COMMISSARY ORDERING

Background

DOC's current commissary system is a telephone based ordering system that utilizes a unique PIN to identify individuals through their DOC number and current facility housing location. The facility location is derived from an interface file provided by the DOC Offender Management Network Information (OMNI) system. The system includes a product catalog, which is managed and updated by staff. Incarcerants use their PIN to access the system, they listen to voice prompts, place orders using the key pad, and receive voice confirmation for each product ordered.

The ordering system maintains separate order files for each facility, and Department staff determine the schedule for pulling order data (incarcerant name, DOC#, housing location, item #, item quantity) and uploading that data to the Department's incarcerant banking system (Syscon's Trust Accounting System (TAS)). The TAS system validates the order against facility restrictions, limitation, and sufficient funds. The ordering system provides a calendar scheduling tool to enable automatic data transfer. The calendar is maintained by Department staff and allows for scheduling by facility housing unit.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will partner with VendEngine to accomplish the Commissary Ordering and Fulfillment system requirements. However, we can integrate with any vendor WA DOC choses. Securus' systems, through the incarcerant phones, kiosks/terminals, and tablets allow WA DOC incarcerants to place commissary orders using our Commissary Order by Phone feature or the Commissary Ordering app on the kiosks/terminals and tablets.

Respond to each of the items below.

1)	**The system must allow incarcerants to place orders by phone, kiosk, portable device, or other electronic method. Describe how Vendor will meet this requirement. Vendor's response:**
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The VendEngine system provides an interactive, picture-based menu option on any kiosk or tablet device, along with an amazon™-like shopping cart for the detainee to review orders prior to final submission. The system is available in both English and Spanish.

The VendEngine suite includes an interactive voice response (IVR) system available for phone ordering and is compatible with Securus' systems for integration of Commissary Order by Phone options as well as debit transfers, if the facility chooses to enable this feature.

The following screen shot illustrates an example order page.

HEALTH / MEDICINE ✕

| Advil 2pk(GENERIC) | | Allergy/Multi Sympton med | |
| Price: $1.98 | | Price: $5.39 | |

| Anti-Bacterial Bar Soap | | Aquafresh/Colgate Sensitive Toothpaste | |
| Price: $1.55 | | Price: $8.43 | |

| Baby Oil | | Baby Powder | |
| Price: $3.00 | | Price: $3.00 | |

| Balsam hair conditioner (generic) | | Balsam hair shampoo (generic) | |
| Price: $2.69 | | Price: $2.69 | |

2) **There must be no ordering fees charged to the Department or to incarcerants. Acknowledge Vendor's acceptance of this requirement.**
Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus and VendEngine acknowledge acceptance of this requirement.

3) **Incarcerants must be issued a unique PIN or other method of identification to maintain integrity of the ordering process and to identify incarcerants by their DOC number and current facility housing location. Describe how Vendor will meet this requirement.**
Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The VendEngine system will use the JMS jacket number, incarcerant ID, and/or a PIN for verification purposes. The system is tied to both housing locations and kiosk locations, and/or any other identifying factors in the facility. The system can also set pod restrictions to cut down on incarcerant PIN theft and other security measures. The system can also allow incarcerants to change their PIN information if the facility chooses to enable this function.

4) **If using a phone to place orders, the system will provide voice prompts and permit the placement of orders using the key pad followed by voice confirmation for each product ordered. Describe how Vendor will meet this requirement.**
Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The IVR system operates exactly as described in requirement #4. The system has easy-to-use voice prompt instructions that guide the incarcerant through the ordering process. The incarcerant follows this process:

1. Pick up the phone handset and enter their incarcerant ID number and secondary PIN for password.

2. Enter their information a second time for verification when they reach the commissary option.

3. Select the correct option to check their account balance, place a commissary order, or initiate a debit time purchase (if this feature is enabled).

4. Make a quantity selection on the purchased item. All items are purchased through a code that corresponds to each item

5. Confirm the item(s) or confirm the order when complete.

5) **The system must include an electronic product catalog system with the capability for DOC staff to manage and maintain. Describe how Vendor will meet this requirement.**
Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The inventory management and/or warehouse system is designed for the DOC staff to maintain and manage all existing, expiring, or out-of-stock inventory. The staff can easily add or delete any items as needed and the system logs maintain a history of all changes. Because the inventory system is a cloud-based platform, a DOC staff member can edit and maintain the catalog from anywhere with a simple internet connection and login credentials.

The following image illustrates a photo of the product catalog system.

Item	Category	Location	Qty	Cost	Price
Bagged Popcorn- Cheese 4oz	CHIPS / CRACKERS	91	144	0.00	2.69
Bagged Popcorn- White Cheddar 4oz	CHIPS / CRACKERS	92	158	0.00	2.69
Bagged Popcorn-Plain 5oz	CHIPS / CRACKERS	91	124	0.00	2.69
Bagged Poporn- Caramel 5oz	CHIPS / CRACKERS	92	-7	0.00	2.69
BBQ Pork Rinds - 1oz	CHIPS / CRACKERS	88	1460	0.00	0.65
Cheetos - 2oz	CHIPS / CRACKERS	88	779	0.00	1.25
Cheetos Cheddar Jalapeno	CHIPS / CRACKERS	89	2460	0.00	1.25
Cheez Its - 1.5oz	CHIPS / CRACKERS	89	1247	0.00	0.60
Doritos Cool Ranch - 1.75oz	CHIPS / CRACKERS	87	448	0.00	1.25
Doritos Nacho Cheese - 1.75oz	CHIPS / CRACKERS	85	900	0.00	1.25
Fritos Chili Cheese - 2oz	CHIPS / CRACKERS	84	734	0.00	1.25
Grippos BBQ 1.5 oz	CHIPS / CRACKERS	85	2582	0.00	1.59
Lays Plain - 1.5oz	CHIPS / CRACKERS	84	418	0.00	1.25
Peanut Butter Cheese Cracker - 1.52oz	CHIPS / CRACKERS	38	2052	0.00	0.63

6)   **The Product catalog must include, at a minimum, the following information:**
   a) **Stock Item Code**
   b) **Stock Item Category**
   c) **Line (stock) Location**
   d) **Order Limits – by category or item**
   e) **Stock Item Description**
   f) **Stock Item Selling Price**
   g) **Describe how Vendor will meet this requirement.**
   Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The VendEngine platform suite complies with all of these requests and more including things such as:

- Kosher items
- Diabetic-restricted items
- Case quantity inputs
- Gender and age restrictions
- Item grouping restrictions
- Gift basket set-ups
- Café purchasing
- More

The following images illustrate a sample item page.

| General | Users | Security | Inventory | Categories | Gift Baskets | Vendors |

+ New **Copy Inv** **Export** **Import** **Re-Calc QoH** **Save** **Cancel** **Delete**

Inventory Item Information

Item ID:	8762
Item Name:	Bagged Popcorn- White Cheddar 4oz
Description:	
Location:	92
SKU:	
Vendor:	Select Vendor ✖
Case Cost:	$0.00
Pieces per case:	0
Wholesale Cost:	$0.00
Default Price:	$2.69
Tax Override:	0.00%
Tax Exempt:	☑ (item is not taxable)
Jail Distributed:	☐ (Item is handed out by the jail and NOT the warehouse)
Category:	CHIPS / CRACKERS ✖
Qty on Hand:	158 Adjust Qty

Cost each:

Margin: 0.00%

(Sales tax % - if different than default)

Max Qty:	0
Min Qty:	175
Reorder Qty:	0
Non-Returnable:	☐ (item cannot be returned)
Single Jail:	All Jails in warehouse ⬍
Item Gender:	None ⬍
Age Limit:	0
	Inmate must be at least this many years old to order this item.
Integration Type:	Not Integrated ⬍
Diabetic Restricted:	☐ (Check this checkbox if diabetics cannot order this item)
Global Restricted:	☐ (When this is checked, no one can order this item)
Indigent Pack:	☐ (Only check this item, if this is an indigent pack)
Hidden Item:	☐ (Inmates will not see this item. This item will only be visible when making a manual order)
Food Item:	☐ (Check to mark this inventory item as food)
Weekender Item:	☐ Check to mark this inventory as available for weekenders only.
Mask in Open Orders:	☐ Mask / hide this item name / description from showing in the open orders area.
Required Item:	☐ Check this to mark this inventory item as required. This will require all orders to include this item. Indigent users will receive this item for free while non-indigent users will be required to purchase this item.
Backup Item:	None ✖

Only show for a specific jail

Restrictions

Test Facility:	☐ Kosher
	☐ **msg** (restricted test msg)
	☐ Salt-Restricted
	☐ **Vegan** (Only plant based food allowed)
	☐ Yellow Food Dye
Carter County, KY:	☐ Kosher
Daviess County Detention Center, KY:	☑ Bland
	☐ Caffeine Chocolate
	☑ Cardiac Sodium Caffeine
	☐ E-Cigs (Inmate Restricted from ordering E-Cigs)
	☑ Fatty Foods
	☑ Kosher
	☑ Sodium
	☐ Spicy
	☐ Sugar Starch

7)   The system must meet the following requirements related to order data scheduling:
a) The system must include an online scheduling tool that enables Department staff to schedule the date/time to pull order data from the system;

b) The system must allow for orders to be batched and scheduled based on location.
Describe how Vendor will meet these requirements.
Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The VendEngine system allows a schedule for order cut-offs and ticket printing to fill orders. In addition, DOC staff can determine batching and sorting needs on a weekly or daily basis.

8)   The system must have the ability to interface with DOC's incarcerant management software (OMNI) to determine individual housing locations and must meet the following requirements:
a) The physical location (housing unit) of an individual must be updated daily using data provided by OMNI.
b) Order data must follow individuals through moves within the same facility (ex: individual moves to a new cell or housing unit, but remains at the same facility) unless the incarcerant is moving to a more restrictive area of the same facility, like segregation or hospital. The location data is updated prior to the scheduled order data transfer, which ensures the orders will not be processed or denied for individuals who have moved within a facility (ex: when individual moves to new housing unit, their order data is included in the new unit's next scheduled data transfer).
c) Order data will be deleted and a refund will be processed when an individual transfers outside of their facility (ex: individual moves to new facility, is assigned out to court, releases, etc).
Acknowledge Vendor's acceptance of these requirements.
Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus acknowledges acceptance of this requirement.

The VendEngine system:

A. The system is cloud-based and can be set to updated every few seconds or as needed through the OMNI API interface. All information is current and complete every time an incarcerant is booked in or release out of the OMNI system.

B. The system is current to within the latest OMNI update pushed to the VendEngine system, which can be as often as every 10 seconds.

C. The system complies with order data updates in real-time. As soon as an incarcerant is "booked-out", the system places the funds in a transfer state for billing, check, money, or debit card load. All orders can be set to allow for automatic return to the incarcerants' accounts upon release immediately.

9) Order data must be retained in a predefined file format/table. Acknowledge Vendor's acceptance of this requirement.
Vendor's response:
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus acknowledges acceptance of this requirement.

The VendEngine system complies and can be made available in multiple formats.

10) The Department must be able to pull a nightly batch to receive the ordering file and insert the information into the order template tables. Describe how Vendor will meet this requirement.
Vendor's response:
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Department can pull the batch at any time as defined by the department in the jail settings section of the software.

11) The system must be capable of handling 100,000 orders per week. Acknowledge Vendor's acceptance of this requirement.
Vendor's response:
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus acknowledges acceptance of this requirement.

The system can handle an unlimited number of orders per week.

12) **The system must provide the ability for incarcerants to change or delete their order within the current ordering cycle. Describe how Vendor will meet this requirement: Vendor's response:**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Department will define ordering opening and closing times. During those hours/days between opening and closing times, an incarcerant can make, add, modify, or cancel any order at any time during that open order time frame.

13) **The system must have the ability to limit incarcerants to 20 minutes per week (unless by tablet) to place or modify their commissary orders via phone or kiosk. Describe how Vendor will meet this requirement. Vendor's response:**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Department can modify the settings in the system to comply with this time frame and/or extend or shorten them as they wish.

14) **The system must be ADA compliant. Describe how Vendor will meet this requirement. Vendor's response:**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The VendEngine ordering and warehouse management system are compatible with JAWS and Voice Over for blind individuals. We also offer a picture-based menu option for hearing-impaired incarcerants or for those who cannot read. VendEngine can also provide a partnership with PURPLE for any hearing-impaired needs in addition to this, if necessary. For other ADA needs, the hardware provider needs to allow the capability for individuals to access the ordering system. The VendEngine system today is the endorsed system of the Blind Merchants Association and is used by dozens of blind vending and commissary directors nationwide.

15) **In addition to English, there must be an option to receive prompts in Spanish. Acknowledge Vendor's acceptance of this requirement. Vendor's response:**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus acknowledges acceptance of this requirement.

The VendEngine system is currently available in Spanish and can also be provided in Portuguese, French, and other languages as requested.

16) **Does the proposed ordering system offer features not included in the above requirements? If so, please describe any additional system capabilities.**
Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The ordering system includes a full banking module with trust writer capabilities, check writing, and money management options, as well as a full bank reconciliation module and audit reporting. Other features include a full grievance and request module, medical request module, broadcast system, news suites to provide news to incarcerants via tablets or kiosks, incarcerant documents/forms capabilities, legal law library, a mailroom application for physically scanning mail as well as a digital mail platform…

17) **Vendor must provide all interfaces to DOC systems. Acknowledge Vendor's acceptance of this requirement.**
Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus acknowledges acceptance of this requirement.

18) **Incarcerants must be able to fund their own accounts. Describe how Vendor will meet this requirement.**
Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Currently, incarcerants can fund their accounts through the booking kiosk in the booking area via credit cards/cash deposits on the machine. They can also fund their phone accounts, if the facility enables this function, through debit time transfer options. Typical funding occurs by a family member or friend through web, phone, or lobby kiosk deposits. Checks, money orders, or work payments can be added in the work-release modules of the VendEngine software.

19) **Incarcerants must have the ability to view their order history. Describe how Vendor will meet this requirement.**
Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The incarcerant can view all order transactions in the **Transaction History** tab on the kiosk/tablet at their leisure any time they are logged into the system.

The following image shows a sample of the **Transaction History** page:

Transaction History

Showing most recent **90** transactions.

Tap on an entry to view more details.

Type	Date	Net Amount	Running Total
Order	Oct, 15 2019	-$5.50	$24.40
Order	Oct, 14 2019	-$5.50	$29.90
Order	Oct, 13 2019	-$5.50	$35.40
Deposit	Oct, 13 2019	$40.05	$40.90
Order	Oct, 10 2019	-$1.10	$0.85
Order	Oct, 09 2019	-$2.20	$1.95
Order	Oct, 07 2019	-$3.30	$4.15
Order	Oct, 06 2019	-$3.30	$7.45
Order	Oct, 06 2019	-$3.30	$10.75
Order	Oct, 05 2019	-$30.41	$14.05
Order	Oct, 03 2019	-$3.30	$44.46
Order	Oct, 02 2019	-$3.30	$47.76
Order	Sep, 30 2019	-$5.50	$51.06
Deposit	Sep, 29 2019	$56.05	$56.56
Order	Sep, 27 2019	-$3.30	$0.51
Order	Sep, 24 2019	-$36.48	$3.81
Order	Sep, 24 2019	-$4.99	$40.29
Order	Sep, 24 2019	-$5.50	$45.28
Order	Sep, 22 2019	-$5.50	$50.78

Transaction Detail

Transaction Type: **Order**
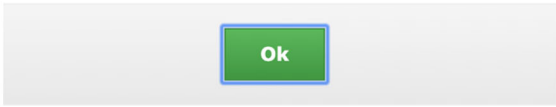
Date Added: 10/05/2019 07:13 pm

Item Details

Item Name	Qty	Price Each	Total
Coffee Creamer 16oz	1	$4.99	$4.99
Folgers Instant Coffee 4oz	2	$6.29	$12.58
Irish Spring - 3.75oz	1	$1.39	$1.39
Mennin Speedstick - 1.8oz	1	$2.99	$2.99
Nutty Bar	4	$0.65	$2.60
Spicy Cheddar Crackers 1.41oz	4	$0.65	$2.60
Sweetener PCs - 10ct	6	$0.50	$3.00

SubTotal: $30.15

Sales Tax $0.26

Net Amount -$30.41

Ok

COMMISSARY – FULL ORDERING AND FULFILLMENT SYSTEM

Currently, phone order files are transferred into the TAS system and fulfilled from TAS. The Department may be interested in a full commissary system to manage, track, and distribute orders. This "full system" is optional at the discretion of DOC. Vendors, however, are required to respond to the requirements.

1)   The system must be capable of managing inventory and producing purchase orders.
        a) Inventory management must include the ability to identify primary and secondary vendors, product cost, sell price, stock location, and pick line location for each stock item.
        b) System shall recognize barcodes for each stock item and allow the Department to develop unique barcodes should item not include one on the packaging.
        c) System will allow for stock items to be restricted at a facility, housing unit, and bed location, and DOC#.
        d) Ability to produce purchase orders on-demand or automatically based upon inventory.
        Describe how Vendor will meet this requirement.
        Vendor's response:
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The VendEngine system manages inventory and creates purchase orders:

   a) Inventory management includes the ability to identify primary and secondary vendors, product cost, sell price, stock location, and pick line location for each stock item.

   b) The VendEngine system recognizes barcodes for each stock item and allows the Department to develop unique barcodes if one is not included one on the item package.

   c) The VendEngine system allows for stock items to be restricted at a facility, housing unit, and bed location, and DOC#, as detailed in response to questions #3 (see page 2) and #6 (see page 4) .

   d) The VendEngine system can produce purchase orders on-demand or automatically based upon inventory.

The system has all of the above capabilities. All items can be individually depicted and/or restricted or can be part of a category group or grouping restriction to meet the needs of the facility.

2)   The system must interface with TAS. Acknowledge Vendor's acceptance of this requirement.
        Vendor's response:
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus and VendEngine acknowledge acceptance of this requirement

3) **The Department needs the ability to sanction/limit commissary privileges by individual (based upon DOC#) without impacting mandated items such as personal hygiene. Describe how Vendor will meet this requirement.**
   Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The VendEngine suite can limit commissary by individual incarcerant, housing location grouping, product grouping, or through the entire facility. The system is customizable to meet the needs of the facility.

4) **The system must have the ability to manage multiple sub-accounts as well as the main account, shifting funds as necessary to accomplish the sale (example: move funds from individuals main account to the Postage or Over-the-Counter Medicine account if funds are not available in those accounts to cover the purchase per DOC policy). Describe how Vendor will meet this requirement.**
   Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The VendEngine system includes a full accounting software with incarcerant fee set-ups and fund line items. The facility can create and set the fee collection process to meet their needs, and the system will create fund accounts to pay each item accordingly.

5) **The system must prioritize orders by category and item. Example: prioritizing hygiene and Over-the-Counter medication categories prior to non-essential food or beverages. Describe how Vendor will meet this requirement.**
   Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The VendEngine system allows for the administration users to set priority levels on individual items or by category settings.

6) **The system must be capable of determining sufficient funds (in a prioritized order) and whether an individual qualifies for indigent stock items. Describe how Vendor will meet this requirement.**
   Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The suite includes an entire module for indigent settings. This includes what classifies an incarcerant as restricted, how often they can order indigent items, any fund collection that should happen or fees that should be applied for indigent settings, and current indigent incarcerant lists that have been classified based on the above settings.

7)   **The system must allow for multiple fulfillment stock locations. The Department currently processes approximately half of the orders at the Monroe Correctional Complex and the other half at the Airway Heights Corrections Center. System must provide ability to switch default fulfillment location, should the facility experience a lockdown or be otherwise unable to fulfill orders. Describe how Vendor will meet this requirement.**
          Vendor's Response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The VendEngine system is completely cloud-based and can be accessed from anywhere with an internet connection. Should the facility need to fill tickets/orders in an unusual location, all that is needed is an internet connection and printer for the tickets.

8)   **The system must print a blind (no identifying information such as name, DOC #) pick ticket that includes the following information:**
          i) Date
          ii) Location (Facility, Unit, Bed)
          iii) Item Quantity
          iv) Item Code
          v) Item Description/Name
          vi) Stock Location
          vii) Unit Price
          viii) Extended Price
          ix) Tax
          x) Total Price
          Acknowledge Vendor's acceptance of this requirement.
          Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Tickets can be customized with the information required in #8 to meet the needs of the facility.

9)   **Pick tickets shall include a barcode or other method to validate orders at check-out. Describe how Vendor will meet this requirement.**
          Vendor's response.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The warehouse module includes the capability to scan items at checkout to ensure that the ticket is picked properly on a scan-system set-up. This ensures proper picking and makes the picking process easier to double check orders. VendEngine also has a weight-based module for picking orders—which is similar to a grocery store model—a bar scan model as noted above, and many other sorting and picking functions.

10) **The order validation process must recognize errors (e.g. mis-picks or missing items), and only acknowledge complete orders after addressing errors. Upon order validation and completion, the system will print 2 receipt copies. Describe how Vendor will meet this requirement.**
Vendor's response:
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The warehouse module meets these requirements. A mentioned in the previous question, we provide solutions such as a weight-based module, a secondary scanning module, and many other features as needed.

11) **Receipts must include information on rejected items, non-sufficient funds, out-of-stock items, or other differences between the order placed by the incarcerant and the resulting order. Describe how Vendor will meet this requirement.**
Vendor's response:
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The warehouse module meets these requirements.

12) **The system must allow returns to be processed by staff at the local facility. Describe how Vendor will meet this requirement.**
Vendor's response:
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Staff members can create order returns, allow for restocking of items at return (if applicable), give reasons for cancellation of orders, and track all returns in reports. All of this information is visible on the receipt and in the incarcerant **Transaction History** tab on the kiosks/tablet as shown in the previous section.

13) **The system must provide comprehensive reporting tools, including but not limited to: Sales History Report by incarcerant for selectable date range, Daily Sales Reports (by category – item number, line location, item description, quantity sold, extended price, tax, and total price) by selectable date range, Daily Returns Report by selectable date range, Inventory Adjustment Report by selectable date range, and Inventory Level Report by selectable date range. Describe how Vendor will meet this requirement.**
Vendor's response:
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The VendEngine platform provides multiple report options for pulling sales information. The facility can select sales reports by items, categories, order type, and integration type. All reports have date and time range capabilities, as well as fields for sort—including vendors, jail distributed vs. off-site commissary purchases, gift basket purchases, hot cart sales, point-of-sale system sales and more. VendEngine offers more than 200 different reports that can be pulled through the system and accessed at any time, from anywhere.

14) **The system should have security settings that enable the use of incarcerated workers to work within the inventory, sales, and reporting modules, and at the point of order validation. This may require a closed computer system to restrict individuals from accessing information or software outside of the commissary fulfillment system. Describe how Vendor will meet this requirement:**

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The system allows the Department to set any user permissions on a per-user basis. These settings can be as limited as needed. The system is restricted by individual usernames and passwords that must be validated for entry into the software.

15) **Does proposed full commissary system offer features not included in the above requirements? If so, please describe any additional system capabilities.**
Vendor's response:

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The system provides an array of suite offerings described in the responses to this Commissary section, as well as additional options including grievance modules, medical request modules, incarcerant broadcasts, administrative/incarcerant chat functions (to speak back and forth with an incarcerant if needed), headline news, legal law library, and many, many more functions.