



TurnKey

CORRECTIONS

Request for Proposal Response
Jackson County, MO
Commissary for JC Detention Center
RFP 26-002

402.680.7414

www.TWTeams.com



Re: Detention Facility Commissary Services

To Sheriff Darryl Forté:

On behalf of T.W. Vending, Inc., d/b/a TurnKey Corrections ("TurnKey Corrections"), we are pleased to present our proposal to serve as Jackson County's commissary services partner. We appreciate the opportunity to be considered and look forward to demonstrating what a true partnership looks like—one built on reliability, innovation, and a shared commitment to the individuals and community served by the Sheriff's Office.

TurnKey Corrections is a family-owned company with more than 25 years of experience serving correctional facilities nationwide. Today, we proudly partner with over 250 facilities across the United States, serving nearly 40,000 inmates. Our vertically integrated model allows us to control every aspect of our service—from proprietary software development to product sourcing and fulfillment—ensuring exceptional responsiveness, quality, and accountability.

Contact Information for this RFP response is as follows:

TurnKey Corrections
3329 Casey St., River Falls, WI 54022
715.636.0411

Contact Person Information:

Jason Lawrence
Territory Sales Manager
660.679.1163 or 715.629.9178
JasonL@TurnKeyCorrections.com

At the heart of our offering are two core strengths. **First is our proprietary TurnKey Elite Account Management ("TEAM") software platform**, which seamlessly integrates inmate fund management, commissary ordering, communications, and reporting. For Jackson County, TEAM is designed to reduce staff workload, enhance financial transparency, and improve the overall experience for both inmates and facility personnel. **Second is our people.** Our team is deeply committed to building long-term partnerships, providing hands-on support, and being an engaged, trusted presence within the communities we serve.

Since 2014, TurnKey Corrections' has had an operational presence in the Greater Kansas City region, this presence combined with our experienced local staff, allows us to deliver responsive, hands-on support tailored to Jackson County's needs. Our team of expert local staff dedicated to service, operations, and customer support, not only work in this area but call the Greater Kansas City area home. This proximity strengthens communication, accelerates issue resolution, and



reinforces our commitment to being a true, long-term partner to the Sheriff's Office—one that is accessible, accountable, and invested in the success of the facility and the broader community.

Key highlights of our offering include:

- Increased commissary revenue options.
- Increased community support options.
- More effective and transparent reporting and financial transaction tracking.
- Further and extensive training and 24/7 U.S.-based customer support
- Strong local presence of experienced staff working and living in the Greater Kansas City region

We thank you for considering us to help Jackson County move forward. We are excited about the opportunity to bring our experience, technology, and commitment to excellence to Jackson County.

Sincerely,

A handwritten signature in black ink that reads "Dewey Wahlin".

Dewey Wahlin
CEO

Table of Contents

Cover Letter	Page 2
Executive Summary	Page 5
Employee Bios	Page 9
References	Page 11
Product Overview	Page 15
Implementation & Staff Planning	Page 19
Revenue Trends & Enhanced Operational Opportunities	Page 32
Direct Response to Requirements	Page 35
Summary of Offer	Page 60
Attachments	Page 63
Emergency/Disaster Plans	Page 64
COI	Page 70
Debit Release Card	Page 71

Jackson County RFP
Commissary Services

Executive Summary



Point of Contact

Jason Lawrence

JasonL@TurnKeyCorrections.com

Office: 715-629-9178

Mobile: 660-679-1163

Executive Summary

T.W. Vending, Inc., d/b/a TurnKey Corrections ("TurnKey Corrections"), is honored and proud to present this response to the Jackson County Sheriff's Office Request for Proposal for Commissary Services at the Jackson County Detention Center ("Jackson County"), RFP #26-002. Jackson County shall also be referred to occasionally herein as the "County" or the "Facility."

WHY TURNKEY CORRECTIONS?

As a family-owned and operated business, we are committed to transforming the standard for correctional services through innovation, responsiveness, and integrity. Our mission is to deliver comprehensive, technology-driven solutions that improve Facility operations while enhancing the experience for both staff and detainees.

Originally founded by brothers Tim and Todd Westby, TurnKey Corrections has been working to create and provide more effective commissary and correctional service solutions since its inception. We have grown from a small regional operation into a nationally recognized leader, serving over 250 correctional facilities, and nearly 40,000 detainees across 28 states. We will provide all of our experience and understanding of corrections environment to Jackson County.

STATE OF THE ART SYSTEMS . . .

Our success is rooted in our vertically integrated software and systems model and in our people. We have designed, developed, and supported our own proprietary software—TurnKey Elite Account Management ("TEAM")—which powers every aspect of our service delivery. TEAM is a secure, web-based platform that manages detainee banking, commissary ordering, trust accounting, reporting, and communication. With over 200 integrations, TEAM seamlessly connects with jail management systems, phone providers, medical platforms, and more—ensuring a unified and efficient experience for Facility staff.

Through TEAM, TurnKey Corrections offers a robust and complete trust accounting and commissary system. Our commissary pick system is state-of-the-art. Detainee orders are seamlessly integrated into our system without requiring staff intervention. TurnKey Corrections staff utilize our advanced proprietary TEAM Order Management System ("TOMS®") technology at our warehouse facilities to fill orders, which are then packed, shipped, and delivered. Through TOMS, Jackson County receives accurate orders with minimal staff effort.

Orders for Jackson County will be picked just minutes from the Facility. Our Kansas City, MO., warehouse measures over 20,000 sq. ft, and has a selection of over 700 commissary items for your staff to review and determine what product mix will work best for your Facility. Also, since we are so close by, issues with commissary orders—or equipment, or detainee banking, or whatever—will be quickly and conveniently resolved.

Executive Summary

With every order, a two-part invoice or receipt will be included, complete with identifying information. At the Facility, the detainee will check the order for accuracy and quality and sign the invoice electronically via our proprietary Perfect Pass® software in our associate's presence. The detainee is then provided with a copy. Refund requests are then automatically managed through our software, streamlining the process and keeping everything recorded and reviewable. TurnKey Corrections order error rate is less than 0.5% so shortages are minimal. In cases where items are damaged or missing, detainees will be given full credit for those items by TurnKey Corrections staff. Indigent supplies, snack-packs, and care-packs can be delivered in the same manner as commissary orders. All of this will make for a smooth and efficient commissary system, keeping the detainees satisfied with transparent systems, and greatly reducing staff involvement.



Tim and Todd Westby

... AND UNMATCHED, CUSTOMER-FOCUSED PEOPLE.

Even with our state-of-the-art software and systems, at TurnKey Corrections, customer service is still king. We pride ourselves on going the extra mile for each and every one of our customers. Our sales staff will be in constant contact with you to ensure you are receiving what you bargained for. Our customer service staff is available 24/7/365 to answer questions and to keep any issues that arise moving forward. Our training staff will be with you at the beginning and then continue to provide training as needed, to ensure not only comfort in operating our system, but to ensure as your people change and/or our processes change, your facility will continue to enjoy a smooth interaction with TEAM and with TurnKey Corrections.



Headquarters site location in River Falls, WI groundbreaking in 2015.



Headquarters Aerial Photo.

Executive Summary

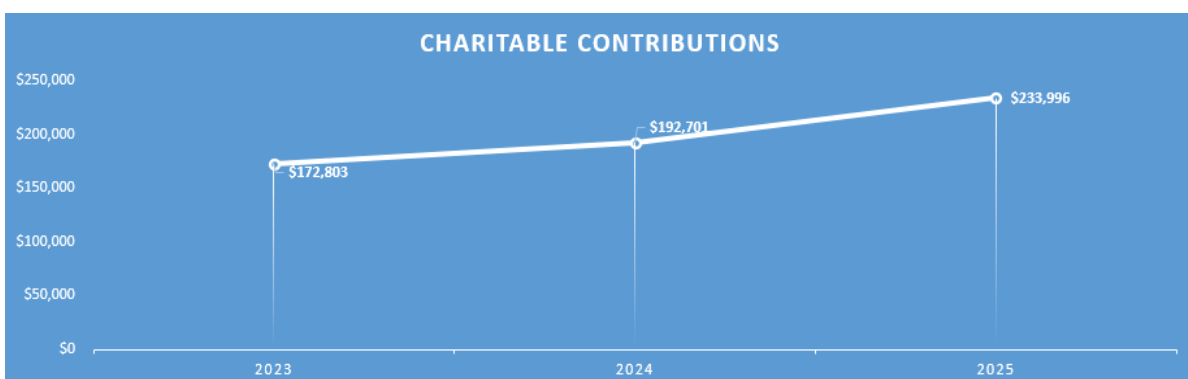
Our employees bring a combined 250 years of staff experience working in corrections environments to the County, meaning that our commitment to customer service is personal. We are not going to put our customers in a position we would not want to be in. And our customer focus is from the top down. If you have any questions or concerns, at any time, call our CEO, Dewey Wahlin. He is available at 651-261-7158 or at DeweyW@TWTeams.com. He insists our staff treat all of our customers as if they are our only customer, and he will treat you the same way if you feel the need to contact him.

WE TAKE THE WORD PARTNERSHIP SERIOUSLY.

TurnKey Corrections is designed and built to work with correctional facilities to help them better do their work. In order to help, we need to partner, to work side-by-side with our customers, to see the response of the detainees, to hear their feedback and to help the staff keep track of what is going on with each detainee's money. Over the years we have supplemented our system to add a state-of-the-art grievance system, that uses AI to better respond and better ensure monitoring of issues, and investigative tools that have allowed jails to find a prosecute people using the commissary system for, for instance, the laundering of money, or the communications system, for instance, for the intimidation of witnesses. All of these improvements have been the result of the jails we work with asking us questions as to what we can provide, and of us seeking to better serve them.

Add on to that our commitment to the communities served by the Sheriffs we partner with, donating time and money to youth ranches, outreach programs, and anti-recidivism educational services. By doing so we are trying to help the Sheriffs avoid increases to the population inside their walls, which in turn actually detrimentally impacts our bottom line. But we are partners to the Sheriffs and other law enforcement agencies we serve, and being a partner means to help, and to help means to make them more effective at their job which includes funding outreach programs. We don't see it as a detriment, but see it as service to the community, something our customers do every day.

Monetary contributions on behalf of TurnKey Corrections and its sister companies to County Sheriff preferred or run charitable institutions since 2023:



Relevant Staff Bios

Our proposed engagement team brings a deep understanding of the inmate commissary industry, exceptional client service history, and a proven track record managing accounts in correctional facilities of similar size and complexity.

Territory Sales Manager – Jason Lawrence

- Location: Butler, MO
- Years of Industry Experience: 10+ years
- Current Clients Managed: 28 county-level correctional facilities

After more than a decade serving in corrections, including as Jail Captain, Jason transitioned to the jail services industry with Turnkey Corrections. Jason's love for the career is evident in his dedication to client services. Jason's goal with his work is to continue supporting correctional facilities by leveraging his operational and administrative experience to implement efficient, effective, and profitable inmate service solutions. Jason is also a Missouri POST Certified Instructor.

Areas of Expertise:

- Correctional commissary systems implementation
- Account lifecycle management and client retention
- Operational logistics and demand forecasting
- Strategic product placement and upselling
- Budgeting, financial reporting, and inventory reconciliation



Regional Account Manager – Kim Shackles

- Location: Clinton, MO
- Years of Industry Experience: 10 years
- Current Clients Managed: 35 facilities

Kim is an experienced Account Manager with a strong background in client relations, technical support, team leadership, and operations management in both corrections technology and healthcare sectors. Kim specializes in troubleshooting, managing customer accounts, coordinating with cross-functional teams and providing on-site and remote support and training. Kim has extensive experience in commissary operations, logistics coordination, and client relationship management. Her expertise includes onboarding large county accounts and ensuring compliance with facility regulations. She serves as a liaison between the facility and all divisions within Turnkey.



Relevant Staff Bios

Kim Shackles (continued)

- Inmate commissary operations and logistics coordination
- Customer account management and issue resolution
- Cross-functional team coordination (IT, Sales, Operations, Finance, Customer Support)
- Technical support and troubleshooting for facility staff and systems
- On-site and remote staff training
- Client relationship development and retention
- Regulatory compliance and internal audit readiness
- Liaison support between correctional facilities and all divisions within TurnKey

Note: No sub-consultants are proposed for this contract. All services will be delivered by in-house personnel.

Communication Skills – Interaction with Staff and Participants

Both Kim Shackles and Jason Lawrence demonstrate exceptional communication skills and a client-first approach. Our team is trained to interact with correctional facility staff in a professional, responsive, and security-conscious manner. Jason is known for his proactive communication style, ensuring that client concerns are addressed quickly and thoroughly. He conducts regular check-ins (virtual or in-person) and remains available for urgent matters. Jason brings a unique level of empathy and clarity to his communication, stemming from his years in correctional leadership. His ability to speak the language of facility staff, combined with his consultative approach, builds trust and ensures solutions are tailored to each facility's operational goals. He is particularly effective in guiding staff through changes in service programs and technology deployments.

Kim maintains regular contact with facility staff and administrators, offering proactive support and responsive service. She is adept at translating complex system functions into simple, actionable training for staff, both remotely and on-site. Kim is skilled in ensuring concise instruction on procedures and software use. Kim is known for her clear, professional, and proactive communication style. She works closely with correctional facility staff to ensure all operational needs are met efficiently and with minimal disruption. Kim excels in both in-person and remote support, providing training, addressing concerns, and maintaining strong working relationships with facility personnel. Her ability to coordinate with multiple internal departments ensures seamless service delivery and rapid issue resolution, making her a trusted point of contact for our partners.

Customer References

TurnKey Corrections Partner References

Cass County Sheriff's Office
Contact: Shane Burgess, Sergeant
Phone: 816.380.8328
E-mail: shane.burgess@cassmosheriff.org
Commissary, communications and telecom since June 2017.

Dallas County Texas Community Supervision and Corrections Division
Contact: Director Robert Lizcano
Phone: 214-875-4873
E-mail: robert.lizcano@dallascounty.org
Commissary and Food Services provided since December 2024.

Titus County Sheriff's Office
Contact: Captain David Price
Phone: 903-575-8931
E-mail: dprice@co.titus.tx.us
Commissary, vending and communications services since December 2016.

Pitkin County Colorado Jail
Contact: Commander Dan Fellin
Phone: 970-920-5331
E-mail: dan.fellin@pitkinsheriff.com
Commissary and communication services since April 2019, Telecom since August 2024.

Riley County, KS Police Department
Contact: Captain Mark French
Phone: 785-473-2366
E-mail: mfrench@rileycountypolice.org
Commissary, communications and telecom services since February 2018.

We Know

MISSOURI U.S.A.

Below is a list of our Missouri partners, complete with contact information. Please feel free to call any of the County Staff listed below to ask about their experience with TurnKey Corrections. We are not offering such an extensive list of our customers to overwhelm you, but to provide you the opportunity to contact any one of our county partners, as we are confident they will provide straightforward, honest feedback, letting you know how working with TurnKey Corrections has been of benefit to their facilities, their respective staffs, and to their detainee populations.

Andrew County Sheriff's Office
400 East Main Street
Savannah, MO 64485
Shelly Gatewood - Jail Admin
816-324-3511
shelly.gatewood@andrewcountymo.gov

Audrain County Sheriff's Office
1100 Littleby RD
Mexico, MO 65265
Tim Tanner - Captain
573-975-4063
ttanner@audrainsheriff.org

SHOW ME STATE

Bates County Sheriff's Office
6 W Fort Scott St
Butler, MO 64730
Adam Thomas - Captain
(660) 679-5880
athomas@batescountysheriff.com

Buchanan County Sheriff's Office
501 Faraon St.
St. Joseph, MO 64501
Joe Lysaght - Lieutenant
816-236-8800
jtllysaght@co.buchanan.mo.us

Cass County Sheriff's Office
115 South Perry Street
Harrisonville, MO 64701
Shane Burgess - Sergeant
816-380-8328
shane.burgess@cassmosheriff.org

Henry County Sheriff's Office
200 N Main St
Clinton, MO 64735
Aaron Brown - Sheriff
660-885-7300
abrown@henrymosheriff.gov

Howard County Sheriff's Office
100 N Mulberry St
Fayette, MO 65248
Amy Larkin - Jail Admin
660-248-2477
jailadmin@howardcountysheriffmo.gov

Macon County Sheriff's Office
101 W Sheridan St
Macon, MO 63552
Elizabeth Richardson - Jail Administrator
660-385-2062
mcso599@outlook.com

SHOW ME STATE

Miller County Sheriff's Office
1999 HWY 52
Tuscumbia, MO 65082
David Hannon - Jail Administrator
573-369-2341
dhannon@millercountymo.gov

Pike County Sheriff's Office
1600 Business Hwy 54 W
Bowling Green, MO 63334
Stephen Korte, Sheriff
573-324-3202
stephen.korte@pikecountymo.org

Saline County Sheriff's Office
1915 W Arrow St.
Marshall, MO 65340
Scott Weseloh
660-886-5511
sweseloh7633@salinecountysheriff.com

Warren County Sheriff's Office
104 W. Booneslick Rd #A
Warrenton, MO 36683
Matt Schmutz - Jail Admin
636-456-4332
mschmutz@warrencomosheriff.gov

Webster County Sheriff's Office
101 S Crittenden St
Marshfield, MO 65706
Tina Davis - Jail Administrator
417-859-2247
tdavis@webstercountymo.gov

St. Ann City Jail
10405 Saint Charles Rock Road
Saint Ann, MO 63074
Jason West - Captain of Jail
314-427-8000
jwest@stanmo.org

SHOW ME STATE

Jackson County RFP Commissary Services

Product Overview



Point of Contact

Jason Lawrence
JasonL@TurnKeyCorrections.com
Office: 715-629-9178
Mobile: 660-679-1163

COMMISSARY: REDEFINED

More Control. Fewer Errors. A Better Experience for Everyone.

Commissary and vending are more than amenities—they are critical operational systems that impact staff workload, facility security, and inmate satisfaction. At TurnKey Corrections, these services are the foundation of our business and the area where we continue to innovate the most.

Our commissary and vending solutions are powered by proprietary software and refined processes designed to **reduce errors, eliminate missing items, and minimize staff involvement**. Every order, restriction, and transaction is managed within our single TEAM platform, giving facilities real-time visibility and control.

Built to Reduce Staff Burden

Orders are placed directly by inmates through kiosks or Hub® handheld devices—with zero staff involvement required. Staff maintain full authority to:

- Set spending limits by dollar amount or quantity
- Restrict or revoke access at any time
- Apply discipline rules with start and end dates
- Control visibility of products by individual or housing unit

This approach removes daily operational friction while maintaining clear oversight and accountability.



COMMISSARY: REIMAGINED

Smarter Inventory, Fewer Problems

Supply chain disruptions and out-of-stock items have become an industry-wide challenge. TurnKey Corrections addresses this head-on with **automated refund processing** built directly into the picking process. When an item is unavailable:

- The system automatically issues a refund
- The inmate is notified immediately
- Staff intervention is virtually eliminated
- Solution for on-site sales needs (from snackpacks to facility sales)

This reduces complaints, eliminates manual corrections, and keeps trust balances accurate. Want to know more? Ask us about our revolutionary in-house built picking software TOMS®!



**PERFECT
PASS**

We built or own proprietary software to connect the inmate to the order. Ask about "Perfect Pass".

Flexible Menus Designed for Real-World Needs

Facilities can create fully customized menus to support:

- Medical and dietary needs (diabetic, kosher, etc.)
- Indigent or restricted populations
- Facility-specific rules and policies

Inmates only see items they are approved to purchase, ensuring compliance while simplifying enforcement for staff.



The Results

A commissary system that:

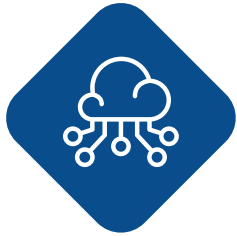
- Reduces staff workload
- Improves accuracy and accountability
- Enhances the inmate experience
- Adapts to your facility—not the other way around



Since moving to {TEAM software} our inmate accounting has been more streamlined. The TurnKey team are professional, wanting to help you."

*Cpt. Derek Woods
Jail Administrator
Riley County Police Department*

OUR SYSTEM WORKS FOR YOU!



WEB-BASED, ANYWHERE ACCESS

Our secure, web-based platform allows authorized staff to access TEAM from any device, anytime. Role-based permissions ensure users only see what they are approved to see, while detailed event logs track every login—including IP address, date, and time—for complete accountability.

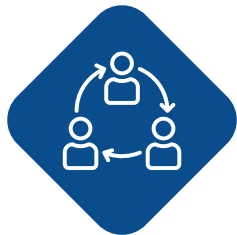


BUILT USING REAL JAIL TERMINOLOGY

TEAM is designed to speak your language. We intentionally use familiar jail terminology so your staff can work efficiently without retraining their mindset to fit unfamiliar software language.

WE'RE PUTTING THE AI IN JAIL™

Ai isn't a standalone add-on—it's integrated into how we help facilities reduce staff workload, improve oversight, and respond faster across communications and investigations. From message review and flagging to investigative summaries and transcription tools, TEAM helps your staff stay in control without adding complexity.



AUTOMATED ACCOUNT CLOSURE & REFUNDS

Account closures are guided step-by-step, automatically resolving commissary, on-site, and integrated phone accounts while returning funds to trust. Out-of-stock items are refunded automatically during picking—reducing staff involvement and eliminating manual corrections.



FACIAL RECOGNITION FOR PIN SECURITY

To eliminate PIN sharing and impersonation, facial recognition technology adds a powerful layer of identity verification. Staff, families, and investigators can confidently confirm they are interacting with the correct individual—every time.



CUSTOM MENUS & DISCIPLINE

Facilities can create menus for diabetic, kosher, indigent, keto, or restricted diets. Discipline controls allow staff to set start and end dates with notes—ensuring clarity, compliance, and transparency.



"The Users' Conference is about networking and communication. These conferences give the agencies a chance to talk and brainstorm with each other, and then convey their wishes directly to TKC developers. It's an excellent way to be a part of a company that has a vested interest in what it's customers think and want."

Corporal Damion Giles
Dakota County Sheriff's Office₁₈

Jackson County RFP Commissary Services

Implementation and Staffing Plan



Point of Contact

Jason Lawrence

JasonL@TurnKeyCorrections.com

Office: 715-629-9178

Mobile: 660-679-1163

Training & Installation

Tuesday. Tuesday is the day we start our training. Not Monday to start out the week, but Tuesday. Why Tuesday? Because we have done these trainings and implementation hundreds of times, and we know Mondays are your busiest day, so we start on Tuesday, when we know we will have a better chance of getting and keeping the attention of County and Facility staff.

It gets back to being your partner. We just want to make sure we're starting at a good time for your people, for when they come in and when they are ready to train. **We listen to the County.** We don't tell you the training will start at 10:00am; you tell us that the training will start at 6:00am, or at 2:00pm, on a Tuesday, or on a Thursday, whatever works best for you, because it's your training.

If your shift change is at 6:00am in the morning or is at 8:00pm at night, or both, we will work with your staff to make sure we can train as many people as possible, at that specific time which you tell us works best. And we continue that process between Tuesday and Friday, until, frankly, your team will be tired of us. That's because they will feel like they are comfortable with the system. And that's great, but because **WE HAVE DONE HUNDREDS OF THESE INSTALLATIONS AND TRAININGS**, we also know that over the weekend, your team might forget everything we trained them on, so we will send a team the next week to follow up with Facility staff. The follow-up is not at your request, but is planned and ready to go, so when that next week arrives, we are still in town and ready to train again.

The point of all of this is to make sure Facility staff is comfortable with TEAM. Yes, we have a 24/7 customer service team available that does a great job, and that Facility staff can always call. But the best way to solve an issue is to know our system, and the effort we put into training will best help Facility staff to know TEAM.

After we train, and for those issues that will inevitably come up, we will provide Facility staff with the ability to submit a ticket instantly. **We also have a tool called the Remote Support Portal, which is unique to TEAM.** If it is something the County feels comfortable with, it allows our Customer Service Team to literally get onto staff computers remotely to help them through the process. In addition, we have guided training videos available for staff to review detailing basically how to do every single feature within TEAM. If it's easier for Facility staff to watch a video, they can watch a video correlated with the feature they are dealing with. These videos are something we are very proud of, as we feel they are effective training tools. But as Facility staff watch our videos it also helps us know what our facilities are struggling with. If we keep seeing Facility staff watching a specific video, then we know we need to train better on that specific feature next time.

This training applies to the County Finance Team, as well. We want your Finance Team to feel very comfortable with our whole process when it comes to reconciling the books, or paying invoices, dealing with audits, or anything else along those lines. Sometimes training the Finance Team can take a month or many months, but we are your partner, so will work with your team. We just want

Training & Installation

to make sure everyone is trained well, and is comfortable with our system and with TEAM, regardless of their specific role. The better trained they are, the fewer issues that will arise, and that's a win-win.

It is also important to point out that there is a lot of work that leads up to our arrival on the Tuesday of your choice. We start this process about 6 to 8 weeks before we arrive. We want to make sure we have all the equipment right, that it is properly installed and properly functioning, that your people understand exactly how you want the system to work, and that we know who the users are that the Facility wants to have access and with which specific permissions. All of that is set up and ready to go before we arrive for training and the go-live of our system.

Starting early also gives us the opportunity to work on integrations, to make sure we have TEAM working with the Jail Management Software ("JMS") provider, with the phone provider, and with any other web links or other services that you offer to your detainee population. In order for the go-live to be smooth and hassle free, we need to start early, train until we are tired of each other, and then to continue to work with you as your needs and detainee population changes and evolves. We are here for all of it, we have done it successfully hundreds of times, and we look forward to showing you what training with a true partner can do for you.

INSTALLATION OVERVIEW

SIGNED CONTRACT 8+ WEEKS PRIOR TO INSTALL

Once the contract is executed, our teams are notified and the planning phase begins. An introductory meeting will be scheduled with the facility to confirm a target install date and outline the necessary steps to ensure a smooth transition.



INTRODUCTORY MEETING 8+ WEEKS PRIOR TO INSTALL

Our team will include a project manager, territory manager, and any other key stakeholders for this meeting. We will review the project timeline, schedule a walkthrough, discuss required documentation, and address any initial questions. A training schedule will also be requested to ensure staff have access to appropriate training.



FACILITY WALKTHROUGH 6-8 WEEKS PRIOR TO INSTALL

An installation specialist or territory manager will be onsite to conduct a walkthrough of the facility. This walkthrough will determine the required infrastructure, hardware, network equipment, and any additional tools. We request that facility maintenance personnel be present to identify their responsibilities during this process as well.



EQUIPMENT ORDER 4-6 WEEKS PRIOR TO INSTALL

Once the walkthrough is complete, our team will place the order for all equipment required for the installation.



PRE-INSTALLATION MEETING 2-4 WEEKS PRIOR TO INSTALL

A final meeting will be held to confirm the installation and training schedule, address any remaining questions, and verify that system settings align with the facility's requested configuration. All required paperwork should be submitted at this time to ensure services are fully prepared for installation week.



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INSTALLATION WEEK

Our team will be onsite throughout the week to install and test the equipment, as well as to address any questions from staff or inmates. In addition, training sessions will be conducted during the week to ensure facility staff are fully trained on the software.

FOLLOW UP MEETING 1 WEEK POST INSTALL

A follow-up meeting will be held the week after installation to address any outstanding questions or concerns. During this meeting, we will provide any additional training needed and confirm that proper procedures are understood and being correctly implemented within the software at the facility.



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HAND OFF CONVERSATION 2-4 WEEKS POST INSTALL

We will review points of contact moving forward, discuss the status of any outstanding items, and address any questions the facility may have.

Implementation & Project Plan

TurnKey Corrections will provide a complete solution, including all software and hardware, to support commissary services, deposit equipment and trust accounting. The software is designed to be intuitive, secure, and scalable to meet the needs of the facility, ensuring smooth operations and high-quality service delivery. Additionally, we will work with current JMS and county IT to provide an integration with current systems, allowing for smooth data synchronization and efficient account management.

Our team remains fully available and dedicated to supporting Jackson County under the scope of work. We are committed to working collaboratively with the County to ensure a smooth and orderly transition. Our team will coordinate closely to support knowledge transfer, minimize disruptions, and uphold service continuity throughout the transition process. TurnKey Corrections is positioned to offer a smooth and immediate transition of services once notified of awarded bid. This staffing plan outlines a structured approach that allows for both continuity and adaptability, particularly in response to any updates in equipment, protocols, or service expectations under the new contract. This implementation plan can be adjusted to meet County needs.

Staffing Plan: From Notice to Proceed to Project Completion

Phase 1: Project Kickoff & Planning

Trigger: Notice of awarded bid.

- Introduction of key staff from both TurnKey and County to identify roles and assign tasks for project completion.
- Identify any challenges or preferences with service provisions.
- Layout a timeline of events reviewing availability of key staff. Scheduling a site visit and any procedures staff must follow when on-site.
- Share any documentation that needs to be completed.

Role	Responsibility
Project Manager - Kim Shackles	Serves as primary point of contact with County; oversees timeline, milestones, installation logistics.
Installation Coordinator - Sam Westby	Coordinates training plan and follow-up; reviews site needs with facility
IT Systems Engineer - Courtney Hawkins	Begins preparation for network integration, firewall/security needs.
Client Success Manager - Jason Lawrence	Initiates on-boarding plan and communication strategy with facility leadership

Phase 2: Site Preparation & System Configuration

Trigger: Site Assessment Completed

- Prepare all physical and digital environments to accommodate any changes systems per the contract.
- Configure software, tools, or infrastructure needed to support the contract requirements.
- Assign technical leads and support staff to oversee system readiness and logistics.

Role	Responsibility
Regional Service Technician - Ryan Preston	Visit facility to prepare for hardware installations.
Project Manager - Kim Shackles	Ensures all necessary documentation is completed and configuration is completed.
Commissary Operation Lead - Jimmy Jones	Prepares warehouse and order flow processes based on projected volume
Installation Coordinator - Sam Westby	Develops training materials for staff and facility personnel

Phase 3: Equipment Installation & Testing

Trigger: Hardware Delivered on Site

- Install any equipment required under the contract.
- Perform system integration and functionality testing to ensure operational readiness.
- Deploy technical staff to oversee installations and resolve any system-level issues.

Role	Responsibility
Regional Service Technician - Ryan Preston	Install equipment provided and ensure functionality of equipment integration.
Installation Coordinator - Sam Westby	Conducts software testing, ensures secure system integration
Project Manager - Kim Shackles	Coordinates go-live checklist, QA inspections, and real-time problem solving

Phase 4: Training & Go-Live

Trigger: Hardware and Software Fully Operational

- Conduct comprehensive training for all users, tailored to any equipment or process changes.
- Provide on-site support during Go-Live to ensure smooth adoption and to troubleshoot any immediate concerns.
- Ensure that all team members are certified and compliant with operational standards before full transition.

Role	Responsibility
Installation Coordinator - Sam Westby	Trains facility staff and support teams on system operations
Client Success Manager - Jason Lawrence	On-site support during go-live; manages daily feedback loop with Command Staff
Commissary Operation Lead - Jimmy Jones	Oversees first order cycle to ensure smooth fulfillment and delivery

Phase 5: Post-Implementation Support & Transition to Steady State

Trigger: Go-Live Successful

- Continue operational support and performance monitoring to ensure long-term stability.
- Offer a proactive training and support plan: a member of our team will visit the site monthly—or at an alternative interval preferred by County—solely for ongoing training and support.
- These visits will focus on reinforcing best practices, addressing user feedback, and supporting any new hires or evolving needs.
- At the end of the 6-month period, we will conduct a full review with the County to determine if additional ongoing training or support is desired as part of steady state operations.

Role	Responsibility
Client Success Manager - Jason Lawrence	Continues to serve as primary contact; ensures service consistency
Project Manager - Kim Shackles	Monitors systems for performance, and addresses any issues
Installation Coordinator - Sam Westby	Conducts final project review and formal hand-off to long-term support teams

Ongoing Support (Post-Completion)

After project completion, ongoing support is provided by the Client Services Team, Help Desk, IT Support, Operations Team, and Regional Team ensuring long-term success and rapid response to any service needs.

TurnKey Corrections WOULD LIKE TO PROVIDE THE FOLLOWING PROJECT PLAN:

Phase 1: Project Kickoff & Planning (Weeks 1–2)

Trigger: Receipt of NTP

Objective: Establish project foundation, confirm scope, and finalize implementation timeline

Task	Timeline	Personnel
Acknowledge Award & Schedule Kick-off	Phase 1	Project Manger, Client Success Manger
Conduct kick-off with County stakeholders	Phase 1	Full Implementation Team
Review new contract terms and scope changes	Phase 1	Project Manganer, Client Success Manager, Implementation Specialist
Evaluate and adjust staffing needs	Phase 1	Project Manager, Client Success Manager, Department Leads.
Develop detailed project schedule & communications plan	Phase 1	Project Manger, Client Success Manger

Phase 2: Site Preparation & System Configuration (Weeks 3–4)

Trigger: Completion of site assessment

Objective: Prepare environment and configure systems for deployment.

Task	Timeline	Personnel
Conduct site walk-through & verify installation logistics	Phase 2	Implementation Specialist, Field Service Technicians
Prepare physical infrastructure (e.g., power, network)	Phase 2	Field Service Technicians
Configure system hardware/software (e.g., kiosks, tablets)	Phase 2	IT Systems Engineer
Integrate with inmate management system	Phase 2	IT Systems Engineer
Prepare commissary operations for new flow	Phase 2	Commissary Operations Lead
Finalize training materials	Phase 2	Project Manager, Implementation Specialist

Phase 3: Equipment Installation & Testing (Weeks 5–6)

Trigger: Hardware delivered on-site

Objective: Install hardware and verify system functionality.

Task	Timeline	Personnel
Install kiosks & other necessary equipment, etc.	Phase 3	Field Service Technicians
Perform system and software testing	Phase 3	IT Systems Engineer
Resolve integration and connectivity issues	Phase 3	IT Systems Engineer
Execute QA checklist	Phase 3	Project Manager, Implementation Specialist

Phase 4: Training & Go-Live (Weeks 7–8)

Trigger: Systems fully operational

Objective: Ensure all staff are trained and confident in system use; launch full operations.

Task	Timeline	Personnel
Conduct on-site training for facility & vendor staff	Phase 4	Training Coordinator
Provide on-site go-live support	Phase 4	Client Success Manager, Support Team
Oversee first commissary order and delivery	Phase 4	Commissary Operations Lead
Monitor performance and troubleshoot issues	Phase 4	Project Manager, Support Team

Phase 5: Post-Implementation Support & Transition to Steady State (Weeks 9–12 & Ongoing for 6 Months)

Trigger: Go-Live Success

Objective: Ensure continued stability and provide proactive support.

Task	Timeline	Personnel
Monitor system health and performance	Phase 5	It Support Team
Maintain client support communication	Phase 5	Client Success Manager, Implementation Specialist
Conduct final implementation review	Phase 5	Project Manager, Client Success Manager, Implementation Specialist
Monthly training and support visits (or per County preference)	Phase 5	Client Success Manager, Training Coordinator, Implementation Specialist
Evaluating long-term support needs with County Administration	Phase 5	Project Manager, Client Success Manager, Training Coordinator, Implementation Specialist

1. IT System to Be Used

TurnKey will deploy a cloud-based, integrated platform that powers the agreed scope of inmate services. The system is built for high availability, security, and scalability, and includes:

- **Commissary Services:** Seamless ordering and fulfillment through tablets, kiosks, and traditional methods.
- **Trust Accounting:** A flexible system for tracking inmate transactions, automating deposits and fund releases, with customizable and pre-built reporting options.
- **One Solution JMS Integration:** Our system interfaces with One Solution to ensure real-time synchronization of booking, financial, and account data.
- **Secure Data Storage:** All services are backed by cloud-hosted infrastructure with encrypted data handling and storage.

2. System Requirements

To fully support the advanced technology and services TurnKey provides, the following infrastructure is recommended:

- **Reliable Internet Connectivity:** Required for cloud synchronization, call processing, and content streaming.
- **Dedicated Electrical and Network Ports:** For installation of kiosks and deposit stations.
- **Security and Access Controls:** Facility support for secure access to network segments, surveillance integration, and compliance with CJIS and HIPAA requirements.

3. Service and Support

TurnKey backs its technology and services with unmatched customer support:

- **24/7/365 Customer Service:** Staffed by a highly trained team ready to assist at any time.
- **Dedicated Software Developers:** Focused exclusively on our inmate communication and management platforms.
- **Regional and On-site Support:** Our VP of Sales, operations managers, and territory managers maintain close collaboration with the facility.
- **Ongoing Quality Control:** Routine testing of hardware, software, and service team performance to uphold system integrity and satisfaction.

4. Network Infrastructure and Security

Software inventory is managed similarly to our hardware, using Pulseway (remote management), FortiManager (firewall management), and Cylance (anti-virus) to detect and manage software across our networks. Additionally, to enhance security, standard users do not have administrative privileges on company assets. This restriction prevents unauthorized software installations and ensures that all software is reviewed and approved by the IT team.

We follow a robust security protocol to ensure the safety of our systems. We engage the services of Qualys, an independent third-party company, for conducting external vulnerability assessments quarterly. Additionally, we partner with InSight to regularly perform penetration tests to further strengthen our security measures. Graylog, Cloud Watch, and Cloud Trail (for infrastructure) are utilized for monitoring programs and for our developed incident management program. The results of these assessments and tests are consistently updated and aligned with our ongoing business operations.

We do have PCI compliance, additionally this year, the document has also been signed by a Qualified Security Assessor (QSA), which adds additional credibility.

For your reference:

- Last 3rd Party Vulnerability Scan: March 16th, 2026 (completed weekly)
- Last 3rd Party Penetration Test: December 15th, 2025 (completed annually)
- Date PCI Compliance Document Submitted: December 21st, 2025 (completed annually)

Additionally, we maintain close collaboration with our sub-tier suppliers to ensure they follow industry best practices and comply with relevant security controls.

TEAM software implements a robust backup and redundancy strategy to ensure data security and minimize the risk of data loss due to catastrophic system failure.

Jackson County RFP
Commissary Services

Revenue Trends &
Enhance Operational Opportunities



Point of Contact

Jason Lawrence

JasonL@TurnKeyCorrections.com

Office: 715-629-9178

Mobile: 660-679-1163

Revenue Opportunities

Revenue Trends and Enhanced Operational Opportunities:

TurnKey Corrections offers a comprehensive suite of services designed to increase facility revenue and operational efficiency through scalable, integrated solutions that go beyond basic contractual obligations.

1. Increased Commissary Throughput with Flexible Delivery:

TurnKey Corrections suggests multiple weekly commissary deliveries on a mutually agreeable schedule. This service flexibility has proven effective in boosting overall order volume and average spend per inmate by reducing wait times and encouraging more frequent ordering. Higher throughput naturally translates to higher commission earnings for the County.

2. Decreased Demands on Staff:

- Centralized reporting and account management tools;
- Seamless onboarding and training of staff; and
- Reduced technical fragmentation and faster issue resolution

3. Technology that Drives Spending: My Connection Hub®:

Inmate access to My Connection Hub® handhelds significantly increases per-inmate spend across all categories—commissary, email/SMS, premium content. By removing physical bottlenecks such as shared kiosks and providing always-on access to services, this mobile-first experience enhances user engagement. Additionally, facilities adopting these devices have seen improved satisfaction and more consistent participation in revenue-generating services.

4. Premium Content:

My Connection Hub® is designed to enhance the accessibility and utilization of services by offenders. This state-of-the-art tablet offers a comprehensive suite of features, increasing Facility commissions through enhanced service offerings to inmates, including:

- Wireless Charging Station
- Communication:
 - SMS
 - Picture Mail
 - Email
- Entertainment:
 - Movies
 - Games
 - Music Streaming

Revenue Opportunities

- Education:
 - o Books
 - o Personal and Professional Development

By leveraging our full portfolio of services and solutions, Jackson County can drive additional revenue, reduce complexity, and deliver higher quality services to its inmate population—all while working with a single, integrated provider. If Jackson County determines that TurnKey Corrections is the successful bidder, and is interested in exploring further options, we will work collaboratively with Jackson County to identify mutually beneficial product offerings.

Jackson County RFP
Commissary Services

Direct Response to Requirements



Point of Contact

Jason Lawrence

JasonL@TurnKeyCorrections.com

Office: 715-629-9178

Mobile: 660-679-1163

3.1 Commissary

Merchandise:

There will be no existing inventory available for purchase from the incumbent contractor. The Successful Respondent will need to be prepared to provide required menu items to the County inmates on the first delivery following effective date of Contract/Agreement.

TurnKey Corrections agrees and will comply.

TurnKey Corrections currently maintains a state of the art 20,000+ sq. ft. warehouse facility in Kansas City, MO. TurnKey Corrections maintains an inventory of more than 700+ items available to our commissary clients. Our warehouses work through a 21-day inventory cycle, allowing us to keep on-hand the product necessary to significantly reduce the opportunity for shortages, yet still turn enough product to ensure quality and freshness. TurnKey Corrections will present our menu of available items to the County and allow it to choose which items it wants to introduce into the Facility. If the County has additional, specific items it wants Turnkey Corrections to carry, as it has found that its detainee population likes to order certain items, we will work with the County to make those specialty items available. Suffice to say we are flexible and want to help the County keep and maintain order within the Facility all the while providing the detainees as much variety as possible.

In no instance will any item be made available to the detainees unless it is approved by the County. TurnKey Corrections is constantly sourcing new products to improve and enhance the detainee experience. But none of those items will be offered into the Facility without the County first reviewing the items and approving them for sale. We will work with the County to ensure it maintains its Facility in the manner it desires, knowing that a variety of options for the detainees can be helpful, but also knowing that the County knows best what will work within the walls of its Facility.

All male and female inmates who are not on restriction will have access to the following commissary items, including, but not limited to: hygiene products, writing materials, candies, food items and limited clothing items.

TurnKey Corrections complies.

As stated earlier, we have a wide variety of items available at our warehouse, for both male and female detainees, including hygiene products, writing materials, candy, food and clothing items. In addition, TEAM software allows for staff to place restrictions and limits on commissary purchase by item, spend limit on both inside and outside sales, inmate, dietary/religious, housing, age, and full facility levels. Restrictions and limits are easily set and adjusted by Facility staff.

Commissary items cannot be added, deleted, or changed without prior written authorization from the County's Contract Administrator.

TurnKey Corrections agrees and will comply.

As stated earlier, nothing will be offered for sale or removed from the menu of available items without the approval of the Facility, and TurnKey Corrections welcomes the County's input and edits as necessary to its commissary menu items.

Requests for price increases or changes must be submitted to the County's Contract Administrator with supporting invoices or documentation by the 20th of the month for review and approval prior to any changes. With approval, changes may then occur on the first day of the next month.

TurnKey Corrections agrees and will comply. We have no issue with offering the County and its detainee population static pricing. TurnKey Corrections, however, also wants to offer an alternative to the County: market pricing. As a leading technology company, we offer a pricing model which allows inmates to see pricing fluctuate, whether it increases or decreases, just as occurs in the outside market. In our experience, substantial, random price hikes in an effort to make up for lost revenue or to cover an anticipated inflationary increase is proven to cause significantly more discord within a facility than gradual, individual price adjustment evolving over time. The model is simple and easy to explain as prices fluctuate at the local convenience store due to market conditions, our prices, too, will vary. These are not great swings, but just the incremental changes, both up and down, that most consumers are used to.

Due to the County's concern about maintaining a stable environment within the Facility, we also should note that we have had no issues with the inmate population at any of the facilities where we offer market pricing. It simply is not an issue. To be fully transparent, we do have instances where an inmate will question the pricing of an item, and we are happy to provide the support necessary to justify our price, but such pricing has never led to an increase in hostility within one of our customer facilities.

And this is an important point: if the County is open to a more traditional market-based pricing model, TurnKey Corrections can significantly increase the commission offered to the County. Accurately forecasting the cost of food, apparel, and other commissary items three years into the future is increasingly difficult in today's inflationary environment and ongoing supply-chain disruptions. A market pricing approach allows us to maintain consistent margins without relying on long-term cost assumptions. This increased predictability strengthens our financial position and, in turn, enables us to provide the County with a more substantial and reliable return on detainee commissary purchases.

Correct and current pricing must be clearly shown on the scan sheets or the master menu utilized by inmates. Inmates will also be informed verbally and/or written means

of communication pending price increases. All products offered for sale must be approved by the Contract Administrator.

TurnKey Corrections agrees and will comply.

As discussed earlier, TurnKey Corrections will not sell or remove any item available to the detainee population without the input of Facility staff. Also as discussed earlier, we conduct regular and regional product pricing studies on our top selling items. We visit comparable retail environments and compare pricing. We are committed to providing top quality items on our menu at prices that are on par with average regional pricing. Our organization is committed to maintain fair pricing, aligned with regional standards, through strategic planning and dedicated personnel.

Our product cost is determined simply by taking the cost of the goods and adding the margin necessary to cover facility commission, overhead, labor costs, delivery cost, etc. There is no secret sauce here. Our prices are in line with our competitors, as is the breadth of our menu. It will always be our customer service that sets us apart, and with our warehouse just six (6) miles from your Facility, you can be assured of our responsiveness and customer care.

Finally, please do follow up with our references. They will be the best source for you to confirm our commitment to and the level of customer service support you can expect to enjoy.

The inmate will order commissary from the kiosks, and the Successful Respondent will provide back-up paper orders to Jackson County Sheriff's Office, Dentition Center to the Assistant Shift Administrators (Shift Commander or LT) office.

TurnKey Corrections agrees and will comply. Detainees will order commissary items using kiosks and tablets, which display all available items with current pricing and applicable sales tax. The system is designed to operate independently, minimizing the need for Facility staff intervention. Orders are packed at our warehouse, just minutes from the Facility, divided by housing areas, and can be shipped weekly to the Facility. Merchandise is packed in clear plastic bags with tamper-resistant seals. A two-part invoice is included with each order. Detainees check the order for accuracy and quality and sign the invoice in staff presence, receiving a copy. Any shortages or damages are noted on both copies, and detainees receive full credit for missing or damaged items.

Commissary staff deliver orders directly to detainees in the housing units and are responsible for entering credits for missing or damaged products, maintaining on-site equipment, and answering detainee complaints. Indigent supplies, snack-packs, and care-packs are delivered in the same manner as commissary orders. Appropriate Facility staff have access to all necessary information to maintain oversight and address commissary issues and concerns.

The Successful Respondent shall list pricing on the Order Form or on a Master Menu; pricing shall be kept current.

TurnKey Corrections agrees and will comply. As stated earlier, we will supply the Facility with our complete menu and include all pricing. Facility staff will choose which items to make available to detainees, and pricing will remain transparent in all instances. The items made available and at what price is a big part of our partnership with the County. The more transparent we are with the detainees, the more they will order, and the more they order, the more satisfied they will be with our system, allowing us to team with the County to provide a more satisfied and stable detainee population and environment.

The Successful Respondent shall abide by the order of the Jackson County Sheriff's Office, Detention Center Security Staff including but not limited to the adherence of the rules and procedures of the Detention Center.

As requested, TurnKey Corrections will employ adequate onsite staff to distribute commissary orders. All on-site staff at the Jackson County Sheriff's Office Detention Center will be employed directly by TurnKey Corrections. We do not utilize temporary employees or subcontractors at any of our facilities. In addition to distributing commissary orders, TurnKey Corrections staff will be responsible for entering any credits for missing or damaged product, maintaining on-site equipment, and answering inmate complaints, as well as any additional commissary functions as determined by Facility staff. Appropriate Facility staff will have access to any information needed to establish checks and balances, and to be kept aware of any commissary issues within the Facility.

All appropriate personnel and procedures will be established by the Facility and strictly adhered to by TurnKey Corrections staff. All training required by the Facility and testing of our staff to ensure compliance with County standards, will be conducted and completed with the full attention of TurnKey Corrections and its staff. Again, we are your partner, and we understand the high level of security needed to run a safe and efficient jail. We will work with you and meet all of your training requirements in order to help you keep and maintain the environment you desire within your Facility.

If possible, the Successful Respondent will provide for sale a "tennis" type shoe with Velcro straps. No shoes with shoelaces will be sold at the Detention Facility.

Turnkey Corrections agrees and will comply. Prior to our "go-live" date, we will provide a number of tennis shoe options to the Facility for it to choose from, and then will make the selected shoe available for order by the detainees. Just another example of our willingness to work with the Facility, of our partnering with the Facility, to ensure the best outcomes for all involved.

The Successful Respondent shall provide free writing materials (free pack) once a week, when ordered by indigent inmates. The pack shall include four (4) pre-stamped post cards or two (s) pre-stamped envelopes as requested, and one (1) golf type pencil. The current count on indigent packs is approximately 200 per week.

TurnKey Corrections agrees and will comply. We have many options available for indigent detainees, and supplying them with writing materials, or such other items as the County requires, will not be an issue. We have never had any complaints from any of our facility partners regarding our services and products made available to the indigent populations at those facilities. We will do everything in our power to continue that successful trend with the County.

The Successful Respondent shall package products in clear, see-through packaging.

TurnKey Corrections agrees and will comply.

Merchandise is packed in a clear plastic bag and sealed with a tamper resistant seal. Orders are separated by housing unit and boxed for efficiency of delivery. TurnKey Corrections uses Merchandise packing methodology that is designed to maximize quality and minimize potential damage as a result of shipping.

The Successful Respondent shall afford the inmates the opportunity to order from the Commissary Services once a week, unless a commissary delivery date falls on a County Holiday. (See Attachment: C County Holidays) Next delivery day is required. Preferred delivery days are Tuesday and Friday.

TurnKey Corrections agrees and will comply. Commissary orders will be delivered on the schedule and at the pace as determined by Facility staff. Our decades of experience have shown us, however, that allowing the detainees to order commissary more than once per week can increase detainee well being and add to Facility revenue. Our data shows that the Facility will see at least a 20% increase in commissary sales if it allows for delivery twice per week, rather than once per week. Importantly, since our warehouse is only 6 miles away from the Facility, should the Facility so choose, more frequent deliveries of commissary is welcomed and readily available.

The Successful Respondent shall make "penny items" available to inmates and sold at the following prices: 1 each - \$0.01; 2 each - \$0.02 and so on. This price is not subject to change by the Successful Respondent. The sale of penny items allows inmates the opportunity to spend all of the money in their account to reach an indigent status. For

commissary purposes, an inmate is considered indigent when he/she has a \$0.00 balance for seven (7) days or has just entered the Detention Center and has no money.

TurnKey Corrections agrees and will comply. We will work with Facility staff to determine which items on our vast menu to list as "penny items" so that those inmates with limited funds can meet the requirements of and otherwise qualify for indigent status.

The Successful Respondent will provide stamps and pre-stamped envelopes that will be sold at face value without mark-up.

TurnKey Corrections agrees and will comply. Stamps and pre-stamped envelopes are never marked up at TurnKey Corrections.

The Jackson County Sheriff's Office, Detention Center reserves the right to provide input in product selection and reserves the right to reject products if the product poses health or security hazards including, but not limited to packaging type, flammability and excessive alcohol content.

TurnKey Corrections complies. We will work with Facility staff to review menu options and to list only those items for sale that are approved by Facility staff. Please be assured that we will never introduce an item into the Facility without your approval.

The Successful Respondent will provide examples/samples of all new products to be reviewed by the Contract Administrator prior to approval and sale. Sample items may be destroyed rather than returned as they are vigorously checked out for possible breakage and subsequent use in the manufacture or weaponry. Hard plastic items or containers are not generally acceptable.

TurnKey Corrections agrees and will comply. As discussed earlier, Turnkey Corrections is constantly looking for new and alternative products to offer in the secured facility environment, and as we discover those new potential offerings, we will seek out and obtain Facility review and approval before listing those items for sale to Facility detainees. Further, TurnKey Corrections will never introduce a product into any facility that can be used inappropriately, but in any case, will deliver to the County for review the complete product, packaging and all, so that the County and its Facility staff can thoroughly review the item before it is introduced into the secured population.

Suggestions for new items may come from the inmate population, the Successful Respondent and the Detention Center staff.

TurnKey Corrections agrees and will comply. Many items we now have available on our vast menu were originally suggested to us by detainees or other facility staff. We look to our customers for inspiration and for feedback, and then implement those suggestions where and when appropriate.

The JCSO-Detention Center shall reject for sale: cigarettes, chewing tobacco, chewing gum, pens and colored pens/pencils.

TurnKey Corrections agrees and will comply.

Products offered for sale will be a quality grade and when possible, a nationally recognized brand name from a nationally recognized manufacturer.

TurnKey Corrections is proud to provide options for national name brand products as well as other lesser-known brands and private-label options to allow your detainee population to choose from products with multiple price points for.

The Successful Respondent can be required to withdraw an item if it is not favorably accepted by the general inmate population or the County's Health Authority.

TurnKey Corrections complies.

We currently have over 700 items available for purchase at our warehouses, and have worked well with the staff of our current facilities to create and ensure a product mix appropriate for each facility and its detainee population. No item will be offered for sale through TEAM to the detainee population which has not been fully vetted by your County staff, and we are happy to remove any item which the detainee population does not favorably accept.

3.1.2 Procedure

Orders will be placed electronically from the Kiosks and accounts fund information will be completed by the Successful Respondent's staff.

TurnKey Corrections complies.

As discussed earlier, TEAM is a cloud-based system, allowing for easy ordering and order tracking. Facility detainees will order commissary items using kiosks and tablets, which will display the detainee's current balance, and all available items with current pricing and applicable sales tax. Orders are packed at our offsite warehouse, which is just 15 minutes away from the Facility, then divided by housing areas, and delivered to the Facility. Appropriate Facility staff have access to all necessary information to maintain oversight and address all commissary issues and concerns.

The Successful Respondent shall respond for system or equipment repairs and/or service within four (4) hours for any accounting equipment or system malfunctions.

TurnKey Corrections agrees and will comply. Our support process includes immediate notification and initial response, with Facility staff able to report issues directly through our TEAM software, which features customer support contact options. Dedicated on-site staff regularly inspect and maintain installed equipment, allowing for rapid, local troubleshooting. Additionally, having our warehouse just minutes from the Facility will ensure a high level of customer response. In most cases, our response to minor issues is immediate, with onsite personnel capable of addressing problems within a few hours. Severe or prolonged outages trigger immediate escalation to our development and engineering teams, ensuring complex issues receive specialized attention. Our support hierarchy ensures rapid escalation and resolution, minimizing disruption to Facility operations and maintaining the highest levels of service.

The Successful Respondent's Service Center/Warehouse must be located close enough to the Greater Kansas City Metropolitan Area to ensure on time delivery of commissary items.

TurnKey Corrections agrees and complies. Our warehouse is just six miles away, just minutes from the Facility. We do not anticipate any issues with the delivery of items to the Facility, but will work with the Facility should any such issues arise, such as a delivery on a day of excessively inclement weather.

The Successful Respondent shall provide next day delivery after scanning. Commissary items will be delivered to the inmates one day per week. Current delivery day is Tuesday with deliveries taking place between 8:00 AM and Noon. The Detention Center will work with the Successful Respondent related to delivery schedules; however, all scheduling changes must be approved by the Contract Administrator.

TurnKey Corrections will comply. As discussed earlier, we are happy to meet the once-per-week delivery schedule requested by the Facility, but we are also excited to be able to offer more robust delivery schedules to help the Facility better meet the needs

of its detainee population while also potentially increasing revenue to the Facility. Please don't hesitate to ask us about delivery options if the County determines that a more frequent delivery schedule may be beneficial to it and its detainees.

The Successful Respondent's staff will identify inmates by using the facility inmate ID bracelet prior to passing commissary items to an inmate. After a positive ID, the inmate will be allowed to examine the contents of the commissary bag. If there are any shortages, a credit memo will be issued.

TurnKey Corrections agrees and will comply. TEAM can use any number of tools to ensure accurate delivery, up to and including facial recognition. Once the detainee is accurately identified, commissary staff will deliver orders directly to detainees in the housing units. Each detainee should check the order for accuracy and quality and sign the invoice in our associate's presence. The detainee is provided a copy. Any shortages and damages will be noted on both copies. Our order error rate is less than 0.5%, shortages are minimal and watched with care. In cases where items are damaged, or missing detainees will be given full credit for those items. Appropriate Facility staff will have access to any information needed to establish checks and balances within our system and to be kept aware of any commissary issues within the Facility. Appropriate personnel and procedures will be established by the Facility and strictly adhered to by TurnKey Corrections staff.

All inmates must sign for their own commissary orders. When an inmate is not available in their housing unit, a second delivery attempt will be made prior to Successful Respondent's staff leaving the Detention Center.

TurnKey Corrections agrees and will comply. As discussed earlier, we will work with Facility staff to meet their requirements and to do all things necessary to get the right orders into the right hands.

The Successful Respondent will require its staff to submit written reports detailing any unacceptable inmate action/behavior occurring during the passing of commissary. Security staff on the floor will provide the Successful Respondent's staff with reports upon request.

TurnKey Corrections agrees and will comply.

The Successful Respondent's staff will only present commissary items that the receiving inmate ordered and paid for. No inmate is allowed to accept commissary for another

inmate. The Successful Respondent's staff will not pass any item from one inmate to another inmate or bring anything in or take anything out of the Detention Center for an inmate.

TurnKey Corrections agrees and will comply. As stated earlier, our delivery tools have many options, all in place to ensure that the commissary ordered is delivered to the detainee who ordered it. In addition, our staff will attend all trainings and meet all requirements of the County and of Facility staff, to ensure we do nothing to compromise the safety and security within the Facility.

The Successful Respondent's staff shall confine their activities to those areas designated to perform commissary services.

TurnKey Corrections will comply.

The Successful Respondent's staff will only be allowed to enter living units that are direct supervision areas manned by Direct Supervision Officers, and to inmates on lockdown status.

TurnKey Corrections will comply.

The Successful Respondent shall utilize a numbered credit memo system if commissary cannot be successfully passed to the inmate after two attempts or if the commissary as delivered fails to include an item(s).

TurnKey Corrections will comply.

The Successful Respondent shall submit an invoice after the end of each month for the total amount of sales (corrected for credits) to the designee in the Criminal Records Unit staff. A check will be issued in the proper amount and mailed to the Successful Respondent within fifteen (15) days.

TurnKey Corrections agrees and will comply. Our invoices will detail detainee activity so that the County can track the detainee spend and other services provided, and audit amounts due. Invoices can be paid by ACH, as well, to avoid issues with tracking checks through the mail.

Inmates on Disciplinary Status with commissary restrictions, or other commissary restrictions due to health-related needs will be tracked by the Successful Respondent. Restrictions may also exist related to housing in specific areas of the facility, e.g. psychiatric housing, and shall be tracked by the Successful Respondent.

TurnKey Corrections complies.

TEAM software allows for staff to place restrictions and limits on commissary purchases by item, spend limit on both inside and outside sales, detainee, dietary/religious, housing, age, and full Facility levels. Restrictions and limits are almost limitless, easily set and easily adjusted by Facility staff. Our thorough training will go over all of the restriction options, so that staff can be assured that the right detainee has the right restrictions assigned.

All commissary orders will be packaged and delivered to the inmate in a clear plastic bag. The bag is to be stapled shut with one copy of the order attached to or placed in the bag.

TurnKey Corrections agrees and will comply. As discussed earlier, detainee orders are packed in a clear plastic bag and sealed with a tamper resistant seal. TurnKey Corrections uses tools designed to maximize quality and minimize damage in the packing and shipping process.

The Detention Center shall establish a maximum spending limit per order. Currently the maximum spending limit per order is \$60.00.

TurnKey Corrections agrees and will comply. As discussed earlier, we are happy to comply with any and all rules as set forth by the Facility. TurnKey Corrections would, however, like to present options to the County so that it can understand how to maximize its detainee participation while keeping the required input from its staff to a minimum. If we are the Successful Respondent, we are happy to discuss alternatives, so that the County knows all of its options as we move forward together.

When Commissary delivery date falls on a County holiday, the Detention Center will coordinate the orders and delivery to occur before or after the holiday.

TurnKey Corrections agrees and will comply. We will diligently work with County staff prior to any foreseeable shipping issues, such as holidays or severe weather, and to adjust and communicate expectations for delivery. Any anticipated delays due to holidays and shipping closures will be communicated early with alternative plans. Detainees can be advised of any changes to ordering or delivery schedules using the TEAM Message of the Day feature.

3.2 Automated Accounting System

Successful Respondent will provide the County with an Automated Accounting System that shares with, and/or accepts data from the County's Inmate Management System and interfaces with the contracted Inmate Phone system.

Turnkey Corrections agrees and will comply. We have successfully integrated TEAM software with numerous jail management software ("JMS") systems and phone providers. We have no concern that our system will be able to integrate with the JMS and phone providers at the Facility. Suffice to say that we will do all things necessary to ensure that it is easy and seamless for detainees to use their funds for either communication or commissary, requiring little effort on their part, and, more importantly, very little to no Facility staff involvement.

The Successful Respondent's system will scan orders pulling funds directly from the inmate accounts and automatically deducting expenditures.

TEAM software delivers real-time information on transaction history and fund balances, supporting robust fraud deterrence and accurate crediting of funds. The commissary program is managed through TEAM, offering automated ordering via commissary link, kiosks, and tablets, with features for purchase limits, restrictions, and immediate updates. Funds are debited in real-time when orders are placed, and any remaining balance is automatically returned to the inmate upon release. As additional security, the County retains physical custody of the funds until the monthly invoicing process is completed.

The Successful Respondent's system will also be integrated with the contracted Inmate Phone System to provide direct calling for inmates, automatically deducting calling fees.

As discussed earlier, TurnKey Corrections agrees and will comply. We have successfully integrated TEAM with numerous phone and video visitation providers, and are confident we will be able to do the same at the Facility.

The Successful Respondent's system will allow for inmate restriction notification related to disciplinary, medical and some specific inmate housing units.

TurnKey Corrections complies.

As already discussed, TEAM software allows for staff to place restrictions and limits on commissary purchase by item, spend limit on both inside and outside sales, inmate, dietary/religious, housing, age, and full Facility levels. Restrictions and limits are easily set and adjusted by assigned staff as necessary.

The Successful Respondent's system will have output information provided to verify inmate account funds in a format required by the Bank of America.

TurnKey Corrections agrees and will comply.

We see no issue in providing information regarding detainee account activity in a format acceptable to the Bank of America. Our comprehensive inmate trust accounting system provides a secure and efficient solution for managing individual inmate accounts while meeting GAAP standards. This system facilitates seamless deposits, withdrawals, and transaction tracking, ensuring transparency and accountability. With detailed reporting and audit trails, our software supports the financial management needs of correctional facilities, promoting operational efficiency and compliance with regulatory standards.

The Successful Respondent will work with the County's Information Technology Department to upload existing account data into the new system; to upload necessary information from the County Inmate Management System; and to download necessary information from the accounting system to the County Inmate Management System and the Bank of America.

Upon implementation, the TEAM software will receive detainee information from the County Inmate Management System via an interface, ensuring all Facility detainee information is contained in a common In-house JMS. All financial transactions are managed in TEAM. TEAM software supports the automatic export of detainee information to other systems to facilitate web-based deposits and provides robust reporting features that allow all information to be updated in real-time and to be fully reviewable, including transaction history and fund balances. Additionally, TEAM software allows all trust account deposits to be placed into a County managed bank account, and enables manual reconciliation, if necessary, of the trust account linked to the software and the actual bank statement copy. Deposits made through integrated platforms such as InmateCanteen.com are processed in real-time and immediately reflected in the detainee's account within TEAM, ensuring timely access to funds and reducing administrative burden on Facility staff.

The Successful Respondent will also work with the contract Inmate Phone System vendor to ensure direct calling for inmates.

TurnKey Corrections understands and will comply.

Account data remains the property of Jackson County, Missouri Detention Center.

TurnKey Corrections agrees and acknowledges the same.

3.3 Kiosk System

The Successful Respondent will provide and be responsible for three Lobby Kiosks for use in the Visitation Lobby, and two Intake Kiosks for the deposit of funds from new Inmate and Arrestee admissions to the facilities.

TurnKey Corrections will comply.

TurnKey Corrections will, at no cost to the Facility, provide, maintain and replace, as needed, all kiosks and other equipment necessary for the effective and efficient operation of the commissary system.

The Lobby Kiosk will accommodate the public's deposit of money via cash or credit cards into the inmate account.

TurnKey Corrections complies.

TEAM Software offers multiple options for depositing to an detainee's account:

- 1. Lobby Kiosk capable of accepting cash and credit card deposits: \$3.00 cash deposit fee regardless of amount being deposited, credit card fees are \$8.95 or 10% whichever is greater;**
- 2. Booking kiosk capable of accepting cash, coin, and credit card deposits: no fee for cash and coin deposits, \$8.95 or 10% whichever is greater for credit card deposits;**
- 3. Online credit card deposits via our family and friends website team3.inmatecanteen.com: \$8.95 or 10% whichever is greater;**
- 4. Manual deposit entry at booking or at the lobby window into a detainee's account including, but not limited to checks, cash, and money orders: no deposit fee.**

The Intake Kiosk System will accommodate the booking process, alleviate handling cash, and diminish the use of paper checks at release, instead utilizing debit cards.

TurnKey Corrections agrees and will comply.

Our preferred release system allows for the detainee's funds to be returned to him/her via a release card (debit card), which is issued at the time of release. There is no charge to the County or the inmate for the issuance of the card. TurnKey Corrections uses the services of both major inmate release card providers, NUMI and RAPID, each of which has its own set of fees applicable to the use of their respective card. All fee data will be provided to the detainee upon release.

Images below depict the debit release process through TEAM.

CLOSE ACCOUNT

SELECT INMATE

No image uploaded

Inmate Name: [Text Field] Booking ID: [Text Field] Name: [Text Field] Date of Birth: [Text Field] Status: [Text Field] Address: [Text Field] Inmate Group Name: [Text Field]

Unit: [Text Field] Size: [Text Field] Mail: [Text Field] Number: [Text Field]

Phone No: [Text Field] Visa: [Text Field]

Home Messaging Self Account Self Charge Upload Documents

Deposit Withdraw Add Self Points Transfer Debit Card

Withdraw Funds?

Withdraw Type: Debit Card Withdrawal

Swipe or Enter Card Information

Card Number: [Text Field] Expiration Date: [Text Field]

Enter Amount: [Text Field]

Withdraw

CLOSE ACCOUNT

SELECT INMATE

No image uploaded

Inmate Name: [Text Field] Booking ID: [Text Field] Name: [Text Field] Date of Birth: [Text Field] Status: [Text Field] Address: [Text Field] Inmate Group Name: [Text Field]

Unit: [Text Field] Size: [Text Field] Mail: [Text Field] Number: [Text Field]

Phone No: [Text Field] Visa: [Text Field]

Home Messaging Self Account Self Charge Upload Documents

Deposit Withdraw Add Self Points Transfer Debit Card

Withdraw Funds?

Withdraw Type: Debit Card Withdrawal

Swipe or Enter Card Information

Card Number: [Text Field] Expiration Date: [Text Field]

Enter Amount: [Text Field]

Withdraw

TurnKey Corrections will also provide the option of writing a check out of TEAM at the time of release or at times designated by the County, including providing the check stock and check writer. Checks are generally required for certain types of situations (bonds, transfers to DOC or other facilities and etc.). The check writing system can be used to debit the trust fund for other charges against an individual detainee's account,

all at the Facility's direction. This is a secondary option for release, but it remains available to the County.

Kiosks will provide bonding options for inmates, family or friends utilizing cash, credit or debit cards, in addition to 24/7/365 (twenty-four hours per day/seven days per week/three hundred sixty-five days per year) internet and toll-free phone service for the same.

Turnkey Corrections agrees and will comply. Both our lobby kiosks and our TEAM online system are capable of processing bond deposits, utilizing cash, credit or debit cards. Such funds are made immediately available, and any fees are strictly limited to only those allowed by law.

Kiosks will be stand alone, internet web-based systems with security levels built into the system.

Turnkey Corrections agrees and complies. Our TEAM software is administered by a single, web-based administrative platform allowing for unlimited users, customizable security settings, and Role-Based Access Controls (RBAC). All users are given a unique username and password, and administration can dictate their level of functionality based on RBAC settings. We enforce a standard password policy, and if integrated with Azure Active Directory or a SAML provider, clients would adhere to and manage that policy. This ensures that the system is both security level-based and password protected. Because TEAM software is a scalable, cloud-based system, an unlimited number of authorized staff will be able access the software system from any secure, remote PC or laptop with Internet connectivity at any time. No matter the location of access, TEAM functions in the exact same capacity and access for authorized users. Authorized users will be able to view records, reports, monitor live conversations, search, retrieve, and play recorded calls from anywhere with an Internet connected device. Our user-friendly interface allows for jail staff to develop settings with or without vendor assistance.

Kiosk management and coordination, including the removal of cash and deposits, will be the responsibility of the Successful Respondent.

TurnKey Corrections agrees and will comply. We have worked with many counties on processes to safely and securely remove cash from the facilities, and we will make it happen for the County.

Kiosks will seamlessly interface with the County Inmate Management System and the Commissary Contractor Accounting System.

TurnKey Corrections agrees and will comply. TEAM has seamlessly interfaced with JMS and accounting systems across the Country. We ensure the provision of a comprehensive commissary order system to the County. This system includes functionalities for accurately identifying the detainee, determining the detainee's housing unit, verifying available funds, displaying the unit price of each product, and specifying the quantity to be ordered. TEAM's accounting processes are GAAP qualified, allowing our customers to readily and efficiently address audit and other outside review requests, passing with minimal Facility staff input. You will find TEAM to be user-friendly, secure, and efficient in facilitating seamless operations and maintaining the integrity of your accounting system.

All the Kiosk operations, hardware, software and technical assistance are the sole responsibility of the Successful Respondent.

TurnKey Corrections agrees and will comply. We are a vertically integrated company, meaning we create everything we bring to or onto the Facility, we develop it, we keep and maintain it, and we replace it as necessary. We take pride in our equipment and software, and we not only own all of it, we own up to bringing the County the best systems available in the industry.

Kiosk System Installation, configuration, interface and integration are the responsibility of the Successful Respondent.

TurnKey Corrections agrees and complies. We will work with the County to place our equipment in the areas where the detainees can best access them, but the County can be assured that all of what we install will fully integrate with existing systems and third-party providers.

The Kiosk System will provide 24/7/365 (twenty-four hours per day/seven days per week/three hundred sixty-five days per year) online, real-time access to transaction records, custom reporting capabilities and on-line accessibility to services.

TurnKey Corrections agrees and will comply.

TEAM reporting is available 24/7/365 via any Internet connected device. Jackson County Sheriff's Office Detention Center staff will be able to access and view real-time reporting data at any time necessary.

The Kiosk System will provide receipts at the time of payment both to the end user and the County.

TurnKey Corrections agrees and complies. A depositor's receipt can either be printed from the kiosk or emailed to the depositor. County access to the transaction and to the depositor's information will be within TEAM, allowing the Facility staff to quickly and easily review the complete transaction history of a depositor or of the detainee for which the deposit was made. No more paper to track unless Facility staff desire to have a paper trail for a particular party, then the system can make the individual transactions easily accessible for printing.

At the inmate's release, the Kiosk System will return the balance of his/her trust account by generating a pin-based debit card that can be used at any ATM, store or bank, world-wide.

TurnKey Corrections agrees and will comply.

As discussed earlier, TurnKey Corrections uses the services of both major inmate release card providers, NUMI and RAPID, whose debit cards can be used world-wide. There is no issue with the detainee having access to funds once released, as our providers are considered leaders in this industry.

The Successful Respondent will provide training to County personnel on their Kiosk System.

TurnKey Corrections complies.

- **TurnKey Corrections considers training to be the most essential part of a successful lasting partnership.**
- **Training will take place at the convenience of the County and when it works best for Facility staff. We usually start training on a Tuesday, because we know how busy Mondays can be for jails, and because we have done literally hundreds of these installations, integrations and trainings. We know that working with our County partners is the best way to have effective training, so all of our training is set up with that in mind.**
- **We train when the installation team arrives onsite before, during, and after go-live. Once the system is live, TurnKey Corrections will continue to provide remote training for a minimum of one (1) month and as needed or required thereafter.**
- **The installation team is available at any time to any Facility personnel for questions, troubleshooting, problem resolution, and to address other questions or concerns which may arise. Defects or deficiencies will be addressed and corrected immediately.**

- **We take customer support seriously and employ an in-house customer support team. We have additional levels of support added into our structure including online, phone, and virtual support services for any time you may need 24/7/365.**

The County will incur no costs for Lobby or Intake Kiosk System.

TurnKey Corrections agrees. There is no cost to the County for the installation and use of the kiosks installed by TurnKey Corrections at the Facility. As discussed earlier, all equipment is provided at no charge to the Facility, and we deliver, maintain, repair and replace any and all equipment we deliver at no expense to the County. Any fees charged are paid for by the system users, not the County.

3.4 Responsibilities of the Successful Respondent

The Successful Respondent shall provide all of its staff with tastefully tailored uniforms conforming with the JCSO-Detention Center's dress code.

TurnKey Corrections will provide employee uniforms and any other specialty clothing required. TurnKey Corrections associates will always wear clean, neat, and well-fitting clothing while on-site. TurnKey Corrections will provide shirts with our company logo displayed on the left upper front. Associates will be expected to always wear appropriate footwear.

The Successful Respondent will provide all necessary equipment to complete the Kiosk and Automated Accounting System, including, but not limited to: Kiosk(s), Scanner, Personal Computer, Printer, Server, Check Printer, Debit Card Printer and any other equipment. Cat 5 lines are in place to accommodate networking and internet needs.

TurnKey Corrections offers all necessary equipment to complete the install of the Kiosk and Automated Accounting System, including Lobby and Booking kiosks capable of accepting cash, coin, credit, and debit card deposits, check printers, receipt printers, booking computers, barcode scanners for release cards, bill acceptors, debit card printers, and network switches. The system is web-based, does not require local servers, and can connect to any printer on the network. All required hardware and equipment to operate the commissary and trust fund accounting processes are provided, and the County is welcome to add as many web-users as necessary. The equipment is maintained, repaired, and replaced as needed to ensure uninterrupted service.

The Successful Respondent will provide technical assistance on all equipment and software. Technical assistance will be available 24/7/365 (twenty-four hours per

day/seven days per week/three hundred sixty-five days per year). Response time for assistance will not be more than four (4) hours.

TurnKey Corrections has read, understands, and will comply.

We provide comprehensive customer support services, ensuring availability 24 hours a day, 365 days a year. Our offerings include live domestic Customer Service Representative (CSR) support and Interactive Voice Response (IVR) systems, enabling constituents to efficiently set up accounts, make payments, access account information, and resolve any issues they may encounter. Our dedication to service excellence is reflected in our continuous efforts to enhance user experience and satisfaction. As an example, two years ago, we first implemented our chatbot to the InmateCanteen.com website and are proud of our continued 97.5% resolution rate, without the need for human intervention.

TurnKey Corrections will also make its people available to the County as the County sees fit. Our warehouse is just a few miles away, meaning that customer service, technical support and management staff are all available within minutes. If there is one thing that differentiates TurnKey Corrections from its competitors, it is customer service. Please feel free to contact any of our references and ask them about the quality of our customer service. We take great pride in it and look forward to the opportunity to show Jackson County what true customer service looks and feels like.

The Successful Respondent will respond to inmate complaints both verbally and in writing as necessary.

TurnKey Corrections agrees and will comply.

Shortages and mispicks are handled quickly and are minimal by providing a live inventory connected to TEAM software. This significantly reduces the chance than a detainee will place an order for an item that we are unable to fulfill. Our dedicated procurement team work diligently to manage our inventory as efficiently and effectively as possible to keep shortages and mispicks to an absolute minimum. Below is our plan for Detainee Complaint Resolution.

Inmate Complaint Resolution Plan

TurnKey Corrections is committed to delivering exceptional service and ensuring detainee satisfaction through timely and professional resolution of concerns. Our onsite staff play a critical role in addressing detainee complaints efficiently and respectfully. The following outlines our structured approach:

1. Designated Point of Contact

The County will have a designated TurnKey Corrections representative on-site responsible for receiving and managing detainee complaints. This individual serves as the primary liaison between the detainees, Facility staff, and TurnKey Corrections

support team.

2. Clear Reporting Process

Detainees may submit complaints through established Facility channels, such as written grievance forms, electronic requests, or direct communication during scheduled commissary or kiosk maintenance rounds. Facility staff may also report detainee concerns on their behalf.

3. Documentation and Tracking

All complaints are logged by the TurnKey Corrections representative, including the detainee's name, housing unit, nature of the complaint, the date received, and the date detainee read the response. Each issue is tracked from initial report to resolution in our internal system to ensure timely follow-up and accountability.

4. Timely Investigation and Response

Complaints are reviewed within 24 hours of receipt. Our staff will investigate each issue by reviewing order history, verifying item availability, checking delivery logs, or troubleshooting system concerns as needed.

5. Resolution and Communication

Once the issue is resolved, the detainee is notified either in writing or through Facility-approved channels. If the complaint requires a replacement item or refund, the resolution will be coordinated promptly with Facility approval. All notifications can be done electronically, if preferred.

6. Escalation Process

If a complaint cannot be resolved at the onsite level or involves a complex issue, it is escalated to TurnKey Corrections Operations Manager or customer care team for further review and resolution.

The Successful Respondent will respond to formal inmate grievance per Jackson County Detention Center Policy and Procedure as necessary.

TurnKey Corrections agrees and will comply. The County's current forms, requests, and grievances can all be made part of the TEAM software system. This is an opportunity to refine the list of requests for those that are currently used by the Facility. All forms, requests, and grievances can be submitted securely from the Hub device or the existing kiosks already in the building.

- All requests, forms, or grievances can be viewed only by those staff with assigned permission as determined by Jail Administration.
- Each form, grievance, or request can be printed if necessary.
- History is easily visible, allowing for recognition of previous staff response or action taken.
- Grievances can be assigned for timely resolution with built in default time periods for action to be taken.

Below: Grievance Report, Search by date, time, inmate, can include closed grievances as well.

GRIEVANCES

03/01/2024 03/21/2024 This Month

00 : 00 23 : 59

Include closed grievances

ID	Date	Inmate	Blame	Response Limit	Response Limit (Red)	Close Date	Closed By
2341397	Mar 1, 2024, 15:21	341451 - RACHAEL LOUL...		24	0	Mar 1, 2024, 16:11	Inmate

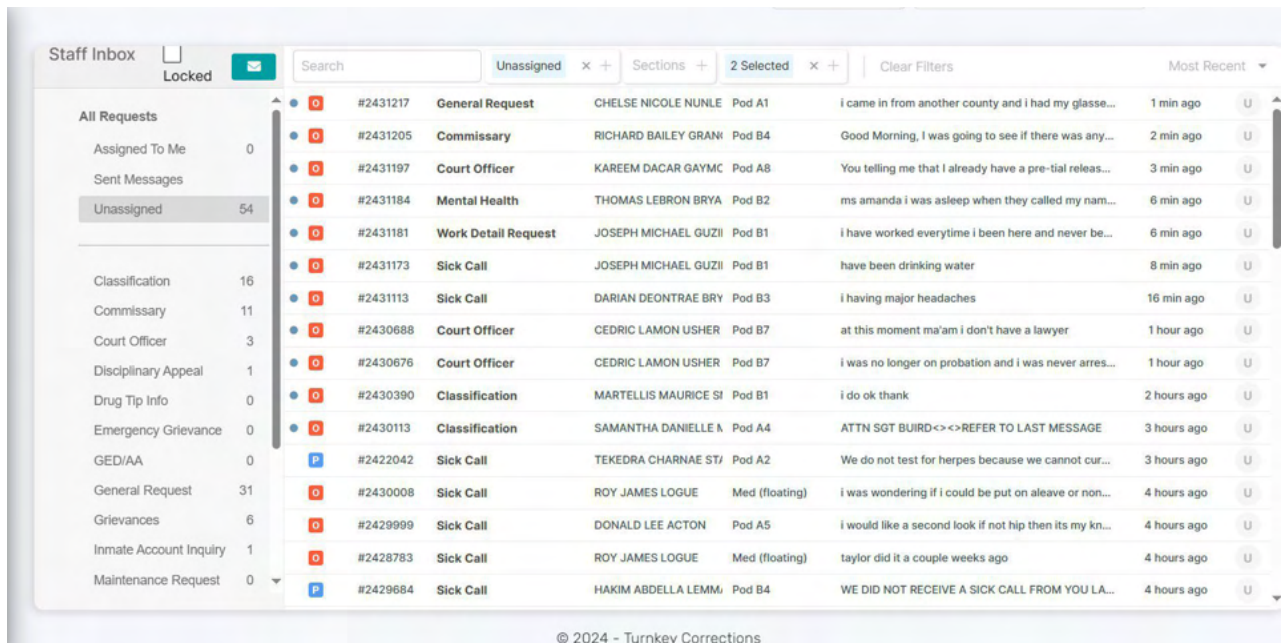
Assignment History

Date	User

Message History

Date	Message	
3/1/24, 3:21 PM	can we please have the tv back on its been off all da y, this isn't a4 we should n't have to keep being pu nished, the ones of us that are behaving and acting ri ght... put yalls truble make rsback in a1 or a4....	341451 RACHAEL LOUISE WINTERS
3/1/24, 3:39 PM	This is not a grievance. Su bmit a general request.	David Perry

Below: Staff Inbox, See all requests, grievances, and forms in one place. Assign specific staff members to specific requests. Set time stamps for urgency. All viewable by Facility assigned permission groups.



The Successful Respondent shall remove all commissary trash from the Detention Center Facility premises at the end of each business day. The on-site cardboard baler may be utilized to bale and recycle cardboard boxes.

TurnKey Corrections agrees and will comply.

The Successful Respondent must observe the policies and procedures of the JCSO-Detention Center at all times. Upon request, a copy of the Policy Manual is available from the Contract Administrator.

TurnKey Corrections agrees and will comply. TurnKey Corrections will ensure all personnel conducting business or working at the Facility adhere to all facility rules and regulations. TurnKey Corrections will work with Facility staff to make ensure we, as a company and in turn our associates, understand the expectations of Facility leadership.

The Successful Respondent will provide the following staff:

At least three (3) trained commissary staff to pass commissary on delivery days.

TurnKey Corrections will employ adequate onsite staff to distribute commissary orders. If the County feels three staff people are required, we will staff accordingly. Based upon current knowledge of Jackson County Sheriff's Office Detention Center and our experience serving facilities of equal or larger size, however, we believe we would be

able to adequately service the needs of the detainees and Facility staff with one full-time Commissary Manager and additional part time staff as needed. Much of this is due to the sophistication of our systems, not only allowing minimal Facility staff intervention, but also allowing us to keep and maintain staffing at levels our competitors cannot match, all the while never compromising customer service.

In any case, we will work with the County to determine the appropriate staffing levels. The County can be assured that we will not understaff the Facility. We want to be partners with the County and want to ensure that the County and Facility staff are confident and comfortable in our staffing decisions.

All on-site staff at the Jackson County Sheriff's Office Detention Center will be employed directly by TurnKey Corrections. We do not utilize temporary or subcontracted employees at any of our facilities.

In addition to distributing commissary orders, TurnKey Corrections staff will be responsible for entering any credits for missing or damaged product, removing and logging money from the lobby and booking kiosks, maintaining on-site equipment, and answering inmate complaints, as well as any additional commissary functions as determined by Facility staff. Appropriate personnel and procedures will be established by the Facility and strictly adhered to by TurnKey Corrections staff.

One of the commissary staff will be designated as Supervisors, and will coordinate and supervise operations, communicate with Detention Center staff, respond to inmate complaints and grievances, review the accuracy of orders, and perform other supervisory tasks. The supervisor should be on call, should issues or concerns arise when he/she is not present at the facility.

TurnKey Corrections agrees and will comply. See above answer for staffing commitments, ideas and alternatives.

Financial Stability Statement:

TurnKey Corrections demonstrates strong financial stability, supported by consistent operational performance and prudent financial management. Our financial position enables us to reliably meet all contractual commitments while continuing to invest in system enhancements, staffing, and customer support.

TurnKey Corrections is able to provide fully audited financial statements for review upon request, but due to our desire for these to remain confidential we prefer to provide them outside of the RFP documentation. Please let us know if this content is desired, and we will provide a separate, confidential file with this information.

Jackson County RFP
Commissary Services

Summary of Offer



Point of Contact

Jason Lawrence

JasonL@TurnKeyCorrections.com

Office: 715-629-9178

Mobile: 660-679-1163

Summary of Offer

TurnKey Corrections is pleased to offer Jackson County, a successful partnership with a family-owned business that is known nationally, serving over 250 facilities throughout the United States. TurnKey Corrections and our family of brands offers:

Unparalleled Innovation: While our commissary delivery system may not seem that different from others of our competitors, it is vastly so, with innovative picking systems like TOMS®, our proprietary picking system, and detainee delivery systems through Perfect Pass®, our proprietary commissary delivery tool. Just the day-to-day ability of our Dev Team to continually customize TEAM to meet the needs of each and every one of our customers makes our commissary ordering, picking, transport and delivery systems are second-to-none. Among our many additional advantages:

- a. Our proprietary TEAM software integrates commissary, trust accounting, reporting, and communication into a single, secure platform—reducing staff workload and improving operational efficiency.
- b. Real-time analytics and customizable dashboards for actionable insights.
- c. Mobile-friendly interface for staff and detainee accessibility.
- d. Advanced security features including multi-factor authentication and encrypted data.
- e. Seamless integration with existing facility management systems.

Exceptional Customer Service: Our dedicated support team and on-site staff ensure responsive, hands-on service tailored to your facility's needs

Flexible Commissary Fulfillment: We offer a full menu of commissary products delivered at least weekly from our regional warehouse. Additional options include:

- a. Customizable product lists to meet facility-specific preferences and dietary requirements.
- b. On-line orders of snack-packs and care-packs by friends and family.

No Cost Equipment Provided: TurnKey Corrections will deliver all necessary equipment for effective commissary service. TurnKey Corrections also has the ability to put TEAM on other providers' devices, ensuring that your detainee population will have access to commissary ordering as necessary.

Zero IT Burden: Our system is fully web-based and requires no installation or maintenance on County servers or computers.

Summary of Offer

As to the specifics of our offer, we offer all required equipment fully installed and functional at no cost to Jackson County, and **47% commission on commissary sales** including on-line sales using a market price model. As detailed in our Response Materials, under this market price model, TurnKey Corrections may adjust pricing of commissary products upward or downward based on market conditions, fluctuations in supply chain costs, and other commercially reasonable factors.

- a. This system functions to mimic price fluctuations the same as convenience and retail stores.
- b. Upon written request by the County, TurnKey Corrections shall furnish reasonable justification for any price increase or decrease, including supporting data or analysis used in determining such adjustment.
- c. Offering a market pricing model allows the detainees to see pricing fluctuate whether they increase or decrease, just as those in the outside market see them.
- d. In our experience, substantial annual price hikes in an effort to make up for lost revenue or to cover wholesale market increases is proven to cause significantly more discord within a facility than gradual, individual price adjustment evolving over time.

We are hopeful the County has found our response helpful as to the specifics of its needs, and illuminating as to the options the County has for detainee services. TurnKey Corrections is committed to delivering Jackson County a seamless, secure, and scalable suite of services to its detainee population that enhances the experience for detainees and staff alike.



Lobby Kiosk Cash Box (53"x 22")

- Built in Camera.
- Ability to accept bills and Credit/ Debit cards
- Deposit funds for Trust accounts, Bonds and Communications accounts.
- Optional Receipt printer.
- Fast process speed accepts \$100 denominations and a capacity of 2,500 bills with fraud detection software.
- Heavy Duty Construction

Jackson County RFP
Commissary Services

Attachments



Point of Contact

Jason Lawrence

JasonL@TurnKeyCorrections.com

Office: 715.629.9178

Mobile: 660.679.1163



NATURAL DISASTER/EMERGENCY RESPONSE PLAN

Subject/Title: Natural Disaster/Emergency Response Plan

Effective Date: 12/1/21

Next Review Date: 01/2026

Prepared By: Derek Brenna, Eric Johnson

Approval: Ownership

This Policy applies to T.W. Vending, Inc., Kimble’s Food By Design, LLC., Skillet Kitchens, LLC., and all of their sister organizations hereinafter collectively referred to as “the Company.”

1.0 Purpose

- To establish a comprehensive, structured response to ensure commissary operations can continue or quickly resume in the event of facility lockdown, natural disaster, or other disruptive emergencies.

2.0 Scope

- This policy applies to all commissary operations and employees, covering product fulfillment, delivery communication, security, and recovery efforts during a disaster event.

3.0 Communication

- Contact all facilities to determine the extent of the disruption or communicate to the facilities the expected disruption.
- Communicate to all inmates there will be a delay or cancellation of their order utilizing TEAM software.
- Provide timely updates on delivery status, expected delays, and product availability.

4.0 Inventory Management

- Maintain an emergency inventory buffer with at least a two-week supply of high-demand essential items (e.g., hygiene products, non-perishable food, over-the-counter medications).
- Rotate stock to prevent spoilage and expiration.
- Monitor inventory levels remotely where feasible and prioritize reordering during crisis escalation.

5.0 Alternative Delivery Methods

- Identify backup delivery methods and transport providers (e.g., alternate roads, regional warehouses).
- Develop facility-specific drop-point procedures if internal access is restricted.

6.0 Staff Training and Role Assignment

- Train commissary and logistics staff annually on disaster protocols, including emergency roles and chain of command.
- Include cross-training for critical functions to ensure continuity with limited staffing.

7.0 Contingency Plans

- Create facility-specific contingency plans, including:
 - o Temporary suspension or limitation of non-essential items.
 - o Emergency fulfillment of hygiene, food, and medical supplies only.

8.0 Access to Inmate Funds

- Maintain redundant systems to ensure continued inmate access to accounts for commissary purchases.
- If access to TEAM is restricted or unavailable, utilize paper ordering sheets to receive and process orders.

9.0 Item Restriction and Prioritization

- Temporarily suspend sales of any non-essential or potentially dangerous items during emergencies.
- Prioritize product distribution based on essential needs (medical, food, hygiene) in coordination with facility command.



T.W. VENDING, INC. SYSTEMS DISASTER RECOVERY PLAN

Subject/Title: T.W. Vending, Inc. Systems Disaster Recovery Plan

Effective Date: 2/1/2018

Next Review Date: 10/2025

Prepared By: Eric Bloms, Eric Johnson

Approval: Ownership

This policy applies to T. W. Vending, Inc. and all of its affiliates, hereinafter collectively referred to as “the Company.”

1.0 Purpose

This document has been developed to minimize disruption to Company systems software services in times of crisis. It lays out what the business should do if normal business activities cannot be continued due to a disabling event such as loss of technology, the building, or a large proportion of staff.

The business continuity plan:

- Identifies backup and redundant data strategies;
- Realistically formalizes the actions necessary;
- Minimizes the downtime for the business;
- Identifies business priorities so that if services are limited, they can be allocated; and
- Identifies who is responsible for implementing this plan.

2.0 Backup and Redundant Data Strategies

Our software code base is stored and regularly updated on an encrypted cloud platform, with redundancy and high availability. The primary data storage for the Company is located at an offsite data center. This primary storage is replicated across multiple data centers located in various major U.S. cities to provide real time redundancy. In the event of storage failure, the storage engine will automatically choose a new primary location based on the availability of the redundant backups.

- If the database becomes corrupted, a nightly backup can be restored with a maximum of 24 hours of data loss occurring.

Storage snapshots are also taken on a scheduled interval that will not exceed 35 days. These snapshots provide a guaranteed fallback point in extreme cases of technology loss. Like primary storage,

snapshots are also backed up across data centers located in various major U.S. cities to increase data availability.

If the primary storage engine is compromised beyond repair, it may be necessary to relocate to a different data center outside of the environments where the backups exist. The Company uses virtualization which allows the primary storage engine to be rebuilt within a different environment in a matter of minutes. Minor DNS changes will direct traffic from affected areas to the new storage engine.

3.0 Application and High Availability Strategies

TEAM services are hosted on a secure, cloud hosted, and virtualized platform. To switch between hosting locations in case of an availability issue with the primary cloud location of the service is affected, TEAM applications and infrastructure are configured to instantly renew service without manual intervention. This is accomplished with a modern infrastructure and application design to maximize availability, reliability, and resiliency.

Service applications are written in house as stateless services. They do not hold any data or state to enable scalable infrastructure that can manage requests across a cluster of any number of virtual environments. It allows our system the ability to auto recover without restarting or losing data.

If for some reason that automated infrastructure fails. The source is kept in a pristine state on the main fork and can be hosted immediately in a containerized environment using one of many different methodologies. These include scalable cluster solutions like Kubernetes, or simple hosting on virtual machines that support the Linux operating system.

In the event of a major outage on the cloud hosting platform, we can immediately host a container on a different provider. This change can be made immediately effective with a simple DNS change, not requiring application or configuration updates to all client locations.

4.0 Non-Emergency Process

Non-emergency situations are defined as situations where customers are not risk of having their operations disrupted due to a company hosted service outage.

This may include, but is not limited to the following:

- Client hardware failure
- Minor software bugs
- Regional outages

For most circumstances, these types of situations will not cause service outages. These types of events will be handled on a case by case basis by key personnel within the Company. Depending on the type of situation, the customer base may be notified depending on the type of non-emergency event.

5.0 Database Emergency Recovery Process

The emergency recovery process will begin when the primary storage engine fails, is corrupted, or has network connectivity issues and does not roll over to an automatic cluster backup. At this point, employees will be alerted via our notification system and diagnose the issue. If intervention is required, we can begin to start backup services or restore a snapshot into the production environment. Key employees of the Company will receive a notification from the data center that this condition has occurred and will make an informed call to start the recovery process.

The steps to the recovery process are as follows:

1. Evaluate the extent of the damage and which customers have been affected.
2. Notify key teams within the Company to provide transparency within the Company.
3. Notify the customer base to provide transparency to those affected.
4. Evaluate why automatic rollover to backups failed. Can it be restarted/restored?
5. Evaluate whether storage snapshots can be used. Begin restoring primary engine.
6. Evaluate whether kiosk local storage can be used. Begin restoring primary engine.
7. Notify key teams within the Company that restoration has finished.
8. Notify customer base that restoration has finished.

6.0 Service Application Emergency Recovery Process

The applications running as available services can be restored if the automated scalable architecture does not allow recovery from a failure. Again, employees will be alerted via our notification system and diagnose the issue. If intervention is required, we can begin working through several options to restore operation.

1. We can inspect the cloud environment and its logs to find where the failing services has been affected and restore if possible.
2. Another environment can be cloned to run the same container that has been registered as the latest software release.
3. An environment can be created to run a recently archived version of the container if there is corruption or configuration issues in the container or image.
4. A new simple environment can be created outside of our scalable architecture to temporarily host the service application until further issues can be diagnosed. This would require either cloud provider configuration to assign the same address, or a DNS change to point to the new environment.
5. In the case of an entire service provider outage that can not be recovered, we can host the service application on a different infrastructure as a service platform and point DNS to resolve to the new location.

6.0 Responsible Personnel

This recovery plan is initiated by the Director of Software Development for the Company. If there is any indication of a loss of service to our customers by our first-tier customer service, or automated services, the Director is notified. The Director will assess and determine staffing needs to resolve the issue.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

6/6/2025

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

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


PRODUCER Maguire Agency 1970 Oakcrest Avenue, Suite 300 Roseville, MN 55113	CONTACT NAME: Matthew Clysdale, CPCU PHONE (A/C, No, Ext): (651) 635-2722 FAX (A/C, No): (651) 638-9762 E-MAIL ADDRESS: mclysdale@maguireagency.com
	INSURER(S) AFFORDING COVERAGE
INSURED TW Vending Inc DBA TurnKey Corrections 3329 Casey Street River Falls, WI 54022	INSURER A: EMC Insurance NAIC # 21415
	INSURER B: West Bend Insurance Company 15350
	INSURER C:
	INSURER D:
	INSURER E:
	INSURER F:

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

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC OTHER:	X	X	6 D4618 1	6/10/2025	6/10/2026	EACH OCCURRENCE	\$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 500,000
							MED EXP (Any one person)	\$ 10,000
							PERSONAL & ADV INJURY	\$ 1,000,000
							GENERAL AGGREGATE	\$ 2,000,000
							PRODUCTS - COMP/OP AGG	\$ 2,000,000
								\$
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			6E46181	6/10/2025	6/10/2026	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$ 1,000,000
							PROPERTY DAMAGE (Per accident)	\$ 1,000,000
								\$
A	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			6J4618125	6/10/2025	6/10/2026	EACH OCCURRENCE	\$ 8,000,000
							AGGREGATE	\$ 8,000,000
								\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N If yes, describe under DESCRIPTION OF OPERATIONS below		X	B999955	7/10/2025	7/10/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER	
							E.L. EACH ACCIDENT	\$ 500,000
							E.L. DISEASE - EA EMPLOYEE	\$ 500,000
							E.L. DISEASE - POLICY LIMIT	\$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Certificate Holder is included as additional insured on a primary and non-contributory basis under the General Liability policy as provided by endorsements CG7650 0523 and CG7578 (2-19). Waivers of Subrogation in favor of Certificate Holder with respect to the General Liability and Work Comp policies per endorsements CG7578 (2-19) and WC000313.

CERTIFICATE HOLDER For Information Only	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

TEAM

SOFTWARE SOLUTIONS

Debit Card Release Option

RELEASEPAY

Welcome to ReleasePay
MasterCard Inmate
Release Card Program

Card Inventory

Card inventory will be monitored and delivered to your facility automatically based on your usage. RFS has an automated inventory system that tracks the loading of cards.

Card are contained in a card jacket to include the Terms and Conditions. This card jacket protects the security of the card number as well as provides instructions for using the card.

Your initial card shipment will be sent to the contact person listed in your Agent Agreement Document. If you need additional cards please contact card inventory group at cardinventory@rpdfin.com.

Card Fee Details

Program Fee Details: Rapid is committed to provide the inmates with multiple options to receive 100% of their funds for no cost. We understand that to deliver a program that respects all parties the fee details must be fair and easy to access the no cost options.

Currently many facilities are using a check to pay the inmate the remaining of their trust balance which means they must take the check to a bank to "cash". Depending on the bank and if the inmate is "banked" there could be a fee to "cash" their check.

Rapid allows an inmate to take their card to a bank and request a "cash advance" which means they can cash their card as they do a check, but there are no fees for this service.

Rapid also never charges a transaction fee to perform a transaction at a retail establishment, plus the inmate has the option to request "cash back" after a POS transaction for free.

If the inmate is banked, they can request a card to bank ACH transfer for free.

If the inmate wants 100% of their funds, they can request a check from Rapid.

Card Details

A PIN will automatically be set for each activated ReleasePay Prepaid MasterCard. **Details will be covered in your training. As you can see below there is a 3-day grace period on this program.**

Customer Service	
Automated Customer Service--Per Call	\$0.00
Live Customer Service--Per Call	\$0.00
Lost or Stolen Card 24/7--Per Call	\$0.00
General Fees	
Grace Period (days)	3
Weekly Maintenance*	\$2.50
Monthly Maintenance	\$0.00
Paper Statement	\$0.00
Online or Emailed Statement	\$0.00
Close account with check Disbursement	\$0.00
Inactivity Fee	\$0.00
PIN Change Fee	\$0.00
Card Activation Fee	\$0.00
Transaction Fees	
Point of Sale (PIN)	\$0.00
Point of Sale (PIN) International	\$0.00
Point of Sale (Signature)	\$0.00
Point of Sale (Signature) International	\$0.00
Point of Sale (PIN) With Cash Back	\$0.00
Declined Transaction	\$0.00
Declined Transaction International	\$0.00
Cash advance at any Principal MasterCard Location	\$0.00
Card to Card Transfer	\$0.00
Card to Bank Transfer	\$0.00
Card to Check Transfer	\$0.00
Card to PayPal Transfer	\$0.00
Card to Amazon Transfer	\$0.00
ATM	\$2.95--Additional ATM surcharge fee may apply
ATM Balance Inquiry	\$1.50
ATM Decline	\$2.95.
Card Limits	
Maximum Load	\$9,700.00
Minimum Load	\$0.01

*If there are still funds on the card after 3 days (72 hours) after loading the card can incur a weekly service fee of \$2.50 per week.

System Maintenance

Notice will be provided when there will be maintenance windows where RFS and/or our processing partners will be updating our respective systems. It is possible you may experience intermittent service during these windows.

If you experience issues outside of the maintenance window, please call customer service at 833-833-0414 or email rfshelpdesk@rpdfin.com.

Program Contacts

Cardholder Customer Service

- 1-877-592-1118
- Phone number provided on back of card
- 24/7 coverage
- All customer service needs
- Email: support@rpdfin.com

Facility Customer Service

- Jail Administrator Hotline: (833) 833-0414
- 24/7 coverage
- Email: rfshelpdesk@rpdfin.com

Facility Relationship Managers

- Zach Norton (East Region)
 - (435) 535-3454 ext. 1836
 - zach.norton@rpdfin.com
- Clint Lawrence (West Region)
 - (435) 535-3454 ext. 1835
 - clint.lawrence@rpdfin.com

RELLEASE **PAY**

Frequently Asked Questions

When will you send cards?

Cards are sent automatically based on your usage.

What if a facility loses cards?

Please notify your relationship manager at ReleasePay immediately; however, cards may only be used by the facility they were assigned to.

What happens if I reverse a load?

The funds are returned to your designated bank account.

What is the ACH cycle cutoff?

The 24-hour cycle ends and begins at 12pm Central.

How do I do a reversal?

If your JMS does not have the built-in reversal feature. Your initial contact should be your software provider, as they are best equipped to assist you. If there is a fee that needs to be waived, please contact Customer Support at 1-877-592-1118.

What if I cannot reverse the load?

It is possible that a card that has been loaded will have had a fee assessed or funds withdrawn. This will prevent you from doing the reversal. In these cases, please contact your relationship manager at RFS and they will assist in reversing maintenance fees and/or identifying possible transactions that may prevent you from doing a reversal.

Where can I refer a cardholder who is having problems using his card?

You may provide them with our toll-free customer service telephone number (1-877-592-1118) or to our website www.ReleasePay.com.

Why can't cardholders access their account?

Occasionally, a card will become blocked due to too many incorrect PIN entries. This preventative measure ensures the security of the funds on the card; however, the cardholder must contact customer support to have the card unblocked. 1-877-592-1118.

What if a cardholder does not have enough money on a card to withdraw from an ATM?

The cardholder may use their card at all retailers that accept MasterCard Debit®. They may even request the balance on the card in the form of cash back. They can also go to a MasterCard sponsored bank and request a cash advance from the teller.

How can the cardholder find out his balance?

The cardholder can call the IVR toll-free 1-877-592-1118 for account information or they can log in to their account at www.ReleasePay.com. Alternatively, they may access their balance at an ATM, however there is a small fee for this service. For this reason, we encourage they check through the IVR or online.

What is a convenience fee?

The individual ATM will charge for the use of the ATM. It is in addition to card fees. ReleasePay has no control over the fee and it will vary from ATM to ATM.

What if a cardholder claims the card does not work?

ReleasePay will replace the card Free of charge. Simply have the cardholder contact customer service. However, if you believe the card is damaged, one option is to do a reversal of the load and give the cardholder a new card from your stock. Just be sure to add it to your destroy list.

What if a cardholder loses a card?

We will replace the card. They must contact ReleasePay customer support.

Am I responsible for cardholder's problems?

No, you are not. They may contact ReleasePay and we will assist them.

Can the card be used outside the US?

The card can be used in almost every country in the world where Cirrus®, PULSE®, or MasterCard is accepted.

Can the card be used internationally at point-of-sales?

The card may be used wherever Maestro®, PULSE®, and STAR® are accepted.

Who can I call if I have a problem with my account?

Please call 1-877-592-1118.

What if the Inmate's Balance is higher than the card's loading limits?

Issue a second card.

Where are the PIN numbers for each card?

We use the year of birth.

What are Decline ATM fees?

If a cardholder attempts to withdraw more money than is on the card, plus any fees associated with the transaction the usage attempt will decline.

When is the Debit Card Activated?

The card is active once the funds are loaded onto it, no need to place a call.

Card Carrier

All cards come in a carrier that gives all information to the card holder for easiest use of the card and contains the terms and conditions in English and Spanish.

Manage Your Money Your Way



Register Your Card to access these great features:

- Balance and transaction history
- Transfer funds to other bank accounts, Paypal®, gift cards, or charities
- Additional fraud protection

How to Register



Visit the website on the back of your card to register.

—OR—



Download the **currencie** App from the App Store or Google Play Store to access the same great benefits.



App Store for iOS



Google Play Store for Android

CUSTOMER SERVICE
877-287-2448

FEES FOR RELEASEPAY PREPAID CARD

Weekly fee	Per purchase	ATM withdrawal	Cash reload
\$2.50*	\$0	\$2.95	N/A
ATM balance inquiry	\$1.50		
Customer service	\$0		
Inactivity	\$0		
We charge 2 other types of fees. They are:			
ATM decline	\$2.95		
Card replacement	\$2.99		

*Begins 3 calendar days after card is issued.

No overdraft/credit feature.

Your funds will be held at or transferred to Axiom Bank, an FDIC-insured institution.

Register your card for FDIC insurance eligibility and other protections.

For general information about prepaid accounts, visit cfpb.gov/prepaid.

Obtain details and conditions for all fees and services in the Cardholder Agreement on the reverse side of this card carrier.

WAYS TO AVOID FEES

- **Know your balance** and check your balance online, through the app, or call before using an ATM or making a purchase.
- **For best success**, run your card as credit to avoid potential fees.
- **Use cash advance** to remove your entire card balance at no charge by visiting any MasterCard® principal financial institution.
- **You can run your card as debit** when you make a transaction and ask for cash back.
- **Utilize the direct deposit transfer** service to send funds from your card to your bank account.
- **Check your balance online** or through customer service before using an ATM to avoid a decline fee.
- **If your card is rejected at an ATM, never attempt over and over again.** Some ATM providers impose a fee even for declined transactions. The card provider also imposes a fee for declined transactions.
- **Watch gratuity** as some merchants may authorize your card up to 25% more than the transaction to allow for gratuity, which can cause declined transactions and incur a decline fee.
- **Update your temporary PIN before use.** Do this by calling 877-287-2448.
- **To avoid maintenance fees**, use your card in a timely manner. See fee table for details.
- **If you want to split your payment** between this card and another form of payment, you must specify to the cashier the amount you would like run on the card. Be sure you know the balance on your card before you do this kind of transaction.

RELEASEPAY

POWERED BY RAPID FINANCIAL SOLUTIONS

GET STARTED

Use your card now for instant access to your funds.

HOW IT WORKS

- 1 **Check your balance** or change PIN (Personal Identification Number) three different ways:
 - **Login online** at www.ReleasePay.com
 - OR—
 - **Download the Currencie mobile app**
 - OR—
 - **Call 877-287-2448**
- 2 **Funds are available immediately** once the account has been loaded.
- 3 **Use your card anywhere MasterCard® is accepted to make purchases.**
 - At stores
 - Online
 - Pay bills
 - Buy gas

Do not use your card to "Pay at the Pump" at stations. The best way to use your card for gas is by seeing the attendant inside and specifying how much you want to spend. Your card may be declined at the pump if you do not have adequate funds, which imposes a decline fee.

INDIVIDUAL WHO BELIEVES THEY HAVE RECEIVED THIS CARD NON-CONSENSUALLY WILL BE ENTITLED TO A FULL INDIVIDUAL CAN CLAIM THEIR FULL BALANCE BY VISITING DAILYPAY.ME OR CALLING THE NUMBER ON THE BACK OF THE CARD

Close Account & Load Debit Card Process in TEAM

When closing an inmates account you can choose to withdraw their funds with "Debit Card Withdrawal" you will swipe or enter the debit card number information into TEAM and the amount that will be transferring to the debit card. Once all of the information looks correct you will select withdraw.

CLOSE ACCOUNT

SELECT INMATE

Account Code: 100000, Booking ID: 100000, Name: Ryleigh Eischen, Date of Birth: Jul 12 2002, Status: Active, Sex: Male, Carbon Group (Pilot): Standard Carbon Group

Account: 000000, Lien: 0.0000, Mail: 0000, Release: 0000

Account File: 1000

History, Messaging, Edit Account, Site Charge, Upload Documents

Deposit, Withdraw, Add / Edit Picture, Transfer, Discharge

Print, Add Pin, Record Pin, Network, Close

Withdraw Funds?

Withdraw Type: Debit Card Withdrawal

Swipe or Enter Card Information

Ex: 1000000000, Ryleigh Eischen

Enter Amount: \$10

Withdraw

Withdraw Funds?

Skip

Swipe or Enter Card Information

Ex: EE46VFM1, Ryleigh Eischen

Enter Amount: \$10

Withdraw

Thank You!

TurnKey
CORRECTIONS

Point of Contact

Jason Lawrence

JasonL@TurnKeyCorrections.com

Office: 715-629-9178

Mobile: 660-679-1163