



Ottawa County

OTTAWA COUNTY AND CANTEEN SERVICES, INC. CONTRACT FOR COMMISSARY SERVICES

This AGREEMENT is made by and between the County of Ottawa, a municipality in the State of Michigan, (hereinafter, the "County") acting by and through its duly elected Board of Commissioners, (hereinafter the "Board"), and Canteen Services, Inc. (hereinafter, "Contractor"), with a principal place of business at 353 S. Michigan Avenue, Coldwater, Michigan 49036.

IT IS HEREBY AGREED AS FOLLOWS:

1. **Scope of Work:** Contractor agrees to provide the "Services" which as detailed in Exhibit A. It shall be the responsibility of the Contractor to employ and assign to the project adequate personnel and equipment required to undertake and complete the work in a diligent, timely and orderly manner.
2. **Compensation:** In consideration for the services to be performed by the Contractor, the County agrees to pay Contractor the compensation set forth on Exhibit B. Payment to the Contractor for services will be under the County's terms of Net 30.
3. **Contract Documents:** The following documents are the entire agreement between the Contractor and the County. The agreement includes the following documents listed below, which are incorporated herein by reference and are deemed to be part of this contract as if set forth in full:
 - a) This Contract (including attached exhibits)
 - b) All Provisions required by law to be inserted in this contract whether actually inserted or not.
4. **Performance**
 - a) Contractor shall perform the work as required by and in accordance with the schedule of time requirements set forth in Exhibit A.
 - b) Failure to complete services as required shall constitute breach of this Contract.
 - c) Contractor shall have thirty (30) calendar days to cure a breach of this Contract (the "Cure Period"), with five (5) days for the vendor to address and begin cure. Failure to cure a breach of this Contract within said Cure Period shall allow the County to, without further notice to the Contractor, declare this Contract terminated and proceed with the replacement of the Contractor and the County shall be entitled to all remedies available to it at law or in equity.
5. **Terms of Contract:** The contract shall commence when signed by both parties and unless terminated earlier in accordance with the terms of this Contract, this Contract period will cover a period from October 1, 2021 through September 30, 2024, with options to renew for three (3) twenty-four (24) month terms, if in the best

interest of both parties, Exhibit A. This contract may be terminated prior to completion of the Services at the option of either party, upon delivery of written notice by the terminating party to the other party.

6. Expenses: Contractor shall be responsible for all the Contractor's expenses incurred while performing services under this Contract. This includes license fees, fuel and fleet maintenance, insurance premiums, telephone and all salary/payroll expenses, and other compensation paid to employees or contract personnel that the Contractor hires to complete the work under this Contract.
7. Employees: The Contractor and all Contractor' employees, while on County premises, shall carry proper identification. Examples of proper identification are State issued Driver's License or State issued Identification Card.

The Contractor shall employ only United States citizens, legal residents or legal resident aliens. Upon request of the County, the Contractor shall provide copies of, or access to, work/payroll records and necessary documents to verify status of employees.

The Contractor will be supplied with a phone number to contact in case of an emergency. Access to designated restricted areas is forbidden to Contractor's employees. Restricted area will be designated by the authorized County representative.

8. Materials: Contractor will furnish all materials, equipment and supplies used to provide the services required by this Contract.
9. Background Checks: (as required by the Facility) Contractor employees are subject to background checks to ensure, at a minimum, that no employee has a felony or domestic violence or other bar-able conviction(s). The background checks for Contractor employees will be conducted by the County prior to the commencement of any on-site work.
10. Compliance with Laws, Ordinances, and Regulations and Procurement of Permits:
 - a) This Contract is governed by the laws of the State of Michigan.
 - b) The Contractor shall at all times comply with all local, state and federal laws, rules and regulations applicable to this Contract and the work to be done herewith.
 - c) The Contractor shall obtain, and pay thereof, all permits required by any agency or authority having jurisdiction over the work. The Contractor shall provide a copy of any permit to the County within 3 business days of the County's request.
11. Exclusive Contract: This Contract, including exhibits attached hereto, a County Purchase Order, if applicable, is the entire Agreement between Contractor and the County for the services as detailed in Exhibit A.

12. Modifying the Agreement: This Agreement may be modified only by a writing signed by both parties.
13. Record Keeping: The Contractor shall keep all records related to this Contract for the term of the Contract and three (3) years thereafter.
14. Dispute: In the event of any conflicts or discrepancies in the wording of any terms, provisions and conditions contained in this Agreement, describing Contractor's obligations and responsibilities hereunder, said conflicts and discrepancies shall be resolved by first applying the interpretation of this Agreement and its exhibits, attachments, and addendums, then the mutually agreed Contractor's planning documents that affirm the details of the Services to be provided. Any agreement or modification of this Agreement shall be written and signed by both parties and will supersede any previous written understandings.

Should any disputes arise with respect to this Agreement, Contractor and County agree to act immediately to resolve any such disputes. The Contractor agrees that the existence of a dispute notwithstanding, it will continue without delay to carry out all of its responsibilities under this Agreement in the accomplishment of all non-disputed work; any additional costs incurred by the Contractor as a result of such failure to proceed shall be borne by the Contractor and the Contractor shall make no claim against County for such costs.

If a dispute between the parties arises out of or relates to this Agreement, or the breach thereof, then the parties agree to make a good faith effort to settle the issue through direct discussion between the parties prior to having recourse to any other form of dispute resolution. In an effort to resolve any conflicts that arise during the construction of this project or following the completion of a project, the Contractor and County agree that all disputes between them arising out of or relating to this Agreement shall first be submitted to non-binding mediation unless the parties mutually agree otherwise, prior to resolving those disputes in a judicial forum.

Pending resolution of such dispute or difference and without prejudice to their rights, the Parties shall continue to respect all their obligations and to perform all their duties under this Agreement.

15. Jurisdiction and Venue: The parties' consent to the exercise of general personal jurisdiction over it by the Ottawa Court Circuit Court. Any action on a controversy that arises under or in association with this Agreement shall be brought in the State of Michigan, which both parties agree is a reasonably convenient place for trial of the action. The parties both agree that their consent in accordance with this Section is not obtained by misrepresentation, duress, the abuse of economic power, or other unconscionable means.
16. Liability and Insurance: Contractor agrees to hold harmless the County from any and all liability arising out of or in any way related to Contractor's performance of services during the term of this Contract, including any liability resulting from intentional or reckless or negligent acts or the acts of the employees or agents of

Contractor. If specific insurance is required, such insurance shall be set forth in the attached Exhibit A.

17. Relationship of Parties: The Contractor is an independent contractor and is not an agent or employee of the County for any purpose including , but not limited to, the ability to bind the County and all labor or employee related matters such as tax withholding/reporting, employee wages or benefits, or workers compensation. This Contract is not intended to create any joint venture or partnership of any kind. The provisions of this Agreement are for the benefit of the parties hereto, and not for the benefit of any other person or legal entity.
18. Subcontracts: Contractor may not assign or subcontract any rights or obligations under this agreement without the County's prior written approval.
19. Third-party sub-merchant agreements related to Primary Contract: Any agreement with a third-party ("Sub-merchant") to work in conjunction with this Agreement, must comply with all applicable state, federal, and local laws, rules, and regulations ("Laws") and the County's Primary Contract with the Contractor ("Merchant").

The County may immediately terminate any of the provided services and/or terminate any Sub-merchant agreement without notice in the following instances (i) a Sub-merchant or Merchant fails to pay any amount to the County when due, (ii) in the County's opinion, provision of a service to Sub-merchant or Merchant may be a violation of regulations or any Laws, (iii) County believes that a Sub-merchant has violated or is likely to violate regulations or the Laws, (iv) County determines a Sub-merchant poses a financial or regulatory risk to the County or an Association, (v) County's agreement with the Merchant terminates, or (vi) the County is required to do so by any law, regulation.

Any Sub-merchant claims arising in connection with the Services, rights, and/or obligations defined in this agreement, the Sub-merchant shall proceed against the Merchant and not the County. In no event shall the County have any liability to a resulting Sub-merchant agreement with respect to this Agreement or the services within. A Sub-merchant will acknowledge that the County is only providing any agreements with a Sub-merchant to assist in a Merchant's processing relationship with Sub-merchant, and that the County is not liable for any action or failure to act by the Merchant.

20. Governmental Indemnity: The County does not waive its governmental immunity by entering into this Agreement, and fully retains all immunities and defenses provided by law with respect to any action based upon or occurring as a result of this Agreement.
21. Safety: The Contractor shall at all times observe and comply with all federal, state, local and County facility laws, ordinances, rules and regulations that may in any manner affect the safety and the conduct of the work. The Contractor shall hold

the County harmless against any claim or liability arising from the violation of any such provisions.

22. **Absence of Waiver:** The failure of either party to insist on the performance of any of the terms and conditions of this Contract, or the waiver of any breach of such terms and conditions, shall not be construed as thereafter waiving such terms and conditions, which shall continue and remain in full force and effect as if such forbearance or waiver had occurred.
23. **Notices:**
- a) All notices and other communications for the parties may be served, mailed, or delivered at the following addresses:
- If to the Contractor: Canteen Services, Inc.
Attn: Michael Stump
353 S. Michigan Ave.
Coldwater, MI 49036
Email: mstump@canteenservices.com
- If to Ottawa County: Ottawa County
Attn: Sheriff Kempker
12220 Fillmore St.
West Olive, MI 49460
Email: skempker@miottawa.org,
dchristensen@miottawa.org
24. **Partial Invalidity:** The partial invalidity of any portion of this Agreement shall not be deemed to affect the validity of any other provision. In the event that any provision of this Agreement is held to be invalid, the parties agree that the remaining provisions shall be deemed to be in full force and effect as if they had been executed by both parties subsequent to the expunction of the invalid provision.
25. **Attorney Review:** The parties represent that they have carefully read this Agreement and have had the opportunity to review it with an attorney. The parties affirmatively state that they understand the contents of this Agreement and sign it as their free act and deed.
26. **No Third-Party Benefit:** The provisions of this Agreement are for the benefit of the parties hereto, and not for the benefit of any other person or legal entity.
27. **Availability of Funds:** Each payment obligation of the County is conditioned upon the availability of government funds appropriated or allocated for the payment of this obligation. If funds are not allocated and available for continuance of the services performed herein, either party may terminate this Agreement at the end of the period for which funds are available. The County shall notify the Contractor at the earliest possible time of the services that will or may be affected by the shortage of funds

28. Miscellaneous:

- a) Force Majeure: Either party shall be excused from performance under this Agreement for any period of time during which the party is prevented from performing its obligations hereunder as a result of any Act of God, war, civil disobedience, court order, labor dispute, or other cause beyond the party's reasonable control. Such non-performance shall not constitute grounds for default.
- b) Title and Headings: Titles and headings to articles, sections or paragraphs in this Agreement are inserted for convenience of reference only and are not intended to affect the interpretation or construction of the Agreement.
- c) Modification: Any modification of this Agreement or additional obligation assumed by either party in connection with this Agreement shall be binding only if evidenced in a writing signed by either party or its authorized representative.
- d) Anticipatory Breach: If the Contractor, at any time before delivery of services, declares its intent not to perform in accordance with this Agreement, Ottawa County shall have an immediate cause of action for breach of this Agreement, and shall be entitled to all remedies available to it at law or in equity.

In witness whereof, each party to this Contract has caused it to be executed on the date(s) indicated below.

COUNTY OF OTTAWA

By: _____

Roger A. Bergman, Chairperson
Board of Commissioners

Date

By: _____

Justin F. Roebuck,
County Clerk/Register

Date

CANTEEN SERVICES, INC.

By: Jeffrey J. Tiggleman

Printed Name: Jeffrey J. Tiggleman

Title: President

9/7/2021

Date



Ottawa County

Fiscal Services Department – Purchasing
12220 Fillmore Street - Room 331 - West Olive, Michigan 49460

Phone 616-738-4855
E-mail: purchasing.rfp@miottawa.org

REQUEST FOR PROPOSAL 21-02 COMMISSARY, TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES

TO: ALL VENDORS

The County of Ottawa is requesting proposals from experienced and qualified vendors for various inmate services, including commissary services, telecommunications, video visitation, tablets and other amenities for the Ottawa County Sheriff's Office Corrections Division located at 12130 Fillmore Street, West Olive, Michigan 49460.

Proposals are to be submitted no later than **2:00 PM ET on Friday, February 26, 2021**. Proposals received after this time will not be considered. All requests for additional information or questions should be directed to Sandra Brinks, buyer, at purchasing.rfp@miottawa.org. Detailed instructions for the completion of the proposals are contained in this Request for Proposal (RFP).

The County of Ottawa officially distributes solicitation documents through the Michigan Intergovernmental Trade Network (MITN), website at <http://www.bidnetdirect.com/mitn> and through the Purchasing page of the County of Ottawa's website located at <http://www.miottawa.org/Departments/FiscalServices/bids.htm>. Copies of proposal documents obtained from any other sources are not considered official copies.

The County of Ottawa reserves the right to award the contract to the most responsive and responsible vendor. The County further reserves the right to consider matters such as, but not limited to quality offered, delivery terms, budget requirements, location, and service reputation of the vendor, in determining the most advantageous proposal. Ottawa County reserves the right to reject any and all proposals. For purposes of this RFP, the term "Contractor," "Vendor," "Proposer," "Respondent," or "Bidder" are considered to have the same meaning, all referring to the person(s) or Agency responding to this RFP. Additionally, the term "County," "Client," or "Owner" refers to the County of Ottawa. The term "Facility" as herein used shall be deemed as reference to the Ottawa County Jail, 12130 Fillmore Street, West Olive, MI 49460. The term "Inmate" as herein used will be deemed as reference to any person, inmate or resident in the custody of, or incarcerated in the Ottawa County Jail.

3. PRE-PROPOSAL MEETING

The County will host a virtual pre-proposal meeting via Zoom web conferencing for this request. Representatives from the County's Sheriff's Office will be in attendance to discuss project goals and objectives. Equal opportunity will be provided for all potential vendors to ask questions. Attendance is highly recommended as meeting attendees will have the opportunity to request clarification of any section of the RFP and ask any other questions relating to the County's requirements. All Attendees are invited to submit questions by email to purchasing.rfp@miottawa.org prior to the start of the meeting to simplify the question and answer session.

Meeting Date and Time: **10:30 AM on Wednesday, February 10, 2021**

Vendor representatives interested in attending this meeting are asked to RSVP by no later than 12:00 PM ET on Tuesday, February 9, 2021 by emailing purchasing.rfp@miottawa.org to register. Vendor representatives will be provided the meeting Zoom link.

Any responses provided during the pre-proposal meeting will be considered drafts, and will be non-binding. Final answers to questions submitted prior to the submission deadline for vendor questions and released by Addendum will be considered official and final. Remarks and explanations at the conference shall not qualify the terms of the RFP; terms of the RFP and specifications remain unchanged unless amended in writing.

4. SCOPE OF WORK

Background:

The primary goal of the Ottawa County Sheriff's Office Corrections Division (Jail) is to insure the safety of inmates, corrections personnel, and residents of Ottawa County. This is accomplished by detaining inmates in a secure manner, in the least restrictive setting possible, given inmate classification.

The Ottawa County Sheriff's Office Corrections Division strives to provide all inmates with humane living conditions and to protect inmate rights consistent with the United States Constitution, the Michigan Constitution, and the laws of the State of Michigan and Department of Corrections guidelines. The County of Ottawa is requesting proposals from experienced and qualified vendors for various inmate services, including commissary services, telecommunications, video visitation, tablets and other amenities for the Ottawa County Sheriff's Office Corrections Division located at 12130 Fillmore Street, West Olive, Michigan 49460.

Inmates are housed in sections or pods, which contains 24 cells therein. There are eight pods in the adult detention center. The jail is approximately 44,224 square feet. The average inmate count is as follows:

- 2019: 260 males / 55 females
 - 2020: 194 males / 34 females
-

Vendors are requested to submit proposals for all inmate services in which they offer, specifically commissary, telecommunications, and tablets amenities. Additionally, vendors are encourage to also submit information for any services outside of commissary, telecommunications, and tablet amenities. The County reserves the right to award a single contract for all services or to award contracts to multiple vendors if in its own best interest and to achieve adequate delivery, service, and product availability. In all services offered, vendor should offer current technology and offerings.

A. Commissary Services:

Vendor will be responsible for all commissary procurement, staffing and any/all administrative and operations functions, warehousing, and delivery to County’s facility. County staff will distribute commissary internally to inmates. Vendor is expected to provide the following:

i. Project Environment:

Commissary has been, and will continue to be an important positive factor in inmate and staff morale. In the case of inmates, it is absolutely essential that the items sold not become the source of inmate complaints and disciplinary problems. All proposals and any resultant contract must reflect the manner in which the County will achieve and sustain these goals on a consistent basis.

Currently, commissary service is delivered to each inmate once per week. The County is willing to hear suggested alternative methods for ordering and delivering. Ideally, the inmates would be able to order commissary from a kiosk located in a Facility pod. The County reserves the right to determine the final methods, retail selling prices to the inmates, and the dates that the items may be ordered and delivered.

Average Commissary Sales:

- 2019: \$262,245
- 2020: \$183,173

ii. General:

Vendor to provide, purchase, and maintains supplies of sufficient inventory. Vendor to provide the jail with a computerized fund accounting system that will interface with the Jail Management System – JailTracker, by Core Technologies. Vendor will operate the commissary services program in an efficient manner and operate the commissary off-site in an effective manner in order that the safety and security of the jail shall be maintained.

In order to help ensure an orderly transition and give the winning proposers an opportunity to learn the procedures for the Facility, the non-incumbent winning vendor(s) might be required to “shadow” the current service provider(s) for a minimum of one month on dates mutually agreeable to the County and the winning vendor(s). The successful Vendor must assume full responsibility for installing the

equipment and /or software for operations as specified in this RFP. All changes required to the current equipment and software to enable installation of the proposed equipment, software and services must be identified. All such changes will be the responsibility of the successful Vendor, except for those changes being specifically negotiated and identified as being a Facility responsibility.

iii. Contractor Requirements:

Vendor's solution will be required to have an interface to kiosks (machine with touch screen for ordering and reviewing balances) at the site. "Pod" Commissary Kiosks (also known as kiosks) are to be located in the facility pods allowing the inmate population to order their commissary. These kiosks have the ability for inmates to securely access their inmate account, give a real time balance and allow commissary ordering. The kiosks will only allow the inmate access to their account balance, without risk of inmates viewing other inmates' accounts. The Vendor will provide hardware and software on site to service the inmate commissary operation.

Vendor is responsible for the inventories required to support inmate commissary services. Vendor will furnish all personnel and equipment required to operate commissary at the County's facility.

The County may grant exclusive right to provide a specified list of commissary services for inmates at our County Facility. The Vendor shall provide a large selection of food, candy and gum, non-alcoholic beverages, health and medication items, and general merchandise, including quality brand name products (collectively, called "products"). Other products may be proposed by the Vendor, but the County reserves all rights in determining what products to offer the inmates.

Vendor shall provide a commissary ordering system listing all approved items and prices. Contractor shall be responsible for establishing the price of commissary items, subject to review of the County's Sheriff's Office for compatibility with local retail prices. Contractor agrees to produce documentation of prices. Prices must always be prominently posted. Prices shall be uniformed for all users. Vendor shall not charge more or less than the established pricing structure. Vendor may submit a request for product price change to the Sheriff's Office within 30 days prior to proposed effective date. County's Sheriff's Office reserves the right to accept the increase, permit deletion of item from menu, or approved replacement of item with a comparable item at comparable cost. The County also reserves the right to determine the final retail selling prices to the inmates.

Delivery schedule must be mutually agreed upon between the Vendor and the County's Sheriff's Office and may be subject to change. Vendor shall provide for

“returns” of orders delivered to inmates who are being released or are otherwise unavailable to receive merchandise.

Vendor will assume all costs for telephone service, faxing, copying and other office expenses associated with the Commissary operation. Any and all costs associated with the installation of hardware, software and services related to the commissary kiosks and required to accomplish the stated requirements as noted in the technical specification shall be borne by the Vendor.

iv. Contractor Employees:

Vendor shall assume full responsibility for the acts of its personnel, all of who shall be subject to background checks and approval by the County.

The County retains the right to require the reassignment or transfer of the Vendors' employee(s), as the County may deem necessary. Reasons for this request may be but are not limited to: Incompetence, Carelessness, Disruptive or otherwise objectionable behavior. A request by the County to transfer an employee shall not constitute an order to discipline or discharge the employee. The County shall be held harmless in any disputes the Vendor may have with the Vendor's employees. This shall include, but is not limited to, charges of discrimination, harassment, and discharge without just cause.

Identification badges shall be furnished by the Vendor and worn by all Vendor's employees while on County premises. The badge shall have the employee's picture, name, and signature. The Vendor shall employ only United States citizens, legal residents or legal resident aliens. Upon request of the County, the Vendor shall provide copies of, or access to, work/payroll records and necessary documents to verify status of employees. The Vendor will be supplied with a phone number to contact in case of an emergency. Access to designated restricted areas is forbidden to Vendor's employees. Restricted area will be designated by the authorized County representative.

v. Technical Specifications:

Inmate trust account transactions will continue to be managed by the County in its Jail Management System (JMS) - JailTracker. Vendor will maintain a separate inmate and trust account system. This system will source from and adjust inmate population and trust account balances with inputs from the County's JMS - JailTracker.

The vendor will use their system to manage commissary orders in the following manner:

- Disallow inmates from placing an order (starter kits excluded) if their trust account balance is less than or equal to a balance to be determined.

- Prevent an inmate from placing an order (starter kits excluded) with a sum total exceeding the inmate's most recent trust account balance.
- Adjust orders in the event that the inmate's trust account balance, at the time of order processing, is no longer sufficient to cover the amount of the inmate's order.
- Prevent third parties from placing commissary orders for inmates who are not contained in the inmate population at the time the order is placed.
- In the event an order is placed by a third party for an inmate who is no longer in the inmate population record prior to or at the time orders are processed, the vendor shall refund the third party who placed the order for the inmate.
- Vendor must provide a method for receiving, billing, processing and refunding orders placed by third parties for inmates (telephone vendor and online vendor).
- Vendor understands that they will have to cooperate with a third-party telephone vendor for inmate orders that cannot be completed through the kiosk (system outage etc.) and third-party online vendor for commissary orders placed for an inmate by an outside individual.

County will transmit inmate population and respective trust account balances to the vendor through regular communication. Vendor's proposal will include solution to allow for regular communication in real-time or close to real-time. Interface shall be mutually agreed upon and should integrate into the County's JMS.

D. Additional Services

Ottawa County may be interested in the optional features and technology that each Vendor has to offer for Inmate Services. These value-added options can be additional features of the system, integrated solutions or external technologies that complement the inmate JMS system and enhance our ability to provide services and perform investigations. Technologies proposed may be included in the proposal at no cost or offered at an additional price. Vendors may submit information on additional service offerings provided by vendor's organization along with their proposal for additional consideration.

GENERAL CONTRACTOR REQUIREMENTS

Vendor will provide inmate services, installation of software and/or hardware and/or any agreed products and/or features to be completed within ninety (90) days after contract award or agreed upon installation schedule of events. The risk of loss and/or damage will be assumed by the Contractor during shipment, unloading, and installation.

The County recognizes that proper maintenance and superior service requires that service Vendors hire well-trained and dedicated staff to service buildings, as needed. Assuring the availability of a qualified staff and avoiding labor disruption and costly employee turnover to treat workers fairly and to abide by applicable labor laws. The County supports the development of a healthy business environment through the responsible management of the properties in which it is responsible. Therefore, the County maintains the following requirement. Vendors shall abide by all applicable local, state and federal laws. Vendors shall at all times maintain a safe and healthy working condition and abide by all applicable wage and hour regulations and prohibitions against child labor. Vendors' working conditions shall conform to the standards set by the Federal OSHA. Vendors shall on request provide to the County a report on their compliance. All Proposers shall provide working conditions for services of a similar character in a similar locality in which the services are performed.

Vendor will support and assist the County in the initial set-up of the proposed service(s). Vendor will train County Staff and provide vendor support the length of contract. Vendor to provide licensing and continuing support for the software throughout the length of the contract period, including upgrade at no additional cost to the County. All training for key County personnel shall be provided, including training on the computer or other features of proposed systems and shall be conducted on a periodic basis as needed and at no charge to the County. Vendor will provide and maintain all necessary insurance and licenses. Vendor responsible to collect all sales tax and forward to the State of Michigan.

5. QUALIFICATIONS OF CONTRACTORS

Vendors shall submit proposals with the understanding that prior to the award of contract, the County may make investigations as deemed prudent to determine vendor's qualification and eligibility.

Vendor shall have a minimum of five (5) years of experience in in the requested services in which they have submitted proposal(s). Vendor shall be able to meet all insurance requirements outlined in the RFP. To be considered responsive, vendor must meet the requirements of this RFP. Vendor must be organized for the purpose of providing Inmate Services and with experience in correctional services. Vendor must agree that all employees, officers or agents of the Vendor who shall provide services on site at the County must successfully pass fingerprinting and background checks by the Sheriff's Office. Vendor must have the ability to provide any training necessary to the County's staff for implementation.

6. PROPOSAL SELECTION & AWARD PROCESS

An Evaluation Committee(s) will be established by the County to review the proposals and to make recommendation for contract award(s). **A proposer may not contact any member of an evaluation committee except at the RFP Administrator's direction.**

Proposals will be evaluated based on the following criteria (of equal weight and in no particular order):

- Requested Services Commission / Pricing Rates
- Experience, Service Record, & Recommendations
- Ease of Use for Inmates & 3rd Parties
- Ability to Meet Requirements of RFP

As a part of the proposal evaluation process, finalists may be invited to attend an in-person interview. The County reserves the right to interview any number of qualifying firm(s) and/or consultant(s) as part of the evaluation and selection process. The County reserves the right to award a contract without an interview, as determined in the best interest of the County. The lowest priced response may not have a direct bearing on final selection. The County of Ottawa reserves the right to select and subsequently recommend for award, the proposed services which best meets its required needs, quality levels and budget constraints.

Proposals should be concise and complete, covering all items identified, emphasizing an understanding of the project and the resources to perform the intended work. Proposals will be reviewed to determine if submission requirements are met. Proposals that do not comply with submittal instructions established in this document and/or that do not include the required information will be rejected as non-responsive. Contractor assumes responsibility for meeting submission requirements and addressing all necessary technical and operational issues to meet the project objectives.

7. CONTRACT TERMS, PERIOD, PROCEDURES & USE

The County's intent is to award an initial contract term for a period of three (3) years with options to renew for five (5) twelve (12) month terms, if in the best interest of both parties. This contract will not be enforced until both parties have agreed and signed as accepted. The contract shall be between the County of Ottawa, known as the "County" and the successful Proposer known as the "Vendor". Responses to this RFP should be based upon the stated initial terms of the agreement and by mutually agreed upon by the County and the Vendor.

The County reserves the right to award contracts to more than one Contractor, if in the best interest of the County to provide adequate delivery, service and product availability. The County reserves the right to negotiate with any selected vendor, at its option, regarding the terms of a contract and other issues to be incorporated into the contract. The proposal, or any part thereof, submitted by the awarded vendor may be attached to and become a part of the contract. In the event that a successful agreement cannot be executed, the County reserves the right to proceed with contract negotiations with the other responsive, qualified vendors to provide service as referenced under negotiation process.

The County reserves the right to delete or modify any task from the scope of services and reserves the right to modify the scope of services during the course of the contract. Any changes in pricing or payment terms proposed by the Vendor resulting from the requested changes are subject to acceptance by the County. Pricing reflects a commitment of the term indicated. Contractors are to not start work until receipt of an Ottawa County Purchase Order, authorizing work to begin. The County's obligation will commence only following the County Board of Commissioners' approval of a Contract and the parties' execution of the Contract. Upon written notice to the Contractor, the County may set a different starting date for the Contract. The County will not be responsible for any work done or expense incurred by the Contractor or any subcontractor, even such work was done or such expense was incurred in good faith, if it occurs prior to the Contract start date set by the County.

8. SECURITY CLEARANCE

Background checks (as required by the Facility) are mandatory for all Contractor employees at Contractor's cost. Background check minimum requirement must involve a security check and process that is approved by and deemed satisfactory to the County to ensure, at a minimum, that no staff has felony or domestic violence or other bar-able offence(s) convictions. The Contractor

must also agree that all employees, officers or agents of the Contractor who shall provide services on site at the County must successfully pass fingerprinting searches. Security background checks shall be conducted for all employees prior to starting work.

9. GENERAL TERMS & CONDITIONS

CONFLICT OF INTEREST

By submission of a response, the Proposer agrees that at the time of submittal, he/she: (1) has no interest (including financial benefit, commission, finder's fee, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of Proposer's services, or (2) benefit from an award resulting in a "Conflict of Interest."

DEBARMENT AND SUSPENSION

The Contractor certifies to the best of its knowledge and belief, that the corporation, LLC, partnership, or sole proprietor, and/or its' principals, owners, officers, shareholders, key employees, directors and member partners: (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; (2) have not within a three-year period preceding this form been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (3) are not presently indicted for or otherwise criminally charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in (2) of this certification; and, (4) have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

INDEMNITY

The Vendor shall indemnify and hold harmless Ottawa County, its employees, agents, and volunteers against and from all claims, judgements, losses, damages, payments, costs and expenses of every nature and description, including attorney's fees, arising out of or resulting from the vendor's performance of or failure to perform the work described herein.

INDEPENDENT CONTRACTOR

The awarded vendor will perform all work and services described herein as an independent contractor and not as an officer, agent, servant or employee of Ottawa County. The vendor will have exclusive control of and the exclusive right to control the details of the services and work performed hereunder and all persons performing the same and shall be solely responsible for the acts and omissions of its officers, agents, employees, contractors and subcontractors, if any. No person performing any of the work or services described hereunder will be considered an officer, agent, servant or employee of the County nor will any such person be entitled to any benefits available or granted to employees of the County.

INCURRED EXPENSES / CONFIDENTIALITY

The County is not responsible for any cost or expense incurred by the contractor by preparing and submitting a proposal or any costs associated with meetings and evaluations of proposals prior to execution of an agreement. All proposals, (including attachments, supporting documentation, supplementary materials, addenda, and other) shall become the property of the County and will not be returned to the contractor.

INSURANCE

The vendor shall provide the following coverages:

Worker’s Compensation and Employers Liability:

Workers Compensation	Michigan Statutory
Employers Liability Limits	\$500,000 Each Accident
	\$500,000 Each Employee
	\$500,000 Aggregate Injury by Disease

Commercial General Liability:

Each Occurrence	\$1,000,000
Personal and Advertising Injury	\$1,000,000
General Aggregate	\$2,000,000
Products/Completed Operations Aggregate	\$2,000,000

There shall be no Products/Completed Operations or Contractual Liability Exclusion. The General Aggregate Limit shall apply per location or project.

These coverages shall protect the vendor, its employees, agents, representatives, and subcontractors against claims arising out of the work performed or products provided.

These limits may be provided in single layers or by combinations of primary and excess/umbrella policy layers.

The County of Ottawa and Ottawa County Central Dispatch and its officers, officials, employees, volunteers and agents are to be additional insureds as respects to the service provided under this agreement. This additional insured status shall not terminate after completion of the services. A certificate of insurance shall be provided and show the required limits, and the above-mentioned shall be listed as additional insureds. A 30-day notice is required in the event of coverage termination for any reason.

IRAN LINKED BUSINESS

By submission of this form, the Contractor certifies, under civil penalty for false certification, that it is fully eligible to do so under law and that it is not an “Iran linked business,” as that term is defined in the Michigan Economic Sanctions Act, 2012 P.A. 517.

LAWS

This contract shall be governed by and construed in accordance with the laws of the State of Michigan and any service or product herein shall so comply.

MINOR IRREGULARITIES AND RETAINED RIGHTS

The County reserves the right to waive minor irregularities in proposals. Minor irregularities are defined as those that have no adverse effect on the outcome of the selection process by giving a Contractor an advantage or benefit not afforded to other Contractors. The County may waive any requirements that are not material. The County may make an award under the contract in whole or in part and change any scheduled dates. The County reserves the right to use ideas presented in reply to this process notwithstanding selection or rejection of proposals. The County reserves the right to make changes to and/or withdraw this request at any time.

MODIFICATION

Any modification of this Agreement or additional obligation assumed by either party in connection with this Agreement shall be binding only if evidenced in writing, signed by each party, or an authorized representative by each party.

OWNERSHIP OF DATA

All information provided by the County and any reports, notes, and other data collected and utilized by the vendor, its assigned employees, and/or subcontractors, pursuant to this agreement, shall become the property of the County as prepared, whether delivered to the County or not. Unless otherwise provided herein, all such data shall be delivered to the County or its designee upon completion of the agreement or at such other times as the County or its designee may request.

PERMITS AND LICENSE

The Vendor, and all associated employees, at the time of proposal submission and during the term of any agreement must possess and maintain the required licenses and permits necessary to perform the services requested as a part of this proposal. Any reprimand, disciplinary action or investigation taken by any agency issuing permits and licenses required of the Vendor and/or its employee(s) must be reported to the County within 48 hours of notification by the issuing agency.

PROPOSAL ACCEPTANCE, REJECTION, CANCELLATION AND WITHDRAWAL

The County reserves the right to negotiate with the Proposer(s) within the scope of the RFP in the best interests of the County. The County may request and require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a proposal and/or to determine a proposer's compliance with the requirements of the solicitation.

The County reserves the right to reject any or all proposals, or any part thereof; and to waive any minor defects in the proposals if this is to the advantage of the County. The County's waiver of a minor defect shall in no way modify the RFP document or excuse the vendor from full compliance with its specifications if the vendor is awarded the contract. The County reserves the right to let separate contracts on any aspect of the work.

The County also reserves the right to accept or reject any and all proposals submitted or cancel this RFP in whole or in part if such cancellation is in the best interest of the County. Prior to the date and time set forth as the Proposal Receipt Deadline, proposals may be modified or withdrawn by

the Proposer's authorized representative. After the proposal submission deadline, proposals may not be modified or withdrawn without the written consent of the County.

RESERVATION OF RIGHTS

The County reserves the right to reject any and all proposals, to award the agreement to other than the low proposal, to award separate agreements for separate parts of the services required, to negotiate the terms and conditions of all and any part of the proposals, to waive irregularities and/or formalities, and in general to make an award in the manner as determined to be in the County's best interest. The County may, at its discretion, cancel any request for proposal or other solicitation and/or reject all proposals in whole or in part.

SUBCONTRACTORS

Since the contract is made pursuant to the proposal submitted by the awarded vendor and in reliance upon the vendor's qualification and responsibility, the vendor shall not sublet or assign the contract, nor shall any subcontractor commence performance of any part of the work included in the contract without the previous written consent by the County.

PAYMENT TERMS

In the absence of any prior arrangement, payment terms will be Net 30.

SAFETY

All Contractors and subcontractors performing services for the County are required to and shall comply with all Occupational Safety and Health Administration (OSHA), State and County Safety and Occupational Health Standards and any other applicable rules and regulations. Also, all Contractors and subcontractors shall be held responsible for the safety of their employees and any unsafe acts or conditions that may cause injury or damage to any persons or property within and around the work site area under this Contract.

TERMINATION

The County may terminate an award/contract for the failure to perform a term of the specifications to the satisfaction of the County, and/or when the approved progress schedule or any other requirement of this Contract is not met. The County shall provide ten (10) days advance written notice to the Contractor for the failure to perform services or for the violation of any other term of the solicitation specifications. In the event of such termination, the County may complete the contracted work and the Contractor will be liable for any excess cost occasioned by the County thereby and in such case the County may take possession of and utilize in completing the work such materials and equipment as may be on the site and necessary therefore.

An award/contract may be terminated at will by the County upon a minimum of thirty (30) days prior written notice to the other party. In the event of termination as provided in this subsection, the Contractor will be compensated for all services performed and approvable reimbursable expenses from the inception date to the termination date provided the services performed and the expenses were provided in accordance with the solicitation specifications. Payment shall be made upon the Contractor delivering to the County all information and materials retained by the

Contractor in performing the services described in the specifications, whether completed or in progress.

WARRANTY

Vendor warrants that the goods and/or services supplied will be of good workmanship and material, free from defects, and if the intended use thereof is known to the seller, that they are suitable for that intended use. The awarded vendor will warrant that all equipment is free of material defects both in materials and in workmanship for a minimum of 12 months (unless otherwise state in the solicitation document) from delivery date. Awarded vendor will transfer all applicable manufacturer warranties to the County and agrees to coordinate all claims on the County's behalf.



Canteen Services

corrections



OTTAWA COUNTY

Response to RFP #21-02 for Commissary,
Telecommunications and Additional Inmate Services

DATE: March 19, 2021

SUBMITTED BY:
Canteen Services, Inc.





Executive Summary

SECTION II: Executive Summary

Canteen Services has worked hard to develop an offer that fully serves the needs of Ottawa County and its constituents. We are committed to building a program that incorporates all of your requirements while providing a strong revenue stream for the County. We recognize that you may wish to propose modifications to our offer, and we are willing to be flexible in any negotiations.

Since 1990, Canteen Services has provided high quality commissary services to county jails throughout Michigan and Indiana. Canteen Services has built a commissary program that is focused on the needs of inmates, supporting the Sheriff's Office and helping you to obtain all of your operational and financial goals. Our unwavering commitment to service excellence, professional integrity and ability to provide high quality products to your inmates is what sets Canteen apart from its competitors.

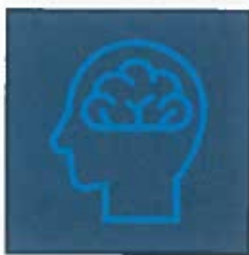
Canteen Services proposal to Ottawa County offers:

- Inmate Banking Software – *Canteen Command*
- Commissary order fulfillment and delivery – one day per week
- Large selection of high-quality products chosen and approved by your administration.
- Structured commission to the county paid monthly.
- Lobby and Booking/vault kiosk solutions.
- Alternate deposit methods.
- Friends and Family ordering and depository services.
- Debit release cards.

We understand the real value of our relationship comes from building trust and our unwavering commitment to Ottawa County. Our proposal demonstrates that Ottawa County will receive the following benefits by working with Canteen Services:

Stability, Experience and Past Performance - When you choose Canteen, we bring more than 31 years of knowledge in providing commissary services to the correctional environment with our unyielding commitment to exceed our customers' expectations.

- **Secure Delivery System** – Canteen Services utilizes clear, tamper-proof plastic commissary bags to ensure prevention of concealed contraband; from warehouse to delivery, nothing is overlooked.
- **Innovative Solutions** – Canteen Services offers advanced technology and automation designed to increase efficiency for the goals of Ottawa County Jail.
- **Local Representation** – Canteen Services is a Michigan based company that is locally owned and managed.



**Locally
Specialized**



**Customized
for You**



**End-to-End
Supply Chain**



**Small-Town
Accessibility**



**Quality
Output**



Mutual Objectives

SECTION III: Objectives of RFP

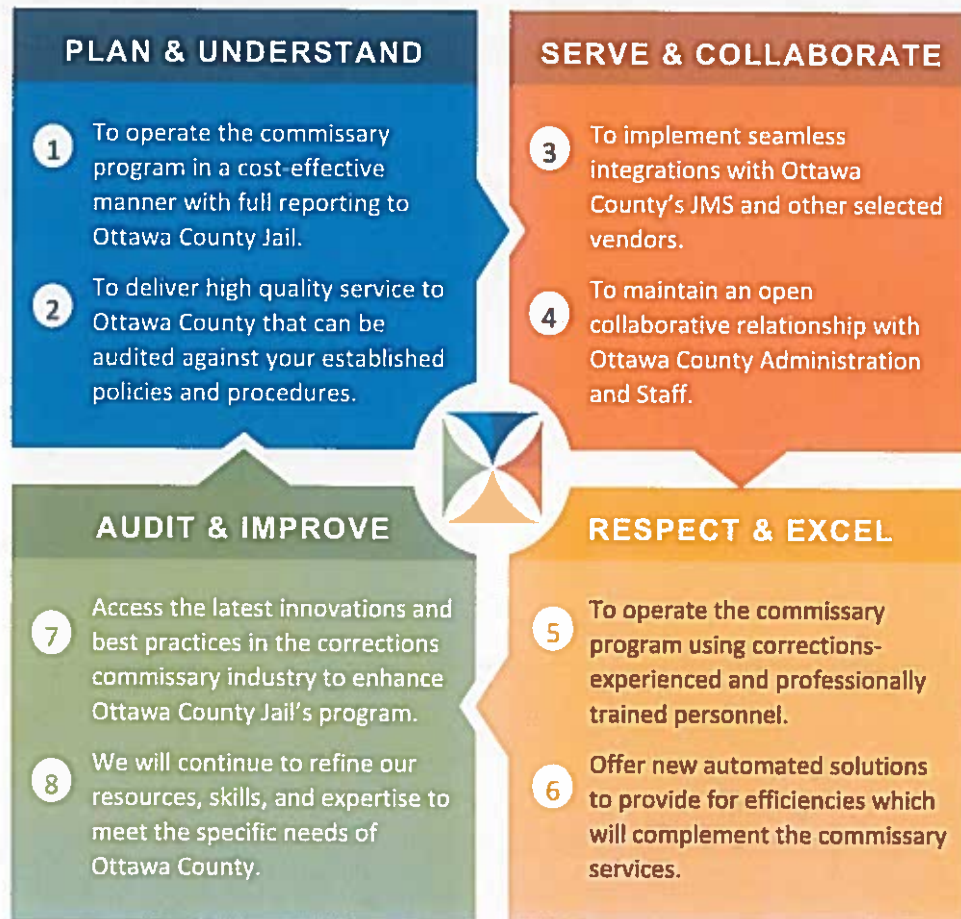


Ottawa County's Objectives

Ottawa County is looking for:

- Responsible commissary vendor to meet and exceed commissary services for Ottawa County.
- Ability for inmates to order commissary via in-pod kiosk and tablet devices with delivery once per week.
- Maintain a large and sufficient supply of name brand inventory.
- Provide Ottawa County with a computerized inmate trust accounting system that will interface with JailTracker.
- Wide range of capabilities to interface with other vendors software and equipment.
- Offer additional inmate services, technology, and solutions at no cost to Ottawa County.

When we enter into a partnership with you, a cycle begins where we show our constant commitment to helping you achieve your goals while learning and improving. In our estimation, accepting responsibility is nothing without a promise to audit, assess, and grow from experience.





Background and Experience

SECTION IV: Commissary Background and Experience

A. Company Profile and Background

Since 1932, Canteen Services, Inc. has been providing superior service to customers throughout Michigan and Indiana. Our focus is solely on correctional services, which has earned us a reputation of being a leader in the industry. Client programs include correctional commissary services and inmate food service management. Canteen Services currently employs 134 dedicated individuals who are committed to achieving the highest quality of service for all of Canteen's clients.

Currently we provide services to 56 county correctional facilities and three (3) juvenile correctional facilities, and two (2) community corrections facility.

Canteen's Correctional Commissary division has been providing commissary services since 1990. Since that time, we have become a leader in providing high quality, cost effective commissary management services throughout the region. Today, Canteen provides commissary services to 33 county jails. Our commitment to ongoing improvement and high-quality standards has earned us a reputation for exemplary service and professional integrity. We have maintained nearly 100% of our correctional commissary service contracts over the past 31 years. Inmate satisfaction and order accuracy are important aspects of our service standards. Order accuracy averages 99% or above for all of our commissary clients.



Like all of Canteen's services, your commissary program can be tailor-made to meet the specific needs and goals of the Ottawa County and your inmate population.

- **Better for You:** Commissary programs can serve as a profit center that fund other programs and initiatives. Canteen's superior purchasing power enables us to provide high-quality merchandise at lower prices, translating into more food selection for inmates and higher participation.
- **Best-in-Class Security:** Security is a primary concern and top priority in any Correctional Facility. Canteen maintains strict procedures to safeguard every aspect of the commissary process; from warehouse to delivery to distribution, nothing is overlooked. Our secure delivery system utilizes clear, tamper-proof plastic commissary bags to help ensure prevention of concealed contraband; personal items and electronic devices are packaged separately. Strict rules regarding safe behavior and fraternization between inmates and staff are maintained for the safety of both parties.
- **Experienced, Expert Staff:** Our staff has 65+ years of combined experience in various segments of the correctional industry. This experience allows us to meet the growing needs of our customers and their inmate population. Our procurement processes and experienced staff will provide your inmates with the quality commissary items you expect from a service provider. Our commissary service delivery system is highly secure and will be designed to effectively navigate your facilities unique demographics while utilizing all security requirements.
- **Delivery:** Canteen Services operates our fleet of delivery trucks to ensure safe, secure and consistent deliveries to the Ottawa County Jail and are not reliant upon a 3rd party delivery company.
- **Seamless Technology:** Our Windows-based accounting software is designed to encompass all aspects of inmate trust management including, but not limited to multiple account ledgers, product inventory, account reconciliation, inmate debit and purchasing, and comprehensive reporting. Beyond accounting, we have a diverse and comprehensive technology offering including public deposit and commissary services, live integration to all major industry phone vendors, jail management systems, inmate in-pod kiosks, and tablet devices.



Background and Experience

B. Your Support Organization

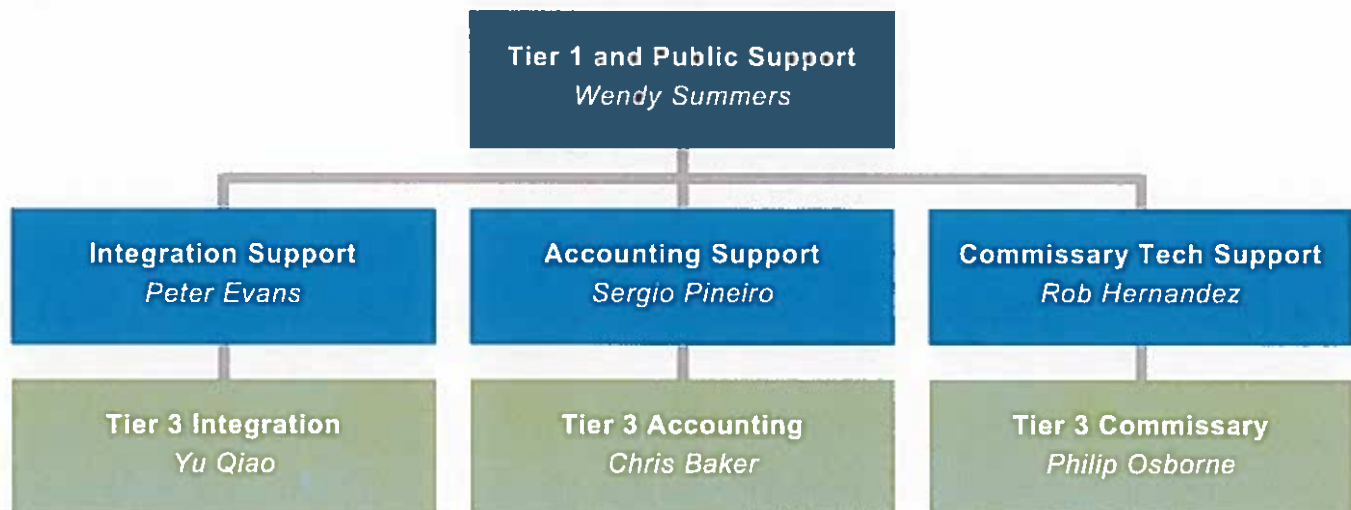
Serving our clients requires a shared vision and a serious commitment to ownership and accountability. Together, our team joins yours in a seamless effort to serve and support. Our organizational chart shows the senior leaders who deeply understand the promises we must make and keep.

Canteen Services commissary implementation team is led by Michael Stump who will be the main point of contact during this process. Once implementation is complete the individuals listed below make up the customer service team for the on-going commissary ordering, fulfillment, accuracy, delivery, and overall satisfaction.



Our software technical support staff are available to help with any software issue which may arise. We have a complete support team during regular business hours, and we have designated technicians available after normal business hours ensuring complete after-hour assistance.

Our support team is tiered to ensure each issue is prioritized to receive the appropriate support level based on the issue:





Background and Experience

C. What Makes Us Different

Throughout our years of experience, we have done one thing very well, and that's listening to our partners. Our keen ear has allowed us to understand what county jails need most from a vendor partner and we have built our strengths in those areas. Here's what sets us apart.

We're Specialized in County Jails

Since 1990, we have exclusively worked within the county jail sector and we have become in sync with the industry pressures. Our policies and procedures are specifically designed to fit within a county jail, and we even help our clients share best practices from county to county as we continue to learn.



56

We currently partner with 56 county jails across Michigan, Indiana, Ohio, and Illinois.

We Own the End-to-End Supply Chain

Has one of your vendors ever played the "blame game" with a subcontractor? Our other partners had gotten sick of hearing "not our fault, they were supposed to deliver it today", so we listened and decided to own the entire supply chain. Everything from delivery to food preparation, we take full responsibility for; and if there is ever an issue, we are right there with you figuring out an immediate solution.

Big-City Efficiency with Small-Town Accessibility

County jails don't get breaks from their responsibilities, and neither do we. We are always a phone call away and everybody on our team chips in to get things done. We like to say we have "big-city efficiency with small-town accessibility".

If It's Not Done Right, It's Not Worth Doing

Throughout the services we offer, there is a common thread... Accuracy and precision. Whether it's counting portion sizes, fulfilling commissary orders, or timing deliveries, we have a knack for quality control – and our numbers support it.



99%

Our Commissary order accuracy is 99% or above, and we bring that quality rigor to all of our services.

We Put the "Custom" in "Customer"

Unlike many national vendors, no concern or request is too small for us to consider. We will always look for a way to meet your unique needs.



Services, Features and Functionality

SECTION V: Services, Features and Functionality

Canteen Services, Inc. will provide exemplary commissary services at affordable prices. But our services go beyond the commissary service itself – we take care of every nuance and detail along the way. Our comprehensive commissary services package includes the following services, features and functionality for your organization and your constituents – so that you can focus on running the jail effectively and within budget.



Sourcing Power:

We work with consistent and reliable suppliers to deliver quality products each and every time and more importantly we use our buying power to purchase products at a competitive rate that we can pass along to you.



End-to-End Storage & Delivery:

We manage all commissary goods and delivery in-house, with total control of supply chain and quality, offering you the peace of mind you deserve.



Security:

Our commissary team maintains strict procedures to safeguard every aspect of the commissary process from warehouse to delivery and distribution.



Easy to Use Kiosks:

Canteen provides lobby and booking kiosks/vault solutions as a convenient way for inmates, friends or family to deposit funds or post bond.



Simplified, Automated Services:

Canteen has developed a fully automated, completely secure commissary ordering process where family and friends can enter their own commissary orders, over the phone or on-line, at their convenience for delivery to the Ottawa County Jail along with the normal inmate commissary orders.



Services, Features and Functionality

A. Available Services and Functionality

Ottawa County will be equipped with Canteen's Command Inmate Trust Accounting Software Solution, a comprehensive modular platform consisting of the following:

- Inmate banking (inmate trust accounting)
- Inmate commissary
- Inmate kiosk, phone and tablet integration services
- Public kiosk, phone and web services
- Live integration to JMS, phone/kiosk/tablet/video providers, debit release, and other systems through our web services.

All system components function in real-time and are available 24 hours a day, 365 days a year. Whether made by staff entry, phone, kiosk or web, transactions are posted instantaneously so that the Inmate balance is accurate to the second. The system will be designed with a modern interface with the most frequently accessed features easily accessible thus ensuring efficient operation.

- Inmate account information is held within the system including their full name, account number, PIN, date of birth, and multiple address and phone entries.
- Classification options can be used to determine what features an Inmate has access to within the system (commissary, dietary, disciplinary restrictions, etc.), can be set to automatically expire (e.g. disciplinary for 3 days) and can be triggered by events such as balance and transaction activity (e.g. indigent based on balance of less than \$3 for more than 7 days).
- Account notations can be made by users allowing for a complete dated history of information related to the Inmate account.
- In cases of multiple accounts for the same individual, it is also possible to merge accounts so that their transaction history, debts, and commissary purchase history are combined.

B. Kiosks

- **Lobby Kiosk:** The Lobby kiosks allow users to use debit or credit cards to make a deposit to a Inmate for commissary, debt and bond payments. They are also equipped with bill and coin acceptors which makes loading cash easy for quick deposits.
- **Booking Kiosk / Vault Solution:** Booking kiosks have the same functionality as a lobby kiosk, including debit/credit card payments, and cash and coin acceptors for use when the Inmate is being booked. They can deposit the cash they have on them or make a credit card payment at booking.
- **Inmate Pod Kiosk Integrations:** Canteen Services integrates with most telecommunication companies in-pod kiosk and tablet solutions. Their hardware works directly with our inmate commissary ordering system to provide inmates with real time balance history, placing and tracking of orders, as well as keeping records of inmate's favorite items for quick and easy ordering.





Services, Features and Functionality

C. Ordering, Payments and Delivery

- **Inmate Ordering by Phone and/or In-Pod Kiosk:** Inmates follow straightforward prompts to select items while the system tracks available inmate trust balances. The ordering process is completely secure, and orders can only be viewed by Canteen Services and your facility. Commissary Ordering by Phone or In-Pod Kiosk (where available) is fully integrated with Canteen's Command Banking software and allows you to efficiently collect orders, minimize paperwork and save time! Inmate orders are saved when placed and processed on a pre-determined order day.
- **Family and Friends Commissary Ordering:** We offer both on-line, live operator and phone IVR order placement options for family and friends. Products available for purchase are chosen from your approved menu and you set the parameters. Orders are placed using a credit/debit card and shipped to the Inmate on your designated delivery day.
- **Delivery Capabilities:** Canteen's central fulfillment operations take place in a secure 20,000 square foot warehouse with 25 dedicated employees who are committed to ensuring satisfactory provision of services to our commissary clients. Family and friend's commissary orders that are placed through our on-line, live operator, or phone IVR services are processed simultaneously to optimize the efficiency and accuracy of fulfillment, packaging, and delivery of commissary items.





SECTION VI: Operations

A. Implementation Plan and Training



Phase One

To begin upon contract award continuing until 1 week prior to go-live.

- Review site configuration with customer.
- Create list of site charges, transaction types, users and associated permissions, etc.
- Set transaction rules for deposits - these are the rules that determine how funds are allocated with an account (how much pays existing debts, which debts have repayment priority, funds being applied to commissary or bond accounts, etc.).
- Review IT requirements with appropriate personnel at facility.
- Review facility requirements and needs regarding hardware installation.
- Work with JMS and phone vendors to build integrations.
- Assist customer with paperwork necessary for setup of additional programs (debit release, phone debit, etc.).

Phase Two

1 to 2 weeks prior to go-live.

- Installation of software, hardware (kiosks, card readers, etc.), and any necessary drivers.
- Finalize configuration of site charges, transaction types, users, and allocation rules.
- Finalize integrations with vendors.
- Finalize import of accounting information from previous system.

Phase Three

Go Live - day of implementation.

- Integrations with vendors are enabled
- Site access is enabled
- On-site training with all staff for a period of no less than one full week
- Ongoing training and support

Training

We will provide a comprehensive training program for all system users. This training will consist of a minimum one (1) week onsite, with additional training available via phone, video, conference call, or onsite, as appropriate. Training will also include component training on the ticket tracking system, escalation process, equipment back up, emergency planning as well as the online user manual.

- **Progress Reporting:** We will follow up with effective meeting notes / progress with jail administration and other pertinent personnel. We will also share updated checklist progress.
- **Continued Training & Installation:** Under our model, training begins as soon as possible through remote channels such as phone, video, webinar, and conference call. As the install progresses, the training will keep pace.
- **Additional Training:** Will take place before the installation goes live. Once the system is live, we continue to provide remote training as needed. We can always conduct additional onsite training for new users as a result of employee turnover.



B. System Requirements and Functionality

Hardware Requirements

Canteen Services Command financial software package is offered to manage inmate trust accounting and inmate commissary ordering. Canteen will work with Ottawa County's IT and/or Jail Management Software (JMS) provider for an interface solution between Command and Ottawa County's provider.

Canteen will work with Ottawa County to ensure that all the technology, equipment, hardware and software requirements are met to achieve the efficient service standards that are expected.

Our IT team has made the following recommendations for equipment necessary for an efficient commissary service operation at your facility.

Workstations

Jail staff who regularly deal with Inmate trust accounts, reporting, or other accounting functionality will require PC's, to be supplied by Ottawa County, with the following basic requirements:

- Hardware
 - Intel Dual Core equivalent or better
 - 4GB or greater of computer memory
 - 50MB of hard drive space
- Software
 - Windows 8 or higher
- Internet access and Power

These hardware and software recommendations apply to any jail workstation that will run on our accounting software. Typically, software is installed on booking/receiving/release/accounting/administrative PCs.

Inmate Ordering System

- Windows based
 - All software solutions provided to the County will be Windows-based
- Use a relational database
 - Data will be stored in Microsoft SQL Server
- Allows for system wide settings
 - Hundreds of system settings are available including, but not limited to user roles, modular feature access, transaction types, allocation of deposited funds based on debt priorities, transaction restrictions, commissary product restrictions, classification policies, debt management policies, etc.
 - Each setting has specific options allowing for potential customization at the Site, Workstation, User, User Role, Inmate Classification, etc.
- Allows for individual facility site settings
 - See above notes on "system wide settings"
- Ability to interface with current jail management system and other selected vendors
 - **JailTracker** – integration has been completed for other facilities using JailTracker, providing for automated import of Inmate accounts during the booking process, and automatic updating of relevant account information, such as Inmate location and classifications, as the JailTracker records are updated.
 - **Inmate Phone/Kiosk/Tablet/Video Visitation Vendor** – full integration exists with all major providers including access through their phone system to our Commissary Order by Phone service, automated account creation on their platforms, phone debit purchases, and refund of remaining phone balance to Inmate account upon release.



C. Reporting

Command features a robust reporting platform that not only provides numerous built-in system reports. All reports in the Command software can be exported as an Adobe PDF, Microsoft Excel file, or attached to emails while maintaining formatting. An extremely easy-to-use, yet extensive, report customization tool enables users to create a custom report in minutes and share the custom report layout with other users at the facility.

Accurate Accounting

Our double entry accounting solutions meet GAAP compliance requirements. We offer flexible transaction rules, allowing users to make direct deposits for commissary purchases, held funds (bail/bond), and debt repayment. Advanced rules allow for deposited funds to be split between specific debts based on priority, before making remaining funds available to the Inmate in their commissary account.

Every transaction type can be configured with its own rules so every user can understand and determine the course of action from a clearly named and defined transaction type.

Detailed debt tracking and recurring debt options are also available. The system allows easy access to view and generate reports. Command offers tools for bank deposits, reconciliations, and check encoding (the system prints the checks and numbers, so you will not have to worry about miss-numbered checks ever again). This feature allows the jail to order non-encoded check stock which saves money and allows for bulk purchasing to reduce costs.

Debit Release cards are generated, allowing for efficient, convenient, and cost-effective method of releasing Inmates, thus removing the need to track countless outstanding checks that may result in escheatment.

Accounting Major Components

- Create, apply and automate site charges
- Lobby / vault cashbox reconciliation
- Record bank deposits and import credit card deposits
- Import debit release withdrawal transactions
- Complete bank reconciliations
- County end-of-month exports
- Prepare vendor checks/ACH
- Debt write offs
- "Fix Error" wizard for data entry errors
- Weekly accounting emails and dashboards flagging outstanding tasks and warnings
- Offsite access

Audit Trail

A complete audit trail is available for all transactions and related critical activity:

- **User** – all actions require a user to be logged in and associate all activity with that login session
- **Location** – each workstation accessing the system must be registered to access the system and the workstation information is associated with each login session
- **Date/Time** – all activities are date and time stamped
- **Original Transactions cannot be deleted or modified by users** – Voided or adjusted transactions maintain a solid audit trail by keeping the original transaction intact and recording an adjustment separately
- **Usage** - our software is used in 31 counties in Michigan alone, meeting or exceeding their audit standards

Detailed system logging goes even further - tracking button clicks, general software interactions, failed transactions as well as events out of our control such as internet and power outages.



D. Standard Operating Procedures

Contingency Plan:

If an interruption of service occurs, due to issues with the Inmate ordering system, Canteen will provide the jail staff with order forms for the Inmates to complete and return via email or fax to Canteen for hand keying and processing of the commissary orders. Our warehouse is centrally located in Michigan and we will ensure that commissary services is not interrupted due to any technology outage.

Inventory Policy:

Canteen prides itself in providing only the highest quality products. We will assume full responsibility for purchasing supplies and maintaining an acceptable inventory at our warehouse in Coldwater, MI. Canteen will absorb all costs related to the purchase and storage of inventory. All commissary items that are purchased by Inmates will be approved by the Jail supervisory staff and dated for freshness. All commissary items will be stocked at appropriate par levels to ensure that shortages do not occur. In the unlikely event that shortages do occur, the problem will be corrected within 24 hours. Any and all changes to the menu will be mutually agreed upon between Canteen and Jail supervisory staff.

Procedures to Rectify Complaints or Order Discrepancies:

All order discrepancies (i.e., shortages, breakages and incorrect items) will be resolved within one business day of notification. Complaints, resolutions and errors are communicated to our Commissary Warehouse Manager by email or phone. Canteen will respond within one business day in order to solve any issue that might arise. Resolutions that result in new orders or refunds are detailed out on weekly and monthly sales reports that your administration can access electronically.

How Refunds will be Processed:

For orders not delivered to Inmates who are being released or otherwise unavailable to receive merchandise may receive a refund once the product has been returned to Canteen Services. If the jail's policy is that the Inmate has a specific amount of time to pick up the order or it becomes the property of the county, no refund will be given.

Security Policies and Procedures:

Our secure delivery system utilizes clear, tamper-proof, plastic commissary bags for personal items and electronic devices to ensure prevention of concealed contraband. Strict rules regarding safe behavior and fraternization between inmates and staff are maintained for the safety of both parties. Policies, procedures and practices have been established for the safety of Canteen associates, inmates and staff.



SECTION VII: Additional Services

Debit Release Cards

Using the Command software, jail staff can release all funds in the Inmate's commissary account at the time of their release by issuing a debit release card. The debit cards are provided by Rapid Financial Services, and an inventory is kept within the system so more can be ordered when the stock gets low.

It only takes a moment to load the debit release card, and the funds are available to the Inmate for immediate use. It is easy to verify the card balance in our Command software to ensure the card was loaded properly.



If there is an issue with loading the card and the Inmate cannot access their money, our Support team can help void the transaction, enabling the jail staff to reissue the debit release card.

The Command software also allows jail staff to cut a check to the Inmate upon release. Funds leftover in their commissary account are placed on a check and sent home with the Inmate.

Check Management

For scenarios where checks are required, such as vendor payments or court payments, our check module uses built-in check encoding features allowing the jail to use secure blank check stock. This avoids common issues with checks related to check numbering, known to create headaches with system check numbers that do not match the number on the physical checks.

Positive Pay is an additional feature available for check printing – the system is able to export a file that can be submitted to your bank, allowing you to restrict check cashing to matched check data, thereby reducing check fraud.

A check register allows checks to be void, reprinted, and escheated.

Booking Kiosk / Vault Solution

Booking kiosks have the same functionality as a lobby kiosk, including debit/credit card payments, and cash and coin acceptors for use when the Inmate is being booked. They can deposit the cash they have on them or make a credit card payment at booking.



Booking Vault Solution

Full Size Free-standing Kiosk



Automated Services

- **Commissary Wishlist:** Increase inmates' satisfaction on commissary day by allowing them to request exactly what they would like from a public order. Proper sizes, necessities and desired items mean less trading. Altogether this means increased commissions for the jail.
- **Low Balance Notification:** A double opt-in service that allows notifications to be sent to a depositor when a Inmate balance drops below a threshold. This helps prompt for deposits keeping inmates needs funded and increases the funds in the system.
- **Investigation Tool:** The Investigation tool has already proven effective in identifying violation of jail policy for those trying to bypass debt or abstract their activities. It has already proven very effective at identifying criminal networks operating at facilities.
- **Inmate Debit Calling:** Command can integrate with inmate phone system so that inmates can use their commissary/trust funds to make calls – creating an opportunity for increased revenue for the county. Traditionally, Inmates use a prepaid calling card that is sold in the facility by phone companies, creating additional burdens for correctional staff as the cards can be stolen, lost or expire. Inmates are dependent on the calling cards being distributed each week based on availability. Inmate Debit Calling allows flexibility for the Inmates to make their calls without being reliant on the traditional once-per-week sale of a calling card.

Additional Revenue Sources:

Canteen Services has successfully launched our snack bag program at Ottawa County Jail. Our snack bag program consists of approved commissary items that are prepacked at our warehouse and sold directly to Ottawa County special pricing. Ottawa County then sells the snack bags to the inmates at pricing set by the jail to increase revenue capabilities. We have found our snack bag program is highly popular in the booking area, as well as the general population, as this is a convenience for new inmates who may not have been present when the weekly commissary order was placed.



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ATTACHMENT A – PROPOSAL FORM

Instructions: Potential vendors submitting proposals must complete this form in its entirety and accurately. Failure to submit all attachments can result in the vendor being considered non-responsive. Responses to the following questions must be submitted and signed by an authorized Company representative. This questionnaire is provided as a fillable form .pdf document. Potential Vendors may also complete all required attachments as a stand-alone response (written or typed).

PRINCIPAL OFFICE INFORMATION / ADDRESS:

Individual / Company Name: Canteen Services Inc.

Street Address: 353 S. Michigan Ave.

City: Coldwater

State Michigan Zip Code 49036

Telephone 616-450-5495

Email mstump@canteenservices.com

Taxpayer Identification Number 38-1557774

VENDOR QUESTIONNAIRE :

SERVICES: Which services are you submitting a proposal for? Please check all that apply.

- Commissary Services
- Telecommunication Services
- Tablet Services
- Additional Services not listed above (Please list in the box below)

- Inmate Banking Software
- Debit Release Cards
- Inmate Debit Calling
- Booking Kiosk – Vault Solution
- Investigation Tools
- Check Management
- Low Balance Notification
- Snack Bags

SOLICITATION: Do you confirm that you have thoroughly read and reviewed all documents associated with this solicitation? Yes No



**RFP 21-02 Commissary, Telecommunication,
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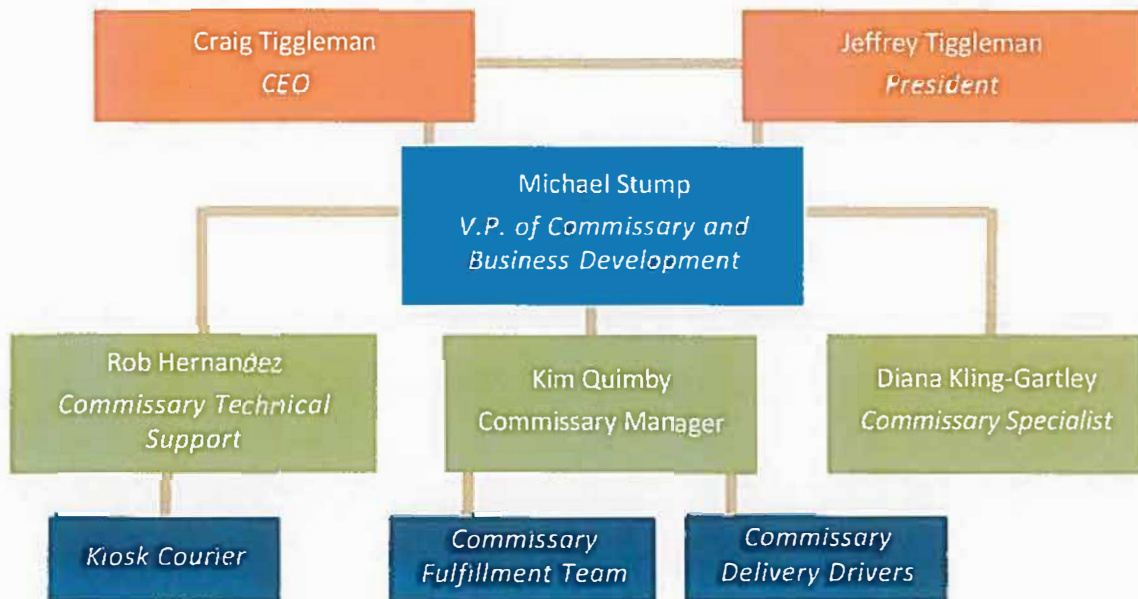
GENERAL: To be completed by all vendors.

1. **VENDOR STATEMENT:** Provide information regarding your company’s background and history including year established, organizational chart, former names and type of ownership. State whether there has been any form of bankruptcy or creditor protection within the past ten (10) years. Describe your overall experience providing the proposed services, including the following information:
 - a. What is your familiarity with inmate programs?
 - b. How many years has the company been providing the requested systems and/or services proposed?
 - c. How many employees does the company employ (full-time employees / part-time employees)?
 - d. How many active customers does your company currently support?
 - e. How many Michigan customers does the company serve? List separately for each proposed offering.
 - f. How much expansion of services and/or equipment is anticipated to meet the requirements of the proposed services?

Canteen Services Response to 1. Vendor Statement

Since 1932, Canteen Services, Inc. has been providing superior service to customers throughout Michigan, Indiana, Ohio, and Illinois. Our focus is solely on correctional services, which has earned us a reputation of being a leader in the industry. Client programs include correctional commissary services and inmate food service management. Canteen Services currently employs 134 dedicated individuals who are committed to achieving the highest quality of service for all of Canteen’s clients.

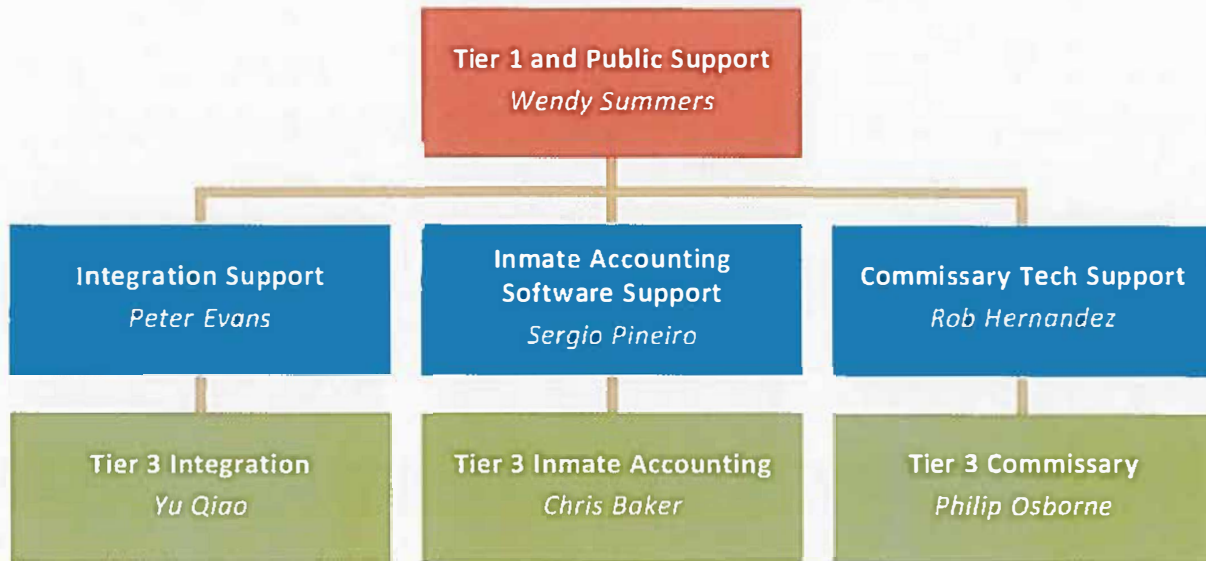
Canteen Services Commissary Team





**RFP 21-02 Commissary, Telecommunication,
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Canteen Services Technical Support Team



Canteen Services Inc. is an S-Corporation licensed in the State of Michigan, commonly referred to as Tigg's Canteen Services.

Canteen Services, Inc. has never filed any form of bankruptcy nor creditor protection.

Canteen Services Response to question 1, a.

Canteen Services has provided high quality commissary services to county jails throughout Michigan, and Indiana. Canteen Services has built a commissary program that is focused on the needs of inmates, supporting the Sheriff's Office and helping our clients obtain all of their operational and financial goals.

Canteen Services Response to question 1, b.

Canteen's Correctional Commissary division has been providing commissary services since 1990 (31 years' experience providing Commissary Services).

Canteen Services Response to question 1, c.

Canteen Services currently employs 110 full-time and 24 part-time associates dedicated to servicing our clients.

Canteen Services Response to question 1, d.

Canteen Services provides our services to 56 locations, 33 Commissary and 51 Food Service clients throughout Michigan, Indiana, Illinois, and Ohio.



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Canteen Services Response to question 1, e.

Canteen Services provides our commissary services to 31 county jails and 41 inmate food clients throughout Michigan.

Michigan Clients Only

Client	Commissary Services	Inmate Food Services
Allegan County Sheriff's Office	X	X
Alpena County Sheriff's Office		X
Arenac County Sheriff's Office	X	
Bay County Sheriff's Office	X	
Benzie County Sheriff's Office		X
Berrien County Sheriff's Office	X	
Branch County Sheriff's Office	X	X
Calhoun County Sheriff's Office		X
Cass County Sheriff's Office	X	X
Cheboygan County Sheriff's Office		X
Clare County Sheriff's Office	X	X
Clinton County Sheriff's Office	X	
Delta County Sheriff's Office	X	X
Eaton County Sheriff's Office	X	X
Emmet County Sheriff's Office		X
Gladwin County Sheriff's Office	X	
Grand Traverse County Sheriff's Office	X	X
Gratiot County Sheriff's Office	X	X
Hillsdale County Sheriff's Office	X	
Ingham County Sheriff's Office	X	X
Ionia County Sheriff's Office		X
Iosco County Sheriff's Office		X
Jackson County Sheriff's Office	X	X
Kalamazoo County Sheriff's Office	X	
Kalkaska County Sheriff's Office		X
Lake County Sheriff's Office	X	X
Lapeer County Sheriff's Office	X	X
Lapeer Senior Meal Program		X
Leelanau County Sheriff's Office		X
Livingston County Sheriff's Office		X
Mason County Sheriff's Office		X
Manistee County Sheriff's Office		X
Mecosta County Sheriff's Office		X
Midland County Sheriff's Office	X	X



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Client	Commissary Services	Inmate Food Services
Montcalm County Sheriff's Office	X	X
Muskegon County Sheriff's Office	X	X
Newaygo County Sheriff's Office	X	X
Oceana County Sheriff's Office	X	
Osceola County Sheriff's Office	X	X
Ottawa County Sheriff's Office	X	X
Ottawa County Juvenile		X
Roscommon County Sheriff's Office		X
Roscommon County Juvenile		X
Saginaw County Sheriff's Office	X	X
Shiawassee County Sheriff's Office	X	
St. Joseph County Sheriff's Office	X	X
Tri-Cap (Community Corrections)		X
Tuscola County Sheriff's Office	X	X
Van Buren County Sheriff's Office	X	X
Wexford County Sheriff's Office		X

Canteen Services Response to question 1, f.

Canteen Services is proposing to Ottawa County to install our full suite inmate accounting software. This will facilitate the ability for Ottawa County to utilize inmate debit release cards and inmate debit calling features with Ottawa County's selected inmate telecommunications vendor. Canteen Services is also proposing to install a booking kiosk/vault solution in the booking area to receive any cash or coins from inmates during the booking process.

COMMISSARY SERVICES: To be completed by vendors proposing Commissary Services.

1. **COMMISSARY SERVICES:** Describe proposed commissary services, including a description of the selection of food, candy and gum, non-alcoholic beverages, health and drug items, and general merchandise, including quality brand-name products. Describe all ordering methods provided by your company in order to place commissary orders available to inmates, family and friends (i.e., telephone, online, lobby kiosk, order forms, etcetera)
 - a. Provide a description of the proposed transition plan to initiate commissary services. Include a project timeline from kick-off to project completion, accounting for equipment ordering/delivery, cabling/wiring services, as applicable, testing, training and go-live.
 - b. Describe how you maintain sufficient stock levels to limit shortages. What is your company average order fill rate?
 - c. Provide a Cost Proposal Sheet of items, as described above, including brand name, product description, wholesale cost and recommended sale price.



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Canteen Services Response to 1. Commissary Services

Canteen Services proposal to Ottawa County offers:

- Inmate Banking Software – *Canteen Command*
- Commissary order fulfillment and delivery – one day per week
- Large selection of high-quality products chosen and approved by your administration.
- Structured commission to the county paid monthly.
- Lobby and Booking/vault kiosk solutions.
- Alternate deposit methods.
- Family and Friends ordering and depository services.
- Debit release cards.

Canteen prides itself in providing only the highest quality products. We will assume full responsibility for purchasing supplies and maintaining an acceptable inventory at our warehouse in Coldwater, MI. Canteen will absorb all costs related to the purchase and storage of inventory. All commissary items that are purchased by inmates will be approved by the Jail supervisory staff and dated for freshness. All commissary items will be stocked at appropriate par levels to ensure that shortages do not occur. In the unlikely event that shortages do occur, the problem will be corrected within 24 hours. Any and all changes to the menu will be mutually agreed upon between Canteen and Jail supervisory staff.

Products available:

SANKA DECAF COFFEE 55
 GRAPE DRINK MIX POUCH 6 oz
 CHERRYDRINK MIX POUCH 6 oz
 ICED TEA DRINK MIX POUCH 6 oz
 FRUIT PUNCH DRINK MIX POUCH 6 oz
 DRINK MIX POUCH LEMONADE 6 oz
 ORANGE DRINK MIX POUCH 6 oz
 EARL GREY TEA 55
 55 INSTANT COFFEE MAXWELL HOUSE
 DR INSTANT COFFEE 4 oz
 TASTERS CHOICE COFFEE 55
 SWISS MISS HOT CHOCOLATE .73 oz
 VANILLA CAPPUCCINO .81 oz 55
 MOCHA CAPPUCCINO .81 oz 55
 MAXWELLHOUSE INSTANT COFFEE 4 oz
 FRENCH VANILLA COFFEE 3 oz
 HAZELNUT COFFEE 3 oz
 CLASSIC BLEND REGULAR COFFEE 3 oz
 DR FREEZE-DRIED COFFEE 4 oz
 BOSTONS BEST DECAF COFFEE 3. oz
 EPICUREAN DELIGHT COFFEE 4.5 oz
 MILK CHOCOLATE 8 oz
 WHITE MILK 8 oz
 DANISH CREAM CHEESE 4 oz
 BLUEBERRY MINI MUFFIN 1.7 oz
 TEXAS CINNAMON ROUND 4 oz
 PECAN TWIRLS 3 pk
 APPLE DANISH 4.25 oz
 GEM DONUTS CHOCOLATE 6 ct
 ICED HONEY BUN GRAND 6 oz

MUSTARD-HONEY PRETZEL PIECES 2.25 oz
 CHEETOS CHEDDAR-JALAPENO 1 oz
 CRACKLINGS PORK HOT & SPICY 1.7 oz
 PEPPER & SEA SALT CHIPS 1.5 oz
 JALAPENO POPPER 1 oz
 FLAMIN HOT CHEETOS 2 oz
 BBQ CHIP 1.5 oz
 ANDY CAPS HOT FRIES 1.5 oz
 CHEESE POPCORN 1 oz
 TEXAS HOT SAUCE CHIP 1 oz
 KRUNCHERS JALAPENO CHIP 1.5 oz
 CARAMEL DITTO 2.5 oz
 PORK RINDS HOT .875 oz
 CHEETOS CRUNCHY 2 oz
 TGI FRIDAY CHEDDAR BACON 1.75 oz
 CHEEZ-IT 2 oz
 TAKIS CHILLI PEPPER LIME 2 oz
 GUACACHIP 1.5 oz
 BUGLES HOT BUFFALO 1.5 oz
 CHEX MIX JALAPENO 1.75 oz
 LAYS SOUR CREAM & ONION CHIPS 1.5 oz
 COOL RANCH DORITOS 1.75 oz
 CHEDDAR CORN & CARAMEL 1.7 oz
 CORN CHIPS 2 oz
 NACHO CHEESE DORITOS 1.75 oz
 BOLD & SPICY CHEX 1.75 oz
 LARGE PLAIN CHIP 4.2 oz
 LARGE TORTILLA CHIP 12 oz
 LARGE BBQ CHIP 4.2 oz
 LARGE NACHO CHIP 10 oz

BANANA MOON PIE 2.75 oz
 NUTTY BAR 2.1 oz
 OATMEAL CREAM PIE 1.3 oz
 DREAMIE RASPBERRY 2 PK
 FUDGE STRIPED COOKIES 2 oz
 LARGE VANILLA CREAM COOKIE BAG 6 oz
 LARGE CHOCOLATE CHIP COOKIE BAG 6 oz
 DUPLEX COOKIES 5 oz
 VEGGIE STRAWS RANCH 1 oz
 TANGY BBQ POPCHIP .875 oz
 BAKED LAYS PLAIN CHIP 1 1/8 oz
 CHIPS AHOY COOKIES 100 CALORIES .81 oz
 ALMOND SWEET & SALTY GRANOLA BAR 1.2 oz
 GRANOLA OAT HONEY BAR 1.49 oz
 FIBER 1 OATS & CHOCOLATE BAR 1.4 oz
 FRUIT & NUT GRANOLA BAR 1.2 oz
 PEANUT SWEET & SALTY GRANOLA BAR 1.2 oz
 APPLE-CINNAMON NUTRI-GRAIN BAR 1.3 oz
 RASPBERRY NUTRI-GRAIN BAR 1.3 oz
 STRAWBERRY NUTRI-GRAIN BAR 1.3 oz
 TUNA PACKET 3.53 oz
 CHIPOTLE TUNA PACKET 3.53 oz
 SALAMI STICKS 2 PK 1.125 oz
 CHEESE JALAPENO & SPICY MEAT 1.125 oz
 BEEF & CHEESE STICK 1.125 oz
 SPICY HOT SHOT MEAT SNACK 1.125 oz
 HALAL BEEF SAUSAGE HOT & SPICY 5 oz
 HALAL SUMMER BEEF SAUSAGE 5 oz
 TURKEY STICK H&S 5 oz
 CHICKEN PACKET 3 oz



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Commissary Services Agreement
Exhibit B

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TOASTER PASTRIES STRAWBERRY 2 pk
MAPLE/BROWN SUGAR OATMEAL 1.15 oz
FROSTED FLAKES 1 oz
RAISIN BRAN 1.25 oz
DOUGHNUT STIX SINGLE 1.4 oz
CHOC HONEY BUN 4.75 oz
TWIX CARAMEL 1.79 oz
M & M PLAIN 1.69 oz
PEANUT M & M 1.74 oz
3 MUSKETEERS 1.92 oz
PAYDAY 1.85 oz
BUTTERFINGER 1.9 oz
SNICKERS 1.86 oz
PLAIN HERSHEY'S BAR 1.55 oz
KIT KAT 1.5 oz
HERSHEY'S ALMOND BAR 1.45 oz
REESES PEANUT BUTTER CUPS 1.5 oz
MILKY WAY 1.84 oz
BUTTERSCOTCH DISK 4.5 oz
LEMON DROPS 4.5 oz
ORANGE SLICES 5.5 oz
TOOTSIE POP DROPS 3.5 oz
MIKE AND IKE 5 oz
CHICK O STICK 3 oz
STARBURST 2.07 oz
SKITTLES FRUIT 2.17 oz
JOLLY RANCHER 4 oz
BABY RUTH 1.9 oz
STARLIGHT MINTS 4.5 oz
ATOMIC FIREBALLS 4 oz
HARIBO BERRIES 4 oz
PALMERS SOUR WORMS 3.25 oz
DOUBLE DIP PEANUTS 5 oz
MINI CARAMELS 5 oz
SALSITAS CHIPS 1.5 oz
CHEESE & PEANUT BUTTER CRACKER 1.5 oz
TOASTY PEANUT BUTTER CRACKER 1.29 oz
SALTED PEANUTS 3.5 oz
SWEET AND SPICY NUT MIX 1.75 oz
TRAIL MIX SWEET N SALTY 3.5 oz
SALTED CARMEL DELIGHT 5.5 oz
ORANGE GYM SHORT X-LARGE ea
ORANGE GYM SHORT 2X-LARGE ea
ORANGE GYM SHORT 4X-LARGE ea
BLACK T-SHIRT L
BLACK T-SHIRT XL
BLACK T-SHIRT 2XL
BLACK T-SHIRT 4XL
ANKLE SOCKS 1 pair
BLACK GYM SHORTS MED
BLACK GYM SHORTS LRG
BLACK GYM SHORTS XL
BLACK GYM SHORTS 2XL
BLACK GYM SHORTS 4XL
LONGJOHNS SMALL 1 pair
LONGJOHNS MEDIUM 1 pair

SALTINES-BOX 16 oz
SALTINE CRACKER 4 ct
SNACK CRACKERS - BOX 10.3 oz
GRAHAM CRACKERS - BOX 14.4 oz
MUSTARD PACKET 5.5 gm
HONEY PACKET 9 gm
SALT ss 25 pk
PEPPER ss 25 pk
REUSH PACKET 9 gm
KETCHUP PACKET 9 gm
MAYONNAISE PACKET 12 gm
BBQ SAUCE PACKET 9 gm
CHEDDAR CHEESE SQUEEZE 1 oz
SAUCE PACKET HOT 3 gm
SQUEEZE JALAPENO CHEESE 1 oz
CREAM CHEESE SQUEEZE .75 oz
PEANUT BUTTER SQUEEZE 1.12 oz
JELLY SQUEEZE 1 oz
JELLY - BOTTLE 19 oz
PEANUT BUTTER-JAR 18 oz
SUGAR ss 10 pk
NON-DAIRY CREAM ss 10 pk
LIQUID CREAMER ss 5 pk
GARLIC DILL PICKLE ss
HOT PICKLE ss
DILL PICKLE ss
CASCABELLAS PEPPER 1 oz
JALAPENO SLICES 1 oz
SALSA SAUCE CUP 3 oz
PICANTE SAUCE 10 PK
CHEESE SPREAD HABANERO 8 oz
BROWNIE MUFFIN 1.9 oz
PEANUT BUTTER COOKIES 2.5 oz
CHOCOLATE BROWNIE COOKIES 2.5 oz
SMALL CHOCOLATE CHIP COOKIES 2 oz
CHOCOLATE CUPCAKE 2pk
FUDGE ROUNDS 2 oz
CARROT CAKE 3.5 oz
BROWNIE WITH WALNUTS 2.33 oz
MOON PIE 2.75 oz
OREOS COOKIES 2.4 oz
PINOCHLE CARDS ea
LONG COLORED PENCILS 12 ct
SHORT COLORED PENCILS 12 ct 3.5 in
SKETCH PAD 8.5 x 11
DOMINOS ea
PUZZLE 500 PIECES ea
SILICONE DOMINOS DOUBLE SIX
UNO DOS ea
FM RADIO & BATTERIES
STEREO EARBUDS IN-LINE MIC
HEADPHONES ea
AA BATTERY 3 pk
AAA BATTERY GREEN ea
FEMININE DOUCHE 4.5 oz
FEMININE TOWELETTE ea

SPAM PACKET 2.5 oz
ARCTIC RAIN SODA 20 oz
BLACK COLA SODA 20 oz
ORANGE SODA 20 oz
PINEAPPLE SODA 20 oz
PEACH SODA 20 oz
ROOT BEER SODA 20 oz
HOT CHILI W/BEANS POUCH 7.5 oz
CHILI NO BEANS POUCH 7.5 oz
LOADED POTATOES INSTANT 4 oz
YAKISOBA TERIYAKI 4 oz
MICROWAVE POPCORN 2.75 oz
TORTILLAS 8 ct
RAMEN SHRIMP NOODLE SOUP 3 oz
RAMEN BEEF NOODLE SOUP 3 oz
RAMEN CHICKEN NOODLE SOUP 3 oz
RAMEN PICANTE BEEF NOODLE SOUP 3 oz
RAMEN CHILI NOODLE SOUP 3 oz
RAMEN NOODLE SOUP SPICY VEG 3 oz
CUP A SOUP CHICKEN NOODLE MIX ss
BEANS & RICE 4.4 oz
RAMEN PICANTE CHICKEN NOODLE SOUP 3 oz
WHITE RICE, INSTANT 2 oz
MACARONI & CHEESE ss
SUGAR FREE JOLLY RANCHERS 3.6 oz
SUGAR FREE HARD CANDY 2 oz
SUGAR FREE FRUIT CHEWS 2.75 oz
LEMONADE DRINK SUGAR FREE 1.4 g
PUNCH DRINK SUGAR FREE 1.4 g
ICED TEA SUGAR FREE 1.4 g
ORANGE DRINK SUGAR FREE 1.4 g
SUGAR SUBSTITUTE ss 10 pk
T-SHIRT LARGE ea
T-SHIRT MEDIUM ea
T-SHIRT X LARGE ea
TUBE SOCKS 1 pair
GREY JERSEY GYM SHORT MEDIUM ea
GREY JERSEY GYM SHORT LARGE ea
GREY JERSEY GYM SHORT X-LARGE ea
ORANGE GYM SHORT MEDIUM ea
ORANGE GYM SHORT LARGE ea
ECONOMY BLUE STRIPED TOWEL 22x44 ea
ELECTRICAL HOT POT ea
POCKET PRAYER MAT ea
PILLOW GREEN VINYL ea
WHITE PETROLATUM 4 pk
ALKA SELTZER 2 pk
DECONGESTANT PHENYLEPHRINE 2 pk
LORATADINE ALLERGY 1 pk
ASPIRIN 2 pk
IBUPROFEN 2 pk
NON ASPIRIN 2 pk
MEDIPROXEN 1 pk
SEVERE COLD & SINUS 2 pk
MIRALAX PK .05 oz
TUMS 8 pk



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LONGJOHNS LARGE 1 pair	TAMPONS 8 ct	BISMUTH STOMACH RELIEF 2 pk
LONGJOHNS X-LARGE 1 pair	SUPER TAMPON SINGLE ea	MULTI VITAMIN 100 ct
LONGJOHNS 2X-LARGE 1 pair	MAXI PAD SINGLE ea	LIP BALM ea
LONGJOHNS 3X-LARGE 1 pair	TAMPON SINGLE ea	MUSCLE RUB 1.5 oz
LONGJOHNS 4X-LARGE 1 pair	PANTY LINERS 22 ct	HEMORRHOID CREAM .9oz
T-SHIRT 2X-LARGE ea	SLEEP MASK ea	A&D CREAM 1.5oz
T-SHIRT 6X-LARGE ea	CONTACT LENS SOLUTION 12 oz	HALLS COUGH DROPS 9 pk
T-SHIRT 3X-LARGE ea	CONTACT DOUBLE LENS CASE ea	SUGAR FREE COUGH DROP 10 pk
T-SHIRT 4X-LARGE ea	EMERY BOARD 4.5 in	ANTACID 2 pk
SWEATPANT-SM	EAR PLUGS 2pk	LIQUID ANTACID 12 oz
SWEATPANT-MED	READING GLASSES +1.50 ea	MILK OF MAGNESIA 12 oz
SWEATPANT-LG	READING GLASSES +2.50 ea	EYE DROPS .5 oz
SWEATPANT-XL	NAIL CLIPPERS ea	ANTIFUNGAL CREAM CLOTRIMAZOLE 1 oz
HOODED SWEATSHIRT-MED	BEARD TRIMMER ea	ACNE CREAM 1oz
HOODED SWEATSHIRT-LG	KLEENEX TISSUE PACK 10 ct	HYDROCORTISONE CREAM ss
HOODED SWEATSHIRT-XL	SINGLE ROLL TOILET PAPER ea	BACITRACIN 1.0 gm
HOODED SWEATSHIRT-2XL	Q-TIPS 50 pk	ANTIBIOTIC OINTMENT ss
LONGJOHNS 5X-LARGE 1 pair	LARGE LOTION 18 oz	BANDAID SINGLE ea
LONGJOHNS 6X-LARGE 1 pair	COCOA BUTTER STICK 1 oz	ORASOL TOOTHACHE GEL .75 gm
MOUHWASH 4 oz	HAND & BODY LOTION 4oz	GLOBAL POSTAGE ea
ADULT TOOTHBRUSH 5.5 in	HAND & BODY LOTION 5 PK	POSTCARD STAMPED ea
SOFT TOOTHBRUSH COLGATE 7.5 in	BABY LOTION 4 oz	POSTAGE STAMPS ea
CLOSE-UP TOOTHPASTE 4 oz	BABY OIL 4 oz	2 CENTS POSTAGE ea
TOOTHPASTE COLGATE .85 oz	PETROLEUM JELLY 4 oz	STAMPED ENVELOPE # 10
FRESH N BRITE DENTURE TOOTHPASTE 3.8 oz	BABY POWDER WITH CORNSTARCH 4 oz	PICK AFRO ea
DENTURE ADHESIVE 2.4 oz	MENS BRIEF SMALL ea	AFRO COMB ea
TOOTHBRUSH HOLDER 7 in	MENS BRIEF MEDIUM ea	LARGE DANDRUFF SHAMPOO 12 oz
FLOSS PICK ea	MENS BRIEF LARGE ea	SHAMPOO 4oz
COLGATE TARTER CONTROL TOOTHPASTE 6 oz	MENS BRIEF X-LARGE ea	CONDITIONER 4 oz
CREST CAVITY PROTECTION TOOTHPASTE 4.2 oz	BOXER SHORT 5X-LARGE ea	HAIR FOOD 5 oz
DENTAL FLOSS LOOPS 30 ct	MENS BRIEF 2X-LARGE ea	CURL ACTIVATOR
CLEAR COLGATE TOOTHPASTE 4.2 oz	MENS BRIEF 3X-LARGE ea	FOAM ROLLERS 12 ct
COLGATE SENSITIVE TOOTHPASTE 6 oz	BOXER SHORT 4X-LARGE ea	PLASTIC SHOWER CAPS ea
ORALINE-SECURE CLEAR TOOTHPASTE 6.4 oz	BOXER SHORT 3X-LARGE ea	HAIR NET ea
FRESHMINT CLEAR TOOTHPASTE 4.6 oz	BOXER SHORT 2X-LARGE ea	DU RAG ea
EQUATE DENTURE ADHESIVE 2.4 oz	BOXER SHORT X-LARGE ea	WAVE CAPS ea
DENTURE CLEANER 6 pk	BOXER SHORT LARGE ea	BERGAMOTH HAIR CONDITIONER 5 oz
DEGREE DEODORANT 1.7 oz	BOXER SHORT MEDIUM ea	T-GEL COAL TAR SHAMPOO 8.5 oz
FRESHSCENT MEN DEODORANT 2.25 oz	BOXER SHORT SMALL ea	SULFUR 8 CONDITIONER 2 oz
FRESHSCENT WOMEN DEODORANT 2.25 oz	LAUNDRY BAG W/CLIP 18x24	LARGE CLEAR SHAMPOO 12.5 oz
LADY SPEED STICK 1.4 oz	LAUNDRY BAG W/ ZIPPER 18x24	STYLING GEL 2 oz
SECRET DEODORANT 1.7 oz	PLASTIC BOWL & LID 16 oz	PONYTAIL HOLDER ea
MENNEN LADY CLEAR DEODORANT 2.3 oz	CLEAR BOWL & LID 8 oz	2-IN-1 SHAMPOO & CONDITIONER 12 oz
NATURAL & ORGANIC DEODORANT 2.25 oz	HEAVY MW PLASTIC BOWL & LID 16 oz	SHEA DEEP MOISTURE SHAMPOO 8 oz
ROLL-ON FRESHSCENT DEODORANT 1.5 oz	MICRO DELI CONTAINER & LID 32 OZ	SHEA LEAVE IN CONDITION 8 oz
ROLL-ON DIAL DEODORANT 1.5 oz	CUP & LID 22 oz	SHEA CURL STRETCH CREAM 6 oz
SUDOKU ea	PLASTIC SPOON WHITE 5.5 in	LARGE CONDITIONER 12.5 oz
WORD FIND ea	ORANGE SPORK 3 in	H&S SM DANDRUFF SHAMPOO 1.7 oz
CROSSWORD PUZZLES ea	SPORK TAN FLEXIBLE 6.5 in	PALM BRUSH 4 in
PHOTO ALBUM 4X6	FLEX SPORK ORANGE 6.5 in	VENTED BRUSH .45 kg
COLORING BOOK ea	PAPER SPOON	WOODEN PALM BRUSH 3.5 in
PLAYING CARDS ea	INSULATED MUG 22 oz	MAGIC SHAVE CREAM 6 oz
CHECKERS ea	STYROFOAM CUP 16 oz	SHAVE CREAM 5 PK
MONOPOLY ea	LAUNDRY DETERGENT 1 load	SHAMPOO-SHAVE GEL & BODY WASH 4 oz
CHESS SET ea	WASHCLOTH ORANGE 12 x 12 ea	2 HEADED RAZOR AA BATTERY ea
POKER SIZE CARDS ea	WASHCLOTH 12 x 12	SHOE-BLUE CANVAS 1 pair



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Commissary Services Agreement
Exhibit B

**RFP 21-02 Commissary, Telecommunication,
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SHOE-BLACK VELCRO 1 pair
ORANGE CLOGS 1 pair
BLACK CLOGS 1 pair
SHOWER SHOE SMALL Alpha 5-6 1 pair
SHOWER SHOE MEDIUM Alpha 7-8 1 pair
SHOWER SHOE LARGE Alpha 9-10 1 pair
SKIN CREAM 8 oz
DIAL ANTIBACTERIAL SOAP 4 oz
IVORY SOAP 3.1 oz
HYPO-ALLERGENIC DIAL 3.2 oz
TONE SOAP 4.25 oz
IRISH SPRING 3.75 oz
SOAP HOLDER 4 in
SAFE GUARD ANTIBACTERIAL SOAP 4 oz
BODY WASH 15 oz
UNWRAPPED SOAP 3 oz
SPORT BRA 3X-LARGE 46 ea
SPORT BRA MEDIUM 34 ea
SPORT BRA LARGE 36 ea
SPORT BRA X-LARGE 38 ea
SPORT BRA SMALL 32 ea
SPORT BRA 2X-LARGE 42 ea
INDIGENT DEODORANT .5 oz
INDIGENT SHAMPOO 2 oz
INDIGENT SOAP BAR .35 oz
SHAMPOO & BODY WASH 5 PK
CONDITIONING SHAMPOO 5 PK

BLUE FLEX PEN 4 in
RUBBER PENCIL 4 in
BARBER COMB 4 in
WHITE RAZOR 4 in
TWIN RAZOR HEAVY DUTY 4.5 in
SECURITY RAZOR 2.5 in
TOOTHBRUSH FLEX 4 in
SHEET PAPER ea
CARD - ADULT BIRTHDAY ea
CARD - CHILD BIRTHDAY ea
CARD - FRIENDSHIP ea
CARD - GET WELL ea
CARD - THANK YOU ea
CARD - HOLIDAY ea
CARD - LOVE ea
CARD - BLANK ea
WOMENS PANTIES SMALL ea
WOMENS PANTIES MEDIUM ea
WOMENS PANTIES LARGE ea
WOMENS PANTIES X-LARGE ea
WOMENS PANTIES 4X-LARGE ea
WOMENS PANTIES 6X-LARGE ea
ORANGE-HANDLE TOOTHBRUSH 3 in
THUMBPRINT TOOTHBRUSH 2.5 in
FINGERTIP TOOTHBRUSH 1.25 in
TEK SOFT TOOTHBRUSH 7.5 in
INDIGENT TOOTHPASTE .6 oz

LEGAL ENVELOPE 10x13
LEGAL PAD 8 x 11
LARGE NOTE BOOK PAPER FILLER 200 ct
BLACK INK PEN 6 in
INK PEN BLUE 6 in
BLUE FELT TIP PEN ea
WOODEN PENCIL #2 ea
CAP ERASER ea
FILE FOLDER LETTER SIZE ea
WOODEN PENCIL #2 NO ERASE ea
BLOCK ERASER ea
DICTIONARY ea
ENVELOPE PLAIN WHITE #10
EARBUDS SECURUS VOICE BIO-METRIC
BRA - 34B ea
BRA - 36B ea
BRA - 38B ea
BRA - 40C ea
BRA - 40D ea
BRA - 42C ea
BRA - 42D ea
BRA - 44D ea
GOLF PENCIL 3 in
EZ BEND PEN BLUE 4 in
FLEX PEN BLACK 4 in

Canteen Services Ordering Process

Inmate Ordering by Phone and In-Pod Kiosk: Inmates simply use easy to follow prompts to select items while the system tracks available inmate trust balances. The ordering process is completely secure, and orders can only be viewed by Canteen Services and your facility. Commissary Ordering by Phone or In-Pod Kiosk (when integrated with telecommunication provider) is fully integrated with Canteen's Command Banking software and allows you to efficiently collect orders, minimize paperwork and save time! Inmate phone and/or In-Pod Kiosk orders are saved during the process and downloaded on a pre-determined order day.

Family and Friends Commissary Ordering: We offer both on-line and phone IVR order placement options for family and friends. Products available for purchase are chosen from your approved menu and you set the parameters. Orders are placed using a credit/debit card and shipped to the inmate on your designated delivery day.

Some of the key advantages of a phone and inmate In-Pod Kiosk ordering solutions are:

- Reduced impact on staff (no need to hand-out order forms, collect order forms, etc.).
- Convenience (inmates have access to check their live account balances, transaction history, and make order adjustments any time they have access to the phone).
- Staff's ability to apply commissary restrictions and ordering policies (medical, religious, quantity limits, spending limits).
- Commissary product menu is live with up to the minute inventory reports.
- Items are restricted at time of purchase rather than being removed when the order is being processed.
- Ability to restrict items by inmate classification, location, date, and numerous other criteria, control quantity and spending limits.
- Orders can be viewed and edited live through the phone or kiosk up until the time they are locked for picking and delivery by the vendor.
- A completely hands-free experience for the jail staff.



Canteen Services Response to question 1, a.

Implementation Plan

Phase One

To begin upon contract award continuing until 1 week prior to go-live.

- Review site configuration with customer.
- Create list of site charges, transaction types, users and associated permissions, etc.
- Set transaction rules for deposits - these are the rules that determine how funds are allocated with an account (how much pays existing debts, which debts have repayment priority, funds being applied to commissary or bond accounts, etc.)
- Review IT requirements with appropriate personnel at facility.
- Review facility requirements and needs regarding hardware installation.
- Work with JMS and phone vendors to build integrations.
- Assist customer in any paperwork necessary for the setup of additional programs (debit release, phone debit, etc.).

Phase Two

1 to 2 weeks prior to go-live.

- Installation of software, hardware (kiosks, card readers, etc.), and any necessary drivers.
- Finalize configuration of site charges, transaction types, users, and allocation rules.
- Finalize integrations with vendors.
- Finalize import of accounting information from previous system.

Phase Three

Go Live - day of implementation.

- Integrations with vendors are enabled.
- Site access is enabled.
- On-site training with all staff for a period of no less than one full week.
- Ongoing training and support.

Training

We will provide a comprehensive Training program for all system users. This training will consist of a minimum one (1) week onsite, with additional training available via phone, video, conference call, or onsite, as appropriate. The Training will also include component training on the Ticket Tracking System, Escalation Process, Equipment back up, Emergency Planning as well as the online user manual.

- **Progress Reporting:** We will follow up with effective meeting notes / progress with jail administration and other pertinent personnel. We will also share updated checklist progress.
- **Continued Training & Installation:** Under our model, training begins as soon as possible through remote channels such as phone, video, webinar, and conference call. As the install progresses, the training will keep pace.
- **Additional Training:** Will take place before the installation goes live. Once the system is live, we continue to provide remote training as needed. We can always conduct additional onsite training for new users as a result of employee turnover.



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Canteen Services Response to question 1, b.

Canteen consistently maintains only the highest quality products. We will assume full responsibility for purchasing supplies and maintaining an acceptable inventory at our warehouse in Coldwater, MI. Canteen will absorb all costs related to the purchase and storage of inventory. All commissary items that are purchased by inmates will be approved by the Jail supervisory staff and dated for freshness. All commissary items will be stocked at appropriate par levels to ensure that shortages do not occur. In the unlikely event that shortages do occur, the problem will be corrected within 24 hours. Any and all changes to the menu will be mutually agreed upon between Canteen and Jail supervisory staff. Canteen Services prides itself on our consistent ordering fill rate. Canteen Services has maintained our fill and completion rate to all of our commissary clients at 99.16% over the past 2-years. Canteen Services has additionally maintained our fill and completion rate to **Ottawa County Jail at 99.93%** for the past 2-years.

Canteen Services Response to question 1, c.

Product #	Product Name	Whole Sale Price	Commission Price
BEVERAGES			
649	SANKA DECAF COFFEE ss	0.26	0.38
6500	GRAPE DRINK MIX POUCH 6 oz	1.30	1.91
6501	CHERRY DRINK MIX POUCH 6 oz	1.30	1.91
6502	ICED TEA DRINK MIX POUCH 6 oz	1.30	1.91
6503	FRUIT PUNCH DRINK MIX POUCH 6 oz	1.30	1.91
6504	DRINK MIX POUCH LEMONADE 6 oz	1.30	1.91
6505	ORANGE DRINK MIX POUCH 6 oz	1.30	1.91
6520	EARL GREY TEA ss	1.06	1.56
656	SS INSTANT COFFEE MAXWELL HOUSE	0.26	0.38
6561	DR INSTANT COFFEE 4 oz	2.91	4.28
6562	TASTERS CHOICE COFFEE ss	0.26	0.38
657	SWISS MISS HOT CHOCOLATE .73 oz	0.32	0.47
6571	VANILLA CAPPUCINO .81 oz ss	0.45	0.66
6572	MOCHA CAPPUCINO .81 oz ss	0.45	0.66
6599	MAXWELLHOUSE INSTANT COFFEE 4 oz	6.13	9.01
6603	FRENCH VANILLA COFFEE 3 oz	3.16	4.65
6604	HAZELNUT COFFEE 3 oz	3.16	4.65
6605	CLASSIC BLEND REGULAR COFFEE 3 oz	2.80	4.12
6606	DR FREEZE-DRIED COFFEE 4 oz	4.93	7.25
6607	BOSTONS BEST DECAF COFFEE 3. oz	4.05	5.96
6608	EPICUREAN DELIGHT COFFEE 4.5 oz	2.30	3.38
665	MILK CHOCOLATE 8 oz	2.18	3.21
669	WHITE MILK 8 oz	2.18	3.21
BREAKFAST ITEMS			
6011	DANISH CREAM CHEESE 4 oz	1.32	1.94
6012	BLUEBERRY MINI MUFFIN 1.7 oz	0.86	1.26
6014	TEXAS CINNAMON ROUND 4 oz	1.32	1.94
6016	PECAN TWIRLS 3 pk	1.21	1.78
6017	APPLE DANISH 4.25 oz	1.32	1.94
6145	GEM DONUTS CHOCOLATE 6 ct	1.20	1.76
630	ICED HONEY BUN GRAND 6 oz	1.31	1.93
634	TOASTER PASTRIES STRAWBERRY 2 pk	0.81	1.19
636	MAPLE/BROWN SUGAR OATMEAL 1.15 oz	0.46	0.68
6361	FROSTED FLAKES 1 oz	0.68	1.00



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6362	RAISIN BRAN 1.25 oz	0.68	1.00
637	DOUGHNUT STIX SINGLE 1.4 oz	0.54	0.79
638	CHOC HONEY BUN 4.75 oz	1.32	1.94
CANDY			
505	TWIX CARAMEL 1.79 oz	1.46	2.15
506	M & M PLAIN 1.69 oz	1.46	2.15
507	PEANUT M & M 1.74 oz	1.46	2.15
508	3 MUSKETEERS 1.92 oz	1.46	2.15
510	PAYDAY 1.85 oz	1.53	2.25
511	BUTTERFINGER 1.9 oz	1.56	2.29
512	SNICKERS 1.86 oz	1.46	2.15
5131	PLAIN HERSHEY'S BAR 1.55 oz	1.50	2.21
514	KIT KAT 1.5 oz	1.50	2.21
516	HERSHEY'S ALMOND BAR 1.45 oz	1.50	2.21
517	REESES PEANUT BUTTER CUPS 1.5 oz	1.50	2.21
518	MILKY WAY 1.84 oz	1.46	2.15
521	BUTTERSCOTCH DISK 4.5 oz	1.00	1.47
522	LEMON DROPS 4.5 oz	1.00	1.47
523	ORANGE SLICES 5.5 oz	1.66	2.44
525	TOOTSIE POP DROPS 3.5 oz	1.98	2.91
527	MIKE AND IKE 5 oz	1.97	2.90
5301	CHICK O STICK 3 oz	1.26	1.85
532	STARBURST 2.07 oz	1.54	2.26
533	SKITTLES FRUIT 2.17 oz	1.46	2.15
534	JOLLY RANCHER 4 oz	1.38	2.03
535	BABY RUTH 1.9 oz	1.56	2.29
536	STARLIGHT MINTS 4.5 oz	1.04	1.53
537	ATOMIC FIREBALLS 4 oz	1.34	1.97
5380	HARIBO BERRIES 4 oz	1.77	2.60
5381	PALMERS SOUR WORMS 3.25 oz	1.66	2.44
540	DOUBLE DIP PEANUTS 5 oz	2.51	3.69
545	MINI CARAMELS 5 oz	2.51	3.69
CHIPS & SNACKS			
178	SALSITAS CHIPS 1.5 oz	0.90	1.32
501	CHEESE & PEANUTBUTTER CRACKER 1.5 oz	0.46	0.68
502	TOASTY PEANUTBUTTER CRACKER 1.29 oz	0.47	0.69
503	SALTED PEANUTS 3.5 oz	1.09	1.60
541	SWEET AND SPICY NUT MIX 1.75 oz	0.83	1.22
5411	TRAIL MIX SWEET N SALTY 3.5 oz	1.26	1.85
5421	SALTED CARMEL DELIGHT 5.5 oz	2.83	4.16
560	MUSTARD-HONEY PRETZEL PIECES 2.25 oz	0.89	1.31
562	CHEETOS CHEDDAR-JALAPENO 1 oz	1.08	1.59
563	CRACKLINGS PORK HOT & SPICY 1.7 oz	1.49	2.19
564	PEPPER & SEA SALT CHIPS 1.5 oz	0.91	1.34
567	JALAPENO POPPER 1 oz	0.77	1.13
569	FLAMIN HOT CHEETOS 2 oz	1.08	1.59
595	BBQ CHIP 1.5 oz	1.08	1.59
597	ANDY CAPS HOT FRIES 1.5 oz	0.78	1.15
598	CHEESE POPCORN 1 oz	0.68	1.00
599	TEXAS HOT SAUCE CHIP 1 oz	0.77	1.13
600	KRUNCHERS JALAPENO CHIP 1.5 oz	0.88	1.29



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6000	CARAMEL DITTOS 2.5 oz	1.00	1.47
602	PORK RINDS HOT .875 oz	0.74	1.09
603	CHEETOS CRUNCHY 2 oz	1.08	1.59
604	TGI FRIDAY CHEDDAR BACON 1.75 oz	0.86	1.26
605	CHEEZ-IT 2 oz	0.93	1.37
6051	TAKIS CHILLI PEPPER LIME 2 oz	1.15	1.69
6052	GUACACHIP 1.5 oz	0.90	1.32
6053	BUGLES HOT BUFFALO 1.5 oz	0.84	1.24
6054	CHEX MIX JALAPENO 1.75 oz	0.91	1.34
6055	LAYS SOUR CREAM & ONION CHIPS 1.5 oz	1.08	1.59
6056	COOL RANCH DORITOS 1.75 oz	1.08	1.59
6057	CHEDDARCORN & CARAMEL 1.7 oz	1.25	1.84
606	CORN CHIPS 2 oz	1.08	1.59
607	NACHO CHEESE DORITOS 1.75 oz	1.08	1.59
611	BOLD & SPICY CHEX 1.75 oz	0.89	1.31
645	LARGE PLAIN CHIP 4.2 oz	1.79	2.63
6451	LARGE TORTILLA CHIP 12 oz	2.91	4.28
646	LARGE BBQ CHIP 4.2 oz	1.79	2.63
6461	LARGE NACHO CHIP 10 oz	2.40	3.53
690	SALTINES-BOX 16 oz	2.77	4.07
6901	SALTINE CRACKER 4 ct	0.20	0.29
691	SNACK CRACKERS - BOX 10.3 oz	3.74	5.50
692	GRAHAM CRACKERS -BOX 14.4 oz	3.85	5.66
CONDIMENTS			
584	MUSTARD PACKET 5.5 gm	0.11	0.16
585	HONEY PACKET 9 gm	0.30	0.44
5851	SALT ss 25 pk	0.42	0.62
5861	PEPPER ss 25 pk	0.59	0.87
587	RELISH PACKET 9 gm	0.19	0.28
589	KETCHUP PACKET 9 gm	0.12	0.18
590	MAYONNAISE PACKET 12 gm	0.27	0.40
591	BBQ SAUCE PACKET 9 gm	0.15	0.22
608	CHEDDAR CHEESE SQUEEZE 1 oz	0.79	1.16
6081	SAUCE PACKET HOT 3 gm	0.19	0.28
609	SQUEEZE JALAPENO CHEESE 1 oz	0.77	1.13
6091	CREAM CHEESE SQUEEZE .75 oz	0.64	0.94
619	PEANUT BUTTER SQUEEZE 1.12 oz	0.66	0.97
620	JELLY SQUEEZE 1 oz	0.33	0.49
6208	JELLY - BOTTLE 19 oz	3.47	5.10
629	PEANUT BUTTER-JAR 18 oz	3.87	5.69
663	SUGAR ss 10 pk	0.46	0.68
664	NON-DAIRY CREAM ss 10 pk	0.67	0.99
6640	LIQUID CREAMER ss 5 pk	1.09	1.60
6661	GARLIC DILL PICKLE ss	1.40	2.06
667	HOT PICKLE ss	1.26	1.85
668	DILL PICKLE ss	1.15	1.69
6731	CASCABELLAS PEPPER 1 oz	0.66	0.97
6751	JALAPENO SLICES 1 oz	0.60	0.88
676	SALSA SAUCE CUP 3 oz	1.32	1.94
677	PICANTE SAUCE 10 PK	1.55	2.28
688	CHEESE SPREAD HABANERO 8 oz	2.34	3.44



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COOKIES & SWEETS			
6013	BROWNIE MUFFIN 1.9 oz	0.86	1.26
613	PEANUT BUTTER COOKIES 2.5 oz	0.73	1.07
6132	CHOCOLATE BROWNIE COOKIES 2.5 oz	0.73	1.07
614	SMALL CHOCOLATE CHIP COOKIES 2 oz	0.94	1.38
6141	CHOCOLATE CUPCAKE 2pk	1.20	1.76
6142	FUDGE ROUNDS 2 oz	0.54	0.79
6143	CARROT CAKE 3.5 oz	1.21	1.78
615	BROWNIE WITH WALNUTS 2.33 oz	0.54	0.79
616	MOON PIE 2.75 oz	0.89	1.31
617	OREOS COOKIES 2.4 oz	0.99	1.46
618	BANANA MOON PIE 2.75 oz	0.89	1.31
631	NUTTY BAR 2.1 oz	0.54	0.79
635	OATMEAL CREAM PIE 1.3 oz	0.54	0.79
6391	DREAMIE RASPBERRY 2 PK	1.17	1.72
640	FUDGE STRIPED COOKIES 2 oz	0.94	1.38
642	LARGE VANILLA CREAM COOKIE BAG 6 oz	1.77	2.60
643	LARGE CHOCOLATE CHIP COOKIE BAG 6 oz	1.70	2.50
644	DUPLEX COOKIES 5 oz	0.81	1.19
HEALTHY BITES			
559	VEGGIE STRAWS RANCH 1 oz	1.17	1.72
568	TANGY BBQ POPCHIP .875 oz	0.87	1.28
596	BAKED LAYS PLAIN CHIP 1 1/8 oz	1.08	1.59
6120	CHIPS AHOY COOKIES 100 CALORIES .81 oz	0.90	1.32
6310	ALMOND SWEET & SALTY GRANOLA BAR 1.2 oz	0.91	1.34
632	GRANOLA OAT HONEY BAR 1.49 oz	0.74	1.09
6320	FIBER 1 OATS & CHOCOLATE BAR 1.4 oz	1.25	1.84
6321	FRUIT & NUT GRANOLA BAR 1.2 oz	0.91	1.34
6324	PEANUT SWEET & SALTY GRANOLA BAR 1.2 oz	0.70	1.03
6341	APPLE-CINNAMON NUTRI-GRAIN BAR 1.3 oz	0.86	1.26
6342	RASPBERRY NUTRI-GRAIN BAR 1.3 oz	0.86	1.26
6343	STRAWBERRY NUTRI-GRAIN BAR 1.3 oz	0.82	1.21
MEAT/CHEESE & MORE			
498	TUNA PACKET 3.53 oz	1.91	2.81
5833	CHIPOTLE TUNA PACKET 3.53 oz	2.57	3.78
621	SALAMI STICKS 2 PK 1.125 oz	1.09	1.60
6210	CHEESE JALAPENO & SPICY MEAT 1.125 oz	1.09	1.60
624	BEEF & CHEESE STICK 1.125 oz	1.19	1.75
625	SPICY HOT SHOT MEAT SNACK 1.125 oz	1.06	1.56
6262	HALAL BEEF SAUSAGE HOT & SPICY 5 oz	3.89	5.72
6263	HALAL SUMMER BEEF SAUSAGE 5 oz	3.89	5.72
6267	TURKEY STICK H&S 5 oz	3.23	4.75
693	CHICKEN PACKET 3 oz	3.85	5.66
694	SPAM PACKET 2.5 oz	2.40	3.53
POP			
6700	ARCTIC RAIN SODA 20 oz	1.09	1.60
6701	BLACK COLA SODA 20 oz	1.09	1.60
6704	ORANGE SODA 20 oz	1.09	1.60
6705	PINEAPPLE SODA 20 oz	1.09	1.60
6706	PEACH SODA 20 oz	1.09	1.60
6708	ROOT BEER SODA 20 oz	1.09	1.60



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QUICK AND EASY MEAL ITEMS			
573	HOT CHILI W/BEANS POUCH 7.5 oz	2.83	4.16
574	CHILI NO BEANS POUCH 7.5 oz	2.83	4.16
579	LOADED POTATOES INSTANT 4 oz	2.62	3.85
593	YAKISOBA TERIYAKI 4 oz	1.97	2.90
610	MICROWAVE POPCORN 2.75 oz	0.73	1.07
678	TORTILLAS 8 ct	3.47	5.10
679	RAMEN SHRIMP NOODLE SOUP 3 oz	0.46	0.68
680	RAMEN BEEF NOODLE SOUP 3 oz	0.46	0.68
681	RAMEN CHICKEN NOODLE SOUP 3 oz	0.46	0.68
682	RAMEN PICANTE BEEF NOODLE SOUP 3 oz	0.46	0.68
683	RAMEN CHILI NOODLE SOUP 3 oz	0.46	0.68
6830	RAMEN NOODLE SOUP SPICY VEG 3 oz	0.46	0.68
6836	CUP A SOUP CHICKEN NOODLE MIX ss	0.81	1.19
684	BEANS & RICE 4.4 oz	1.94	2.85
685	RAMEN PICANTE CHICKEN NOODLE SOUP 3 oz	0.46	0.68
686	WHITE RICE, INSTANT 2 oz	0.94	1.38
687	MACARONI & CHEESE ss	1.32	1.94
SUGAR FREE			
526	SUGAR FREE JOLLY RANCHERS 3.6 oz	4.26	6.26
529	SUGAR FREE HARD CANDY 2 oz	1.49	2.19
5291	SUGAR FREE FRUIT CHEWS 2.75 oz	2.66	3.91
650	LEMONADE DRINK SUGAR FREE 1.4 g	0.17	0.25
651	PUNCH DRINK SUGAR FREE 1.4 g	0.17	0.25
652	ICED TEA SUGAR FREE 1.4 g	0.17	0.25
6531	ORANGE DRINK SUGAR FREE 1.4 g	0.17	0.25
6631	SUGAR SUBSTITUTE ss 10 pk	0.48	0.71
BASIC NEEDS			
204	INDIGENT DEODORANT .5 oz	0.63	0.63
291	INDIGENT SHAMPOO 2 oz	0.39	0.39
294	INDIGENT SOAP BAR .35 oz	0.13	0.13
302	SHAMPOO & BODY WASH 5 PK	0.94	0.94
3023	CONDITIONING SHAMPOO 5 PK	0.94	0.94
4020	ORANGE-HANDLE TOOTHBRUSH 3 in	0.21	0.21
4021	THUMBPRINT TOOTHBRUSH 2.5 in	0.21	0.21
4022	FINGERTIP TOOTHBRUSH 1.25 in	0.80	0.80
4024	TEK SOFT TOOTHBRUSH 7.5 in	0.71	0.71
410	INDIGENT TOOTHPASTE .6 oz	0.29	0.29
448	GOLF PENCIL 3 in	0.14	0.14
4521	EZ BEND PEN BLUE 4 in	0.85	0.85
4534	FLEX PEN BLACK 4 in	0.34	0.34
4535	BLUE FLEX PEN 4 in	0.38	0.38
492	RUBBER PENCIL 4 in	0.54	0.54
825	BARBER COMB 4 in	0.12	0.12
826	WHITE RAZOR 4 in	0.27	0.27
8262	TWIN RAZOR HEAVY DUTY 4.5 in	0.32	0.32
8265	SECURITY RAZOR 2.5 in	0.62	0.62
865	TOOTHBRUSH FLEX 4 in	1.02	1.02
900	SHEET PAPER ea	0.08	0.08
CLOTHING			
834	T-SHIRT LARGE ea	3.50	5.15



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8341	T-SHIRT MEDIUM ea	3.50	5.15
835	T-SHIRT X LARGE ea	3.50	5.15
841	TUBE SOCKS 1 pair	1.12	1.65
842	GREY JERSEY GYM SHORT MEDIUM ea	12.96	19.06
8422	GREY JERSEY GYM SHORT LARGE ea	12.96	19.06
8423	GREY JERSEY GYM SHORT X-LARGE ea	12.96	19.06
8426	ORANGE GYM SHORT MEDIUM ea	13.50	19.85
8427	ORANGE GYM SHORT LARGE ea	13.50	19.85
8428	ORANGE GYM SHORT X-LARGE ea	13.50	19.85
8429	ORANGE GYM SHORT 2X-LARGE ea	13.50	19.85
8430	ORANGE GYM SHORT 4X-LARGE ea	14.93	21.96
8435	BLACK T-SHIRT L	5.86	8.62
8436	BLACK T-SHIRT XL	5.86	8.62
8437	BLACK T-SHIRT 2XL	8.09	11.90
8439	BLACK T-SHIRT 4XL	10.32	15.18
844	ANKLE SOCKS 1 pair	1.04	1.53
8441	BLACK GYM SHORTS MED	15.34	22.56
8442	BLACK GYM SHORTS LRG	15.34	22.56
8443	BLACK GYM SHORTS XL	15.34	22.56
8444	BLACK GYM SHORTS 2XL	15.34	22.56
8445	BLACK GYM SHORTS 4XL	17.00	25.00
8451	LONGJOHNS SMALL 1 pair	11.84	17.41
8452	LONGJOHNS MEDIUM 1 pair	11.84	17.41
8453	LONGJOHNS LARGE 1 pair	11.84	17.41
846	LONGJOHNS X-LARGE 1 pair	11.84	17.41
847	LONGJOHNS 2X-LARGE 1 pair	12.48	18.35
848	LONGJOHNS 3X-LARGE 1 pair	15.05	22.13
849	LONGJOHNS 4X-LARGE 1 pair	15.59	22.93
850	T-SHIRT 2X-LARGE ea	4.05	5.96
851	T-SHIRT 6X-LARGE ea	8.04	11.82
8510	T-SHIRT 3X-LARGE ea	4.93	7.25
8520	T-SHIRT 4X-LARGE ea	5.12	7.53
8521	SWEATPANT-SM	17.54	25.79
8522	SWEATPANT-MED	17.54	25.79
8523	SWEATPANT-LG	17.54	25.79
8524	SWEATPANT-XL	17.54	25.79
8525	HOODED SWEATSHIRT-MED	29.18	42.91
8526	HOODED SWEATSHIRT-LG	29.18	42.91
8527	HOODED SWEATSHIRT-XL	29.18	42.91
8528	HOODED SWEATSHIRT-2XL	33.34	49.03
885	LONGJOHNS 5X-LARGE 1 pair	15.95	23.45
886	LONGJOHNS 6X-LARGE 1 pair	17.66	25.97
MENS CLOTHING			
830	MENS BRIEF SMALL ea	1.86	2.74
831	MENS BRIEF MEDIUM ea	1.86	2.74
832	MENS BRIEF LARGE ea	1.86	2.74
833	MENS BRIEF X-LARGE ea	1.86	2.74
8330	BOXER SHORT 5X-LARGE ea	4.52	6.65
8332	MENS BRIEF 2X-LARGE ea	2.54	3.74
8333	MENS BRIEF 3X-LARGE ea	2.54	3.74
8334	BOXER SHORT 4X-LARGE ea	3.39	4.99



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8335	BOXER SHORT 3X-LARGE ea	2.96	4.35
8336	BOXER SHORT 2X-LARGE ea	2.96	4.35
8337	BOXER SHORT X-LARGE ea	2.16	3.18
8338	BOXER SHORT LARGE ea	2.16	3.18
8339	BOXER SHORT MEDIUM ea	2.16	3.18
8340	BOXER SHORT SMALL ea	2.16	3.18
WOMENS CLOTHING			
836	WOMENS PANTIES SMALL ea	1.77	2.60
837	WOMENS PANTIES MEDIUM ea	1.77	2.60
838	WOMENS PANTIES LARGE ea	1.77	2.60
839	WOMENS PANTIES X-LARGE ea	1.77	2.60
8392	WOMENS PANTIES 4X-LARGE ea	2.14	3.15
840	WOMENS PANTIES 6X-LARGE ea	2.14	3.15
8401	BRA - 34B ea	4.93	7.25
8402	BRA - 36B ea	4.93	7.25
8403	BRA - 38B ea	4.93	7.25
8404	BRA - 40C ea	4.93	7.25
8405	BRA - 40D ea	4.93	7.25
8406	BRA - 42C ea	4.93	7.25
8407	BRA - 42D ea	4.93	7.25
8408	BRA - 44D ea	4.93	7.25
8409	SPORT BRA 3X-LARGE 46 ea	6.57	9.66
8410	SPORT BRA MEDIUM 34 ea	5.11	7.51
8411	SPORT BRA LARGE 36 ea	5.11	7.51
8412	SPORT BRA X-LARGE 38 ea	5.11	7.51
8413	SPORT BRA SMALL 32 ea	5.11	7.51
8414	SPORT BRA 2X-LARGE 42 ea	5.75	8.46
DENTAL CARE			
401	MOUTHWASH 4 oz	0.73	1.07
402	ADULT TOOTHBRUSH 5.5 in	0.22	0.32
4023	SOFT TOOTHBRUSH COLGATE 7.5 in	1.14	1.68
403	CLOSE-UP TOOTHPASTE 4 oz	2.49	3.66
404	TOOTHPASTE COLGATE .85 oz	0.71	1.04
406	FRESH N BRITE DENTURE TOOTHPASTE 3.8 oz	6.59	9.69
407	DENTURE ADHESIVE 2.4 oz	3.69	5.43
408	TOOTHBRUSH HOLDER 7 in	0.36	0.53
409	FLOSS PICK ea	0.09	0.13
412	COLGATE TARTER CONTROL TOOTHPASTE 6 oz	4.63	6.81
4121	CREST CAVITY PROTECTION TOOTHPASTE 4.2 oz	4.94	7.26
413	DENTAL FLOSS LOOPS 30 ct	4.08	6.00
414	CLEAR COLGATE TOOTHPASTE 4.2 oz	3.49	5.13
415	COLGATE SENSITIVE TOOTHPASTE 6 oz	9.18	13.50
416	ORALINE-SECURE CLEAR TOOTHPASTE 6.4 oz	3.04	4.47
417	FRESHMINT CLEAR TOOTHPASTE 4.6 oz	1.24	1.82
418	EQUATE DENTURE ADHESIVE 2.4 oz	6.23	9.16
419	DENTURE CLEANER 6 pk	0.43	0.63
DEODORANTS			
201	DEGREE DEODORANT 1.7 oz	3.88	5.71
202	FRESHSCENT MEN DEODORANT 2.25 oz	1.75	2.57
203	FRESHSCENT WOMEN DEODORANT 2.25 oz	1.71	2.51
2031	LADY SPEED STICK 1.4 oz	3.12	4.59



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2032	SECRET DEODORANT 1.7 oz	2.80	4.12
2034	MENNEN LADY CLEAR DEODORANT 2.3 oz	4.96	7.29
2035	NATURAL & ORGANIC DEODORANT 2.25 oz	12.53	18.43
2037	ROLL-ON FRESHSCENT DEODORANT 1.5 oz	0.75	1.10
2038	ROLL-ON DIAL DEODORANT 1.5 oz	1.78	2.62

DIVERSIONS & GAMES

5010	SUDOKU ea	1.61	2.37
5021	WORD FIND ea	1.61	2.37
5022	CROSSWORD PUZZLES ea	1.61	2.37
5046	PHOTO ALBUM 4X6	2.23	3.28
5050	COLORING BOOK ea	1.29	1.90
702	PLAYING CARDS ea	0.95	1.40
703	CHECKERS ea	4.96	7.29
704	MONOPOLY ea	37.89	55.72
706	CHESS SET ea	6.30	9.26
708	POKER SIZE CARDS ea	1.29	1.90
7081	PINOCHLE CARDS ea	1.84	2.71
709	LONG COLORED PENCILS 12 ct	1.82	2.68
7091	SHORT COLORED PENCILS 12 ct 3.5 in	1.30	1.91
710	SKETCH PAD 8.5 x 11	2.29	3.37
712	DOMINOS ea	8.53	12.54
714	PUZZLE 500 PIECES ea	2.46	3.62
717	SILICONE DOMINOS DOUBLE SIX	14.82	21.79
718	UNO DOS ea	8.96	13.18
8902	FM RADIO & BATTERIES	26.95	39.63
908	STEREO EARBUDS IN-LINE MIC	4.52	6.65
909	HEADPHONES ea	9.43	13.87
9102	AA BATTERY 3 pk	1.97	2.90
9103	AAA BATTERY GREEN ea	0.61	0.90

FEMININE PRODUCTS

1161	FEMININE DOUCHE 4.5oz	2.02	2.97
1165	FEMININE TOWELETTE ea	0.69	1.01
166	TAMPONS 8 ct	3.75	5.51
168	SUPER TAMPON SINGLE ea	0.32	0.47
180	MAXI PAD SINGLE ea	0.22	0.32
223	TAMPON SINGLE ea	0.29	0.43
228	PANTY LINERS 22 ct	1.61	2.37

HEALTH & BEAUTY

1101	SLEEP MASK ea	2.39	3.51
1102	CONTACT LENS SOLUTION 12 oz	6.18	9.09
1103	CONTACT DOUBLE LENS CASE ea	0.81	1.19
113	EMERY BOARD 4.5 in	0.14	0.21
121	EAR PLUGS 2 pk	0.33	0.49
137	READING GLASSES +1.50 ea	3.53	5.19
139	READING GLASSES +2.50 ea	3.53	5.19
159	NAIL CLIPPERS ea	0.75	1.10
9105	BEARD TRIMMER ea	31.22	45.91
913	KLEENEX TISSUE PACK 10 ct	0.59	0.87
914	SINGLE ROLL TOILET PAPER ea	0.86	1.26
915	Q-TIPS 50 pk	0.94	1.38

LOTIONS & OTHER



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111	LARGE LOTION 18 oz	1.80	2.65
117	COCOA BUTTER STICK 1 oz	2.29	3.37
200	HAND & BODY LOTION 4 oz	0.63	0.93
2003	HAND & BODY LOTION 5 PK	0.84	1.24
210	BABY LOTION 4 oz	0.78	1.15
211	BABY OIL 4 oz	1.33	1.96
212	PETROLEUM JELLY 4 oz	1.39	2.04
315	BABY POWDER WITH CORNSTARCH 4 oz	0.92	1.35
MISCELLANEOUS			
20	LAUNDRY BAG W/CLIP 18x24	5.04	7.41
21	LAUNDRY BAG W/ ZIPPER 18x24	6.62	9.74
658	PLASTIC BOWL & LID 16 oz	0.56	0.82
6580	CLEAR BOWL & LID 8 oz	0.50	0.74
6585	HEAVY MW PLASTIC BOWL & LID 16 oz	0.22	0.32
6587	MICRO DELI CONTAINER & LID 32 OZ	0.74	1.09
659	CUP & LID 22 oz	0.52	0.76
674	PLASTIC SPOON WHITE 5.5 in	0.07	0.10
6741	ORANGE SPORK 3 in	0.22	0.32
6742	SPORK TAN FLEXIBLE 6.5 in	0.75	1.10
6744	FLEX SPORK ORANGE 6.5 in	0.59	0.87
6745	PAPER SPOON	0.19	0.28
7011	INSULATED MUG 22 oz	3.18	4.68
7012	STYROFOAM CUP 16 oz	0.12	0.18
707	LAUNDRY DETERGENT 1 load	0.64	0.94
7074	WASHCLOTH ORANGE 12 x 12 ea	0.75	1.10
7075	WASHCLOTH 12 x 12	0.43	0.63
7078	ECONOMY BLUE STRIPED TOWEL 22x44 ea	4.50	6.62
711	ELECTRICAL HOT POT ea	33.09	48.66
928	POCKET PRAYER MAT ea	3.05	4.49
930	PILLOW GREEN VINYL ea	14.32	21.06
PHARMACY			
100	WHITE PETROLATUM 4 pk	0.52	0.76
101	ALKA SELTZER 2 pk	0.50	0.74
102	DECONGESTANT PHENYLEPHRINE 2 pk	0.19	0.28
1020	LORATADINE ALLERGY 1 pk	0.63	0.93
103	ASPIRIN 2 pk	0.13	0.19
104	IBUPROFEN 2 pk	0.23	0.34
105	NON ASPIRIN 2 pk	0.13	0.19
1051	MEDIPROXEN 1 pk	0.31	0.46
107	SEVERE COLD & SINUS 2 pk	0.27	0.40
1072	MIRALAX PK .05 oz	1.85	2.72
108	TUMS 8 pk	1.29	1.90
1082	BISMUTH STOMACH RELIEF 2 pk	0.33	0.49
1095	MULTI VITAMIN 100 ct	3.36	4.94
110	LIP BALM ea	0.61	0.90
112	MUSCLE RUB 1.5 oz	1.95	2.87
1121	HEMORRHOID CREAM .9 oz	1.95	2.87
1123	A&D CREAM 1.5 oz	1.95	2.87
114	HALLS COUGH DROPS 9 pk	1.61	2.37
1141	SUGAR FREE COUGH DROP 10 pk	1.10	1.62
115	ANTACID 2 pk	0.15	0.22



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150	LIQUID ANTACID 12 oz	4.67	6.87
154	MILK OF MAGNESIA 12 oz	3.82	5.62
158	EYE DROPS .5 oz	2.21	3.25
216	ANTIFUNGAL CREAM CLOTRIMAZOLE 1 oz	1.80	2.65
218	ACNE CREAM 1 oz	1.93	2.84
225	HYDROCORTISONE CREAM ss	0.20	0.29
2251	BACITRACIN 1.0 gm	0.20	0.29
226	ANTIBIOTIC OINTMENT ss	0.27	0.40
227	BANDAID SINGLE ea	0.11	0.16
411	ORASOL TOOTHACHE GEL .75 gm	0.46	0.68
POSTAGE			
445	GLOBAL POSTAGE ea	1.20	1.20
447	POSTCARD STAMPED ea	0.45	0.45
449	POSTAGE STAMPS ea	0.55	0.55
4499	2 CENTS POSTAGE ea	0.02	0.02
451	STAMPED ENVELOPE # 10	0.79	0.79
SHAMPOO & HAIR CARE			
300	PICK AFRO ea	0.45	0.66
301	AFRO COMB ea	0.53	0.78
3035	LARGE DANDRUFF SHAMPOO 12 oz	1.73	2.54
304	SHAMPOO 4 oz	0.63	0.93
305	CONDITIONER 4 oz	0.63	0.93
306	HAIR FOOD 5 oz	2.35	3.46
307	CURL ACTIVATOR	2.00	2.94
308	FOAM ROLLERS 12 ct	2.53	3.72
309	PLASTIC SHOWER CAPS ea	0.25	0.37
310	HAIR NET ea	0.38	0.56
3101	DU RAG ea	2.59	3.81
3102	WAVE CAPS ea	2.43	3.57
311	BERGAMOT HAIR CONDITIONER 5 oz	2.35	3.46
312	T-GEL COAL TAR SHAMPOO 8.5 oz	5.86	8.62
313	SULFUR 8 CONDITIONER 2 oz	5.61	8.25
316	LARGE CLEAR SHAMPOO 12.5 oz	2.10	3.09
318	STYLING GEL 2 oz	1.41	2.07
319	PONYTAIL HOLDER ea	0.14	0.21
320	2-IN-1 SHAMPOO & CONDITIONER 12 oz	2.10	3.09
321	SHEA DEEP MOISTURE SHAMPOO 8 oz	1.92	2.82
322	SHEA LEAVE IN CONDITION 8 oz	1.92	2.82
323	SHEA CURL STRETCH CREAM 6 oz	1.82	2.68
330	LARGE CONDITIONER 12.5 oz	2.18	3.21
333	H&S SM DANDRUFF SHAMPOO 1.7 oz	1.71	2.51
823	PALM BRUSH 4 in	0.55	0.81
824	VENTED BRUSH .45 kg	1.53	2.25
828	WOODEN PALM BRUSH 3.5 in	2.33	3.43
SHAVING			
206	MAGIC SHAVE CREAM 6 oz	6.41	9.43
2063	SHAVE CREAM 5 PK	0.89	1.31
215	SHAMPOO-SHAVE GEL & BODY WASH 4 oz	0.90	1.32
9107	2 HEADED RAZOR AA BATTERY ea	33.90	49.85
SHOES & FOOTWEAR			
812	SHOE-BLUE CANVAS 1 pair	6.79	9.99



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813	SHOE-BLACK VELCRO 1 pair	12.11	17.81
887	ORANGE CLOGS 1 pair	9.12	13.41
888	BLACK CLOGS 1 pair	9.12	13.41
901	SHOWER SHOE SMALL Alpha 5-6 1 pair	5.14	7.56
902	SHOWER SHOE MEDIUM Alpha 7-8 1 pair	5.14	7.56
903	SHOWER SHOE LARGE Alpha 9-10 1 pair	5.14	7.56
SOAP & CLEANSING			
205	SKIN CREAM 8 oz	2.02	2.97
207	DIAL ANTIBACTERIAL SOAP 4 oz	1.53	2.25
2071	IVORY SOAP 3.1 oz	1.00	1.47
208	HYPO-ALLERGENIC DIAL 3.2 oz	1.25	1.84
209	TONE SOAP 4.25 oz	1.76	2.59
2091	IRISH SPRING 3.75 oz	1.41	2.07
217	SOAP HOLDER 4 in	0.41	0.60
221	SAFE GUARD ANTIBACTERIAL SOAP 4 oz	1.57	2.31
2210	BODY WASH 15 oz	2.02	2.97
861	UNWRAPPED SOAP 3 oz	0.53	0.78
STATIONARY			
4301	CARD - ADULT BIRTHDAY ea	0.76	1.12
4311	CARD - CHILD BIRTHDAY ea	0.76	1.12
4321	CARD - FRIENDSHIP ea	0.76	1.12
4331	CARD - GET WELL ea	0.76	1.12
4341	CARD - THANK YOU ea	0.76	1.12
4351	CARD - HOLIDAY ea	0.76	1.12
4361	CARD - LOVE ea	0.76	1.12
4371	CARD - BLANK ea	0.76	1.12
450	LEGAL ENVELOPE 10x13	0.29	0.43
452	LEGAL PAD 8 x 11	1.29	1.90
4522	LARGE NOTE BOOK PAPER FILLER 200 ct	4.04	5.94
453	BLACK INK PEN 6 in	0.53	0.78
4531	INK PEN BLUE 6 in	0.53	0.78
4533	BLUE FELT TIP PEN ea	2.14	3.15
454	WOODEN PENCIL #2 ea	0.24	0.35
455	CAP ERASER ea	0.18	0.26
458	FILE FOLDER LETTER SIZE ea	0.30	0.44
459	WOODEN PENCIL #2 NO ERASE ea	0.79	1.16
466	BLOCK ERASER ea	1.49	2.19
5009	DICTIONARY ea	1.76	2.59
818	ENVELOPE PLAIN WHITE #10	0.10	0.15
TABLET ACCESSORY			
905	EARBUDS SECURUS VOICE BIO-METRIC	7.15	10.51

2. **TRUST ACCOUNTING:** Describe your ability to process commissary orders against inmate accounts for sufficient funds. Assuming trust account transactions will be managed by the County in its Jail Management System (JMS), Core Technology JailTracker, does your system have a pre-existing integration?
 - a. When there are not sufficient funds to fill an entire order, does the system have the ability to fill an order up to an available balance?
 - b. Are you able to restrict commissary purchases? Describe.



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Canteen Services Response to 2. Trust Accounting

Commissary processing is efficiently and transparently accomplished against inmate accounts through integration with the JailTracker system, as well as other major JMS integrated accounting platforms. Our flexible integration technology allows the software to easily adapt to new JMS providers and communication methodologies.

Canteen Services Response to question 2, a.

When there are not sufficient funds to process an order there are a number of methods to first prevent unfulfilled orders and gracefully handle partial fulfillment. The process is summarized below:

- 1) Inmate places order based on current live balance.
- 2) When inmate checks balance prior to processing, pending order costs are subtracted from quoted balance to prevent confusion
- 3) If the inmate balance falls below the required order amount, they are informed on next login
- 4) Inmates released before deadline are refunded and orders are cancelled
- 5) At order processing deadline the system:
 - a. Automatically determines if the current balance is sufficient for the entire order
 - b. If not, items are removed from the order based on predefined product categories
 - i. Current configuration removes food, clothing then hygiene items
 - ii. These can be changed to meet any requirement
- 6) On fulfillment inmate account is debited on the integrated system

Canteen Services Response to question 2, b.

Items can be restricted in many ways and can be compounded to create multidimensional restrictions:

- Number of items per period (e.g., one pen per week)
- Number of items per category per period (e.g., 2 total packs of Advil and/or Aspirin per week)
- Total dollars per item per period
- Total dollars per category per period
- Items based on balance (e.g., only indigent items available when balance under \$3)
- Items based on location (e.g., no food items in max wing)
- Items based on freely defined classifications (e.g. Diabetic, Heart, Medicine Contraindication)

3. **INVENTORY MANAGEMENT:** Describe your inventory management process. How do you maintain regular stock of only fresh (non-expired) products? Describe your inmate order, payment processing, delivery process.
 - a. Describe your process for handling quality complaints from customers.
 - b. Describe your company's process for reviewing and recommending new/different/substitute products to be added/removed from current Commissary products list.

Canteen Services Response to 3. Inventory Management

Inventory Policy:

Our Commissary Manager and Administrative Assistant routinely review usage history of all items; Minimum/Maximum requirements are updated accordingly to ensure proper quantities are on-hand, for sale, well within expiration dates. Product orders are placed weekly and we follow the First In/First Out (FIFO) process for rotating and using stock. Monthly inventory of all products is taken including a review of product expiration dates.



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Inmate Order Payment Processing:

Through our inmate accounting and commissary software, all commissary purchases are processed live, eliminating the need for balance transfers between systems and few (if any) adjustments to an inmate's order at the time of fulfillment. Commissary item restrictions, purchase limits, and other commissary and accounting policies will occur when the inmate places their commissary order ensuring a smooth fulfillment process. Once orders are downloaded to Canteen's warehouse, our commissary employees fill the orders and prepare them for delivery. Total individual commissary purchases are deducted by the inmate accounting software. Account deduction reports are accessible to jail inmate accounting staff within minutes of filling the orders. Family & Friends order that are placed through our on-line or phone IVR services are processed simultaneously to optimize the efficiency and accuracy of fulfillment, packaging, and delivery of commissary items.

Delivery Capabilities:

Canteen's order fulfillment operations take place in a secure warehouse with dedicated employees who are committed to providing superior customer service to our commissary clients. Commissary orders will be processed, filled, packaged, and delivered by Canteen's own secured delivery truck and security cleared driver, once per week. Canteen will work with Ottawa County to establish a delivery day. Upon receiving the delivery at Ottawa County Jail your staff will distribute to the inmates per your policy. Canteen supplies a detailed invoice that may be signed by the inmate acknowledging receipt of their order. Inmate satisfaction and order accuracy are important aspects of our service standards. Order accuracy averages 99.16% or above for all of our commissary clients.

Canteen Services Response to question 3, a.

Procedures to Rectify Complaints or Order Discrepancies:

All order discrepancies (i.e. shortages, breakages and incorrect items) will be resolved within one business day of notification. Complaints, resolutions and errors are communicated to our Commissary Warehouse Manager by email or phone. Canteen will respond within one business day in order to solve any issue that might arise. Resolutions that result in new orders or refunds are detailed out on weekly and monthly sales reports that your administration can access electronically.

Canteen Services Response to question 3, b.

Canteen offers a wide variety of products and categories including, but not limited to: beverages, candy, snacks, clothing, dental, hygiene, games, stationary, postage, and pharmacy. Canteen Services continues to work with our supply chain and vendors to introduce new and popular name brand products for our clients. Upon receiving new products offerings, Canteen Services immediately contacts our clients with the new products that are available along with product descriptions. Once these new products are approved by Jail Administrations, we then add those products to the approved inmate commissary menu. Canteen Services also provides, if desired by Jail Administration, posting of the new products that are available.

Canteen Services does not substitute products without the full approval of Jail Administration. Canteen Services additionally works with each of our clients on a daily basis to ensure the products that are available on the approved commissary menu fit the needs of both the facility and the inmates. When an item is found to be incompatible with the jails policy, the commissary item is immediately removed from the approved commissary menu.



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4. **STAFFING:** Provide a description of a proposed staffing plan to accommodate the needs of commissary services, from order to delivery services.
- a. Provide Job Descriptions for proposed staff, including on-site positions, regional management, and those assigned to manage Commissary and Trust Accounting software.
 - b. Describe your process for recruiting, hiring, training and scheduling staff. How do you address “no shows” or employee performance issues?
 - c. What is your process to ensure that employees meet all security and ongoing background check requirements? Describe employee ID/uniform process and building access, search, personal articles, electronic devices, etcetera.
 - d. How do you handle employee discipline and discharge of employees? Describe your procedure for communicating disciplinary and/or employee discharge to the County. What steps do you take to ensure employees identify any person who is a relative or personal acquaintance of that employee?

Canteen Services Response to 4. Staffing

Canteen’s staffing for our proposed commissary services includes our V.P. of Commissary, Commissary Customer Support, Commissary Manager, Commissary Technical Support Team, Warehouse Staff / Order Fulfillment Team, Kiosk Courier, and Delivery Drivers.

Canteen Services Response to question 4, a.

V.P. of Commissary and Business Development

Responsible for:

- Building and maintaining business relationship between client and Canteen
- Oversees all aspects of commissary operations
- Contract management
- Ensures overall customer satisfaction

Commissary Manager

Responsible for:

- Overseeing inmate orders and fulfillment
- Daily management of our secure production process
- Daily inventory management
- Inventory purchasing
- Staffing
- Fleet management



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Administrative Specialist

Responsible for:

- New account set-up
- Maintaining customer files
- Customer service assistance
- Commissary menu revisions

Order Fulfillment Team

Responsible for:

- Stock product lines
- Pull applicable items ordered
- Inspect quality of product
- Final order accuracy inspection
- Seal individual clear tamper proof bags
- Box, label and prepare for delivery

Delivery Drivers

Responsible for:

- Load product into secured Canteen truck
- Deliver and unload to client's designated receiving area

Commissary Technical Support

Responsible for:

- Installation and training of on-site software and/or equipment
- Assisting with any on-site technical issues/questions of software and/or equipment
- Back-up Kiosk Courier if needed

Technical Support Staff

Responsible for:

- Manage and maintaining Commissary and Trust Accounting software

Kiosk Courier

Responsible for:

- Removal of funds from the on-site kiosk
- Counting and comparing amounts match to recorded kiosk transactions
- Deposit funds into the designated trust bank account or transfer funds to county treasurer
- Ensure kiosk is clean, sufficiently stocked with receipt paper, and properly locked

Accounting Staff

Responsible for:

- Accurate invoice processing
- Accounts receivable processing



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Canteen Services Response to question 4, b.

When a position is available an ad is posted through multiple media sources including, Indeed, Monster, Glassdoor, Linked-In, Facebook, Michigan Talent Bank and more. Our recruiter reviews resume's, conducts an initial phone interview to determines the suitability of applicant for our needs, and, if applicable this is followed with an in-person interview. Once an offer of employment is made and accepted, we then complete a criminal background check and pre-employment drug screen, and if applicable an MVR check and DOT physical. Upon hire job orientation is given and shadow training is initiated. Scheduling for our commissary warehouse team is Monday – Thursday beginning daily at 7:00am and ending upon fulfillment of all daily orders; our delivery team hours vary depending on assigned route; kiosk courier pick-up days and times are based on client request; technical support and customer support personnel are available during normal business hours with off hours accessibility available. Canteen Services has standard handbook and human resource policies and procedures for handling 'no shows' and performance issues. We also have plans in place to provide coverage in the event these types of issues do occur to ensure no disruption to the service provided to our valued clients.

Canteen Services Response to question 4, c.

Prior to employees first day of employment results of the criminal background check and drug screen are reviewed for meeting our company requirements. Random on-going checks are conducted as needed. All commissary associates are issued a company ID card and blue company shirt. All warehouse associates are provided a secure access code for entry into our facility, upon termination this code is immediately cancelled. Our facility has security surveillance equipment to monitor and record activity inside and outside. Canteen Services has company policies in place requiring all personal items, electronic devices, etc. must be secured within the employee issued locker.

Canteen Services Response to question 4, d.

Each associate is issued our company handbook of policies and procedures including detailed disciplinary steps up to and including termination based on severity of the incident. Each associate is annually required to review and sign as acknowledgement of receiving and understanding the policies. In the event an on-site associate is disciplined or discharged a member of Canteen's upper management will notify jail administration.

Upon receiving information of a friend or family member, incarcerated within a facility, our company policy requires an associate to notify their immediate supervisor.

- 5. REPORTING:** Describe your system's overall reporting capabilities and ability to produce performance metrics. Provide a list of any pre-built standard reports, daily sales transactions, order fulfillment, cost/price, ad hoc, other.

Canteen Services Response to 5. Reporting

Canteen Software features a robust reporting platform that provides numerous built-in system reports and virtually unlimited ad hoc custom report configurations. Reports can be adjusted for any timeframe from a range of minutes to a range of years. All reports in the software can be exported as an Adobe PDF, Microsoft Excel, CSV file and attached to emails while maintaining formatting. An extremely easy-to-use, yet extensive, report customization tool enables users to create a custom report in minutes and share the custom report layout with other users at the facility.



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A subset of relevant reports include:

- Refund Reports
- Commissary Sales
- Indigent Reports
- Pick List Reports
- Commission Summary
- Transaction Summary

Samples of reports available upon request

6. **COMPENSATION/FEES:** Provide a description of any one-time and ongoing maintenance costs for any services, software or kiosks provided. Describe proposed commission percentage, as applicable, based on the gross monthly sales range.
 - a. Include a description of the proposed commission reporting process summarizing the commissary count reconciliation, procedure for discrepancies between inmate trust accounts and actual inventory received and delivered, other.

Canteen Services Response to 6. Compensation/Fees.

Canteen Services does not have any one time or on-going maintenance cost for any of our services, software, or equipment provided to Ottawa County. Various transaction and/or processing fees are assessed and charged to the inmate and/or users utilizing the inmate commissary ordering program(s) and/or kiosk depositing programs.

Canteen Services proposes a 32% commission during year one, 33% commission during year two, and 34% commission during year three of the initial contract. Commissions are based on the monthly sales of commissionable products.

Canteen Services Response to question 6, a.

- A. At each month end closing a report is generated summarizing all monthly sales by category and payment at the applicable commission rate is remitted by end of the following month. With our full inmate trust accounting software, the process is seamless and accurate eliminating discrepancies between trust accounts and actual inventory received and delivered from occurring.
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OTHER INMATE AMENITIES: *To be completed by vendors that wish to communicate additional offerings provided by their company.*

Include any information that would be helpful to the County.

Canteen is proposing our full inmate trust accounting software solution at no cost to Ottawa County. This package will service the inmate trust account, including cash handling hardware (public kiosk, booking kiosk). The accounting platform was designed from the bottom up specifically for complete jail financial management. It is a fully auditable real time GAAP compliant package. The system manages all inmate transactions:

- Debit Release Cards (to eliminate expensive escheating of checks)
- Inmate Debit Calling (integrated with telecommunications provider)
- Booking Kiosk – Vault Solution
- Check Management
- Bond/bail deposit and check issuing
- Automated and manual application of site charges, damages, medical and booking fees
- Debt management, prioritized repayment, statements and collection post incarceration

The system offers simple yet powerful processes for:

- Vendor subledger tracking and payments (ACH and check)
- Cash/check bank deposits, credit card ACH imports and bank reconciliation
- Debt management and write off process
- Reports, both standard and custom, with unlimited options to customize and share report formats and configurations

Once integrated the system has additional modules that can be offered:

- **Audit tracked inmate grievance system** – phone/speech to text tracks grievance to resolution. Flexible setup routes grievance to appropriate staff security levels. All staff and inmate interaction with the grievance logged.
- **Deposit investigation tool** - allows reporting on inmate depositors and their connection to other inmates. Spot networks and eliminate inmates attempting to bypass rules
- **Inmate to public Wishlist system** – Allows public to quickly purchase exactly what is desired

Our program will benefit Ottawa County by enabling additional features and seamless integrations, with your JMS provider, and other selected telecommunication and tablet vendors offering Ottawa County the most advanced technology and services available in the correctional industry.

Canteen Services has successfully launched our Snack Bag Program at Ottawa County Jail. Our snack bag program consists of approved commissary items that are prepacked at our warehouse and sold directly to our commissary clients at special pricing. The jail can then sell the snack bags to the Inmates at pricing set by the jail to increase revenue capabilities. We have found our snack bag program is highly popular in the booking area, as well as the general population, as this is a convenience for new Inmates who may not have been present when the weekly commissary order was placed.



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ATTACHMENT B – VENDOR CONDITIONS

Vendor has read the solicitation documents in their entirety and agrees to the conditions set forth below.

Incurred Expenses / Confidentiality:

The County is not responsible for any cost or expense incurred by Contractor preparing and submitting qualifications prior to execution of an agreement.

Conflict of Interest:

By submission of a response, the vendor agrees that at the time of submittal, he/she: (1) has no interest (including financial benefit, commission, etc.) and shall not acquire any interest, direct or indirect, that would conflict in any manner or degree with the performance of vendor's services, or (2) benefit from an award resulting in a "Conflict of Interest." Contractor shall identify interests, and the individuals involved, on separate paper with the response and understand that the County, at its discretion may reject their submission.

Iran Linked Business:

By submission of this form, the Contractor certifies, under civil penalty for false certification, that it is fully eligible to do so under law and that it is not an "Iran linked business," as that term is defined in the Michigan Economic Sanctions Act, 2012 P.A. 517.

Debarment & Suspension

The Contractor certifies to the best of its knowledge and belief, that the corporation, LLC, partnership, or sole proprietor, and/or its' principals, owners, officers, shareholders, key employees, directors and member partners: (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; (2) have not within a three-year period preceding this form been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (3) are not presently indicted for or otherwise criminally charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in (2) of this certification; and, (4) have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

BY: Jeffrey J. Tinkelman
Signature of Authorized Representative

3/19/2021
Date

Jeffrey J. Tinkelman, President, of Canteen Services, Inc.
Authorized Representative's Printed Name, Title, and Company Name (and Legal Name) for Business