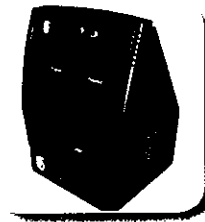
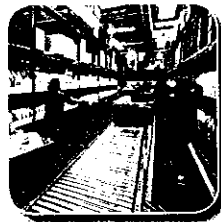


Proposal for Commissary Service

RECEIVED OAG
JUL 29 2018

TRINITY SERVICES
GROUP, INC.



Cowlitz County Corrections Department

July 16th, 2013 • 11:00 AM

COPY

Commission

Commission with CAPS: 25% CAPS

Commission with Inmate Kiosk: 17% Kiosk

At the end of the first and all subsequent years Trinity will review the financial performance of the Cowlitz County commissary. If Trinity exceeds our projected margin by greater than 1%, we will increase our commission by that amount above 1%; if we perform less than anticipated there will be no change in commission. Commission increase will not require a contract amendment.



TRINITY SERVICES
GROUP, INC.



July 12, 2013

Board of Cowlitz County Commissioners
Attn: Vickie Musgrove, Clerk of the Board
207 4th Avenue, Room 305
Kelso, WA 98626

Re: RFP Commissary Services

Dear Vicki Musgrove, Clerk of the Board:

Trinity Services Group, Inc. (Trinity) is pleased to submit its proposal to provide the Commissary Services for Cowlitz County Corrections Department. On June 27th, Mr. Bill Nolan and Mr. Andy Fall toured the facility with Captain Chris Moses and Sergeant Brian Wrzesinski and took extensive notes for the development of this proposal and the implementation of the Commissary Services.

Trinity, formerly Canteen Correctional Services, is a nationwide correctional commissary and food service management company and has over 40 years of experience serving correctional environments throughout the United States. Our commitment to the Cowlitz County Corrections Department is to provide a commissary technology solution – complete with Offender Management Software System integration - including accounting and audit industry technology in our CanteenManager™ inmate trust fund accounting software, kiosk ordering and content technology, market based commissions and superb service after the sale – with proven stability and reliability!

Our further commitment is to provide, manage and maintain a quality commissary service program that maintains detainee satisfaction in quality product and price as well as meeting staff and facility satisfaction, safety and security, and properly trained and managed support staff. We further pledge to establish a high quality and successful partnering relationship that will meet the expectations of – and maintain the confidence of – the command staff and the county!

Trinity welcomes the opportunity to meet with the evaluation team to demonstrate our CanteenManager™ and kiosk fully integrated technology solution and to present our management staff and our capabilities, systems and tools! If you have any questions or require additional information, please contact Andy Fall, Regional Sales Director at (503) 493-9301 or by e-mail at andy.fall@trinityservicesgroup.com.

I am authorized to commit Trinity Services Group, Inc. to this proposal.

Sincerely,

A handwritten signature in black ink, appearing to read "Larry G. Vaughn".

Larry G. Vaughn
President

Executive Summary

THE PATHWAY TO EXCELLENCE IN FOOD SERVICE

Introduction

Trinity Services Group is the largest independent, comprehensive commissary and food service provider in the corrections industry. Operating in 33 states, Puerto Rico and the U.S. Virgin Islands, Trinity is committed to providing customized, cost-effective technology solutions for every size and type of operation. Trinity has been operating for over 30 years and we pride ourselves on building personal partnering relationships with your department to better meet your needs! In addition, Trinity currently maintains integration and partnering relationships with Fingerprint, PIN and Voice Biometric Identity and Security providers, Inmate Telephone System providers, Offender Management Software providers and Video Visitation System providers.

Trinity Services Group, Inc. is privately owned by Trinity Services Group Acquisitions, Inc., a wholly owned subsidiary of HIG Capital Inc. The President is Larry G. Vaughn and the Chief Executive Officer is James M. Long; the address for both individuals is 477 Commerce Blvd., Oldsmar, FL 34677.

Our strengths are our technology and our people, experienced in the accounting and commissary industry and committed to client service! We pledge to establish a high quality and successful partnering relationship that will meet the expectations of – and maintain the confidence of – the command staff and the county!

With the Trinity commissary technology solution the power and backbone is the robust CanteenManager™ inmate trust banking software, complete with standard ordering and sales, accounting and audit reports – and integrated with your Offender Management Software. Installed with a content and ordering kiosk solution, the Trinity total offering is state-of-the-art, stable and reliable and the overall best value to meet or exceed your award criteria!

As experts in commissary service (and food service) management, Trinity focuses on establishing strong management combined with internal programs, systems and tools that support the control and custody requirements of every facility that we serve. Our high quality standards and professional integrity have enabled us to emerge as an industry leader and our reputation has been advanced by consistently delivering what we promise.

Qualifications

As a technology solutions provider, Trinity's story is a network of proud and satisfied clients that champion our technology solution-based philosophy and client focused service. These valued partnerships include:

- Escambia County, FL – over 1,500 inmates order commissary by the Inmate Telephone System.
- Broward County, FL – over 4,000 inmate order commissary by kiosks (176 kiosks installed).
- Harris County, TX – third largest jail - uses CanteenManager as its inmate trust banking software.
- And, just awarded the Mini-Cassia Criminal Justice Center, Idaho contract for commissary due to install mid-August 2013.

Our hard work and collaboration produce a record of demonstrated results indicating a willingness to listen and adapt to the needs of the facility!

Established partnerships providing day-by-day results for satisfied clients!

Highlights

Trinity has accepted the scope of work desired for operating the Commissary Services for the Cowlitz County Corrections Department and highlights the following:

1. Trinity currently maintains a 99.5% fill rate; inventory is routinely managed and rotated to eliminate "out of expiration date" and "damaged product" shipments;
2. Trinity has a proven track record of maximizing commission dollars through increased revenue opportunity including web deposits and Friends & Family innovative ordering programs - MyCarePack.com;

IV. PROPOSAL SIGNATURE SHEET

TO: Captain Chris Moses
Project Manager
1935 1st Ave
Longview, Washington 98632

The undersigned hereby certifies that he / she has read the requirements and specifications for Commissary Service for the Cowlitz County Corrections Department, and thoroughly understands the same and purpose as follows:

To provide Commissary Service for inmates at all Cowlitz County Corrections Department Facilities as listed in this RFP.

Bidding under the name of: Trinity Services Group, Inc.

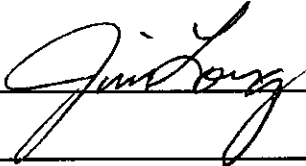
Federal Employee Identification Number 59-3026703
which is (Check one of the following):

(x) Corporation, incorporated under the laws of the State of: Florida *

() Partnership, consisting of (List Partners)

() Assumed Name (Register No.) _____

() Individual

AUTHORIZED SIGNATURE: 
Printed or typed: Jim Long

TITLE: CEO

ADDRESS: 477 Commerce Blvd., Oldsmar, FL 34677

DATE: 7/9/13

TELEPHONE: 813-475-7199

EMAIL: jim.long@trinityservicesgroup.com

Essential Skills

Physical Demands – Employee must be able to:

- Stand for limited periods of time
- Walk for extended periods of time
- Frequently bend, stoop, twist, reach, grasp, push, pull, climb, squat, kneel, etc.
- Use hand strength to handle objects, tools, or controls
- Perform moderate lifting – up to 50 pounds
- Have the manual dexterity to prepare documents and use office equipment
- Use weight-bearing equipment to perform heavy lifting over 100 pounds
- Perform repetitive movement of fingers and hands for keyboarding
- Climb/descend full flights of stairs

Sensory Abilities – Employee must have these abilities:

- Visual acuity to read
- Visual, verbal, and hearing acuity to interact with others
- Interpersonal skills to communicate with others
- Appropriate language
- Proper manners

Work Environment – Employee must be able to:

- Perform effectively in a variety of conditions
- Perform effectively around inmates in a correctional facility
- Primarily work indoors
- Perform effectively in a noisy environment
- Maintain a safe and sanitary environment

Temperament – Employee must be able to perform:

- Effectively in a collaborative team environment
- Cooperatively, congenially and be service-oriented in an environment with frequent interruptions
- Under various pressures
- Effectively with people of various ages
- Patiently, maturely, and be caring with others

Cognitive Ability – Employee must have the ability to:

- Follow written and verbal instructions
- Complete assigned tasks with minimal supervision
- Perform independently within the limits of assigned responsibility
- Handle stressful situations with others
- Organize and manage your work area
- Be self-motivated
- Give instructions to others
- Handle stressful situations with others

- Manage and prioritize multiple tasks effectively
- Assess how others can benefit from your help
- Use correct grammar, sentence structure and spelling
- Use written communication effectively
- Perform mathematical computations
- Be flexible in dealing with others
- Handle cash and accurately count money

Specific Skills – Employee must have the ability to:

- Learn and use new technology effectively
- Implement changes
- Be flexible
- Format reports for clarity and content
- Know basic first aid
- Appropriately handle confidential information
- Create and understand accounting entries
- Analyze general and subsidiary accounts
- Use leadership skills and managerial skills
- Schedule and perform routine operations
- Supervise and instruct others in activities
- Use laws relating to security of operations and activities
- Handle routine and emergency situations effectively
- Follow a time schedule
- Know the Heimlich maneuver

License/Location Specific Requirements:

- Motor Vehicle
- Division of Corrections Security Clearance

Comments:

- Must be a friendly, helpful personality and be able to perform in a fast-paced work environment with many disruptions, and to do so with a high degree of accuracy.
- Strive constantly to promote the safety, health, and comfort of inmates, staff, and co-workers.
- Possess maturity and ability to effectively deal with stressful situations with all ages and types of people.
- Needs emotional stamina to function under pressure in a fast-moving environment and complete daily operational duties
- Must be friendly, helpful, and patient while working with others and be able to interact effectively with others.

Evaluation:

Employee will be evaluated annually according to policy.

- Use weight-bearing equipment to perform heavy lifting over 100 pounds
- Perform repetitive movement of fingers and hands for keyboarding
- Climb/descend full flights of stairs

Sensory Abilities – Employee must have the ability to use:

- Visual acuity to read
- Visual, verbal, and hearing acuity to interact with others
- Interpersonal skills to communicate with others
- Appropriate language
- Proper manners

Work Environment – Employee must be able to:

- Perform effectively in a variety of conditions
- Perform effectively around inmates in a correctional facility
- Primarily work indoors
- Perform effectively in a noisy environment
- Maintain a safe and sanitary environment

Temperament – Employee must be able to perform:

- Effectively in a collaborative team environment
- Cooperatively, congenially and be service-oriented
- In an environment with frequent interruptions
- Under various pressures
- Effectively with people of various ages
- Patiently, maturely, and be caring with others

Cognitive Ability – Employee must have the ability to:

- Follow written and verbal instructions
- Complete assigned tasks with minimal supervision
- Perform independently within the limits of assigned responsibility
- Handle stressful situations with others
- Organize and manage your work area
- Be self-motivated
- Give instructions to others
- Handle stressful situations with others
- Manage and prioritize multiple tasks effectively
- Assess how others can benefit from your help
- Use correct grammar, sentence structure and spelling
- Use written communication effectively
- Perform mathematical computations
- Be flexible in dealing with others

Specific Skills – Employee must have the ability to:

- Interact with the inmate population in an effective and professional manner
- Learn and use new technology effectively
- Implement changes
- Be flexible
- Format reports for clarity and content
- Know basic first aid
- Appropriately handle confidential information
- Create and understand accounting entries
- Analyze general and subsidiary accounts
- Use leadership skills and managerial skills
- Schedule and perform routine operations
- Supervise and instruct others in various activities
- Use laws relating to security of operations and activities
- Handle routine and emergency situations effectively
- Follow a time schedule
- Know the Heimlich maneuver

License/Location Specific Requirements:

Motor Vehicle

Division of Corrections Security Clearance

Comments:

- Must be a friendly, helpful personality and be able to perform in a fast-paced work environment with many disruptions, and to do so with a high degree of accuracy.
- Strive constantly to promote the safety, health, and comfort of inmates, staff, and co-workers.
- Possess maturity and ability to effectively deal with stressful situations with all ages and types of people.
- Needs emotional stamina to function under pressure in a fast-moving environment and complete daily operational duties.
- Must be friendly, helpful, and patient while working with others and be able to interact effectively with others.

Evaluation:

Employee will be evaluated annually according to policy.

Each order will contain a two copy receipt to include:

- Inmate's name, jail number, facility and cell location
- Delivery date
- Item description and quantity
- Item price, sales tax and total cost (sales tax is calculated, collected and remitted by Trinity)
- Inmate's account balance, both before and after sale
- Any items removed from the order, with the reason for removal (e.g. exceeds quantity allowed) The invoices also have areas where information that needs to be shared with the inmates, such as menu changes, holiday item availability and other commissary related data, can be noted. For larger communications to the inmate population, fliers may be added to each commissary order, if desired and can be added as a banner type announcement on the inmate kiosk. The bagged orders are re-checked by the production line checker and then counted for number accuracy. The finished orders are grouped by module, labeled clearly and packed for delivery.

Some factors concerning our kiosk are important to bring to the attention of the Evaluation Committee:

We are responsible for all costs associated with this installation with the exception of connectivity and electrical, which we asked that Cowlitz County provide. We are unable to estimate these costs and due to the small margin in this proposed account, cannot provide this. However, we can contract the work and deduct from commission on a percentage basis until the cost is recovered. We also request assistance in hanging the brackets on the walls where the kiosk will mount.

Each inmate will have the ability to look up his/her balance and place orders without assistance. Pictures of each product are provided on the kiosks and instructions are provided in both English and Spanish. A complete description of the kiosk is provided later in this proposal with screen shots.

These kiosks are designed to operate with a pin code unique to each inmate. We can offer the option of bar code scanning for inmate ID cards or wrist bands or biometric, which has a finger printer reader on each kiosk. We are proposing the finger print reader option for Cowlitz County.

Inmate Medical Call

Our software will track and report requests in accordance with the RFP.

Inmate Grievance/Request

We have a fully ACA compliance grievance program on our kiosks. This allows each inmate to initiate a grievance once he/she has made a verbal request to the housing deputy and that deputy agrees that it is valid. There is a button on the kiosk screen for the deputy to select prior to the inmate inputting the grievance. The Jail will appoint a coordinator to receive the grievances and send them via the email system to the appropriate office for resolution. The system provides a record of each step of the grievance process and has a color coded alert system for completion of the grievance within the time frame established by the jail. A complete description with screen shots is provided later in this proposal.

Email

We believe that inmate mail will be a significant revenue enhancer for the Cowlitz County. We sell blocks of mail (currently in \$10.00 blocks) on MyCarePack.com, our commissary web site. Friends and family will purchase a block(s) and the send a mail item to the inmate. This item is screened by our software and a member of your staff is trained to approve mail in groups. Mail is color coded (green, yellow, and red) and questionable mail is reviewed. Mail can either be sent to the kiosk or downloaded and printed and distributed with regular mail to the inmate. If desired, the inmate can respond on the kiosk (again, mail has already been purchased by the receiver before an inmate can utilize this facet of the system).

The cost of the mail is determined by Jail and then split on a 50/50 basis, with our share to allow us to recover the cost of the system. With the popular use of email in world today, we believe that this would be an extremely popular option. A more complete description of inmate mail is provided later in this proposal.

All cash deposits: \$2.75

Credit Card Deposits:

Up to \$20.00 \$2.95

\$20.01 to \$40.00 \$4.25

\$40.01 to \$60.00 \$5.50

\$60.01 to \$80.00 \$6.25

\$80.01 to \$100.00 \$6.75

Securus

As mentioned previously, we have a Master Services Agreement with your telephone provider. Our strategic partnership with Securus allows us to leverage their strengths as a premier inmate phone services provider and our strengths in providing inmate services. For example, our Post Now system allows inmates to acquire Securus phone time automatically through our Kiosk system, have it immediately available and, when released, have all unused funds automatically returned to them.

Booking Kiosk

We will install a booking kiosk that takes coin, currency and credit cards. We arrange for cash pickup from both the lobby and booking kiosk without cost to the County.

There is no cost for cash deposits in the booking kiosk.

Release Cards

We have also partnered with Futura to offer debit cards upon release as opposed to checks (checks would still be issued for inmates being transferred). We are including literature on this program in our proposal.



Procedures for Dealing with Inmate/Staff Complaints

We ask that issues be directed to the manager, who will investigate, assess, and assign responsibility. The manager will respond to the inmate/associate within 24 hours. The manager will resolve any issues and take immediate corrective action. A documented resolution and response will be issued within 24 hours. All facets (from the issuance of the complaint to the complete satisfaction and resolution) of complaint/grievance will be tracked, documented and maintained in permanent records. The manager will not close the file until he/she has assessed the matter and determined all steps have been taken, all parties informed and the matter is resolved.

Minimizing the Potential for Inmate Litigation

We prevent inmate litigation through a structured plan – the process that is documented in this proposal (purchasing, production, quality control, procedures, tracking and documentation kept on file).

Emergency Contingency Plan

Whenever possible, normal operating procedures and schedules will be followed. At the discretion of the commissary administrator, Trinity associates may be called upon to work additional hours as the situation warrants. Commissary delivery schedules may be altered depending on the nature of the emergency situation.

In the event of an emergency or disaster situation that precludes normal commissary ordering functionality, Trinity has warehouses throughout the country that can be called upon to provide support to your facilities. All facility information (menu, pricing, restrictions) is maintained by Trinity and can be downloaded to one of our distribution facility in event of emergency. The orders can be assembled and shipped to your commissary staff for distribution to the inmates, ensuring continued service during an emergency situation.



Inmate Mail

Trinity Services Group's proprietary inmate mail system is Smart Mail. The system attacks a major problem that exists in a lot of facilities, handling and processing traditional mailed letters to inmates, by eliminating them altogether.

Smart Mail allows friends and family to send mail messages to inmates. And, where our ASK Inmate Kiosk system is deployed, inmates can receive messages directly to the kiosk.

For security, Smart Mail calculates a score for each message, and each message is reviewed by an officer. Once mail is approved, inmates view their mail on the ASK inmate kiosk system. Mail may also be printed and delivered to the inmate for non-ASK facilities.

Log Out

Category

- Deposits
- Orders
- Mail**
- File Maint
- Analysis
- Support
- Tools

Manage email **Reports**

Review Mail Message Message # 73733

From: _____
 To: _____ Score 99
 Sent: Friday, February 25th 2011 13:02:08
 Subject: It seems like a long time since our last visit

There is a new book out by Tom Clancy. I hear that it is pretty good but there is a lot of violence. It is set in Afghanistan, and describes scenes of torture by the Taliban. It describes how they make bombs and plan to attack Nato troops. It is too strong for my taste, but you may like it.

Reset Status Message Log Reject

Exit Print Defect Approve

Approval Status: Approved By: Sgt. Walker 2/13/2011 13:03:33

Delivery Status: Printed By: Sgt. Moore 2/13/2011 13:07:20