	EXHIBIT A **SCOPE OF WORK** **CORRECTIONAL COMMISSARY** **AND INMATE BANKING SERVICES**	**PURCHASING** **DEPARTMENT** 619 Division St. MS-7 Port Orchard, WA 98366 Phone: (360) 337-4788

1. <u>INTRODUCTION</u>

A. CORRECTIONAL COMMISSARY AND INMATE BANKING REQUESTED

Kitsap County ("County") is seeking an integrated turnkey correctional commissary and inmate banking system for the Kitsap County Sheriff's Office ("KCSO") Jail. The Services shall be as provided in this SOW and include transition services. The selected Bidder will be the exclusive provider of the Services for the Jail.

Bidder must offer a wide variety of products depending on inmate needs for commissary and the ability to modify the product lines at the request of the Jail. Bidder will be expected to provide a range of options for commissary ordering, including use of kiosks, tablets, and telephonic ordering. KCSO intends to acquire the commissary and banking services exclusively from a single Bidder.

The Contract shall provide a secure software solution that interfaces with the jail's records management system for the purpose of providing an array of services to facilitate commissary and inmate trust accounts and banking. Such software shall have the ability to keep accurate and complete records of all commissary activity and balances of inmate accounts.

B. BACKGROUND

Kitsap County, Washington has a population of approximately 251,133. The Jail is located at 614 Division Street, Port Orchard, Washington and houses maximum, medium, and minimum-security adults, and contracts to house inmates on behalf of the state, municipalities, and tribes. The Jail's maximum capacity is 486, with an average daily population (ADP) of 370 (2019), 260 (2020), 262 (2021), and 300 (2022). There was a reduction in the ADP during 2020 and 2021 due to COVID. During COVID approximately 420 people were booked per month and during non-COVID 650 people were booked per month. The inmate population is on average 86% males, 14 % females.

C. CURRENT COMMISSION AND PROCESS

The current commission paid to the Kitsap County Sheriff's Office Jail Inmate Welfare Fund is 25%. The Jail intends to lower the commission rate to 20% and expects the proposed prices for commissary items to be lowered accordingly. The County takes the economic interests of families and inmates seriously and is seeking the lowest overall cost for the same.

Inmates place their orders and retrieve trust balances on the pod kiosks, which are provided and owned by Smart Communications. Inmates are allowed to purchase commissary items once per week. The inmate's spending limit is $50 for non-consumables and $50 for consumables. Purchases are limited

by several factors such as inmate housing, classification status, medical restrictions, disciplinary restrictions, and financial status. Family/friends may order commissary gift packs for inmates. Inmates do not have access to a microwave but do have access to warm tap water. The Jail does not guarantee the purchase of any minimum quantities.

The commissary is operated off-site with the orders packaged in plastic bags and delivered to the Jail loading dock weekly. Bidder unloads the items on the loading dock and Jail staff will bring the items inside the Jail and deliver them. There is no onsite storage available for excessive products. Profits generated from commissary sales are deposited in the Inmate Welfare Fund. The Jail's current provider for correctional commissary and banking services is Keefe Commissary Network, LLC. The Jail contracts with Smart Communications for the phone system (kiosk, web access, phone deposits) and is transitioning to Executive Information Services (EIS) for the records management system.

Current Volumes per Month	Monthly Product Sales 2022	Monthly Commissions 2022
Number of Commissary orders processed: January 510 (378 on-site, 132 online) February 605 (501 on-site, 104 online) March 612 (488 on-site, 124 online) April 666 (536 on-site, 130 online)	January $19,012 ($9,462 on-site, $9,550 online)	January $4603
Average commissary transaction amount: January $37.28 February $28.38 March $45.17 April $41.93	February $17,172 ($10,747 on-site, $6,425 online)	February $4736
Approximate annual sales: See below	March $27,645 ($18,065 on-site, $9,580 online)	March $6744
Actual YTD (4.27.2022): $91,755	April $27,926 ($17,786 on-site, $10,140 online)	April $4287

2019 Total Sales: $348,326 total sales ($245,880 for in-house and $102,446 for online sales)
2020 Total Sales: $203,872 total sales ($129,480 for in-house and $74,392 for online sales)
2021 Total Sales: $254,380 total sales ($156,792 for in-house and $97,588 for online sales)
2022 Total Sales: Projecting $350,000 for in-house and online combined.

The Services provided should be scalable with a full and diverse range of qualifying items at fair market value to meet the fluctuating needs of the inmate population as requested in this SOW and at no cost to the County. All costs are the responsibility of the Bidder unless specifically identified herein. Bidder is responsible for providing all aspect of the Services, unless specifically identified otherwise. Services should include without limitation the equipment, shipping, installation, connectivity, maintenance, storage, hardware, software, security, training, delivery, data conversion, customer services, maintenance, transition services and anything else necessary for the Bidder to furnish the County with state-of-the-art technology and equipment to provide the Services. ***Only existing software packages will be acceptable, Proposals to develop a custom application will be rejected.***

Bidder will be responsible for all transition services and any changeover, interface, or development costs associated with the new installation or conversion of equipment and/or hardware, software, and data. The Bidder must provide trained and experienced staff as needed, to provide all Services. Bidder's system is expected to interface with the JMS and the Inmate Phone System as needed to eliminate duplication of data entry and provide Services. **Bidder will not have access to County's secure network. The County will provide network connectivity to Contractor's ISP through a VLAN. All computer equipment touching the County's provided ISP connection or the County's RMS system must be properly maintained and patched.**

2. DEFINITIONS

These definitions are in addition to those identified in the Instructions, and apply to the Solicitation and resulting Contract, regardless of capitalization.

A. "Chief" means the Chief of the Kitsap County Sheriff's Office Jail.

B. "Conversion" means to change data from one format or data base to another. The data is currently stored in a SQL data base by the current provider (Keefe Commissary Network, LLC).

C. "Contract" means all Solicitation documents in 2022-129, which include the instructions, scope of work, specifications, all Exhibits, and attachments, County clarifications and addenda, the Contractor's proposal as accepted by County, the agreement signed by the parties, and all appendices, and amendments referenced herein and therein, all of which are incorporated in full by reference.

D. "Critical system failure" is a loss of connection to the Bidder's network, a facility wide outage of ordering kiosks, or the usage of the booking kiosk or any other malfunction that prevents users from using the kiosk or software as intended to communicate, manage orders, manage accounts, or deposit or withdraw funds.

E. "Disaster Recovery" means the salvaging of data stored on damaged media. Should any portion of the proposed systems fail, that portion shall be restored from a backup media without having to reinstall software and without loss of data. The recovery will occur in a minimal amount of time.

F. "Hygiene Kit" means a kit that contain the following items: 1) one bar of soap 3.5 oz; 2) one short-handled toothbrush; 3) one toothpaste .85 oz; 4) one flex pen; 5) two legal size, stamped envelopes; 6) four sheets of lined 8.5" x 11 paper; and 7) one pocket size comb, if permitted by the Jail in the housing unit.

G. "Inmate Data" means any information regarding an inmate that has been booked into the Jail.

H. "Inmate Telephone System" means the current provider Smart Communications.

I. "Interface" means a boundary across which two independent systems meet and act upon or communicate with each other.

J. "Jail" means the Kitsap County Sheriff's Office Jail.

K. "JMS" means the current Jail Records Management System and any future records management system. The Kitsap County Sheriff's Office is in the process of changing over their current records management system (iLeads) to EIS.

L. "Net Sales" means all gross sales income derived from the sale of commissionable commissary services and products to Jail inmates, and includes internet sales, and all advertising revenues specific to the internet web page, and lobby kiosks. Not included in commissionable sales are items such as U.S. postage stamps, stamped envelopes, indigent kits, admission kits, OTC medications, and sales tax.**

M. "Non-critical system failure" is a malfunction or failure of an individual ordering kiosk that does not affect the other kiosks within the facility.

N. "Real Time" means the process and post multi-element transactions (online) to data base in less than 2 seconds for 90 percent of all transactions consisted of twenty-five data elements. When utilized, individual field processing and validation shall be less than 1 second 95 percent single elements. Retrieval and display time of less than 3 seconds for 90 percent of all online internal queries, such as name searches (non-reporting). Retrieval and display of online (foreground) report queries in less than thirty seconds for 90 percent of all online reports. Instantaneous response time for any individual key stroke entry. *The County understands Bidder is not responsible for response times for queries performed on external systems or latency introduced by network congestion.*

O. "Rejected Item" means those considered by the County to be spoiled, damaged, tampered, opened or missing prior to delivery to the inmate, past "sell by" date, or otherwise unsuitable for inmate consumption or use.

P. "Restricted Diet" means identified inmate dietary restrictions (e.g. medical, religious, etc.) which may require any of the following diets: halal, vegetarian, vegan, pregnancy, diabetic, healthy heart, hypertension and inmate with other special dietary needs.

Q. "Services" means all goods and services necessary to provide a proper commissary and banking services to Jail inmates for the contract term without interruption and in compliance with the specifications of the solicitation.

R. "Software Enhancement" means an update to the current version of the software designed to introduce a new feature.

S. "Software Upgrade" means a new version of a software product designed to replace an older version of the same product or to correct a flaw. The cost and service associated with Software Upgrades is included in the annual maintenance as described in the Solicitation.

T. "SOW" means the scope of work requested for this request for proposal for correctional commissary and inmate banking services.

U. "Trust" means the Jail's inmate banking system.

3. <u>CONTRACT TERM, TRANSITION PERIOD</u>. The initial contract term shall be five (5) years, unless terminated or cancelled, which may be extended for additional consecutive terms at the agreement of the parties. The County intends the Contract to begin with a reasonable transition period to enable the successful Bidder to establish the infrastructure and provide training. The Jail's contract with its current Bidder, Keefe Commissary Network, LLC, is scheduled to expire on **December 31, 2022**. The Bidder's Proposal should include a transition plan and schedule.

4. <u>SPECIFICATIONS</u>. Bidders shall identify in below if they can comply with the following specifications. All exceptions and assumptions to the specifications shall be specifically noted on the Exceptions and Deviations Form or they will be disregarded.

SPECIFICATIONS

A.	GENERAL REQUIREMENTS	COMPLY
1	Bidder shall supply everything necessary to provide offsite correctional commissary and onsite inmate banking services for the Jail as identified in the SOW at Bidder's sole expense, including without limitation, supply and delivery of all stock, packing, supplies, labor, materials, equipment, transportation, configuration, installation, software, software upgrades, hardware, transition services, support, maintenance, training, and the like for the Contract term.	☐Yes ☐No
2	Bidder shall provide continuing support, maintenance, and upgrades for the software and hardware for the Contract term.	☐Yes ☐No
3	Services will be guaranteed for the duration of the Contract. Bidder shall assume responsibility for all equipment and software defects and guarantee that Services are free from defects. Bidder shall correct all problems associated with the hardware and software at no cost to the County.	☐Yes ☐No
4	Bidder shall have demonstrated experience and expertise providing the Services requested for other correctional facilities of a similar size or larger.	☐Yes ☐No
5	Bidder shall provide an integrated commissary solution with tracking of sales, invoices, and revenues, with the ability to query commissary data weekly, monthly, yearly sales, invoices, and revenues.	☐Yes ☐No
6	Bidder shall provide inmate banking and trust accounting services with robust tracking and reporting capabilities.	☐Yes ☐No
7	Bidder shall be responsible for the interface with Inmate Telephone System, the JMS and any new or updated system of the same.	☐Yes ☐No
8	Bidder shall provide all necessary modification of Bidder's authored interfaces, at no cost to the County.	☐Yes ☐No
9	Bidder shall comply with all legal requirements for conducting business in Kitsap County and Washington state during the Contract term.	☐Yes ☐No
10	Proposal shall identify all costs to County not delineated in the Solicitation. This may include without limitation travel expenses. All costs not identified shall be the responsibility of the Bidder.	☐Yes ☐No

11	All equipment and Services provided shall be designed for a correctional environment and comply the requirements of the Americans with Disabilities Act and Jail safety requirements.	☐Yes ☐ No
12	All travel expenses for onsite visits which may be required to fulfill the County's needs are the responsibility of the Contractor.	☐Yes ☐ No
13	Bidder shall comply with all solicitation requirements and specifications.	☐Yes ☐ No
14	Contractor will provide the County a copy of the written standard operating procedure manual for the commissary services activities	☐Yes ☐ No
15	Bidder to provide a complete description of its offsite warehouse location including address, size, staffing, number of existing accounts which are processed at this location, delivery descriptions, warehouse sanitation standards and security measures that ensure strict control of the products being processed and delivered.	☐Yes ☐ No
16	Provide a list of all assigned personnel for the proposal including national, regional and local support staff by name, experience and resume.	☐Yes ☐ No
17	Security and safety is paramount in the operations of the Jail. The Bidder must provide, and cooperate in providing, multiple layers of preparation and delivery security to ensure the products being delivered are the correct items and quantities and are free from contraband.	☐Yes ☐ No
18	Bidder shall deliver all orders in their own or a contracted carrier's vehicle to ensure security and timely delivery following established arrival schedules.	☐Yes ☐ No
19	Bidder shall maintain sufficient stock levels to limit shortages.	☐Yes ☐ No
B.	**SOFTWARE**	**COMPLY**
1	Bidder must be the sole owner of all software products identified in the Proposal, or, if not the owner, must have received all proper authorizations from the owner to license each software product, and have the authority grant the rights identified in the Solicitation. Bidder must guarantee the software and its use does not violate or infringe any patent, copyright, trade secret or other property right of any other person.	☐Yes ☐ No
2	The software applications must be web-based intranet/internet application.	☐Yes ☐ No
3	All proposed software features and those requested in the SOW must exist at the time the Proposal is submitted to be deemed responsive.	☐Yes ☐ No
4	County shall be granted a perpetual, irrevocable, non-transferable, non-assignable license to use the software. In no event shall Bidder's remedies for any breach of the Contract include the right to terminate any license or support services.	☐Yes ☐ No
5	Upon Contract termination, County will be granted a nonexclusive license to the software for purposes of ensuring the continuity of inmate commissary and banking accounting history and reporting.	☐Yes ☐ No
6	Software shall be written in a relational database.	☐Yes ☐ No
7	Bidder shall provide access authority protocols that demonstrate to the County that the data integrity is protected.	☐Yes ☐ No

8	Bidder shall install the system, train County personnel, and provide remote support to maximize utilization and minimal down time of the inmate accounts system at no additional cost to the County.	☐Yes ☐No
9	County shall have use of such software products with a backup system if the system for which it was acquired is for any reason inoperative.	☐Yes ☐No
10	County shall have the right to reproduce all physical documentation supplied under the terms of this Agreement, provided, however, that such reproduction shall be for the sole use of the County.	☐Yes ☐No
C.	**COMMISSARY SERVICES**	**COMPLY**
1	Bidder shall maintain an off-site premise, with a large selection of items to be made available through the KCSO commissary program.	☐Yes ☐No
2	Bidder shall furnish all supplies and equipment herein specified and all management and labor necessary for the efficient, sanitary and ecologically sound operation of the commissary services included in the Contract, subsequent extension and amendments.	☐Yes ☐N
3	Bidder shall be responsible for purchasing, receiving, storage and inventory control in sufficient quantities to provide uninterrupted commissary service to meet the needs of inmates.	☐Yes ☐No
4	Bidder shall be responsible for assuring the correct merchandise is ordered and deliveries are made to correspond with appropriate schedules and security measures. The Jail may require advance notification of deliveries.	☐Yes ☐No
5	County may inspect Bidder's facility at the County's discretion.	☐Yes ☐No
6	Provide commissary services for inmates on an as needed pre-order basis once per week on a delivery schedule acceptable to both parties. The ordering process provided shall show available items, current price, and sales tax.	☐Yes ☐No
7	Sales may be made via phone ordering, kiosk, internet, and/or tablets using an automated order user interface provided by the Bidder.	☐Yes ☐No
8	Commissary ordering system must be completely integrated with the inmate banking accounting system, requiring no additional data entry for ordering or billing in the trust accounting system.	☐Yes ☐No
9	Commissary ordering system must allow inmates to identify products for purchase and hear/see their current trust account balance.	☐Yes ☐No
10	Bidder is responsible for purchase and payment for inventory and stock.	☐Yes ☐No
11	Bidder shall maintain an adequate inventory of items specified for this service to fill each inmate's order on the day required.	☐Yes ☐No
12	Bidder shall make consistency in the items and brands sold a priority.	☐Yes ☐No
13	Bidder shall maintain a wide and diverse variety of quality items and brands that meet inmates needs and have a high turnover rate.	☐Yes ☐No
14	Slow moving items may be removed from the required list by agreement of the parties, except those items determined to be necessary by medical providers and jail administrators for the health and hygiene of inmates.	☐Yes ☐No
15	Bidder shall provide "bag in" service which includes order processing, order tracking, and inventory management.	☐Yes ☐No

16	Each inmate's orders shall be individually packed off-site in clear bags with tamper-proof seals.	☐Yes ☐No
17	Bidder shall provide, deliver and unload items at the Jail loading dock. County will deliver the ordered bagged items to the inmates.	☐Yes ☐No
18	All Services must be provided in an efficient and effective manner in compliance with Jail security requirements.	☐Yes ☐No
19	Bidder's quoted prices shall include the item and all associated costs. A list of Bidder's most current items available for sale through its commissary operations and a price list should be provided with the Proposal.	☐Yes ☐No
20	Product pricing shall not exceed local retail pricing for comparable items. Subsidizing high commission rates with high product pricing is prohibited.	☐Yes ☐No
21	Bidder is to base their pricing, per item offered in the commissary, based on the current package size and weight. This information, for each item, must be included and detailed within the proposal submission.	☐Yes ☐No
22	Prices, changes, and substitutions to the items and prices on the price list may not be set or changed without the Chief's prior written consent.	☐Yes ☐No
23	Pricing shall be reviewed on an annual basis. Requests for price increases or decreases must be made in writing to the Chief accompanied by an economic business justification that clearly illustrates the basis for the requested adjustment. No price adjustments will be considered without appropriate justification.	☐Yes ☐No
24	A price increase may be permitted if: manufacturer or supplier price increases in the product(s) offered; governmental or regulatory agency increases to the trade; or National Average Consumer Price Index (CPI-U) increases as published by the U.S. Department of Labor.	☐Yes ☐No
25	Requests for price increase will be considered within 10 business days of receipt. Approved changes will be implemented after providing three weeks prior notification to the inmate population.	☐Yes ☐No
26	Bidder may offer products labeled as irregular for sale at a reduced price with the Chief's prior written consent.	☐Yes ☐No
27	Bidder shall provide products of satisfactory quality, free from manufacturer defects. Safety, quality, packaging, and handling of products shall comply with all applicable laws.	☐Yes ☐No
28	Bidder shall submit samples of all products for prior written approval from the Chief. The Jail reserves the right to approve or reject products.	☐Yes ☐No
29	Commissary ordering and delivery must be available and occur weekly.	☐Yes ☐No
30	Commissary operations shall provide for a service level of 98% fill rate. After the initial two-month startup period, failure to maintain a minimum of 98% average fill rate during any six-month period is a material breach.	☐Yes ☐No
31	Commissary online catalog shall be kept current and identify if items are in stock and out of stock.	☐Yes ☐No
32	Products, containers and packaging shall not have metal or glass as part of their content and must conform to all precautions for safety and security in a correctional facility, as determined by KCSO. Clear products are to be used as much as possible.	☐Yes ☐No

33	All product, containers and packaging must be pre-approved by KCSO prior to being made available to inmates.	☐Yes ☐ No
34	Containers shall be made of unbreakable materials. Products and packaging deemed unsafe or unsafely packaged will not be permitted.	☐Yes ☐ No
35	Consumable products shall be nonalcoholic (mouthwash, etc.).	☐Yes ☐ No
36	Products offered should include brand name items. In addition to name brand items, the Jail will consider proposals for private label substitutions. The Jail may accept or deny any item.	☐Yes ☐ No
37	Bidders must be able to create special itemized lists for use by individual inmates.	☐Yes ☐ No
38	Proposals should identify ordering and delivery procedures and include free delivery with the delivery schedule mutually agreed upon by the parties.	☐Yes ☐ No
39	Proposals should provide a grievance and complaint resolution process.	☐Yes ☐ No
40	Proposals should provide a product return process.	☐Yes ☐ No
41	Inmate orders shall be packaged individually in a clear plastic bag approved by the Jail with a three-part inmate invoice enclosed. The Jail keeps one copy of the invoice, one copy goes to the inmate, and one copy is returned to Bidder after order delivery.	☐Yes ☐ No
42	The inmate invoice shall include the following: ✓ Date order was placed; ✓ Inmate full name, identification number, housing unit identity; ✓ Beginning balance of inmate account; ✓ A listing of all items included in the order shall include product ID, product description, quantity, unit price, and total price; ✓ Inmate order receipt shall list items that are subject to State and local sales tax; ✓ Inmate order receipt shall list, as a separate line-item entry, the total State and local sales; ✓ Tax charged to the inmate; ✓ Grand total (sum of all purchases); ✓ Ending balance of inmate account; ✓ List all items ordered but not received. List should include product description, quantities ordered, and reason for non-delivery (out of stock, discontinued, etc.); and ✓ A dedicated space where the inmate can sign and date to acknowledge receipt of the order and any discrepancies	☐Yes ☐ No
43	Rejected items shall be noted on the inmate invoice, along with an explanation such as insufficient funds, unauthorized product, exceeded spending limit, exceeded quantity limit, and exceeded category limit. The invoice shall include a space to record out of stock items and if the inmate's account has been debited.	☐Yes ☐ No
44	Bidder shall provide the Jail with item menus and equipment to take inmate orders. Order forms shall identity approved items, prices, and authorization from inmate for item substitution.	☐Yes ☐ No
45	Bidder shall provide sufficient equipment to facilitate the processing of orders and include a redundant system to support emergency or contingency	☐Yes ☐ No

	operations.	
46	Bidder shall provide a cost-effective expeditious system for return of orders erroneously shipped or filled. Inmates shall receive satisfaction (by redelivery or credit to the inmate's account) by close of business on the next workday.	☐ Yes ☐ No
47	Bidder shall handle all inmate complaints concerning commissary services in a cost-effective and expeditious manner when requested to do so by the Jail.	☐ Yes ☐ No
48	Bidder shall provide a mechanism to promptly communicate new information to the inmate population in English and Spanish. This may include posters, flyers and/or announcements sent via all inmate commissary orders.	☐ Yes ☐ No
49	Holidays are not exempt from commissary deliveries absent a prior request from the Bidder to the Chief adjust the delivery date.	☐ Yes ☐ No
50	Bidder shall provide special holiday items at least 30 days before the holiday. All items must be pre-approved by the Jail. Holidays requiring special sales are New Year's, Valentine's, Mother's and Father's Days, Thanksgiving and Christmas, as well as other religious or cultural holidays of significance to the inmate population. Holiday products (greeting cards and food items) shall reflect the religious and cultural diversity of the inmate population.	☐ Yes ☐ No
51	In addition to approved commissary items, Bidder should describe any booking packages, holiday packages or other specialty packages offered and delivered with same delivery schedule and commission rate.	☐ Yes ☐ No
52	Bidder shall adapt to any future regulations that may be enacted dealing with nutritional/health standards and eco-friendly packaging.	☐ Yes ☐ No
53	Bidder shall calculate, collect, and remit sales tax due to Washington State.	☐ Yes ☐ No
54	Bidder shall be responsible for paying all federal, state and local taxes associated with the operation of the inmate commissary services and banking. Bidder agrees to pay all penalties, fines or interest assessed against the Bidder or the County due to Bidder's non-payment, partial payment or late payment of the same.	☐ Yes ☐ No
55	Bidder shall be capable of providing menus and order forms for inmates based on the inmate's housing location and shall provide the hardware, software, and support systems to accommodate commissary purchases.	☐ Yes ☐ No
56	Commissary products shall be available for purchase by both male and female inmates and include at minimum personal hygiene products, writing materials, games, snacks, candies, over the counter (non-prescription) medicines, a limited clothing selection, and ethnic products (i.e., Magic Shave, Bump Free).	☐ Yes ☐ No
57	The sale of metered, postage paid envelopes will be non-commissioned.	☐ Yes ☐ No
58	Bidder must be able to limit or prevent delivery of certain items based upon disciplinary or medical restriction.	☐ Yes ☐ No
59	Bidder shall not substitute items ordered by inmates.	☐ Yes ☐ No
60	Items that are used, demonstrators, obsolete, seconds or discontinued are not acceptable without prior written approval from the Chief.	☐ Yes ☐ No
61	All consumable items distributed/sold by the Bidder must be individually wrapped, fresh, and clearly marked with an expiration date.	☐ Yes ☐ No

62	County reserves the right to set limits on commissary purchases by inmates.	☐Yes ☐ No
63	Bidder shall not allow inmates to purchase against future deposits.	☐Yes ☐ No
64	Bidder must immediately discontinue selling to the Jail any item that may present a security risk for any reason, including due to inmates being able to change the products intended purpose.	☐Yes ☐ No
65	Ability to restrict the maximum quantity on specific items.	☐Yes ☐ No
66	Ability to limit the total number of items an inmate may receive per order.	☐Yes ☐ No
67	Bidder shall provide a quality assurance process to assure accurate entries to inmate accounts when orders are placed.	☐Yes ☐ No
D.	**DAMAGES AND REFUNDS**	**COMPLY**
1	Bidder shall provide an efficient method for handling damages and refunds.	☐Yes ☐ No
2	Bidder shall issue a refund to the inmate's trust account within 48-hours of notification when: 1) an inmate is released from custody prior to receiving the commissary order; 2) an inmate is placed in disciplinary or administrative segregation prior to receiving the order; or 3) it is a Rejected Item.	☐Yes ☐ No
3	Bidder shall within five business days, replace any item delivered in a damaged, spoiled, or past sale date, or promptly refund the inmate's account.	☐Yes ☐ No
4	No Rejected Items may be sold, including products past "sell by" date.	☐Yes ☐ No
5	Bidder shall be responsible for refunds. No partial credits of product will be processed by the sheriff's office. Bidder is responsible for settling accounts with inmate directly if inmate is released from jail prior to delivery of order.	☐Yes ☐ No
6	Bidder to assist and provide prompt response to the Jail staff responding to an inmate grievance relating to commissary or banking services.	☐Yes ☐ No
7	Bidder shall pay the County $100 every time a kiosk is inoperable for more than within 24 hours after notification on three consecutive occurrences.	☐Yes ☐ No
8	Bidder will pay $500 for each quarter where the accuracy rate (for each quarter) falls below 98% non-conformities are to be calculated by order (total orders with non-conformities divided by total number of orders – non-conformities within the same order count as non-conformity). Out of stock items, noted on the individual order receipts, will count as one non-conformity, in addition to those issues identified as non-conformities	☐Yes ☐ No
E.	**DELIVERY AND PACKAGING**	**COMPLY**
1	Commissary services are provided to inmates once per week with orders placed by Monday evening and Jail delivery Thursday of the same week.	☐Yes ☐ No
2	All deliveries shall be made to the Kitsap County Jail loading dock area located at 614 Division St. MS-33, Port Orchard, Washington 98366	☐Yes ☐ No
3	Each commissary order shall be individually packaged with a copy of the receipt attached to each package with the inmate's data is clearly visible.	☐Yes ☐ No
4	Commissary orders are to be grouped according to inmate housing units. Packaging shall be clearly marked to reflect the name of the housing unit.	☐Yes ☐ No
5	The total weight of any single bag shall not exceed 25 pounds.	☐Yes ☐ No
6	Bidder shall provide a "Purchase Statement" to County itemizing each individual sale by 8:00 AM on the specified delivery day. The Purchase	☐Yes ☐ No

	Statement shall include the following information: Jail housing unit, inmate name, booking number, purchase amount, origin of purchase (inmate or web page), totals by page, and a summary page of commissary items purchased.	
7	Bidder shall review, compare, balance, and adjust all sales activity no later than 2:00 PM on the next business day immediately following Jail delivery.	☐ Yes ☐ No
F.	**COMMISSARY LIST**	**COMPLY**
1	The Commissary list provided is descriptive, not restrictive. Higher quality items are encouraged.	☐ Yes ☐ No
2	Bidder shall provide separate commissary list for Restrictive Diets. Examples should be submitted with Proposals.	☐ Yes ☐ No
3	Each commissary item needs to have a clear individual designation identifying under which diet the commissary item is permissible.	☐ Yes ☐ No
4	Bidder shall offer a variety of healthy items that have been approved by and bear the American Heart Association's Heart Healthy label.	☐ Yes ☐ No
5	Bidder shall have the ability to make categories of commissary products available for purchase.	☐ Yes ☐ No
6	Commissary items must include the following categories: Face & Body Products, Shaving Products, Deodorant Products, Hair & Care Products, Soap Products, Dental Products, Greeting Cards, Female Products, Batteries & Radios, Games, Sports Bra & Panties, Sweatshirts & Sweatpants, Men's Briefs, Boxers & Underwear, Men's Thermal Shirts & Pants, Sneakers & Socks, Assorted Candies, Assorted Soups, Cough Drops, Cookies, Pies, etc., Assorted Drinks, Assorted Snacks, Sugar Free- Dietetic Candy, Personal Products, Ethnic Products, Games, and Stamped Envelopes	☐ Yes ☐ No
7	Bidder shall be capable of providing commissary lists and order forms for inmates based on the inmate's housing location.	☐ Yes ☐ No
8	Bidder shall be able to provide the hardware, software and support systems to accommodate commissary purchases.	☐ Yes ☐ No
9	Bidder shall have the ability to limit or prevent delivery of certain items based upon disciplinary, medical restriction, or other restrictions.	☐ Yes ☐ No
10	Allow commissary purchase restrictions based on account balance, housing location, product groups, and individual product purchasing patterns.	☐ Yes ☐ No
G.	**INDIGENT KITS AND INMATES**	**COMPLY**
1	Bidder shall make Hygiene Kits available for sale in the commissary. Hygiene Kits shall be sealed and sold as a single unit.	☐ Yes ☐ No
2	Bidder shall offer the indigent commissary pack which contain the following: one bar of soap 3.5 oz; one short-handled toothbrush; one toothpaste .85 oz; one flexible pen; two legal size, stamped envelopes; four sheets of lined 8.5" x 11 paper; and one pocket size comb, if allowed in the housing unit.	☐ Yes ☐ No
3	Bidder shall accommodate inmates who are classified as indigent and afford them the opportunity to obtain an indigent commissary pack once per week. These items are not commissionable.	☐ Yes ☐ No
4	Bidder shall deliver a predetermined number of Hygiene Kits with each weekly commissary order. The quantities delivered shall be subject to periodic change based on actual consumption. Package price will be negotiated and billed to the County.	☐ Yes ☐ No

5	Indigent goods (those listed in the indigent section of the commissary order form or kiosk program) shall be sold only to qualifying inmates.	☐ Yes ☐ No
6	Bidder shall list the charge for Hygiene Kits as a separate line entry on weekly invoices and Bidder's Proposal.	☐ Yes ☐ No
7	Bidder shall have the ability to track quantity/items obtained by indigent inmates to ensure purchases do not exceed maximum allowed.	☐ Yes ☐ No
8	Indigent goods shall be listed in a separate section of the commissary order form or kiosk program and shall have a unique product ID number. The same items may be made for sale to the general population, providing they are listed separately on the commissary order form or kiosk inventory and given a different product ID number.	☐ Yes ☐ No
9	Inmate accounts shall be updated within 12 hours of Bidder's receipt of order.	☐ Yes ☐ No
10	Bidder must have the ability to provide and track quantity/items obtained by indigent inmates to ensure purchases do not exceed maximum allowed.	☐ Yes ☐ No
H.	**SYSTEM REQUIREMENTS FOR BANKING SERVICES**	**COMPLY**
1	Bidder shall interface with the JMS and Smart Communications as may be required to successfully implement all Services.	☐ Yes ☐ No
2	Software shall be able to accept new inmate data from the Jail's JMS so that Corrections staff will not have to double enter inmate's information.	☐ Yes ☐ No
3	Software must have the ability to carry over positive and negative balances from repeated bookings of the same inmate	☐ Yes ☐ No
4	Software will provide a means to inform the booking officer if the inmate being booked has positive or negative bank balance from past bookings.	☐ Yes ☐ No
5	The system shall provide the Jail the ability to set spending limits and product restrictions for individual inmates and/or groups of inmates based on security classification status, housing location, and/or restricted diets.	☐ Yes ☐ No
6	Software shall have the ability to merge accounts if it found that there are duplicate accounts for the same inmate.	☐ Yes ☐ No
7	System shall provide the Jail the ability to block inmate(s) access for any specified amount of time or to shut down the commissary system down.	☐ Yes ☐ No
8	Provide inmates with their real time inmate balance when ordering.	☐ Yes ☐ No
9	Require inmates to enter their pin number that can be set or reset by Jail administration or designee to prevent fraudulent use.	☐ Yes ☐ No
10	Provide the option to require the inmate to accept a customized statement/use policy before using the system and require an inmate to accept the statement/policy again if their account is active longer than a time set by the County. This acceptance shall be logged and reported in a searchable document to track inmates who did or did not accept the statement.	☐ Yes ☐ No
11	Provide the County the option of a variety of reporting capabilities, both canned and ad hoc, for accounting and administrative purposes including without limitation, weekly fill rate percentages/report card, usage and revenue reports. All reports shall have the ability to be viewed and exported to Excel, Word and/or PDF documents.	☐ Yes ☐ No
12	Bidder shall maintain all financial books, records, and documents in accordance with generally accepted accounting practices (GAAP).	☐ Yes ☐ No

13	Money in the inmate's possession at booking shall be recorded and deposited in the inmate's account via a kiosk provided by the Bidder	☐ Yes ☐ No
14	Positive and negative transactions and balances shall be tracked by the permanent identification number associated with an inmate through any repeated incarcerations of the same inmate	☐ Yes ☐ No
15	System shall debit inmate accounts for inmate orders, fees and charges in real-time. Jail presently makes deductions for commissary orders, medical services fees, property damage claims, as well as other miscellaneous fees	☐ Yes ☐ No
16	System shall provide a method to earmark or encumber funds that have been deposited for a particular purpose (i.e., bond payments).	☐ Yes ☐ No
17	System must have the capability to directly release an inmates' funds onto a debit card or check with minimal effort.	☐ Yes ☐ No
18	System must have the capability to swipe a debit card using Bidder provided encrypted magnetic stripe readers and automatically load the debit card with the inmate's balance upon release. Redundant data entry including debit card numbers, transaction amounts, or separate login for releases is unacceptable. At no time should unencrypted credit card numbers be transmitted or stored on the county's network.	☐ Yes ☐ No
19	Debit cards should not require additional action by the inmate to activate.	☐ Yes ☐ No
20	Bidder is responsible for all costs associated with providing the debit cards and any associated hardware and software for providing this service.	☐ Yes ☐ No
21	Bidder shall not assess a debit card service fee to the inmate for a minimum of 72 hours after the inmate's release.	☐ Yes ☐ No
22	Bidder shall provide a variety of methods (e.g., secure website, 24-hour call center, lobby kiosk) and funding sources for inmate friends/families to deposit money into inmate accounts.	☐ Yes ☐ No
23	System shall allow for processing of refunds or credits.	☐ Yes ☐ No
24	System shall provide the capability to satisfy bail bonds.	☐ Yes ☐ No
25	System shall include a method to track defined inmate population groups (e.g., low account balances, such as those carrying less than $3.00 on their account for 14 consecutive days).	☐ Yes ☐ No
26	System shall allow for the disbursement of funds, via check or debit card, upon inmate release or transfer.	☐ Yes ☐ No
27	System shall provide a method to identify open and closed accounts with negative balances.	☐ Yes ☐ No
28	If an account is not closed at time of inmate release or transfer, the system shall close the account after 90 days of no activity and after release of inmate.	☐ Yes ☐ No
29	Accounts of released inmates with a balance due shall be maintained indefinitely to enable the recovery and collection of payments due.	☐ Yes ☐ No
30	System shall allow for the payment of any inmate debts after the inmate is released.	☐ Yes ☐ No
31	System shall allow search capabilities to include at a minimum, name, partial name, identification number, cell location.	☐ Yes ☐ No

32	System shall provide for various levels of administrator security including password control and tracking of transactions by individuals and stations. Levels shall have the capability to be customized by Jail to limit user's access based on security and access rights.	☐ Yes ☐ No
33	Every terminal transaction shall record the date, time, operator identification/user identification and terminal identification.	☐ Yes ☐ No
I.	**KIOSKS, NETWORK, OTHER REQUIREMENTS**	**COMPLY**
1	Internet connection shall be provided and paid for by the Bidder. All kiosks, lobby cashier devices, payment processing systems, system components and terminal servers shall be on an independent, non-County network and be navigable via touch screen with no external peripheral devices.	☐ Yes ☐ N
2	Two kiosks that will consist of a secure housing composed of correctional-grade equipment to be durable, tamper resistant, and can stand up to a correctional environment. One kiosk should be placed in the Jail Reception Lobby for public use, the other to be placed in Jail Booking for depositing inmate cash upon booking intake.	☐ Yes ☐ No
3	Jail is responsible for the handling of cash, credit, or debit transactions from the public to be placed on inmates' accounts.	☐ Yes ☐ No
4	The lobby kiosk shall be equipped with security camera maintained and managed by the Bidder which records the image of the persons making the transactions, and possibility the booking kiosk as well.	☐ Yes ☐ No
5	Jail's System Administrators shall have access to kiosk records including any video footage captured during kiosk transactions. Bidder shall provide monthly activity reports to Jail.	☐ Yes ☐ No
6	Booking kiosk: Bidder shall provide cash-accepting kiosks for the booking area that accept both bills and coins into the inmates' accounts. Kiosks should allow the Jail to open an individual trust fund (ITF) for an inmate at the time of booking and deposit the money in the inmate's possession.	☐ Yes ☐ No
7	Lobby kiosk: Bidder must provide bill-accepting kiosk for friends and family to place funds on inmate accounts using cash, credit and debit transactions.	☐ Yes ☐ No
8	Lobby and bookings kiosks shall be in working order to facilitate money deposits and withdrawals 24 hours per day, seven (7) days per week, except for reasonable routine service and maintenance.	☐ Yes ☐ No
9	Kiosks should not have the capability for money withdrawal.	☐ Yes ☐ No
10	A receipt shall be given for each kiosk transaction and the funds deposited in the kiosks must be available immediately in the inmates' accounts.	☐ Yes ☐ No
11	Kiosks must be integrated with Bidder's own inmate banking software and transactions posted in real-time and not by a batch file. The fee for cash must be $3.00 or less. The County reserves the right to waive this fee for transactions under $15.00.	☐ Yes ☐ No
12	Bidder shall provide integration with existing housing unit kiosks at no charge to allow inmates to access their account history and place commissary orders.	☐ Yes ☐ No
13	Bidder's devices, applications and processing systems shall comply with the Payment Card Industry (PCI) Data Security Requirements throughout the term of the Contract.	☐ Yes ☐ No

14	Bidder shall perform all necessary service and maintenance of kiosks within a timely manner. A kiosk may not be out of service for more than 24 hours.	☐Yes ☐No
15	Bidder shall provide a module for web services management for the interface for development, test and production rollout purposes.	☐Yes ☐No
16	Bidder shall identify software development history.	☐Yes ☐No
17	Full time programming staff employed by the Bidder dedicated to the proposed software solution.	☐Yes ☐No
18	A description of the proposed technology equipment/systems including all software and hardware. The description shall include any disadvantages or limitations the County should know when evaluating the Proposal.	☐Yes ☐No
19	Proposal shall describe how the proposed equipment/system will meet or exceed the minimum requirements of the County and shall explain any advantages the proposed equipment/system have over other possible equipment and systems.	☐Yes ☐No
20	Bidder will be responsible for setting up computer technology equipment, systems and ensure that system is operating to the County's satisfaction.	☐Yes ☐No
21	Bidder will provide a manual backup order system process in the event of system failure.	☐Yes ☐No
22	Bidder will provide training for inmates, at no cost to the County or to the inmates, in English/Spanish regarding how to use the system. This may be in the form of wall charts for each housing area or electronic training in English/Spanish at the completion of implementation.	☐Yes ☐No
23	Bidder will provide, at no cost to County, on-site training to officers and fiscal staff on how to use all computer software associated with commissary. Due to shift scheduling, training may need to be conducted late in the evening, or very early in the morning along with during the day.	☐Yes ☐No
24	Bidder's computer software/hardware product shall be fully automated to look at the inmate trust account balance and immediately adjust each individual inmate account balance to reflect both commissary sales and deposits.	☐Yes ☐No
25	Bidder will not sell commissary to an inmate more than the inmate's cash balance or in excess of the total dollar sales limits imposed by County.	☐Yes ☐No
26	Bidder will accept orders for inmate commissary and accept deposits to inmates' trust accounts, via their internet web page and lobby kiosks. Deposits and credits will immediately post to the inmate's account.	☐Yes ☐No
27	Commissary orders will be posted and delivered on the regularly scheduled delivery dates as determined by Bidder and county. Refunds to inmate's accounts will be handled in the same fully automated manner.	☐Yes ☐No
28	Bidder will deposit daily to the inmate trust account, at the bank specified by County, all deposits and sales revenue received from the lobby kiosks and the internet web page.	☐Yes ☐No
29	Bidder will notify County of all such deposits immediately via electronic transmission.	☐Yes ☐No
30	Bidder will fill orders for inmates who have sufficient funds to purchase what they have ordered.	☐Yes ☐No

31	Bidder will adjust downward inmate orders that exceed the maximum allowed or insufficient funds to purchase their entire order. Bidder will accomplish this by deleting items in the reverse order listed by the inmate, e.g., item #10 will be deleted first, item #9 will be deleted second, etc.	☐ Yes ☐ No
32	Bidder shall outline warranty specifications and term of warranty for proposed systems and equipment.	☐ Yes ☐ No
33	Bidder shall provide protocols, guidelines, and operational procedures, for maintenance and repair of equipment/systems, including computer hardware and software applications installed at the County for the delivery of services.	☐ Yes ☐ No
34	Bidder must provide proof on PCI compliance certificate. Bidder shall submit its PCI attestation of compliance to Jail annually.	☐ Yes ☐ No
35	Proposals must describe in detail the capabilities of the proposed system to implement debit calling to interface with the current inmate phone provider and detail how the process works which shall include, at a minimum, the ability to electronically send inmate funds to the inmate phone provider and to return any unused funds in the inmate's release check or debit card.	☐ Yes ☐ No
36	Bidder must provide at least two companies that accept payments electronically to be posted to inmate accounts to ensure a competitive fee structure.	☐ Yes ☐ No
37	Bidder shall provide a system for automated payment and deposit options which shall be available to visitors at any time. The proposed payment and deposit options shall be fully integrated with the Bidder's banking (accounting) software.	☐ Yes ☐ No
38	Proposals shall describe all automated inmate payment options which may be available to the Jail. This should include literature, service requirements, and detail any costs to the County. At least two automated payment options which do not utilize Bidder's own website or card processing company to ensure a competitive environment for those persons utilizing this service must be provided and must be fully integrated with the inmate banking software owned and supported by the Bidder.	☐ Yes ☐ No
39	Inmate funds deposited during the day, from any source, shall be automatically deposited in the inmate trust fund account and directly to individual inmate accounts. Deposits shall be added to general ledger and bank reconciliation file.	☐ Yes ☐ No
40	Bidder's system shall allow for funds to be deposited to an inmate's trust fund account to support the purchase of telephone services and tablet-based multimedia or educational content.	☐ Yes ☐ No
41	Provide a plan for a system of accepting cash, debit cards or credit cards for the purpose of inmate trust fund deposits through a deposit kiosk and deposit website and phone service for remote deposits.	☐ Yes ☐ No
42	Provide a plan for on-site training for all jail and fiscal staff, all shifts	☐ Yes ☐ No
43	Provide a plan for the maintenance of the kiosks. Response and repairs must occur within 24-hours of notification to Bidder of any system failure.	☐ Yes ☐ No
44	Provide a plan for the secured collection, transportation and deposit of funds from the Deposit System and Jail Reception Lobby kiosk	☐ Yes ☐ No
45	Provide a plan to maintain a method of replenishing debit cards.	☐ Yes ☐ No

46	Provide a list of all fees assessed for banking services. Any fee not identified is not permissible. No fees may be added or increased without the prior written consent of the Chief.	☐ Yes ☐ No
47	Provide a plan for management of funds and a flow chart for the deposit program and a detailed outline that includes booking and lobby kiosk; amount of time it takes to move funds into the inmates' accounts; lobby kiosk cash pick up schedule; weekly ACH batch reports; inmate debit release from custody card system; and card load summary report.	☐ Yes ☐ No
J.	**INMATE SOFTWARE ACCOUNTING REQUIREMENTS**	**COMPLY**
1	Software must contain all requirements and system features in the SOW when Proposal is submitted.	☐ Yes ☐ No
2	System should integrate data from legacy system (Keefe) and interface with current Jail Management System.	☐ Yes ☐ No
3	Software should provide accurate, cashless accounting of all inmate monies, expenses, and purchases.	☐ Yes ☐ No
4	Allow identified Jail staff to create unlimited users with customized security settings without Bidder assistance.	☐ Yes ☐ No
5	Establish user groups with limited access to program features.	☐ Yes ☐ No
6	Allow authorized users to create new inmate debts.	☐ Yes ☐ No
7	Allow authorized users to void inmate debts. If money has been collected on the debt, even over the course of several weeks, the system should refund all monies collected when debt is voided. This must be accomplished *without* Bidder assistance.	☐ Yes ☐ No
8	Allow authorized users to write-off debts or portions of debts.	☐ Yes ☐ No
9	Allow predefined transaction amounts and comments to be entered for recurring transactions.	☐ Yes ☐ No
10	Allow release of inmate funds by check or debit card.	☐ Yes ☐ No
11	Allow group releases of inmates being transferred between facilities with a single check.	☐ Yes ☐ No
12	Allow searching for inmates by inmate ID or last name.	☐ Yes ☐ No
13	Allow checks to be printed directly from system with printed signatures.	☐ Yes ☐ No
14	Automatic printing of receipts after transaction entry without additional confirmations.	☐ Yes ☐ No
15	Allow receipt printing on standard printers to be specified other than using default printer.	☐ Yes ☐ No
16	Allow receipt printing on standard laser printers with three-part perforated paper, three receipts per page and on 80MM thermal printers.	☐ Yes ☐ No
17	Allow station specific printers to be specified other than using default printer.	☐ Yes ☐ No
18	Allow for easy reprinting of receipts and a single commissary order.	☐ Yes ☐ No
19	Allow on-screen viewing of inmate transaction receipts without printing.	☐ Yes ☐ No
20	Allow station specific number of copies during receipt printing.	☐ Yes ☐ No
21	Include user-customizable report footer information.	☐ Yes ☐ No
22	Include user-customizable report header image for facility logo	☐ Yes ☐ No
23	Allow credit card transactions to be executed in the software using encrypted magnetic stripe readers without logging into an external system or web site.	☐ Yes ☐ No

24	Prevent users from modifying a completed financial transaction.	☐Yes ☐ No
25	Allow entering a weekly message to be printed on all commissary receipts for distribution to the inmates.	☐Yes ☐ No
26	Allow export of reports to PDF, RTF, or Microsoft Excel. Exported reports should optionally disable page headers and footers for better integration with Microsoft Excel.	☐Yes ☐ No
27	Allow import of bank statements for automated monthly reconciliation.	☐Yes ☐ No
28	Automatically creates ACH entries for release debit card withdrawals.	☐Yes ☐ No
29	Support Positive Pay export of check information to banks.	☐Yes ☐ No
30	Provide OMR sheet rejection based on inmate balance, privileges or other restriction.	☐Yes ☐ No
31	Automatically exports inmate information to other systems for web deposits.	☐Yes ☐ No
32	Automatically imports inmate web and phone deposits within 5 minutes with no need for operator intervention.	☐Yes ☐ No
33	Automatically exports inmate information to commissary order by phone system.	☐Yes ☐ No
34	Directly interfaces with kiosk equipment designed to accept bills and coins.	☐Yes ☐ No
35	Allows user-defined indigent tracking based on current balance, days since booking, deposits over a period, and commissary bills over a period.	☐Yes ☐ No
36	System must allow transactions to be easily voided while maintaining a verifiable audit trail.	☐Yes ☐ No
37	System must allow holding of funds which cannot be spent by the inmate and collect a percentage of funds on the inmates account for outstanding debts.	☐Yes ☐ No
38	Include manual transaction data entry warnings if a duplicate money receipt or billing transaction is suspected by the system.	☐Yes ☐ No
39	Ability to place holds on large checks deposited on an inmate's account.	☐Yes ☐ No
40	System provides predefined reports to include without limitation: Trial Balance, Resident Balances, Balance Sheet, Check Postings, Money Receipts, Inmate Debt, Fund Billing, Fund collections, Fund Credits, Indigents, Releases, Bank Deposits, Debt Write-offs, Reconciliation, Commissary Receipts, Commissary Housing Totals, Commissary Product Sales, and Check Register.	☐Yes ☐ No
41	System allows commissary purchase restrictions based on balance, housing locations, product groups, and individual product purchasing patterns.	☐Yes ☐ No
42	System allows dietary, religious, gender, age, indigent, debt, day-of-week, or behavioral restrictions on commissary purchases.	☐Yes ☐ No
43	System allows direct printing commissary lists in English and Spanish.	☐Yes ☐ No
44	System allows customized product names for phonetic pronunciation on the ordering	☐Yes ☐ No
45	System has general ledger accounting capabilities.	☐Yes ☐ No
46	System has multiple bank account tracking.	☐Yes ☐ No
47	System has security features, including password protection and the ability to restrict access based on user need.	☐Yes ☐ No
48	System provides for cash drawer balancing.	☐Yes ☐ No
49	System has electronic signature capabilities.	☐Yes ☐ No
50	System has robust reporting capabilities.	☐Yes ☐ No

51	General Ledger with automatic dual accounting posting.	☐Yes ☐ No
52	General Ledger reporting for all ledger accounts.	☐Yes ☐ No
53	Date-specific reports for all ledger accounts.	☐Yes ☐ No
54	Provide a Trial Balance to be run at any time.	☐Yes ☐ No
55	Fiscal Year maintenance with End of Month reporting.	☐Yes ☐ No
56	Allow for entry of year end fiscal adjustments prior to closing the fiscal year.	☐Yes ☐ No
57	Checkbook reconciliation with multiple checkbook capabilities.	☐Yes ☐ No
58	Inmate receivables module with reports section.	☐Yes ☐ No
59	Inmate account module with reports section.	☐Yes ☐ No
60	Automatic check writer with MICR check writing.	☐Yes ☐ No
61	Provide an automatic checkbook reconciliation module.	☐Yes ☐ No
62	Provide a multiple-release module to release a group of inmates on the same check with appropriate report.	☐Yes ☐ No
63	Allows debt to be collected based upon a percentage of incoming funds to be determined by the Jail.	☐Yes ☐ No
64	Allows collected funds to be applied to debts either by priority, percentage, or both as defined by Jail.	☐Yes ☐ No
65	System must always be in balance within the General Ledger.	☐Yes ☐ No
66	Provide reports on cash drawer balancing and balance history.	☐Yes ☐ No
67	Provide reports on commissary orders, order rejection, commissary sales, both detail and summary, and by item by inmate and products offered.	☐Yes ☐ No
68	Provide reports of frozen inmate accounts or accounts with administrative holds or other Jail designated restrictions.	☐Yes ☐ No
69	Provide account summaries (individual/Jail) including transaction history.	☐Yes ☐ No
70	Provide escheating/reclamation of checks automatically in the system.	☐Yes ☐ No
71	Provide reports on all checkbook activity by operator defined criteria.	☐Yes ☐ No
72	Provide reports based on user definable date time periods.	☐Yes ☐ No
73	Produce inactivity maintenance to include reporting and money reclamation.	☐Yes ☐ No
74	Provide inmate intake and release reporting.	☐Yes ☐ No
75	Allow multiple profit accounts to be maintained within the software.	☐Yes ☐ No
76	Provide Jail and operator log reports.	☐Yes ☐ No
77	Ability to perform automated group charges by Jail designated criteria.	☐Yes ☐ No
78	Allow classification of inmates to preclude charges made on those accounts.	☐Yes ☐ No
79	Allow assignment of a Jail designated permanent number to each inmate.	☐Yes ☐ No
80	Ability to run reports on both the permanent number and booking number for each inmate.	☐Yes ☐ No
81	Allow the permanent number and primary booking number to be modified when errors occur in inmate identification.	☐Yes ☐ No
82	Allow funds to be transferred from one inmate account to another by authorized personnel.	☐Yes ☐ No
83	Allow specific deductions to be assigned to individual accounts with an automatic collection per Jail-designated criteria.	☐Yes ☐ No
84	Allow the generation of a log on intakes and releases for a designated time.	☐Yes ☐ No
85	System must be capable of integrating to the inmate phone provider to allow for debit calling by the inmate using their own funds.	☐Yes ☐ No

86	System must properly account for the debit card releases and provide automatic posting of information to the card provider. Bidder shall identify all inmate costs and fees associated with the receipt and use of each option.	☐Yes ☐No
87	All systems, Services, and procedures must comply with all applicable federal, state, and county, local laws and regulations.	☐Yes ☐No
88	Bidder is to provide the Jail with debit cards to be given to inmates upon their release. These debit cards will contain the inmate's remaining trust account balance. The released inmate must be able to use the debit card to withdraw money from an ATM and/or make PIN-based purchases with the card.	☐Yes ☐No
89	The debit cards must be able to be electronically loaded with the inmate's account balance from the awarded Bidder's Inmate Banking Module.	☐Yes ☐No
90	Debit release cards must carry the MasterCard® or Visa® logo.	☐Yes ☐No
91	Debit release cards must be FDIC insured.	☐Yes ☐No
92	Service must provide immediate access to funds with ability.	☐Yes ☐No
93	Funds on the debit release card must not expire.	☐Yes ☐No
94	Release cards must allow for the first ATM withdrawal to be free of charge to the cardholder (from provider).	☐Yes ☐No
95	Release cards must have a toll-free customer service number located on the card. Customer service must include providing account access be bi-lingual and accessible 24 x 7 x 365.	☐Yes ☐No
96	Bidder must provide a card swipe that will allow the facility staff to populate the debit card number to reduce human error.	☐Yes ☐No
97	Facility must have access to reporting needs 24 x 7 x 365 via the secure website.	☐Yes ☐No
98	The debit release card program must be offered at no cost to the Agency.	☐Yes ☐No
99	Inmates must be able to activate the cards by a toll-free phone number, a secure website, or PIN. All methods should be free of charge to the card holder.	☐Yes ☐No
100	Recommend that the release card must have the option to be converted to a permanent re-loadable card by the cardholder.	☐Yes ☐No
101	Provide account summaries (both individual and Jail) including transaction history.	☐Yes ☐No
102	System shall monitor inmate accounts to detect unusual activities and provide email or other alerts to Jail when inmate accounts exceed a certain balance or when large electronic fund transfer deposits are received from multiple locations or on an unusual schedule that suggests potential money laundering.	☐Yes ☐No
103	System shall allow Jail personnel to purge uncollected fees from inactive inmate accounts. Annually as determined by the Chief, the system shall summarize amounts outstanding in excess of seven (7) years and remove such amounts from the trial balance. A listing of the purged amounts shall be archived in the system for future reference.	☐Yes ☐No
104	System shall identify accounts based on CIN number and link/unlink those accounts. Identification shall occur within forty-eight (48) hours of booking.	☐Yes ☐No

105	System shall perform all transactions live, online and provide a paperless audit trail. Jail's users shall have the ability to obtain hard copies of all reports and transactions.	☐ Yes ☐ No
106	System shall provide a complete General Ledger Accounting with automatic dual entry. The System shall allow Jail to run a Trial Balance, General Ledger, and Ledger Accounts reports, and individual inmate reports at any time for any specified date requested. Dual entry posting shall be automatic; System shall reject transactions not posting a debit and a credit. General Ledger shall always be in balance.	☐ Yes ☐ No
107	System shall allow the users to make closing of period adjustments (monthly and yearly).	☐ Yes ☐ No
108	System shall allow users to reconcile bank accounts monthly or at any desired time during the month.	☐ Yes ☐ No
109	System shall accept and read scanned forms for entry of commissary sales. Bidder shall provide and maintain scanners needed for this function for instances in which kiosk ordering is unavailable.	☐ Yes ☐ No
110	System shall not charge inmates for "out of stock items". Bidder shall track inventory to avoid fictitious sales and generating unnecessary/extra work.	☐ Yes ☐ No
111	System shall allow users to readily request reports from information contained in the database, including demographic data.	☐ Yes ☐ No
112	System shall identify uncollected inactive accounts that exceed a specified number of years and segregate them for purging.	☐ Yes ☐ No
113	System shall prepare a yearly report of the amount to be purged. Such amounts shall be removed from the trial balance and archived in a folder within the system for future reference. The amount maintained in the folder shall not be commingled with any other accounts in the system.	☐ Yes ☐ No
114	System shall keep accounts and run financial reports based on different segments with special Accounting needs.	☐ Yes ☐ No
115	System shall allow overwrites to booking information and correction of errors by Jail's fiscal staff.	☐ Yes ☐ No
116	System shall allow internal transfers between County's general ledger accounts by authorized personnel.	☐ Yes ☐ No
117	Bidder shall provide virtual computing to eliminate downtime and recover quickly from unplanned outages with the ability to securely backup and migrate entire virtual environments with no interruption in service. Bidder shall deploy, manage and monitor secure desktop environments that end users can access locally or remotely, with or without a network connection, on almost any standard desktop, laptop or tablet PC.	☐ Yes ☐ No
118	System shall establish additional accounts as needed to support Jail's programs. Authorized personnel from Jail shall be able to transfer funds to and from inmate accounts	☐ Yes ☐ No
119	Date specific historical reporting.	☐ Yes ☐ No
120	Posting of debt charges to inmate accounts either individually or multiple inmates through a batch process.	☐ Yes ☐ No
121	Maintain outstanding debt files with automatic collection upon deposits to inmates' accounts.	☐ Yes ☐ No

122	Reports of collected debt charges by category.	☐ Yes ☐ No
123	Reporting of outstanding debt records.	☐ Yes ☐ No
124	Ability to rerun reconciliation reports at any time.	☐ Yes ☐ No
125	Ability to merge duplicate inmate accounts.	☐ Yes ☐ No
126	Detailed ledger reporting for inmates' accounts.	☐ Yes ☐ No
127	Reports, on demand, of frozen, stale, active and inactive accounts.	☐ Yes ☐ No
128	Ability to reclaim stale checks.	☐ Yes ☐ No
129	General Ledger based with automatic transaction posting.	☐ Yes ☐ No
130	Receipt generation for deposits and withdrawals.	☐ Yes ☐ No
131	Automatic backup of data daily basis.	☐ Yes ☐ No
132	Ability to interface with the Jail Management System	☐ Yes ☐ No
133	Ability to have funds deposited to an inmate's account via telephone on a real time basis	☐ Yes ☐ No
134	Ability to shut down and restart System through the Trust Accounting Software.	☐ Yes ☐ No
135	Ability to handle multiple cash drawers	☐ Yes ☐ No
136	Any updates made to the Inmate Trust Accounting that may be beneficial to the detention center are to be at no charge	☐ Yes ☐ No
K.	**REPORTS**	
1	Bidder shall timely provide the following reports to the Chief: a) quarterly sales reports; b) inmate history of all items requested/received monthly; c) monthly order/item report; d) debt payment history and how much paid; e) relational tracking of individual who deposit funds in inmates accounts; f) provide a list of canned reporting capabilities; and g) provide weekly reports, electronically to Jail of all complaints and resolutions.	☐ Yes ☐ No
2	Data Entry Journal: [Daily] Detail and summary information for transactions posted to inmate accounts for any given day.	☐ Yes ☐ No
3	Inmate Balance: [Daily] Detail and summary of the day's transactions for each inmate account, including beginning and ending balances.	☐ Yes ☐ No
4	Office Balance Sheet: [Daily] Summary view of all transactions affecting the institution accounts.	☐ Yes ☐ No
5	Cashbook Reconciliation: [Monthly] Summary information for each account for the institution.	☐ Yes ☐ No
6	Check Reconciliation: [Monthly] Detail and summary information for cleared and outstanding checks and deposits and for other account transactions during the previous month.	☐ Yes ☐ No
7	Check Register: [Monthly] Detail and summary information for the selected range of checks from the selected account.	☐ Yes ☐ No
8	Cleared Accounts Reports: [when requested] Detail and information for accounts that are automatically cleared at the end of each month.	☐ Yes ☐ No
9	Cleared Accounts Reports: [produced manually] Detail and summary information for accounts that are manually cleared.	☐ Yes ☐ No
10	Commissary Receivable/Payable: [Monthly] Detail and summary information on receipts to and disbursements from the commissary account.	☐ Yes ☐ No

11	Commissions: [Monthly] Detail and summary information for all sales resulting incommissions during the previous month. Reports must be available for each inmate and each type of commission.	☐Yes ☐ No
12	Indigent Inmates: [Monthly] Detail and summary information on indigent inmates at aninstitution.	☐Yes ☐ No
13	Month-End: [Monthly] Detail and summary information on all inmate account transactions for the given month, including beginning and ending balances and any status change information (transferred, released, etc.).	☐Yes ☐ No
14	Payments: (includes child support, andmedical co-payments): [Monthly] Detailed and summary information for payments made by aninmate for all collection orders. A separate report is requiredfor each collection order for which an inmate is responsible. Aggregate reports for the institution must also be available reimbursement.	☐Yes ☐ No
15	Release Journal: [Monthly]: Detailed information on inmates released from an institution during the previous month. This report includes separate information for release money and account balances.	☐Yes ☐ No
16	Demand Statement: [Periodic] Historical transactions for individual inmates or a range of inmate numbers for a user-defined date range which includes the beginning balance for that period, transactions in date/time order, available balance after each transaction, and ending balance for the period. Each inmate's information must be separate.	☐Yes ☐ No
17	Encumbered Funds and Balances [Periodic]: Detail and summary information on encumbered funds and available balances in the user-selected account(s). Selection of multiple accounts must result in a separate report for each account.	☐Yes ☐ No
18	Inactive Inmate [Periodic]: Detail and summary information regarding accounts of inmates who have been released from institutional control. Separate reports must be available for zero, positive, and negative account balances.	☐Yes ☐ No
19	Negative Balance [Periodic]: Detail and summary information on inmates with negativebalances.	☐Yes ☐ No
20	Outstanding Medical [Periodic]: Detail and summary information for outstanding medical co-payments (debts) for inmates.	☐Yes ☐ No
21	Received More Than [Periodic]: Detail and summary information on inmates who have received more than a user-defined maximum dollar amount for a set time period.	☐Yes ☐ No
22	Roster [Periodic]: List of active inmates at an institution. These reports must be available by inmate name, number, and lock location.	☐Yes ☐ No
23	Item Detail [Periodic]:Detailed and summary information for a selected item or group of items for quantity, cost, and price information.	☐Yes ☐ No
24	Item Purchase [Periodic]: Detailed and summary information on which inmates (and shopping cycles) purchased a specific item or group of items during the user-selected period.	☐Yes ☐ No
25	New Items [Periodic]: Detailed list of all new items added to the commissary.	☐Yes ☐ No

26	Restrictions [Periodic]: Detailed and summary information of inmates in each restriction type at the institution. Inmates with multiple restrictions should have an additional flag with each entry. An aggregate report for all restriction types in the institution must also be available.	☐ Yes ☐ No
27	Restrictions Type [Periodic]: Detailed list of types of restrictions at an institution.	☐ Yes ☐ No
L.	**INTERNET WEB PAGE**	**COMPLY**
1	Bidder shall develop, implement, maintain, and operate an internet web page that will accomplish all requirements in this SOW.	☐ Yes ☐ No
2	Offer all approved commissary products and prices for sale and delivery to the Jail.	☐ Yes ☐ No
3	Allow inmate family and friends to deposit monies to inmate trust bank account on-line using atm/credit cards.	☐ Yes ☐ No
4	The option of offering specialty packages for sale and delivery to inmates for holidays, (e.g., Christmas, Mother's Day, Father's Day, Easter, birthdays).	☐ Yes ☐ No
5	Print an order receipt.	☐ Yes ☐ No
6	Have a built-in electronic system that signals the Bidder's office directly when malfunctions occur, with 24/7 repair/maintenance capabilities.	☐ Yes ☐ No
7	English/Spanish language selection with option to add languages.	☐ Yes ☐ No
8	Easy to use, clear, concise, and user friendly.	☐ Yes ☐ No
M.	**COMMISSIONS**	**COMPLY**
1	Commissions shall be paid to the County monthly within 15 days after the close of the month and shall be accompanied by a detailed commission report and signed statement of accuracy by Bidder's authorized representative. A late charge of five percent (5%) per month shall be assessed on all commission payments not made within a 30-day period.	☐ Yes ☐ No
2	Commission checks shall be made payable to the "Kitsap County Sheriff's Office Jail Inmate Welfare Fund."	
3	Commissions are paid on "Net Sales." Net Sales is defined as all gross sales income derived from the sale of commissary services and products to Jail inmate. This includes all internet sales Not included: revenue from the sale of non-commissionable items such as U.S. postage stamps, hygiene products, and OTC medications [e.g. athlete foot cream, benzoyl peroxide cream, Ibuprofen, oral pain relief, generic Tylenol, Rolaids, triple antibiotic ointment, antifungal powder], and sales tax.	☐ Yes ☐ No
4	Bidder will indicate commission rate expressed as percentage of Net Sales as defined above.	☐ Yes ☐ No
5	County shall receive a Guaranteed Commission Flat Rate of 20% from the Bidder, without inflating prices to the inmate. Such commission shall be calculated on net sales excluding applicable sales tax. The commission rate shall not change for the life of the Contract.	☐ Yes ☐ No
6	The Jail shall not be responsible in any way for the accounting and/or payment of commissions by the Bidder.	☐ Yes ☐ No
7	A revenue and commission detail report shall be provided to the Jail's fiscal staff after the close of each month's business.	☐ Yes ☐ No
N.	**AUDIT**	**COMPLY**

1	Internal control over all financial transactions related to this Contract shall be in accordance with sound fiscal policies. The County may, at reasonable times and places, audit the books and records of the Bidder and all subcontractors providing services under the Contract.	☐Yes ☐ No
2	County reserves the right to audit commission on an annual basis. In the event of any error is found to the detriment of the County Bidder shall be responsible for immediate payment of the underpaid amount plus a penalty equal to 25% of the underpaid amount. Payment of such amount and penalty is non-negotiable. Failure to remit payment within 15 days of notice shall constitute default by Bidder.	☐Yes ☐ No
3	System must provide a complete audit trail on all transactions and must allow for scheduled and unannounced audits of inmate accounts by the Jail to insure the integrity and accuracy of the accounts.	☐Yes ☐ No
4	County and their authorized representatives shall have prompt access for the purpose of audit and examination to all Bidder's books, documents, papers, financial transactions, reports and records that pertain to County activities and funds, on an as-needed basis.	☐Yes ☐ No
5	Bidder shall maintain sufficient records to ensure proper determination of funds due to the County. Records shall be made available to the County for review upon request.	☐Yes ☐ No
O.	**DATA CONVERSION**	
1	Bidder must coordinate with the current software Bidder Jail staff to convert and transfer data contained in the current commissary and banking systems to the new application.	☐Yes☐ No
2	Data conversion must minimize manual re-entry of existing data.	☐Yes☐ No
3	Develop data conversion approach.	☐Yes☐ No
4	Identify each data item to be converted.	☐Yes☐ No
5	Document data conversion rules for each data item.	☐Yes☐ No
6	Describe transactions and controls.	☐Yes☐ No
7	Identify conversion test approach.	☐Yes☐ No
8	Include multiple test cases.	☐Yes☐ No
9	Submit draft Data Conversion Plan.	☐Yes☐ No
10	Proposals shall describe Bidder's recommended strategy and experience for converting data from the current system (Keefe) to the proposed solution.	☐Yes☐ No
11	Provide a daily list of all outstanding checks or debit cards at any given time including balances and account numbers.	☐Yes☐ No
12	Ability to process miscellaneous bank charges.	☐Yes☐ No
13	Interface to allow designated user to enter statement balance, cleared checks, deposits, debit cards, and adjustments to close the software bank account.	☐Yes☐ No
14	Provide a Positive Pay capability in which a file is extracted from the software, listing checks issued for a designated period and converted to a specific type of file which notifies the bank of the checks issued to prevent security issues. The file must comply with current financial institution Positive Pay fraud-prevention system functions.	☐Yes ☐ No

15	The system must have the capability to swipe a debit card at release using Bidder provided encrypted magnetic stripe readers and automatically load the debit card with the inmate's balance at release. Redundant data entry including debit card numbers, transaction amounts, or separate login for releases is unacceptable.	☐Yes ☐ No
16	At no time should unencrypted credit card numbers be transmitted or stored on the county's network.	☐Yes ☐ No
17	Unencrypted credit card numbers shall not be transmitted or stored on the County's network.	☐Yes☐ No
18	Inmates shall not be charged a fee to load/activate inmate release debit card.	☐Yes☐ No
19	Debit cards should not require additional action by inmate to activate the card.	☐Yes☐ No
P.	**FEATURES**	
1	System shall provide a variety of methods (i.e., secure website, 24-hour call center, lobby kiosk) and a variety of funding sources (i.e., credit card, money order, wire transfer) available in which friends and family can deposit money to an inmate's account.	☐Yes☐ No
2	System shall allow for processing of refunds or credits.	☐Yes☐ No
3	System shall provide the capability to satisfy bonds.	☐Yes☐ No
4	Accounts of released inmates with a balance due shall be maintained indefinitely to enable the recovery and collection of payments due.	☐Yes☐ No
5	System shall allow for the payment of any debts (i.e., booking fees) after the inmate is released.	☐Yes☐ No
6	System shall allow search capabilities to include at a minimum, name, partial name, identification number, cell location.	☐Yes☐ No
7	System shall provide for various levels of administrator security including password control and tracking of transactions by individuals and stations. Levels shall have the capability to be customized by the Jail to limit user's access based on security and access rights.	☐Yes☐ No
8	Every terminal transaction shall record the date, time, operator identification/user identification and terminal identification.	☐Yes ☐ No
Q.	**KIOSKS, NETWORK, INFRASTRUCTURE REQUIREMENTS**	
1	Kiosks shall be designed for a correctional environment and in full compliance with the Americans with Disabilities Act (ADA).	☐Yes ☐ No
2	Kiosks shall be equipped with option for all text to be displayed in multiple languages, including, at a minimum, English and Spanish.	☐Yes ☐ No
3	Bidder shall provide all equipment such as server racks and uninterrupted power supplies as needed.	☐Yes ☐ No
4	All equipment shall be approved by Jail prior to installation.	☐Yes ☐ No
5	No alterations will be made on	☐Yes ☐ No
6	The Bidder shall furnish secure and independent network connectivity for all inmate commissary and banking services that will allow for continuous monitoring and content updates and will not conflict with any existing wired or wireless network in the facility existing at this time or in the future. If conflict occurs, it is the sole responsibility of the Bidder to correct any issues.	☐Yes ☐ No

	Bidder shall ensure that network meets all state and federal security standards. The County may require additional wireless access points in the event of inmate or jail expansion.	
7	Bidder shall provide security protocols, encryption & firewalls including but not limited to the prevention of device tampering, elimination of all background application functionality, and removal of external menus, options and input area.	☐ Yes ☐ No
8	All applications must comply with County computer operating systems.	☐ Yes ☐ No
9	Bidder shall not place any advertising information on any kiosk without the prior written approval of County.	☐ Yes ☐ No
R.	**FRAUD PREVENTION AND SECURITY REQUIREMENTS**	**COMPLY**
1	System must have safeguards to prevent fraud or other crimes related to unauthorized or malicious use of the system.	☐ Yes ☐ No
2	Shall be password protected to permit only appropriate Jail personnel access to the system.	☐ Yes ☐ No
3	Must have the ability to be programed for automatic and manual shut-off at times designated by the Jail.	☐ Yes ☐ No
4	Must allow for staff ability to control items that can be ordered or prohibited for individual inmates or housing units.	☐ Yes ☐ No
5	Application must provide multiple security levels established by the user login including options for read-only, add, change, delete and various combinations of these functions.	☐ Yes ☐ No
S.	**TECHNICAL ENVIRONMENT AND REQUIREMENTS**	**COMPLY**
1	Bidder shall develop and/or provide and maintain an electronic software interface capable of exchanging related information between the JMS and the proposed commissary and banking system. Related information includes but is not limited to admission data, inmate identification, demographics, population movement, housing location, inmate status, and release information the Jail deems necessary to maintain.	☐ Yes ☐ No
2	Interface should have the capability to exchange information on an ongoing basis as account information changes or inmate information is updated. All cost associated with the development and upkeep of the software interface will be the responsibility of the Bidder.	☐ Yes ☐ No
3	To facilitate comparisons of equipment and software that may not be familiar to County personnel, Bidders must include in their proposal all specifications, literature and operating manuals for the proposed system and/or components.	☐ Yes ☐ No
4	All account files, data, and/or any other documentation created, generated, and/or produced for the purpose of the resulting agreement will remain the property of the County.	☐ Yes ☐ No
5	Inmate account services data is owned by the County and must be left in usable format for the County upon termination of the Contract.	☐ Yes ☐ No
6	Bidder shall keep full and accurate accounts of sales and other records related to the commissary services for a period of no less than three (3) years.	☐ Yes ☐ No

7	County requires, for the life of the Contract a parts, service, and labor warranty beginning upon acceptance by the County that the Bidder's commissary and trust accounting system will operate in accordance with the provisions of the resulting agreement and the commissary and trust accounting system documentation.	☐ Yes ☐ No
8	Bidder must guarantee its commissary system will not infringe any United States patent or copyright or violate any third-party trade secret and will indemnify and defend the County against an award of damage and cost made against the Bidder by a final judgment of a court of competent jurisdiction.	☐ Yes ☐ No
9	The County is upgrading the JMS software from iLeads to EIS. The Bidder shall work cooperatively with EIS to ensure that the upgraded software will interface with the Bidder's software and hardware.	☐ Yes ☐ No
10	Proposed equipment and system shall be scalable to meet the County's growing needs.	☐ Yes ☐ No
11	Disclose, with percentages clearly shown, what work is or will be subcontracted, and what work is or will be performed by Bidder's employees.	☐ Yes ☐ No
12	Bidder shall keep the Chief apprised of any technology trends or innovations available for use in the Jail. The Jail shall have the option of adding new technology options and functionality during the Contract term.	☐ Yes ☐ No
T.	**COMMISSARY SERVICES**	**COMPLY**
1	Bidder shall provide a variety of products to be sold through commissary to meet the needs of the inmate population. All products offered for sale to the inmates must be approved by the Chief.	☐ Yes ☐ No
2	Inmates shall be given the opportunity to order commissary on a weekly basis. Orders shall be processed and delivered to the institution once a week.	☐ Yes ☐ No
3	All orders shall be placed in plastic bags, which are then heat sealed. All orders shall contain a two-part receipt; receipts shall have a designated area for inmate signature and shall contain starting balance, itemized list of goods sold with price for each, ending balance, receipt number, and an explanation of any items not sent with the order.	☐ Yes ☐ No
4	Bidder is responsible for all sales, use, excise, business and/or income taxes , permits and fees applicable to the commissary and banking operations.	☐ Yes ☐ No
U.	**INTEGRATION**	**COMPLY**
1	Inmates must be able to order commissary via the inmate telephone system.	☐ Yes ☐ No
2	System must interface with the jail records management system, EIS, and commissary ordering/banking system.	☐ Yes ☐ No
3	System should verify inmate has an adequate balance in their commissary account to purchase items and relay to the inmate their beginning and ending balances.	☐ Yes ☐ No
4	System should verify the inmate is allowed to purchase the item and identify that there are no restrictions on the item.	☐ Yes ☐ No
5	Update the inmate's account balance as each item is ordered.	☐ Yes ☐ No
V.	**SOFTWARE SUPPORT, MAINTENANCE**	**COMPLY**

1	Provide support service and maintenance for hardware and software on a 24 hour, 365 days per year basis for all critical and non-critical system failures. Bidder must provide technical support both online and on site, if necessary, to ensure system, software and equipment are functioning properly and any issues are responded to and corrected in the time required. Support is to include software enhancements and updates.	☐Yes ☐ No
2	Maintenance shall include without limitation: detection and correction of errors, updating all software products to operate with all updated or revised versions of the operating systems for which the software product is licensed.	☐Yes ☐ No
3	All software should be kept updated as new software versions are available.	☐Yes ☐ No
4	A method to resolve critical system failures remotely within one (1) hour or employ a technician that can arrive at the facility within four (4) hours from the time the initial call or email to technical support is made.	☐Yes ☐ No
5	A method to resolve non-critical system failures within 24 hours from the time the initial call or email to technical support is made.	☐Yes ☐ No
6	The technical support solution offered by the Bidder must be approved by the Chief. Should the solution offered by the Bidder be deemed unacceptable to the Chief, the Bidder must find another solution that is acceptable to the Chief. Failure of the Bidder to find an acceptable solution to a technical problem is a material breach.	☐Yes ☐ No
7	Any temporary solution shall not be used for more than 48 consecutive hours unless approved by the Chief.	☐Yes ☐ No
8	Routine system maintenance shall be conducted at times agreed to in advance by the parties and shall include but not limited to periodic inspections, tests and adjustments.	☐Yes ☐ No
9	System upgrades, including software upgrades should be provided free of charge to the County for the life of the Contract.	☐Yes ☐ No
10	Bidder must provide support staff contact information, hours of operation and after-hours support procedures. Such information must be published and kept current.	☐Yes ☐ No
11	Failure by the Bidder to respond and resolve technical issues promptly and completely to the satisfaction of the County may be cause for termination of the Contract.	☐Yes ☐ No
12	County will have no liability to the Bidder for fraud, theft, vandalism, damage, destruction or loss of the Bidder's equipment regardless of the cause. All costs associated with the repair will be the responsibility of the Bidder.	☐Yes ☐ No
13	Bidder shall make repairs of kiosks at its expense. Bidder shall make all reasonable efforts to ensure that the kiosks are operational and repaired as quickly as possible. If the Bidder cannot repair within 48 hours, the Bidder will replace it with a new kiosk, or provide a portable kiosk.	☐Yes ☐ No
14	Bidder shall be responsible for all costs of installation or disconnection throughout the term of the Contract. The Bidder shall furnish and install equipment, dedicated lines, and any other item necessary to make this service functional.	☐Yes ☐ No

15	Bidders shall provide a list of the hardware and wiring installation requirement specifications.	☐Yes☐ No
16	Bidder must provide technical support both online and available to support on site, if necessary, to ensure system, software and equipment are functioning properly and any issues are responded to within two hours and corrected within eight hours of notification.	☐Yes ☐ No
17	Data offsite backup shall be conducted daily. Bidder shall provide information on how this offsite process is performed and the security of the backup.	☐Yes ☐ No
18	Bidder must have secure offsite data backup and provide a copy of the procedures for the same.	☐Yes ☐ No
19	Bidder shall provide a written Disaster Recovery Plan for restoring application software, Services, and Inmate Data.	☐Yes ☐ No
20	If Bidder elects to charge for incidental maintenance, the County shall have the option of purchasing after the initial five-year maintenance agreement, additional one or more yearly periods of maintenance and support. The maximum price for such additional maintenance and support after the initial five-year maintenance agreement shall be the most favorable price for a comparable service charged to any other customer. Maintenance rate increases shall become effective only on the anniversary date of the designated term.	☐Yes ☐ No
21	Software shall be kept current with other correctional agency upgrades. When another agency's system is upgraded during the term of the County's Contract, then the County's system and devices shall be upgraded to the same level as the other institution. These upgrades will be at no cost to the County.	☐Yes ☐ No
22	Software upgrades shall be installed promptly and on a regular basis, so that the County is not more than one release behind the current major release.	☐Yes ☐ No
23	Provide a variety of manuals, including without limitation operational, technical, training, and professional development manuals that outline all information necessary for successful program use.	☐Yes ☐ No
24	Provide dedicated account manager for ongoing customer service support throughout the duration of the Contract.	☐Yes ☐ No
25	Provide return process to replace malfunctioning or damaged hardware.	☐Yes ☐ No
26	Replace broken or inoperable equipment at no cost to the County. All shipping costs will be incurred by the Bidder. Replacement tablets and/or parts will be provided within one (1) week of notification by the County to Bidder of inoperable equipment.	☐Yes ☐ No
W.	**IMPLEMENTATION AND POST IMPLEMENTATION**	**COMPLY**
1	Provide detailed project/implementation plan describing the methodology to complete the services in a timely, orderly, and least disruptive manner. Bidder shall act as project manager during implementation phase and provide an implementation plan detailing tasks, timelines, roles and responsibilities, and specific processes involved in transferring data from existing Commissary and Banking Systems. The implementation plan shall include acceptance tests to be approved by the County.	☐Yes☐ No

		COMPLY
2	County recognizes that providing the Services may require multiple components implemented sequentially and coordinated with the County. The Proposal must contain an optimal timeline based on Bidder's experiences, utilizing associated Bidder and County resources to support the proposed commissary and banking solution.	☐Yes ☐ No
3	Bidder shall perform all equipment and system adjustments, tests and measurements as necessary to ensure System functionality.	☐Yes ☐ No
4	Bidder shall provide technical and infrastructure expertise to work in collaboration with County IT department as required to ensure a smooth installation of system.	☐Yes ☐ No
5	Bidder shall provide any additional equipment including, but not limited to wiring, cabling, conduit, servers and network circuits required to install and support a successful inmate commissary and banking services program. All cabling/wiring shall be installed per BICSI standards and Bidder shall have a BICSI certified technician on site during any cable or wiring install.	☐Yes ☐ No
6	Bidder shall plan, coordinate, and conduct all work with minimal interruption of service to existing systems.	☐Yes ☐ No
7	All outages or system resource reductions shall have a detailed plan of action and contingencies identified and be approved by Jail prior to implementation.	☐Yes ☐ No
8	Installation shall be accomplished by the Bidder or their subcontractors during normal business hours or as directed by County.	☐Yes ☐ No
9	Bidder shall restore to original condition at the Bidder's expense any damage to property caused by maintenance or installation personnel including but not limited to damage to walls, ceilings, etc. of Jail.	☐Yes ☐ No
10	Bidder shall clean up and remove any debris resulting from their work. Upon completion of the installation, the premises shall be left in order and ready for immediate use, as determined by County.	☐Yes ☐ No
X.	**TRAINING**	**COMPLY**
1	Provide a detailed scope of training, including training schedule, length of training, various times training can be provided and number of personnel that can attend a training session.	☐Yes ☐ No
2	Bidder will develop and prepare operation documentation and training materials for all procedures necessary to utilize and maintain the implemented system. Training is to be provided at KCSO at no cost to the County. It may be held remotely.	☐ Yes ☐ No
3	The Chief must review and approve the Bidder's training program and materials before training implementation. The County reserves the right to recommend changes to the training program before approval is granted to proceed with training.	☐Yes ☐ No
4	Training materials must include Quick Reference cards that trainees may take back to their work locations.	☐Yes ☐No
5	A compilation of frequently asked questions, including those asked in training session must be provided as a supplement for all trainees.	☐Yes ☐No
6	Training materials must be provided electronically in the most current version of MS Word used by the County and a hard copy for each user	☐Yes ☐ No

	that attends a training class. Appropriate materials must be provided for each training level.	
7	Bidder shall provide initial and ongoing, user, administrative, and triage technical training to Jail and KCSO Finance staff to be conducted at KCSO.	☐ Yes ☐ No
8	Bidder shall provide written training documentation and any other materials necessary for the proper and successful use of the Inmate Commissary and Banking system.	☐ Yes ☐ No
9	Bidder shall provide instructional materials as requested by Jail for inmates or their friends and family.	☐ Yes ☐ No
10	A staff training/orientation plan will be provided that involves on-site training of all inmate users and staff. Training documents will be provided for personnel at the Jail in the use of the system at no cost to the County.	☐ Yes ☐ No
11	Provide a variety of manuals, including but not limited to operational, technical, training, and professional development manuals that outline all information necessary for successful program use.	☐ Yes ☐ No
12	Bidder must provide follow-up training through all implementation phases if needed.	☐ Yes ☐ No
13	Training shall occur prior to the "Go Live" date.	☐ Yes ☐ No
14	Provide "train the trainer" training.	☐ Yes ☐ No
15	Bidder shall provide ongoing training in the event of a significant software or hardware update as deemed necessary by the KCSO, at no cost to the County.	☐ Yes ☐ No
Y.	**BEGINNING AND END OF CONTRACT REQUIREMENTS**	**COMPLY**
1	Bidder will be required to coordinate with the incumbent and the County to allow for an uninterrupted transition and implementation of new services and provide the County with a transition plan in its proposal.	☐ Yes ☐ No
2	Bidder will work with County Information Services Department and County personnel to ensure compatibility of Bidder's system and County Systems and a smooth transition.	☐ Yes ☐ No
3	At the end of the Contract period, the Bidder shall collaborate with Jail staff to facilitate a smooth transition of uninterrupted Inmate Commissary and Banking Services with a replacement Bidder.	☐ Yes ☐ No
4	Any wiring and related conduit installed during the Contract shall become the property of the County. At the end of the Contract, Bidder owned equipment shall be removed in such a manner as to allow existing wiring to be reused.	☐ Yes ☐ No
5	At the end of the Contract, stored records and reports for the Inmate Commissary and Banking Service shall be deemed the property of the Jail and surrendered in an easily electronic transferrable format.	☐ Yes ☐ No
Z.	**CONFIDENTIALITY, DATA, STAFFING**	**COMPLY**
1	During and after the term of this agreement, including any renewal period (s), Bidder shall recognize and protect the confidentiality of all information and shall not disclose information to any party other than to the county, except by written consent of the county.	☐ Yes ☐ No
2	Inmate names and information are not to be turned over to any party under any circumstance even in the pursuit of collecting or retrieving bad debt.	☐ Yes ☐ No

3	Bidder shall not sell, share, or release inmate data and related information without the prior written consent of the Chief.	☐Yes ☐No
4	Bidder agrees that all commissary and inmate data is owned by the County.	☐Yes ☐No
5	Provide a complete list of all persons authorized to work on the systems.	☐Yes ☐No
6	Bidder's Staff must meet all County background screening requirements and be approved by the Chief prior to providing Services under the Contract.	☐Yes ☐No
7	No Staff will be authorized to enter the Jail unless and until he/she has met all Jail background and security clearance requirements and attended the Jail's pre-service security training. Bidder shall reimburse KCSO for all costs for background screening of Bidder's staff and subcontractors conducted by KCSO.	☐Yes ☐No
8	Bidder's employees with direct contact with County inmates or detainees shall comply with PREA standards while providing services for the County.	☐Yes ☐No
9	The Chief shall have the sole right, at any time, to reject any Bidder employee or agent who the Chief determines, in its sole discretion, poses a risk or potential risk to the security or operations of the Jail.	☐Yes ☐No
10	Bidder agrees to cooperate with the County and respond to inquiries or complaints about its Staff, including lack thereof, in a timely manner. Should the County express concerns regarding Staff fitness or ability to provided services, Bidder will exercise its best efforts to resolve the issues of concerns. If the issues are not resolved to the County's reasonable satisfaction, Bidder will remove the Staff person from providing Services under the Contract.	☐Yes ☐No
11	Bidder shall immediately notify the Chief in writing when any Staff person has been removed from providing Services under the Contract for any reason.	☐Yes ☐No
12	Bidder shall maintain an adequate staff of employees for efficient operation. Bidder shall provide expert administrative, purchasing, equipment, consulting and personnel supervision.	☐Yes ☐No
13	Bidder shall have adequate staffing to support inmate trust accounting software issues that arises within four hours, 24/7, 365. In the event an escalation of the issue is needed, advance technical staff must be available within eight (8) hours.	☐Yes ☐No
14	Bidder's employees shall be in uniforms which are easily identifiable, best suited for the job function intended, and identify the employee by name. Such uniforms are the responsibility of the Bidder.	☐Yes ☐No
15	The Contractor will bear any loss resulting from dishonest acts on the part of its employees.	☐Yes ☐No

Bidder's Signature *(Authorized Representative)*: _____

Print Name and Title of Signer: _____

Dated this _____ day of _____ , 20_____