



OPERATIONAL PLAN

Commissary Ordering	Order Fulfillment	Order Distribution	Commission Rate	Included Services
Housing Unit Kiosks Phone Backup	Picked off-site from Trinity's Syracuse, NY warehouse and sent to the facility via dedicated carrier	Facility Staff	29% all commissary and My Care Pak sales	Banking Software My Care Pack Deposit Services E-Notez Numi Release

Operational Plan- Ordering, Picking, and Delivery

Residents will continue to be able to order commissary through Trinity's already installed housing unit kiosks. Trinity's housing unit kiosks allow residents to order commissary, manage trust fund accounts, and more. Please see **Attachment C- Trinity Services** for more information on the functionality of these kiosks. Trinity will also provide commissary ordering through the facility's phones as a backup method.

Orders will be sent to Trinity to be picked from its local Syracuse, NY warehouse, located within an hour from the facility. Trinity will ship orders to the facility via Trinity trucks, which are privately owned ensuring reliable delivery controlled by, and in direct communication with, Trinity and the interests of Jefferson County. Facility staff will deliver commissary to residents upon arrival at the facility.

Support

The same Trinity team currently servicing the facility will remain a part of the commissary project and will continue to work with the County. Please see **Attachment B- Trinity Support** for the resumes of Don Marriott, Account Manager, and Nat Trombley, District Manager, as well as Trinity's Service Level Agreement. Trinity provides 24/7/365 technical assistance via phone and web.

Commission and Menu

Trinity is offering to provide a **29%** commission rate on all commissary and My Care Pack sales. Please see **Attachment D- Commissary Menu** for Trinity's proposed menu. This menu, and the associated commission rate, may be negotiated upon request.

Included Services

Trinity will continue to provide the following services to the County at no additional charge. Please see **Attachment C- Trinity Services** for more information on each program.

- **My Care Pack:** My Care Pack is a custom package program for friends and family to order commissary for residents and acts as a supplemental revenue stream to the facility: because all sales are derivative from funds outside of detainee accounts, regular ordering habits are unchanged. All My Care Pack sales will match the proposed commission rate of **29%**.
- **Trinity Banking** – Trinity's accounting software directly integrates with the facility's JMS and provides premier cash controls for detainee funds. Trinity's commissary software will also be included. This commissary software increases efficiency in item management and crediting, offers limiting and restriction options, and more, saving the facility valuable resources.



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- **Deposit Services** – Trinity’s Deposit Services allow friends and family to deposit funds to residents via phone, web, and lobby kiosk. These funds will be used to facilitate commissary ordering.
 - **E-Notez** – Secure Mail allows residents to communicate with friends and family outside of the facility and offers automatic security controls.
 - **Numi Release** – Trinity will provide detainees any funds accrued upon time of release on a convenient, pre-paid debit card through the Numi Release program.

Please see **Attachment A- Bid Documents** for Trinity’s completed **Proposal Certifications and Certification Pursuant to Section 103-g of the New York State General Municipal Law** forms as well as Trinity’s certificates of insurance. Please note that Trinity will provide a certificate of insurance upon award.