



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

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

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

DIVISION OF CORRECTIONS

S  
H  
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P  
1409 GREENBRIER ST

T  
O  
CHARLESTON, WV  
25311

304-558-8045

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
0001	1	JB	946-25	ADDENDUM NO. 5  SEE ATTACHED PAGES.  END OF ADDENDUM NO. 5  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

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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 A****Questions:**

- 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 Fiends 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 Lakin Correctional Center, it lists Lobby Kiosk transactions; however, lobby kiosks transactions are not listed under any other facility. Was Lakin 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 kios.
- 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	Annual Quantity **	Estimated	
				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		

**ATTACHMENT C**

**COR61609 - Inmate Banking Services**

Item #	Description *	Unit of Measure	Estimated		Extended Amount
			Annual Quantity **	Unit Price	
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		

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## ATTACHMENT C

### COR61609 - Inmate Banking Services

Item #	Description *	Unit of Measure	Estimated		Unit Price	Extended Amount
			Annual Quantity **			
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		Extended Amount
			Annual Quantity **	Unit Price	
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	%
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### 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)

[ ] Addendum No. 1 [ ] Addendum No. 6

[ ] Addendum No. 2 [ ] Addendum No. 7

[ ] Addendum No. 3 [ ] Addendum No. 8

[ ] Addendum No. 4 [ ] Addendum No. 9

[ ] Addendum No. 5 [ ] 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 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.

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Company

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Authorized Signature

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Date

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