

Inmate Banking Services

RFP COR61609



TECH FRIENDS.INC
ACHIEVING TOGETHER

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A handwritten signature in black ink that reads "Bob Shipman". The signature is written in a cursive style.

Bob L. Shipman, President

4-10-14

Date

04/14/14 09:51:52AM
West Virginia Purchasing Division



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A. Executive Summary

Tech Friends is proud to offer this response to the request for proposals COR6109 – Inmate Banking Services. Tech Friends has served the West Virginia Division of Corrections for five years as the provider of the Lockdown™ inmate accounting system. For the past two years, Tech Friends has provided deposit services via its web portal. This proposal extends these services to include lobby kiosks located at parole, work release and DJS facilities; phone deposits; and a lock box service for money order processing. If awarded, Tech Friends will approach the deployment of these new deposit options with the same care and attention to detail that distinguishes our company from many in the industry.

Developing an RFP is a difficult process. Tech Friends complements the WVDOC team that worked so hard in putting together a very detailed and fair request. And while this RFP is very explicit, once the implementation begins, there will undoubtedly be some modifications and additional requests. Tech Friends has shown that we are a partner that will work to make sure that our solutions are implemented in a way that matches your policies and provides the kind of “bang for the buck” that was advertised. Tech Friends doesn’t operate on “gotchas” and clever contract language. We simply deliver results.

For example, while there is no stipulation that the lobby deposit kiosks that are to be deployed should accept coins, we have already designed this capability into our lobby kiosks. Why? Because we know that when WRC inmates receive tips, many times these funds are in the form of coins. If this capability were not available, inmates would have no way to get these funds into the system other than handing them to one of your clerks – putting WVDOC back into the cash handling business. We know this is not your intent and we are here to make sure that your wishes are carried out – not just what is in a written contract.

While the technical aspects of this proposal are very important to us, we also share the Commissioner’s desire to minimize the financial burden placed on friends and family as low as possible. This will be evidenced by our separately

sealed *Cost Proposal* section of our response. Not only did we give consideration to the family members during the development of the pricing model, we were also very deliberate with respect to the operational issues that our pricing model could affect. We know that getting consensus across the multitude of facilities in WVDOC can be challenging – but we have done it before. We look forward to the opportunity to serve the WVDOC in this new capacity.

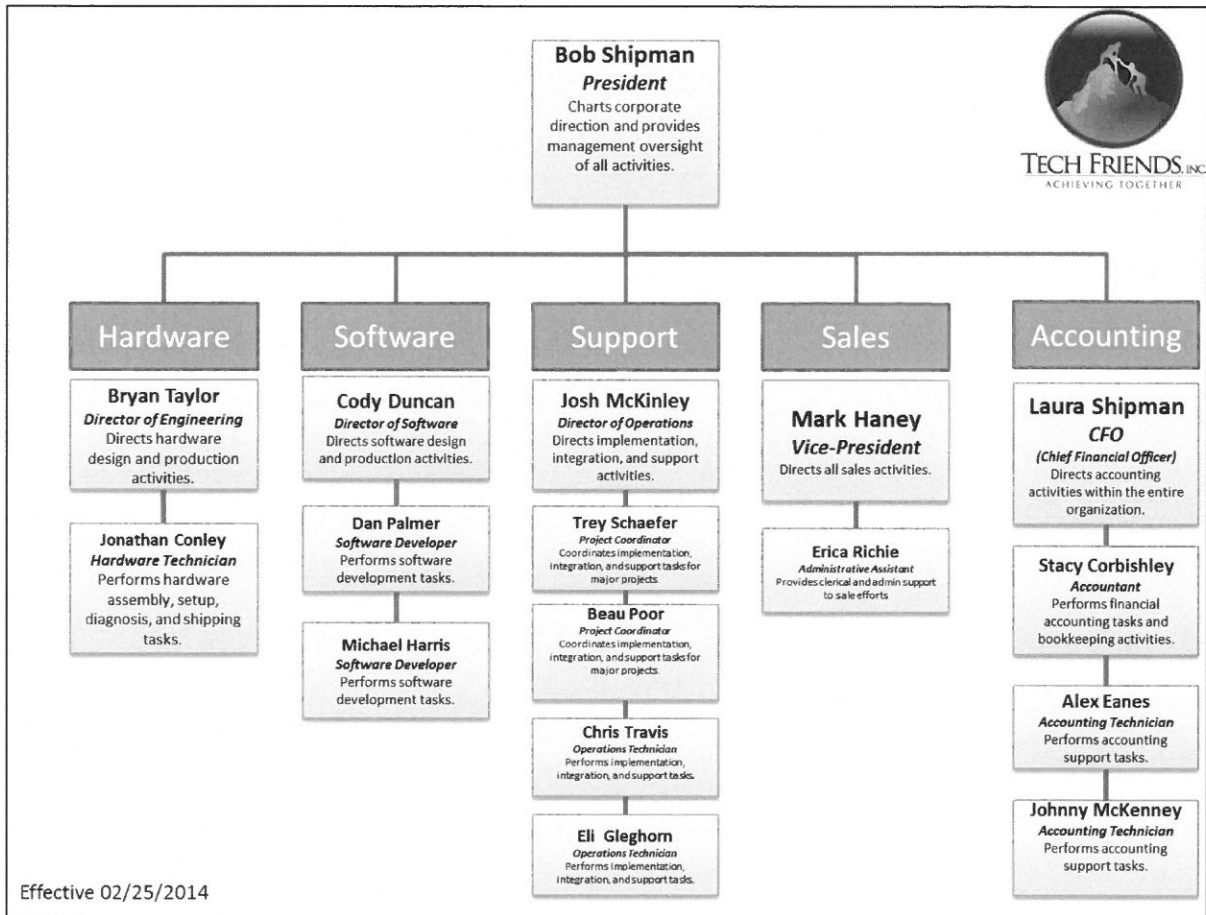
A. Vendor Response Sheet

1. Firm and Staff Qualifications

Tech Friends has been providing inmate banking services to the correctional industry for nearly ten years. While beginning with just a handful of accounts, Tech Friends has experienced tremendous growth and now provides services to over 450 facilities in 31 states. Our support staff is highly trained with a 95% retention rate. Tech Friends is the current provider of the Lockdown™ Inmate Trust Fund software for the WVDOC, DJS, and RJA, so the business managers and accounting techs throughout the state can attest to the value that we deliver and the support we provide.

Tech Friends has been providing deposit services to the West Virginia Division of Corrections for two years as part of a pilot program. If selected, Tech Friends would continue in like manner providing the highest levels of support. Tech

Friends organizational chart is shown below:



B. Mandatory Specification Checklist

1. Web Portal Deposits

Vendor shall provide a web portal deposit system for depositors to submit monetary, real-time deposits to the inmate accounts.

Response: *Tech Friends is currently providing this capability to the WVDOC. The system has been functioning at all the facilities for over 1 year. This*

offering will continue along with the addition of the other requested capabilities in this document should Tech Friends be awarded this contract.

- a. Vendor's web portal deposit system must post deposits on-line and in real-time to the inmate accounts.

Response: *This functionality currently exists with the pilot program that has been in place for over 1 year. This capability will continue for the duration of this contact if awarded to Tech Friends.*

- b. Vendor's deposit system must interface/integrate with Agency's current inmate accounting system. Vendor shall pay any costs associated with said interface.

Response: *Since Tech Friends is the provider of the inmate accounting system, no interface/integration is needed. From a system standpoint, this is one less failure point thereby increasing system reliability.*

- c. Provide a web portal deposit system that is user-friendly, simple to access, and simple to navigate.

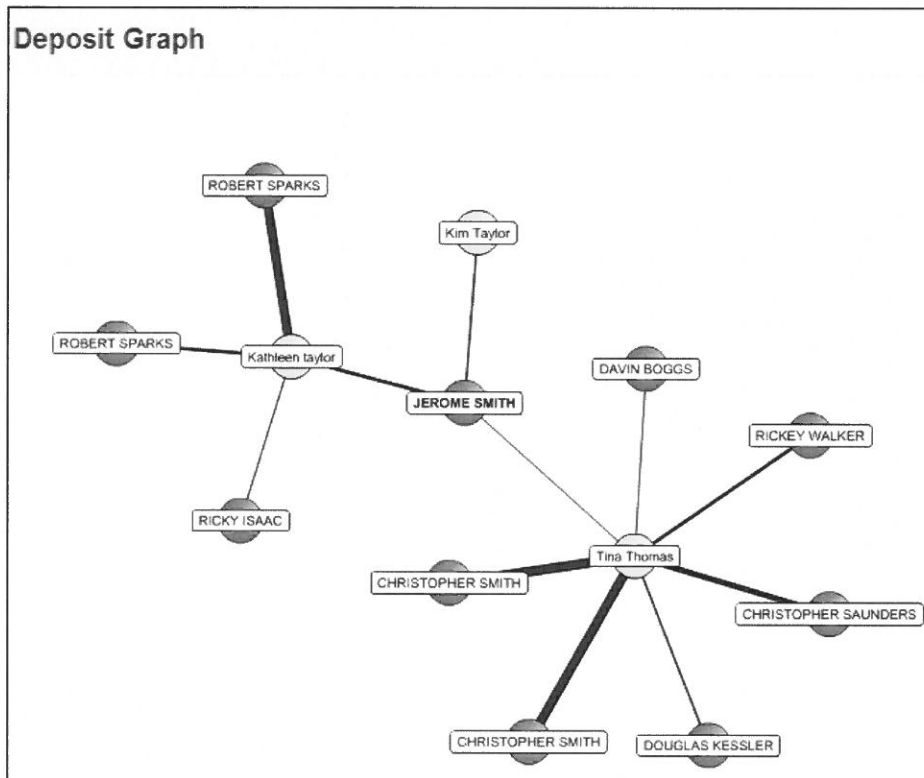
Response: *The JailATM™ website was designed for simplicity. Having a site that can function without involving the facility or our support personnel is extremely important in keeping costs down. Since our website is also servicing the Regional Jail Authority, many of the inmate families are familiar with our process prior to their loved one being transferred to WVDOC. JailATM represents a comprehensive solution for inmate deposits throughout all the correctional agencies in West Virginia.*

- d. Provide 24/7/365 toll free customer service center to assist individuals in using the web portal deposit system.

Response: *Tech Friends currently provides a toll free number for normal business hours as well as emergency after-hours support. Tech Friends will continue this offering as part of our support commitment to WVDOC should we be awarded this contract.*

- e. Vendor must provide a system that allows the Agency the ability to view within the link analysis all transactions in a quick and easy view manner.

Response: *Tech Friends investigative tools are available to any and all personnel that are approved by WVDOC. The tools allow depositors and inmates to be matched up in an easy-to-understand, visual display. Note that the line density provides an easy visual as to the strength of connection. The red nodes represent inmates while the yellow nodes are outside depositors. A sample is shown below:*



- f. Vendor shall resolve all problems with depositing/receiving funds within a 24-hour period.

Response: *Tech Friends currently resolves all issues with deposits as soon as we are notified. Tech Friends agrees to resolve any deposit issues within a 24-hour period of notification.*

- g. In order for depositors to identify inmates, Vendor's system shall contain the inmate's name, DOC ID number, and any other pertinent information by the Agency. Vendor's deposit system must interface/integrate with

Agency's current inmate information system. Vendor shall pay any costs associated with said interface.

Response: *Tech Friends system is currently providing this functionality and will continue. No interface is needed as Tech Friends currently provides the inmate information system.*

- h. Vendor must provide printable receipt/confirmation to depositors, or the option to have receipt/confirmation emailed to depositor.

Response: *Tech Friends currently provides this capability to depositors and will continue if awarded.*

- i. Vendor shall provide sufficient promotional and training materials to the Agency, the inmate population, and depositors.

Response: *The WVDOC, inmate population and depositors are already familiar with our web portal as we are currently providing these services. However, should new options be added or the Agency desire us to increase advertising, we will do so.*

- j. Vendor shall have a formal quality assurance/quality control program in place that demonstrates that internal review and quality control measures and processes are in place. In addition, routine evaluations of the quality of the system, equipment, and service are performed to ensure compliance with the terms and conditions of this contract.

Response: *Due to the tight integration between our deposit module and our inmate banking module, this type of quality control is inherent in the system. Should an error occur, it will be caught during daily or monthly reconciliation whereas third party vendors must reconcile independently. Tech Friends will conduct quarterly evaluations of the system to ensure its full functionality as well as the terms and conditions of this contract.*

2. Lobby Deposit Kiosk:

- a. Vendor shall install lobby deposit kiosks at all Agency work release centers and parole offices in location determined by Agency.

Response: *Tech Friends will install deposit kiosks at all work release centers and parole offices. In addition, Tech Friends will install lobby deposit kiosks at Division of Juvenile Service facilities as requested.*

- b. Each kiosk must accept cash, debit cards, and credit cards.

Response: *Tech Friends JailATM lobby kiosks will accept cash, credit and debit cards. In addition, the kiosks installed at the work release centers will also have both coin and bill acceptors to allow for TIPS to be entered. To promote the voluntary entry of these small cash amounts, Tech Friends will not charge a fee for WR inmate cash deposits.*

- c. Each kiosk must be equipped with a camera to capture a picture of each depositor.

Response: *Tech Friends agrees to equip the JailATM lobby kiosk with a camera to facilitate depositor investigations. Tech Friends has tremendous flexibility when it comes to equipment. Our engineering staff will customize the solution for the needs of West Virginia DOC. For example, Tech Friends will integrate a **coin acceptor** into the units that will be placed in the Work Release Centers. This will allow the inmates that receive coins as TIPS to enter these funds into the system with ease. Tech Friends understands the needs of WVDOC and will ensure that their technology needs are met. The*

floor unit equipped with camera is shown in the figure.



- d. In order for depositors to identify inmates, Vendor's kiosk system shall contain the inmate's name, DOC ID Number, and any other pertinent information requested by the Agency. Vendor's deposit system must interface/integrate with Agency's current inmate information system. Vendor shall pay any costs associated with said interface.

Response: *Tech Friends deposit kiosks are searchable by inmate name, DOC ID number and birthday (to help differentiate between junior and senior family members). Tech Friends can also configure Lockdown to display the inmate photo on the kiosks. This feature virtually eliminates deposit errors at kiosks.*

- e. All funds deposited into the lobby kiosk must be guaranteed by the Vendor.

Response: *Tech Friends will be the guarantor of all funds deposited into lobby deposit kiosks.*

- f. All deposits shall post to inmate's account in real-time.

Response: *Tech Friends system is real-time as opposed to a batch system. All deposits made to the inmate's account will be posted within a few seconds.*

- g. The lobby deposit kiosks must print an itemized receipt for each depositor.

Response: *This functionality currently exists with Tech Friends JailATM lobby kiosk and will continue. A copy of the receipt is shown below.*



1/12/2011 10:15:30 AM
ATM: 1 Receipt: 17
Cash From: JANE SMITH
test guy
Cash Tendered: \$20.00
A \$2.50 fee will be charged to the account.
F380D74174FD36A7

- h. Vendor shall be responsible for all costs of hardware, software, and installation of the lobby deposit kiosks, including but not limited to electrical and network cabling and infrastructure.

Response: *Tech Friends shall be responsible for all costs of hardware, software, and installation of the lobby deposit kiosks, including but not limited electrical and network cabling and infrastructure. As specified in addenda, Tech Friends will leverage the network on which the accounting system is used.*

- i. Vendor shall be responsible for providing all supplies necessary for the kiosks.

Response: *Tech Friends agrees and will provide all supplies necessary for the kiosk operation.*

- j. Vendor is authorized by the Agency to subcontract the removal of money from kiosk and repairs of kiosk. Vendor shall provide Agency with the name of subcontractor(s) upon award of contract.

Response: *Tech Friends will utilize this Agency authorization to enlist the services of an armored carrier or other reliable means of cash removal and deposit. If awarded, Tech Friends will share the details of this agreement with WVDOC prior to the start of service.*

- k. Vendor shall provide sufficient promotional and training material to the Agency and depositors.

Response: *Tech Friends will provide sufficient promotional and training material to the WVDOC and the depositors. Our kiosk software flow is designed to be self-contained so that no other training is required.*

- l. Vendor's lobby deposit kiosk system must provide the ability for Agency staff to see connections between inmates and depositors and all transaction history.

Response: *Tech Friends kiosk system will store all deposit data indefinitely. The system has the capability to integrate all credit/debit and cash deposits into a single link analysis graphical interface.*

3. Permanent Release Debit Cards:

- a. Vendor shall provide Agency with pin-based debit cards for the purpose of transferring an inmate's remaining account balance upon release from prison.

Response: *Tech Friends has a fully integrated solution with respect to release debit cards. The cards can be loaded via the web-based version of Lockdown to which all facilities will be transitioned after Go-Live date for*

OIS. The Lockdown screen for debit release is shown below. Notice that while "debit release" is the default method, a check can still be selected.

Release Resident

Account: JONES EDWARD L [REDACTED] Release By: Check Split None
 Cash Donate Debit

Money to be released: \$9.00

Swipe the Card

Please swipe 1 cards.

Save Fix Help Close

JONES, EDWARD L Status: OPEN
Balance \$9.00 KCDF 6A 107

Since release debit cards are completely integrated into Lockdown, the release amount is NOT entered by the releasing officer. This eliminates the accidental loading of an incorrect amount.

- b. Agency's staff must have the ability, via web-based program, to transfer funds to debit card.

Response: WVDOC will be migrating to the web-based version of Lockdown as part of the new OIS deployment. Debit cards are native to Lockdown, satisfying this requirement.

- c. All transfers shall post to debit card in real time.

Response: Tech Friends debit card solution is real time with the funds being immediately available for usage by the releasing inmate.

- d. Vendor shall provide the ability for Agency staff to view and print a summary of all funds transferred.

Response: *Since Tech Friends debit card offering is integrated into Lockdown, all reporting is available in a familiar format for all Lockdown users. This reporting includes a summary of all transferred funds based on a date range.*

The screenshot shows a web application interface for 'Debit Cards'. The top navigation bar includes 'Program', 'Residents', 'Transactions', 'Banking', 'Funds', 'Financial', and 'Help'. The left sidebar has icons and labels for 'Residents', 'Transactions', 'Banking', and 'Orders'. The main area is titled 'Debit Cards' and contains the following sections:

- Select the Period:** A dropdown menu set to 'Today', followed by date pickers for '04/07/2014' with time pickers for '12:00 AM' and '11:59 PM'.
- Select the Card # Range (Last 6 Digits):** Two empty text input boxes separated by 'to'.
- Choose the Reports:** Two checkboxes: Debit Card Releases and Voiced Debit Cards.

- e. After confirmation of funds transferred to the debit card, funds must be guaranteed by the Vendor.

Response: *Tech Friends is the guarantor of all funds loaded to the debit cards. The only case in which WVDOC would have liability is if the incorrect amount is loaded by WVDOC personnel. This opportunity does not exist if Tech Friends solution is chosen.*

- f. Debit cards shall be reloadable.

Response: *While this feature is available for work release debit cards, it is not currently available for permanent release cards. Tech Friends agrees to add this feature to fulfill this requirement.*

- g. Agency must have the ability to set geographical locations or types of allowed businesses for debit card usage on paroled offenders.

Response: *Tech Friends understands that WVDOC desires to be able to control both the geographical location as well as the patron types at which the card will be used. Tech Friends permanent release card will have these capabilities.*

- h. Released inmates shall have the ability to withdraw funds from the debit card at point-of-sale (POS) locations; banks; and ATMs worldwide.

Response: *Tech Friends debit card offering is MasterCard branded and meets this requirement as releasing inmates may withdraw funds at POS, banks and worldwide ATMs.*

- i. Vendor shall supply training and training materials to Agency staff for operating and maintaining the debit card program.

Response: *Since the debit card module is integrated into Lockdown, training can be accomplished in less than 5 minutes. Tech Friends will provide training to all users throughout the WVDOC and update Lockdown User Manual with debit card usage information.*

- j. Vendor shall supply brochures to inmates containing debit card usage instructions.

Response: *To satisfy banking regulations, brochures which detail fee structure and usage must be provided to releasing inmates at the same time the cards are issued. These brochures will be supplied with debit card stock.*

4. Work Release Debit Cards:

- a. Vendor shall provide Agency with pin-based debit cards for the issuance to work release inmates.

Response: *Tech Friends has developed a fully integrated work release debit card program that fully complies with WVDOC policy requirements. The cards are pin-based for cash withdrawals from ATMs. The cards will be*

personalized to eliminate theft. These cards will be distributed to each inmate that is classified as a work release inmate.

- b. Agency must have the ability, via web-based program, to transfer funds to the debit card.

Response: *An integrated work release module has been created and tested for deployment in WVDOC. This system has been tightly incorporated into the Lockdown accounting system. The load screen is automatically populated with the most common amount (\$50.00) but can be modified before loading. All cards in a given facility can be loaded with a single mouse click. The web-enabled version of Lockdown will be used to satisfy the "web-based" portion of this requirement. Additional monies can easily be loaded on an individual card for medical or other expenses.*

- c. Agency must have the ability to set spending and withdrawal limits on debit cards.

Response: *Tech Friends work release debit card will exactly match WVDOC policy with respect to spend and withdrawal limits. Only the amount of money that an inmate is allowed to spend is ever loaded on the card ensuring that policy is precisely followed. The amount of money that is allowed to be withdrawn from an ATM over a given period can also be set.*

- d. All transfers shall post to the debit card in real time.

Response: *All transfers initiated via Tech Friends software to the work release debit card post in real time.*

- e. Vendor shall provide the ability for Agency staff to view and print a summary of all funds transferred.

Response: *Since this module is built into Lockdown, the reporting is consistent with all other reports in Lockdown and will require no training by staff. These reports will provide staff with the proper access level the ability to view and print summary of all funds or any individual funds transferred to the cards.*

- f. After confirmation of funds transferred to the debit card, funds must be guaranteed by the Vendor.

Response: *Tech Friends work release debit card provider shall be the guarantor of the funds once they are successfully loaded onto cards.*

- g. Debit cards shall be reloadable. Funds loaded to work release debit cards may only be performed by Agency.

Response: *Tech Friends work release debit card is fully reloadable as many times as needed. These funds can only be loaded by WVDOC staff with the approved access level.*

- h. Agency must have the ability to set geographical locations or types of allowed businesses for transactions.

Response: *Tech Friends work release card module can be configured with a "white list" of areas in which the cards can be used. This eliminates the chance of an inmate fleeing and having funds accessible.*

- i. Inmates shall have the ability to use debit cards at point-of-sale (POS) locations; banks; and local ATMs.

Response: *All of Tech Friends debit cards (both permanent release and work release) have the ability to be used at POS locations, banks and local ATMs.*

- j. Vendors system shall provide real time alerts to Agency.

Response: *Tech Friends work release cards can be configured to disallow purchases outside a geographical area and at certain establishments. Should an inmate attempt to use the card at one of these disallowed locations, an alert could be generated which notifies Agency of a potential breach.*

- k. Vendor shall provide the ability for Agency to track inmate purchases and/or withdrawals.

Response: *The Tech Friends work release card spending details can be accessed online and will provide information on all purchases and withdrawals.*

- l. Vendor shall supply training and training material to Agency staff for operating and maintaining the debit card program.

Response: *Tech Friends will certainly provide training on the work release card module. The training requirements will be minimal as WVDOC staff consulted during the design and development of the Tech Friends work release debit card program. Tech Friends will provide an enhancement to the Lockdown manual that will provide instructions for the work release module.*

- m. Vendor shall supply brochures to inmates containing debit card usage instructions.

Response: *Usage instruction brochures will be provided with each work release debit card.*

5. Parole Supervision Fees, Court Costs and Victim Restitution:

- a. Paroled inmates shall have the ability to make deposits via the web portal and/or parole office lobby kiosk for the payment of parole supervision fees; court costs; and victim restitution payments.

Response: *Tech Friends offers its www.jailatm.com website along with the JailATM lobby deposit kiosk to satisfy this requirement.*

- b. Vendor shall transfer the above referenced deposits into the inmate's account via the Agency's inmate accounting system.

Response: *Tech Friends will process payments and transfer them to WVDOC accounting system.*

- c. Agency shall be responsible for processing payments to all courts and victims.

Response: *Tech Friends understands that WVDOC will be responsible for processing payments to all courts and victims.*

- d. Agency shall be responsible for transferring parole supervision fees from inmate's account to the proper Agency account.

Response: *Tech Friends understands that WVDOC will be responsible for transferring parole supervision fees from WVDOC possession to the proper Agency.*

- e. All provisions outlined under "Web Portal Deposits" shall apply to this section.

Response: *Tech Friends will be using the same web portal for both purposes. Therefore, all provisions outlined in "Web Portal Deposits" shall also be satisfied for parolee payments.*

- f. All provisions outlined under "Lobby Deposit Kiosk" shall apply to this section.

Response: *Tech Friends will be using identical Lobby Deposit Kiosks for Parolee deposits as for the work release centers. All provisions outlined in "Lobby Deposit Kiosks" shall apply to Parolee payments.*

6. Post Office Lock Box Address:

- a. Vendor shall supply a lock box service/address for the collection and processing of money orders sent to inmates.

Response: *Tech Friends shall provide a lock box service for processing money orders. The lock box address is:*

*Tech Friends, Inc.
PO BOX 16480
Jonesboro, AR 72409*

- b. Vendor shall electronically post funds to inmate accounts.

Response: *Tech Friends will post money orders to the correct inmate account in the same way they are currently posted by WVDOC personnel. Therefore, there will be no training needed for generating reports or examining an inmate account to determine if and when a money order posts to an account.*

- c. No personal, business, cashier's check or certified checks shall be accepted.

Response: *Tech Friends shall not accept any form of deposit other than money orders. No personal, business, cashier or certified checks shall be accepted.*

- d. Deposit slips must be included with each money order for proper inmate identification.

Response: *Tech Friends will provide deposit slips (shown below) for proper inmate identification and to reduce deposit errors. Tech Friends will consult with WVDOC to determine what policy should be implemented if a money*

order is mailed without a deposit slip.

JailATM.com Money Order Deposit

NO RESPONSIBILITY FOR LOST OR MISDELIVERED MAIL

AVOID DELAY! Send money
IMMEDIATELY using **JailATM.com!**



Sign up today at JailATM.com

Instructions

- Black or blue ink only.
- Verify the inmate ID and facility ID are correct on the form.
- Letters, photos, or notes will be discarded without delivery.
- No personal checks or cash accepted.
- **Money orders are limited to a maximum of \$100.**
- **Allow 7 - 10 days for processing due to mail service delays.**
- Money orders must be payable to *Tech Friends, Inc.*
- Mail the deposit slip and money order in an envelope to:

Tech Friends, Inc
P.O. Box 16480
Jonesboro, AR 72403

Do not fold or staple the money order or deposit slip.

A \$2.00 processing fee will be deducted from each money order that is processed.

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Allow 7 - 10 days for funds to be added to the inmate's commissary account.

Facility ID:	<input type="text" value="1"/> <input type="text" value="3"/> <input type="text" value="5"/> <input type="text" value="7"/> <input type="text"/>	Sender Name:	_____
Fac. Name:	<input type="text" value="Test Facility, AR"/>	Address:	_____
Inmate ID:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Money Order#	_____
First Name:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	MO Amount:	\$ _____
Last Name:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Phone:	() - _____
		Email:	_____

- e. Vendor shall supply deposit slips to depositors. Vendor shall supply deposits slips to Agency for placement in lobby areas and visitation areas. Agency shall also place pdf deposit slips on the Division of Corrections website.

Response: *Tech Friends shall provide deposit slips for each facility to distribute to friends and family in lobby and visitation areas. Tech Friends shall provide a pdf version of deposit slip to WVDOC for incorporation into DOC website for easy download by depositors. Tech Friends will also place form on JailATM website.*

- f. Vendor shall process and post funds to the inmate accounts within 48 hours of receipt.

Response: *Tech Friends agrees and shall post money orders within 48 hours of receipt.*

- g. Vendor shall provide the ability for Agency to view and print reports of all money order deposits.

Response: *Tech Friends will enter money orders in exactly the same way that money orders have always been deposited in Lockdown. Therefore, there will be no training required for money order reporting.*

7. General Specifications:

- a. Vendor shall be responsible for safeguarding all stored data, particularly files that contain recipient information, so as to be compliant with all state and federal laws and regulations, and in the case of the Debit Cards, individual card brand requirements. Vendor must be compliant with Payment Card Industry Data Security Standards (PCI DSS) and must be able to show proof of such certification in accordance with the policies, standards and guidelines.

Response: *Tech Friends is PCI compliant and will provide proof of certification. In fact, we are the only vendor who utilizes encrypted*

magnetic stripe readers when issuing release debit cards. Without this critical technology, DOC staff must waste time hand entering debit card information into a web page or risk a data breach as affected Target retail stores recently. Unlike some other vendors, we have never had a data breach and have never been fined by state regulators of the financial industry.

- b. Vendor must provide written notification to Agency as soon as possible, but no later than 24 hours, following the reasonable belief of any unauthorized access or breach of confidential information provided to the Vendor under the Contract. Written notice shall include: (a) the nature of the unauthorized use or disclosure; (b) the specific confidential information involved; (c) who gained unauthorized access; (d) what steps have been or will be taken to mitigate any negative effect of the unauthorized use or disclosure; and (e) what corrective action Vendor has taken or shall take to prevent future similar unauthorized use or disclosure.

Response: *Tech Friends agrees and will comply with these requests.*

- c. Vendor must comply with Regulation E, "Electronic Funds Transfer" requirements (12 CFR Part 205) issued by the Board of Governors of the Federal Reserve System pursuant to the Electronic Fund Transfer Act (15 U.S.C. § 1693 et seq.)

Response: *Tech Friends agrees and will comply.*

- d. The Vendor may have access to private or confidential data maintained by the Agency to the extent necessary to carry out its responsibilities under this contract. Vendor shall ensure that all data is secured and protected during the course of this contract.

Response: *Tech Friends agrees and will comply.*

- e. No private or confidential data collected, maintained or used in the course of performance of this contract shall be disseminated by the Vendor except as required by federal or state laws and regulations, either during the

period of this contract or thereafter. The Vendor must agree not to use any such data or any material derived from the data for any purpose and where so instructed by Agency, will destroy or render it unreadable.

Response: *Tech Friends agrees that no private or confidential data collected, maintained or used in the course of performance of this contract shall be disseminated except as required by federal or state laws and regulations. Tech Friends understands that this stipulation applies to during the contract period and thereafter. Tech Friends agrees that it will not use any such data or any material derived from the data for any purpose and will destroy or render unreadable data upon Agency request.*

- f. Vendor shall preserve and make available all of its records and other evidence involving transactions related to this contract for a period of least five (5) years from the date of expiration or termination.

Response: *All transactions that are processed by Tech Friends will become part of the official record and incorporated into the Lockdown accounting system. This information will remain indefinitely.*

- g. Vendor shall agree that authorized State and Agency representatives shall have access to and the right to examine records during the term of this contract.

Response: *Tech Friends will establish "View Only" accounts for all State and Agency personnel upon request from WVDOC. These designees may view the data at any time by simply accessing Lockdown through a web-browser. Since the Agency has personnel very familiar with the reporting structure of Lockdown, little or no training is needed. However, if training is required, Tech Friends will provide.*

- h. Vendor must provide activity reports to the Agency on an agreed upon basis, which will include information as outlined by the Agency. Vendor shall provide a description of reporting packages available and if Agency will have access to enter the online system.

Response: *Tech Friends will provide reporting through the Lockdown banking system. Since WVDOC personnel are already familiar with the format and structure of Lockdown reporting, very little training will be required. Lockdown banking will transition to web-based during OIS deployment; therefore, all reporting will be accessible via web.*

- i. Technical support must be available 24/7/365 by both telephone and web.

Response: *Tech Friends prides itself on providing the best customer service in the corrections technology area. We have demonstrated this through our banking software in West Virginia Division of Corrections. We will continue to provide support via telephone and via web 24/7/365.*

- j. Customer service must be provided 24/7/365 by both telephone and web. Web service must be user friendly and non-complicated for all friends and families of the inmates. Vendor must provide customer satisfaction surveys by telephone and web. Vendor shall describe its responsibilities of customer service personnel, including the chain of command for problem resolution.

Response: *Tech Friends shall provide 24/7/365 support for the term of this contract. The JailATM website has proven to be user friendly and uncomplicated as we process on average 40,000 transactions per month (including those for WVDOC) via credit and debit card. Tech Friends agrees to conduct customer satisfaction surveys to assess user satisfaction level.*

- k. Vendor shall be responsible for any fees or costs associated with the interface to Agency's current inmate accounting system and inmate information system.

Response: *Since Tech Friends is the provider of the accounting software, this requirement is not applicable.*

- l. For all services outlined in this RFP, Vendor must provide the ability for Agency to see connections between inmates and depositors and all transaction history.

Response: *Tech Friends link analysis diagram provides visual connections between inmates and depositors. In addition, the actual transactions themselves can be viewed along with all transaction histories. These transactions will be available in the web-based version of Lockdown. This is convenient for WVDOC personnel as they are already familiar with Lockdown reporting minimizing training requirements should Tech Friends be awarded.*

- m. For all services outlined in the RFP, Vendor must provide the ability for Agency's investigators to view within the link analysis all transactions in a quick and easy view manner.

Response: *Tech Friends link analysis not only shows the interconnectivity between inmates and families it also shows the relative strength of these connections by proportionally adjusting the connection line thickness. Tech Friends investigative tool allows cumulative transactions to be viewed along with the individual transactions themselves.*

- n. Resolve all deposit and transferring of funds issues within a twenty-four our period.

Response: *Tech Friends has been providing deposit services to WV depositors for over a year with the pilot program. All deposit issues have been handled immediately upon our knowledge in much less than 24 hours. Tech Friends, if awarded, will continue to provide this same level of service resolving all deposit and transfer of funds issues within 24 hours of being made aware of the issue.*

- o. Ensure all receipts are properly identified with the name of depositor, the inmate's name and the inmate's DOC ID number.

Response: *This information is currently being managed by Tech Friends. No change to the process or implementation would be needed should Tech Friends be awarded.*

- p. Vendor shall have a formal quality assurance/quality control program in place that demonstrates internal review and quality control processes are in place and routine evaluations of the system, equipment, and services are performed to ensure compliance with the terms and conditions of this contract.

Response: *Tech Friends is committed to providing quality products as evidenced by our Lockdown banking software. The deposit services segment of Tech Friends portfolio is also held to the same standard of excellence.*

- q. Vendor shall have five years' experience in providing web-based deposit services and debit card services in a correctional setting.

Response: *Tech Friends has been servicing the corrections industry since 2004. Our web-based deposit service processes over 40,000 deposits per month. This service has been in place since last quarter of 2008. Tech Friends utilizes the services of two debit card companies in the corrections arena – both of which have provided release debit cards for over 5 years.*

- r. Vendor shall provide three (3) professional references, preferably from government owned correctional agencies.

Response:

- *Patty Withrow*
Director of Administration
West Virginia Division of Corrections
304-558-2036
patti.j.withrow@wv.gov

- *Herbert Skeens*
Fiscal Officer
Regional Jail Authority of West Virginia
(304) 765-7904
Herbert.M.Skeens@wv.gov

- *Rodney Bivens*
Director of Corrections/ ACA Audit Chief
Knox County Detention Center
Knoxville, TN
(865) 659-2424
rodney.bivens@knoxsheriff.org

C. Addendum Acknowledgment

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

TECH FRIENDS INC

Company

Mark Harvey

Authorized Signature

4-10-2014

Date

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

D. Official Signature

REQUEST FOR PROPOSAL

COR61609 - Inmate Banking Services

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Tech Friends, Inc.
(Company)

Bob Sh, President
(Representative Name, Title)

870-933-6386
(Contact Phone/Fax Number)

4-10-14
(Date)

E. Purchasing Affidavit

RFQ No. COR61609

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Tech Friends, Inc.

Authorized Signature: [Signature] Date: 4-10-14

State of Arkansas

County of Craighead, to-wit:

Taken, subscribed, and sworn to before me this 10th day of April, 2014.

My Commission expires 12-20-2023, 2023.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

