



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Solicitation

| |
|----------|
| NUMBER |
| COR61609 |

| |
|------|
| PAGE |
| 1 |

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|---|
| ADDRESS CORRESPONDENCE TO ATTENTION OF: |
| TARA LYLE |
| 304-558-2544 |

RFQ COPY

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DIVISION OF CORRECTIONS

1409 GREENBRIER ST

CHARLESTON, WV

25311

304-558-8045

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|--------------|
| DATE PRINTED |
| 03/12/2014 |

BID OPENING DATE: 04/10/2014

BID OPENING TIME 1:30PM

| LINE | QUANTITY | UOP | CAT NO. | ITEM NUMBER | UNIT PRICE | AMOUNT |
|--|----------|-----|---------|-------------------------|------------|--------|
| | | | | ADDENDUM NO. 5 | | |
| | | | | SEE ATTACHED PAGES. | | |
| | | | | END OF ADDENDUM NO. 5 | | |
| 0001 | 1 | JB | 946-25 | INMATE BANKING SERVICES | | |
| ***** THIS IS THE END OF RFQ COR61609 ***** TOTAL: | | | | | | |

| | | |
|-----------|-----------|-----------------------------------|
| SIGNATURE | TELEPHONE | DATE |
| TITLE | FEIN | ADDRESS CHANGES TO BE NOTED ABOVE |

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61609**Addendum Number: 5**

The purpose of this addendum is to modify the solicitation identified as COR61609 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

1. The bid opening has moved from 04/01/2014 to 04/10/2014. The bid opening time remains at 1:30 pm.
2. Responses to vendor questions attached.
3. Schedule of non-mandatory site visits attached.
4. Revised Attachment C – Cost sheet attached.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT AQuestions:

- Q1: Please confirm that subsection 5.3.9 is to be completely deleted from the RFP.
- A1: Yes, 5.3.9 is hereby deleted in its entirety.
- Q2: Please provide contact information for Lockdown, Tech Friends so that it is possible to determine an approximate cost for the interface between the two systems. What safeguards has the Agency put in place to ensure that the cost and approach for this interface do not prohibit a vendor from competing? We ask this question since Tech Friends will also be competing for these RFP services. Normally in these circumstances the procuring agency will supply all vendors a methodology and cost for this interface.
- A2: Mark Haney, Vice President, Tech Friends, Inc., 870-933-6386 (Office) and 870-351-7276 (Cell). Vendors should contact Tech Friends for interface fees, etc.
- Q3: Because the Agency has reserved the right to add the Inmate Pod Kiosks at a later date with the answer to question 44 issued in addendum 3, we respectfully request that site visits to each facility be provided to determine the cost associated with the installation of the inmate pod kiosks and as well as the required lobby kiosks.
- A3: **Site visits are scheduled as follows: Visits are Not Mandatory.**

If you intend to attend the site visits, please contact each location in advance to provide the names of attendees.

March 17, 2014

Huntington Work Release Center, 304-529-6885 – @ 8:00 a.m.
Huntington Parole Office, 304-528-5515 – following Work Release
Lakin Correctional Center, 304-674-2440 – following Parole

March 18, 2014

Parkersburg Correctional Center, 304-420-2443 – @ 8:00 a.m.
Parkersburg Parole Office, 304-420-4630 – following Parkersburg CC
St. Mary's Correctional Center, 304-684-5521 – following Parole
Northern Correctional Center, 304-843-4067 – following St. Mary's
Ohio County Correctional Center, 304-238-1007 – following Northern

March 19, 2014

Salem Correctional Center, 304-782-2371 – @ 8:00 a.m.
Clarksburg Parole Office, 304-627-2308 – following Salem
Pruntytown Correctional Center, 304-265-6111 – following Parole
Huttonsville Correctional Center, 304-335-2291 – following Pruntytown

March 20, 2014

Denmar Correctional Center, 304-653-4201 – 8:00 a.m.
 Anthony Correctional Center, 304-536-3911 – following Denmar
 Beckley Correctional Center, 304-256-6780 – following Anthony
 Beckley Parole Office, 304-256-6950 – following Beckley CC

March 21, 2014

Mt. Olive Correctional Center, 304-442-7213 – @ 8:00 a.m.
 Charleston Work Release Center, 304-558-2763 – following Mt. Olive
 Charleston Parole Office, 304-558-3597 – following Work Release

March 24, 2014

Martinsburg Correctional Center, 304-267-0156 – March 11, 2014, at 9:00 a.m.
 Martinsburg Parole Office, 304-267-0055 – following Martinsburg CC

Site visits at all correctional facilities are included in the above; however, only the regional Parole Offices are included. Since these are offices, this will allow the Vendors to obtain an idea of where kiosks where be installed and the required connections.

Q4a: The Agency released a pricing Matrix that is referenced as Attachment C. Several issue/questions surround this Matrix:

Web Deposits Fees are usually tiered based upon the deposit amount. This is done since the deposit methodology is credit cards. How do the responding vendors respond to the Matrix taking into account for these tiers? Sometimes a base deposit fee is levied along with a percentage of the deposit. Not taking into account the percentage could financially burden the citizens of West Virginia.

A4a: See revised Attachment C – Cost sheet attached.

Q4b: Lobby Kiosk Deposits Fees, Credit/Debit are usually tiered based upon the deposit amount. This is done since the deposit methodology is credit cards. How do the responding vendors respond to the Matrix taking into account for these tiers? Sometimes a base deposit fee is levied along with a percentage of the deposit. Not taking into account the percentage could financially burden the citizens of West Virginia.

A4b: See revised Attachment C – Cost sheet attached.

Q4c: Permanent Release Debit Card Fees – Normally there is not an initial fee but there is an ongoing maintenance fee and numerous other associated fees for the use of the card. How do the vendors provide the Agency with these fees and how will they be evaluated?

A4c: See revised Attachment C – Cost sheet attached.

- Q4d: Work Release Debit Card Fees – Normally there is not initial fee but there is an ongoing maintenance fee and numerous other associated fees for the use of the card. How do the vendors provide the Agency with these fees and how will they be evaluated?
- A4d: See revised Attachment C – Cost sheet attached.
- Q4e: All Parole Supervision, Court Costs & Restitution Fees – Credit/Debit deposit fees are usually tiered based upon the deposit amount. This is done since the deposit methodology is credit cards. How do the responding vendors respond to the Matrix taking into account for these tiers? Sometimes a base deposit fee is levied along with a percentage of the deposit. Not taking into account the percentage could financially burden the citizens of West Virginia.
- A4e: See revised Attachment C – Cost sheet attached.
- Q5: To accommodate increased costs for credit/debit card transactions, a sliding scale fee structure has been industry standard for inmate & supervision payments. For example, \$X.XX for payments up to \$20.00, \$X.XX for payments between \$20.01-\$100.00, etc., \$X.XX for payments between \$100.01-\$200.00 and \$X.XX for payments between \$200.01-\$300.00. Would the Agency consider changing the fee structure?
- A5: See revised Attachment C – Cost sheet attached.
- Q6: For permanent and work release debit cards, is the fee to be paid by the facility or the inmate? Can additional fees be assessed for transactions such as POS and ATM withdrawals?
- A6: All fees will be paid by the inmate. See revised Attachment C – Cost sheet attached.
- Q7: For inmate trust account and supervision payments, is the Agency looking for a commission percentage to be paid on each transaction or on revenue generated? Are commissions expected for release cards as well?
- A7: Commissions shall be paid on revenue generated. No, Agency will not receive commission on release cards.
- Q8: Question 7 asked the DOC to provide the number of transactions made each month via the web portal program. The answer said to refer to exhibit A; however, web portal deposits are not listed within in Exhibit A. It only mention Gift Card Transactions, Check Items, Money Orders and Cash. Can you please provide the number of deposits made via the web?
- A8: The Agency apologizes, Gift Card Transactions are deposits made via the web portal.

Q9: On Exhibit A, it references Gift Card Transactions. Can you please clarify what type of transactions this refers to?

A9: This refers to deposits made via web portal.

Q10: On Exhibit A, it references Check Items. Can you please clarify what type of transactions this refers to?

A10: This is a combination of money orders and cash deposits. **Some of these amounts represent money transfers when inmates move from facility to facility.**

Q11: On Exhibit A, it references Cash, can you please clarify what method of payment the cash transactions were received? Is it referencing deposits made via cash through the lobby kiosk or is there a cash window?

A11: The Agency will not accept any type of payment at the facilities once a contract is awarded. There will not be a cash window.

Q12: On Exhibit A under Lankin Correctional Center, it lists Lobby Kiosk transactions; however, lobby kiosks transactions are not listed under any other facility. Was Lankin Correctional Center the only facility with a lobby kiosk? If not, can you list the lobby kiosk transactions at the other facilities?

A12: Lakin is the only facility with a lobby kiosk.

Q13: On the updated Cost Sheet under Attachment C, it does not have a space provided to list the Phone Deposit Fee. As the DOC mentioned it would like to allow for phone deposits, can you please update the Cost Sheet to provide a space to list the Phone Deposit Fee for trust fund deposits?

A13: See revised Attachment C – Cost sheet attached.

Q14: On the updated Cost Sheet under Attachment C, it does not have a space provided to list the Walk-In Cash Fee. As the DOC mentioned it would like to allow for walk-in deposits, can you please update the Cost Sheet to provide a space to list the Walk-In Deposit Fee for trust fund deposits?

A14: See revised Attachment C – Cost sheet attached.

Q15: On the answer to Question 15, it states “Due to new State Law, there could potentially be 2,000 or more offenders on supervised parole within the next few years.” To clarify; does this mean there would be 2,000 or more offenders on top of the 3,070 that is currently in place today?

A15: Yes, this is a possibility.

Q16: Will the DOC setup times for Vendor walk throughs at those locations that are to get a lobby kiosk?

A16: Site visit schedule is set forth in A3.

Other Information:

1. The bid opening has moved from 04/01/2014 to 04/10/2014. The bid opening remains at 1:30 pm.
2. No additional questions will be accepted on this RFP.
3. Revised Attachment C – Cost sheet attached.

ATTACHMENT C - Revised Addendum No. 5

COR61609 - Inmate Banking Services

| Item # | Description * | Unit of Measure | Estimated Annual Quantity ** | Unit Price | Extended Amount |
|--------|---|-----------------|------------------------------|------------|-----------------|
| 1 | Web Portal Deposit Fees, \$5.00 - \$39.99 | Each | 35,000 | | |
| | Web Portal Deposit Fees, \$40.00 - \$59.99 | Each | 35,000 | | |
| | Web Portal Deposit Fees, \$60.00 - \$79.99 | Each | 35,000 | | |
| | Web Portal Deposit Fees, \$80.00 - \$99.99 | Each | 35,000 | | |
| | Web Portal Deposit Fees, \$100.00 - \$124.99 | Each | 35,000 | | |
| | Web Portal Deposit Fees, \$125.00 - \$149.99 | Each | 35,000 | | |
| | Web Portal Deposit Fees, \$150.00 - \$174.99 | Each | 35,000 | | |
| | Web Portal Deposit Fees, \$175.00+ | Each | 35,000 | | |
| | | | | | |
| 2 | Lobby Deposit Kiosk Fees, Cash, \$5.00 - \$39.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Cash, \$40.00 - \$59.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Cash, \$60.00 - \$79.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Cash, \$80.00 - \$99.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Cash, \$100.00 - \$124.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Cash, \$125.00 - \$149.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Cash, \$150.00 - \$174.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Cash, \$175.00+ | Each | 5,000 | | |
| | | | | | |
| 3 | Lobby Deposit Kiosk Fees, Credit/Debit, \$5.00 - \$39.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Credit/Debit, \$40.00 - \$59.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Credit/Debit, \$60.00 - \$79.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Credit/Debit, \$80.00 - \$99.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Credit/Debit, \$100.00 - \$124.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Credit/Debit, \$125.00 - \$149.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Credit/Debit, \$150.00 - \$174.99 | Each | 5,000 | | |
| | Lobby Deposit Kiosk Fees, Credit/Debit, \$175.00+ | Each | 5,000 | | |
| | | | | | |

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ATTACHMENT C

COR61609 - Inmate Banking Services

| Item # | Description * | Unit of Measure | Estimated Annual Quantity ** | Unit Price | Extended Amount |
|--------|--|-----------------|------------------------------|------------|-----------------|
| 4 | Permanent Release Debit Card, Issue Fees | Each | 3,500 | | |
| | Permanent Release Debit Card, Maintenance Fees | Each | 3,500 | | |
| | Permanent Release Debit Card, Reloading Fees | Each | 3,500 | | |
| | Permanent Release Debit Card, Card Replacement Fees | Each | 3,500 | | |
| | Permanent Release Debit Card, Monthly Fees | Each | 3,500 | | |
| | Permanent Release Debit Card, Cash Withdrawal Fees | Each | 3,500 | | |
| 5 | Work Release Debit Card Fees, Issue Fees | Each | 10,000 | | |
| | Work Release Debit Card Fees, Maintenance Fees | Each | 10,000 | | |
| | Work Release Debit Card Fees, Reloading Fees | Each | 10,000 | | |
| | Work Release Debit Card Fees, Card Replacement Fees | Each | 10,000 | | |
| | Work Release Debit Card Fees, Monthly Fees | Each | 10,000 | | |
| | Work Release Debit Card Fees, Cash Withdrawal Fees | Each | 10,000 | | |
| 6 | Parole Supervision, Court Costs, Restitution Fees, Web Portal, \$5.00 - \$39.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Web Portal, \$40.00 - \$59.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Web Portal, \$60.00 - \$79.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Web Portal, \$80.00 - \$99.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Web Portal, \$100.00 - \$124.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Web Portal, \$125.00 - \$149.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Web Portal, \$150.00 - \$174.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Web Portal, \$175.00 + | Each | 2,000 | | |
| 7 | Parole Supervision, Court Costs, Restitution Fees, By Phone, \$5.00 - \$39.99 | Each | 500 | | |
| | Parole Supervision, Court Costs, Restitution Fees, By Phone, \$40.00 - \$59.99 | Each | 500 | | |
| | Parole Supervision, Court Costs, Restitution Fees, By Phone, \$60.00 - \$79.99 | Each | 500 | | |
| | Parole Supervision, Court Costs, Restitution Fees, By Phone, \$80.00 - \$99.99 | Each | 500 | | |
| | Parole Supervision, Court Costs, Restitution Fees, By Phone, \$100.00 - \$124.99 | Each | 500 | | |
| | Parole Supervision, Court Costs, Restitution Fees, By Phone, \$125.00 - \$149.99 | Each | 500 | | |
| | Parole Supervision, Court Costs, Restitution Fees, By Phone, \$150.00 - \$174.99 | Each | 500 | | |
| | Parole Supervision, Court Costs, Restitution Fees, By Phone, \$175.00 + | Each | 500 | | |

ATTACHMENT C

COR61609 - Inmate Banking Services

| Item # | Description * | Unit of Measure | Estimated Annual Quantity ** | Unit Price | Extended Amount |
|--------|---|-----------------|------------------------------|------------|-----------------|
| 8 | Parole Supervision, Court Costs, Restitution Fees, Kiosk Cash/Money Order, \$5.00 - \$39.99 | Each | 5,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Kiosk Cash/Money Order, \$40.00 - \$59.99 | Each | 5,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Kiosk Cash/Money Order, \$60.00 - \$79.99 | Each | 5,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Kiosk Cash/Money Order, \$80.00 - \$99.99 | Each | 5,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Kiosk Cash/Money Order, \$100.00 - \$124.99 | Each | 5,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Kiosk Cash/Money Order, \$125.00 - \$149.99 | Each | 5,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Kiosk Cash/Money Order, \$150.00 - \$174.99 | Each | 5,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Kiosk Cash/Money Order, \$175.00 + | Each | 5,000 | | |
| | | | | | |
| 9 | Parole Supervision, Court Costs, Restitution Fees, Credit Card, \$5.00 - \$39.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Credit Card, \$40.00 - \$59.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Credit Card, \$60.00 - \$79.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Credit Card, \$80.00 - \$99.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Credit Card, \$100.00 - \$124.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Credit Card, \$125.00 - \$149.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Credit Card, \$150.00 - \$174.99 | Each | 2,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Credit Card, \$175.00 + | Each | 2,000 | | |
| | | | | | |
| 10 | Parole Supervision, Court Costs, Restitution Fees, Post Office Lock Box Fees, \$5.00 - \$39.99 | Each | 1,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Post Office Lock Box Fees, \$40.00 - \$59.99 | Each | 1,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Post Office Lock Box Fees, \$60.00 - \$79.99 | Each | 1,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Post Office Lock Box Fees, \$80.00 - \$99.99 | Each | 1,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Post Office Lock Box Fees, \$100.00 - \$124.99 | Each | 1,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Post Office Lock Box Fees, \$125.00 - \$149.99 | Each | 1,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Post Office Lock Box Fees, \$150.00 - \$174.99 | Each | 1,000 | | |
| | Parole Supervision, Court Costs, Restitution Fees, Post Office Lock Box Fees, \$175.00 + | Each | 1,000 | | |
| | | | | | |

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ATTACHMENT C

COR61609 - Inmate Banking Services

| Item # | Description * | Unit of Measure | Estimated Annual Quantity ** | Unit Price | Extended Amount |
|--------|--|-----------------|------------------------------|------------|-----------------|
| 11 | Post Office Lock Box Fees, \$5.00 - \$39.99 | Each | 2,000 | | |
| | Post Office Lock Box Fees, \$40.00 - \$59.99 | Each | 2,000 | | |
| | Post Office Lock Box Fees, \$60.00 - \$79.99 | Each | 2,000 | | |
| | Post Office Lock Box Fees, \$80.00 - \$99.99 | Each | 2,000 | | |
| | Post Office Lock Box Fees, \$100.00 - \$124.99 | Each | 2,000 | | |
| | Post Office Lock Box Fees, \$125.00 - \$149.99 | Each | 2,000 | | |
| | Post Office Lock Box Fees, \$150.00 - \$174.99 | Each | 2,000 | | |
| | Post Office Lock Box Fees, \$175.00 + | Each | 2,000 | | |

| | | | | | |
|--------------------|--|--|--|--|--|
| Grand Total | | | | | |
|--------------------|--|--|--|--|--|

*** The tiered dollar amounts listed above are for bid evaluation purposes only. If lower fees are applicable for higher dollar amount deposits than are listed above, the contract Vendor shall assess the lower fees to the depositors and/or card holders**

| | | | | | |
|----|--------------------------------------|---|--|--|--|
| 12 | Commission Percentage Paid to Agency | % | | | |
|----|--------------------------------------|---|--|--|--|

Bidder/Vendor Information:

| |
|----------------------|
| Name: |
| Address: |
| |
| Phone No.: |
| Fax No.: |
| Email Address: |
| Authorized Signature |
| |

**** Estimated quantities are for bidding purposes only. More or less may be utilized by the Agency.
Failure to use this form may result in disqualification**

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ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61609

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Company

Authorized Signature

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.