

From: Tony Marshall
Sent: Tuesday, September 22, 2009 11:32 AM
To: Jonathan Harris
Subject: FW: Commissary Proposals

Jonathan,
This is our recommendation.
Thanks.

From: Richard Elliott
Sent: Friday, September 11, 2009 2:20 PM
To: Tony Marshall
Subject: FW: Commissary Proposals

Chief,

I have recently met with Kurt Showalter, Jonathan Harris of Purchasing, and Toni Mace in reference to the commissary bids. It is my recommendation that we award Keefe Commissary Network the Commissary account. Toni Mace has attached a breakdown of the bids and the reason we recommend Keefe. Thank you.

Richard Elliott

From: Toni Mace
Sent: Friday, September 11, 2009 2:06 PM
To: Richard Elliott
Subject: FW: Commissary Proposals

Chief Elliott,

The Commissary Services went out to bid for the 2009-2010 fiscal year. This year we received only three proposals and they were from Aramark, Five Star Correctional Services and Keefe Commissary Network.

First of all, the commission offered breaks down as follows, depending on options/requirements:

Aramark: 40.3% on adjusted gross sales; 42.6% on adjusted gross sales and implementation of iCare and TouchPay solutions (Kiosk); 42.6% on adjusted gross sales and implementation of iCare, Go-Cart and TouchPay.

Five Star Correctional Services: 34% on adjusted gross sales including the lobby Kiosk.

Keefe Commissary Network: 40.5% on adjusted gross sales; 41% on adjusted gross sales with the Kiosk; 41.5% on adjusted gross sales with inmate population of 1,000 inmates.

At the basic commission level, Keefe Commissary Network offers a higher percentage rate than the other two vendors. Aramark offers the ability to earn commission rates at a higher level, but those levels are contingent on the implementation of several programs we do not wish to participate in. Some of these programs force a limitation of facility control and create inmate account security issues.

In conducting a random sampling of items offered for purchase by the inmate, Keefe had lowest pricing, Aramark was second and Five Star was highest. The lower pricing with Keefe would allow the inmate the ability to purchase items at a lower cost, thereby giving the inmate the opportunity to purchase additional items.

Keefe has steadily maintained open communication with our staff and administration. Keefe has been able to provide all reporting documentation necessary and provides technical support 24 hours per day, 7 days per week. Because Keefe writes their own software using Crystal Reports, they can and have been able to meet any reporting requirements we have needed. Their in-house employee is courteous and does a great job dealing with our staff and inmates.

Keefe has an excellent customer service record. They can provide the Kiosk we preferred at no additional charge to the County, will provide on-site training and has technological capabilities available to this facility we can possibly implement in the future at no additional cost as well. It is our recommendation that Keefe Commissary Network be awarded the Commissary Proposal for the 2009-2010 fiscal year.

Toni M. Mace

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