is used), or we are not running on a database server owned and maintained by Kimble's at the county's request (in which case we require assurance and detailed specs from County IT on their backup procedures, which we must then rely on).

Kimble's, through our strategic business partnership with Tech Friends Inc. is fully Payment Card Industry Data Security Standard compliant. These are a set of standards designed to ensure that ALL companies that process, store or transmit credit card information maintain a secure operational environment. Essentially any merchant that has a Merchant ID (MID).



The Payment Card Industry Security Standards Council (PCI SSC) was launched on September 7, 2006 to manage the ongoing evolution of the Payment Card Industry (PCI) security standards with focus on improving payment account security throughout the transaction process. The PCI Security Standards Council's mission is to enhance payment account data security by driving education and awareness of the PCI Security Standards. The organization was founded by American Express, Discover Financial Services, JCB International, MasterCard Worldwide, and Visa Inc. an independent body.

This certification protects Kimble's, your organization, and most importantly card holders against credit and debit card theft. A copy of our third party PCI audit and our certification is included in the Attachment section of our RFP response.

Kimble's would not do business using credit/debit cards without this certification.

### ● License to Software

Upon successful completion of the contract term, Kimble's agrees to provide the Guilford County Detention Center a non-exclusive license to the proposed inmate banking software provided by the vendor. This will insure the continuity of inmate accounting history and reporting.

### ● Electronic Deposit Services

Kimble's provides Guilford County a variety of avenues for the inmate and their friends and family to add funds to the inmate's trust fund account.

- At the time of booking the inmate is afforded the opportunity to swipe a credit or debit card to be used at a later time to add funds to their account. These cards are then placed in the inmate's property. The inmate can use the inmate phone system commissary module to move money from the card(s) on file to the trust fund account much as they would on the outside.
- Our website, Jail ATM allows friends and family to add money to the inmate's account 24/7 from anywhere.
- Our lobby kiosk is simple and secure. Friends and family can add funds to an inmate account using cash or credit/debit cards. The kiosk is bilingual in Spanish and English.

### ● Debit Calling Interface

We have partnerships with all the major inmate phone service providers and have interfaces with and a positive relationship with you provider PAY-TEL. Our system allows the inmate to purchase debit time using funds in the inmate trust fund account. This money is moved to the inmate phone provider's system in real time and the inmate is immediately able to use those funds to make phone calls. Should the inmate have funds remaining in the debit calling system at the time of release, those funds are moved back to the trust fund to be returned to the inmate (provided the inmate telephone provider assists with this process).

## ● Secure Release Options

Kimble's will provide inmate debit cards to be used for returning funds to the inmate. The card is loaded on the Facility System and contains the inmate's trust account balance and/or gate money. Once loaded, the card can be used for signature purchases anywhere MasterCard is accepted or at any ATM. The card is activated directly from the "Lockdown" software, not a web based RFID loading system. This direct loading process virtually eliminates human error. Cards are provided at no cost to the facility or the inmate. Fees may apply at banks and retail outlets for card usage just as with any debit card.

## ● Kiosk Deposit Solutions

Kimble's will provide lobby kiosks for use by friends and family of inmates. Our kiosk will accept cash as well as credit/debit card transactions. Unlike some public kiosks, we pride ourselves on our simple user friendly process for the public alleviating the need for staff involvement. Information such as visitation rules and so forth can be placed on the kiosk for review by the public. The lobby kiosk is a completely interfaced component of our "Lockdown" software. Kimble's will provide remote monitoring of our equipment and will be responsible for the maintenance of the equipment. Usage fees will be compliant with the requirements of the RFP. Our lobby kiosk displays directions in both English and Spanish. For users with reading difficulty the process is verbally explained as well. The user's photograph is taken at the time the transaction is made so individuals can be identified in the future if needed.

Our Booking Manager is a very small form factor unit with the desktop footprint similar to a laptop computer. It easily sits on a desk, mounted to the wall, or placed on a stand, making it the ideal unit to integrate into crowded booking areas.

The Booking Manager accepts bills or coins with casino-grade security features. It also features the top-drop coin slot which is a must for loading large quantities of coins during the booking process. We were the first vendor to feature this important design. They are small and are more easily integrated into congested booking areas and they are cost effective. A credit card swipe device is also provided to allow credit card bonding and our new patent-pending "*Swipe at Booking*" technology at the time of booking. These units, like the touch-screen kiosks, contain the industry's highest quality equipment. MEI bill acceptors and coin receivers are used exclusively. This equipment is casino grade and is used throughout the gaming industry. These kiosks, like their larger counterpart, eliminate the passing of counterfeit funds. *A counterfeit bill has never been accepted at one of our kiosks.*

These kiosks can hold a substantial quantity of bills and coins so the units can be emptied on a schedule that works best for the facility. Our booking kiosk is provided at no cost to the Detention Center or the inmates.

## ● In-Pod Kiosk System

*Kimble's will provide 33 (thirty-three) dormitory kiosks for the Detention Facility. Kimble's was the first in the inmate commissary industry to install and successfully operate an inmate ordering system based*

solely on dormitory kiosks. Our knowledge and experience with dormitory kiosks is unequalled by our competitors.

Our kiosks are expertly designed with safety being the most important design criterion. These units are built tough for a tough environment. No kiosk on the market even comes close. The 14-gauge steel construction with angled sides prevents inmates from being able to grip the unit and the novel mounting rack can withstand 2000 lbs. No inmate is getting it off the wall! Kimble's uses 3/8" polycarbonate (bullet-proof glass) to eliminate the possibility of an inmate weaponizing our kiosks.

Using the touch screen monitor, the inmates can access their account history, place commissary orders, file grievances, inquiries, schedule haircuts, medical appointments and more. We have your inmate handbook displayed on the kiosks. Inmates can be required to indicate they have reviewed the inmate handbook, viewed required videos or other documents such as PREA before they can order commissary.

The kiosks all but eliminate "snail" mail. A permanent archive is maintained of all correspondence. It is keyword searchable and our investigative module allows you to make connections between inmates and anyone they are corresponding with. At \$.50 per email, this service is more economical than a stamp and an envelope and also offers the convenience of being instant.

### Phone Ordering Module

Lockdown supports inmate commissary ordering through an automated phone system. Inmates simply dial a special commissary phone number to connect to the system. When they are connected, the system asks for their inmate ID as well as a PIN. This PIN is updateable by the inmate through the phone system at any time.

Through the system, inmates can then get their current balance and add items to their order. The voice prompts for item codes and quantities then reads back the item's name to the inmate. When he or she is finished ordering, the inmate simply hangs up the phone. Orders appear immediately in the system and can be posted to accounts at any time convenient to the jail—once a day or once a week, for example.

Lockdown can also be easily set up to provide transaction information to the inmate about his account. The transaction and operator comment can be read to the inmate by the text-to-speech engine. This eliminates having to provide inmates with paper copies of deposit activity and eliminates their need to request balance information from your staff.

**The phone system also gives inmates access to their credit cards stored in Property!** When inmates are booked in, their cards can be swiped into Lockdown. Later, the inmate can access these cards to add money to their accounts or bond out. The phone-ordering technology is a great compliment to the dorm kiosks. While the kiosks can be used for ordering, they also have other critical uses (grievances, medical scheduling, etc.). Having the phones available to offload commissary orders reduces complaints and missed orders.



## 🍌 Hardware Requirements

Kimble's will provide all the hardware necessary for the operation of the commissary, trust fund accounting, and other related services at no cost to Guilford County. Equipment will include but may not be limited to:

1. Central Server unit and related equipment.
2. Dell administrative desktop computers
3. POS receipt printers
4. HP laser printer for reports
5. HP laser check printer (if applicable)
6. 33 Housing kiosk built by Kimble's
7. 3 Booking Kiosks
8. 2 Lobby Kiosks

## 🍌 System Requirements

Kimble's "Lockdown" Commissary and Trust Fund Accounting Software and related solutions are designed and written in Microsoft SQL .NET which is the most widely used relational database in the world today. Our software is open format giving us flexibility and the ability to interface with most all operating systems. Our system allows for system with settings as well as an array of facility specific settings.

Our system has built in redundancy on site. The data is housed on a server in the facility or on the client's virtual environment. The data is also backed up on another computer in the facility, usually located in one of the existing kiosk units. Uses cryptographic standards (HMAC-SHA-256) to verify the integrity of your data. Offsite backups are run utilizing an IPSEC VPN connection. The VPN insures that all data transmitted over public networks is encrypted from point to point. Data is backed up off site by a company specializing and certified in data backup storage. This company's services go above and beyond encryption.

## 🍌 Installation Requirements

Installation requirements for Kimble's in-pod, lobby and booking kiosks is minimal. Each kiosk will require 110 volt power and CAT 5 or higher network cable. As part of Kimble's offering to Guilford County Kimble's will cover the cost of installation.

Guilford County provides a location for the placement of the Kimble's computer servers at the Cat5/6 termination point for connectivity to the inmate kiosks located in central locations. The County will also provide High Speed DSL service for use with the Kimble's Servers and 39 kiosks as well as static IP addresses for the Kimble's equipment. Existing County workstations for administrative use by facility staff also access the Kimble's equipment. There is no additional licensing cost for adding additional PC to our system.







# TECHNICAL OVERVIEW

**GUILFORD COUNTY SHERIFF'S OFFICE**

**DETENTION FACILITY**

*Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina*



## TECHNICAL SYSTEMS OVERVIEW

*Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina*

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*The following is an explanation of the system and related equipment and services Kimble's will provide (at no cost to Guilford County) to facilitate the commissary process. These services are intended to provide:*

- 1. Quality service through a trouble-free system*
- 2. A robust, GAAP compliant trust fund management system that is easy for staff to use*
- 3. Investigative tools that "follow the money" and track who is communicating with who and what they are saying*
- 4. Improved inmate morale*
- 5. Inmates and their friends and family account funding opportunities at reasonable cost*
- 6. Safe and efficient money transfer in all states through our PCI compliant system*
- 7. A cost-effective alternative for inmates to communicate with friends and family*
- 8. Electronic communications between inmates and staff for such things as grievances, medical request, inquiries, and almost any type of staff to inmate communication the facility may need*
- 9. Posting of information for the inmate's review (Inmate Handbook, PREA information, and almost anything of importance)*
- 10. Quality products for purchase by inmates that fit the facility's unique needs*
- 11. Mail Scan allowing staff to scan postal mail and the inmate reads the mail on the kiosks eliminating contraband through the mail*
- 12. Revenue for the County by:*
  - a. Increased sales*
  - b. Better products*
  - c. Best in the industry service*
  - d. Commission is a number on paper, not results!*



# The Technology Suite



# JAIL MANAGEMENT INTERFACE

## INCREASED OPERATIONAL EFFICIENCY

- ❖ *Eliminates dual entry*
- ❖ *JMS changes automatically reflected in Lockdown*
- ❖ *Allows merging of inmate accounts*
- ❖ *Seamless inmate release*

Kimble's will integrate with your existing J.M.S. software with no cost to Guilford County. This integration will provide a seamless exchange of information eliminating the need for dual entry. We will also interface with your inmate phone provider or any future provider at no cost to the County. Kimble's has interfaces currently running with your JMS provider and all major inmate phone providers.

One important feature is the ability to merge inmate accounts. For example, a former inmate may re-enter the facility under an alias. After positive ID is made, the alias account will need to be merged with the inmate's actual account. Lockdown's merge functionality makes this process simple and seamless.

Kimble's is particularly proud of our software's "FIX" functionality. This allows authorized users to fix an incorrect entry quickly and easily while creating a permanent record of the change. Additionally, all subsequent transactions made as a result of the initial error will be automatically reversed ensuring accurate accounting records

Our goal is to meet whatever your needs may be. Our software is open and flexible allowing us to meet your specific requirements. You will not have to conform to a rigid software package or wait for changes to the system you may need.



# KIMBLE'S IS PCI COMPLIANT

(PAYMENT CARD INDUSTRY DATA SECURITY STANDARDS)

## ❖ ***Compliant Nationwide***

- ❖ ***An absolute must for transaction integrity***
- ❖ ***Critical in protecting against identity theft***
- ❖ ***Protects consumers against credit/ debit card fraud***
- ❖ ***Provides security to protect you***

Kimble's, through our strategic business partnership with Tech Friends Inc. is fully Payment Card Industry Data Security Standard compliant. These are a set of standards designed to ensure that ALL companies that process, store or transmit credit card information maintain a secure operational environment. Essentially any merchant that has a Merchant ID (MID).

The Payment Card Industry Security Standards Council (PCI SSC) was launched on September 7, 2006 to manage the ongoing evolution of the Payment Card Industry (PCI) security standards with focus on improving payment account security throughout the transaction process. The PCI Security Standards Council's mission is to enhance payment account data security by driving education and awareness of the PCI Security Standards. The organization was founded by American Express, Discover Financial Services, JCB International, MasterCard Worldwide, and Visa Inc. an independent body.

This certification protects Kimble's, your organization, and most importantly cardholders against credit and debit card theft.

***PCI Certification and Third Party Evaluation is provided in the Attachment Section of our response***

**“Kimble's would not do business using credit/debit cards without this certification. It would just be too risky for our customers.”**



## *In-Pod Kiosks*

### INCREASED REVENUES AND OPERATIONAL EFFICIENCY

*Designed for the rugged jail environment*

*Kiosks allow inmates to:*

*Order commissary*

*Automatically calculate order*

*Modify commissary order*

*Check account balances*

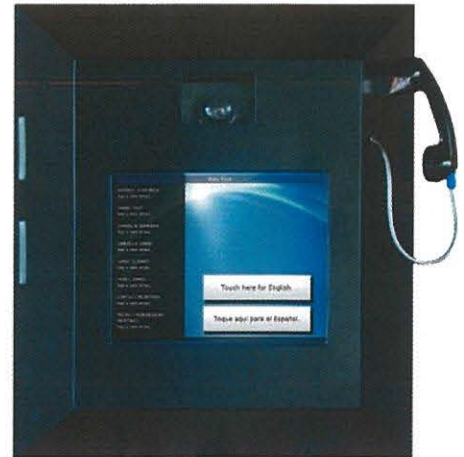
*Submit inquiries, grievances, sick call, etc.*

*Communicate securely with friends and family*

*Review the inmate handbook*

*View orientation video*

*View important facility information*



Inmate-facing kiosks have long been a part of Kimble's technology suite. In fact, Kimble's was the first commissary company in the nation to install pod kiosks. These kiosks are expertly designed with safety being the most important design criterion. These units are built tough for a tough environment. No kiosk on the market even comes close. The 14-gauge steel construction with angled sides prevents inmates from being able to grip the unit and the novel mounting rack can withstand 2000 lbs. Once mounted, no inmate is getting it off the wall! **Unbreakable Screens!** Kimble's uses 3/8" polycarbonate (bullet-resistant glass) in our units. This construction method virtually eliminates the possibility of a screen being broken and the glass used as a weapon.

Using the touch screen monitor, the inmates can file grievances, schedule haircuts, medical appointments or almost any kind of inmate to staff communication the facility might need. No more printing the inmate handbook! We can load it on the kiosk. If your inmates are required to watch an orientation video, let the kiosk do that work for you too.

The kiosks will substantially reduce "snail" mail. As a result staff will save time in the mailroom. A permanent archive is maintained of all correspondence. It is keyword searchable and our investigative module allows you to make connections between inmates and anyone they are corresponding with. This service is more economical than a stamp and an envelope and also offers the convenience of being instant.

**Inmates can get their postal mail on the kiosks!** Facility staff scans the incoming mail into the system and the inmate reads her mail on the kiosk. The mail can then be stored until the inmate's release. This totally eliminates contraband through the mail. Inmates can receive greeting cards, photographs, drawing etc, via an email attachment system and view on the kiosk after the facility approves the item.

# BOOKING KIOSK

## INCREASED REVENUES AND OPERATIONAL EFFICIENCY

- ❖ *Eliminates Officers handling cash*
- ❖ *Inmate has access to funds immediately*
- ❖ *Secure money storage*
- ❖ *Eliminates human error*
- ❖ *Our kiosk has never accepted a counterfeit bill*
- ❖ *Ability to fund account with credit/debit card*

### Specifications

- Accepts coins or bills
- 1000 Bill Capacity
- Very large coin bin
- Top coin drop for fast loading
- Credit card reader attachment
- Drop slot for unreadable bills
- Integrates with existing PC infrastructure

Kimble's provides a unique option for handling deposits during the booking process. Our Booking Manager is a very small form factor unit with the desktop footprint similar to a laptop computer. It easily sits on a desk, mounted to the wall, or placed on a stand, making it the ideal unit to integrate into crowded booking areas. Our unit will easily use an existing computer in the booking area saving vital space while consolidating and simplifying the booking process.

The Booking Manager accepts bills or coins with casino-grade security features. It also features the top-drop coin slot which is a must for loading large quantities of coins during the booking process. We were the first vendor to feature this important design.

These units have two big advantages. First, they are small and are more easily integrated into congested booking areas. Second, they are cost effective. A credit card swipe device

will also be provided to allow credit card bonding and our new patent-pending **"Swipe at Booking"** technology at the time of booking.



These units, like the touch-screen kiosks, contain the industry's highest quality equipment. MEI bill acceptors and coin receivers are used exclusively. This equipment is casino grade and is used throughout the gaming industry. These kiosks, like their larger counterpart, eliminate the passing of counterfeit funds.

**A counterfeit bill has never been accepted at one of our kiosks.**



# LOBBY CASHIER KIOSK

## INCREASED REVENUES AND OPERATIONAL EFFICIENCY

- ❖ *No staff involvement*
- ❖ *Simple to use*
- ❖ *Bi-lingual*
- ❖ *Accepts cash or credit/debit*
- ❖ *Inmate has access to funds immediately*
- ❖ *Built for the correctional environment*

Our JailATM Lobby Cashier Kiosks are installed in over 400 correctional facilities nationwide. We employ in-house kiosk experts to ensure that every question or issue is handled immediately and effectively. We don't have to refer calls to a kiosk manufacturer.

These multi-function lobby kiosks provide a convenient way for family and friends to place funds on inmate accounts without involving your staff. Since these units are fully integrated with the Lockdown software, the funds can be credited immediately to the inmate accounts for commissary purchase or to satisfy a bond payment.



### Specifications

- Large 17-inch touch screen
- Dell Small Form Factor PC
- Rugged 16 gauge welded steel enclosure
- Secure tubular locks
- Reliable MEI bill acceptors
- Dependable thermal printer
- MAGTEK credit card reader
- Floor mounting
- No external cables or screws
- Camera for positive ID

**All transactions are PCI compliant protecting the consumer from identity theft and credit card fraud.**



## WEB DEPOSITS

A banner for JailATM Web Deposits. The top half has a red background with the quote "Living without them is hard. Showing them you care isn't." in white. Below this is a photo of a woman and a young child looking at a laptop. To the right of the photo, text reads: "Use the JailATM™ Web Deposit service to send money to friends and family in correctional facilities all across the country." Below this text is a dark grey button with the text "Send Money Now" in white. At the bottom of the banner is a dark grey bar with links: "CONTACT", "TERMS OF USE", "PRIVACY POLICY", and "JailATM™ Web Deposits". At the very bottom, in small text, it says "JailATM™ ©2010 Tech Friends Inc."

### INCREASED REVENUES AND OPERATIONAL EFFICIENTLY

- ❖ ***Fully PCI compliant***
- ❖ ***Friends and family can fund an inmate account anytime, anywhere***
- ❖ ***Increases facility revenue***
- ❖ ***Safe and convenient***
- ❖ ***Requires no staff involvement***
- ❖ ***Fully integrated with Lockdown***
- ❖ ***Inmate has access to funds immediately***

Kimble's will provide approved inmate data from Guilford County to our web-deposit site ([www.jailatm.com](http://www.jailatm.com)) to allow friends and family the ultimate in convenience. From a computer or web-enabled cell phone, credit and debit cards can now be used to place funds directly on inmate accounts or pay a bond without involving your staff. The deposited funds will show up on the inmates account in almost real time. Each day, the total amount of deposits is transferred via ACH to your financial institution.

Our money transfers are completely PCI compliant nationwide using the back-office services of Tech Friends Inc. The JailATM website also serves as the single location for family and friends to fund accounts and order inmate care packs.

# INMATE RELEASE DEBIT CARDS

## INCREASED OPERATIONAL EFFICIENCY

- ❖ ***ZERO COST***
- ❖ ***No minimum load amount***
- ❖ ***Eliminates the worry of uncashed checks***
- ❖ ***Eliminates the need to continually reconcile uncashed checks***
- ❖ ***Free to the inmate for the first 48 hours***
- ❖ ***Integrated/automated - no staff entry required***
- ❖ ***Banking grade security***
- ❖ ***Backed by a nationally recognized Financial Institution***

Do away with the hassle and expense of check writing when an inmate is released. Our debit card program greatly simplifies the release process. With a mouse click and a card swipe, an inmate's balance is placed on a debit card that he or she can use immediately. This option completely removes the possibility of check fraud and once the card is issued, any disputes that arise (e.g., lost card, etc.) are between the issuing bank and the former inmate – not the Jail.

Our program differs from many on the market today as it is tightly coupled within the Lockdown system. Other debit card programs require that the releasing officer bring up a website and enter the inmate's amount into the proper field. Over time the likelihood that \$50 mistakenly becomes \$500 is fairly high. And if this mistake takes place, the jail will be responsible for making up the shortfall. Our system removes that possibility. The swipe ensures that the correct amount is issued each and every time.

The table below provides several transaction types and the associated fee structure.

Transaction Type	Cardholder Fee
Issue Cost	FREE
Retail Purchase (Wal-Mart, Target, etc.)	FREE
Cash Back at Retailer	FREE
Weekly Account Maintenance Fee	\$2.50
ATM Fee	\$2.95



## COMMISSARY BY PHONE



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Kimble's will provide Commissary by Phone services as an alternative commissary ordering system for the Guilford County Sheriff's Office. Kimble's is proud of the strategic partnerships with all major inmate telephone providers including your current provider, Pay Tel. Our phone ordering system is fully integrated with our Lockdown Software. Should you change providers, we will move to the new system at no cost to Guilford County.

Commissary by Phone services will provide inmates the ability to order commissary, modify pending orders, check trust fund balances, and order debit calling time or inmate calling cards. No staff time is needed in the commissary ordering process.

Kimble's will also work with your provider (or any future provider) to provide debit calling eliminating calling cards and freeing facility staff of the administrative issues that they create.



## INMATE SNACK PACK



### INCREASED REVENUES AND OPERATIONAL EFFICIENCY

- ❖ *Additional revenue for the facility*
- ❖ *Provides popular items between regular commissary orders*
- ❖ *Improved inmate morale*
- ❖ *Mix of top selling snack items*
- ❖ *On-site stock automatically replenished by Kimble's*

---

Inmates often have money available in their trust fund account but for various reasons have to wait several days to order commissary. We at Kimble's offer our Snack Pack program so inmates can order snack items between weekly commissary deliveries.

These "snack packs" contain food items approved by the facility and are stocked on site. The facility staff takes orders for the snack packs on a schedule that best fits your operational needs and delivers the items to the inmates.

The cost of the average snack pack is around \$11.00 each. Prices for products are the same as on your commissary menu. Commissions are paid at the same rate as regular commissary orders.

# INMATE CARE PACKS



## INCREASED REVENUES AND OPERATIONAL EFFICIENCY

- ❖ *Additional revenue stream*
- ❖ *Facility receives the same commission as paid on commissary orders*
- ❖ *All items are facility approved*
- ❖ *Family and friends can order the following anytime, anywhere:*
  - *snack packs*
  - *holiday/gift packs*
  - *hygiene essentials*
  - *clothing*
- ❖ *Increased inmate morale*
- ❖ *Fully PCI compliant*
- ❖ *Allows for enforcement of facility restrictions including:*
  - *order size limits*

Kimble's offers friends and family the opportunity to order items for their incarcerated loved ones directly from Kimble's. From a computer or web-enabled cell phone, credit and debit cards can now be used to place these orders from almost anywhere. These orders are shipped to your facility with the next regular commissary shipment. All items on the Care Pack menu are approved by the facility. Items available for sale typically include clothing, personal hygiene items, writing materials, and snack items. Friends and family really like this additional purchasing option. They can provide needed items to the inmate without sending money that might be misused. Seasonal items and gift packs are also available for special occasions.

# LOCKDOWN™ INMATE BANKING SYSTEM

## ENHANCED OPERATIONAL EFFICIENCY

- ❖ *Best inmate trust fund accounting software available...period*
- ❖ *Extremely user friendly*
- ❖ *Unbeatable Accuracy*
- ❖ *Easily customizable*
- ❖ *Robust reporting capabilities*
- ❖ *Kimble's knows accounting, the software and how to support you!*
- ❖ *Investigative features that allows you to "follow the money"*
- ❖ *GAAP Compliant*

LOCKDOWN AND KIMBLE'S WILL MEET AND EXCEED YOUR  
EXPECTATIONS!

THE LOCKDOWN RESIDENT BANKING SYSTEM WAS DEVELOPED WITH ONE SINGLE GOAL  
IN MIND—TO PROVIDE CORRECTIONAL FACILITIES WITH THE MOST EFFECTIVE  
SOFTWARE FOR MANAGING TRUST FUND AND COMMISSARY OPERATIONS.

OUR SOFTWARE IS DESIGNED TO BE USED BY DETENTION OFFICERS WITH THE  
FEATURES TO SATISFY THE TOUGHEST AUDITOR.



# Lockdown Investigative Suite

**Our Commissary software contains robust investigative tools that help you follow the money:**

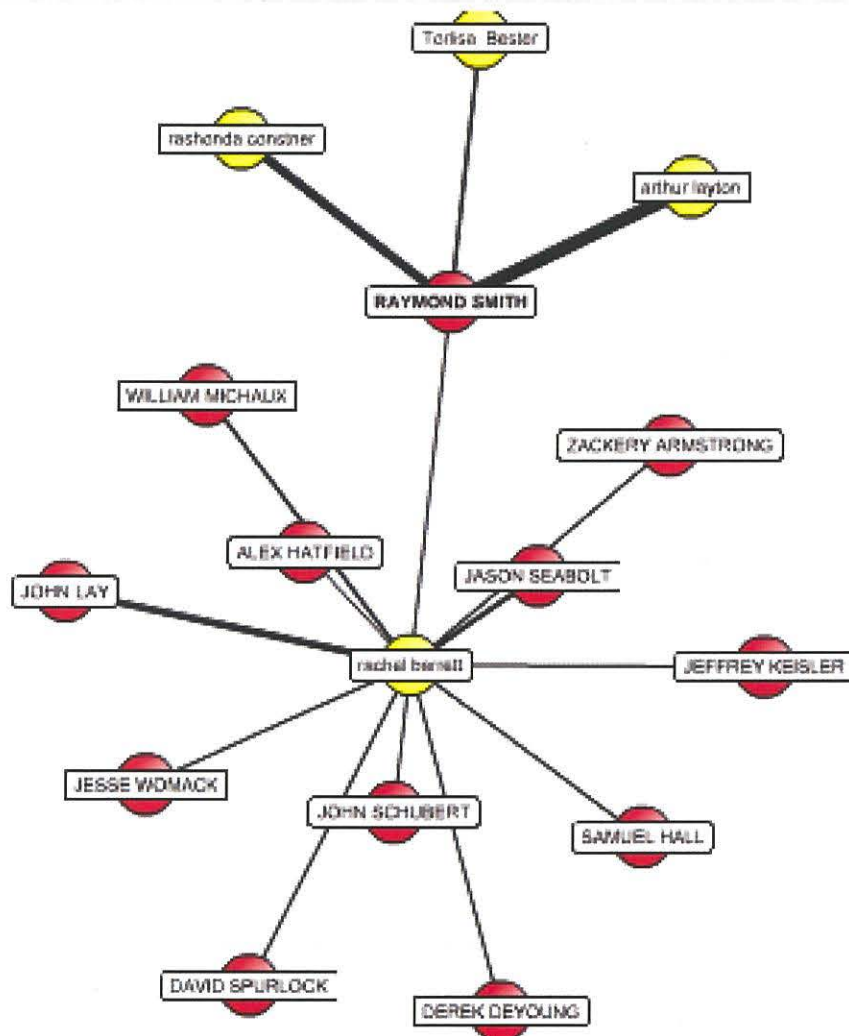
- Who is giving whom money
- Connects relationships inside and outside the facility

The screenshot displays the JailATM web application interface. The browser address bar shows the URL: <https://deposits.jailatm.com/WebDeposits/firmDepositDetailsSearch.aspx>. The page title is "Deposit Details". The search criteria on the left include: Resident Last Name or ID: LANNY CARROLL, Depositor Last Name or Email: (blank), Min Amount: (blank), Max Amount: (blank), Sort: Date, and a Search button. The results table is sorted by Date and contains the following data:

Date	Resident	Depositor	Type	Successful	Amount
2/28/2015	LANNY CARROLL	tanya butler	Gift Deposit	Success	\$50.00
3/10/2015	LANNY CARROLL	tanya butler	Gift Deposit	Failure	\$17.00
3/10/2015	LANNY CARROLL	tanya butler	Gift Deposit	Failure	\$15.00
3/11/2015	LANNY CARROLL	tanya butler	Gift Deposit	Success	\$14.00
3/12/2015	LANNY CARROLL	tanya butler	Gift Deposit	Success	\$45.00
3/19/2015	LANNY CARROLL	tanya butler	Gift Deposit	Success	\$20.00
3/23/2015	LANNY CARROLL	Brittany Brown	Gift Deposit	Success	\$30.00
3/23/2015	LANNY CARROLL	tanya butler	Gift Deposit	Success	\$40.00
3/29/2015	LANNY CARROLL	Brittany Brown	Gift Deposit	Success	\$20.00
3/30/2015	LANNY CARROLL	tanya butler	Gift Deposit	Success	\$20.00
4/5/2015	LANNY CARROLL	Brittany Brown	Gift Deposit	Success	\$20.00
4/6/2015	LANNY CARROLL	tanya butler	Gift Deposit	Success	\$20.00
4/12/2015	LANNY CARROLL	tanya butler	Gift Deposit	Success	\$30.00
4/18/2015	LANNY CARROLL	Leslie Morgan	Gift Deposit	Success	\$20.00
4/29/2015	LANNY CARROLL	tanya butler	Gift Deposit	Success	\$30.00

The page footer includes "JailATM™ ©2015 Tech Friends, Inc." and a "SECURITYMETRICS PCI Certified" logo. The Windows taskbar at the bottom shows the date and time as 2:05 PM on 3/26/2015.

**Easy to use graph to quickly follow the money in your facility\**



**Inmates can send and receive plain text emails to/from friends and family. These communications, much like inmate phone calls often contain valuable investigative information. This feature has a variety of functionalities to assist your investigators.**

The screenshot displays the JailATM Lockdown Officer Client interface. The browser address bar shows the URL: <https://deposits.jailatm.com/WebDeposits/firmUserMessageSummary.aspx?ResidentGUID=07e669f9-b3f1-478f-a301-fe55b16da621#8&SearchText=smith>. The page title is "Lockdown Officer Client". Below the title bar, there are links for "Back", "My Account", and "Log Out". The main content area is titled "Message Summary for JAMES SMITH". It contains two tables: "TO:" and "FROM:". The "TO:" table lists recipients: Baxley, Cynthia (Count: 7) and Bradley, Warren (Count: 2). The "FROM:" table lists senders: Baxley, Cynthia (Count: 6), McG, Linda (Count: 2), and Bradley, Warren (Count: 3). Below the tables, there is a "Back" link and two links: "Show All Resident's Emails" and "Save". The footer of the interface includes "JailATM™ ©2016 Tech Hands, Inc." and a "SECURITY METRICS PCI Certified" logo. The Windows taskbar at the bottom shows the time as 2:10 PM on 3/26/2016.

TO:			FROM:		
Last Name	First Name	Count	Last Name	First Name	Count
Baxley	Cynthia	7	Baxley	Cynthia	6
Bradley	Warren	2	McG	Linda	2
			Bradley	Warren	3



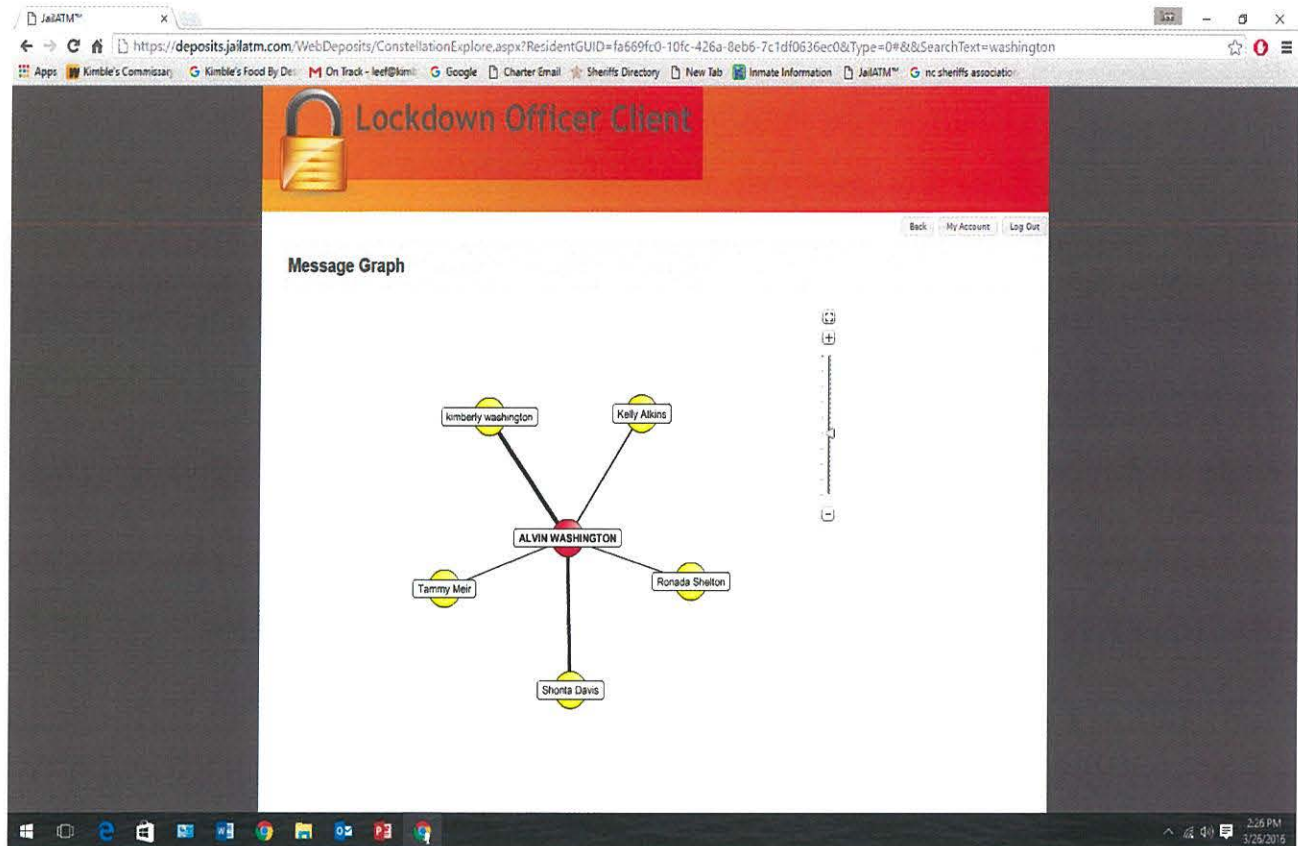
**Resident Emails**

Date	Sender	Recipient
<b>Start of Email Chain</b>		
03/06/2014 12:14PM	JAMES SMITH	Cynthia Baxley
mom		
hey mom its james they got this new email thing in jail let me know if you get it i love you james		
<b>Start of Email Chain</b>		
03/18/2014 7:46AM	Linda McG	JAMES SMITH
BOTTOM BED		
YOU WILL NEED MEDICAL APPROVAL FOR BOTTOM BED LINDA CORN		
<b>Start of Email Chain</b>		
03/18/2014 11:35AM	JAMES SMITH	Cynthia Baxley
moomers.]		
mom i talked to dad for thirty seconds and he was trying to tell me something but it cutt off he brought me 20 bucks. im just ready to go to this place... i put you dad jacquale jess and peg on my visitation so if i dont leave this week 2 of yall can come see me sun between 1-3pm. stay on my po about gettin me going. tell everyone i love them and miss them give buster love for me. love you mom write back if you can its only 50 cent tys JAMES.]		
04/03/2014 8:13AM	Cynthia Baxley	JAMES SMITH
RE: moomers.]		
Hey honey, sorry but i haven't had money to use this until today. I got your letter. Your dad said he would try to come up on Sunday to see you, don't know if he will tho. I have to talk to him about the things you need i don't have ANY money, but he might can get some of the things you need. I will try to see if i can come on Sunday, if not maybe Jess or Jacquale can come...I will see. Anyway, I love you very much and i miss you. Love MOM...(NOT Moomers!)		

JailATM™ ©2016 Tech Friends, Inc.

SECURITY METRIX  
PCI Certified

**Relationships can quickly be identified with the Message Graph feature.**



## **Specialized Menus**

**Kimble's understands that special menus are necessary in today's social environment.**

- Over 500 items in stock to build a custom menu for your facility
- Vegan Menu
- Kosher Menu
- Vegetarian Menu
- Diabetic Menu
- Heart Healthy
- Halal Menu
- Gluten Free Menu
- Restrictive Menus custom designed for your needs
- Any custom menu you may need



### **Transaction Fees**

**Kimble's wishes to be transparent about fees charged in relation to our commissary and trust fund accounting system. Below is a breakdown of service fees:**

#### **Fees Charged To Friends and Families of Inmates:**

##### **Lobby Kiosk**

- Cash transaction regardless of amount - \$3.00 (three dollars)
- Credit or debit card transaction - \$3.25 per transaction **or** 10% of the total of the transaction, whichever is greater

##### **Online**

- Credit or debit card transaction - \$3.25 per transaction **or** 10% of the total of the transaction, whichever is greater
- Emails are \$0.50 each

#### **Fees Charged To Inmates:**

##### **Booking Kiosk**

- No service fee charged

##### **Swipe at Booking**

- Credit or debit card transaction - \$3.25 per transaction **or** 10% of the total of the transaction, whichever is greater

##### **Debit Inmate Phone Time Transaction**

- \$.50 movement fee for debit phone time purchases per transaction regardless of amount
- No charge for moving funds back to the inmate account from the debit calling fund when the inmate is released





# SUMMARY OF NEW SOLUTIONS

**GUILFORD COUNTY SHERIFF'S OFFICE**

**DETENTION FACILITY**

*Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina*





## **Summary of New Solutions**

### **Guilford County**

#### **Additional Service Offering**

- **Mail Scanning System** Kimble's has just completed testing of our new mail scanning system at several facilities and we are proud to offer this service to Gaston County. This system allows facility staff to scan incoming mail and place the copy into the Kimble's system. The inmate can retrieve the scanned document for review on the dormitory kiosks. Staff can then place the paper mail items in the inmate's property. This will eliminate drugs and other contraband from being introduced to the inmate population. **This service will be provided at no cost.**
  
- **Attachment Services added to email** Friends and family can attach an image to emails sent to an inmate. The scanned image is withheld from delivery to the inmate until facility staff reviews and approves the image. Staff can review multiply images at one time. They can reject an image with one click of the mouse. The sending party is informed that the image they sent has been rejected. This has proven to substantially reduce staff workload and eliminate images being passed around the facility. **This service will be provided at no cost.**
  
- **Inmate Law Library** Inmates can research legal issues and the law via the dormitory kiosks. Kimble's partners with *FastCase* to provide these services. *FastCase* is the law library provider to the N.C. Bar Association. **This service is provided at a very reasonable cost. These costs can be deducted from the commissary commission for convenience.**

# IN-POD INMATE TABLETS

(SHOULD GUILFORD COUNTY BE INTERESTED)



Tablets for use by inmates is one of the newest additions to Kimble's Technology Suite. Our technology uses proprietary routing eliminating the possibility of these units reaching directly to the internet. Our tablets can only connect to our system and can only be used to access our network. An armored case with a unique charging port cuts down on damage and eliminates these units from being used in concert with another device such as cell phone

## Tablets allow inmates to:

- ❖ *Order commissary*
- ❖ *Automatically calculate order*
- ❖ *Modify commissary order*
- ❖ *Check account balances*
- ❖ *Submit inquiries, grievances, sick call, etc.*
- ❖ *Communicate securely with friends and family*
- ❖ *Review the inmate handbook*
- ❖ *View orientation video*
- ❖ *View important facility information*
- ❖ *Purchase a "Gold Pass" allowing access to music, games and other features for .99 cents per one hour rental periods*





# **GUILFORD'S MENU**

**GUILFORD COUNTY SHERIFF'S OFFICE**

**DETENTION FACILITY**

*Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina*



ID: \_\_\_\_\_ Printed Name: \_\_\_\_\_  
 Location: \_\_\_\_\_ Signature: \_\_\_\_\_ Revised 11/28/2018  
 Date: \_\_\_\_\_ \*I authorize the deduction of funds to pay for the items selected.

CLOTHING								
10500	White T-Shirt Small	5.55	1452	Lady Speed Stick	4.22	1712	Whatchamacallit	1.79
10501	White T-Shirt Med.	5.55	1454	Ivory Soap	1.73	1713	Twix Non UPC	1.49
10502	White T-Shirt Large	5.55	1455	Ambi Complexion Bar	4.90	1714	Jelly Beans	1.78
10503	White T-Shirt XL	5.55	1456	Ambi Cocoa Butter Soap	4.90	1715	Baby Ruth	1.49
10504	White T-Shirt XXL	6.50	1458	Dial Soap - 3.5 oz.	1.73	1716	Fast Break	1.49
10505	Boxer Underwear SM	4.34	1459	Dove soap	3.43	1717	Butterfinger	1.49
10506	Boxer Underwear MED	4.34	1463	Multi Purpose Solution	5.72	1723	Atomic Fire Balls	1.79
10507	Boxer Underwear LG	4.34	1478	4oz Cocoa Butter Lotion	1.63	1724	Jolly Ranchers	2.00
10508	Boxer Underwear XL	4.34	1479	MS3367 4oz Shampoo and Body Bath	1.69	1726	Butterscotch Buttons	1.79
10509	Boxer Underwear 2XL	5.42	1480	HC3336 4oz Conditioner	1.69	1727	Starlight Peppermints	1.79
10520	Thermal Pant Small	7.85	1482	Lusti Hair Food	2.59	1728	Lemon Heads	2.00
10521	Thermal Pant Med.	7.85	1487	Chap Stick	2.11	1731	Chick O Stick	0.55
10522	Thermal Pant Large	7.85	1493	Dandruff Rinse - 13.5oz	3.64	1734	Ole School Corn Flake Chewy	1.64
10523	Thermal Pant XLarge	7.85	1495	2 oz. Dep Styling Gel	2.25	1742	M&M Plain	1.49
10524	Thermal Shirt Small	7.85	1506	Vented Hair Brush	2.80	5131	Snickers Bites	2.84
10525	Thermal Shirt Med.	7.85	1541	Reading Glasses 1.50 Strength	5.55	BEVERAGES		
10526	Thermal Shirt Large	7.85	1542	Reading Glasses 2.00 Strength	5.55	1129	(5 ct.) Tasters Choice Ind. Coffee	2.00
10527	Thermal Shirt XLarge	7.85	1559	Speed Stick Power Ultimate Sport	4.01	1130	(5 ct.) Tasters Choice Hazelnut	2.57
10529	Crew Socks	2.31	MEDICAL			1132	(5 ct.) Decaf. Tasters Choice Packets	2.11
10530	Ladies Briefs Size 5	3.18	19101	Generic Tylenol	0.83	1134	Ind.SF Black Cherry Drink Mix(10 ct)	3.73
10531	Ladies Briefs Size 6	3.18	19102	Advil	0.83	1135	Ind. S.F. Iced Tea Drink Mix (10 ct.)	3.73
10532	Ladies Briefs Size 7	3.18	19103	Alka Seltzer	1.37	1298	Hawaiian Punch Fruit Juicy Red Singl	3.05
10533	Ladies Sports Bra Size 34	8.44	19104	Cold Effervescent Tablets 6 -2 ct	6.63	1302	Ind. Orange Drink Mix	0.53
10534	Ladies Sports Bra Size 36	8.44	19105	Rolaids / Tums	1.78	1304	Ind. Ice Tea Mix	0.53
10535	Ladies Sports Bra Size 38	8.44	19108	Hydrocortisone Cream	0.53	1305	Boston's Best Columbian	5.40
10540	Men's Brief Small	4.56	19110	Hemorrhoidal Ointment	6.37	1310	Ind. Fr. Punch Mix	0.53
10541	Men's Brief Medium	4.56	19113	Halls Cherry Cough Drops	1.39	1318	100 % Columbian Coffee	6.67
10542	Men's Brief Large	4.56	19114	Artificial Tears	2.45	CHIPS / SNACKS		
10543	Men's Brief XL	4.56	MISC			1080	Oatmeal Creme Pies (8 ct.)	3.67
10544	Men's Brief XXL	4.56	1020	Crossword Puzzle	2.80	1083	Duplex Sandwich Cremes (13 oz.)	3.10
10545	Ladies Briefs Size 8 (white)	3.18	1021	Sudoku Book	2.80	1084	Vanilla Sandwich Cremes (13 oz.)	3.10
10546	Ladies Briefs Size 9 (white)	3.18	1025	CL5 Clear Hybrid Headphones	12.00	1308	Frosted Flakes 1 oz.	0.88
10557	White T-Shirt XXXL	6.50	1028	Ear Buds Electronic	6.55	1319	Raisin Bran Cereal 1.25 oz.	0.88
10558	Boxer Underwear 3XL	5.42	1038	Checkers Set	7.70	1323	Fruity Cheerios Pouch .88 oz.	0.85
10561	Thermal Underwear Pant XXL	11.06	1039	Chess Set	7.70	1573	Ind. Peanut Butter Pack	0.95
10562	Thermal Underwear Pant Size XXXL	11.06	1645	Eraser Top	0.35	1574	Ind. Jelly Pack	0.95
10563	Thermal Underwear Shirt Size XXL	11.06	1646	Golf Pencil	0.25	1612	Instant Lunch Chicken	1.34
10564	Thermal Underwear Shirt XXXL	11.06	1650	Writing Pen Black	0.45	1613	Instant Lunch Beef	1.34
10565	Ladies Sport Bra Size 40	10.23	1651	Plain White Envelope	0.21	1614	Instant Lunch Chicken Vegetable	1.34
10566	Ladies Sport Bra Size 42	10.23	1652	Postage Stamp Individual	0.50	1735	Grandma Peanut Butter Cookie	1.58
10567	White T-Shirt 4XL	8.04	1653	Drawing Pad	2.30	1795	Banana Nut Muffin 4.5 oz.	2.75
10568	White T-Shirt 5XL	8.04	1654	Writing Pad	1.84	1796	Blueberry Muffins 4.5 oz.	2.75
10569	White T-Shirt 6XL	8.04	1655	9 x 12 Envelope	0.48	1798	Strawberry Popart	1.24
10594	Ladies Briefs 3XL (size 10)	3.59	1656	Koran	5.95	1799	Iced Oatmeal Cookie 5oz	1.34
10595	Ladies Briefs 4XL (size 11)	3.59	1657	Bible	3.84	1800	Nutty Buddy Bar	1.49
10596	Ladies Briefs 5XL (size 12)	3.59	1662	Word Find Book	1.94	1801	Fudge Brownie	1.09
10597	Ladies Briefs 6XL (size 13)	3.89	1663	Spanish/English Dictionary	3.30	1802	Honey Bun 4 oz.	1.49
10598	Ladies Briefs 7XL (size 14)	3.89	1665	English Dictionary	3.30	1806	Blueberry Ugly	1.54
10599	Ladies Briefs 8XL (size 15)	3.89	1675	Birthday Card Male	2.43	1808	Lemon Cream Cookies ( 5 oz. )	1.24
10600	Ladies Briefs 9XL (size 16)	3.89	1676	Birthday Card Female	2.43	1809	Peanut Butter Cr. Cookie 5 oz.	1.24
10601	Ladies Sports Bra X-Small (size 32)	8.44	1677	Birthday Card Child Female	2.43	1812	Iced Honey Bun	1.54
10602	Ladies Sports Bra Size 46	12.02	1678	Birthday Card Child Male	2.43	1813	Duplex Cream Cookie 5 oz.	1.54
10603	Ladies Sports Bra Size 44	12.02	1679	Christmas Card	2.43	1814	Strawberry Cream Cookies (5 oz.)	1.24
PERSONAL HYGIENE			1680	Get Well Card	2.43	1815	Chocolate Moon Pie	1.58
1316	Thumb Safety Toothbrush	0.55	1681	Sympathy Card	2.43	1816	Banana Moon Pie	1.58
1317	ASP4135 Anti-Bacterial Soap 1.5 oz.	0.75	1682	Thank You Card	2.43	1818	Granola Bar	1.55
1321	V05 Shampoo	3.45	1683	Mother's Day Card	2.43	1821	Van-O-Lunch Cookies	0.84
1397	Sensodyne Toothpaste 4oz	10.04	1684	Father's Day Card	2.43	1823	Vanilla Moon Pie	1.54
1399	Fixodent	7.55	1685	Anniversary Card	2.43	1826	Toastchee Spicy Cheddar	0.84
1400	Crest Toothpaste(4.6oz.)	4.33	1686	Valentines Day Card	2.43	1900	Chocolate Chip Cookies 5oz	1.34
1406	V05 Conditioner	3.45	1687	All Occasion Card	2.43	1902	Jay's Jalapeno Cruncher Chips	0.93
1408	Plastic Soap Dish	1.30	1688	Easter Card	2.43	1903	Kosher Dill Chip	0.93
1410	Pocket Comb - 5"	0.69	1689	Friendship Cards	2.43	1905	Dorito Nacho - LSS	1.44
1414	Staydent Denture Adhesive Cream	6.07	1690	I Love You Cards	2.43	1906	Hot Buffalo Wing Chips	0.93
1416	Denture Cleaner Tablets (6pk)	0.93	1990	AA (4 pk)	3.55	1907	Jalapeno Cheeto - LSS	1.44
1417	Denture Bath	4.22	1991	AAA (4 pack)	3.55	1908	Snyders Hot Buffalo Pieces LSS	1.44
1418	Oral Gel	4.60	19801	Snack Packs - Guilford	14.12	1910	Saltines	0.49
1419	Sport n Wave	4.19	19817	Indigent Kit	0.00	1911	Toastchee Cracker	0.84
1420	Wave Cap	4.00	50546	Clear AM/FM Radio (uses AAA)	31.97	1912	Cheese on Wheat Crackers	0.84
1421	Durag - Black	4.55	CANDY			1914	Choc O Lunch	0.84
1426	Irish Spring	1.77	1696	Twizzlers LSC	1.79	1918	Sugar Free Vanilla Wafers	1.21
1434	Blistex Lip Therapy	3.96	1700	Big Reese Cup	1.79	1924	Voodoo Chips LSS	1.44
1435	Magic Shave Cream Tube	6.00	1701	3 Musketeer Non UPC	1.49	1925	Hot and Spicy Chips	0.93
1436	Mennen Clear Speed Stick	4.94	1703	M&M Peanut Non UPC	1.49	1926	White Cheddar Popcorn	0.93
1438	Murray's Superior Hair Dressing.	4.98	1704	Starburst	1.49	1927	Jalapeno Poppers Curls	0.93
1439	Sure Deod.	4.20	1705	Snickers Non UPC	1.49	1928	Sour Cream & Onion Chips	0.93
1440	Cocoa Butter Stick	2.94	1706	Skittles	1.49	1929	Salted Peanuts	0.84
1441	Brush No Handle	3.43	1707	Whoppers	1.49	1930	Lays Plain - LSS	1.44
1442	Blue Magic Hair Dressing	2.84	1708	Milky Way	1.49	1932	Snyders Jalapeno Pieces - LSS	1.44
1450	Anti Fungal Cream	6.52	1709	Now & Later	1.49	1935	Malt Crackers	0.84
			1710	Kit Kat - LSC	1.79	1936	Nekot Cookies	0.84

ID: \_\_\_\_\_ Printed Name: \_\_\_\_\_  
 Location: \_\_\_\_\_ Signature: \_\_\_\_\_ Revised  
 Date: \_\_\_\_\_ 11/28/2018  
 \*I authorize the deduction of funds to pay for the items selected.

1937	_____ Baby Back Ribs Potato Chips - LSS	1.44
1938	_____ Honey Mustard w/Onion Pieces	1.44
1940	_____ Big Bag Hot Pork Skin	2.04
1941	_____ Big Bag BBQ Pork Skins	2.04
1945	_____ Pepperoni Sticks	4.95
1947	_____ Beef Jerky	1.83
1951	_____ Kars Sweet & Spicy Mix	3.99
1952	_____ Tijuana Mama Hot Sausage	2.29
1954	_____ Gold-n-Cheese Crackers	0.93
1955	_____ Combos Pretzel	1.64
1956	_____ Kars Sweet & Spicy 1.75 oz.	1.35
1960	_____ Nekot - Lemon	0.85
1961	_____ SweetSerenity ChocChip Cookies 3oz	1.59
1964	_____ Kar Sriracha Peanuts - 3.5 oz.	1.92
1979	_____ Beef Summer Sausage	2.45
1980	_____ Beef & Cheddar Cheese Stick	0.93
1993	_____ Jalapeno Cheese Squeeze	0.83
1996	_____ Double Salami Sticks	0.93
2015	_____ Grocery Size Hot Corn Chips	4.25
2016	_____ Grocery Size Nacho Cheese Chips	4.25
2023	_____ Grocery Size Cheese Curls	4.25
2024	_____ Grocery Size Corn Chip BBQ	4.25
2032	_____ Fudge Toaster Pastry	1.24
2055	_____ Grocery Size Cheese Puffs	4.88
2064	_____ Kars Original Trail Mix	1.36
2070	_____ Frito Lays Baked BBQ Chips	1.16
2077	_____ Herrs Baked Cheddar Chips	0.99
2743	_____ Quaker Snack Mix Baked Cheddar	1.56
2744	_____ Nature Valley Sweet & Salty Peanut B	1.56
5063	_____ Fritos Corn Chips	0.93
5065	_____ Cheetos	0.93
5074	_____ Chex Mix Bold & Zesty	1.35
5134	_____ Nacho Bugles	1.35
5201	_____ Creme Dreamie	1.59
5268	_____ Cliff Bar Chocolate Chip	2.82
5269	_____ Cliff Bar Crunchy Peanut Butter	2.82
5290	_____ Ragin Ranch Chips	0.93
5302	_____ Cinnamon Swirl Bun	1.49
6165	_____ Chocolate Cupcakes	1.80
	<b>TOBACCO</b>	







# **KIMBLE'S COMPANY INFORMATION**

**GUILFORD COUNTY SHERIFF'S OFFICE**

**DETENTION FACILITY**

*Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina*



## **COMPANY INFORMATION/PRIMARY REFERENCES**

### ***Corporate Overview***

Services offered in response to this RFP will be provided by:

Kimble's Commissary Services, a Division of Kimble's Food By Design  
P.O. Box 1227/100 Webster Street  
LaGrange, GA 30271

Primary Business Phone – 706-884-5527  
Technical Support – 706-298-4974  
FAX – 706-884-0645

Kimble Carter is the owner and Chief Executive Officer of Kimble's Commissary Services and as such is the person responsible for legally binding the company.

The Kimble's principal associate assigned to the Guilford County: Event # 636 Request for Proposals (RFP) To Provide Commissary Services For The Guilford County Sheriff's Office Detention Facilities and the contact persons are:

Lee Farnsworth, Regional Manager, Commissary Division  
Phone: (828) 318-9728  
FAX: 706-884-0645  
E-mail: [leef@kimblesfood.com](mailto:leef@kimblesfood.com)

Mark Strickland, Regional Manager, Commissary Division  
Phone: (910) 590-3908  
FAX: 706-884-0645  
E-mail: [marks@kimblesfood.com](mailto:marks@kimblesfood.com)

Lee and Mark are authorized by Mr. Carter to sign legally binding documents in his behalf for the Commissary Services Division.

- Kimble's has been in business since 1985 and has served correctional institutions housing over 500 inmates since 1997.
- Kimble's has never operated under any other name.
- The following is an overview of the Kimble's organization:

Kimble's Food by Design is one of the fastest growing food/service management companies in the country. We have accomplished this new growth by successfully meeting the food, supplies and service management needs of our customers in three separate markets: commissary services, vending, and food service/special events.

Kimble's employs approximately 225 associates. Half of those associates are assigned to the Commissary Services Division. Twelve associates are specifically assigned to the commissary technical support unit.

## **COMPANY HISTORY AND OVERVIEW**

Kimble's is owned and operated by Kimble Carter. Kimble is a native to LaGrange, Georgia and has worked in the food service industry since he was a young adult. With high standards and great vision he established Kimble's in early 1985 and has since expanded to various aspects of food and vending services. Kimble is a NCE graduate of Michigan State University, involved in a variety of community organizations and is a long time member of several area Chambers of Commerce, the National Automatic Merchandising Association and the State Warden's and Sheriff's Association. He also serves on the Board of Directors for Pineland Sheriff's Home in LaGrange, GA. A dedicated family man, Kimble and his wife of 40 years, Deborah Cofield Carter, have two sons, both graduated Columbus State University. One owns his own business in LaGrange and the other is a Kimble's associate.

Through effective management and a total commitment to quality and service we have been successful in addressing our customers' specific needs. Being a privately owned company with an established strong relationship within our community and region, we are not burdened by cookie cutter standards and controls from a distant corporate office. We have the luxury of possessing the resources to exceed Guilford County's expectations without the bureaucratic red tape of a national corporate provider.

### **Trade Categories**

Kimble's is one of the fastest growing food/service management companies in the country. We have accomplished this sustained growth by successfully meeting the food, supplies and service management needs of our customers in four separate markets: commissary services, vending, food service/special events, and the manufacturing of "Old School Corn Flake Candy."



**Kimble's conducts business in the following trade categories:**

- Inmate commissary
- Event food service
- Industrial and educational onsite food service
- Vending and open market services for industry and commercial sites
- Inmate food services beginning January 2019

**Kimble's is incorporated and does business in the following states:**

- Alabama
- Mississippi
- Kentucky
- Georgia
- Florida
- **North Carolina**
- South Carolina
- Tennessee
- Texas

**RELATED COMMISSARY EXPERIENCE**

From our beginning in 1985, we have built our reputation on a strong commitment to quality products and services that are of value to our customers. With over thirty years of experience in customer service, our Inmate Commissary program provides State and Local County inmates a variety of personal care and food items from shampoo to snacks. We have an extensive menu that is customized for each facility. Our specially designed software program, *Lockdown* will professionally handle the implementation of this process from ordering, tracking, delivery and billing. This complete process is accomplished within as little as a twenty-four hour turnaround and with less than a 1/10 of 1% error rate. We provide all the hardware and software required at no cost to the facility. We offer competitive commissions based on fair market pricing. Our customers can "Rest Easy" with care-free Commissary Services. **Kimble's currently serves over 100 facilities throughout the Southeast.** Kimble's has a proven track record of completing projects on time, according to project scope, and to the expectations of the client facility. **Kimble's has never lost a commissary client facility.**

**RELATED TECHNOLOGY EXPERIENCE**

Kimble's Commissary Services has experience in using booking kiosks, lobby kiosks, in-pod kiosks, in-pod tablets (see info under the "Options" section), and video visitation technology. The driving force behind this technology is the *Lockdown* accounting software accompanied by our online tools at [jailatm.com](http://jailatm.com).

- **Booking and Lobby Kiosks** – nearly all of our Kimble’s customers utilize the booking kiosk to receive inmate funds at initial book in and lobby kiosks for family and friends to deposit funds to an inmate’s account using cash or credit cards.
- **In-pod Kiosks** – Kimble’s has installed and supports approximately 700 in-pod kiosks in facilities throughout the Southeast. We support this technology directly without third party involvement using experienced industry professionals. In fact, we were the first commissary company to utilize kiosk technology in the corrections environment.
- **In-pod Tablets** – Currently Kimble’s has over 800 in-pod tablets successfully deployed at several facilities including more set for deployment. Some of these facilities utilize tablets in specialty dorms as a behavioral incentive while others utilize them facility wide.
- **Remote Video Visitation** – Kimble’s can provide remote video visitation through our in-pod kiosk should the facility request these services.
- **Lockdown Accounting Software** – Kimble’s has installed and directly supports *Lockdown* for all our commissary clients. Our support professionals are extremely proficient in the *Lockdown* software and are able to assist our customers with all facets of the software including the online tools available at jailatm.com.

## **Warehouse Facilities/Staff**

Kimble’s Commissary Services currently maintains a state of the art 46,000+ sq. ft. warehouse facility in LaGrange, GA. We maintain an inventory of more than 500 items available to our commissary clients. Warehouse staff includes our Operations Manager, Warehouse Supervisor, Floor Supervisor, Floor Assistant, numerous Commissary Packers and Inventory Stockers. Linda Hayes, our Operations Manager will be responsible for the operational aspects of the Guilford project. Ms. Hayes’ background and qualifications includes working for a Fortune 500 company in mass product distribution located outside of Atlanta, Georgia.

Lightspeed automation is an integral part of the Kimble’s warehouse operations. Lightspeed integrates with the *Lockdown* Inmate Banking system to create seamless order processing. Inmates place orders via existing inmate telephones, the Kimble’s in-pod kiosks, or the Kimble’s in-pod tablets. Orders are then automatically posted to the Lightspeed system with no staff interaction required. Our warehouse receives and processes orders by facility. Orders are filled by our packers using specialized carts with iPads mounted on them displaying three orders at once. The system even tells the packer what size bag to use according to order size. Items are placed neatly in clear plastic bags resulting in a neatly packed order with all items visible without the inmate needing to tear open the bag to verify its contents.



The system knows the exact layout of our warehouse allowing for ease of movement and a streamlined filling process. Once an order is packed by the packer it is taken to the Floor Supervisor who then prints out two order receipts, places them in the clear plastic bag, and heat seals it to create a temper resistant seal. As an additional security measure our packers are not aware of the individual inmate's orders they are packing. Only the Floor Supervisor sees this information. Orders are then placed in plastic totes along with other orders from the same facility location for delivery. Orders come pre-separated by dorm locations set up in *Lockdown* eliminating the need for sorting once deliveries arrive on location.

### **Company Integrity**

Kimble's has never operated under any other name and does not currently have any pending lawsuits or other legal proceedings against it. Furthermore, Kimble's has never had a legal claim or lawsuit filed against it and there are no current claims or actions pending against Kimble's or any of its officers, principals or managers. We have never lost a contract commissary client and we have never failed to perform the duties of an awarded contract.

Kimble's has earned an excellent industry reputation. We believe in the power of a handshake, in doing what we say we are going to do, and always conducting ourselves with honesty and integrity. We have never been accused of or involved with any questionable business practices or behavior.

- *Kimble's has never operated under any other name.*
- *Kimble's has never had a legal claim or law suit filed against it.*
- *Kimble's has never failed to perform work on an awarded project.*
- *There are no current claims or actions pending against Kimble's or any of its officers, principals or managers.*
- *Neither Kimble's nor its principals have filed any lawsuits or requested arbitration with regards to contracts in the past five years.*
- *None of our principals have been officers in any other company so they have not been party to legal actions in other organizations.*
- *Kimble's has never violated a non-compete agreement.*
- *Neither our organization nor any of our principals have filed bankruptcy.*



## **Primary Client References Similar to Guilford County**

### **Mobile County, AL**

- Mobile County, A.L. is a 1,500 bed facility that was awarded to Kimble's Commissary was awarded and installed August of 2016. They are using our trust fund accounting software, our technology suite and on-site Kimble's staff. This technology includes our lobby kiosk, booking kiosk, in-pod tablets, and in-pod kiosks with Commissary By Phone backup for commissary ordering.
- **Mobile County Sheriff's Office, AL**  
450 St. Emanuel Street  
Mobile County, AL 36601  
Deputy Warden Sam Houston  
251-295-3736  
[shouston@mobileso.com](mailto:shouston@mobileso.com)  
Installed – August, 2016  
Transitioned From – A&S/Trinity

### **Henry County, GA**

- Henry County, N.C. is a 900 bed facility that was awarded to Kimble's. This facility installed June of 2006. They are using our trust fund accounting software and our technology suite including our lobby kiosk, booking kiosk and in-pod kiosks with Commissary By Phone backup for commissary ordering.
- **Henry County Sheriff's Office**  
120 Henry Pkwy.  
McDonough, GA 30253  
Major Bobby Sloan  
770-900-5162  
[bsloan@co.henry.ga.us](mailto:bsloan@co.henry.ga.us)  
Installed – 2006  
Transitioned from – 5 Star

### **Floyd County, GA**

- Floyd County, G.A. is an approximately 1300 bed facility transitioning to Kimble's from Swanson. Floyd County has been a Kimble's client since 2011. They are using our trust fund accounting software and our technology suite including our lobby kiosk, booking kiosk, dormitory kiosks, Commissary By Phone and Debit Calling.
- **Floyd County Sheriff's Office**  
2526 New Calhoun Highway North East  
Rome G.A. 30161  
Sheriff Tim Burkhalter  
706-252-1572  
706-234-2528  
Installed - 2011  
[floydsheriff@comcast.net](mailto:floydsheriff@comcast.net)  
Transitioned from – Southern Sheriff's Supply





# EXPERIENCE AND QUALIFICATIONS

**GUILFORD COUNTY SHERIFF'S OFFICE**

**DETENTION FACILITY**

*Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina*



# **Inmate Commissary Services**

## ***Experience and Qualifications / Organization and Staffing***



*Kimble's Food by Design was first formed in 1985 by our owner and Chief Executive Officer, Kimble Carter. Kimble's was initially opened as a vending company serving local industry in the LaGrange, Georgia and Troup County area. In 1987 Kimble added a catering division providing food service for special events in the central Georgia area. Shortly after forming the catering division the company was approached by an industrial vending customer who was interested in having onsite food service provided for their employees. The commercial food services division of Kimble's was born. All three of these divisions have grown over the years adding substantial depth to the resources of the Kimble's organization. Kimble's began making our "Old School Corn Flack Candy" in 2010 primarily as a promotional item. A fourth division has recently been created and a new manufacturing facility constructed to handle the public demand for this product.*

*In 1997 the Troup County Georgia Correctional Institute in LaGrange, GA issued a Request for Proposal for commissary services to their inmates. At that time there were a limited number of inmate commissary providers and very little in the way of software to support inmate trust fund accounting. Kimble won the bid at the Troup County facility and the commissary division was born.*

*Shortly after entering the inmate commissary business Kimble identified the need for automation in the commissary ordering process and the accurate accounting of inmate's money. In 2000 Kimble's introduced our commissary and trust fund accounting software. In 2004 Kimble's introduced the first inmate-facing service kiosks to the commissary industry.*

*Since 1997 the commissary division has grown to serve over 25,000 inn a weekly basis housed in over 100 client facilities ranging in size from 8 to 1,800 beds. Nearly 6000 of these inmates are housed in North Carolina jails. We have client facilities in six states: Alabama, Florida, Georgia, Kentucky, Mississippi, and North Carolina.*

*The foundation of the Kimble's organization and a primary key to our company's success is dedication to provide the best customer service in the industry – period! When issues arise our CEO has empowered our associates to meet the need. We don't have a complicated approval*

*process to meet our customer's needs. Is talking to a live person when you call a vendor important to you? It's important to Kimble's! When you call us 24/7 you talk to a person, not a machine or voicemail. That is one small example of the level of customer service you can expect as our client.*

### Overview of Kimble's Experience

- *Kimble's was formed by our CEO Kimble Carter in 1985 as a regional vending provider*
- *1987: Kimble's added special events catering and industrial food service divisions*
- *1997: Kimble's began inmate commissary bagging operations*
- *2000: Proprietary inmate commissary and inmate trust fund accounting software provided to client facilities*
- *2004: Installed the first inmate-facing kiosk service in the nation*
- *2018: Currently providing inmate commissary services and trust fund accounting to over 100 client facilities housing over 25,000 inmates*
- *2019: Kimble's will launch our newest division, Skillet Kitchens to provide inmate food services*

## PRIMARY SUPPORT STRUCTURE FOR GUILFORD COUNTY

### WILLIAM PENDERGRAPH

WILLIAM IS THE VICE PRESIDENT OF THE COMMISSARY DIVISION AT KIMBLE'S. WILLIAM WORKED FOR KIMBLE'S IN HIGH SCHOOL. HE LEFT TO ATTEND COLLEGE AND WORKED IN FOOD DISTRIBUTION FOR SEVERAL YEARS AFTER GRADUATING WITH A BACHELOR'S DEGREE FROM OLE MISS. ELEVEN YEARS AGO KIMBLE CARTER BROUGHT WILLIAM ON BOARD TO MANAGE THE QUICKLY GROWING CORRECTIONAL DIVISION. WILLIAM IS A HANDS ON MANAGER AND WILL BE DIRECTLY INVOLVED TO ENSURE A SMOOTH INSTALL AND CONVERSION TO KIMBLE'S COMMISSARY.

### LEE FARNSWORTH

LEE JOINED THE KIMBLE'S TEAM IN JANUARY OF 2011. HE SERVED AS A LAW ENFORCEMENT OFFICER IN NORTH CAROLINA FOR 30 YEARS WITH EXTENSIVE EXPERIENCE IN ALL AREAS OF THE PROFESSION. HE ATTENDED UNCA AND GRADUATED FROM THE UNC SCHOOL OF POLICE



EXECUTIVE MANAGEMENT. AFTER RETIRING IN 2007 AS CHIEF OF OPERATIONS FROM THE BUNCOMBE COUNTY SHERIFF'S OFFICE, LEE WORKED AS AN ACCOUNT MANAGER WITH A LARGE INMATE PHONE/CORRECTIONS TECHNOLOGY PROVIDER. LEE SERVES AS THE REGIONAL MANAGER IN BOTH CAROLINAS AND TENNESSEE. HE WORKS CLOSELY WITH WILLIAM PENDERGRAPH IN DEVELOPING THE COMMISSARY DIVISION. LEE IS STILL A SWORN DEPUTY SHERIFF AND MUNICIPAL POLICE OFFICER IN NORTH CAROLINA. HE IS VERY KNOWLEDGEABLE CONCERNING THE KIMBLE'S SYSTEM AND OFTEN HANDLES ONSITE MAINTENANCE.

### MARK STRICKLAND

MARK RECENTLY JOINED THE KIMBLE'S CAROLINAS TEAM AFTER RETIRING AS DIRECTOR OF THE NORTH CAROLINA JUSTICE ACADEMY. MARK HAS BEEN AWARDED A LIFETIME MEMBERSHIP AWARD BY THE N.C. JAIL ADMINISTRATOR'S ASSOCIATION. HE IS A CERTIFIED JUSTICE OFFICER WITH CUMBERLAND COUNTY N.C. AND HOLDS A MASTER'S DEGREE FROM METHODIST UNIVERSITY. MARK BRINGS 30 YEARS OF EXPERIENCE IN THE CRIMINAL JUSTICE PROFESSION WITH AN EXTENSIVE BACKGROUND IN JAIL OPERATIONS TO THE KIMBLE'S TEAM.

### BILLY SWARINGEN

BILLY JOINED THE KIMBLE'S TEAM IN 2010 TO HANDLE THE COMMISSARY SYSTEMS AT THE CABARRUS COUNTY DETENTION CENTER. BILLY IS THE RETIRED DEPUTY CHIEF OF POLICE AT CONCORD, N.C. AS KIMBLE'S HAS GROWN, BILLY HAS ASSUMED THE ROLE OF OPERATIONS MANAGER IN THE CAROLINAS AND WORKS CLOSELY WITH LEE TO OVERSEE THAT REGION'S DAY TO DAY OPERATION. BILLY IS WELL VERSED ON KIMBLE'S COMMISSARY SYSTEMS. HE HAS EXTENSIVE EXPERIENCE IN SERVICING KIMBLE'S HARDWARE AND SYSTEMS.

### PHYLLIS SIMS

PHYLLIS HAS BEEN WITH THE KIMBLE'S TEAM SIX YEARS SINCE RETIRING AS THE JAIL ADMINISTRATOR AT CLEVELAND COUNTY N.C. AFTER 30 YEARS' SERVICE. SHE HOLDS BA DEGREE IN BUSINESS MANAGEMENT AND IS A GRADUATE ON THE NORTH CAROLINA IOMP PROGRAM. SHE IS A SWORN DEPUTY SHERIFF AND IS A SCHOOL DIRECTOR FOR BOTH BASIC LAW ENFORCEMENT TRAINING AND JAIL SCHOOL. PHYLLIS WORKS WITH LEE AND BILLY TO MANAGE THE CAROLINA TERRITORY. PHYLLIS IS TRAINED TO SERVICE KIMBLE'S HARDWARE AND SYSTEMS AND IS OFTEN THE FIRST TO RESPOND ON SITE AT A FACILITY SHOULD ONSITE SERVICE BE REQUIRED.



## PAULA JORDON

PAULA HAS BEEN WITH KIMBLE'S FOR OVER 22 YEARS. SHE HAS AN EXTENSIVE BACKGROUND IN ACCOUNTING PROCESSES AS WELL AS RELATED SOFTWARE. SHE HAS A BA IN BUSINESS ADMINISTRATION AND A BA IN ACCOUNTING. PAULA HAS PARTICIPATED IN AND HAS MANAGED A NUMBER OF COMMISSARY SYSTEMS INSTALLATIONS. PAULA IS THE DIRECTOR OF FINANCE AND SUPPORT, KIMBLE'S COMMISSARY DIVISION. PAULA IS EXTREMELY EXPERIENCED WITH THE LOCKDOWN ACCOUNTING SOFTWARE AND WILL ACT AS THE MAIN POINT OF CONTACT FOR THE HIGHEST LEVELS OF SOFTWARE SUPPORT. SHE WILL ASSIST IN TRAINING AND WILL PROVIDE ANY NECESSARY AUDIT, REPORTING, AND FINANCE RELATED ASSISTANCE PITT COUNTY REQUIRES.

## AMBER HERNDON

AMBER JOINED THE KIMBLE'S TEAM IN 2015 AND HAS PROVEN TO BE A TREMENDOUS ASSET TO THE KIMBLE'S SUPPORT STAFF. AMBER SERVES AS THE TECHNICAL SUPPORT DIVISION MANAGER FOR KIMBLE'S. AMBER JOINED THE KIMBLE'S TEAM BRINGING WITH HER 18 YEARS OF EXPERIENCE PROVIDING SUPERIOR COMMISSARY SUPPORT AND PROJECT MANAGEMENT AS WELL AS A SUPERIOR KNOWLEDGE OF ACCOUNTING PROCESSES. AMBER WILL OVERSEE THE PROJECT FOR THE PITT TRANSITION; MANAGING PROJECT PLANNING, SET-UP SUPPORT, DEPLOYMENT PLANNING, SITE EVALUATION, INSTALL PREPARATION, AND ON-SITE TRAINING. AFTER SUCCESSFUL INSTALLATION OF PITT COUNTY, AMBER WILL ACT AS A POINT OF CONTACT FOR ONGOING SUPPORT. AMBER IS ALSO RESPONSIBLE FOR MANAGING THE IN-HOUSE SUPPORT TEAM TO ENSURE EXPEDITIOUS RESOLUTION TO COUNTY ISSUES.

## BRANDON THOMPSON

BRANDON HAS BEEN WITH KIMBLE'S FOR THIRTEEN YEARS. HE WORKED WITH A FOOD SERVICE DISTRIBUTION COMPANY BEFORE JOINING THE KIMBLE'S TEAM. BRANDON SERVES AS LEAD FOR OUR FIELD TECHNICAL/SUPPORT IN OUR COMMISSARY DIVISION. HE IS A VETERAN OF MANY SYSTEM INSTALLS AND ALSO SERVES AS A CUSTOMER ONSITE TRAINER. BRANDON HAS BEEN RESPONSIBLE FOR OVER 60 COMMISSARY SYSTEM INSTALLS AND IS HIGHLY EXPERIENCED IN THE INSTALLATION OF KIMBLE'S HARDWARE RELATED TO THE COMMISSARY SYSTEM. BRANDON WILL BE MANAGING ON-SITE HARDWARE INSTALLATION INCLUDING SERVERS, KIOSKS, TABLETS, PRINTERS AND ANY OTHER EQUIPMENT NEEDED TO PERFORM COMMISSARY FUNCTIONS AT PITT

COUNTY. BRANDON WILL SERVE AS THE MAIN POINT OF CONTACT FOR COUNTY MAINTENANCE AND IT DURING THE INSTALLATION PROCESS. HE WILL ALSO SERVE AS ANOTHER LAYER OF SOFTWARE SUPPORT AND INITIAL AND ONGOING SYSTEMS TRAINING.

### LINDA HAYES

LINDA JOINED KIMBLE'S IN JULY OF 2016 AS OUR OPERATIONS MANAGER. LINDA BROUGHT WITH HER 22 YEARS OF OPERATIONS MANAGEMENT AND PRODUCT PACKING AND DISTRIBUTION EXPERIENCE. SINCE SHE BEGAN WORKING AT KIMBLE'S, OUR OVERALL PRODUCTIVITY HAS INCREASED BY 30% AND ERROR RATES REMAIN LESS THAN ½ OF 1% UNDER LINDA'S ADMINISTRATION. LINDA WILL PROVIDE OPERATIONS SUPPORT FOR PITT COUNTY AS IT RELATES TO KIMBLE'S WAREHOUSE OPERATIONS, SHIPPING, INVENTORY MANAGEMENT, AND THE LIGHTSPEED OPERATIONS SOFTWARE.

### NEASHA WALKER

NEASHA HAS BEEN A PART OF THE KIMBLE'S TEAM SINCE 2015. SHE CURRENTLY SERVES AS THE SITE MANAGER FOR KIMBLE'S AT THE GUILFORD COUNTY NC DETENTION FACILITIES. NEASHA HOLDS A BA IN PSYCHOLOGY, A MS DEGREE IN CLINICAL COUNSELING AND CONTINUES TO WORK ON POST GRADUATE STUDIES. SHE IS VERY KNOWLEDGEABLE CONCERNING COMMISSARY OPERATIONS AND WORKING DIRECTLY WITH INMATES. MS. WALKER IS ASSIGNED GUILFORD COUNTY FULL TIME.

### ADDITIONAL IN-STATE FIELD TECH SUPPORT

TODD SMILEY

### KIMBLE'S STAFFING INFORMATION

KIMBLE'S EMPLOYS APPROXIMATELY 225 ASSOCIATES. HALF OF THOSE ASSOCIATES ARE ASSIGNED TO THE COMMISSARY SERVICES DIVISION. TWELVE EMPLOYEES ARE LOCATED IN NORTH CAROLINA AND ARE SPECIFICALLY ASSIGNED TO THE COMMISSARY DIVISION. FIVE OF THESE EMPLOYEES ARE SPECIALLY TRAINED IN FIELD SUPPORT.

KIMBLE'S SUPPORT UNIT IS LOCATED AT OUR CORPORATE HEADQUARTERS IN LAGRANGE GA. KIMBLE'S MAINTAINS AN OFFICE AT THE CABARRUS COUNTY DETENTION CENTER IN CONCORD, NC. WE ALSO HAVE A FIELD OFFICE LOCATED AT THE MOBILE COUNTY, AL MAIN DETENTION CENTER.







## **GUILFORD REFERENCES**

**GUILFORD COUNTY SHERIFF'S OFFICE**

**DETENTION FACILITY**

*Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina*

# ACCOUNTS AND REFERENCES

## Commissary Services Division



Kimble's is extremely proud of the fact that we have never lost a contract commissary client. Below is a complete list of clients for which Kimble's provides commissary and trust fund accounting services. We encourage you to contact any or all of them to learn more about the added value they enjoy as our commissary partner.



### **Primary Client References Similar to Guilford County**

#### **Mobile County, AL**

- Mobile County, A.L. is a 1,500 bed facility that was awarded to Kimble's Commissary was awarded and installed August of 2016. They are using our trust fund accounting software, our technology suite and on-site Kimble's staff. This technology includes our lobby kiosk, booking kiosk, in-pod tablets, and in-pod kiosks with Commissary By Phone backup for commissary ordering.
- **Mobile County Sheriff's Office, AL**  
450 St. Emanuel Street  
Mobile County, AL 36601  
Deputy Warden Sam Houston  
251-295-3736  
[shouston@mobileso.com](mailto:shouston@mobileso.com)  
Installed – August, 2016  
Transitioned From – A&S/Trinity

#### **Henry County, GA**

- Henry County, N.C. is a 900 bed facility that was awarded to Kimble's. This facility installed June of 2006. They are using our trust fund accounting software and our technology suite including our lobby kiosk, booking kiosk and in-pod kiosks with Commissary By Phone backup for commissary ordering.
- **Henry County Sheriff's Office**  
120 Henry Pkwy.  
McDonough, GA 30253  
Major Bobby Sloan  
770-900-5162  
[bsloan@co.henry.ga.us](mailto:bsloan@co.henry.ga.us)  
Installed – 2006  
Transitioned from – 5 Star

#### **Floyd County, GA**

- Floyd County, G.A. is an approximately 1300 bed facility transitioning to Kimble's from Swanson. Floyd County has been a Kimble's client since 2011. They are using our trust fund accounting software and our technology suite including our lobby kiosk, booking kiosk, dormitory kiosks, Commissary By Phone and Debit Calling.
- **Floyd County Sheriff's Office**  
2526 New Calhoun Highway North East  
Rome G.A. 30161  
Sheriff Tim Burkhalter  
706-252-1572  
706-234-2528  
Installed - 2011  
[floydsheriff@comcast.net](mailto:floydsheriff@comcast.net)  
Transitioned from – Southern Sheriff's Supply

## Client List/ References

### **North Carolina**

#### **Alamance County Sheriff's Office**

Major Alan Miles  
109 South Maple Street  
Graham, NC 27253  
(336) 516-2732  
alan.miles@alamance-nc.com  
Installed – 2014

**Transitioned From - Oasis**

#### **Avery County Detention Center**

Sheriff Kevin Frye  
300 Schultz Circle  
Newland, NC 28657  
828-733-2071  
[Kevin.frye@averycountync.gov](mailto:Kevin.frye@averycountync.gov)  
Installed – 2012

**Transition From – Self-op**

#### **Buncombe County Sheriff's Office**

Sheriff Van Duncan  
202 Haywood Street  
Asheville, NC 28801  
828-277-4477  
[van.duncan@buncombecounty.org](mailto:van.duncan@buncombecounty.org)  
Installed – 2014

**Transitioned From - Oasis**

#### **Cabarrus County Jail**

Contact: Sheriff Van Shaw (704) 920-3060  
Post Office Box 525  
Concord, N.C.28026  
[vshaw@cabarruscounty.us](mailto:vshaw@cabarruscounty.us)  
Installed – 2009

**Transitioned From – Keefe**

#### **Chatham County Sheriff's Office**

Contact: Captain Tammy Kirkman  
Post Office Box 429  
Pittsboro, NC 27312  
[tammy.kirkman@chathamsheriff.com](mailto:tammy.kirkman@chathamsheriff.com)  
919-545-7808

Installed – March 2016

**Transitioned From – Self Op**

**Cherokee County Detention Center**

Sheriff Derrick Palmer

577 Regal St.

Murphy, N.C. 28906

828-837-2521

[derrick.palmer@cherokee-county-nc.gov](mailto:derrick.palmer@cherokee-county-nc.gov)

Installed – 2008

**Transitioned From – Oasis**

**Clay County Detention Center**

Captain Shane Crisp, Jail Administrator

281 Courthouse Drive

Hayesville, N.C. 28904

828-389-6354

[deputyjhall@claync.org](mailto:deputyjhall@claync.org)

Installed – 2012

**Transitioned From – Self-op**

**Cleveland County Sheriff's Office**

PO Box 1508 / 407 McBrayer St.

Shelby, N.C. 28151

Major Joel Shores

704-669-3038

[Joel.shores@clevelandcounty.com](mailto:Joel.shores@clevelandcounty.com)

**Transitioned from - Oasis**

**Columbus County Detention Center**

Captain Clementine Thompson, Jail Administrator

805 Washington Street

Whiteville, NC 28472

(910) 640-6628

[cthompson@columbusco.org](mailto:cthompson@columbusco.org)

Installed – 2016

**Transitioned From – Trinity**

**Edgecombe County Sheriff's Office**

Captain Oliver Washington

305 Anaconda Rd.

Tarboro, N.C. 27886

252-641-7922

[oliverwashington@edgecombeco.com](mailto:oliverwashington@edgecombeco.com)

**Transitioned From – Self Op**

**Franklin County Detention Center**

Major Rudy Baker

285 T Kemp Road

Louisburg, NC 27549

(919) 496-2186

[rbaker@fcncso.org](mailto:rbaker@fcncso.org)

Installed – 2013

**Transitioned From – Self-op**



**Gaston County Sheriff's Office**

Contact: Chief Deputy Kim Johnson (704) 869-6837

425 N. Marietta Street

Gastonia, N.C. 28052

[kjohnson@gcps.org](mailto:kjohnson@gcps.org)

Installed – 2011

**Transitioned From – Self-op**

**Graham County Sheriff's Office**

Edward Cable, Jail Administrator

300 Rodney Orr Bypass,

Robbinsville, NC 28771

(828) 479-8650

[Edward.cable@grahamcounty.org](mailto:Edward.cable@grahamcounty.org)

Installed - 2014

**Transitioned From – Self Op**

**Guilford County Sheriff's Office**

Captain Best (336) 641-3694

201 South Edgeworth St

Greensboro NC 27401

[dbest@co.guilford.nc.us](mailto:dbest@co.guilford.nc.us)

Installed – 2014

**Transitioned From – Keefe**

**Haywood County Detention Center**

Sheriff Greg Christopher

1620 Brown Ave.

Waynesville, N.C. 28768

(828) 452-6768

[gchristopher@haywoodnc.net](mailto:gchristopher@haywoodnc.net)

Installed 2014

**Transitioned from- Oasis**

**Henderson County Detention Center**

Sheriff Lowell Griffin

Hendersonville, N.C. 28792

828-697-4596

[jrice@hendersoncountync.org](mailto:jrice@hendersoncountync.org)

Installed – 2014

**Transitioned From – Self-op**

**Jackson County Detention Center**

Sheriff Chip Hall

399 Grindstaff Cove

Sylva, N.C. 28779

828-586-2458

[sheriffhall@jacksonnc.org](mailto:sheriffhall@jacksonnc.org)

Installed – 2015

**Transitioned From – Oasis**

**Macon County Detention Center**

Sheriff Robbie Holland  
1820 Lakeside Drive  
Franklin, North Carolina 28734  
(828) 349-2264  
[rholland@maconnc.org](mailto:rholland@maconnc.org)

Installed – 2015

**Transitioned from Oasis**

**Madison County Detention Center**

Captain Michelle Quintero, Jail Administrator  
348 Medical Park Drive  
Marshall, N.C. 28753  
828-649-2721  
[mquintero@madisonsheriff.org](mailto:mquintero@madisonsheriff.org)

Installed – 2008

**Transitioned From – Self-op**

**Montgomery County Detention Center**

Sheriff Chris Watkins  
206 Glen St.  
Troy, N.C. 27371  
910-641-1313  
[Chris.watkins@montgomerycountync.com](mailto:Chris.watkins@montgomerycountync.com)

Installed 2015

**Transitioned from – Trinity**

**Northampton County Detention Center**

Major Anna Gee  
P.O. Box 176  
Jackson, N.C. 27845  
252-534-3901  
[Anna.gee@nhcnc.net](mailto:Anna.gee@nhcnc.net)

**Transitioned From – Keefe**

**Pender County Jail**

Captain Samantha Jones  
P.O. Box 1449  
Burgaw, N.C. 28425  
910-259-1353  
[Sam.jones@pendersheriff.gov](mailto:Sam.jones@pendersheriff.gov)

Install October 2015

**Transitioned from Trinity**

**Polk County Detention Center**

Captain Jerry Williams, Jail Administrator  
P.O. Box 69  
Columbus, N.C. 28777  
828-894-3001  
[jwilliams@polknc.org](mailto:jwilliams@polknc.org)

Installed – 2012

**Transitioned From – Self-op**

**Rowan County Sheriff's Office Jail**

Captain G.M. Hannold, Jail Administrator  
232 North Main St.  
Salisbury, N.C. 28144  
704-216-8670

[Gregory.Hannold@rowancountync.gov](mailto:Gregory.Hannold@rowancountync.gov)

Installed - 2011

**Transitioned From – Swanson**

**Rutherford County Detention Center**

Sheriff Chris Francis  
198 North Washington Street  
Rutherfordton, N.C.  
(828) 287-6247

[chris.francis@rutherfordcountync.gov](mailto:chris.francis@rutherfordcountync.gov)

Installed – 2009

**Transitioned From – Keefe**

**Stanly County Detention Center**

Captain Jeff Brafford, Jail Administrator  
223 South Second St.  
Albemarle, N.C. 28001  
(704)-986-3735

[jwbrafford@stanlycountync.gov](mailto:jwbrafford@stanlycountync.gov)

Installed May 2015

**Transitioned From – Trinity**

**Swain County Detention Center**

Sheriff Curtis Cochran  
95 Brendle Street  
Bryson City, North Carolina 28713  
828-488-0159

[leanna.arch@swaincountync.gov](mailto:leanna.arch@swaincountync.gov)

Installed September 2018

**Transitioned From - Keefe**

**Transylvania County Detention Center**

Sheriff David Mahoney  
153 Public Safety Way  
Brevard, N.C. 28712  
828-884-3168

[dmahoney@tcsonc.org](mailto:dmahoney@tcsonc.org)

Installed – 2013

**Transitioned From – Self-op**

**Watauga County Detention Center**

Administrator Barry Trivette, Jail Administrator  
184 Hodges Gap Road  
Boone, N.C. 28607  
828- 264-3761

[barry.trivette@watgov.org](mailto:barry.trivette@watgov.org)

Installed – 2011

**Transitioned From - Keefe**



**Yancey County Sheriff's Office**

Post Office Box 6  
Burnsville, NC 28714  
Chief Deputy Shane Hilliard  
828-682-2124  
Installed – 2011  
**Transitioned From – Self-op**

**Alabama****Mobile County Sheriff's Office, AL**

450 St. Emanuel Street  
Mobile County, AL 36601  
Deputy Warden Sam Houston  
251-295-3736  
[shouston@mobileso.com](mailto:shouston@mobileso.com)  
Installed – August, 2016  
**Transitioned From – A&S/Trinity**

**Calhoun County Sheriff's Office, AL**

400 W. 8<sup>th</sup> Street  
Anniston, AL 36201  
Sheriff Matthew Wade  
256-236-6600  
[mwade@calcoso.org](mailto:mwade@calcoso.org)  
Installed – February, 2016  
**Transitioned From – A&S/Trinity**

**Escambia County Sheriff's Office, AL**

316 Court Street  
Brewton, AL 36426  
Chief Mike Lambert  
251-867-0229  
[ltmlambert@yahoo.com](mailto:ltmlambert@yahoo.com)  
Installed – 2010  
**Transitioned From – Swanson**

**Shelby County Sheriff's Office, AL**

380 McDow Road  
Columbiana, AL 35674  
Sheriff John Samaniego  
205-669-4181  
[JOHNS@shelbyso.com](mailto:JOHNS@shelbyso.com)  
Installed – September, 2015  
**Transitioned From – Swanson/Trinity**

**Colbert County Sheriff's Office, AL**

201 North Main Street  
Tuscumbia, AL 35674  
Sheriff Frank Williamson  
256-386-8500  
[fwilliamson@colbertco.org](mailto:fwilliamson@colbertco.org)  
Installed – August, 2015

**Transitioned From – Swanson/Trinity  
Russell County Sheriff's Office, AL**

368 Prentiss Drive  
Phenix City, AL 36268  
Lt. Steve Johnson, Jail Administrator  
334-298-6535

[stevej@rcso.org](mailto:stevej@rcso.org)

Installed – 2013

**Transitioned From – Swanson**

**Lee County Sheriff's Office, AL**

P.O. Box 688  
Opelika, AL 36803  
Sheriff Jay Jones  
334-749-5651

[Jjones@leecountysheriff.org](mailto:Jjones@leecountysheriff.org)

Installed – 2011

**Transitioned From - Keefe**

**Walker County Sheriff's Office, AL**

2001 2nd Ave.  
Jasper, AL 35501  
Sheriff James Underwood  
205-384-7218  
Installed – 2013

**Transitioned From - Swanson**

**Dallas County Sheriff's Office, AL**

102 Church Street  
Selma, AL 36701  
Sheriff Harris Huffman  
334-874-2530  
Installed – January, 2016

**Transitioned From – Swanson/Trinity**

**Covington County Sheriff's Office, AL**

290 Hillcrest Drive  
Andalusia, AL 36420  
Jail Administrator Preston Hughes  
(334) 428-2666

Installed – December, 2014

**Transitioned from – Swanson**

**Marengo County Sheriff's Office, AL**

101 Dunn Street  
Linden, AL 36748  
Jail Administrator Aquinetta Daniels  
334-295-2257

[aquanettadaniels@gmail.com](mailto:aquanettadaniels@gmail.com)

Installed – December, 2015

**Transitioned From – Swanson/Trinity**

**Clay County Sheriff's Office, AL**

P.O. Box 757  
Ashland, AL 36251  
Gaynell Traylor, Jail Administrator  
256-354-2176  
[gtraylor@clayso.net](mailto:gtraylor@clayso.net)  
Installed – 2011  
**Transitioned From – Self-op**

**Colbert County Sheriff's Office, AL**

201 North Main Street  
Tuscumbia, AL 35674  
Sheriff Frank Williamson  
(256) 386-8500  
[fwilliamson@colbertco.org](mailto:fwilliamson@colbertco.org)

**Randolph County Sheriff's Office, AL**

347 Main Street  
Wedowee, AL 36278  
Sheriff David Cofield  
256-357-4545  
Installed – 1998  
**Transitioned From – Self-op**

**Coosa County Sheriff's Office, AL**

296 School Street  
Rockford, AL 35136  
Captain Mike Mull  
256-377-1362  
[adminmull@coosaso.com](mailto:adminmull@coosaso.com)  
Installed – January, 2016  
**Transitioned From – Self Op**

**Sumter County Sheriff's Office, AL**

118 Hospital Dr.  
Livingston, AL 35470  
Sheriff Tyrone Clark  
205-652-7984  
Installed – 2011  
**Transitioned From – Self-op**

**Lawrence County Sheriff's Office, AL**

242 Parker Road  
Moulton, AL 35650  
Captain Mike Agee, Jail Administrator  
256-974-2405  
[lawco.agee@gmail.com](mailto:lawco.agee@gmail.com)  
Installed – 2014  
**Transitioned From - Swanson**



**Barbour County Sheriff's Office, AL**

24 Robertson Airport Road

Clayton, AL 36016

Ryan Conner, Jail Administrator

334-775-1103

[barbour.countyjail@hotmail.com](mailto:barbour.countyjail@hotmail.com)

Installed - 2014

**Transitioned From - Swanson**

**Franklin County Sheriff's Office, AL**

748 Walnut Gate Road

Russellville, AL 35654

Sheriff Shannon Oliver

256-332-8811

[fcsheriff@hiwaay.net](mailto:fcsheriff@hiwaay.net)

Installed - 2014

**Transitioned From - Swanson**

**Fayette County Sheriff's Office, AL**

113 1st Avenue NW

Fayetteville, AL 35555

Sheriff Rodney Ingle

205-932-4510

Installed - 2013

**Transitioned From - Swanson**

**Bibb County Sheriff's Office, AL**

183 Southwest Davidson Drive

Centreville, AL 35042

Sheriff Jody Wade

205-926-4683

Installed - August, 2014

**Transitioned from - Self-op**

**Chambers County Sheriff's Office, AL**

2 South Lafayette Street, Suite C

Lafayette, AL 36862

Sheriff Sid Lockhart

(334) 864-4333

Installed - August, 2014

**Transitioned from - A&S**

**Pickens County Sheriff's Office, AL**

188 Cemetery Street

Carrollton, AL 35447

Sheriff David Abston

(205) 367-2000

Installed - December, 2014

**Transitioned from - Swanson**

**Lamar County Sheriff's Office, AL**

330 First Street Northeast

Vernon, AL 35592

Sheriff Hal Allred

(205) 367-2000

Installed – April, 2015

**Transitioned from – Self Op**

**Jasper City Jail**

1610 Alabama Avenue

Jasper, AL 35501

Lt. David Mize

205-221-2121

[dmize@jasperpd.us](mailto:dmize@jasperpd.us)

Installed – June, 2016

**Transitioned From – No commissary**

**Morgan County Sheriff's Office, AL**

119 Lee Street

Decatur, AL, 35601

Sheriff Anna Franklin

256-351-4800

Installed – Scheduled for February, 2017

**Transitioned From – Keefe Commissary**

**Kentucky****Allen County Detention Center, KY**

194 W. Wood Street

Scottsville, KY 42164

Sandra Garrison, Class D Coordinator

270-237-3226

**Transitioned From – Keefe**

**Ballard County Detention Center, KY**

132 Mayola Avenue

Wickliffe, KY 42087

Donnie Hall, Jailer

Mandy Graves, Chief Deputy

270-335-3693

**Transitioned From – Keefe**

**Hardin County Correctional Facility, KY**

100 Lawson Blvd.

Elizabethtown, KY 42701

Jailer Danny Allen

270-765-4159

**Transitioned From – Keefe**

**Hart County Jail, KY**

520 AA Whitman Lane  
Munfordville, KY 42765

Major Paul Gentry

270-528-6150

[majorpaulgentry@yahoo.com](mailto:majorpaulgentry@yahoo.com)

Installed – April, 2016

**Transitioned From – Keefe**

**Mississippi****Lauderdale County Sheriff's Office, MS**

500 Constitution Ave.

Meridian, MS 39301

Sheriff Sollie

601-482-9700

Installed – October, 2016

**Transitioned From – Tiger**

**Copiah County Sheriff's Office, MS**

20030 Highway 51

Hazlehurst, MS 39083

Jail Administrator Joe Brown

(601) 894-3011

Installed – November, 2014

**Transitioned From – No commissary program**

**Florida****Escambia County Road Prison**

601 Highway 297 A

Cantonment, FL

Commander Charles Snow

850-937-2100

Installed – 2008 / Re-awarded May of 2014

**Transitioned From – Trinity**

**Liberty County Sheriff's Office**

12499 Pogo St.

Bristol, FL 32321

Jail Administrator Joyce Arnold

(850-643-2235)

Installed – 2016

**Transitioned From SACS**

**Georgia****Calhoun County Sheriff's Office**

P.O. BOX 211

Morgan, GA 39866

Carl Williams-Jail Administrator

(229-310-5071)

[c.williams@calhouncoga.com](mailto:c.williams@calhouncoga.com)

Installed – 2015

**Transitioned From – Trinity**



**Carroll County Correctional Institution**

96 Horsley Mill Rd.  
Carrollton, Georgia 30116  
Warden Robert Jones  
(770) 550-2917

**Transitioned From – Trinity**

**Catoosa County Sheriff's Office**

Post Office Box 909  
Ringgold, GA 30736  
Gary Sisk – Sheriff  
Installed – February 2016

**Transitioned From – A&S/Trinity**

**Coweta County Sheriff's Office**

560 Greison Trail  
Newnan, Georgia 30263  
Sheriff Mike Yeager (770-253-1502)  
Installed – 2015

**Transitioned From – Trinity**

**Chattooga County Sheriff's Office**

35 W. Washington Street  
Summerville, GA 30214  
James Durham – Jail Administrator  
Installed – March 2016

**Transitioned From – Self Op**

**Crawford County Sheriff's Office**

P.O. Box 1009  
Roberta, GA 31078  
Carol Weaver  
Installed – 2011

**Transitioned From – Self-op**

**Dooly County Sheriff's Office**

Post Office Box 96  
Pinehurst, GA 31070  
Darrell Bryant – Jail Administrator  
Installed – February 2016

**Transitioned From – Self Op**

**Elbert County Sheriff's Office**

47 Forest Ave  
Elberton, Georgia 30635  
Captain Shannon Young  
(706-988-6532)  
Installed – 2015

**Transitioned From - Trinity**

**Fannin County Sheriff's Office, GA**

645 West First Street

Blue Ridge, GA 30513

Dane Kirby – Sheriff

(706-632-2044)

Installed – Dec. 2015

**Transitioned From- Trinity****Fayette County Sheriff's Office**

155 Johnson Ave

Fayetteville, GA 30214

Install – March 2016

**Transitioned From – A&S/Trinity****Floyd County Sheriff's Office**

329 Blacks Bluff Road

Rome, GA 30161

Warden Mike long

706-236-2490

Installed – 2011

**Transitioned From - Southern Sheriff's****Haralson County Sheriff's Office**

2240 Holly Street

Buchanan, GA 30113

Sheriff Eddie Mixon

770-646-2011

Installed - 2013

**Transitioned From – Swanson****Harris County Sheriff's Office**

9982 Hwy 116

Hamilton, GA 31811

Warden Alex Haden

706-628-4959

Installed – Prison – 1999 / Jail – 2008

**Transitioned From – Jail – Self-op / Prison – Aramark****Henry County Sheriff's Office**

120 Henry Pkwy.

McDonough, GA 30253

Sheriff Keith McBrayer

770-288-7101

Installed – 2006

**Transitioned from – 5 Star****Lamar County Sheriff's Office**

121 Roberta Drive

Barnesville, GA 30204

Sheriff Brad White

770-358-5159

Installed – 2008

**Transitioned From – A&S**

**Coffee County Sheriff's Office**

P.O. Box 65  
Danielsville, GA 30633  
Sheriff Kip Thomas  
706-795-6202  
Installed – 2011  
**Transitioned From – Southern Sheriff's**

**Meriwether County Sheriff's Office**

P.O. Box 476  
Greenville, GA 30222  
Captain Greg Lusher  
Installed – 2006  
**Transitioned From – Self-op**

**Newton County Sheriff's Office**

15151 Alcovy-Jersey Road NE  
Covington, GA 30014  
Sheriff Ezell Brown  
(678-625-1400)  
Installed – 2015  
**Transitioned From – Trinity**

**Oglethorpe County Sheriff's Office**

115 Buddy Faust Rd.  
Crawford, Georgia 30630  
Captain Sharon Huff  
(706-743-8101)  
Installed - 2015  
**Transitioned From – Trinity**

**Peach County Sheriff's Office**

1000 Spruce St.  
Fort Valley, Georgia 31030  
Sheriff Terry Deese  
(478-825-8269)  
Installed – 2015  
**Transitioned From - Trinity**

**Polk County Sheriff's Office**

1676 Rockmart Hwy  
Cedartown, Ga 30125  
Chief Al Sharpe  
(770-749-2911)  
Installed – 2015  
**Transitioned From -- A&S/Trinity**

**Taylor County Sheriff's Office**

P.O. Box 606  
Butler, GA 31006  
Sheriff Jeff Watson  
478-862-5444  
Installed – 2012  
**Transitioned From – Self Op**



**Troup County Sheriff's Office**

130 Sam Walker Drive

LaGrange, GA 30241

Captain Marty Reeves

706-883-1616

[mreeves@troupco.org](mailto:mreeves@troupco.org)

Installed – 1997

**Transitioned From – Self-op**

**Upson County Sheriff's Office**

235 Aviation Dr.

Thomaston, GA 30286

Sheriff Dan Kilgore

706-647-7411

Installed – 2007

**Transitioned From – Local Vendor**

**South Carolina****Anderson City Police**

401 South Main Street

Anderson, SC 29624

Captain Doyle Carpenter, Jail Administrator

(864) 332-5722

[dcarpenter@cityofandersonsc.com](mailto:dcarpenter@cityofandersonsc.com)

Installed – 2018

**Transitioned From – Blind Vendors**





# **DRUG POLICY**

**GUILFORD COUNTY SHERIFF'S OFFICE**

**DETENTION FACILITY**

***Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina***

Kimble's has attached our company Drug Policy for your review. Any Kimble's associate entering the Guilford Count Sheriff's Facilities will also be required to submit to any additional testing as may be required by the Sheriff.



## **STANDARD OF CONDUCT-DISCIPLINARY ACTION**

ATTACHMENT B

As an employer, Kimble's Food by Design, has a right to expect that all employees will comply with the company's policies and procedures. The policy of established standards and procedures for disciplinary actions may be required when employee conduct violates company work rules or policies. Through the policy an employee may be provided with fair and equitable treatment whenever questions arise concerning conduct or violation of policies and/or procedures. The policy provides guidelines and procedures for progressive disciplinary action necessary to facilitate efficient operation, maintain order and discipline on company premises and assure the safety of all employees and company property.

The most common rules consistent with good employee conduct is expected but information included is not intended to be all-inclusive. Disciplinary action will be taken against any employee for acts that are inconsistent with good employee conduct, and the extent of such disciplinary action shall be in accordance with company policy and the seriousness of the offense.

Disciplinary measures may be taken on the basis of reprimands for violations of different rules or repeated violations of the same rule. Any employee who has an excessive combination of violations shall be subject to discharge.

In all cases that may result in discharge, the employee is to be suspended pending the outcome of a review by the employee's Department Manager, the Human Resource Manager and/or the President.

**Employment at Will:** Georgia recognizes the doctrine of employment at will. Employment at will means that in the absence of a written contract of employment for a defined duration, an employee can resign at any time or an employer can terminate an employee for good cause, bad cause or no cause at all, so long as it is not an illegal cause. This policy does not modify the status of employment or in any way restrict the company's right to bypass the disciplinary procedures suggested in this policy.

## **SUBSTANCE ABUSE**

### **Alcohol & Substance Abuse Policy**

Kimble's Food by Design recognizes that use of substances such as alcohol and drugs will impair an employee. Our position regarding substance abuse is the same whether alcohol, marijuana, illegal drugs, prescription drugs, or controlled substances are involved.

The Drug Free Workplace policy is implemented because we believe that the impairment of any Kimble's Food by Design employee due to his or her use of substances is likely to result in the risk of injury to other employees, the impaired employee, or to third parties, such as customers or business guests.

Moreover, substance abuse adversely affects employee morale and productivity.



"Impairment" or "being impaired" means that an employee's normal physical or mental abilities, or faculties, while at work have been detrimentally affected by the use of substances.

The employee who begins work while impaired or who becomes impaired while at work is guilty of a major violation of company rules and is subject to severe disciplinary action. All employees are subject to a drug screening at any given time without prior notification. Severe disciplinary action can include suspension, dismissal, or any other penalty appropriate under the circumstances.

Likewise, the use, possession, transfer, or sale of any substance on company premises or in any Kimble's Food by Design parking lot, storage area, or job site is prohibited. Violations are subject to severe disciplinary action. In all instances, disciplinary action to be administered shall be at the sole discretion and determination of the company.

Employees who are taking prescription drugs shall report this to their Department Manager. This is for the protection of the employee and for safety purposes in case of an adverse reaction to the drug while at work, or so the employee is not falsely accused of taking an illegal substance.

When an employee is involved in the use, possession, transfer, or sale of a substance in violation of this policy, the company may notify appropriate authorities. Such notice will be given only after such an incident has been investigated and reviewed by the employee's Department Manager, the department manager, and the President. Kimble's Food by Design is aware that substance abuse is a complex health problem that has both physical impact and an emotional impact on the employee, his or her family, and social relationships. A substance abuser is a person who uses substances, as defined above, for non-medical reasons, and this use detrimentally affects job performance or interferes with normal social adjustments at work. Substance abuse is both a management and a medical problem.

In general, the policy prohibits the use, purchase, or sale of alcohol, illegal drugs on Company property or on Company time. It also permits substance abuse testing (by a method such as urinalysis or blood test) under certain circumstance, such as:

- All applicants for employment
- Employees involved in work-related accidents
- Employees who appear to be impaired by any drugs or alcohol in violation of the policy
- Employees who are undergoing substance abuse counseling and/or rehabilitation.

### **CONFIDENTIALITY**

All information involving drug or alcohol screen results, or the rehabilitation and treatment of an individual employee shall be treated as confidentially as possible. All such information will be accessible only to those company officials and designated medical or professional







December 2018

[KIMBLE'S COMMISSARY SERVICE]



# **"SUMMARY OF OFFER"**

## **GUILFORD COUNTY SHERIFF'S OFFICE**

### **DETENTION FACILITY**

*Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina*

December 2018

**[KIMBLE'S COMMISSARY SERVICE]**

# SUMMARY OF OFFERING

## SERVICES FOR GUILFORD COUNTY SHERIFF'S DETENTION FACILITY ALL EQUIPMENT, SOFTWARE AND SUPPORT PROVIDED TO GUILFORD COUNTY AT NO COST

- (33) Thirty-three In-Pod Kiosks to be installed in the various housing units of the facility. These kiosks will be backed up by Commissary by Phone Service.

These kiosks will provide the following:

- Commissary ordering
- Access to account balances
- Ability to file grievances, inquiries, medical requests and any other types of inmate to staff communication the facility may deem appropriate
- Display of inmate handbooks and other documents
- Announcement Screen for posting information
- Secure and completely controllable electronic mail between inmates and their friends and family
- Two JailATM Lobby Kiosks capable of accepting cash, credit/debit cards. These units are fully integrated with the Trust Fund Management System, simple to use and require no assistance or information be provided by facility staff. A receipt is automatically generated for each transaction.
- Three JailATM Booking Manager Kiosks capable of taking bills, coins, credit/debit cards. These units are compact in size and will interface with an existing computer in the booking area.
- Full P.C.I. compliance - ensuring secure transactions protecting Kimbles, Guilford County and card holders against fraud and theft of credit card information.
- Secure Web Deposits at [www.jailatm.com](http://www.jailatm.com)
- Full feature commissary and trust fund management software package – "Lockdown"
- Debit-based calling- delivers increases in inmate phone commissions, lowers fees to friends and family, and eliminates the need to sell phone cards.
- Integration with your One Solution J.M.S. system at no cost to Guilford County

December 2018

**[KIMBLE'S COMMISSARY SERVICE]**

- Integration with inmate telephone provider, PAY-TEL at no cost to Guilford County
- Patent-Pending Swipe at Booking Technology allows arrestees to fund commissary account with a personal debit/credit card increasing your commissary and phone commissions
- Optional Credit Card Bonding Feature - 10% fee on credit/debit cards
- Free Inmate Release Debit Cards
- Free Inmate Commissary Phone Ordering System through our partnership with PAY-TEL as backup to the dorm kiosk system
- Free hardware repair, replacement and upgrades
- Inmate Care Packs for sale to friends and family for delivery to the inmate (all items are approved by the facility. Commission is paid to the facility on these sales)
- "Lockdown" Investigations module quickly and easily view inmate trust fund and e-mail activity. (See who's e-mailing who and who's sending money to who in your facility)
- Once weekly order processing and "Snack Packs" provided for midweek sales.
- Free unlimited training and technical support at no cost to the facility
- Onsite full time commissary manager and additional part time staff as needed
- Onsite accounting and audit assistance at no cost to the facility
- Customizable Commissary Menu allowing Guilford County to choose from over 500 in-stock commissary items ranging from snacks to hygiene essentials

## **Guilford County Offer**

**One full time and one part time Kimble's associate to handle all commissary processes**

**48.5%**

**Commission is paid at this rate for commissary orders, CarePacks and SnackPacks**

**10% Commission on Inmate Emails**

### **BASED ON A Three (3) YEAR SERVICE AGREEMENT**

All commissions are based on net sales; net sales being defined as gross sales less applicable sales tax and postal items. Commission Payment will be made on the following month and will include a detailed financial report supporting the revenue paid.







# **GUILFORD COUNTY GRANT**

**GUILFORD COUNTY SHERIFF'S OFFICE**

**DETENTION FACILITY**

*Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina*



# GRANT OFFERING

**GUILFORD COUNTY SHERIFF'S OFFICE**

**DETENTION FACILITY**

***Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina***

Kimble's is pleased to include a grant offering to promote technological, programmatic, and educational opportunities within the Detention Bureau. Kimble's will provide Five Thousand Dollars (\$5,000.00) each fiscal year (July 1 to June 30) for the term of the service agreement. These funds will be dispersed at the direction of the Sheriff of Guilford County or his designee. Disbursement of funds will take place within 10 days or less of the request for payment. Funds can be dispersed in whole or part during each fiscal year.

***PROPOSED GRANT AMOUNT PER FISCAL YEAR***

**FIVE THOUSAND DOLLARS**

***(\$5,000.00)***







# **ATTACHED DOCUMENTS**

**GUILFORD COUNTY SHERIFF'S OFFICE**

**DETENTION FACILITY**

***Guilford County Purchasing Department  
Event # 636 Request for Proposals (RFP)  
To Provide Commissary Services  
For The Guilford County Sheriff's Office  
Detention Facilities  
In Guilford County, North Carolina***



# CERTIFICATE OF LIABILITY INSURANCE

KIMBFOO-02

ATTACHMENT B

CHANSFORD

DATE (MM/DD/YYYY)

11/28/2018

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

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

<b>PRODUCER</b> Hutchinson-Traylor Insurance P.O. Box 1049 Lagrange, GA 30241	<b>CONTACT NAME</b>	
	<b>PHONE (A/C, No, Ext):</b> (706) 884-2361 <b>FAX (A/C, No):</b> (706) 883-8915	
<b>INSURED</b>  Kimble's Food By Design P.O. Box 1227 LaGrange, GA 30241-3314	<b>E-MAIL ADDRESS:</b>	
	<b>INSURER(S) AFFORDING COVERAGE</b>	
	<b>INSURER A:</b> Selective Way Insurance Co	
	<b>INSURER B:</b> Technology Insurance Company	
	<b>INSURER C:</b>	
	<b>INSURER D:</b>	
<b>INSURER E:</b>		
<b>INSURER F:</b>		

**COVERAGES****CERTIFICATE NUMBER:****REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER	X	S 2096436	02/01/2018	02/01/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		S 2096436	02/01/2018	02/01/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE <b>DED</b> <b>RETENTION \$</b>		S 2096436	02/01/2018	02/01/2019	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N Y N/A	TWC3691238	02/13/2018	12/14/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E L EACH ACCIDENT \$ 500,000 E L DISEASE - EA EMPLOYEE \$ 500,000 E L DISEASE - POLICY LIMIT \$ 500,000
A	<b>Equipment Floater</b>		S 2096436	02/01/2018	02/01/2019	Rented/Leased \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

**CERTIFICATE HOLDER****CANCELLATION**

Gulford County Government - Sheriff's Office  
400 W Washington St  
Greensboro, NC 27401

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

AUTHORIZED REPRESENTATIVE



STATE OF NORTH CAROLINA

## AFFIDAVIT

COUNTY OF GUILFORD

\*\*\*\*\*

I, Mark J. Strickland (the individual attesting below), being duly authorized by and on behalf of  
Kimble's Food By Design (the entity bidding on project hereinafter "Employer") after first being duly sworn  
 hereby swears or affirms as follows:

1. Employer understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with NCGS §64-25(5).
2. Employer understands that Employers Must Use E-Verify. Each employer, after hiring an employee to work in the United States, shall verify the work authorization of the employee through E-Verify in accordance with NCGS §64-26(a).
3. Employer is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in this State. Mark "Yes" or "No":
  - a. YES XX; or,
  - b. NO
4. Employer's subcontractors comply with E-Verify, and if Employer is the winning bidder on this project Employer will ensure compliance with E-Verify by any subcontractors subsequently hired by Employer.

This 5th day of Dec., 2018.

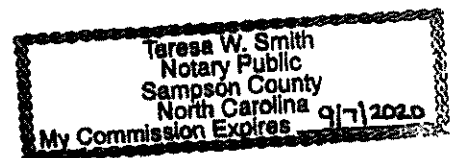
Mark J. Strickland

Signature of Affiant

Print or Type Name: Mark J. StricklandState of North Carolina County of GuilfordSigned and sworn to (or affirmed) before me, this the 5thday of December, 2018.My Commission Expires: 9/7/2020Teresa W. SmithTeresa W. Smith

Notary Public

(Affix Official/Notarial Seal)



### **Transaction Fees**

**Kimble's wishes to be transparent about fees charged in relation to our commissary and trust fund accounting system. Below is a breakdown of service fees:**

#### **Fees Charged To Friends and Families of Inmates:**

##### **Lobby Kiosk**

- Cash transaction regardless of amount - \$3.00 (three dollars)
- Credit or debit card transaction - \$2.95 per transaction **or** 10% of the total of the transaction, whichever is greater

##### **Online**

- Credit or debit card transaction - \$2.95 per transaction **or** 10% of the total of the transaction, whichever is greater
- Emails are \$0.50 each

#### **Fees Charged To Inmates:**

##### **Booking Kiosk**

- No service fee charged

##### **Swipe at Booking**

- Credit or debit card transaction - \$2.95 per transaction **or** 10% of the total of the transaction, whichever is greater

##### **Debit Inmate Phone Time Transaction**

- \$.50 movement fee for debit phone time purchases per transaction regardless of amount
- No charge for moving funds back to the inmate account from the debit calling fund when the inmate is released

<div style="display: flex; justify-content: space-between;"> <span>□ □ □</span> <span>□ □ □</span> </div>	<h2 style="margin: 0;">General Ledger</h2> <p style="margin: 0;">Balance Period 11/29/2018 to 11/29/2018</p>	<div style="display: flex; justify-content: space-between;"> <span>□ □ □</span> <span>□ □ □</span> </div>
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		<u>Debit</u>	<u>Credit</u>	<u>Debit</u>	<u>Credit</u>
	<b>Asset</b>				
1000	Bank Accounts				
	Checking	\$0.00			
	Total: Bank Accounts			\$0.00	
1050	Cash In Transit				
	Checking	\$0.00			
	Total: Cash In Transit			\$0.00	
1100	Cash Drawers				
	Cash Drawer #1	\$0.00			
	Total: Cash Drawers			\$0.00	
1400	Customer Site Receivables				
	Total: Customer Site Receivables			\$0.00	
			<b>Asset Total:</b>	\$0.00	\$0.00
	<b>Liability</b>				
2400	Customer Site Payables				
	Total: Customer Site Payables				\$0.00
			<b>Liability Total:</b>	\$0.00	\$0.00
	<b>Income</b>				
4100	Bank Account Income				
	Total: Bank Account Income				\$0.00
			<b>Income Total:</b>	\$0.00	\$0.00
	<b>Expense</b>				
5100	Bank Account Expenses				
	Total: Bank Account Expenses			\$0.00	



## General Ledger

		<u>Debit</u>	<u>Credit</u>	<u>Debit</u>	<u>Credit</u>
		<b>Expense Total:</b>		\$0.00	\$0.00
	<b>Equity</b>				
9000	Retained Earnings				
	Total: Retained Earnings				\$0.00
9001	Unrealized Earnings				
	Total: Unrealized Earnings				\$0.00
		<b>Equity Total:</b>		\$0.00	\$0.00
		<b>Grand Total:</b>		\$0.00	\$0.00



# Certificate of Validation



This is to certify that

**JAILATM COM**

JAILATM COM, 2225 E HIGHLAND DR, JONESBORO, AR, 72401, , US,

has successfully validated their compliance with the requirements of the PCI DSS Version 3.2 on 03/21/2018 .

This validation status is based on the self-assessment provided by JAILATM COM regarding compliance with the Payment Card Industry Data Security Standard ("PCI DSS") Version 3.2 and is valid until 03/21/2019 pursuant to the conditions of issuing laid out below.

To remain compliant with PCI DSS, it is the responsibility of JAILATM COM to:

- a Maintain compliance with all PCI DSS requirements, particularly when there is any change to your systems. This compliance maintenance includes quarterly vulnerability scans for Internet facing systems (where applicable) and,
- b Attest to your compliance on an annual basis.

**Merchant ID: 8021128452**

**SAQ Type: D**

**PCI DSS Version: 3.2**

**Validation Status: Validated**

**Date of Validation: 03/21/2018**

**Scan Status: Compliant**

**Date of Last Scan: 09/27/2018**

## Conditions of Issuing

1. Sysnet has issued this certificate to indicate that the aforementioned company has attested that they have met the requirements of the Payment Card Industry (PCI) standard(s) as stated above.
2. The PCI Security Standards Council ("PCI SSC") representing card schemes, Visa, Mastercard, American Express, Discover Card, and JCB, produce and maintain the security standards and all content within same. Sysnet do not hold any responsibility for the content or requirements of the PCI security standards.
3. This certificate is not endorsed by the PCI SSC and is produced solely by Sysnet for the records of the aforementioned company to indicate that they have validated their compliance.
4. This certificate offers no guarantee to the security, availability, or integrity of any systems or data held by the aforementioned company. Accordingly Sysnet accepts no liability to any third party in the event of loss or damage to systems or data due to any perceived lack of security or breakdown of current security measures.
5. Attestation to Compliance occurs at a point in time. This may not cover future compliance due to the changing nature of network and application infrastructures, future vulnerabilities or advances in hacking techniques or subsequent failure to act in accordance with applicable PCI DSS requirements.
6. The provision of this PCI DSS Report does not affect or impact in any way the obligations of JAILATM COM under any Merchant Terms and Conditions in place.

# PCI DSS Scan Report Executive Summary



A.1 Scan Customer Information				A.2 Approved Scanning Vendor Information			
Company:	JAILATM COM			Company:	Sysnet		
Contact:	BOB	Title:		Contact:	Balachenna Gopi	Title:	ASV
Telephone:	870-933-6386	Email:	managed-services@sysnet.ie	Telephone:	+35314951300	Email:	Balachenna.Gopi@sysnetgs.com
Business address:	2225 E HIGHLAND DR JONESBORO AR 72401			Business address:	Block 71A, The Plaza Park West Avenue Park West Business Park Dublin 12 Republic Of Ireland		
URL:				URL:	www.sysnetglobalsolutions.com		
MID:	8021128452						
Other Mids covered by this scan result	8022689684 8027217804						

## A.3 Scan status

Date scan completed	September 27, 2018	Scan expiration date (90 days from date scan completed)	December 26, 2018
Compliance status:	<b>PASS</b>	Scan report type	Full Scan
Number of unique in-scope components <sup>4</sup> scanned	1		
Number of identified failing vulnerabilities	0		
Number of components found by ASV but not scanned because scan customer confirmed components were out of scope	1		

<sup>4</sup> A Components includes any host, virtual host, IP address, FQDN or unique vector into a system or cardholder data environment.

## A.4 Scan Customer Attestation

JAILATM COM attests on October 02, 2018 that this scan (either by itself or combined with multiple, partial or failed scans/rescans, as indicated in the above Section A.3 "Scan Status) includes all components which should be in scope for PCI DSS, any component considered out-of-scope for this scan is properly segmented from my cardholder data environment, and any evidence submitted to the ASV to resolve scan exceptions--including compensating controls if applicable--is accurate and complete. JAILATM COM also acknowledges the following:

1. accurate and complete scoping of this external scan is my responsibility, and
2. this scan result only indicates whether or not my scanned systems are compliant with the external vulnerability scan requirement of PCI DSS; this scan result does not represent my overall compliance status with PCI DSS or provide any indication of compliance with other PCI DSS requirements.

## A.5 ASV Attestation

This scan and report was prepared and conducted by Sysnet under certificate number 5091-01-01, according to internal processes that meet PCI DSS requirement 11.2.2 and the ASV Program Guide. Sysnet attests that the PCI DSS scan process was followed, including a manual or automated Quality Assurance process with customer boarding and scoping practices, review of results for anomalies, and review and correction of 1) disputed or incomplete results, 2) false positives, 3) compensating controls (if applicable), and 4) active scan interference. This report and any exceptions were reviewed by Balachenna Gopi

## ASV Scan Report Executive Summary

## Part 1. Scan Information

Scan Customer Company:	JAILATM COM	ASV Company:	Sysnet
Date scan was completed:	September 27, 2018	Scan expiration date:	December 26, 2018

## Part 2. Component Compliance Summary

IP Address: 199.204.137.83

PASS

## Part 3a. Vulnerabilities Noted for each Component

Component	Vulnerabilities Noted per Component <sup>5</sup>	Severity Level <sup>6</sup>	CVSS Score <sup>7</sup>	Compliance Status	Exceptions, False Positives, or Compensating Controls <sup>8</sup> (Noted by the ASV for this vulnerability)
199.204.137.83 port 0 / tcp /	9479669 - Microsoft Windows Server 2003 Unsupported Installation Detection Other references { edb-id : 41929 }	high	10.0	PASS	Verified the OS version screenshot provided by the customer, approved false positive.
199.204.137.83 port 443 / tcp / www	9479671 - SSL Certificate Signed Using Weak Hashing Algorithm (Known CA) CVE-2004-2761 BID : 33065, 11849 Other references { cert : 836068cwe : 310 }	medium	5.0	PASS	Verified the information provided by the customer and confirmed through third party site(Qualys SSL Labs), approved false positive.
199.204.137.83 port 443 / tcp / www	9479665 - SYN Scan	low	0.0	PASS	It is possible to determine which TCP ports are open.
199.204.137.83 port 443 / tcp / www	9479653 - SSL Cipher Block Chaining Cipher Suites Supported	low	0.0	PASS	The remote service supports the use of SSL Cipher Block Chaining ciphers, which combine previous blocks with subsequent ones.
199.204.137.83 port 80 / tcp / www	9479667 - HyperText Transfer Protocol (HTTP) Information	low	0.0	PASS	Some information about the remote HTTP configuration can be extracted.
199.204.137.83 port 443 / tcp / www	9479668 - HyperText Transfer Protocol (HTTP) Information	low	0.0	PASS	Some information about the remote HTTP configuration can be extracted.
199.204.137.83 port 80 / tcp / www	9479660 - Web Application Firewall Detection	low	0.0	PASS	The remote web server is protected by a web application firewall.
199.204.137.83 port 443 / tcp / www	9479655 - HSTS Missing From HTTPS Server	low	0.0	PASS	The remote web server is not enforcing HSTS.
199.204.137.83 port 443 / tcp / www	9479657 - HTTP Methods Allowed (per directory)	low	0.0	PASS	This plugin determines which HTTP methods are allowed on various CGI directories.
199.204.137.83 port 80 / tcp / www	9479662 - Web Application Sitemap	low	0.0	PASS	The remote web server hosts linkable content that can be crawled by Nessus.
199.204.137.83 port 443 / tcp / www	9479674 - Service detection	low	0.0	PASS	The remote service could be identified.
199.204.137.83 port 443 / tcp / www	9479651 - SSL Perfect Forward Secrecy Cipher Suites Supported	low	0.0	PASS	The remote service supports the use of SSL Perfect Forward Secrecy ciphers, which maintain confidentiality even if the key is stolen.



199.204.137.83 port 0 / tcp /	9479663 - OS Identification	low	0.0	PASS	It is possible to guess the remote operating system.
199.204.137.83 port 80 / tcp / www	9479677 - HTTP X-Content-Security-Policy Response Header Usage	low	0.0	PASS	The remote web server does not take steps to mitigate a class of web application vulnerabilities.
199.204.137.83 port 443 / tcp / www	9479659 - SSL / TLS Versions Supported	low	0.0	PASS	The remote service encrypts communications.
199.204.137.83 port 80 / tcp / www	9479664 - SYN Scan	low	0.0	PASS	It is possible to determine which TCP ports are open.
199.204.137.83 port 443 / tcp / www	9479675 - SSL Cipher Suites Supported	low	0.0	PASS	The remote service encrypts communications using SSL.
199.204.137.83 port 0 / tcp /	9479650 - Device Type	low	0.0	PASS	It is possible to guess the remote device type.
199.204.137.83 port 80 / tcp / www	9479666 - HTTP X-Frame-Options Response Header Usage	low	0.0	PASS	The remote web server does not take steps to mitigate a class of web application vulnerabilities.
199.204.137.83 port 0 / tcp /	9479676 - Common Platform Enumeration (CPE)	low	0.0	PASS	It was possible to enumerate CPE names that matched on the remote system.
199.204.137.83 port 80 / tcp / www	9479656 - HTTP Methods Allowed (per directory)	low	0.0	PASS	This plugin determines which HTTP methods are allowed on various CGI directories.
199.204.137.83 port 80 / tcp / www	9479672 - Service detection	low	0.0	PASS	The remote service could be identified.
199.204.137.83 port 443 / tcp / www	9479658 - SSL Certificate	low	0.0	PASS	This plugin displays the SSL certificate.
199.204.137.83 port 443 / tcp / www	9479652 - SSL Root Certification Authority Certificate Information	low	0.0	PASS	A root Certification Authority certificate was found at the top of the certificate chain.
199.204.137.83 port 0 / tcp /	9479654 - Additional DNS Hostnames	low	0.0	PASS	Nessus has detected potential virtual hosts.
199.204.137.83 port 443 / tcp / www	9479670 - HTTP Server Type and Version	low	0.0	PASS	A web server is running on the remote host.
199.204.137.83 port 0 / tcp /	9479661 - TCP/IP Timestamps Supported	low	0.0	PASS	The remote service implements TCP timestamps.

<sup>5</sup>Include CVE identifier and title and rank in descending order by CVSS score.

<sup>6</sup>High, Medium or Low Severity in accordance with Table 2 of the ASV Program Guide.

<sup>7</sup>Common Vulnerability Scoring System (CVSS) base score, as indicated in the National Vulnerability Database (NVD), where available.

<sup>8</sup>Based on the information provided by scan customer, ASV agrees that the Compensating Control is relevant, applicable, and/or appropriate to address the vulnerability.



**Part 3b. Special Notes by IP Address**

IP Address	Note	Item Noted (remote access software, POS software, etc.)	Scan customer's description of actions taken to either: 1) remove the software or 2) implement security controls to secure the software
199.204.137.83	Insecure Services / industry-deprecated protocols	Insecure Services / industry-deprecated protocols : 443 / tcp / www	Directory browsing is disabled on the server. It is implemented securely

**Part 3c. Special Notes - Full Text****Note****Insecure Services / industry-deprecated protocols**

Insecure services and industry-deprecated protocols can lead to information disclosure or potential exploit. Due to increased risk to the cardholder data environment, 1) justify the business need for this service and confirm additional controls are in place to secure use of the service, or 2) confirm that it is disabled. Consult your ASV if you have questions about this Special Note.

**Part 4a. Scope Submitted by Scan Customer for Discovery****IP Addresses/ranges/subnets, domains, URLs, etc.**

secure.jailatm.com

**Part 4b. Scan Customer Designated "In-Scope" Components (Scanned)****IP Addresses/ranges/subnets, domains, URLs, etc.**

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**Part 4c. Scan Customer Designated "Out-of-Scope" Components (Not Scanned)****Requires description for each IP Address/range/subnet, domain, URL**

None

**Report Summary**

Company:	JAILATM.COM
Hosts in account	1
Hosts scanned	1
Hosts active	1
Scan date	September 27, 2018
Report date	October 02, 2018

**Summary of Vulnerabilities**

Vulnerabilities total

25

**by PCI Severity**

PCI Severity	Vulnerabilities	Total
High	0	0
Medium	0	0
Low	25	25
Total	25	25

## Appendices

## Hosts Scanned

199.204.137.83

## Hosts Not Alive

## Option Profile

## Scan

Scanned TCP Ports:	Full
Scanned UDP Ports:	Standard Scan
Scan Dead Hosts:	Off
Load Balancer Detection:	Off
Password Brute Forcing	Standard
Vulnerability Detection	Complete
Windows Authentication:	Disabled
SSH Authentication:	Disabled
Oracle Authentication:	Disabled
SNMP Authentication:	Disabled
Perform 3-way Handshake:	Off

## Advanced

Hosts Discovery:	SYN Standard Scan, UDP Standard Scan
Ignore RST packets:	Off
Ignore firewall-generated SYN-ACK packets:	Off
Do not send ACK or SYN-ACK packets during host discovery:	Off

## Report Legend

## Payment Card Industry (PCI) Status

An overall PCI compliance status of PASSED indicates that all hosts in the report passed the PCI compliance standards. A PCI compliance status of PASSED for a single host/IP indicates that no vulnerabilities or potential vulnerabilities, as defined by the PCI DSS compliance standards set by the PCI Council, were detected on the host.

An overall PCI compliance status of FAILED indicates that at least one host in the report failed to meet the PCI compliance standards. A PCI compliance status of FAILED for a single host/IP indicates that at least one vulnerability or potential vulnerability, as defined by the PCI DSS compliance standards set by the PCI Council, was detected on the host.

## Vulnerability Levels

A Vulnerability is a design flaw or mis-configuration which makes your network (or a host on your network) susceptible to malicious attacks from local or remote users. Vulnerabilities can exist in several areas of your network, such as in your firewalls, FTP servers, Web servers, operating systems or CGI bins. Depending on the level of the security risk, the successful exploitation of a vulnerability can vary from the disclosure of information about the host to a complete compromise of the host.



Severity	Level	Description
LOW	Low	A vulnerability with a CVSS base score of 0.0 through 3.9. These vulnerabilities are not required to be fixed to pass PCI compliance.
MED	Medium	A vulnerability with a CVSS base score of 4.0 through 6.9. These vulnerabilities must be fixed to pass PCI compliance.
HIGH	High	A vulnerability with a CVSS base score of 7.0 through 10.0. These vulnerabilities must be fixed to pass PCI compliance.