



Sheriff's Office Operational RFP

La Crosse County

Service Group B: Commissary and Trust Fund

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## **Purpose**

The sole purpose of this proposal is for T.W. Vending Inc., d/b/a TurnKey Corrections to provide La Crosse County Law Enforcement Center with commissary and inmate accounting services, allowing the option to expand into other available features.

## **Company Background**

TurnKey Corrections is a family-owned and operated incorporated business, relying on over 20 years of experience serving the corrections industry to bring La Crosse County the best possible technology and service available. Our journey began in 1997 when we opened our doors as T.W. Vending, Inc., as a full-service vending provider founded by two brothers, Tim and Todd Westby. The company rebranded in 2001 and continue doing business to this day as TurnKey Corrections.

TurnKey Corrections is the product of many innovations. TurnKey Corrections began working with jails and providing jail commissary across the Midwest while introducing the first-of-its-kind inmate kiosk in 2003. This took jail commissary to a higher level of service and efficiency. Since then, TurnKey Corrections has grown into a one-stop-shop for all your jail needs. In 2008, we deployed our proprietary software system, TEAM, which fully manages all inmate ordering, inventory, requests, and accounting functions. TurnKey Corrections currently services over 150 jails across the United States. We provide the following services: commissary, phone through our sister company TKC Telecom, email, SMS, picture mail, video visitation, mail scan and MP3. All these services can be utilized through the TurnKey Corrections inmate kiosks or hand-held devices customized for the needs of your facility.

In addition to 24 years of operations, TurnKey Corrections comes with a wide variety of experience from the jail industry, including many staff members who have joined our team after working in law enforcement and corrections. Much our team is located within our headquarters office located at 3329 Casey Street, River Falls, Wisconsin, with additional warehouses in Kansas City, Missouri; Fargo, North Dakota; and Salt Lake City, Utah. We pride ourselves on being vertically integrated, from building a kiosk out of a sheet of metal, to writing our own code in our proprietary software, to implementing our services. We take pride in managing and controlling every step of the process, which translates for our partners as industry-leading response time and unparalleled customer service.

TurnKey Corrections continues to operate under the ownership and direction of the Westby's. The TurnKey Corrections leadership team oversees the day-to-day operations and ensures we are relentlessly moving forward with continued innovation seeking long-term customer success. As a family-owned business, we care about our outcomes, staying nimble and adaptable to meet the needs of our jail partners and are always pushing ourselves to create the best products for your facility.

Feel free to reach out to our President, Tom Graham with any questions.

Phone: 715-318-7367

Fax: 715-386-9988

E-mail: TomG@TKC32M.com

## Primary Support Team

- 1. Dewey Wahlin, CEO:** Dewey is the CEO of TKC and TurnKey Corrections, handling all aspects of the business. He came to TKC and TurnKey Corrections with 30+ years of experience with a number of Fortune 500 companies including: Dow Chemical, Pillsbury/General Mills and Land O' Lakes. Contact Dewey at 651.261.7158 or [DeweyW@TKC32m.com](mailto:DeweyW@TKC32m.com).
- 2. Tom Graham, President:** Tom has 26 years of correctional experience and was formerly a Sergeant at Lincoln County, Oregon. He moved to Wisconsin to join our team and is a huge asset to our TKC and TurnKey Corrections family. Tom, along with his team of Account Executives, Installer Coordinators, and Regional Managers will provide relentless support to you at La Crosse County. Contact Tom at 541.270.0267 or [TomG@TKC32m.com](mailto:TomG@TKC32m.com).
- 3. Melissa Bjergo, Vice President of Sales:** Melissa has been with TKC and TurnKey Corrections for almost a decade. She is an incredible resource to our team and has been involved in a majority of our jail partnerships. Melissa will be sure La Crosse County knows they are part of the family. Contact Melissa at 715.800.8592 or [MelissaB@TKC32m.com](mailto:MelissaB@TKC32m.com)
- 4. Lewis Davids, Field Services Manager:** Lewis joined the TKC Family after spending 21 years working in corrections. Previously, Lewis served at Pottawatomie County Jail, IA and one of TKC's partners. Lewis utilizes his years of corrections experience, leadership, and project management skills to lead our Customer Success team. Contact Lewis at [LewisD@TKC32m.com](mailto:LewisD@TKC32m.com).
- 5. Michele Brown, Training Specialist:** Michele is our in-house training expert and assists with the go live process. Her unparalleled knowledge of TEAM3 software is passed along to jail administration and accounting throughout the training process. Contact Michele at [MicheleB@TKC32m.com](mailto:MicheleB@TKC32m.com).
- 6. Jason Shackles, Installation Coordinator:** Jason joined our team in 2018 with 10 years of experience in inmate management, software training and installation, commissary, and technology. Prior experience includes being Deputized Jail Administrator at Henry County, Missouri for 7 years. Jason worked 3 years with the JailTracker Software Group handling sales, training, installation and support. He is an active member of the Missouri Sheriffs' Association and attends their monthly jail meetings. Contact Jason at 660.424.0697 or [JasonS@TKC32m.com](mailto:JasonS@TKC32m.com).

## **Section 6 Inmate Commissary and Trust Fund Account Services (Service Group B)**

Inmate Commissary and Trust Fund Account Services utilized with TurnKey Corrections interlink between both kiosks and/or our Hub device. (Hand-held mobile option) TurnKey Corrections integrates with many JMS systems and is willing to interface with Central Square Jail Management Systems to confirm successful communications throughout all inmate services. TurnKey Corrections will cover all expenses involved with the JMS integration.

TurnKey Corrections offers a web-based, public-facing source for family and friends to deposit funds and communicate with their incarcerated loved ones, found at [team3.InmateCanteen.com](http://team3.InmateCanteen.com).

### **Commissary Services**

**6.1** TurnKey Corrections will furnish all goods, supplies, supervision, transport materials and transportation to provide commissary and accounting services for the inmate commissary in a secure environment at no cost to La Crosse County.

**6.2** TurnKey Corrections provides a variety of products to be sold through commissary, meeting the needs of the inmate population. A designated staff member consistently works to improve products offered. New items being sought out provide inmates with alternate options, including healthier options and a wider range of choices. All items offered for sale to inmates will require approval by the La Crosse County Sheriff's Office. Where applicable, TurnKey Corrections strives to offer known, name-brand items. No items will be packed in metal or glass containers and are individually wrapped, containing no alcohol, and are intended for the Corrections environment. Certain items offered for sale will include no mark-up, such as postage and integrations with selling phone time.

**6.3** TurnKey Corrections strives to keep pricing for commissary items comparable to local retail pricing. A full list of items and pricing is available in this proposal under section 6.10.C. Any price increases will be communicated with La Crosse County in writing with documentation of reason for the pricing request.

**6.4** Software offered within TurnKey Corrections (TEAM3) provides Staff with a full range of commissary restrictions such as disciplinary, diet, gender, price limitations, and quantity sold.

**6.5** TurnKey Corrections is a Wisconsin based company and can offer commissary delivery as often as requested by La Crosse County. Orders will be processed and delivered to inmates on an agreed upon schedule. TurnKey Corrections can accommodate the current request to deliver commissary orders three times weekly – Monday, Wednesday, and Friday.

Commissary orders can be placed using a kiosk provided by TurnKey Corrections or our mobile devices, the Hub. All equipment provided by TurnKey Corrections, including a wireless network for Hub devices, will be provided to La Crosse County at no cost to the County.

TurnKey Corrections agrees to provide equipment to meet a minimum of the current number of stations at the La Crosse Law Enforcement Center and is willing to provide additional upon request. All kiosks and Hub devices provided by TurnKey Corrections can be utilized for all inmate accounting, messaging, requests, video visitation, email/SMS, and inmate phone calls.

Block	Wall Phones	Kiosk with Video Visitation	Hub Devices
POD L	6	3	20
POD K	6	3	20
A	3	2	10
AA	2	1	5
B	2	1	5
C	2	1	5
D	1	1	5
E	2	2	5
F	2	2	5
G	2	2	5
H	3	2	10
Housing Visiting Booth	XX	0	0
REC-S	1	0	0
REC-T	1	1	0
REC-U	1	1	0
REC-Guard Station	0	0	5
Booking W/ Cells	4	0	0
Booking FREE Phone	1	0	0
Public VV Booths	0	6	0
Public Lobby Deposit		1 – No video capabilities	
Booking Station		1 – Deposit Capabilities, No Video Visitation	

**6.6** Kiosks and Hub devices provided by TurnKey Corrections have the following capabilities:

- A. Commissary ordering for inmates and ability to adjust orders
- B. Inmate Trust with all transaction history
- C. Grievances
- D. Requests
- E. Medical Requests, Mental Health Requests
- F. PDF Documents provided/requested by the County, as well as customizable forms and agreements
- G. Grievance/ Request tracking

H. Staff/Inmate Communications

I. Video Visitation

J. Music Capabilities

K. Text/Email

L. Inmate Phone Calling

M. External Resources - Locked down by domain and specify unique URL, ensuring inmates only have access to information permitted by County. Network provided by TurnKey Corrections will "whitelist" specific access.

N. Utilizing a partnership with Edovo, Hub devices offer a full range of educational materials and self-improvement tools with entertainment incentives. This is a learn to earn program.

**6.7 Kiosks** located in booking and the lobby will be specific for depositing funds to inmate accounts. Inmate trust accounts are accessed only by utilizing specific usernames, PIN and/or facial recognition. Lobby kiosks allow friends and family to deposit funds by Cash, Credit/Debit. TurnKey Corrections charges \$8.95 per credit card transaction to counterbalance fees from fraudulent activity and can limit the amount of funds deposited in a time frame.

A. Lobby Kiosk – Monetary funds of paper bills and credit cards accepted.

B. All monetary kiosks will be accessible to La Crosse County Staff for fund retrieval and reconcile abilities.

**6.8** All commissary orders will be organized by individual inmate and cell block/pod. Each order will contain an itemized receipt with product ordered, price, and order total.

Commissary orders are pulled in a batch. Our commissary team picks the items ordered for each inmate, places the items in a clear, plastic bag, and uses a weigh system to confirm accurate orders. Once the weight is confirmed as an accurate order, the itemized receipt is placed in a visible location and all orders for specific housing units are boxed together. This allows for easy, time saving dispersion of the commissary orders to the inmates. If for any reason, an item is damaged or missing from an order, Staff can send a trouble ticket to our customer service team. Refunds are completed daily Monday – Friday and the balance is placed immediately back into the inmates Trust account.

**6.9** TurnKey Corrections will hand deliver commissary orders from our Headquarters location in River Falls, WI to the Law Enforcement Center on schedule, in an organized, efficient manner. Law Enforcement employees will deliver the individual orders directly to the inmates.

**6.10** Operational Requirements of Commissary Services:

A. Every order picked for an inmate is weighed to ensure accuracy. TEAM3 software tracks inventory in real-time as orders are placed from inmates, reducing the need for refunds.

B. Missing or damaged canteen items can be reported by Staff to our customer service department through a user-friendly trouble ticket system. Refunds are issued daily Monday through Friday and tracked through the inmate's trust account history for proof of refund.

C. Commissary menu items that will be offered, including pricing:

<b>Product</b>	
#10 Envelope - NO STAMP	\$0.27
#10 Envelope w/ 2 Stamps	\$1.73
#10 Envelope, 2 Stamps, w/adhesive back	\$1.77
#10 Stamped Envelope w/adhesive back	\$1.04
20 oz Insulated Mug	\$5.89
24X48 Economy Bath Towel	\$4.07
55 cent stamp	\$0.60
Austin Cracker Cheese & PB	\$1.63
9X12 Catalog Envelop w/ 3 Stamps	\$2.43
9X12 Catalog Envelope 2 Stamps	\$2.11
9X12 Catalog Envelope no Stamp	\$1.05
AA Battery	\$1.05
AAA Battery	\$1.05
Acetaminophen (non aspirin)	\$0.39
Acne Treatment	\$13.06
Address Book 2X3	\$5.22
Adult Coloring Book	\$7.35
Airheads Xtreme Berry 6 oz	\$3.39
Alarm Clock	\$20.19
Almond Joy	\$1.80
Anesthetic Oral Gel	\$6.08
Ankle Socks White	\$2.43
Anniversary Card w/ Stamp	\$3.78
Antifungal Cream .5 oz	\$3.99
Apple Pie 4 oz	\$2.18
Aspirin Packet	\$0.39
atomic fireballs	\$2.29
Baby Powder 4 oz	\$3.13
Bacitracin Ointment 1oz	\$3.06
BIC Disposable Razor	\$0.74
Big Texas Cinnamon Roll 4oz	\$2.18
Birthday Card w/ Stamp	\$3.78
Blank Card w/ Stamp	\$3.78
Blue Magic Conditioner 4oz	\$3.20
Bowl and Lid	\$2.43
Boxer Shorts 2XL	\$6.73
Boxer Shorts 3XL	\$6.73



Boxer Shorts 4XL	\$6.73
Boxer Shorts 5XL	\$6.73
Boxer Shorts 6XL	\$6.73
Boxer Shorts L	\$6.08
Boxer Shorts M	\$6.08
Boxer Shorts S	\$6.08
Butterfinger	\$1.80
Butterscotch Buttons	\$2.29
Flour Tortilla Shells 6 pack	\$2.20
Canvas Shoes Navy Size 10	\$8.10
Canvas Shoes Navy Size 11	\$8.10
Canvas Shoes Navy Size 12	\$8.10
Canvas Shoes Navy Size 14	\$8.10
Canvas Shoes Navy Size 6	\$8.10
Canvas Shoes Navy Size 7	\$8.10
Canvas Shoes Navy Size 8	\$8.10
Canvas Shoes Navy Size 9	\$8.10
Canvas Shoes White Size 10	\$8.91
Canvas Shoes White Size 12	\$8.91
Canvas Shoes White Size 13	\$8.91
Canvas Shoes White Size 5	\$8.91
Canvas Shoes White Size 6	\$8.91
Canvas Shoes White Size 7	\$8.91
Canvas Shoes White Size 8	\$8.91
Canvas Shoes White Size 9	\$8.91
Canvas Shoes White Size 11	\$8.91
Cappuccino Mix (K)	\$0.91
Caramello Bar (K)	\$1.80
CARD - Mother's Day	\$3.78
Checkers	\$6.73
Cheetos Crunchy 2oz	\$1.70
Cheetos Flamin Hots 2oz	\$1.70
Cheetos Jalapeno Cheddar 2oz	\$1.70
Cherry Pie 4oz	\$2.18
Chess	\$9.47
Child Birthday Card w. Stamp	\$3.78
Chili No Beans 7.5oz	\$3.39
Chili w/ Beans 7.5oz	\$3.39
Chili w. Beans Western Hot 7.5oz	\$3.39

Chips & Pastry Special	\$7.97
Christmas Card w. Stamp	\$3.78
Clear Care Contact Solution 2oz	\$8.27
Clear Flex Pen - Black	\$1.05
Clear Flex Pen - Blue	\$1.05
Clear Hinged Soap Dish	\$1.06
Clogs Black 2XL	\$11.00
Clogs Black L	\$11.00
Clogs Black M	\$11.00
Clogs Black S	\$11.00
Clogs Black XL	\$11.00
Clogs Orange 2XL	\$10.80
Clogs Orange L	\$10.80
Clogs Orange M	\$10.80
Clogs Orange S	\$10.80
Clogs Orange XL	\$10.80
Cocoa Butter Lotion	\$3.46
Coffee Caribbean 11 GRAM	\$2.33
Coffee Premium Roast Regular 2oz	\$4.57
Colgate Toothbrush Medium	\$2.96
Colgate Toothbrush Soft	\$2.32
Colored Pencil Full Size	\$6.20
Colored Pencil Short	\$5.22
Contact Lens Case	\$3.39
Creamer Single Packet	\$0.21
Creamy Dill Ripple Chips 1oz	\$1.70
Crossword Puzzle Books	\$4.04
Cup Cakes Chocolate 4oz	\$2.18
Cup 22oz Plastic	\$1.63
Danish Apple Claw 4.25 oz (K)	\$2.18
Danish Strawberry Cheese Claw 4.25oz (K)	\$2.18
Danish Blueberry Cheese Claw	\$2.18
Dearborn Sausage Hot Stick 3oz	\$4.24
Dearborn Sausage Mild Stick 3oz	\$4.24
Dearborn Sausage Teriyaki Stick 3oz	\$4.24
Denture Adhesive Freshmint 2oz	\$5.35
Denture Cleanser Tablet	\$0.73
Deodorant - Solid 1.8oz	\$4.11
Deodorant Suave Anti-Perspirant	\$4.11

Deodorant Speed Stick A/P 1.8oz	\$4.11
Diet Mountain Dew - BNK	\$2.40
Do-Rag-Gray	\$4.14
Doritos Cool Ranch 1.75oz	\$1.70
Doritos Spicy Sweet Chili	\$1.70
Doritos Flamin' Hot Cool Ranch	\$1.70
Doritos Flamin' Hot Nacho	\$1.70
Doritos Nacho Cheese 1.75oz	\$1.70
Dots Original 6.5oz	\$1.92
Dr. Pepper - BNK	\$2.40
Dressing Comb 8"	\$2.06
Ear Plugs	\$1.05
Earbud Headphone (No microphone)	\$4.77
Earls Cheesy Corn 1.375oz	\$1.70
Economy Playing Cards	\$2.95
Eraser Pink Pearl	\$1.41
Eraser Tip	\$0.39
Sardines in Hot Sauce	\$2.07
Fillet of Mackerel 3.53oz	\$3.41
Fixodent/Poligrip Free 1.4oz	\$15.35
Floss Loops (qty 30)	\$8.92
Freshscent 3 in 1 packets	\$0.32
Freshscent Shampoo 2oz	\$0.77
Freshscent Deodorant 1.6oz	\$1.32
Freshscent Foot Powder	\$2.39
Freshscent Shampoo 4oz	\$1.06
Fritos Chili Cheese	\$1.70
Fruit Punch Drink Mix	\$0.42
Fudge Strip Mini Cookies (K)	\$2.24
Funyuns Onion Ships 1.25oz	\$1.70
Gardettos Original	\$1.70
Gatorade Fruit Punch	\$2.40
Grandma's Chocolate Chip Cookies 2 pack (K)	\$2.24
Grandma's Oatmeal Raisin 2 pack (K)	\$2.24
Grandma's Cookie Big Chocolate Brownie	\$2.24
Grandma's Oatmeal Raisin 2 pack (K)	\$2.24
Grandma's Peanut Butter Cookies	\$2.24
Grape Drink Mix	\$0.42
Grape Jelly 1oz	\$0.38

Grape Soda - BNK	\$2.40
Gummies Gold Bears 4oz	\$2.64
Habanero Cheese Squeeze 1oz	\$1.06
Hairbrush 8"	\$2.05
Hairbrush Vented	\$3.46
Hair Pick	\$1.06
Hairbrush Military	\$2.06
Halls Cough Drops 9 count	\$2.43
Hearty Beef Summer Sausage 5oz	\$4.77
Hemorrhoid Cream 2oz	\$7.64
Herr's Baby Back Rib Chips 1.5oz	\$1.70
Herr's Cheese Jalapeno Curls	\$1.70
Herr's Creamy Ranch & Habanero Ripple 1.5oz	\$1.70
Herr's Ragin Ranch 1.5oz	\$1.70
Hickory Smoked Jerky 1.1oz	\$1.98
jwin AM/FM Radio	\$45.17
Honey Bun Chocolate 4.75oz	\$2.18
Honey Bun Cremey Curl 4.75oz	\$2.18
Honey Bun Iced Jumbo 4.75oz	\$2.18
Honey Granola Bar (K)	\$1.80
Hot & Spicy Beef Summer Sausage 5oz	\$4.77
Hot Cocoa Mix (K)	\$0.73
Hot Sauce Packet	\$0.32
Hot Sauce Tapatio 5oz	\$3.92
Hydrocortisone Cream	\$0.39
Iced Carrot Cake	\$2.18
Ibuprofen Packet	\$0.39
Iced Tea Drink Mix (K)	\$0.42
Instant Spanish Rice	\$2.33
Instant White Rice 2oz	\$2.43
Jack Link Beef Pepperoni Stick	\$2.80
Jack Link Beef Original .8oz	\$4.53
Jack Link Prime Rib Cut	\$3.59
Jack Link Beef Steak Jerky	\$1.91
Jalapeno Cheese Squeeze 1oz	\$1.06
Jolly Ranchers 3.6oz	\$2.29
Jumbo Dill Pickle	\$2.43
Jumbo Hot Pickle	\$2.43
Karnut Sunflower Kernels 2oz	\$1.70

Kars Trail Mix 2oz	\$1.70
Ketchup Packet 7gm	\$0.33
Kit Kat Large (K)	\$1.80
Koss CL-2 Sterophone	\$15.12
Koss Ear Bud- White	\$41.33
Laundry Detergent - Surf Single Use	\$1.01
Lays BBQ 1.5oz	\$1.70
Lays Regular Chips (K)	\$1.70
Lays Sour Cream and Onion (K)	\$1.70
Lays Wavy Hickory BBQ	\$1.70
Lemon Heads	\$2.29
Lemonade Drink Mix (K)	\$0.42
Lip Balm	\$2.47
Loratadine Allergy Relief	\$1.70
Lotion Eucerine 1oz	\$4.86
Love you Card w/ Stamp	\$3.78
M&M Milk Chocolate Peg Bag 5.3oz	\$3.94
M&M Peanut (K)	\$1.80
M&M Peanut Butter (K)	\$1.80
M&M Peanut Butter Peg Bag 5.10z	\$3.94
M&M Peanut Peg Bag 5.3 oz	\$3.95
M&M Plain (K)	\$1.80
Magic Shave Tube 6oz	\$9.66
Magnificent Hair Food 4oz	\$6.00
Maxi Pad	\$0.87
Mayonnaise Packet 9gr	\$0.39
Mechanical Pencil	\$1.97
Melatonin Natural Sleep Aid 60/bottle	\$19.03
Mens Underwear 2XL	\$4.77
Mens Underwear 3XL	\$4.77
Means Underwear 4XL	\$4.77
Mens Underwear L	\$4.37
Mens Underwear M	\$4.37
Mens Underwear S	\$4.37
Mens Underwear XL	\$4.37
Mike & Ike Original 5oz	\$1.94
Milk Duds 5oz	\$2.11
Milky Way (K)	\$1.80
Miss You Card w/ Stamp	\$3.78

Mountain Dew - BNK	\$2.40
Mountain Dew Code Red	\$2.40
Mountain Dew Live Wire	\$2.40
Mountain Dew Voltage	\$2.40
MP3 Player 4GB w/ ear buds	\$26.08
Mug Root beer - BNK	\$2.40
Multi Vitamins	\$8.07
Muscle and Joint Gel 3oz	\$3.39
Mustard Packet 4.5gm	\$0.33
Nail Clippers - Finger	\$1.27
Nail Clippers Toe	\$1.40
Nutty Bar (K)	\$1.23
Nutty Bars 6 Pack (K)	\$5.10
Oatmeal Creme Pie (K)	\$0.80
Oatmeal Creme Pie 12 Pack (K)	\$5.26
Oatmeal Maple and Brown Sugar Single Packet	\$1.24
Obrien's Beef and Cheddar 1oz	\$1.70
Obrien's Double Barrel Salami 1oz	\$1.70
Obrien's Hickory Smoked Beef Sticks 1oz	\$1.70
Orange Drink Mix (K)	\$0.42
Orange Shorts 2XL	\$32.05
Orange Shorts 3XL	\$37.05
Orange Shorts L	\$26.66
Orange Shorts M	\$26.66
Orange Shorts S	\$26.66
Orange Shorts XL	\$26.66
Orange Soda BNK	\$2.40
Mrs. Freshley's Brownie Oreo 3oz	\$2.18
Oreo Mini Bites (K)	\$2.24
Paper Computer 5 Sheets	\$0.33
Paper Lined Writing Pad	\$2.61
Paper Ruled Loose Leaf 8x10.5	\$0.13
Peanut Butter Squeezer	\$1.05
Pencil Full Size (no eraser)	\$0.67
Pencil Golf	\$0.39
Pepper Pack	\$0.07
Pepsi - BNK	\$2.40
Pepsi Diet - BNK	\$2.40
Pepsi Wild Cherry - BNK	\$2.40

Petroleum Jelly 4oz	\$3.08
Pickle HOT Dill	\$2.03
Pickle KOSHER Dill (K)	\$2.03
Ping Pong Balls	\$0.84
Pinochle Cards	\$4.04
Ponytail Holder (1)	\$1.06
Pop Tart Frosted Brown Sugar	\$2.18
Pop Tart Frosted Strawberry	\$2.18
Pop Tart Frosted Cherry	\$2.18
Popcorn Jalapeno (k)	\$1.36
Popcorn Act II	\$1.36
Postcard - Stamped	\$0.59
Protein Bar Chocolate	\$2.74
Protein Bar Chocolate/PB	\$2.74
Q-Tips Bag of 100	\$2.47
Ranch Dressing Pouch 1.5oz	\$0.93
Ramen Beef	\$1.08
Ramen Chicken	\$1.08
Ramen Chili	\$1.08
Ramen Lime Chili Shrimp	\$1.08
Ramen Picante Chicken	\$1.08
Ramen Soy Sauce	\$1.08
Reading Glasses 1.0 Strength	\$8.10
Reading Glasses 1.25 Strength	\$8.10
Reading Glasses 1.5 Strength	\$8.10
Reading Glasses 1.75 Strength	\$8.10
Reading Glasses 2.0 Strength	\$8.10
Reading Glasses 2.5 Strength	\$8.10
Reading Glasses 2.25 Strength	\$8.10
Reading Glasses 2.5 Strength	\$8.10
Reading Glasses 2.75 Strength	\$8.10
Reading Glasses 3.0 Strength	\$8.10
Reading Glasses 3.25 Strength	\$8.10
Reading Glasses 3.5 Strength	\$8.10
Reading Glasses 3.75 Strength	\$8.10
Rechargeable MP3 Radio	\$49.09
Red Beans and Rice Wi/ Chili (K) 4.4oz	\$4.04
Reese's Peanut Butter Cups (K)	\$1.80
Reese's Pieces Concession Box 4oz	\$1.94

Refried Pino Jalapeno/Green chili 4oz (K)	\$4.04
Rice Krispie Bar	\$2.18
Rolo 1.7oz	\$1.80
Root beer 20oz	\$2.40
Royal Crown Hair Dressing	\$5.34
Ruffles Cheddar and Sour Cream	\$1.70
Root beer Barrels	\$2.29
Salisbury Steak 9oz	\$5.22
Salsa Packet 3oz	\$2.41
Salsitas 1.5oz	\$1.70
Salt Packet	\$0.07
Salted Nut Rolls	\$1.80
Saltine Crackers 12/2 packs (K)	\$1.30
Senna Laxative 8.6mg 100/Bottle	\$6.73
Shampoo 2 in 1 12.6 oz	\$4.99
Shampoo Suave 12oz	\$5.19
Shampoo, Dandruff, Head and Shoulders	\$11.78
Shampoo/Shave Gel/Body Wash 4oz	\$3.46
Shave Cream Packet .25oz	\$0.72
Shave Cream Tube .85	\$1.06
Shower Cap	\$1.40
Shower Shoes 2XL	\$3.39
Shower Shoes L	\$3.39
Shower Shoes Medium	\$3.39
Shower Shoes XL	\$3.39
Tootsie Pop Drops	\$1.80
Sierra Mist - BNK	\$2.40
Sketch Pad	\$14.05
Skin Care Lotion	\$3.80
Skittles Original Peg Bag 7.2oz	\$3.44
Skittles Regular 2.17oz	\$1.80
Skittles Tropical 2.17oz	\$1.80
Skittles Wild Berry 2.17oz	\$1.80
Sleeping Mask	\$1.32
Sliced Pepperoni 3.5oz	\$6.03
Small Comb	\$0.73
Snack Mix Sweet and Salty 2oz	\$2.89
Snickers Bar (K)	\$1.80
Snyders Honey Mustard Pieces 2.25oz (K)	\$1.70



Snyders Hot Buffalo Wing Pieces 2.25oz	\$1.70
Snyders Jalapeno Pieces 2.25oz	\$1.70
Soap Bar Dial 4oz	\$2.66
Soap Bar Dove 4oz Sensitive	\$3.39
Soap Bar Freshscent 3oz	\$1.06
Soap Bar Irish Spring 3.75oz	\$3.53
Soap Bar Lever 2000	\$3.46
Soft Baked Chocolate Chip Cookie 3oz	\$2.24
Soft Baked Reese's Cookie	\$2.24
Sour Patch Kids 2oz	\$1.80
Sour Patch Kids Peg Bag 5oz	\$3.27
Spork Buff - Firm	\$1.36
Spork Orange - Flexible	\$1.36
Sports Bra 32	\$8.10
Sports Bra 34	\$8.10
Sports Bra 36	\$8.10
Sports Bra 38	\$8.10
Sports Bra 40	\$8.76
Sports Bra 42	\$8.76
Sports Bra 46	\$8.76
Sports Bra 52-54	\$8.76
Sports Bra 54-56	\$8.76
Stamped Envelope	\$0.89
Star Crunch (K)	\$0.65
Star Crunch 12 Pack	\$5.06
Starburst Original 2.07 oz	\$1.80
Starburst Tropical 2.07oz	\$1.80
Starlite Mints 4oz	\$2.29
Strawberry Jelly 1oz	\$0.38
Strawberry Shortcake Roll	\$1.23
Strawberry Shortcake Roll 6 pack	\$5.26
Suave Advanced Therapy Lotion 10oz	\$6.20
Suave Conditioner 12oz	\$5.19
Suave Liquid Body Wash 12oz	\$5.19
Sudoku Numeric Puzzles	\$4.04
Sugar Packet	\$0.21
Sulfur 8 Medicated Conditioner 2oz	\$10.31
Sulfur 8 Medicated Shampoo 7.5oz	\$10.03
Sweatshirt Heather Gray 2XL	\$18.91

Sweatshirt Heather Gray 3XL	\$18.91
Sweatshirt Heather Gray 4XL	\$20.42
Sweatshirt Heather Gray L	\$17.18
Sweatshirt Heather Gray M	\$17.18
Sweatshirt Heather Gray S	\$17.18
Sweatshirt Heather Gray XL	\$17.18
Sweatshirt Orange 2XL	\$15.11
Sweatshirt Orange 3XL	\$15.11
Sweatshirt Orange L	\$13.04
Sweatshirt Orange M	\$13.04
Sweatshirt Orange XL	\$15.22
Swedish Fish Red Ped Bag	\$2.29
Sweet N Low 1gm Packet (K)	\$0.21
Swiss Roll 6 Pack	\$5.26
Swiss Roll (K)	\$1.23
Takis Fuego Tortilla Chips	\$1.70
Tampon	\$0.68
Taster's Choice Decaf Stick - Single	\$0.73
Tea Earl Grey (K)	\$0.67
Tea Green (K)	\$0.67
TGIF Potato Cheddar Bacon (K)	\$1.70
Thank You Card w. Stamp	\$3.78
Thanksgiving Card with Stamp	\$3.78
Thermal Bottoms 2XL	\$9.66
Thermal Bottoms 3XL	\$9.66
Thermal Bottoms 4XL	\$9.66
Thermal Bottoms 5XL	\$9.66
Thermal Bottoms L	\$9.66
Thermal Bottoms M	\$9.66
Thermal Bottoms S	\$9.66
Thermal Bottoms XL	\$9.66
Thermal Shirt 3XL	\$9.66
Thermal Shirt 4XL	\$9.66
Thermal Shirt 5XL	\$9.66
Thermal Shirt L	\$9.66
Thermal Shirt M	\$9.66
Thermal Shirt XL	\$9.66
Thermal Shirt XXL	\$9.66
Thinking of You Card w. Stamp	\$3.78

Three Musketeers Bar (K)	\$1.80
Titos Sliced Jalapeno 1oz	\$1.36
Toilet Paper 1 Roll	\$2.47
Toothbrush Holder	\$2.06
Toothbrush Long Handled	\$1.66
Toothbrush Stubby	\$1.40
Toothpaste .6oz	\$1.32
Toothpaste Colgate 2.5oz	\$4.86
Toothpaste Colgate .85oz	\$2.27
Toothpaste Freshmint Sensitive	\$4.14
Toothpaste Pepsodent 6oz	\$4.86
Tournament Dominoes - Plastic	\$11.03
Trolli Sour Brite Crawlers 5oz	\$2.60
T-Shirt 2nds 2XL White	\$5.51
T-Shirt 2nds 3XL White	\$6.20
T-Shirt 2nds 4XL White	\$6.20
T Shirt 2nds L White	\$4.86
T Shirt 2nds M White	\$4.86
T shirt 2nds S White	\$4.86
T Shirt 2nds XL White	\$4.86
T Shirt Premium 2XL White	\$13.04
T Shirt Premium 3XL White	\$13.04
T Shirt Premium 4XL White	\$13.04
T Shirt Premium L White	\$10.31
T Shirt Premium M White	\$10.31
T Shirt Premium S White	\$10.31
T Shirt Premium XL White	\$10.31
Tube of Peanuts 2oz (K)	\$1.80
Tube Sock White	\$2.47
Tums (K)	\$1.83
Tuna in a Pouch 3oz (K)	\$5.10
Turkey and Dressing 10oz	\$5.22
Turkey Creek Hot Pork Rinds 2oz	\$2.46
Twix Caramel (K)	\$1.80
Twizzlers Strawberry 2.5oz	\$1.80
Valentine's Day Card w. Stamp	\$3.78
Vaseline Lip Therapy .35oz	\$3.46
Vaseline Lotion 10oz	\$6.15
Washcloth	\$0.87

White Prayer Towel 20X40	\$3.16
Womens Bra 32A	\$6.54
Womens Bra 34B	\$6.54
Womens Bra 36C	\$6.54
Womens Bra 38C	\$6.54
Womens Nylon Bra(s)	\$3.24
Womens Bra 42D	\$6.54
Womens Size 10 White Underwear	\$4.08
Womens Size 12 White Underwear	\$4.08
Womens Size 14 White Underwear	\$4.08
Womens Size 6 White Underwear	\$4.08
Womens Size 8 White Underwear	\$4.08
Word Search	\$4.04
Yahtzee	\$16.20
Yahtzee Score Pad	\$4.77
Yellow Round Tortilla Chip 3oz	\$1.70

D. There is no additional equipment or software needed for commissary services outside of kiosks and or Hub devices. TurnKey Corrections offers an all-in-one solution.

E. TurnKey Corrections primarily offers name brand products to inmates through commissary. Although not all products are known name brands, we strive to offer only the best products and agree consumers should understand what they are purchasing.

F. TEAM3 automatically generates invoices. These can be paid with ACH and set up weekly for ease and efficiency. TEAM3 software automatically tracks all commissary inventory TurnKey Corrections has to offer. A routine physical inventory is completed monthly.

G. TurnKey Corrections will work with La Crosse County in the event the on-site facilities become rendered unusable to complete services needed. Understanding circumstances of such events may change all typical operations, we have a full team of trained staff located within approximately 2 hours drive of La Crosse County and are willing to assist our partners with these needs.

#### H. Policies and Procedures

Commissary orders are pulled in a batch. Our commissary team picks the items ordered for each inmate, places the items in a clear, plastic bag, and uses a weigh system to confirm accurate orders. Once the weight is confirmed as an accurate order, the itemized receipt is placed in a visible location and all orders for specific housing units are boxed together. This allows for easy, time saving dispersion of the commissary orders to the inmates. If for any reason, an item is damaged or missing from an order, Staff can send a trouble ticket to our customer service team. Refunds are completed daily Monday – Friday and the balance is placed immediately back into the inmates Trust account.

**6.11** TurnKey Corrections accepts responsibility for all sales, use, excise, business and/or income taxes applicable to the commissary operations.

#### **Inmate Trust Fund Services**

**6.12** TurnKey Corrections will provide the computer, and all related equipment needed for the accounting and commissary operations. Other equipment includes, but is not limited to a check printer, card reader for pre-loaded debit cards and receipt printers.

**6.13** TEAM3 software is web-based and can work with any computer station with an internet connection. TurnKey Corrections will provide as many workstations as deemed necessary to provide successful services if the facility is in need of additional stations. TEAM3 is permission based, utilizing a username and password. All staff members with permissions will be able to utilize a single station.

**6.14** TurnKey Corrections will train facility employees on the use of the accounting system.

#### **Proposed Go-Live Process:**

TKC will work with La Crosse County to finalize an installation schedule based on the following proposed schedule:

##### *Week 1: Kickoff and Project Planning*

Kick Off Call – A brief conference call where key players from both parties are introduced. This conversation will also include information on the project schedule and integration plan. If a site visit is required or desired, TurnKey Corrections will coordinate such a visit at this time.

Installation Documentation – TurnKey Correction’s Installation Coordinator will share pertinent documents for the transition. This will include information on how to set up banking, detailed explanations of services, and a conversation about which TurnKey Corrections options the jail will choose to use.

Schedule Effective Meeting – an itemized, Q & A session where all aspects of the installation and scope of services are discussed in detail with the installation coordinator and jail administration, accounting staff, maintenance, and IT personnel.

##### *Week 2: Design and Development*

Complete Effective Meeting – during a meeting at a location of the County’s choosing, compile and share Effective Meeting notes with all involved. This will also include solidifying Installation and Go Live dates.

During the Effective Meeting, the Installation Coordinator will gather details about the customizable options La Crosse County wishes to use. The Installation Coordinator works with TurnKey Corrections I.T. team to develop those options; TurnKey Corrections will also contact the appropriate I.T. personnel at the County to discuss any requirements needed on location.

Begin Preliminary TEAM3 Software Training – The Installation Coordinator and Training Coordinator will work with jail staff to begin user training on TEAM3 software. This training will happen via phone, video, conference call or onsite, as appropriate.

Kiosk Manufacturing – TurnKey Corrections will order materials and construct hardware and kiosk components.

Progress Reporting – TurnKey Corrections Installation Coordinator will follow up on Effective Meeting Notes / Progress with jail administration. We will also share an updated checklist progress.

Documents Requested from La Crosse County – Receive returned installation documents.

Hardware – Complete construction and testing of all hardware / kiosks.

Training – Continue preliminary TEAM3 software training.

Progress Reporting – The Installation Coordinator will follow up on Effective Meeting Notes / Progress with jail administration and other pertinent personnel.

### Week 3: Training and Deployment

Software – TurnKey Corrections will present customized software to La Crosse County administration. This will include the final presentation and verification of:

1. Built-in site charges (line items charged by the jail to inmates, such as medical/dental costs, prescriptions, damages, etc.)
2. Inmate Handbook
3. Automated messaging system for kites/grievances and other inmate communications
4. Automated inmate PREA agreement and general agreements
5. Other customizations and features

Banking and Accounting – TurnKey Corrections will verify account, vendor and sub-vendor information to ensure accuracy. This also includes verifying debit card release credentials for inmate release procedure.

Security – TurnKey Corrections will verify the appropriate personnel are designated as TEAM3 users as well as ensure the proper TEAM3 security access levels.

Training – Continue preliminary TEAM3 software training.

Progress Reporting – The Installation Coordinator will follow up on Effective Meeting Notes / Progress with jail administration and other pertinent personnel to share updated checklist progress.

Installation Team Travel – Confirm TurnKey Corrections installation team arrival information and work itinerary.

### *Week 4: Continued Training and Installation*

Under the TurnKey Corrections model, training begins as soon as possible through remote channels such as phone, video, webinar, and conference call. As the installation progresses, the training will keep pace.

Additional training will take place when the installation team arrives onsite before go-live. Once the system is live, TurnKey Corrections continues to provide remote training for a minimum of one (1) month and as needed or required thereafter.

The TurnKey Corrections installation team will spend approximately two (2) weeks (or more if needed) onsite to ensure all equipment is installed and working properly; to ensure jail personnel are fully trained; and to work with inmates to teach kiosk/Tablet use, as appropriate.

The installation team is available at any time to any jail personnel for questions, troubleshooting, problem resolution, and to address other questions or concerns which may arise. Defects or deficiencies will be addressed and corrected immediately. The Sheriff and/or his designee will sign off on all deliverables at the completion of this phase.

TurnKey Corrections understands staffing changes and will provide continued training at a later time when requested by La Crosse County.

**6.15** TurnKey Corrections will provide updates to the computer software at no charge to the County.

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

**6.17** The inmate Trust Fund Accounting Software, TEAM3 will be interfaced with the Facility's JMS to allow for inmate accounts to be opened and cell block locations updated in real time. TurnKey Corrections has integrated with La Crosse County's current JMS, Central Square before and is willing and able to do this again.

A. TurnKey Corrections owns and maintains our TEAM3 software which is utilized for all inmate account features. TEAM3 has the ability to perform the following functions:

1. Deposit money to individual inmate accounts and print multiple receipts.
2. Set priority levels for repayment of debt; specify how deposit is applied to the account. TEAM3 also has the ability to split a deposit to apply a specified amount towards debt and the remaining towards the trust account for other spending needs.
3. Customizable priority levels based on housing assignment.
4. Debt repayment can be satisfied based on a hierarchy La Crosse County establishes.
5. Bypass the hierarchy and apply to a specific debt.

**B. Fees**

1. TEAM3 provides the ability to add site charges. These charges can be for any need or set amount requested by La Crosse County for purposes such as medical visits, RX payments, confinement fees etc.

2. Required information for receipts can be adjusted to the likes of La Crosse County. Staff member applying the fee is not visible to inmates but will be visible to other Staff members.

3. TEAM3 provides the ability to reverse a site charge completed in error with notes indicating why the charge was reversed. Detail about the reversed charge will be accessible to inmates, with the exception of who the staff member is completing the correction. The option to print a receipt for the transaction is available.

4. TEAM3 provides the ability to allow to carry negative balances.

5. TEAM3 has the ability to differentiate between fees charged and fees collected. Funds collected are applied to pre-set vendor accounts for ease of paying accounts such as the County Treasurer. This can be paid out as frequently as County Staff require and is completed by printing a check directly from TEAM3.

### **C. Sales**

1. TEAM3 can be modified to not allow negative balances for designated areas such as haircuts, commissary, and fresh favorites provided by the kitchen.

2. TurnKey Corrections can limit the amount an inmate is allowed to spend on commissary in a given time frame. Once the limit is met, the inmate will not be allowed to add any further items.

3. Site charges such as haircuts and fresh favorites will not count toward the commissary daily limit.

4. Commissary orders and details are available by inmate. Inmates also have access to see their commissary transaction history.

5. TEAM3 offers customizable commissary options by gender.

6. Commissary orders can be reversed by entire order or by item with a click of one button.

7. Each commissary order is delivered with a detailed, itemized receipt of the transaction.

8. Inmates can sign the receipt provided during the time of commissary delivery.

9. TEAM3 tracks all commissary sales of each item offered.

10. Sales reports can be pulled in TEAM3 24/7.

11. Staff with permissions can print check to vendors. Check printers are also provided by TurnKey Corrections upon request.

### **D. Checks/ Debit Cards**



1. Checks can be written from inmate trust accounts by staff at the request of the inmate.
2. TurnKey Corrections provides the ability to print checks or load a pre-paid debit card at the time of release for any remaining inmate funds.

#### **E. Other Items**

1. TEAM3 allows for inmate accounts to be reopened after being closed and allow for tracking debts across multiple incarcerations.
2. TEAM3 tracks the inmates current housing assignment. Once an inmate is released and staff closes the inmates account, the inmate will no longer show on InmateCanteen.com for outside friends and family to deposit funds.
3. Staff can still complete transactions on an inmate account whether the account is open or closed. For example, funds can still be applied towards a lien.
4. TEAM3 allows for Staff to print account statements.
5. TEAM3 provides the ability to search an inmate by first, middle or last name, JCA#, or SS#.
6. TEAM3 is permissions based. Each user must log in with credentials including a username and password. Each transaction involving funds, or an inmate are tracked. Staff will only be able to complete tasks by permissions level assigned by Jail Administration.
7. TEAM3 provides the ability to write off debts.
8. If a second account is created on accident for the same inmate, accounts can be merged to a master account.

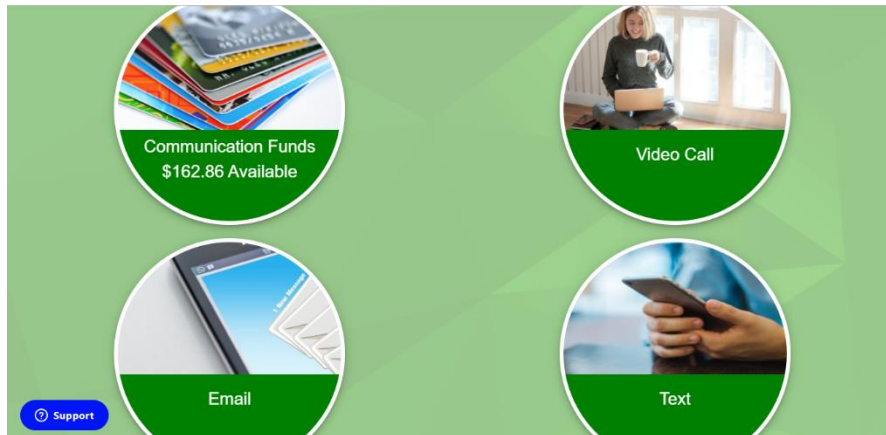
#### **F. Monetary Receipts**

Receipts will include the following information:

1. Inmate name
2. Current cell assignment
3. Application of funds detail
4. Detail balance in each category and grand total
5. Ability to reprint a receipt if needed

## 6.18 Web Portal for friends and family

TurnKey Corrections provides online access for friends and family to deposit funds and stay connected with their incarcerated loved ones 24/7 at team3.InmateCanteen.com. All features offered by TurnKey Corrections and utilized by the facility, including monetary deposits, commissary purchasing, video visitation, text/SMS and TKC Telecom are available to friends and family from one location.



## 6.19 Implementation Plan

TKC will work with La Crosse County to finalize an installation schedule based on the following proposed schedule. This schedule can also be found under section 6.14 as TurnKey Corrections believes in a strong training program to ensure the needs of our partners are met.

### *Week 1: Kickoff and Project Planning*

Kick Off Call – A brief conference call where key players from both parties are introduced. This conversation will also include information on the project schedule and integration plan. If a site visit is required or desired, TurnKey Corrections will coordinate such a visit at this time.

Installation Documentation – TurnKey Correction’s Installation Coordinator will share pertinent documents for the transition. This will include information on how to set up banking, detailed explanations of services, and a conversation about which TurnKey Corrections options the jail will choose to use.

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### *Week 3: Training and Deployment*

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5. Other customizations and features

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### *Week 4: Continued Training and Installation*

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The installation team is available at any time to any jail personnel for questions, troubleshooting, problem resolution, and to address other questions or concerns which may arise. Defects or deficiencies will be addressed and corrected immediately. The Sheriff and/or his designee will sign off on all deliverables at the completion of this phase.

## 6.19 IT Security and Implementation

**6.19.1** TurnKey Corrections will install and maintain a secure network structure for utilization of services provided by TurnKey Corrections at no cost to the county.

### Turnkey Corrections Network Equipment List

#### Firewall

FortiGate 60F (requires 1U rack space)

#### Switch

Ruckus ICX 7150 24p PoE (requires 1U rack space)

FortiSwitch 124E-PoE (requires 1U rack space)

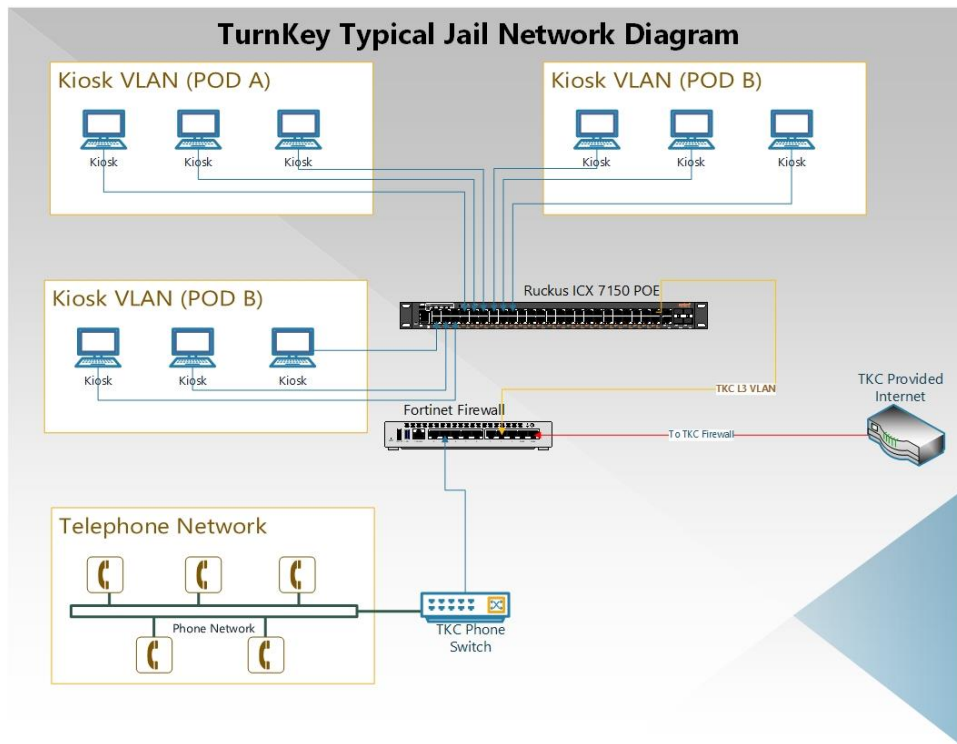
Rack space and model varies per site depending on needs of the location.

#### Wireless Access Point

Ruckus R710 / R750 (mounted behind kiosk or on ceiling in pods)

#### Phone Gateway

Sangoma Vega 3000g / 3050g (requires 1U rack space)



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### **6.19.2 Support**

TurnKey Corrections prides itself on providing a personal level of support. Our call center is more than just a call center; we develop relationships with our partners. TurnKey Corrections strives to resolve all trouble tickets within 24 hours of submission and aims for “first call resolution” where any issues or questions are resolved in the initial call to or from the facility. A dedicated phone line is provided exclusively for our jail partners to contact us. Our call center hours of availability are 5:00am to 6:30pm Central. Each of our partners are assigned a designated specialist for direct contact and quick assistance any time of day.

### **6.19.3 Integration**

TurnKey Corrections can support Central Square and the required interface. We have a team that can develop modern, real-time interfaces with JMS endpoints without charging the facility. Our preferred services are hosted on cloud-based architecture, and we use jwt token authentication with many existing JMS interfaces already. Central Square doesn't have a real-time solution developed beyond their SFTP at this point. We look forward to that being completed to speed up our other facilities as well.

TurnKey Corrections can export data via files or have the flexibility with our development team to set up an automation that fits the needs of the county. Automation could generate and send files or connect to a live service endpoint to post data.

TurnKey Corrections does not charge our partners for any annual maintenance of software, including any custom interfaces.

Service and client releases of upgrades are included. More frequently, we upgrade the backend services at least weekly without affecting versions on the kiosks and other devices. Updates to the client-side interfaces are fewer and far between at around 2-4 months. There is a testing and QA process to maintain resilience and stability.

### **6.19.4 Data transfer / conversion**

TurnKey corrections support transferring data via an export of inmate accounting information. Included in fields of data are: Account Code, First Name, Middle Name, Last Name, Trust Balance, Lien Balance, Status (active/inactive). If a more detailed data transfer is needed, we can accommodate this request with reasonable lead time.

### **Rack space and power requirements**

#### **Firewall**

FortiGate 60F (requires 1U rack space)

#### **Switch**

Ruckus ICX 7150 24p PoE (requires 1U rack space)

FortiSwitch 124E-PoE (requires 1U rack space)

Rack space and model varies per site depending on needs of the location.

#### **Wireless Access Point**

Ruckus R710 / R750 (mounted behind kiosk or on ceiling in pods)

#### **Phone Gateway**

Sangoma Vega 3000g / 3050g (requires 1U rack space)

**Cost**

**8.4** The operation will return monetary compensation to La Crosse County.

**8.5** The costs related to the commissary and Inmate Trust Account Services are the responsibility of TurnKey Corrections. This includes all equipment installation, costs relating extending data and power connections to the kiosks, tablets, and all operational costs.

**8.6** La Crosse County will receive a percentage of net sales. Net sales defined as gross sales minus returns.

**8.7** A fee of \$8.95 is charged to outside family and friends when completed deposits via credit card. These fees help to counterbalance fraudulent expenses and charge backs. TurnKey Corrections may apply a fee of \$2 for cash deposits completed at the kiosk located in the Lobby of the Jail.

**8.8** TurnKey Corrections will provide a report monthly from each month that provides sales information from the previous month. Reports can be customized to meet the needs of La Crosse County. Standard reports will include type of service, Inmate charges, web user charges, tax, commission amount, electronic credits, and commission total.

SAMPLE Invoice

Commission Summary  
Feb 1, 2022 - Feb 28, 2022

Generated on 3/17/22, 8:35 AM

Name	Inmate Charges	Webuser Charges	Tax	Commission Amount	E-Credits	Commission Total
TKC Canteen	\$10,732.23	\$0.00	\$0.00	\$3,219.66	\$0.00	\$3,219.66
TKC Phone ...	\$12,500.69	\$0.00	\$0.00	\$1,250.06	\$0.00	\$1,250.06
TKC Inmate ...	\$1,756.82	\$921.83	\$0.00	\$527.04	\$276.54	\$803.58
TKC Inmate ...	\$102.50	\$557.79	\$0.00	\$30.75	\$167.33	\$198.08
TKC MP3	\$202.23	\$0.00	\$0.00	\$28.56	\$0.00	\$28.56

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**8.9 Commission**

Commission	Commission Type	Commission Rate
Sales Commission Rate	Commissary	45%

## **Insurance Coverage**

TKC maintains lawful worker's compensation/ self-insured employee coverage requirements and adequate liability limitations.

TKC will at our expense purchase and maintain the minimum insurance with companies duly licensed to do business in the State of Wisconsin. TKC will be solely responsible for all deductibles and/or self-insured retention.

TKC will submit verification of general liability coverage upon contract award.

TKC will purchase insurance for protection for claims under workers' compensation acts and other employee benefit acts which are applicable, claims for damages because of bodily injury, including death and claims for damages, other than to the Work itself, to property which may arise out of or result from the vendor's operations and completed operations under the Contract, whether such operations be by TKC or by anyone directly or indirectly employed by them. This insurance will be written for no less than the limits of liability required by law. Policies will contain a provision that the policy will not be canceled or allowed to expire until at least 30 days prior written notice.

## **Implementation Schedule**

**9.2** TurnKey Corrections understands there is not a defined start date for this service contract and La Crosse County would like to stagger the go live dates for new services. TurnKey Corrections will accommodate the schedule and timeline La Crosse County requires for the best transition possible.