

# STELLAR Services, LLC

*Inmate Banking Software, Commissary & Communication Services*

Bryan Jostad;  
njostad@lacrossecounty.org  
“Sheriff’s Office  
Operational RFP”  
212 North 6<sup>th</sup> Street,  
La Crosse WI  
Upload to DemandStar



## We Support You!

Streamlined commissary, financial and communications services for county facilities.

We offer customer support 24/7, 365 days of the year.

### Inmate Commissary & Banking Software

- Lockdown™ Inmate Software
- Booking Money Manager
- Stellar Teller Kiosk
- Credit Card Bonding

### Inmate CIDNET Communication Services

- Voice-Data (Phones)
- Video Visitation and Email



**866-320-4200**  
**stellar-services.net**





301 Business Park Circle, Stoughton, WI 53589

Inmate Banking Software, Commissary and Communication Services

RFP Response

“Sheriff’s Office Operational RFP”

212 North 6<sup>th</sup> Street, La Crosse, WI

COMMISSARY AND INMATE TRUST  
ACCOUNTS

PHONE & VIDEO VISITATION

Upload to DemandStar by April 6th, 2022@2:00 pm, CST



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## Section 3 QUALIFICATIONS

### 3.1 Vendor / Partnership Information

- A. Letter of introduction that includes name of contact person and contact information (email address, phone number, etc.), no more than two (2) pages.

April 6, 2022

La Crosse County  
Bryan Jostad  
212 North 6<sup>th</sup> Street  
La Crosse, WI 54601

Dear Bryan Jostad,

It is with great pleasure that we are providing the enclosed Request For Proposal for your consideration for the La Crosse County Sheriff's Department Inmate Commissary and Trust Fund Account Services (Service Group B) and Inmate Phone and Video Visitation (Services Group C). It is the intention of Stellar Services, LLC to demonstrate to you that we are the company that can supply you with a seamless system.

There are many items that will make this a great experience for the La Crosse County Sheriff's Department Inmate Commissary and Trust Fund Account Services (Service Group B) and Inmate Phone and Video Visitation (Services Group C) on many levels. Our experience and knowledge in this industry allow us the ability to provide the type of service expected as a valued client of Stellar Services, LLC. We are committed to service excellence every day, and we provide our customers with solutions through integrity, trust and innovation. We believe and understand that communication, solid technology, stable pricing and overall ease of operation of this system are the key components to success.

- As part of our proposal, we are proud to offer:
- Affordable, reliable, secure inmate communications.
- Competitive commission structures.
- Trained professional staff and leadership.
- Seamless integration with your other technology vendors.

We appreciate the opportunity to present this proposal to the La Crosse County Sheriff's Department, and if you should have any questions, please feel free to contact me directly. This proposal will be honored for 120 days.

Sincerely,



Dave Frick,  
Sales Manager, 866-320-4200, [dfrick@stellar-services.net](mailto:dfrick@stellar-services.net)

B. Partnership Structure / Relationship (if applicable)  
-include which partner is primary

Stellar Services, LLC is the primary service provider

Encartele/Stellar Partnership – service providers of voice phones, video visitation and tablets

Tech Friends/Stellar Partnership – service providers of inmate banking software

C. Office location(s) that would service each segment of this contract

Stellar Services, LLC, 301 Business Park Circle, Stoughton, WI 53589, Service Group B & C  
Encartele, 8210 S 109<sup>th</sup> St., La Vista, NE 68128, 888-231-3393, Service Group C

D. Company's objectives in relation to this project

**About Stellar Services, LLC**

Stellar Services, LLC is a full-service provider of Inmate Banking Software, Commissary Services, CIDNET Inmate Voice Phones and Pod Kiosks, video visitation and email.

**So, why Stellar Services?**

We are not your typical inmate commissary and communications company. ***We're about service.*** We focus on each of our customers. You receive the kind of service that provides consistency, quality and success for your facilities operation.

**Our Vision** is to provide the corrections industry the best tools that enrich the work of facility employees which in turn gains the trust of inmates and their family and friends.

**Our Mission** is to establish a credible dialogue with our customers to provide solutions for their complete satisfaction.

**We partner with You.**

Stellar Services, LLC started in February 2001 offering Commissary and Inmate Banking Software. The past five years we have partnered with quality communication companies to additionally offer communication services. Our values of integrity, honesty and commitment are held to the highest standard, in order to create trust that we are supporting you. A partnership guaranteed to succeed.

**You get experience.** The team at Stellar Services tailor our services to meet the specific needs and objectives of each customer. We take great pride in our outstanding customer service record and are committed to continuing this in our everyday business practice. That means each facet of your operation has the tools you need in order to facilitate, operate and take the best care of each inmate.

**Why choose Stellar Services for both Inmate Communications and Commissary.** The system we are proposing has saved facility staff massive amounts of time, the 2 systems work seamlessly together to be the most comprehensive and easy to use systems on the market.



When an inmate is booked into your JMS (Central Square) system it interfaces with Lockdown and opens the inmate's financial account. Lockdown then automatically opens an inmate account in the CIDNET communications platform. Inmate money once deposited in the money manager in booking then is accessible to the inmate. The facility staff then can print out a PIN, an inmate ID, for the inmate which gives them access to the platform. The inmate then accesses their available balance through the inmate phone and can transfer their account monies directly to the communications platform (CIDNET). At this point they are able to start making phone calls, receive video visitations or send emails to friends and family. Now the system is ready to go, it is now on auto-pilot for all cash/credit card deposits to the inmates. Lockdown runs in the background, collecting receivables that have been billed to the inmate account. Then facility staff can review receivable reports outlined in this RFP where money is then disbursed to the various different county departments.

The communications platform, CIDNET Voice, Video Visitation and email system makes investigations easier for investigators, all the inmates' information is on one screen with different tabs and is easily downloaded.

### **Service Package.**

Installation of Lockdown™ Inmate Banking software package on as many computers as the facility requires. Lockdown™ uses Microsoft SQL server as the data base management tool. This allows Lockdown™ to be a very fast system that is designed to grow as your facility grows. Lockdown™ will handle all inmate banking items along with interfacing with your JMS system (Central Square) and any company who will be providing the Inmate Phones.

Our lobby kiosk, the Stellar Teller, integrates in real time with our Lockdown™ software package. Our Stellar Teller will accept cash and credit card deposits from friends and family for all inmates. Our Stellar Teller incorporates the latest in technology that MEI bill acceptors have to offer. Our credit card readers are encrypted so no information can be stolen. All credit card transactions that are approved are always 100% guaranteed to the facility, even if the transaction is cancelled by the card holder. Every depositor has their picture taken and recorded for proof of who made the deposit. Our transaction fees are the lowest in the industry so that more of the family and friends' money ends up on the inmate's account.

In the booking area, our Booking Money Manager will be installed at every booking station to accept paper and coin cash, checks and credit card deposits. These free kiosks keep all funds coming into your facility under lock and key until a deposit is made.

Lockdown™ will integrate with the inmate phones so that inmate accounts are automatically opened at booking and closed at release. Inmates will be able to place freephone calls for commissary ordering, account transactions and account balances.

We are proposing a triweekly commissary service, deliver by our truck and driver. The orders will be packed in clear plastic bags with two receipts in each order. This will mean that the orders your inmates receive will be in great condition, no smashed Honey Buns or crushed chips, making for happier inmates. We also have the best packing error rate in the industry. 99.7% of all inmate orders are packaged without an error. We record every error reported by our customers, evaluate it and see if we have a solution as to why the error happened. Some errors are just because our packers are human. But any error that is reported will be solved by either a complete refund to the



inmates account or delivery of the correct product at the next commissary delivery. We know that fewer commissary errors make it a safer environment for your staff.

Changing from one vendor to another is a process that Stellar Services has a lot of experience at. We have a team of technicians that can take all of the stress out of this process by ensuring your account is balanced and ready to go. When we transfer the data over from your current accounting system on Central Square, we are able to get all current inmates with balances and debt along with past inmates that still have a balance or have a debt. History is not something that can be transferred over due to no single report being able to supply that from your vendor.

All of the Stellar Services, LLC equipment is completely covered under our 100% warranty. You never pay for any equipment that fails or becomes broken.

We realized that being adaptable, having great product selection, advanced technology, and developing a successful commissary program requires a strong emphasis on customer service and great communication paths. Stellar Services, LLC has the knowledge and commitment to work alongside the La Crosse County staff to create a highly successful commissary program as we have for over 160 facilities.

Stellar Services, LLC is the company large enough and experienced enough to handle any issue but small enough that you get that family feeling of true customer service.

Encartele is our partner organization in the Telephone Communication Industry and are located in La Vista, Nebraska. This organization has been operating for approximately 18 years. Their correctional Communication solution empowers people to make intelligent decisions when using the CIDNET platform.

### **Empowering Technology**

Lockdown™ Inmate banking software is designed to be intuitive and this software package manages the inmates' funds while they are incarcerated. It allows the facility to open and close accounts, bill the inmate, process commissary orders and cut checks from the inmate's account. This software is custom written for the corrections industry and was first introduced in 2004. This is the most up-to-date Inmate Banking Software package on the market today and since first introducing it, we have made hundreds of enhancements. Lockdown™ provides a fully GAAP compliant trust fund accounting system which integrates with all other components and services that we offer. Not only is all the inmates' information accessible from 1 screen, but in the event of a mistake, we have a one click fix button that can correct nearly any mistake made. Lockdown™ begins working from the time an inmate is booked to the time they are released.

CIDNET has three main apps that allow people to communicate: Voice, Video and Mail. Any instance of communication within these apps is classified as a "Cue" (Cidnet Utilization Event). CIDNET CUES let people pay by the second, instead of by the minute. The CID family of devices is made up of detention-grade equipment designed for long-term use in a correctional environment. All equipment is manufactured in the US and thoroughly tested before it is installed in a jail/facility.



- E. Provide client agency name, contact name, title, address, and phone number of references that your organization has or is contracting with regarding the Service Groups in the proposal
- *Stellar Services, LLC – Ed Bierer, President, 301 Business Park Circle, Stoughton, WI 53589, 866-320-4200 ; Service Group B & C*
  - *Encartele, Scott Moorland, President, 8210 S 109<sup>th</sup> St., La Vista, NE 68128, 888-231-3393, Service Group C*
  - *Tech Friends, Bob Shipman, 2225 E Highland Dr., Jonesboro, AR 72401, 877-810-0914, Service Group B*

### 3.2 Relevant Experience (respond to statements that are applicable to proposal)

- A. Food Service Management experience regarding a County Jail Facility  
- include average number of inmates served on a daily basis  
*Not bidding on this section*

- B. Food Service Management experience regarding Juvenile Detention Center  
-include average number of clients served  
*Not bidding on this section*

- C. Inmate Laundry Services  
*Not bidding on this section*

- D. Inmate Commissary Services  
*Stellar Services, LLC is a full-service provider of Inmate Banking Software, Commissary Services, ICENET Inmate Phones and Pod Kiosks, offering CIDNET video visitation and email.*  
*Stellar Services, LLC is not your typical inmate commissary and communications company. We're about service. Each of our customers receives the kind of service that is the cornerstone of the American business philosophy. Stellar Services, LLC started in February 2001, and has achieved remarkable success, growing to be one of the largest commissary and communication companies in the area. Integrity, honesty and commitment are held to the highest standard, creating a mix of successful ingredients for our customers. The team at Stellar Services, LLC will tailor our services to meet the specific needs and objectives of each customer.*  
*As a company, Stellar Services, LLC has taken great pride in our outstanding customer service record and is committed to continuing this in our everyday business practice. Our customers have expressed their satisfaction regarding our service and are more than willing to share their experience with you.*



#### E. Inmate Trust Account Services

*Stellar Services, LLC is a full-service provider of Inmate Banking Software, Commissary Services, ICENET Inmate Phones and Pod Kiosks, offering CIDNET video visitation and email.*

*Stellar Services, LLC is not your typical inmate commissary and communications company. We're about service. Each of our customers receives the kind of service that is the cornerstone of the American business philosophy.*

*Stellar Services, LLC started in February 2001, and has achieved remarkable success, growing to be one of the largest commissary and communication companies in the area. Integrity, honesty and commitment are held to the highest standard, creating a mix of successful ingredients for our customers.*

*The team at Stellar Services, LLC will tailor our services to meet the specific needs and objectives of each customer.*

*As a company, Stellar Services, LLC has taken great pride in our outstanding customer service record and is committed to continuing this in our everyday business practice. Our customers have expressed their satisfaction regarding our service and are more than willing to share their experience with you.*

#### F. Video Visitation Services

*Stellar Services, LLC has 7+ years' experience in the Video Visitation Services with an emphasis also on our customer service.*

*Encartele is our partner organization in the Telephone Communication Industry and are located in La Vista, Nebraska. This organization has been operating for approximately 18 years. Their correctional Communication solution empowers people to make intelligent decisions when using the CIDNET platform.*

#### G. Phone Service and E-messaging

*Stellar Services, LLC has 5+ years' experience in the Voice/Phone Services with an emphasis also on our customer service.*

*Stellar Services, LLC is well known in the corrections industry for our outstanding customer service record, County Jails are in operation 24/7/365 days a year and Stellar's customer service is available on the same 24/7/365 days a year. When you need assistance, we are here to answer your call!*

*Encartele is our partner organization in the Telephone Communication Industry and are located in La Vista, Nebraska. This organization has been operating for approximately 18 years. Their correctional Communication solution empowers people to make intelligent decisions when using the CIDNET platform.*



### 3.3 Proposed staff and structure

#### A. Organizational Structure / Hierarchy

*Edward Bierer-Owner*

*Patty Bierer-Owner*

*Dave Frick-Sales Manager*

*Kevin Rudoll-Applications Manager*

*Amanda Rudoll-Commissary Production Manager*

*Joan Huedepohl-Office Manager*

#### B. Responsibilities and qualifications of management personnel providing services under this proposed agreement.

*Dave Frick-Sales Manager, responsible for initial sales and negotiations of contracts*

*Kevin Rudoll-Applications Manager, responsible for technical support and Applications personnel, this will include all installation of hardware, software and replacement/repair of equipment, and commissary installation/training.*

*Amanda Rudoll-Commissary Production Manager, leads production team, orders product and maintains inventory to fulfill commissary orders, directs shipping and delivery.*

*Joan Huedepohl-Office Manager, manages the administrative functions for accounts payable and receivables and other finances. Supports Sales with contracts, proposals and conferences. Implements marketing materials and products.*

#### C. Responsibilities and qualifications of the staff who are performing each function

*Edward Bierer-Owner, Ed has over 30 years of experience within the corrections market with inmate commissary and accounting systems.*

*Patty Bierer-Owner, Patty has over 20 years of experience within the corrections market with inmate commissary and accounting systems.*

*Dave Frick-Sales Manager- 28 years of contract food management, commissary management and sales experience.*

*Kevin Rudoll-Applications Manager – 20 years in technical support, IT networks, IT team lead for the banking industry.*

*Amanda Rudoll-Commissary Production Manager –Over the past 5 years has purchased quality merchandise at the lowest possible prices. She plans,*

*organizes and controls the warehouse's overall operations and promotes constant motivation among staff.*

*Joan Huedepohl-Office Manager – over 30 years managing business projects, business office support and small business ownership.*

D. Provide a detailed explanation of the training the vendor's staff workers

*All our Production staff are trained on our state-of-the-art picking system, this system has proven itself to reduce packing errors down to 0.003% error rate company wide. Our delivery clerks are trained on each jail they service with the facility staff.*

*Technical staff are trained to help answer questions in our "Lockdown" inmate accounting system to service our customers during business hours and after hours for on-call purposes. In addition, our technical staff are also trained on all our hardware to include, our servers, lobby kiosks, booking money managers, printers, inmate phones and our CIDNET video visitation/email systems. When a machine needs repair/replacement, Stellar Services, LLC technical staff does the service. They also provide customer help desk support 24/7, on Lockdown, Money Manager, Stellar Teller, online deposits, kiosks, video visitation and more.*

*Training of facility staff happens prior to the installation for the communications CIDNET platform, for our commissary system "Lockdown", we will train facility staff during our install week so that each and every staff member knows how to operate the software.*



## Section 6 Scope of Work – Inmate Commissary and Trust Fund Account services (Service Group B)

**These services must interlink thru a kiosk and / or a mobile tablet ordering system. The Trust Fund Account Services must successfully interface with the Law Enforcement Central Square Jail Management System (JMS) software system. The vendor will pay all costs to interface with the JMS software.**

*Stellar Services, LLC will interlink with either our Kiosks/mobile devices (CIDNET) if we are selected as the communications vendor or any vendor that is selected for the communications part of this RFP. We already have interfaces with all major inmate phone companies, including Law Enforcement Central Square JSM system.*

**The vendor will provide on-line credit/debit deposits to be made to an inmate's account.**

*Stellar Services, LLC utilizes [www.jailatm.com](http://www.jailatm.com), ran by our partner Techfriends for all merchant account transactions for credit/debit cards.*

**Vendors shall describe their approach to provide the equipment and service described herein, including, but not limited to:**

### **Commissary Services**

6.1 The Vendor shall furnish all goods, supplies, supervision, transport materials and transportation to provide commissary and accounting services for the inmate commissary in a secure environment and at no cost to the County.

*Stellar Services, LLC will provide all goods, supplies, supervision, transport materials and transportation to provide commissary and accounting services for the inmate commissary for the La Crosse County jail as specified within this RFP at no cost to the County.*

6.2 The Vendor shall provide a variety of products to be sold through commissary to meet the needs of the inmate population. All products offered for sale to the inmates must be approved by the La Crosse County Sheriff's Office. Products offered should include brand name items, where applicable. No items packed in metal or glass containers will be sold. Items must be individually wrapped and contain no alcohol. Vendors shall also provide a limited number of items that do not have a markup (not for profit), examples: Stamps, phone cards, etc.

*Stellar Services, LLC, will provide a product list for La Crosse County to select products offered, see attachment. We have products that are brand named and generic, selections of products are done by La Crosse County prior to installation.*



***Stellar Services, LLC can also provide samples of items for La Crosse County Jail in order to answer any questions or demonstrate ingredients, packaging, or fulfill other answers. All items are packaged in correctional grade wrappings and do not contain any metal or glass. Alcohol is not an ingredient in any products. We provide items that do not have a markup (not for profit), such as on indigent items, postage or other items the County may require.***

6.3 Product pricing should not exceed local retail pricing for comparable items. Vendor should provide retail pricing comparison as part of their proposal. Any pricing increases on any item, excepting annual CPI increase, must be approved in advance by the La Crosse County Sheriff's Office; requests for such pricing increases must be accompanied by documentation of reason for the pricing request.

***Stellar Services, LLC can provide local convenience store pricing for comparison to La Crosse County from their area, which is standard in the commissary industry. Any price increases will be in writing 30 days prior to any increase to the inmates, other than annual CPI increase and approved by the County in advance.***

6.4 The system must allow commissary restrictions such as disciplinary, diet, gender and number of items sold. The County reserves the right to restrict inmate participation in the commissary program.

***Stellar Services, LLC's Lockdown system is the most versatile system on the market to allow for a wide variety of restrictions to include disciplinary, diet, gender, items sold and spending limits.***

6.5 Inmates are given the opportunity to order commissary three times per week or as requested by the county. Orders shall be processed and delivered to the inmates on a schedule. Commissary orders shall be delivered three times per week – Monday, Wednesday, and Friday.

***Stellar Services, LLC will deliver to your dock three times per week, Monday, Wednesday and Friday with our vehicle and trained staff.***

The commissary orders shall be placed using the kiosk or an alternative entry form. La Crosse County is expecting the vendor to provide and install fifteen (15) kiosks and / or mobile tablets at no cost for its Law Enforcement Center (LEC) located at: 333 Vine Street, La Crosse, Wisconsin

The location of the kiosks / mobile tablets shall be:

- A. 14 Kiosks located within cell blocks / pods
- B. 1 Kiosk located with the lobby area-accepts cash, /debit/credit cards

***Stellar Services, LLC will install up to 3 Kiosks in each POD area if selected for Inmate Phones/Video Visitation/Email Communications along with***

***Commissary. Our Kiosks have multiple advantages for the facility and staff. The Stellar Teller Lobby Kiosk will accept Cash, Casino Grade Bill Acceptor (MEI), Credit/Debit Cards for deposits to inmate accounts and/or Cash Bonding if required.***

6.6 The LEC has nine (9) cell blocks / pods and two (2) direct supervision blocks / and three (3) receiving block pods.

A kiosk will need to be placed within each block / pod. The kiosks / mobile tablets shall have the following capabilities:

- A. Inmates order canteen ***-Phones and Kiosks***
- B. Inmates check trust fund balance ***-Phones***
- C. Inmates file grievances ***-Kiosks***
- D. Inmates submit general requests ***-Kiosks***
- E. Inmates submit requests for medical & mental health services ***-Kiosks***
- F. Inmates view electronic copy of jail rules or other documents ***-Kiosks with verification of reading, this verification can be done once or on a scheduled time frame i.e. every 3 months or when changes happen.***
- G. Tracking of grievances and requests ***-Kiosks***

***Stellar Services, LLC solution is for Commissary/Trust Fund Management Software, Inmate Voice (Phones), Video Visitation and Email.***

6.7 The kiosk located in the lobby and the booking area must have the ability to accept monetary deposits. The kiosk must have the ability to associate inmate identification with the funds deposited. The lobby kiosk shall have the ability for a 3rd party (friends and family) to deposit funds into an inmate's account.

- A. Lobby Kiosk - monetary fund's acceptance of paper and credit cards

***Stellar Services, LLC Lobby Kiosk (Stellar Teller) will accept paper currency and Credit/Debit Cards.***

- B. The kiosks shall be accessible by La Crosse County. The kiosk must provide deposit information that allows La Crosse County to reconcile the funds removed with the inmate account information.

***Stellar Services, LLC Stellar Teller Lobby Kiosk and the Booking Money Manager Kiosk is accessible by facility staff to empty and reconcile the monies received for audit purposes and tracked back to the inmates account and/or bonding payments. Bond disbursement is connected to the inmate's account and recorded for the bond agency or clerk of courts with all pertinent Bond information on the receipts.***



Any cost associated with the transfer of the order forms from the La Crosse County Sheriff's Office to the Vendor shall be borne by the Vendor.

***Our order transfer process is paperless so no forms are needed, if a form is required, Stellar Services, LLC will comply and no billing to the County will occur.***

6.8 All orders shall be organized by individual inmate and cell block / pod. All orders shall contain a receipt; receipts shall have a designated area for inmate signature and shall contain starting balance, itemized list of goods sold with price for each, ending balance, receipt number, and an explanation of any items not sent with the order. Vendors shall describe their organizational process and shipping methods.

***Stellar Services, LLC's Lockdown accounting system and inmate commissary system has the ability to put up to 4 locations on every receipt in the system, for example, Floor, POD, Cell, Bed. Commissary will come to the facility by locations to enable quick disbursement by facility staff in rubber maid containers. See receipt example below.***

1234 : Martens, Jay W

Location: G

La Crosse County Jail

10/6/2020

Invoice #12

Code	Qty	Product	Price	Ext
1025	1	Mens Sports Socks	3.75	3.75
1027	2	T-Shirt Medium	6.89	13.78
4001	1	White Writing Tablet 50 count	1.95	1.95
5001	1	M & M Peanut	1.41	1.41
5002	3	Almond Snickers (Mars Bar)	1.41	4.23

8 items

Start Balance: \$2001.50

Total Purchase: \$25.12

End Balance: \$1976.38

Delivered By: \_\_\_\_\_

Date: \_\_\_\_\_

Resident: \_\_\_\_\_

By signing, I authorize the deduction of funds from my account.

***This also creates the transaction billing in the inmate account that assigns the receipt number for tracking purposes. See receipt below:***



1234 : Martens, Jay W

13220

Loc: G

La Crosse County Jail

Acct: 3-18 10/6/2020 3:29:12 PM

By: ADMIN From: Cash Drawer #4

Prior Balance: \$2001.50

Bill Commissary : COMMISSARY 10/6/2020 REF:12

\$25.12 CHRG

BillPay PAYMENT FOR TRANS 13220

-\$25.12

Sign: \_\_\_\_\_

Main Balance: \$1976.38

Prescriptions Debt: \$40.93

6.9 The Vendor shall provide staff to deliver the commissary orders into the Law Enforcement Center in an organized and efficient manner. Law Enforcement employees will deliver the individual orders directly to the inmates.

*Stellar Services, LLC will deliver the commissary orders to the Law Enforcement Center in our high-quality reusable bins marked by location for easy delivery by facility personnel in our Van/Truck at the designated drop point, i.e., sally port, dock etc.*

6.10 Operational Requirements of Commissary Services:

A. Quality and inventory control methods and standards.

*Stellar Services, LLC is known in the commissary industry as a leader in quality and the lowest in errors in the market. Our error rate is approximately 0.003 companywide. Our inventory control has been tasked with the shortages due to COVID-19 and the ongoing supply chain problems, but our Production Manager has enabled a system to keep out of stock items at a minimum. Our "Lockdown" system has the ability to mark an item out of stock and it will not charge the inmate. This also keeps credits down to a minimum.*

B. Procedures for dealing with inmate complaints about products and services and minimizing the potential of inmate litigation.

*Stellar Services, LLC has an exception report that is filled out by the delivering officer. Once an item has been verified by the officer, either missing or damaged, it will be replaced or credited to the inmate account. Stellar Services personnel can do credits or the facility can do the credits. If additional support is needed to remedy inmate issues, calling Stellar Services in Stoughton Wisconsin and we can assist facility staff with correcting the issue.*

- C. Commissary menu items that will be offered, including pricing – A Commissary Menu has been provided and each vendor will propose their response based on this menu and the pricing identified.  
*Menu and Pricing attached to this RFP as Appendix B*
- D. Any additional equipment necessary for efficient commissary service operation, including hardware or software requirements.  
*Stellar Services, LLC will provide one (1) server/workstation to run the database, one (1) Money Manager for the booking computer, one (1) Lobby Kiosk (Stellar Teller) and one (1) dual tray printer for 3-part receipts and check writing. We will install (with County IT assistance), the client software on as many computers within the facility the County requires.*
- E. All proposals must meet or exceed existing grades and quality of commissary products being provided in the jail. Name brand products will be weighted more heavily in the evaluation process.  
*Menu and Pricing attached to this RFP as Appendix B*
- F. Procedures for weekly billing and weekly inventory of commissary supplies.  
*Stellar Services, LLC will bill commissary on a weekly basis and supply any additional commissary inventory the County would like to carry on-site. Supplies for our equipment will be reordered and delivered with commissary orders, this will include our 3-part paper for receipt printing and rolls of paper for the Lobby Kiosk.*
- G. Operational procedures for handling commissary service should on-site (Law Enforcement Center building) facilities be rendered unusable through fire, etc.  
*Stellar Services, LLC in case of an emergency situation at the facility will work with County personnel to accommodate your needs.*
- H. Policies and Procedures - The proposal shall indicate the method the vendor will follow in establishing and revising commissary services policies and procedures.  
*All policies and procedures will be updated as needed for La Crosse County to accommodate the requirements needed for the new inmate banking software and commissary services.*

6.11 The Vendor is responsible for all sales, use, excise, business and/or income taxes applicable to the commissary operations.

*Stellar Services, LLC understands and will be responsible for all sales, use, excise business or income taxes that apply to inmate commissary services.*

### **Inmate Trust Fund Services**

6.12 Vendor shall provide the computer, software, and computer related equipment needed for the accounting and commissary operations.

*Stellar Services, LLC will provide a server/workstation as the database server, the client software will be installed on as many County computers as required.*



6.13 The system must be multi-terminal with multi-user function capability

*Stellar Services, LLC is a multi-terminal (networked) system and the client software will be installed on as many County computers as required. Each user for the system will have their unique login ID and Password with the access pre-arranged by the facility administration.*

6.14 The vendor shall train facility employees on the use of the accounting system. Vendor shall provide a schedule and summary of training available to various users and the number of users that will be trained.

*Stellar Services, LLC will provide training during the installation. We train every person available in the facility during the Tuesday, Wednesday and Thursday, multiple shifts as needed, during installation. We will also work with facility administration to do a training of off-duty staff in a facility training room if needed. However, training to the staff, on station, doing their assigned job in the accounting software for hands on experience we find to be the best learning process.*

*Additional remote training is also available on request.*

6.15 The vendor shall provide updates to the computer software at no charge to the County.

*Stellar Services, LLC will provide updates to the “lockdown” software at no charge to the County. We work with the County IT staff and others to coordinate the effort in order to minimize downtime.*

6.16 All necessary hardware will be provided by and maintained by the vendor for the length of the contract. Maintenance or replacement of the hardware shall be the responsibility of the vendor.

*Stellar Services, LLC will provide all necessary hardware and maintenance at no cost to the County, any replacement hardware will be covered by us. Printer consumable products, toner, drum etc. is the La Crosse County’s responsibility along with additional checks after our first 500 supplied at no cost.*

6.17 The Inmate Trust Fund Accounting Software will be interfaced with the Facility’s JMS to allow for inmate accounts to be opened and cell block locations updated real time.

*Stellar Services, LLC will interface with the Facility’s JMS and the interface to Lockdown™ will provide real-time data.*

A. Vendor shall provide a general ledger-based inmate trust fund accounting program; such program shall be in accordance with generally accepted principles of accounting and at the minimum, perform the following functions:

*Stellar Services, LLC’s “Lockdown” accounting system is GAP compliant with all financial reports at your fingertips.*

ROA (received on account)

1. Deposit money to individual inmate account and print multiple receipts.

*Money can be put on an inmate account using cash, check, money order and credit card at the booking computer, or in a mail room doing money orders.*

Le Crosse County Jail

Program Residents Transactions Banking Funds Inventory Customer Vendors Financial Help

Transactions

Resident: Martens, Jay W: 1234 New ID Number

ID: 1234

Name: Jay W Martens

Location: G

Gender: M Birthdate: 04/28/1968

Bank In: 05/03/2021

Address: 213 MONEY AVE

SSN: 123-44-5678 Driver's License:

Hold For:

Notes:

PopOutNotes

Per Diem: None

Receive Money

Account: Martens, Jay W: 1234 Batch Entry

Cash Drawer #4

Type: Cash

Amount: \$0.00

Comment:

Window Receipt

Save Fix Help Close

1234 Martens, Jay W Status: OPEN

Balance \$108.51 2/22 \$200.00

Prescriptions Debt \$45.66

Save

1234 Martens, Jay W Status: OPEN

Balance \$108.51

Prescriptions Debt \$45.66

4/26/1968

Account Transactions Debt Bond Payments Orders Holds Property Restrictions Jobs Reports

ADMIN LOGGED IN SINCE 2/24/2022 AT 2:59 PM 3:45 PM

*The system defaults to print all receipts in 3 parts, (3-part perforated paper provided at no cost) see below.*

1234 : Martens, Jay W Add 421 13586

Loc: G Le Crosse County Jail Acct 5-15 2/22/2022 12:50:14 PM

By: ADMIN From: Cash Drawer #4 Prior Balance: \$0.51

Add MO# 786676 John Martens \$200.00

BillPay PAYMENT FOR TRANS 13560 TO Prescriptions : Prescription -\$100.00

Sign: Main Balance: \$108.51

Prescriptions Debt: \$45.66

1234 : Martens, Jay W Add 421 13586

Loc: G Le Crosse County Jail Acct 5-15 2/22/2022 12:50:14 PM

By: ADMIN From: Cash Drawer #4 Prior Balance: \$0.51

Add MO# 786676 John Martens \$200.00

BillPay PAYMENT FOR TRANS 13560 TO Prescriptions : Prescription -\$100.00

Sign: Main Balance: \$108.51

Prescriptions Debt: \$45.66

1234 : Martens, Jay W Add 421 13586

Loc: G Le Crosse County Jail Acct 5-15 2/22/2022 12:50:14 PM

By: ADMIN From: Cash Drawer #4 Prior Balance: \$0.51

Add MO# 786676 John Martens \$200.00

BillPay PAYMENT FOR TRANS 13560 TO Prescriptions : Prescription -\$100.00

Sign: Main Balance: \$108.51

Prescriptions Debt: \$45.66



2. Set priority levels for repayment of debt; specify how deposit is applied to the account. Apply a percentage to the debt leaving some available funds for commissary services.

*Stellar Services, LLC's "Lockdown" system has the ability to collect debt and set priority levels on the receivable, for example Medical can collect before damaged property. Each receivable can be collected at escalating priorities. Each receivable is a separate debt on the inmate account, the receivable can be made to leave at least \$XX.XX on the inmates account so they are not then indigent. Each receivable can also collect at a specific percentage of any money being deposited in the inmate account, 50%, 40%, 25% etc.*

3. Set priority levels based on housing assignment.

*Stellar Services, LLC's "Lockdown" system sets priorities for repayment on the Receivable, not housing units since receivables are based on each individual receivable. So basically, each receivable is set at a priority level and collection percentage.*

4. When funds are applied to the existing debt, specify the order debts are satisfied based on a hierarchy La Crosse County establishes.

*Stellar Services, LLC's "Lockdown" system will collect debt on higher priority down to lowest priority, in order of being charged. Our system also has the ability to leave \$XX.XX on the inmates account either by individual receivable or all receivables.*

5. By-pass the hierarchy and apply to a specific debt.

*Stellar Services, LLC's "Lockdown" system has the ability to pay any debt from the inmates account and it will apply to that specific debt.*

## B. Fees

1. Capability to charge fees for Dr./nurse visits, Rx co-pay, confinement fees etc.

*Stellar Services, LLC's "Lockdown" system will be setup to do what we call repeat billings, for example, "Lockdown" can be open in the nurse office, when they see an inmate, they have the ability to charge the inmate at the time of sick call and the screen will stay up so they can do the same with the next inmate. Repeat billing saves multiple hours and reduces mistakes in the system as its pre-fills in the information. Anything can be changed on the repeat billing such as amount or add comments.*

2. Ability to make notation about the fee that will print on the receipt and detail in the inmate account.... date of the Dr/nurse visit, which Rx med, when the confinement fee was incurred etc.

***Stellar Services, LLC's "Lockdown" system prints all comments on the receipt and stamps the date and receipt number on all transactions.***

Ability to reverse a fee charged in error with ability to note why charge was reversed. Detail to print on the receipt and show in the inmate account. Print a receipt if a fee is reversed.

***Stellar Services, LLC's "Lockdown" system when facility staff reverses or "Fixes a transaction" they have to put in a reason why they are reversing or fixing the transaction for not only audit purposes but for inmate information. Our account fixes transaction accounts that may be affected in the process as well.***

Program Residents Transactions Banking Funds Inventory Customer Vendors Financial

Common Tasks

- View
- Print
- Window Receipt
- Fix
- Payments
- Release Hold
- Pay Stub

View: Anyone's Bills, Checks, Invoice Bills, Money Receipts, Cash Disbursement

Receipt	Date	Type	
13600	03/22/2022	Add	1234 : Martens, Jay W

Receipt #: 13600 Entered By: ADMIN ACCOUNT

Comment: MO# 09808089

[More Info](#) Mail

1234 Martens, Jay W


Balance \$538.93

Account Transactions Debt Bond Payme




Program Residents Transactions Banking Funds Inventory Customer Vendors Financial Help

Receipt #: 13600  
 Account: 1234 : Martens, Jay W  
 Type: Add  
 Amount: \$1000.00  
 MO# 09808089  
 Mail

 Quick Fix Wizard  
 Lockdown

Why are you fixing this transaction?

How would you like to fix this transaction?

-  • Void the transaction so I can start over.
- Void debt collections for this deposit.
- Move this transaction to another Resident.

4. Allow to carry negative balances.

***Stellar Services, LLC's "Lockdown" system does not do negative balances in inmate accounts, it will create a positive debt.***

5. The system needs to be able to differentiate between fees charged and fees collected. We need to be able to forward money to the County Treasurer for fees that have been collected, currently on a monthly basis, and is paid by check.

***Stellar Services, LLC's "Lockdown" system is the most robust reporting system for the corrections industry. Detailed reports are available by date ranges and will show everything charged, collected, credited and will list every inmate the transaction occurred on.***

***See below:***

## Medical Collections

Resident Collection Period 1/1/2021 12:00 AM to 12/31/2021 11:59 PM

Main	Date	Type	User	ID	Account	Collect
Receipt						
13558	09/15/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$3.00
13556	09/15/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$6.00
13539	08/10/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$3.00
13521	06/28/2021	CredPay	ADMIN ACCOUNT		Smith, Joe	\$0.50
13519	06/28/2021	CredPay	ADMIN ACCOUNT		Smith, Jeffery	\$0.50
13517	06/28/2021	CredPay	ADMIN ACCOUNT		Martens Sr, John R	\$0.50
13515	06/28/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$0.50
13505	05/27/2021	CredPayV	ADMIN ACCOUNT	930292839	Martens, Jay W	-\$0.50
13503	05/27/2021	CredPay	ADMIN ACCOUNT		Smith, Jeffery	\$0.50
13501	05/27/2021	CredPay	ADMIN ACCOUNT		Martian, Marvin T	\$0.50
13499	05/27/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$0.50
13496	05/27/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$3.00
13486	05/20/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$3.00
13482	05/20/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$6.00
13435	04/23/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$6.00
13402	02/17/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$13.35
13401	02/17/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$3.00
13377	02/17/2021	CredPay	ADMIN ACCOUNT		Smith, Jeffery	\$3.00

Printed 2/25/2022 8:57 AM

Confidential Property of La Crosse County Jail


Page 1 of 2

Printed By: ADMIN


## Medical Collections

Main	Date	Type	User	ID	Account	Collect
Receipt						
13375	02/17/2021	CredPay	ADMIN ACCOUNT		Martens Sr, John R	\$3.00
13366	02/17/2021	CredPayV	ADMIN ACCOUNT	930292839	Martens, Jay W	-\$23.29
13356	02/17/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$6.00
13351	02/17/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$23.29
13334	02/16/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$25.00
13329	02/16/2021	CredPayV	ADMIN ACCOUNT	930292839	Martens, Jay W	-\$10.00
13327	02/16/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$10.00
13325	02/16/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$48.30
13318	02/11/2021	CredPay	ADMIN ACCOUNT	930292839	Martens, Jay W	\$3.00
27 item(s)						\$137.65





## Medical Resident Credits



Period 1/1/2021 12:00 AM to 12/31/2021 11:59 PM

Receipt	Date	User	ID	Account	Amount	Collect
0 item(s)					\$0.00	\$0.00

### C. Sales

- Currently we sell haircuts, commissary items, and fresh favorites. Inmates are not allowed to create negative balances for purchase of these items.

***Stellar Services, LLC's "Lockdown" system on the receivables such as haircuts, commissary item, and fresh favorites is marked cash only. This makes it mandatory for these specific items to be paid for with inmates' available balance.***

- Sheriff's Department restricts canteen sales to \$40 per inmate per canteen day – 3 times per week. The system needs to track when the maximum order is reached and prevent ordering more than the maximum allowed.

***Stellar Services, LLC's "Lockdown" system has the ability to have a spending limit per order, it will not allow inmates to exceed the amount specified.***

- Haircuts and Fresh Favorites should not count toward of the \$40 daily limit.

***Stellar Services, LLC's "Lockdown" system can exclude any items from the commissary spending limit.***

- Ability to view detail of each order by inmate.

***Stellar Services, LLC's "Lockdown" system, commissary orders are detailed for each inmate's order, see below.***

1234 : Martens, Jay W

Location: G

La Crosse County Jail

10/6/2020

Invoice #12

Code	Qty	Product	Price	Ext
1025	1	Mens Sports Socks	3.75	3.75
1027	2	T-Shirt Medium	6.89	13.78
4001	1	White Writing Tablet 50 count	1.95	1.95
5001	1	M & M Peanut	1.41	1.41
5002	3	Almond Snickers (Mars Bar)	1.41	4.23

8 items

Delivered By: \_\_\_\_\_ Date: \_\_\_\_\_

Start Balance: \$2001.50  
Total Purchase: \$25.12  
End Balance: \$1976.38

Resident: \_\_\_\_\_ By signing, I authorize the deduction of funds from my account.

5. We need to be able to restrict purchase of canteen items based on gender.

*Stellar Services, LLC's "Lockdown" system, restrictions can be setup for gender-based purchases.*

6. Ability to reverse the sale of an individual item or the entire order of a specific inmate.

*Stellar Services, LLC's "Lockdown" system's commissary can credit or reverse individual items for an inmate, the entire order for that inmate and in extreme circumstances the facilities entire commissary order.*

7. Detail needs to accompany delivery of commissary order for inmate to verify receipt of product.

*Stellar Services, LLC's "Lockdown" system has the detailed receipt that is accompanied with the order in a sealed clear plastic bag that is verified by the officer and signed by the inmate with any exceptions noted on the original receipt. Receipts are also on NCR paper with the colored copy to be given to the inmate.*

8. Inmate needs to be able to sign for receipt of order.

*Stellar Services, LLC's "Lockdown" system has the detailed receipt that is accompanied with the order in a sealed clear plastic bag that is verified by the officer and signed by the inmate with any exceptions noted on the original receipt. Receipts are also on NCR paper with the colored copy to be given to the inmate.*

1234 : Martens, Jay W

Location: G

La Crosse County Jail

10/6/2020

Invoice #12

Code	Qty	Product	Price	Ext
1025	1	Mens Sports Socks	3.75	3.75
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5001	1	M & M Peanut	1.41	1.41
5002	3	Almond Snickers (Mars Bar)	1.41	4.23

8 items

Start Balance: \$2001.50

Delivered By: \_\_\_\_\_

Date: \_\_\_\_\_

Total Purchase: \$25.12

End Balance: \$1976.38

Resident: \_\_\_\_\_

By signing, I authorize the deduction of funds from my account.





9. Track sales of a specific item.

*Stellar Services, LLC's "Lockdown" system has the ability to track sales of any item on the menu and who purchased the item. See below:*

### Item Sales of 1027

T-Shirt Medium - Transactions From 12/2/2019 12:00 AM to 12/31/2021 11:59 PM

Date	ID	Name	Location	Sold	Amount
10/6/2020	1234	Martens, Jay W	G	2	\$13.78
				2	\$13.78

10. Daily report of sales

*Stellar Services, LLC's "Lockdown" system has the ability to track sales with daily reports. Please see the 3 examples below:*

### Resident Invoice Details

Invoice Reference: 12 Dated: 10/6/2020

ID	Amount	Name
1234	\$25.12	Martens, Jay W
1	1025	\$3.75 Mens Sports Socks
2	1027	\$6.89 T-Shirt Medium
1	4001	\$1.95 White Writing Tablet 50 count
1	5001	\$1.41 M & M Peanut
3	5002	\$1.41 Almond Snickers (Mars Bar)
88996633	\$17.71	Martens Sr, John R
3	5000	\$1.41 M&M Plain
1	5007	\$1.41 Kit Kat Bar
3	5008	\$1.41 Nestle Crunch
4	7001	\$1.12 Chips Plain LSS 1.375 oz
3	7004	\$1.12 Cheetos LSS 2 oz
\$42.83		2 Resident Order(s)

## Product List

Invoice Reference: 12 Dated: 10/6/2020

Code	Product	Qty	Price	SubTTL	Tax
1025	Mens Sports Socks	1	\$3.75	\$3.75	\$0.00
1027	T-Shirt Medium	2	\$6.89	\$13.78	\$0.00
4001	White Writing Tablet 50 count	1	\$1.95	\$1.95	\$0.00
5000	M&M Plain	3	\$1.41	\$4.23	\$0.00
5001	M & M Peanut	1	\$1.41	\$1.41	\$0.00
5002	Almond Snickers (Mars Bar)	3	\$1.41	\$4.23	\$0.00
5007	Kit Kat Bar	1	\$1.41	\$1.41	\$0.00
5008	Nestle Crunch	3	\$1.41	\$4.23	\$0.00
7001	Chips Plain LSS 1.375 oz	4	\$1.12	\$4.48	\$0.00
7004	Cheetos LSS 2 oz	3	\$1.12	\$3.36	\$0.00
		22		\$42.83	\$0.00

## Group Sales

Invoice Reference: 12 Dated: 10/6/2020

	Qty	Subtotal	Tax	Total
Site Items	0	\$0.00	\$0.00	\$0.00
Clothing	3	\$17.53	\$0.00	\$17.53
Personal Hygiene	0	\$0.00	\$0.00	\$0.00
Medical	0	\$0.00	\$0.00	\$0.00
Misc	1	\$1.95	\$0.00	\$1.95
Candy	11	\$15.51	\$0.00	\$15.51
Beverages	0	\$0.00	\$0.00	\$0.00
Chips / Snacks	7	\$7.84	\$0.00	\$7.84
Tobacco	0	\$0.00	\$0.00	\$0.00
Special	0	\$0.00	\$0.00	\$0.00
	22	\$42.83	\$0.00	\$42.83



11. Write checks to vendors

*Stellar Services, LLC's "Lockdown" system has the ability to write facility checks from any receivable account to any vendor with proper user access.*

- D. Checks / Debit Cards

*Stellar Services, LLC's "Lockdown" system has the ability to release inmates with either a check or debit card. The system can also receive checks and deposits to inmate accounts with credit or debit cards.*

1. Write checks to outside party based on inmate request

*Stellar Services, LLC's "Lockdown" system has the ability to write a check from the inmates account with administrations approval.*

2. Print checks or provide debit cards to close their account at the time of release.

*Stellar Services, LLC's "Lockdown" system has the ability to release inmates with either a check or debit card.*

- E. Other items

1. Reopen an inmate account, utilizing the same inmate ID number after the account has been closed and allow for tracking debts across multiple incarcerations.

*Stellar Services, LLC's "Lockdown" system has the ability to reopen closed accounts. With the JMS feed, we require permanent numbers so the history stays with that inmate. Once our system has been in place, you are able to get data for an inmate, from their reports screen from the time our database was started. It will show where every penny of the inmate's money went with any comments added to the report.*

2. Monetary system needs to track current housing assignment and identify if inmate is in currently in custody or released.

*Stellar Services, LLC's "Lockdown" system has the ability to produce reports for housing assignment for currently in custody and released inmates.*

3. Need to be able to make transactions on account for both current and released inmates.

*Stellar Services, LLC's "Lockdown" system has the ability to make transactions on both current incarcerated inmates and released inmates.*

4. Print account statements

*Stellar Services, LLC's "Lockdown" system has this ability, see example below:*

Resident Transaction Details							
Transactions From 12/1/2020 12:00 AM to 2/25/2022 11:59 PM							
1234 : Martens, Jay W							
G							
		Main Balance:		\$108.51			
		Prescriptions Debt:		\$45.66			
Receipt	Date	Type	Bill Amount	Bill Collect	Comment	Adjust	Release Balance
13587	2/22/2022	BillPay			PAYMENT FOR TRANS 13560 TO Prescriptions : Prescription	-\$100.00	\$62.85
13586	2/22/2022	Add			MO# 786876 John Martens	\$200.00	\$62.85
13580	11/4/2021	BillPay			PAYMENT FOR TRANS 13579	-\$200.00	-\$137.15
13579	11/4/2021	Bill	\$200.00	\$200.00	Stellar Services County Jail : Bond Court Date: 11/5/2021 9:00 AM Court Room: 5 Court Case#: 123456		-\$137.15
13578	11/4/2021	Add			bonded self out Paid By: inmate 123 anywhere st.	\$200.00	\$62.85
13573	9/15/2021	PayVoid			VOID TRANS 13571	\$75.00	-\$137.15
13572	9/15/2021	AddVoid			VOID TRANS 13570 : Wrong inmate should have been John	-\$150.00	-\$137.15
13571	9/15/2021	BillPay			PAYMENT FOR TRANS 13560 TO Prescriptions : Prescription	-\$75.00	\$12.85
13570	9/15/2021	Add			Mom	\$150.00	\$12.85
Printed 2/25/2022			Confidential Property of La Crosse County Jail				Page 1 of 12

5. Ability to search for inmate by first, middle or last name, JCA # (Jail Case Number) or SS#

*Stellar Services, LLC's "Lockdown" system is the easiest for facility staff to pull up/search for an inmate by either last name or JCA (Permanent Number). After the first four digits of the last name are entered, a drop down will show all inmates that are similar, click on correct inmate and you are able to do anything in their account.*

6. Various levels of security, including password control and tracking of transaction by individual and station, that can be customized by the facility site administrator. Restrict certain transactions to specific staff. Ex writing checks, reversing transactions, changing prices, availability of items, changing how deposits are applied etc.

*Stellar Services, LLC's "Lockdown" system is customizable to allow/deny access extremely easy for facility administration. Our system has the abilities to create group access and then when you create a user, they are assigned to the*



group. For example, Correctional Officer group all CO's will have the same access, change it in the group and it will change all the users under that group. Same can go for SGT or Administration. We assist facility administration to get this setup and running during install.

7. Ability to write off debts

Stellar Services, LLC's "Lockdown" system is very unique, facility administration or their designated personnel can go into the inmates account, go to the debt tab, select the debt and click the write off on the left of the screen, it then writes off that debt and reports can be generated for all write offs and whom wrote it off.

First picture is where it is written off, once you select yes, you have to give a reason or comment. See below:

Debt Tasks

- View
- Print
- Pay Off
- Payment
- Write-off
- Send to Collection

### Unpaid Debt

Receipt	Date	Account	Comment
13560	09/15/2021	Prescriptions	Prescription

**Lockdown**

This will write-off the remaining debt for the selected items. No further collections will be performed.

Are you sure?

Yes
No
Cancel

**1234      Martens, Jay W**

Balance	\$108.51
Prescriptions Debt	\$45.66

*The next picture is the write off report:*

Debt Write-offs					
Prescriptions - Transactions From 2/25/2022 12:00 AM to 2/25/2022 11:59 PM					
Receipt	Date	ID	Name	Amount	Bill Receipt
13588	2/25/2022	1234	Martens, Jay W	\$45.66	13560
BAD DEBT WRITEOFF FOR TRANS 13560 WRITEOFF FROM 1234 : Martens, Jay W TO Prescriptions : Instructed to write off debt for this inmate : WRITTEN OFF					
				\$45.66	

*The next picture shows the receipt that is generated for the write off and who did the transaction, they are all linked in the database and back to the receipt. ADMIN is the user that Stellar Services uses in the system, each user will have their unique login and password.*

*See below:*

1234 : Martens, Jay W			13588
Loc: G	La Crosse County Jail	Acct: 3-18	2/25/2022 11:16:33 AM
By: ADMIN From: Cash Drawer #4	Prior Balance:		\$108.51
Writeoff	BAD DEBT WRITEOFF FOR TRANS 13560 TO Prescriptions : Instructed to write off debt for this inmate : WRITTEN OFF		\$45.66
Sign:	Main Balance:		\$108.51

8. Occasionally an inmate will be assigned a second JCA #. We need to be able to merge records and control which JCA # is used.

***Stellar Services, LLC's "Lockdown" system has the ability to merge inmate accounts. Once an account is merged into another, once called up again will state account merged to another account number.***



## Merge Resident Accounts

Start Account:

Move Balance and Debt to



Target Account:



Save



Close

### F. Monetary receipts

Receipts shall include the following information:

1. Inmate name
2. Current cell assignment (based on JMS Software)
3. Application of funds detail
4. Detail balance in each category, Dr/nurse total, grand total.
5. Ability to reprint a receipt if needed

***Stellar Services, LLC's "Lockdown" system has the inmate's name, current cell assignment, funds detail, prior and ending balance after the add and any debt collections, and list any additional debt balances at the bottom, see picture below:***

<b>1234 : Martens, Jay W</b>		Add 423	13598
Loc: G	La Crosse County Jail	Acct: 3-18	2/25/2022 12:31:55 PM
By: ADMIN From: Cash Drawer #4		Prior Balance:	\$25.43
Add	MO# 4569852 Jon Martens		\$25.00
BillPay	PAYMENT FOR TRANS 13592 TO Medical : Dr Visit		-\$12.50
Sign: _____		Main Balance:	\$37.93
_____		Medical Debt:	\$425.44
_____		Prescriptions Debt:	\$73.56

## 6.18 Web Portal for friends and family

Vendor shall allow internet access for friends and family members to deposit funds and / or purchase specific items for specific inmates.

Vendors shall describe their capabilities of providing this service. Vendors shall describe the options available to friends and family.

*Stellar Services, LLC is partnered with Techfriend's, they do both our programming and merchant accounts that are linked to [www.jailatm.com](http://www.jailatm.com). JailATM site, once they setup an account and verify it, they are allowed to deposit money on your inmate's accounts, pay cash bonds (if the facility authorizes it), and purchase the authorized online commissary items to include any or all items sold within the facility. See pictures below:*

The image shows two screenshots of the JailATM website. The top screenshot displays a navigation menu with buttons for "Send Money Now", "Email Inmate", "Video Call", and "Gift Packs". The bottom screenshot shows a search interface with dropdown menus for "State" (WI) and "Facility" (Adams County Jail), a text input for "Last Name or ID", and "Search" and "Go back" buttons. Both screenshots feature a banner with the quote "Living without them is hard. Showing them you care isn't." and a footer with links for "CONTACT", "TERMS OF USE", "PRIVACY POLICY", and "JailATM™".

"Living without them is hard.  
Showing them you care isn't."

Back My Account Log Out

Send Money Now

Email Inmate

Video Call

Gift Packs

CONTACT TERMS OF USE PRIVACY POLICY JailATM™

"Living without them is hard.  
Showing them you care isn't."

Back My Account Log Out

State: WI

Facility: Adams County Jail

Last Name or ID:

Search Go back

CONTACT TERMS OF USE PRIVACY POLICY JailATM™



*"Living without them is hard.  
Showing them you care isn't."*

[Back](#) [My Account](#) [Log Out](#)

## Order Form

Select items below to create an order. You can click on a product image to view more detail.

Sub Total: \$0.00 (0 Items) [View Cart](#)

- Beverages
- Candy
- Chips / Snacks
- Clothing
- Medical
- Misc
- Personal Hygiene



Bag of Cocoa 10oz "K"  
Coffee Bag 4 ounce

Price: \$2.69

Quantity:

[Add](#)



Cherry Single .77oz  
Cherry Single

Price: \$0.91

Quantity:

[Add](#)



COCOA single .73oz  
Cocoa - Single

Price: \$0.91

Quantity:

[Add](#)



Coffee Single "K"  
Coffee Single

Price: \$0.86

Quantity:

[Add](#)



Creamer 10-Pack "K"  
Creamer 10-Pack

Price: \$1.50

Quantity:

*Jailatm also enforces all restrictions (spending limits, dietary, discipline etc.) placed on the inmate's accounts.*

## 6.19 Implementation Plan

Provide an implementation plan that covers the following:

- Project Plan with milestone events, illustrating key phases, timeline and resources needed

*Stellar Services, LLC has the following milestone events for all customers:*

1. *Contract signing*
2. *Open New Checking Account for new system (we provide first 500 checks at no charge to the facility).*
3. *Facility fills out the following paperwork for install*
  - a. *Bank MICR form for check layout (verified by bank)*
  - b. *Techfriend's ACH form for making deposits for credit/debit cards/bonding and payment of fees*
  - c. *Rapid Release Debit release card form*

**4. Order equipment for installation**

**5. Schedule installation week with facility (usually 6-8 weeks after above paperwork is completed).**

**6. Assign technical staff for installation**

- Project methodology used to implement - defining the project team makeup (project manager, leads, champs, stakeholders, process owners, process doers), project meetings and communication plans.

***Stellar Services, LLC key personnel and in charge of project:***

***Kevin Rudoll – Applications Manager (Project Manager)***

***Dave Frick – Sales Manager (Stakeholder)***

***Jeff Quesnell – Account Manager (Sales Rep)***

***Jay Martens – Technical Sales/Support (Process Owner, coordinate background information for facility setup)***

***Various technical staff and process doers***

- Rack space and power requirements - Please describe your requirements for rack space for any servers that will need to be housed in La Crosse County's data center. Include information related to amount of space needed, power requirements and environment.

***Stellar Services, LLC will do a walk through with county IT personnel prior to ordering equipment, we can accommodate the county's requirements for a server/workstation. Our standard is a desktop that is the server.***



## 6.19 IT Security and Implementation – Commissary and Trust Fund Services (Service Group B)

**Vendor responses to Section 6.19.1 will be reviewed by the La Crosse County IT Department. Some of the questions / statements may be similar to questions / statements in Section 6 – Vendors shall provide a response to all items in this section.**

### 6.19.1 The server, devices and its software utilizing La Crosse

County infrastructure must meet the requirements of security and operational standards set forth by the La Crosse County IT department. Remote hosted devices will be allowed on the network using firewall rules and filtering provided by the County IT department. Network segmentation will be determined at the time of implementation. County provided antivirus software will be used on every device. Group policy and security settings will be administered by County IT staff. The devices will be placed in locations where there is access to electrical and network connectivity.

- Please describe how you will configure the software and devices to align and accommodate utilizing La Crosse County infrastructure?

*Stellar Services, LLC will install our server to be on the La Crosse County Network with Screen Connect Remote Access for trouble shooting and upgrades. All computers requiring access to the Lockdown accounting system will have the client installed.*

- Explain what network configuration options are available?

*Stellar Services, LLC uses TPC/IP protocol.*

- Is it hosted on or off site? If on site, what are the requirements of the host systems?

*Stellar Services, LLC is proposing an on-site solution, our server will have Screen Connect installed for trouble shooting and upgrades.*

- Is there an uninterrupted power a requirement?

*Stellar Services, LLC will provide a uninterrupted power supply.*

- What type of connectivity is needed for the user's devices?

*Stellar Services, LLC's server is hosted on-site, the client computers only need access to the network and internet connectivity for Credit Cards in booking and Debit Release card issuance.*

- The County will not store credit card information or have card processing systems in-house. How will credit card processing work on the canteen system?

*Stellar Services, LLC Lockdown accounting software is PCI compliant. No credit card information is stored on our server or any client machine.*

- How are the devices used and secured?

*Stellar Services, LLC Server resides on the county network and if Kiosks are utilized, they are locked down to only allow specific applications approved by the county.*

- What are the cabling requirements? Is there a wireless option?

*Stellar Services, LLC Server is CAT5/6 wired, kiosks in the POD area if utilized are CAT6e/5e wired POE*

County IT staff will work closely with the vendor on all aspects of implementation. Setup and testing of the product and devices.

- Please describe how you will work with County IT and what responsibilities each party will play in the implementation?

*Stellar Services, LLC will work with County IT and develop a transition plan from the other vendors to ensure a smooth startup of any or all services the County decides on.*

#### 6.19.2 Support

Please explain your service levels. Not limited to, but please ensure to include the following:

- Incident Response time Detail the method of determining service interruptions and service call priorities.

*Stellar Services, LLC has a toll-free number to contact us 24/7/365, after hours option 6 will transfer the call directly to an on-call technician. Most issues can be handled via remote access with Screen Connect to walk the individual through fixing the issue. Hardware issues, Stellar will dispatch a service technician within 24 hours or sooner if it is a server issue.*

- Hours of support, Vendor shall provide 24-hour, toll-free service number.

*Stellar Services, LLC has a toll-free number to contact us 24/7/365, after hours option 6 will transfer the call directly to an on-call technician. Most issues can be handled via remote access with Screen Connect to walk the individual through fixing the issue. Hardware issues, Stellar will dispatch a service technician within 24 hours or sooner if it is a server issue.*

- Methods to contact Vendor for Support

*Stellar Services, LLC is available to contact 24/7/365 on our toll-free number 866-320-4200 or email. We recommend any issues with the Inmate Accounting System to call the toll-free number as most issues are easily remedied with a technician.*

- Describe the maintenance and quality assurance programs for telephones to be installed.

*Stellar Services, LLC will provide all maintenance and repair on our equipment. We will install our equipment at no cost to the facility and it will remain the property of Stellar Services. Every phone is tested at installation and any repairs/replacements are also tested for quality assurance.*



- Provide a contact person who will be responsible for ongoing account and support.

*Stellar Services, LLC's main contact person will be Kevin Rudoll, Applications Manager.*

- Explain what control and access is needed by the vendor to implement and support the system?

*Stellar Services, LLC will have Screen Connect loaded on our Server for remote access and with County approval we can also connect to County computers for troubleshooting. The CIDNET Voice/Video Visitation platform will reside on its own internet and access for all devices, phones or POD Kiosks is done remotely. Any updates for software are done in the early morning hours to minimize any inmate down time.*

### 6.19.3 Integration

It is expected that the software will interface with the following existing systems. Please answer the following integration questions to explain what options and functionality are available and could be implemented for these types of integration needs.

- The software will need to import data from the Central Square JMS module in real time. Please explain what options are available and how this could work.

*Stellar Services, LLC has a functional interface already made for Central Square JMS. Once award of contract, we contact Central Square (with Facility permission) and have the interface ready to go from the first day of installation.*

- The software may need to export data to a system (Currently we use Tyler – New World System). Please explain what options are available and how this could work.  
*Stellar Services, LLC can export to any format needed for export, HTML, CSV file etc. if the information is available in Lockdown inmate accounting system.*

- Will there be any additional charge for annual maintenance for any of the software provided during the time of the contract including any custom interfaces?

*Stellar Services, LLC has no charges for our software or maintenance during the entire contract period or renewals.*

- Are software upgrades of the canteen software included?      How will the upgrades impact integration software and modules?

*Stellar Services, LLC includes software upgrades for the entire contract period and any renewals. The upgrades are rigorously tested prior to any implementation.*

#### 6.19.4 Data transfer / conversion:

- Historical data may need to be transferred from the current system (CORE Banking) to the vendors system. If a data transfer is needed; it is the responsibility of the vendor to transfer this data. Vendors shall describe their capability of integrating with CORE Banking or their capability transferring the data.

*Stellar Services, LLC does not import historical data. We get balances on the inmates account for money available and total for each debt for each inmate. Normally facilities will keep a copy of historical information for research/investigation. Our system is completely GAAP compliant and the data is always live time with this accounting system. Importing will lose that credibility. We have no integration with CORE Banking.*



## Section 7 Inmate Phone, Video Visitation, E-messaging (Service Group C)

La Crosse County is requesting proposals to provide a digital inmate telephone, mail (e-messaging) service and video visitation system (with the potential to add on tablets) and services at the La Crosse County Jail. La Crosse County is interested in receiving proposals that provide a fully operational system, which includes all phone, mail (e-messaging) and video visitation services at the lowest cost possible for inmates, family and friends for all calls and visits processed by coin-less telephones, tablets, kiosks and/or visitation stations, as well as an administrator to monitor day-to-day operations. This method of providing service will include a single primary contractor with end-to-end network and equipment responsibilities. Sub-contractor relationships will be permitted as needed to obtain and maintain end-to-end service.

The system shall include, at no cost to the County, installation, maintenance and service of the equipment and the telephone/video visitation system as a whole.

The vendor must provide a complete "turn-key" fully operational system, which will provide local, inter-lata and intra-lata, and interstate and intrastate service.

The minimum requirements of this system shall consist of 38 fixed inmate telephones, 20 non-contact visitation kiosks and/or tablets for recording and monitoring inmate visits, 6 public visitation kiosk booths.

The goal is a complete inmate phone, mail (e-messaging) and video visitation system for the benefit of the La Crosse County Jail. The County desires lowest possible cost to inmates, state of the art technology, accountability, enhanced customer service, increased performance, maintenance and service of the equipment and the system as a whole. The County desires to contract with a vendor who will assure that calls are billed, the costs of services and equipment are paid, and customer service is handled while providing the lowest cost possible to the inmates and no cost to the County.

### Background:

The La Crosse County Jail consists of one facility: located at 333 Vine Street is a podular style jail which was originally built in 1997 and expended in 2010. This facility houses adult lock up inmates. We have 2 direct supervision pods which house a maximum of 57 inmates each. These pods have 6 video visitation kiosks each. We have eight indirect supervision pods that contain either one or two video visitation kiosks in each dayroom. Each dayroom has 1 to 3 inmate phones. Each dayroom has one phone. Our booking section consists of 3 temporary beds. This area has 5 phones. Our receiving/medical section has three blocks with one phone in each dayroom. There are also 2 portable handheld phones in receiving. In the 3 receiving/medical block dayrooms, there is only one video visitation kiosk, but we would like two more added. There is also one video visitation booth in receiving for inmates housed in a medical cell to use. The total capacity of this building is 317.

Visitation is held within the pods at the main jail.

Visitation is held on video visitation booths both for the inmates and the public.

La Crosse County is requesting that the phone service include an automated information system. This allows all callers to select an option from the phone tree.

**General Requirements:**

1. The system shall be a Web-Browser-based, easy to use application that is available securely from anywhere at any time remotely.

*Stellar Services, LLC is proud to offer:*

**THE FUTURE OF INMATE PHONES**

*Voice is CIDNET's new feature-rich inmate phone system. The system is web- based, providing agency personnel with access through their web browsers. All calls made through the system can be monitored and by default are recorded, depending on who is speaking i.e. lawyer or clergy. Call data is securely stored at 2 redundant information centers across the US.*

*Gone are the days of confusing, disarrayed user interfaces with millions of buttons.*

*CIDNET Voice keeps your interface simple and easy-to-learn. With Voice, you can give your staff complete control of all communications taking place inside your facility. With configurations and notifications, staff can get emails whenever illicit inmate activity is detected.*

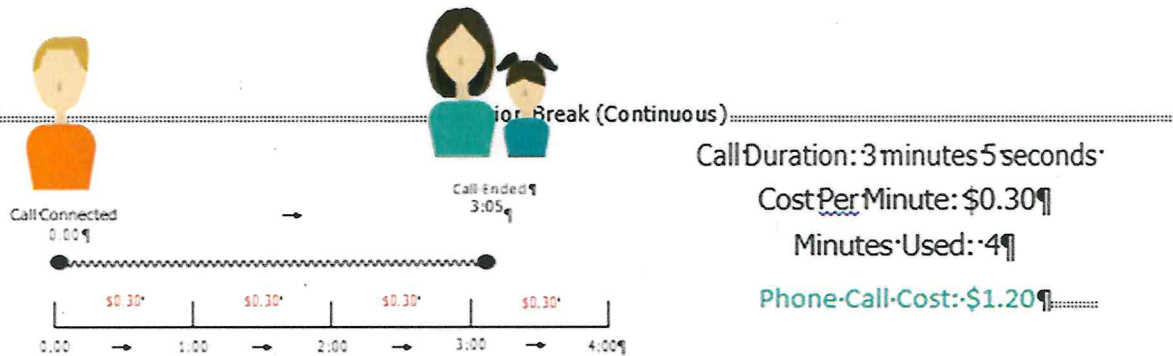


## INMATES & CONTACTS PAY LESS TO TALK MORE ¶

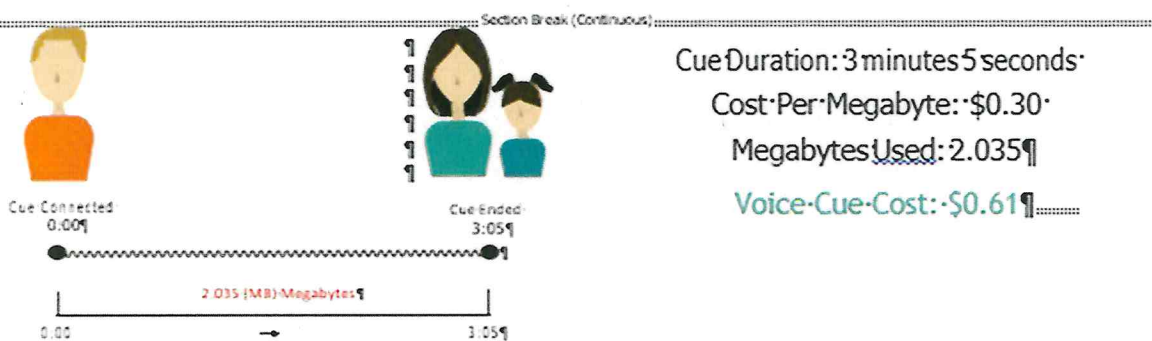
Today, every cellphone has a data plan, but rewind 15 years. In those days, people paid for a finite number of minutes to talk on the phone every month. Fast forward to 2022. Now, we live in a data-centric world with 5G internet speeds that keep us connected like never before. In correctional telecom, the same transition from per-minute to data pricing didn't happen until Cidnet came on the scene. ¶

Cidnet has three main apps that allow people to communicate: Voice, Video and Mail. Any instance of communication within these apps is classified as a 'Cue' (Cidnet Utilization Event). Data is sold to either the inmate, a person on the outside who wants to talk to an inmate (a contact) or the facility, at a universal rate of \$0.30 for 1 megabyte. Once data is purchased, it can be used to communicate through Voice, Video and Mail Cues. ¶

### Per-Minute-Pricing-Model ¶



### Data-Pricing-Model ¶



- The proposed system shall allow outgoing calls, only.

***Stellar Services, LLC CIDNET Platform only allows outgoing calls.***

- The proposed system shall allow inmate calls to be restricted to a specific period, such as 15 minutes. La Crosse County representatives must be able to change this call duration limit throughout the entire site, by inmate Account / PIN, or group of telephones

*Stellar Services, LLC CIDNET Platform can have limits on phone calls and can also be changed by facility staff that has the proper access credentials that can be determined by the County.*

4. The users – inmate and called party – shall be notified of limit in advance of the system terminating the call.

*Stellar Services, LLC CIDNET Platform has the ability to notify the inmate and called party prior to termination of call.*

5. Vendor shall supply one telephone device for the deaf (TDD/TTY) to the La Crosse County Jail.

*Stellar Services, LLC will provide one device for the deaf.*

6. The proposed system must require active acceptance by the called party.

*Stellar Services, LLC CIDNET Platform requires acceptancy by called parties.*

7. The proposed system shall include user prompts in English and Spanish.

*Stellar Services, LLC CIDNET Platform is setup for English and Spanish.*

8. The vendor will need to have a program that will proactively attempt to set-up an account for individuals who are not able to accept collect calls, enabling families to quickly communicate with incarcerated individuals. Please describe your program.

*Stellar Services, LLC CIDNET Platform is unique in its authorized contact list, other collect types of call the user will need to make an account (link sent via text on cell phone). This also helps to ensure that a no contact order with an inmate is enforced. Our system also can be configured for a picture ID.*

9. Vendor must notify end user when they have reached a \$20.00 balance of its site or personal credit limit and describe process.

*Stellar Services, LLC CIDNET Platform will state inmate debit account balance at the beginning of the call and for the visitor (for their account) it displays their balance on their cell phone and also states it prior to the call.*

#### **Personal Identification Number (PIN)**

1. The proposed system shall utilize Personal Identification Numbers (PIN) for the inmates. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.

*Stellar Services, LLC CIDNET Platform has a dual login, the inmate ID or Permanent number and a 4-digit PIN. PIN's may have restrictions applied to the inmate account and Closed PIN's are not accessible.*

2. The proposed system shall prevent duplicate PINs.

*Stellar Services, LLC CIDNET Platform that is linked to the Lockdown system will prevent duplicate PIN's.*

3. What is the minimum and maximum number of digits used in a PIN?



***Stellar Services, LLC CIDNET Platform has an Inmate ID and 4–6-digit PIN combination to access any device on our CIDNET platform. So, both numbers are required to access the system at all times. Each location has devices assigned and the inmates must be housed in that location in order to access those devices.***

## **Fraud Management**

1. The proposed system shall be able detect, notify and prevent three-way or conference calls, except for those calls to attorney's, probation and parole agents or other approved numbers. We understand that there are industry patents in this area. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.

***Stellar Services, LLC CIDNET Platform has a Multi-party Voice Detection will identify when more than one voice is present in a Voice and/or Video Cue. With CIDNET's Voice ID feature, facilities can combat inmate identity fraud. If more than one voice is detected from either the inmate or contacts audio, the cue is flagged as multi-party.***

2. The proposed system shall prevent the inmate from receiving a second dial tone, or "chain-dialing."

***Stellar Services, LLC CIDNET Platform has no dial tones. It is all voice, menu driven and there is no way for the inmate to get to another line.***

3. The proposed system shall prevent any extra digits dialed by the inmate after the party has accepted the call. Please describe process.

***Stellar Services, LLC CIDNET Platform only allows regular phone numbers, no additional numbers are allowed or able to enter.***

4. The proposed system shall have capability to remotely survey Inmate calls and be able to transfer specific calls in progress to investigators

***Stellar Services, LLC CIDNET Platform, all calls are recorded. Live calls can be listened to during the call and tagged for easy retrieval in the call to a specific time to listen. The officer listening can also contact the investigator to listen at the same time.***

5. The proposed system shall brand each call with the name of the facility and the inmate placing the call.

***Stellar Services, LLC CIDNET Platform identifies the facility and that an inmate is trying to call them.***

6. The proposed system shall continue to play the brand recording at random intervals throughout the call.

***Stellar Services, LLC CIDNET Platform has this ability to notify outside person the status of the call.***

7. The proposed system shall guard against “Hook-switch dialing,” and other fraudulent activities. Please describe

***Stellar Services, LLC CIDNET Platform is a unique platform, no dial tones so no hook-switching is available.***

8. The inmate shall not communicate with the called party until the call has been accepted.

***Stellar Services, LLC CIDNET Platform has this built into the system. All calls are approved by the called party before any connection is made.***

9. The system shall detect the difference between an accepted call, and an answering machine, busy signal, and other telephone activity. Please describe.

***Stellar Services, LLC CIDNET Platform requires an approval for the call, answering machines have no way to approve the call. This is interactive with the called party.***

10. The proposed system shall allow call blocking of specific numbers by customer and site.

***Stellar Services, LLC CIDNET Platform has a black list that numbers can be added to either a specific inmate or entire facility.***

Contacts Dashboard / Contact

Process Search Blacklist

Enter Phone Number... Search

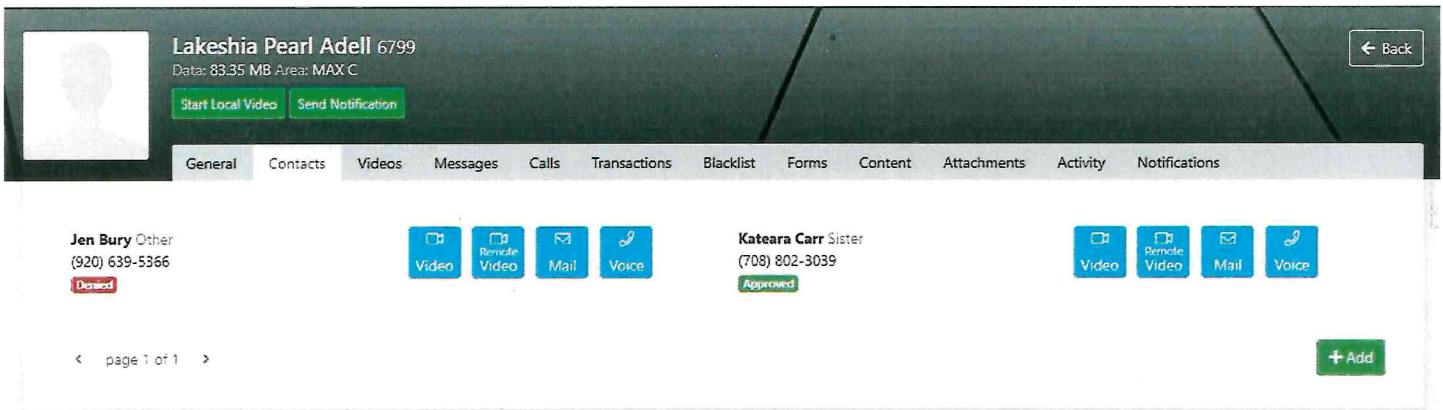
41 Results

Phone Number	Description	Reason	Inmate	Created
(715) 751-0898	Cody Schladweiler	No Contact Leah Hahn	CODY SCHLADWEILER	2/16/22 8:03 PM
(715) 819-6944	NO CONTACT SCHOOLMASTER	NO CONTACT	CHAD SCHOOLMASTER	2/7/22 7:50 PM
(715) 323-5897	No contact violation	No contact violation	CARLOS INFANTE CORTES	2/2/22 12:37 PM
(800) 362-9082	8003629082	Contact Requested	All Inmates	1/27/22 3:30 PM
(715) 384-8832	7153848832	Contact Requested	CARLOS INFANTE CORTES	1/27/22 3:21 PM

11. The proposed system shall also assign approved calling numbers according to inmate PIN.

***Stellar Services, LLC CIDNET Platform has this ability, for approved and denied contacts for phones, video visitation (internal and external) and emails, see screen shot below:***





12. The proposed system shall permit the called party to block all future calls from a correctional facility.

*Stellar Services, LLC CIDNET Platform has this ability, the called party, if they have the application on the phone/computer, can deny any additional calls from an inmate or entire facility.*

13. The system must have the capability to suspend an inmate privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges

*Stellar Services, LLC CIDNET Platform has this ability, the facility staff with proper access can deny a specific type of service Voice (Phones), Video Visitation (Internal and External) and Emails with a specified time frame and reason. See screen shot below:*

Relationship \*

Sister

Video Remote Video Mail Voice

☒ Record ☐ Bypass Acceptance

☐ Free ☐ Allow Simultaneous Calls

Note (This is only displayed internally, never to the Contact or the Inmate)

This contact is linked from the public portal.

Status \* Status Reason (This will be seen by the Contact) \*

Suspended

Scheduled Removal Date (CST) \*

12 hours 1 day 3 days 1 week 2 weeks 1 month Clear

📅 ⌚

14. The proposed system shall allow the inmate to record their name one time and store this recorded name for all future calls.

*Stellar Services, LLC CIDNET Platform is currently being programmed into the platform along with:*

*Voice ID – Verifies that the voice of an inmate is present in a Voice or Video conversation. With CIDNET’s Voice ID feature, facilities can combat inmate identity fraud. Every inmate provides a voice print during the intake process that is tied to their unique PIN number. Once any Voice or Video cue is completed, the system will verify whether the inmate’s voice was present. CIDNET Voice ID is the intelligent solution to notify corrections personnel of inmate PIN theft and PIN sharing.*

*Voice ID will reduce phone commissions by 2%*

15. The proposed system should offer Inmate Biometric technology and associated reporting, that validates the inmate’s identity based on the inmate PIN, prior to connecting the call

*Voice ID – Verifies that the voice of an inmate is present in a Voice or Video conversation. With CIDNET’s Voice ID feature, facilities can combat inmate identity fraud. Every inmate provides a voice print during the intake process that is tied to their unique PIN number. Once any Voice or Video cue is completed, the system will verify whether the inmate’s voice was present. CIDNET Voice ID is the intelligent solution to notify corrections personnel of inmate PIN theft and PIN sharing.*

*Voice ID will reduce phone commissions by 2%*

## **Other investigative Tools**

1. The system will need to be equipped with a remote conferencing feature and e-mail feature for those numbers that are under surveillance by the investigative unit. The feature will need to allow authorized personnel to monitor a call and receive e-mail notification from any designated remote location, while the call is in progress. The call will need to be automatically conferenced to a predetermined investigators telephone number in listen mode only once the call is accepted by the called party and in progress.

*Stellar Services, LLC CIDNET Platform has a follow function built in on the inmate level where staff members can determine what functions they want to be notified of when an inmate is using the system. This is fully customizable to the user to determine how much or how little they want to be notified of. Multiple users can be set up on this notification group as well.*

2. The proposed system must allow for all calls remotely conferenced to investigators to be accepted by the investigator with a unique PIN



***Stellar Services, LLC CIDNET Platform at this time there is not a barge in feature for calls. All calls can be followed, but not jumped in on.***

3. Please provide any other additional investigative tools, features or creative solutions that might be available to La Crosse County.

***Stellar Services, LLC CIDNET Platform, under the inmate tab has ALL communications in one place for exceptionally easy lookup. Please see screen shots below:***

The screenshot displays the Stellar Services, LLC CIDNET Platform interface. A yellow arrow points to the 'Inmate Screen' tab. The profile for Kirk Cousins 333 is shown, including fields for First Name, Middle Name, Last Name, Suffix, Birthdate, SSN, Identifier, Agency, Classification, Access Pin, Configuration Profile (Override), Incarceration status, Area, Cell, Visitation, In Date, and Out Date. The interface includes a 'Back' button and a 'Start Local Video' button.

## Call Acceptance

1. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.

***Stellar Services, LLC CIDNET Platform is the least expensive system in the market. Everything is data based and data rates are \$0.30 per Megabyte, the average call ranges from \$0.15 to \$0.18 per minute. This system also does not round up to the next whole minute so the inmate or friends and family are only charged what was actually used in data. A standard video visit transmits approximately 1.4 Megabytes for every minute of talk time. This equates to approximately \$0.42 for 1 minute of video visitation. Basic emails are \$0.10 text and additional for picture messages.***

2. The called party must actively accept the call.

***Stellar Services, LLC CIDNET Platform will only connect the call when the called party actively accepts the call.***

3. The inmate cannot communicate nor hear the called party until the call has been accepted.

***Stellar Services, LLC CIDNET Platform will only connect the call when the called party actively accepts the call and the inmate cannot hear them or speak to them until acceptance is made.***

4. Billing does not begin until the call is accepted. Describe when your billing begins, if it is charged per minute and if the time is rounded to a specific minute

*Stellar Services, LLC CIDNET Platform is one of the least expensive systems in the market. Once the call is connected, billing starts. Our CIDNET Platform is data based and data rates are \$0.30 per Megabyte, the average call ranges from \$0.15 to \$0.18 per minute. This system also does not round up to the next whole minute so the inmate or friends and family are only charged what was actually used in data. A standard video visit transmits approximately 1.4 Megabytes for every minute of talk time. This equates to approximately \$0.42 for 1 minute of video visitation. Basic emails are \$0.10 text and additional for picture messages.*

### **System Security**

1. The proposed system must be programmed for auto shut-off at times designated by the County.

*Stellar Services, LLC CIDNET Platform has this ability and can be changed by staff with the proper credentials.*

2. The County personnel must be able to manually shut down the system in case of emergency.

*Stellar Services, LLC CIDNET Platform has this ability and can be shut down by staff with the proper credentials of staff that has access.*

3. The proposed system shall be password protected to permit only appropriate facility personnel access to the system.

*Stellar Services, LLC CIDNET Platform is customized to your facility and groups can be made for access of facility personnel and each user has a login and password that can be accessed by any computer with internet access and login information. Everything staff does in the system is stamped with their name, i.e. listened to a call, watched a video visit, looked at emails etc.*

4. The system must have the capability to enable and disable any phone at the facility from any secured internet enable computer.

*Stellar Services, LLC CIDNET Platform has this ability and can be shut down by staff with the proper credentials from any computer with internet capabilities and login information.*

5. For security purpose, the system must be a centralized non-premise system that will keep all records secure and not require the need to maintain at the facility. Describe your system and how your system will meet this requirement.

*Stellar Services, LLC CIDNET Platform is not a premise based system and completely online. Online storage of all call recordings and call data is never removed or deleted. The system also has logs to identify any staff member who accesses the platform. These call recordings and call data will be available the entire contract duration plus*



*any required retention period or as required by State or Federal law.*

*There are 2 data centers for redundancy to maintain integrity. The main data center is in Omaha, NE and the backup data center is in LaVista, NE.*

## Reports

1. The vendor shall supply the capability for the facility to view and track call activity, commission information, and facility service requests from practically any location at any time via a web accessible site.

*Stellar Services, LLC CIDNET Platform has customizable reports to track call activity, recorded/non-recorded calls, country, classification and contact etc. All facility service requests are available to any authorized user from their Dashboard. See screen shots below:*

Voice Calls Report

Dashboard / Reports / Apps / Voice

Report Name \*

Voice Call Report

Output \*

Pdf

Call Date Start

2/1/2022

Call Date End

2/28/2022

Inmate

Inmate Agency

Inmate Classification

Phone Number

Contact

Device

Billed To

☒ Only Billed

☒ Only Connected

Columns

Sort By \*

Start Date

Click and drag a column from the Available Columns to add it to the Selected Columns.

Available Columns

Selected Columns

Search

Phone Number

Agency

Contact

Classification

Start Date

Device

Length

DeviceArea

Recorded

End Date

Inmate

Ended Reason

Pin

Billed To

Off Hook Date

Warning: If the report will generate a file larger than 500 pages it will not create the report. You will be notified in the notification and will need to filter the result set to be smaller.

Queue Report