Additional Features of the TEX Include:

Individual staff members can be assigned roles that filter the types of topics they can read, initiate or reply.

- An inmate or staff member may choose a given topic to create a conversation
- Staff members and inmates can add text comments to an open conversation
- Ability for staff to sort and filter messages
- Conversations may be reassigned from one staff member to another
- Facility defines a number of hours which a dormant topic must escalate to an alert state
- Messages achieving a given alert state may trigger an email to staff for immediate attention
- All texts within a conversation are individually time-stamped
- A given conversation may be selected and printed in its entirety
- Summary information for all conversations may be exported into Excel and filtered for further research or statistical reporting

Grievance via Tablet:

A grievance module will also be available via Tablet should the County choose that option.

Contractor shall be prepared to discuss the purchase of phone debit cards through commissary. Any agreement necessary with the County's Inmate Phone Services Contractor will be the responsibility of Contractor, upon approval of the Sheriff's Department.

K Keefe Response: Keefe understands and will adhere.

ICSolutions is a Keefe company; therefore, because your inmate phone company is ICSolutions, we can guarantee an integration between your ICSolutions inmate phones and KCN's commissary / banking systems to provide for either *DirectLink Sales* or *DirectLink Trust Cardless Debit Calling*. Both options are fully integrated, card-free debit calling platforms.

DirectLink Sales allows inmates to place calls using funds established and maintained in their individual PIN-based Debit phone accounts. Inmates can purchase blocks of time through the commissary, typically in $5.00 or $10.00 increments – but these amounts are configurable at the County's discretion.

DirectLink Trust allows inmates to place calls using funds *directly* from their KCN Inmate Trust Account, without having to open a separate Debit phone account or transfer funds back and forth between accounts. Instead, when an inmate places a Debit call, a hold is placed in his/her Trust Account for the maximum cost of the call; upon completion of the call, the exact cost of the call is deducted from the Trust Account and the hold is released. With DirectLink Trust, there is no delay in accessing inmate funds for calling; as soon as the funds are available in the inmate's Trust Account, they can be used to place Debit phone calls. There is also no need to manage a separate refund process for inmate calling when an inmate is released, since all funds remain in the Trust Account until the moment they are used to pay for an actual call.

DirectLink Trust Cardless Debit is a secure inmate calling option; multiple factors are used to verify the inmate's identity before access to Trust Account funds is granted. The inmate must enter the correct Inmate ID plus their secret phone PIN, and their voice print must be verified (when voice biometrics is in use). All verification methods must be passed before a call can ever be connected.

Bonus Feature: Over-the-Phone Commissary Ordering

ICSolutions' interface with KCN can also enable inmates to place commissary orders using any standard inmate telephone. Inmates can enter their Inmate ID + phone PIN, and press a speed-dial digit to access the automated commissary ordering system. From here, inmates can follow the automated operator prompts to make commissary purchases. This service benefits the County by **reducing staff involvement** in processing commissary orders. And inmates can place commissary orders more often – any time they have access to the inmate phones.

Value-Loaded Cards

Our Value-Loaded Cards allow inmates to purchase a debit card through commissary. The debit card will have the pre-set amount programmed into the card, $5.00, $10.00. A $0.50 processing fee will be added to each card purchased, regardless of the denomination.

Contractor shall be required to provide admission kits to the County. Items to be determined by County.

Keefe Response: Keefe understands and will adhere.

Contractor shall be required to provide indigent kits to the County. Items to be determined by County.

Keefe Response: Keefe understands and will adhere.

The Contractor shall submit an invoice on a weekly basis that will detail and total the amount of net sales and gross receipts for the week. This amount will balance with the Sheriff's Department Administrative Office totals based on the commissary program. A check will be issued by the Department for the agreed upon total.

Keefe Response: Keefe understands and will adhere.

It is Lake County's requirement to have the costs related to Commissary Operations, performed by the contractor, to be covered in the selling prices of the commissary products to the inmates. Additionally, Lake County desires a return of profit to the Sheriff's Department of approximately 40%. In addition Lake County will retain the right to set the prices of commissary items and it will be the responsibility of the Sheriff's Department to assure the prices fall within a reasonable, market price philosophy.

Keefe Response: There is no cost to the County for any of Keefe's commissary operations, hardware or software. All costs are covered by Keefe and made up in the prices of commissary products and sales. Keefe has taken into consideration all costs of hardware, software, installation costs, labor, freight, onsite staffing, JMS interface fees, and tech support, and have come up with a fair priced menu and financial offer. Keefe's menu pricing is all based on the total cost of our entire operation per County requirements, while attempting to keep pricing in line with industry standards. Please refer to the Executive Summary and Attached menu for pricing and financial offers. These prices are subject to negotiation and approval by Lake County.

(a) PRODUCT PRICING

Gross receipts shall be construed to be all monies received from the sales of merchandise, products or services, less any refunds, allowances, or adjustments for returns, defective or unsatisfactory merchandise, product or service, and applicable sales taxes.

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

As a part of the RFP process, the Contractor will submit a suggested menu of products with suggested selling prices (including any applicable sales taxes) that include all services and systems proposed. The Contractor shall also include the anticipated percentage of total sales realized by the Sheriff's Department based on these suggested selling prices.

K Keefe Response: Our proposed menu is provided in Exhibit 2. Please note that this menu is just a proposed sample of items available. We have also provided a full list of all items available to you from our warehouse. We offer over 500 items in our regional warehouse that the County can choose from. This gives the County ability to expand menu options, help increase sales, and minimize grievances. They County's menu choices are customizable; items can be added or deleted at any point. Although we do anticipate a significant increase in sales due to a larger menu, inmate vending, Friends and Family orders, and the multiple options for money deposits, it is difficult for us to project what the percentage may be. Keefe has used the total sales provided by the County to determine the two commission offers. The County shall receive the proposed commission percentages on the overall sales of Commissary orders, Friends and Family orders, and vending sales.

Proposal needs to include % of profit for each item. Cost of item, markup % and sales cost, along with your % of profit and what Department would receive.

K Keefe Response: Our Proposed Commissary Menu, provided in Exhibit 2, shows the information requested.

The Contractor agrees, in the event of a request for adjustment in any contract unit price, the Contractor shall notify the Sheriff's Department Administrative Office, in writing, of the upward adjustment in any of the contract unit prices and the effective date with documentation justifying said increase.

K Keefe Response: No changes will be made without the approval of the County. We will not make additions to product offerings without the county's written consent. Your dedicated Account Manager will introduce new products, including holiday and seasonal specials, and provide samples as needed for the County's evaluation and approval.

KCN pricing is based on convenience store pricing, neighboring county facilities, and the current commodities market conditions for our item pricing. We will propose pricing changes no less than annually, and no changes will be made without the approval of the County.

(b) INVENTORY REQUIREMENTS

The Contractor shall purchase from the Sheriff's Department the inventory of items that will be included on the new menu, at the time of conversion. Payment is to be made to the department or its assignee and received within 60 days of the starting date of the contract.

K Keefe Response: Keefe understands and will adhere.

The Contractor and Sheriff's Department personnel are to meet to mutually agree upon the items to be carried in the Commissary program. These items may change at any given time and will be at the discretion of the Sheriff's Department.

K Keefe Response: Keefe understands and will adhere. No changes will be made without

the approval of the County.

We will not make additions to product offerings without the county's written consent. Your dedicated Account Manager will introduce new products, including holiday and seasonal specials, and provide samples as needed for the County's evaluation and approval. We will propose pricing changes no less than annually, and no changes will be made without the approval of the County.

The Contractor shall make available for purchase by all male and female inmates commissary items including, but not limited to, hygiene products, writing materials, games, snacks, candies, food items and a limited clothing selection. No items may be added, deleted, or have a change in brands, packaging or sizes without the approval of the Sheriff's Department.

Keefe Response: Keefe understands and will adhere.

No changes will be made without the approval of the County. Our proposed Commissary Menu with pricing and our full list of items available are provided in Exhibit 2. Any of these items can be added to the County's menus at any time.

The Contractor shall maintain sufficient stock levels in order to limit shortages. The Contractor shall not substitute and should have an order full rate in excess of 98%. Inventory shall not be stored at the Lake County Jail facility unless previous approval is received for the Command staff.

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

Keefe has a dedicated purchasing department and a full-time distribution department to help ensure proper inventory levels for filling orders. In addition, our Western region Business Manager and our Inventory Control Manager monitor inventory levels on a daily basis to ensure proper levels within the region to support our distribution center. Our commitment to customer service and use of multiple distribution resources ensures a high product fill rate.

KCN manages inventory on a daily basis, with reporting structures to ensure a year's supply. Product is received and rotated for distribution on a "first in, first out" basis. All products are date coded and extensive physical inventories are conducted twice annually. KCN receives direct shipments from manufacturers to ensure product availability. We are neither a middle man nor are we reliant upon others, and in many cases, we are the major manufacturers of our products.

The Sheriff's Department reserves the right to determine the final retail selling prices to the inmates.

Keefe Response: KCN pricing is based on convenience store pricing, neighboring counties, and the current commodities market conditions for our item pricing. Keefe has taken into consideration all costs of Hardware, Software, installation costs, labor, freight, onsite staffing,

JMS interface fees, and support, and come up with a fairly priced menu and financial offer. Keefe menu pricing is all based on the total cost of our entire operation and County requirements. These prices are subject to negotiation and approval by Lake County.

The Sheriff's Department uses the Jail Management System designed by Sun Ridge Systems. Any program interfacing with Sun Ridge Systems will be the responsibility of the Contractor, upon approval from the Sheriff's Department. (Vendor is not to be contacted without written approval from the Lake County Sheriff's Department).

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

With its KeepTrak Online Banking and Commissary software solution--**a cloud-based banking platform**—Keefe will integrate with the Sun Ridge JMS through an Inmate Data Repository. The Sun Ridge JMS system would post inmate information to the repository for all Keefe technologies such as banking, commissary, inmate self-services and family services.
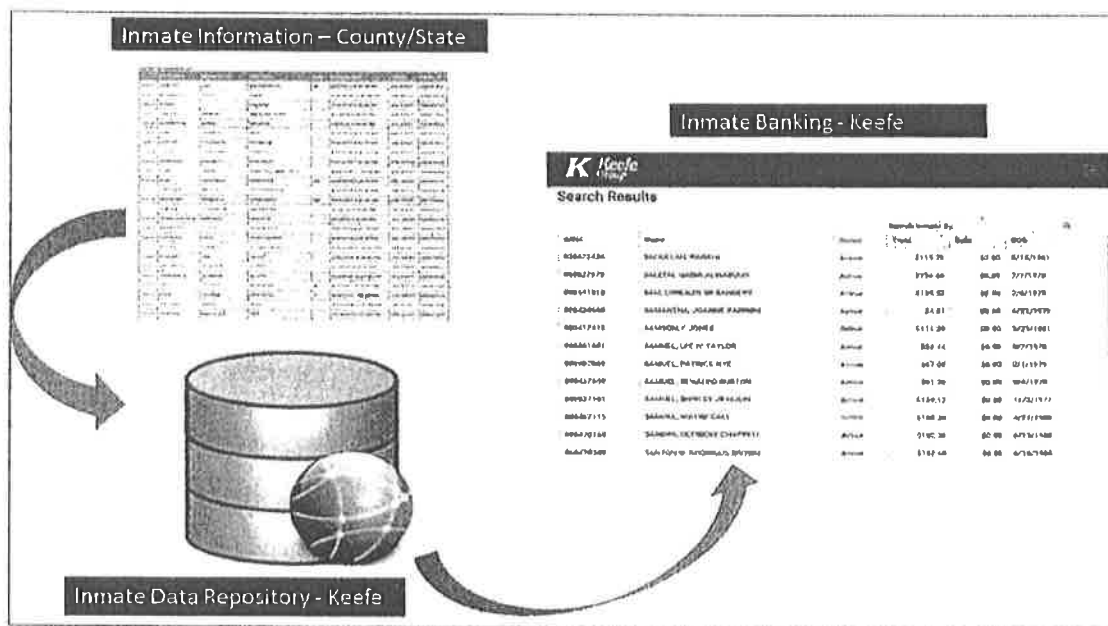
The system must provide a complete audit trail of all transactions. It must allow for scheduled and unannounced audits of the inmate accounts by the County to insure the integrity and accuracy of the accounts.

K Keefe Response: Keefe has read, understands and will adhere.

The KeepTrak Online Banking and Commissary software solution features a complete report library.

Reporting Features

Organize Report Workflows
Enjoy the flexibility of having KeepTrak's entire report library at your disposal. Specify where reports show up, and substitute reports with your logo and column choices for our standard reports.

Online Report Library
19 standardized reports with parameters staff can save and re-use

1. Bank Reconciliation Details
2. Cash Drawer Count
3. Cash Drawer Details
4. Classified Balance Sheet
5. General Ledger Account Activity Summary
6. Inmate Account Statement
7. Inmate Account Summary
8. Inmate Balance List
9. Inmate Transaction Receipt
10. Bank Reconciliation Summary
11. Trial Balance Report
12. General Ledger Month Detail
13. Inmate Charged, Paid, Due

14. Inmate Deposit and Withdrawal Summary
15. Debt Charges and Payments per Inmate
16. Debt Charged, Paid, Due
17. Visitor Visitation Receipt
18. Inmate Consolidated Statement
19. Inmate Indigency Review

Select and export report data for further analysis

For those reports that need more analysis or for questions that pop up in the course of your work, use our new data export feature to quickly scan and filter available data fields, export the results to Excel, and save your export configuration for future use.

Indigence Reporting

KeepTrak reporting allows the user to set parameters for determining indigence. The customer can set a default number of days and a maximum balance in the workflow administration for offender accounts.

The new report, Offender Indigence Review, uses these defaults to produce an indigent list. The user may also specify whether only the primary trust account is reviewed or additional reserved accounts may be included in the review.

Visitor Visitation Receipt

This report hides the inmate trust account balances when receipts are given to visitors who have made a deposit to the inmate account.

Offender Consolidated Statement

This report comprehends all accounts for a given inmate including the primary trust account, additional reserved trust accounts, and the debt account.

- Select a date range for the statement
- Opening & closing balances for each account type within the selected date range
- Report on multiple inmates using parameters for status, block, tier, and cell

Offender Indigency Review

This report produces a roster of inmate accounts that meet indigence thresholds based on number of days with a balance below a customer defined maximum

The system must provide a series of reports as specified by the County including: detailed weekly invoices, cash reconciliation capabilities, the ability to charge the inmates for services such as Work Release Charges, Haircuts, or Medical.

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

General Ledger Reporting for All Accounts

The GL Account Activity Report selects one many or all GL accounts over a given time frame. The report allows either summary or summary plus detail, and the user may save his/her selection criteria for future use. Output can be Adobe or Excel.

Bank Reconciliation Detail

Bank Account
Cash at Bank [▼]

Period
-- Select -- [▼]

Output Format
PDF [▼]

◉ Cleared Transactions
○ Uncleared Transactions

[Cancel]   [Submit]

Classified Balance Sheet

Period Ending Date
02/02/2018 📅

Output Format
PDF [▼]

[Cancel] [Submit]

GL Account Activity

Begin Date: 2/2/2018 — 12:00 AM

End Date: 2/2/2018 — 4:17 PM

Accounts

- ☑ Name
- ☑ Abandoned Funds
- ☑ Cash at Bank
- ☑ Cash Completion
- ☑ Cash on Hand
- ☑ Commissary Activity
- ☑ Commissary Payable

Saved Reports

Save   Remove

☐ Include detail report

Output Format

PDF ☑

Inmate Account Summary

Inmate

◉ Single Inmate

IMN#

○ Multiple Inmates

StartDate   EndDate

Output Format

PDF ☑

Cancel   Submit

Inmate Consolidated Statement

Inmate

◉ Single Inmate

IMN#

○ Multiple Inmates

StartDate   EndDate

Accounts

- ☑ Select All
- ☑ Inmate Bonding
- ☑ Inmate Spendable
- ☑ Phone
- ☑ Inmate Obligations

Output Format

PDF ☑

Cancel   Submit

Inmate Balance List

Filters

CutoffDate

02/02/2018

Account Balance

All ▾

Debt

All ▾

Current Booking Status

All ▾

Sort

Booking ID ▾

Saved Reports

Save   R

Output Format

PDF ☑

Cancel   Submit

General Ledger Month Detail

Account:

– Select – ☑

Year:

2018 ☑

Month:

February ☑

Output Format

PDF ☑

Cancel   Submit

K

Inmate Charged, Paid, Due

Filters
AsOfDate
02/02/2018

Current Booking Status
Active

☐ Only Show Inmates with Debt Due

Output Format
PDF

Cancel   Submit

Debt Charges and Payments per Inmate

Start Date
02/01/2018

End Date
02/02/2018

Accounting Event

☐ Select All
☐ Community Service Fee
☐ Damages Restitution
☐ Filing Fee Charge
☐ House Arrest Fee
☐ Indigent Commissary Purchase
☐ Legal Copies
☐ Legal Supplies

Output Format
PDF

Debt Charged, Paid, Due

As of Date
02/02/2018

Output Format
PDF

Cancel   Submit

Trial Balance Report

Year
2018

Month
February

Output Format
PDF

Cancel   Submit

Inmate Indigence Review

As Of Date
02/02/2018

Output Format
PDF

Cancel   Submit

Trial Balance (to be run at any time)

Demo   John Vitale Trial Balance   2/2/2018 04:27 PM

Trial Balance

Fiscal Period = December 2017

Account	Debit Begin Balance	Credit Begin Balance	Debit Amount	Credit Amount	Debit End Balance	Credit End Balance	Net Change
Asset	$5,951.38		$4,659.77	$3,370.89	$7,240.26		$1,288.88
Intake Kiosk Cash	591.03		0.00	0.00	591.03		0.00
Secure Deposits	2,978.30		2.00	2.00	2,978.30		0.00
Cash at Bank	2,058.14		1,605.75	36.37	3,627.52		1,569.38
Cash on Hand	303.75		1,322.25	1,603.75	22.25		-281.50
Cash Completion	0.00		1,603.75	1,603.75	0.00		0.00
Medical Contra	-5.00		0.00	0.00	-5.00		0.00
Restitution Contra	-7,887.68		92.32	0.00	-7,795.36		92.32
Payrolls Receivable	0.00		0.00	0.00	0.00		0.00
Indigent Reimbursement	3.75		0.00	0.00	3.75		0.00
Inmate Obligations	9,542.77		16.25	108.77	9,450.25		-92.52
Prior Balances	16.41		1.00	0.00	17.41		1.00
Legal Materials	-1.00		6.25	6.25	-1.50		0.00
Indigent Contra	-3.75		0.00	0.00	-3.75		0.00
Filing Fees Contra	-1,629.74		0.20	0.00	-1,629.54		0.20
House Arrest Contra	0.00		0.00	0.00	0.00		0.00
Work Release Contra	-15.00		0.00	0.00	-15.00		0.00
Community Service Contra	0.00		10.00	10.00	0.00		0.00
Damages Contra	0.00		0.00	0.00	0.00		0.00
Work Release Drawer Fund	0.00		0.00	0.00	0.00		0.00
Liability		$6,951.38	$145.14	$1,434.02		$7,240.26	$1,288.88
Court Payments Collected		441.67	0.00	92.52		534.19	92.52
Payroll Deductions		142.06	0.00	0.00		142.06	0.00
Inmate Spendable		3,676.89	145.14	1,325.25		4,857.00	1,180.11
Abandoned Funds		103.03	0.00	0.00		103.03	0.00
Filing Fees Collected		0.00	0.00	0.00		0.00	0.00
Phone		0.00	0.00	0.00		0.00	0.00
PhoneTime Payable		9.50	0.00	0.00		9.50	0.00
Inmate Debts Collected		199.42	0.00	16.25		215.67	16.25
Indigent Payable		3.75	0.00	0.00		3.75	0.00
Transfers to DOC		43.60	0.00	0.00		43.60	0.00
Legal Copies Collected		4.25	0.00	0.00		4.25	0.00
Inmate Bonding		1,250.00	0.00	0.00		1,250.00	0.00
Commissary Activity		37.01	0.00	0.00		37.01	0.00
Commissary Payable		12.00	0.00	0.00		12.00	0.00

Fiscal Year Maintenance with End of Month (EOM) reporting

Reconcile Period: 11/01/2017 - 11/30/2017

Software Updates: Updates of the computer software must be provided free of charge to the County for the length of the contract.

Keefe Response: *Keefe* has read, understands and will adhere.

The Contractor must install the system, train County personnel, provide documentation, on-going support and a toll-free 24 hour emergency line at no cost to the county to insure maximum utilization and minimal down time.

Keefe Response: *Keefe* has read, understands and will adhere.

A customized Implementation Project Plan will be developed specific to Lake County's requirements, based on the example shown below.

Example Plan

Calendar Day		Milestone	Participants		
			Keefe	Lake County	Phone Provider
1	1	**Plan Review & Project Kickoff** First implementation meeting. Review/confirm preliminary milestones, determine project participants & roles	X	X	X
2	5	**Overview & Configuration Specifications** Introduce and demonstrate system features; determine configurable items: chart of accounts, bank info, high level interfaces, authorized users, network configuration, user interface, data migration	X	X	X
5	15	**Design Specifications** Detailed interface, infrastructure, network, financial, and user authorization specs with projected timelines. Present prototype Accounting System with configurable attributes set per county specs	X	X	X
10	24	**Provisioning** Procure equipment, network and electrical cabling; deliver/ configure equipment and network/infrastructure	X		
16	28	**Develop Interface** Code, test and complete interfaces	X	X	X
20	24	**Data Migration** Sample data migration & presentation	X	X	X
20	28	**Installation** Operational system pending final test	X		X
28	35	**System Testing** End to end testing of transactions, interfaces, services Fully functional system; confirm 'go-live' date	X	X	X
35	38	**Staff Training - End user & administrator** Completed training & guides published	X	X	X

Calendar Day		Milestone	Participants		
38	38	**Inmate Training** - Tablet or phone ordering use Complete training & publish guides	X	X	X
25	38	**Public Training** Training & marketing materials finalized and distributed	X	X	
39	40	**Data Migration** - Introduce all services; activate and use all components	X	X	X

Keefe support teams include an **Implementation Team** that performs the following:

- Engage customer for initial implementation and upgrades
- **Create Training System for data migration and configuration**
- **Modify Training Environment as per sheriff department requirements**
- Initialize integrations with partners
- Supervise infrastructure upgrades as needed
- **Train staff on new system**
- Document system settings
- Initialize monitoring and support settings

Training

Initial Training would be centered on commissary and inmate banking software. Users will be trained using print and/or online reference guides.

KCN Implementation Team members engage facility user team leaders in a collaborative approach to defining scenarios for user acceptance. A scenario for commissary may be to process 10 representative scanned orders and evaluate restriction processing across 3 allowed lists.' A scenario for inmate banking may be to process payroll for 100 inmate accounts and evaluate withdrawals, obligation deductions, and resulting available balances.'

From these scenarios, KCN Project Coordinators create a test system for validation of user requirements. Facility user team leaders then validate test scenarios and recommend changes of configuration and/or software features. This is an iterative process. Once completed the test system becomes the end user training system.

Technical Training Documents and Guides

KCN Project Coordinators will team with the KCN Technical writer to develop a user online and/or print handbook customized to the configuration established in the test system.

The online guide and handbook are the basis of user training. Keefe anticipates that there will be a number of different user roles such as intake, accounting clerk, mailroom, financial manager, release, etc. Each role will have a specific set of functions within the system. Each role will have a unique set of guidelines within the handbook. The handbook may be separately distributed for end-user reference.

Training Sessions

Training sessions will be conducted by user role. Users will acknowledge participation in training classes held on premise at the facility. Additional training options include web based training with assistance by KCN Project Coordinators, and/or group presentations with open question and answer sessions. Training session times will be determined by facility requirements.

IT roles relating to interfaces, administration, and security will also be documented and available for training. KCN Project Coordinators will familiarize and train IT staff on roles accepted by the facility for administration of network, security or other infrastructure related options. Day to day interface functionality will be included in the test scenarios for user acceptance. KCN Project Coordinators will produce trouble-shooting guidelines that include items that may be the responsibility of either facility IT staff or KCN tech support staff or both.

Screen communication must be color to reduce operator error.

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

Software must be approved by the Sheriff's Department.

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

ADDITIONAL TECHNOLOGIES

Any additional technologies vendor chooses to offer should be included in vendor's proposal.

TABLET ORDERING

The inmate tablet is a secure, wireless device specifically designed for correctional facilities, which transforms inmate interactions. It brings a new wave of benefits to facility staff and inmates, which is further proof that well-designed, modern technology can advance both correctional operations and inmate well-being.

Enhanced Features & Benefits:
- Commissary Ordering
- Messaging and Photo Sharing
- Continuing Education and GED
- Music, Entertainment, Games, News
- Library of eBooks
- Law Library, PREA
- Investigative Suite
- Security and Control
- Ability to Gather Real-Time Data

Features and Benefits
The following features will be available for the inmate tablet solution at no cost to you:

Commissary Ordering: The tablets support the ability for inmates to place commissary orders electronically through the tablet, without involving correctional staff and time. This solution is compatible with Keefe's commissary ordering system.

Digital Grievances: The tablet will provide a complete digital inmate grievance and inmate request system, available to users of the inmate tablets. This system will allow the creation, publishing, and management of digital forms and allows submissions to be routed directly to specific individuals. The system will also support follow-up communication with the staff member who receives the submission.

Routing of Requests: Facility staff will control the routing of submitted digital requests and grievances to key staff.

Photo Sharing: To reduce physical photographs being introduced into the facility, we will provide a photo sharing solution that allows approved contacts to share digital photos with inmates. The photos will be manually reviewed for nudity and offensive behavior before it

may be seen by the inmate. Inmates may not take photos or share photos with their approved contacts.

Secure Messaging: To reduce mailroom volume, a messaging solution that allows inmates and approved contacts to exchange electronic typed messages will be provided. This solution will trigger alarms based on watchwords, allow text searches across messages, and permit facility staff to conduct speedy reviews of messages.

Religious Content: By default, the tablets will provide content to help meet the needs of inmates of diverse religious beliefs.

Educational Content: The tablet's solution will have the capability of displaying current and/or future educational content.

Entertainment: Inmate tablets will provide entertainment options for inmates, including sports scores, music, non-violent games, and other inmate appropriate entertainment.

Content Blocking: The Client will be able to block specific content offerings either temporarily or permanently if the Client anticipates that the content will provide problems for their facility.

Inmate Self Improvement: The tablets provide content options for inmate self-improvement, including personal finance, employment, national news, and learning options.

No Penalties: There is no additional cost to the Client for any features or hardware described herein.

The following services are also included with the tablets:
- Free access to the Casemaker Law Library, which will be loaded onto the inmate tablets
- All new hardware including server, work stations
- printers, tablets and lobby kiosk

Casemaker Law Library

Casemaker is the company that originated the concept of providing comprehensive legal research as a member benefit through state/county bar associations. The Company was created about 16 years ago by the Ohio State Bar Association for its own members in recognition of the reality that attorneys, especially those in small firms and solo practice, need a reliable and affordable alternative for online legal research.

The Casemaker consortium now numbers 23 state bars and the Bar of the City of New York, and provides its service to almost 300,000 attorneys every month. And most of those attorneys rely on Casemaker as their principal source of legal research.

Casemaker is headquartered in Charlottesville, Virginia where it hosts its executive offices, much of the programming and development management, statute editing function, customer

service and some other functions. Casemaker's data center is in Southern California and the company also has several employees who work out of home offices. The company also houses a significant data editing facility in Mumbai, India were material that has been collected from various sources is put into a standard format for dissemination online.

Casemaker is privately owned company and is very stable company from a financial standpoint. Because of the quality of Casemaker's editorially enhanced products (i.e., statutes, page linking, citator, etc.) Casemaker is able to sell these services to several other companies within the online legal research market. This opportunity creates a lucrative source of revenue for the company which subsidizes the fees that Casemaker charges to bar associations. As subscribers to Casemaker the bar will get the advantage of the quality of the services and the benefit of a lower fee due to that additional revenue source.

Access to the Casemaker service will be available to members through the SDCBA website; members will log in to the 'members only' section of the bar website and after a one-time-only registration to set up a password, will simply click on the Casemaker logo and will be connected to the Casemaker home screen.

DIRECT DEBIT VENDING

This unique service, only available to the corrections market through Keefe Commissary Network, will allow inmates to make purchases from vending machines directly and immediately from funds they have in their inmate trust account (in the facility's banking system, either KCN's or a 3rd-party). There is no cost to the county to implement this service and KCN will provide the county with the same commission percentage offered for commissary. We have seen an increase in sales of 50%+ when implementing this program.

The direct debit vending program is very successful due to the availability to purchase immediately, plus it captures sales from inmates who get released before commissary is received once per week.

How it works:

- Imate presents his/her card (containing the inmate's ID) to the card reader installed in the vending machine (card reader can also be programmed to allow the inmate's ID to be manually entered along with the inmate's PIN)

- Card reader displays the inmate's ID number and instructs the inmate to enter his/her PIN (same P IN used to access the kiosk)

- KCN system verifies this information, and if accurate, authorizes approval to purchase

- Once a selection has been made, the KCN system verifies the inmate's account balance (in facility 's banking system), and if the account balance exceeds the price of the product selected, the inmate's account is charged for the amount of the purchase.

- If the product vends successfully, the transaction is complete

- If the product does not vend successfully, the transaction is cancelled, and a credit matching the amount of the original charge, is posted to the inmate's account

- Process over- another selection will require all the above steps to be repeated

Keefe has numerous methods to allow inmates the ability to utilize their trust funds to dispense snacks at a moment's notice when allowed accessibility to each machine. Whether that be through pre-loaded cards purchased through weekly commissary disbursement to integrated features to allow for automatic access to funds we have a solution that is one-of-a-kind.

This service could be implemented facility-wide or on a smaller scale to supplement the weekly bagged orders service. Examples would include adding this service to the honor dorms as a behavior modification tool, or in the booking area (or weekender's cells) to capture sales from inmates who get booked in and released between commissary cycles. In most cases facilities have experienced an increase of up to 50% return on commissions.

What Keefe Provides

- All equipment and hardware required

- Network cabling needed in each housing unit, if a kiosk is not already present for each housing unit

- Complete installation, training, on-going maintenance, and support for as long as the system is being used

- The ability to provide another avenue of inmate labor through the process of stocking machines located throughout each facility.
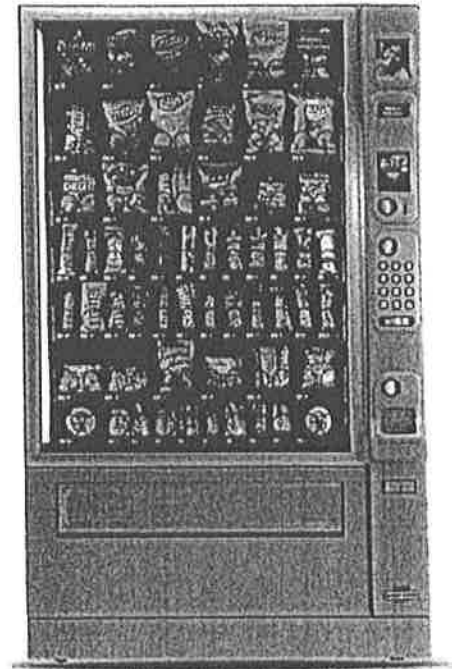
Access Secure Release

In the last decade, correctional facilities have experienced a tremendous increase in costs associated with handling Inmate Trust Funds. In an effort to streamline and reduce costs associated with this obligation, many facilities have replaced cash and checks with our debit card program. Debit cards are a cost-effective alternative to issuing traditional checks. All hardware needed to provide this service is provided by Keefe at no cost to the DOC.

Benefits of releasing inmates with a debit card include:

- Reduces exposure to fraud and lost checks
- Easy to use. Simplifies Bank Account Reconciliation
- Eliminates checks and cash handling

The Keefe debit release card is provided through our partnership with Rapid Financial Solutions. Our debit card carries the MasterCard logo and can be used worldwide. The card will be immediately activated at the time the funds are loaded on to the card and a PIN code will be provided to the cardholder. There are no extra steps required to activate the card. This provides the cardholder with immediate access to their funds.

Our debit card is also part of a national surcharge free network – Money Pass. This means that the cardholder can get cash via an ATM without paying additional surcharge fees, when using a participating MoneyPass ATM at such convenient locations as Credit Unions, National Banks, 7-Eleven ATMS, and Wal-Mart store ATMs. This debit card allows inmates with or without a bank account access to their money 24 hours a day at ATM locations and Point-of-Sale locations worldwide.

In addition to the MoneyPass ATM network, our debit cards also provide the cardholder the ability to remove the total balance of their card for FREE by visiting any financial institution that is a MasterCard principal member and asking for a cash advance for the balance of their card.

Inmates can access their cash for free at Cash Back Point-of-Sale locations anywhere in the world. The facility can load the card with as little as $0.01 or as much as $9,700.00. There is no fee to load the card. All funds are on deposit at an FDIC insured bank. Every inmate qualifies for this program and can be issued a debit card regardless of immigration status.
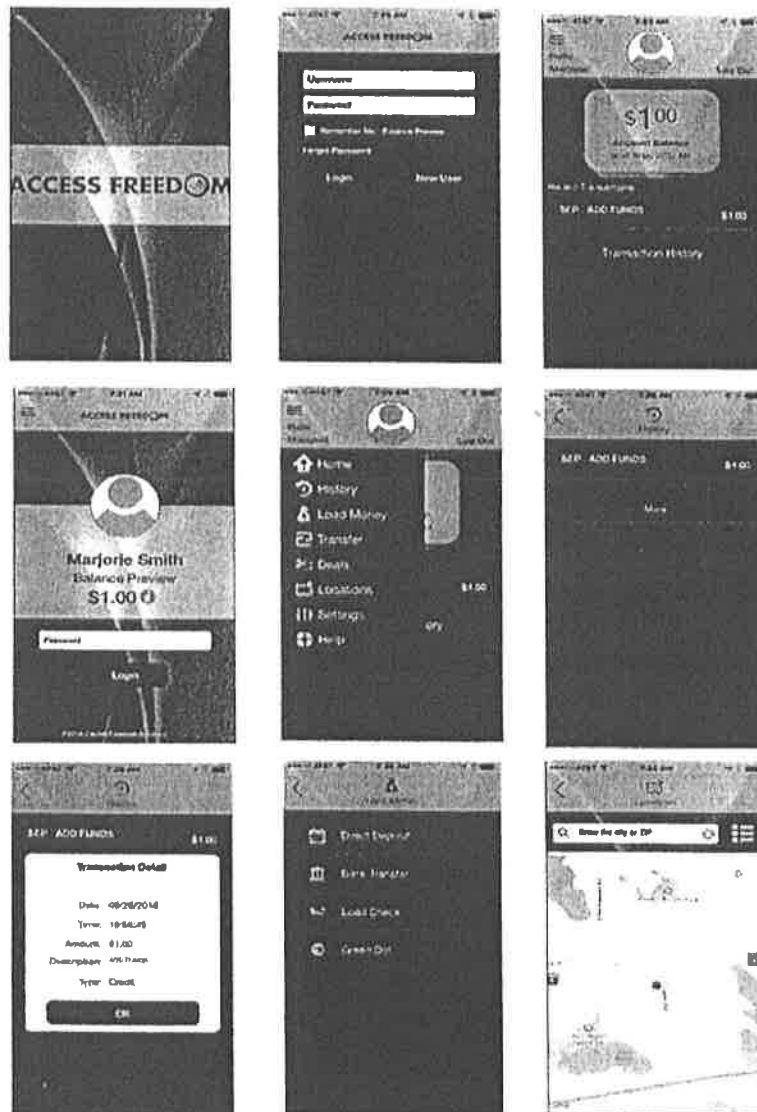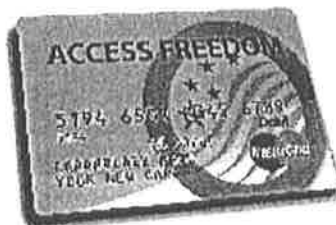
Access Freedom Debit Card Benefits

- Eliminate Checks/Cash
- Immediate Funds Availability
- Reduces Lost Checks/Fraud
- Eliminates Check Cashier Fees
- Simplifies Bank Account Reconciliation
- Security of PIN Protected Card

- Worldwide Access to ATM's
- Real Time Transactions Account Info Available Online
- Mobile App, coming soon
- Robust API for system to system integration
- Re-Loadable Card
- Allows for Direct Deposit to a US Bank Account

Debit Card Mobile App

Cardholders have the ability to easily track and see all account information easily from our mobile app.

ACCESS FREEDOM

HOW TO USE YOUR NEW ACCESS FREEDOM DEBIT CARD

Start taking advantage of all the features the AccessFreedom Card has to offer.

Change PIN (Personal Identification Number) or **hear account balance by calling 877-592-1118**

Use your card anywhere MasterCard is accepted for Point of Sale purchases (e.g., most retail stores, gas stations, etc.). Swipe your card at checkout and enter your PIN or run as credit.

At a Point of Sale purchase select cash back option to get funds off card FREE of charge.

Check your balance and get cash at ATM's. Insert card and follow prompts. *ATM's will charge usage fees.

Go into participating banks to receive cash back off your card. (For map of surcharge-free ATMs visit: http://www.moneypass.com/atm-locator.aspx)

Use your card to make purchases online. Just enter the card number, expiration date, and security code.

See Terms and Conditions of applicable card usage fees or view online at accessfreedomcard.com.

Use your card anywhere you see these logos. The MoneyPass network offers tens of thousands of surcharge-free ATMs coast to coast located where you live, work and travel.

KeepTrak Banking Solution Overview

Facility users are able to use a web browser to login to a secure web site, making KeepTrak Banking available anywhere they work and with a new streamlined look and feel!

Below is an overview of features:

Inmate Account Management
KeepTrak Banking supports multiple bookings for a single offender. Bring forward financial balances from one booking to another, and retain inmate debt for payment across multiple bookings.

Deposits and Disbursements
Take advantage of the strong deposit and disbursement features brought forward from our traditional KeepTrak Banking. Plus we expanded the titles for transaction types, the length of the transaction descriptions, and enhanced the on-screen review of transaction history and transaction relationships.

Grouped Data Entry
Easily setup groups of similar transactions, and review current or prior batches at any time from our convenient batch history listing. Also import transactions from other systems through our batch file import function

Online Deposits
Connect KeepTrak Banking to our Secure Deposits platform to receive deposits from Access Corrections and other deposit providers. Streamline your workflow for deposit processing by subscribing to online services.

Fines and Fees
Go beyond KeepTrak Banking's traditional recoverable technology. Our debt accounting now supports an independent ledger for the management of fines, fees, and other financial obligations. We have enhanced our user-defined rule based collection function to support deductions from deposits through fixed balance or declining balance calculations. Research charges and payments at your fingertips through a new transaction review popup.

Write-off expired fines and fees automatically
Let us count down the days until an open debt expires. Our Account Event configuration allows you to specify how long a debt can remain on an inmate account. Once the timer expires we automatically perform the transactions to keep further collections from happening.

Cash Flow Management
For cash received at intake or for mail deposits, KeepTrak Banking structures your workflow with strong controls and separation of duties. Our cash management feature leads you through drawer open/count/close, adjustments, approvals, reviews, and consolidated bank deposits. All transactions are reviewable in their original cash drawer records and through the bank deposit process.

Automated Intake Cash Count
Use our booking peripheral to count intake cash automatically when an inmate account is accessed and intake cash transactions are required

Check Writing - *from inmate accounts or from General Ledger Accounts Payable*
Our on-screen check writing gives you the controls to manage, track, and research disbursements from inmate accounts or from ledger payment accounts.

Positive Pay - *send Check Data to Bank*
Choose a standard positive pay format for files to your bank. Stop fraud in its tracks by insuring that your bank honors only those checks that you issue.

Debit Cards - *load and activate debit cards in real time*
Embed debit card processing in your release workflow to insure immediate loading of Access Corrections debit cards through our secure online service.

Bank Reconciliation
Match bank statement information to the deposits and disbursements you have recorded in KeepTrak Banking. We give you convenient online tools for marking transactions as cleared within a period, for adding reconciling transactions, and for reviewing bank reconciliations at any time.

Accounting Management
Craft and control every aspect of your GAAP compliant chart of accounts. Simplify staff workflow by organizing your accounting policies into specific roles.

Define General Ledger Account Categories
Create a classified balance sheet with groups and titles that make it easy to organize accounts payable, accounts receivable, cash or other GL accounts that match the way you work.

Make General Ledger Entries in Real Time
Close out accruals, pay bills, make end of period entries. Our legendary GL finds new power in organization, efficiency, and ease of use.

Run Trial Balance and Balance Sheet Reports
View and report on all or part of your GL accounts, and print or export reports to adobe and excel format. And we let you save your report input decisions to save time when you run the report again.

Organize Report workflows
Enjoy the flexibility of having our entire report library at your disposal. Specify where reports show up, and substitute reports with your logo and column choices for our standard reports.

Select and export report data for further analysis
For those reports that need more analysis or for questions that pop up in the course of your work, use our new data export feature to quickly scan and filter available data fields, export the results to Excel, and save your export configuration for future use.

Manage User Accounts
Design individual and group authorizations. Link these profiles to accounting and workflow specifications to establish roles tailored to your operation.

Online Report Library
Includes 19 Standardized reports with parameters you can save and use again and again
1. Bank Reconciliation Details
2. Cash Drawer Count
3. Cash Drawer Details
4. Classified Balance Sheet
5. General Ledger Account Activity Summary
6. Inmate Account Statement
7. Inmate Account Summary
8. Inmate Balance List
9. Inmate Transaction Receipt
10. Bank Reconciliation Summary
11. Trial Balance Report
12. General Ledger Month Detail
13. Inmate Charged, Paid, Due
14. Inmate Deposit and Withdrawal Summary
15. Debt Charges and Payments per Inmate
16. Debt Charged, Paid, Due

17. Visitor Visitation Receipt
18. Inmate Consolidated Statement
19. Inmate Indigency Review

Online Help
Review Help Documentation Online
Quickly find and search the online reference guide for information on KeepTrak Banking functions

Interfaces
KeepTrak Commissary
Have the satisfaction of knowing that commissary purchases use real time spending balances and are posted as they occur.

ICSolutions and other phone platforms
Take advantage of our phone vendor interface to allow inmates to access their account as the call occurs

JMS/OMS
Connect your JMS/OMS to our hosted Inmate Data Services platform to quickly open and update inmate accounts in KeepTrak Banking.

Edge Kiosks
Our Edge kiosk account lookup browses the KeepTrak Banking Trust, Debt, and Reserved accounts. Inmates can review any of their accounts as needed directly from the kiosk.

Reserved Accounts
KeepTrak Banking now supports reserved accounts for inmates. Prior to Release 1.3 each inmate received a Primary Trust account and a Debt account by default. With the introduction of reserved accounts, the customer may define additional trust accounts reserved for specific purposes. Reserved accounts may be used for bail, release savings, prepaid medical procedures, holds, gifts, debt exempt deposits, and other customer-defined trust account types. Characteristics for reserved accounts include spending rules, contributing deposit types, transfers, and disbursements.

This new feature performs well beyond the legacy encumbrance function. In legacy the customer was limited to encumbrance types. An encumbrance could be funded by deposits or transfers, but was difficult to manage through the disbursement process, and was difficult to report on. The new approach in release 1.3 establishes reserved accounts as a core feature in KeepTrak Banking. This includes refactoring of the inmate accounts page, a number of reports, indigence assessment, transaction types, fees, debt recovery, release workflow, and administration capabilities.

View Prior Account History

KeepTrak Banking gives its customers the option to view inmate account history from its prior banking system. The feature introduces a Prior History tab in the inmate accounts page. When the customer navigates to this new tab, KeepTrak Banking links the inmate ID with a KCN-hosted document library. The customer contributes Adobe documents to the library with the inmate's account statement from the prior banking system.

To assist with the migration of current KCN banking customers, our developers have created an Adobe export application that allows KCN customers to choose the statement report from a selection of SAPCrystalReports. The export application then uses the SAPCrystalReport to create an Adobe document for each inmate account. The customer-specific documents can then be imported to the document library for each KCN customer.

The document approach allows the customer to see the account history precisely as it was portrayed in the prior system. This eliminates the need to re-interpret transactions, accounts, and prior system functions within KeepTrak Banking.

Hover Navigation Menu
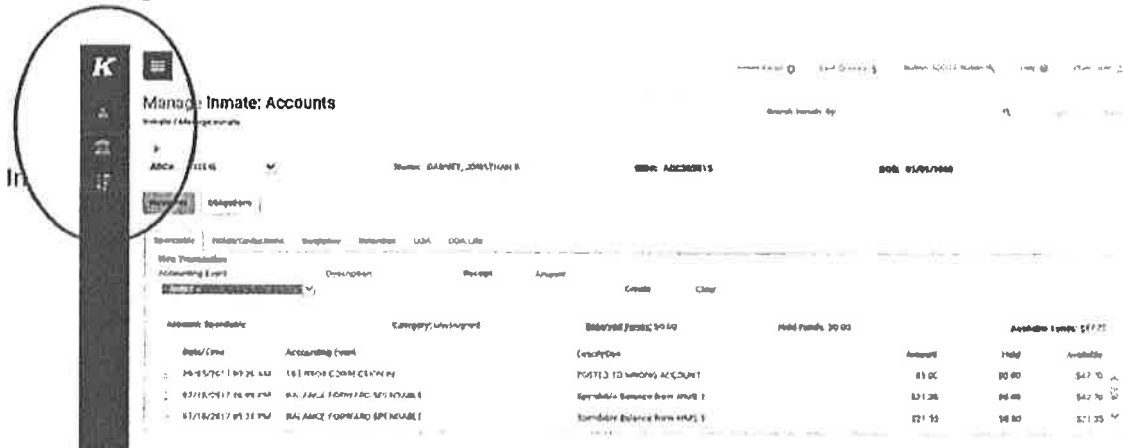
Release 1.3 KeepTrak Banking introduces a more streamlined look and feel to its main menu selection process. With hover navigation, the user quickly selects their destination from a list of main menu silhouettes.

The options within each selection fly out when the mouse pointer hovers over the menu item. The user then moves the mouse pointer to a given option and selects it. The selected page appears and the menu hides, giving the user more space to work within a given area of the application.

Cash Drawer Filtering by User or Group

KeepTrak Banking now allows the customer to filter which Cash Drawer types will display to a given user or group. This new feature keeps the list of cash drawer types focused on just which drawer or drawers this particular user should be working with. Reducing the complexity of the drawer type selection process cuts down on inadvertent errors by customer staff, especially in accounts where numerous cash collecting activities occur in various departments, buildings, or campuses.

Banklink Export Automation

For customers that export issued check information to their bank for Positive Pay, this new feature schedules the automatic creation and transport of the Positive Pay file. The user can review the history of files created by the export. The automation supports SFTP transport to the bank's secure FTP site.

Indigence Reporting

KeepTrak reporting now allows the user to set parameters for determining indigence. The customer can set a default number of days and a maximum balance in the workflow administration for offender accounts. The new report, Offender Indigence Review, uses these defaults to produce an indigent list. The user may also specify whether only the primary trust account is reviewed or additional reserved accounts may be included in the review.

Expanded Deduction Rules for Payroll Deposits

KeepTrak Banking increases the types of rules and the combination of rules relating to deposit deductions. These rules are particularly useful in processing payroll. Using the expanded rules customers can setup a payroll deposit type and then associate a sequence of automatic deductions including:

- **Mandatory deductions** - Savings, Discharge, Transition Fees, Housing, Dependent Care, DUI
- **Facility and court obligations** - Accounting Fees, Court Ordered Fees, State Filing Fees, Federal Filing Fees, Disciplinary Debts, Other accumulated debts
- **Gross Pay deductions** for inmates in Private Industries

Deductions can be configured on a percentage basis or on a fixed dollar basis. Remaining Funds after deductions are automatically posted to the inmate account specified by the deposit rules.

Web Services Interfaces for Partner Systems
Batch Management and Transaction Posting Services

KeepTrak Banking now allows partner systems to organize and post financial transactions using web services. In addition to posting online deposits, phone time transfers, and commissary transactions, customers can now connect payroll, medical, housing fee, or other custody fee systems to KeepTrak Banking. The KeepTrak Banking interfaces specify the variety of inputs and return values so that the

partner system developer can take advantage of transaction postings and transaction history information, and organize transactions into groups that are meaningful to both systems. The web services specifications are available upon request for KeepTrak Banking implementations

Inmate Financial Information Lookup Service

KeepTrak Banking Inmate Financial Information Lookup services allows partner systems to present KeepTrak financial Information in their applications. Custody systems can take advantage of this read only interface to present an inmate balance, financial history, or specific transactions appropriate for the given user role. Other uses can include court systems, bail systems, and inmate self-service devices. The web services specifications are available upon request for KeepTrak Banking implementations.

Check Printing Enhancements
Queued Check Printing

KeepTrak Banking introduces queued check printing for those customers who prefer to complete all check generating transactions before printing numerous checks. This feature is convenient also for a financial department in which several clerks are actively generating checks throughout the day or where the check printer is located at a distance from the individual clerk. The queue includes the ability to filter by date range, transaction type, user, and check printer. Once printed the user can confirm print status, provide check numbers for pre-printed check stock, and reprint a failed or destroyed check.

MICR Check Printing with Automatic Check Numbering

KeepTrak Banking can now print to blank check stock using standard MICR ink printers. The new feature formats the check including logos, signatures, caption text, bank account number, routing number, and check number. Check number sequences can be associated with windows printers that support MICR ink printing.

Batch Processing Enhancements
Batch Details Reporting

KeepTrak Banking now includes a detailed report of inmate transactions related within a single batch.

Two-stage Batch Approval

KeepTrak Banking now allows a manager role that can commit batches of transactions that were entered by a clerk. The clerk may not commit the transactions, only record them.

Addendum to Commissary Service Agreement

THIS ADDENDUM TO COMMISSARY SERVICE AGREEMENT is made and entered into by and between Keefe Commissary Network, L.L.C., whose address is 10880 Lin Page Place, St. Louis, MO 63132, and the County of Lake. Keefe and the Client are referred to herein as the "Parties".

WHEREAS, the Parties have previously entered into a Commissary Services Agreement (the "Agreement") dated _____, pursuant to which Keefe provides Commissary services for the Client at the Premises described in the Agreement; and

WHEREAS, Keefe has identified a business which provides a tablet technology services solution for use by inmates confined in correctional facilities, known as the Secure Inmate Tablet program, and

WHEREAS, Keefe and Tablet Provider have entered into a business relationship wherein Keefe is authorized to offer the Secure Inmate Tablet program to Keefe's Clients as a supplemental service to the services presently being provided by Keefe under the Agreement; and

WHEREAS, the Client desires to avail itself of the supplemental services provided by Tablet Provider as a subcontractor for Keefe.

NOW, THEREFORE, for and in consideration of the mutual benefits to be received by the Parties to this Addendum, the Parties agree as follows:

1.   Keefe will provide an additional service under the terms of the Agreement which service is known as and referred to herein as the Secure Inmate Tablet program.

2.   The Secure Inmate Tablet program is described in Exhibit A which is attached hereto and by this reference made a part of this Addendum.

3.   There will be no fee charged to or paid by the Client for participation in the Secure Inmate Tablet program. Fees to inmates using the paid services on the tablet at a per-minute based rate shall be no more than $.05 unless the Client approves a modification of the rate. During the program, Tablet Provider will run promotions and offer paid services at reduced rates. Beginning year 2, Keefe will pay the Client a commission equal to 10 percent of tablet revenue received from inmates who utilize the services which are available via the Telmate Secure Tablet program. The commission procedures shall be the same procedures as are currently in place for commissary commissions.

4.   Upon execution of this Addendum by both parties, Keefe will provide the following: (i) technical assistance during the installation and initial use of the tablets including the operational training for Client employees; (ii) manuals, instructions and names of technical representatives available via telephone; (iii) a preliminary project plan, including the project team, installation timeline, recommended installation procedures, including as necessary any conversion from existing systems to the tablet system, and (iv) a project management plan which will include locations of service technicians, replacement equipment and response times.

5.   This Addendum is effective when signed by both parties and is otherwise subject to all the terms and conditions of the Agreement, which shall remain in full force and effect.

Keefe Commissary Network, L.L.C.   _____:

By: _____   By: _____

Title: _____   Title: _____

Date: _____   Date: _____

EXHIBIT A
DESCRIPTION OF SERVICES
SECURE INMATE TABLET PROGRAM

FEATURES

The following features are included on all tablets at no cost to the Client:

Commissary Ordering: Tablets support the ability for inmates to place commissary orders electronically, interfacing directly with the facility's commissary, without involving correctional staff and time. This solution is compatible with any commissary system that provides a modern Web-based ordering system.

Secure Messaging: To reduce mailroom volume, tablets will provide a messaging solution that allows inmates and approved contacts to exchange electronic typed messages. This solution will trigger alarms based on watchwords, allow text searches across messages, and permit facility staff to conduct speedy reviews of messages.

Fees charged by Tablet Provider for depositing funds to enable inmates to use Secure Messaging and Tablet services will be charged at the then current rate(s) charged for Keefe's Access Corrections® Secure Deposits program.

Video Visitation: Remote Video Visitation will be provided at $0.25 per minute, saving the County the capital expense of a standalone Video System.

Entertainment: Inmate tablets will provide entertainment for inmates, including sports scores, music, non-violent games, and other inmate appropriate entertainment.

In addition, Tablet Provider will make the following optional features available from the inmate tablet solution at no cost to the Client:

Digital Grievances: Tablet Provider will provide a complete digital inmate grievance and inmate request system, available to users of the inmate tablets. This system will allow the creation, publishing, and management of digital forms and allows submissions to be routed directly to specific individuals. The system will also support follow-up communication with the staff member who receives the submission.

Routing of Requests: Tablets will allow Client staff to control the routing of submitted digital requests and grievances to key staff.

Religious Content: By default, tablets will provide content to help meet the needs of inmates of diverse religious beliefs.

Educational Content: Tablet solution will have the capability of displaying current and/or future educational content.

Legal Research/Law Library: Tablet solution will have the capability of displaying Web/HTML-based legal research/law library content in order to reduce inmate escorts to and from the law library. Tablet Provider will support a variety of 3rd party law library systems in the event that the 3rd party provider changes in the future. This integration will be provided at no cost to the Client or inmate. Client will contract directly with the 3rd party law library for their services.

Photo Sharing: To reduce physical photographs being introduced into the facility, tablets will provide a photo sharing solution that allows approved contacts to share digital photos with inmates. Tablet Provider will manually review each photo for nudity and offensive behavior before it may be seen by the inmate. Inmates may not take photos or share photos with their approved contacts.

Content Blocking: Tablets will allow the Client to block specific content offerings either temporarily or permanently if the Client anticipates that the content will provide problems for their facility.

Inmate Self Improvement: Tablets provide content options for inmate self-improvement, including personal finance, employment, national news, and learning options.

No Penalties: There is no additional cost to the Client for any features or hardware described herein.

NETWORK AND HARDWARE

Tablet Ownership & Maintenance: The tablets will be owned by Tablet Provider, and Tablet Provider will be responsible for all installation, maintenance and ongoing support.

Prime Provider: Tablet Provider will be the prime developer and provider of the inmate tablet solution and service.

No Cost to the County: Tablet Provider through Keefe will provide all hardware and services at no cost to the County.

Secure Wireless Network: Tablets will run over a secure wireless network using a unique virtual private network (VPN) per tablet connection to ensure encrypted communications. Cellular network communication (such as Edge, LTE, 3G, 4G) is inherently insecure and will not be utilized.

An Independent Network: Tablets will utilize separate dedicated network for all tablet services.

Auditing/Reporting: Tablets will include a comprehensive inmate tablet reporting system. Inmate tablet usage (by inmate and by tablet) will be fully auditable, and data will be available to facility staff.

Full Access Control Software: Tablet Provider will limit access to tablets to inmates currently in the same housing unit as the tablet itself.

Web Based Software: Tablet Provider will provide Web based access to tablet command and control capabilities, including, but not limited to, the ability to suspend an inmate or friend or family privileges for a set amount of time or until a specified date and time. Solution will be compatible with Chrome, Safari, Firefox and Internet Explorer Web browsers, and will be accessible from both Microsoft Windows and Apple OS X platforms.

Access Control by Group and Individual: Tablet Provider will provide the ability for staff to block tablet access for specific inmates or groups for a predefined period of time in the event of a disciplinary event.

Security Layers: Tablet Provider will ensure that all networked traffic utilizes a proxy server and firewall configured to only allow approved addresses and content.

No Escalation of Privileges in the Event of Failure: Tablet Provider will ensure that in the event of any component failure, the event will not be capable of granting escalated access privileges.

Newly Booked or Moved Individuals: Tablets will automatically allow access to newly booked inmates, or inmates who are moved between housing units, without staff involvement.

No Inmate-to-Inmate Communication: Tablet Provider will ensure that no inmate-to-inmate communication will be allowed through the tablets.

Client Support: Tablet Provider will provide facility service and technical support for all proposed products, available 24/7/365 answered by live operators and will ensure any onsite technicians meet all of the Client's security requirements and levels of approval.

PIN-based Login: Tablet Provider will provide a PIN based inmate login to allow access to be customized to the inmate who is using the tablet.

Chain of Custody: Tablet Provider will retain all submitted grievance and request forms and will not delete them. This submitted information will be searchable, sortable and able to be filtered.

Trust Integration: Tablet solution will integrate with Keefe's existing trust fund solutions, allowing inmates to pay for tablet use directly from their trust fund account.

24/7 Support for Facility Staff: Tablet Provider will provide no cost 24/7 support for facility staff, allowing them to ask questions or make requests including reporting of broken equipment, lost passwords, and new staff user setup.

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Wireless Charging: Tablet Provider will ensure that inmate tablets not interface directly with live electrical current in inmate accessible areas. Tablets will utilize inductive chargers for increased safety and security.

Remote Updates: To minimize technician escorts to inmate living areas, Tablet Provider will perform routine tablet software updates remotely.

Complete Data Access: Tablet Provider will provide Web based access to tablet information, including the ability to instantly review all tablet usage data including by-inmate and by-tablet data, and summary data for all tablets. Any message exchange between inmates and approved contacts is reviewable and searchable by Client staff.

Data Ownership: All collected data, including tablet communication and usage data, is property of the Client and will be stored for the life of the contract and extensions.

No Staff Time Requirements: Tablets will not require staff time to operate. will not add responsibilities for any staff members.

Number of Tablets: Tablet Provider will provide a minimum of one secure inmate tablet per six (6) inmates. If tablets in any living areas receive more than three (3) hours of sustained use/day, Tablet Provider will inform the Client and request permission to add additional tablets and charging stations at no cost to the Client.

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Keefe Commissary Network, L.L.C.   _____ :

By: _____   By: _____

Title: _____   Title: _____

Date: _____   Date: _____

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Video Visitation: Remote Video Visitation will be provided at $0.25 per minute, saving the County the capital expense of a standalone Video System.

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Educational Content: Tablet solution will have the capability of displaying current and/or future educational content.

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Legal Research/Law Library: Tablet solution will have the capability of displaying Web/HTML-based legal research/law library content in order to reduce inmate escorts to and from the law library. Tablet Provider will support a variety of 3rd party law library systems in the event that the 3rd party provider changes in the future. This integration will be provided at no cost to the Client or inmate. Client will contract directly with the 3rd party law library for their services.

Photo Sharing: To reduce physical photographs being introduced into the facility, tablets will provide a photo sharing solution that allows approved contacts to share digital photos with inmates. Tablet Provider will manually review each photo for nudity and offensive behavior before it may be seen by the inmate. Inmates may not take photos or share photos with their approved contacts.

Content Blocking: Tablets will allow the Client to block specific content offerings either temporarily or permanently if the Client anticipates that the content will provide problems for their facility.

Inmate Self Improvement: Tablets provide content options for inmate self-improvement, including personal finance, employment, national news, and learning options.

No Penalties: There is no additional cost to the Client for any features or hardware described herein.

NETWORK AND HARDWARE

Tablet Ownership & Maintenance: The tablets will be owned by Tablet Provider, and Tablet Provider will be responsible for all installation, maintenance and ongoing support.

Prime Provider: Tablet Provider will be the prime developer and provider of the inmate tablet solution and service.

No Cost to the County: Tablet Provider through Keefe will provide all hardware and services at no cost to the County.

Secure Wireless Network: Tablets will run over a secure wireless network using a unique virtual private network (VPN) per tablet connection to ensure encrypted communications. Cellular network communication (such as Edge, LTE, 3G, 4G) is inherently insecure and will not be utilized.

An Independent Network: Tablets will utilize separate dedicated network for all tablet services.

Auditing/Reporting: Tablets will include a comprehensive inmate tablet reporting system. Inmate tablet usage (by inmate and by tablet) will be fully auditable, and data will be available to facility staff.

Full Access Control Software: Tablet Provider will limit access to tablets to inmates currently in the same housing unit as the tablet itself.

Web Based Software: Tablet Provider will provide Web based access to tablet command and control capabilities, including, but not limited to, the ability to suspend an inmate or friend or family privileges for a set amount of time or until a specified date and time. Solution will be compatible with Chrome, Safari, Firefox and Internet Explorer Web browsers, and will be accessible from both Microsoft Windows and Apple OS X platforms.

Access Control by Group and Individual: Tablet Provider will provide the ability for staff to block tablet access for specific inmates or groups for a predefined period of time in the event of a disciplinary event.

Security Layers: Tablet Provider will ensure that all networked traffic utilizes a proxy server and firewall configured to only allow approved addresses and content.

No Escalation of Privileges in the Event of Failure: Tablet Provider will ensure that in the event of any component failure, the event will not be capable of granting escalated access privileges.

Newly Booked or Moved Individuals: Tablets will automatically allow access to newly booked inmates, or inmates who are moved between housing units, without staff involvement.

No Inmate-to-Inmate Communication: Tablet Provider will ensure that no inmate-to-inmate communication will be allowed through the tablets.

Client Support: Tablet Provider will provide facility service and technical support for all proposed products, available 24/7/365 answered by live operators and will ensure any onsite technicians meet all of the Client's security requirements and levels of approval.

PIN-based Login: Tablet Provider will provide a PIN based inmate login to allow access to be customized to the inmate who is using the tablet.

Chain of Custody: Tablet Provider will retain all submitted grievance and request forms and will not delete them. This submitted information will be searchable, sortable and able to be filtered.

Trust Integration: Tablet solution will integrate with Keefe's existing trust fund solutions, allowing inmates to pay for tablet use directly from their trust fund account.

24/7 Support for Facility Staff: Tablet Provider will provide no cost 24/7 support for facility staff, allowing them to ask questions or make requests including reporting of broken equipment, lost passwords, and new staff user setup.

Wireless Charging: Tablet Provider will ensure that inmate tablets not interface directly with live electrical current in inmate accessible areas. Tablets will utilize inductive chargers for increased safety and security.

Remote Updates: To minimize technician escorts to inmate living areas, Tablet Provider will perform routine tablet software updates remotely.

Complete Data Access: Tablet Provider will provide Web based access to tablet information, including the ability to instantly review all tablet usage data including by-inmate and by-tablet data, and summary data for all tablets. Any message exchange between inmates and approved contacts is reviewable and searchable by Client staff.

Data Ownership: All collected data, including tablet communication and usage data, is property of the Client and will be stored for the life of the contract and extensions.

No Staff Time Requirements: Tablets will not require staff time to operate. will not add responsibilities for any staff members.

Number of Tablets: Tablet Provider will provide a minimum of one secure inmate tablet per six (6) inmates. If tablets in any living areas receive more than three (3) hours of sustained use/day, Tablet Provider will inform the Client and request permission to add additional tablets and charging stations at no cost to the Client.