



**RESPONSE TO THE WEST VIRGINIA
PURCHASING DIVISION FOR THE AGENCY,
WV DIVISION OF CORRECTIONS
RFP# COR61609
FOR
INMATE BANKING SERVICES**

Due: April 15, 2014
1:30PM EST

BID TYPE: Technical
 Cost

**Attn: Tara Lyle
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130**

TouchPay Contacts:

Ronny Park—Executive Manager
7801 Mesquite Bend Dr., Suite 101
Irving, TX 75063
Phone: (214) 507-6867
Fax: (972) 506-8783
rpark@touchpaydirect.com

 **ORIGINAL**

04/15/14 09:24:56AM
West Virginia Purchasing Division

Ronny Park
4-11-14



April 10, 2014

Tara Lyle
Department of Administration
Purchasing Department
2019 Washington Street East
Charleston, WV 25305-0130

Dear Ms. Lyle:

Enclosed is TouchPay's response to the **THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WV DIVISION OF CORRECTIONS RFP# COR61609 FOR INMATE BANKING SERVICES.**

The included information outlines both TouchPay's intent and ability to meet and exceed the scope of services contained in the RFP. TouchPay's national experience and commitment to developing cutting-edge solutions will enable the West Virginia Division of Corrections (the Agency) to benefit from the latest technological advances in the payments industry.

TouchPay's robust and automated turnkey payment and kiosk solution is available to the Agency at NO COST. Our funding platform will provide value-added services beyond the scope of the requirements that offer the Agency additional cost savings, revenue opportunities, and efficiencies, including:

- **Interface Development**—TouchPay has existing interfaces with numerous inmate banking and commissary systems and in-depth experience building new interfaces when necessary, which can allow for a much faster implementation of automated payment services.
- **Experience**—TouchPay has been providing automated-payment and kiosk solutions to correctional facilities for over a decade. We have extensive experience with multiple-kiosk deployments with existing and proven hardware and a seasoned team of professionals to support the Agency.
- **Ability to Accept Multiple Payments**—In addition to accepting inmate trust and work-release deposits, parole supervision fees, court costs, and victim restitution, TouchPay can also accept any additional payments that would be of value to the Agency.
- **Ability to Accept Inmate Phone Deposits**—TouchPay can accept inmate phone deposits from the Agency's current or future inmate telephone provider. Providing our convenient payment system, including kiosk-based cash transactions, has proven to increase phone revenues and associated commissions.

TouchPay takes great pride in providing payment solutions that work consistently, efficiently, and exceed client expectations. We hold ourselves accountable for all aspects of the payment system, from best-in-class hardware and software, IT support, training, marketing, customer support, maintenance, field support, and cash management.

TouchPay appreciates the opportunity to participate in this RFP, and we look forward to working with the Agency in the near future.

Sincerely,

Ronny Park—Executive Manager
Phone: (214) 507-6867
Fax: (972) 506-8783
Email: rpark@touchpaydirect.com

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As requested, Cost Sheet has been provided in a separate envelope.

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West Virginia Money Transmission License

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State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
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Solicitation

NUMBER
COR61609

PAGE
1

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

VENDOR

RFQ COPY
TYPE NAME/ADDRESS HERE
 TouchPay Holdings, LLC
 7801 Mesquite Bend Dr., Suite 101
 Irving, TX 75063
 (972) 215-0133

SHIP TO

DIVISION OF CORRECTIONS
1409 GREENBRIER ST
CHARLESTON, WV 25311
304-558-8045

DATE PRINTED
11/06/2013

BID OPENING DATE: **01/07/2014** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
J01	1	JB		946-25		
<p>***** PLEASE NOTE: A MANDATORY PRE-BID MEETING IS SCHEDULED FOR 12/03/2013 AT 10:00 AM AT THE WV DIVISION OF CORRECTIONS HEADQUARTERS LOCATED AT 1409 GREENBRIER STREET CHARLESTON, WV 25311. *****</p> <p>INMATE BANKING SERVICES</p> <p>REQUEST FOR PROPOSAL</p> <p>THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WV DIVISION OF CORRECTIONS, IS SOLICITING PROPOSALS TO PROVIDE A WEB PORTAL APPLICATION TO ACCOMMODATE DEPOSITS TO INMATES, LOBBY DEPOSIT KIOSK, DEBIT RELEASE CARDS, WORK RELEASE DEBIT CARDS AND PAROLE SUPERVISION FEES, PER THE ATTACHED DOCUMENTATION.</p> <p>ATTACHMENTS INCLUDE:</p> <ol style="list-style-type: none"> COR61609 REQUEST FOR PROPOSAL ATTACHMENT A VENDOR RESPONSE SHEET ATTACHMENT B MANDATORY SPECIFICATION CHECKLIST ATTACHMENT C COST SHEET ATTACHMENT D FACILITY LISTING 						

SIGNATURE	TELEPHONE (214) 507-6867	DATE 4/08/2014
TITLE Executive Manager	FEIN 20-1822280	ADDRESS CHANGES TO BE NOTED ABOVE

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



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

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RFQ COPY
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 TouchPay Holdings, LLC
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SHIP TO

DIVISION OF CORRECTIONS
 1409 GREENBRIER ST
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 25311 304-558-8045

DATE PRINTED
12/26/2013

BID OPENING DATE: 01/30/2014 BID OPENING TIME 1:30PM

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

SIGNATURE <i>Ron R</i>	TELEPHONE (214) 507-6867	DATE 4/08/2014
TITLE Executive Manager	FEIN 20-1822280	ADDRESS CHANGES TO BE NOTED ABOVE

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



State of West Virginia
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DATE PRINTED
01/28/2014

BID OPENING DATE: 02/27/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
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ADDENDUM NO. 2 SEE ATTACHED PAGES. END OF ADDENDUM NO. 2 INMATE BANKING SERVICES						
***** THIS IS THE END OF RFQ COR61609 ***** TOTAL:						

SIGNATURE <i>Romy PL</i>	TELEPHONE (214) 507-6867	DATE 4/08/2014
TITLE Executive Manager	FEIN 20-1822280	ADDRESS CHANGES TO BE NOTED ABOVE

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

*C11151153 732-804-1228

TOUCHPAY HOLDINGS LLC
 7801 MESQUITE BEND DR STE 101
 IRVING TX 75063

VENDOR

DIVISION OF CORRECTIONS

1409 GREENBRIER ST

CHARLESTON, WV
 25311

304-558-8045

SHIP TO

DATE PRINTED
02/03/2014

BID OPENING DATE: 03/11/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 3		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 3		
01	1	JB		946-25		
				INMATE BANKING SERVICES		
***** THIS IS THE END OF RFQ COR61609 ***** TOTAL:						

SIGNATURE	TELEPHONE	DATE
<i>Romy R</i>	(214) 507-6867	4/08/2014

TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
Executive Manager	20-1822280	

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VENDOR

TouchPay Holdings, LLC
 7801 Mesquite Bend Dr., Suite 101
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DATE PRINTED
03/06/2014

BID OPENING DATE: 04/01/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 4		
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				END OF ADDENDUM NO. 4		
1	1	JB		946-25		
				INMATE BANKING SERVICES		
***** THIS IS THE END OF RFQ COR61609 ***** TOTAL:						

SIGNATURE	TELEPHONE	DATE
	(214) 507-6867	4/08/2014
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
Executive Manager	20-1822280	

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03/12/2014

BID OPENING DATE: 04/10/2014

BID OPENING TIME 1:30PM

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				ADDENDUM NO. 5		
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1	1	JB		946-25		
				INMATE BANKING SERVICES		
***** THIS IS THE END OF RFQ COR61609 ***** TOTAL:						

SIGNATURE <i>Ron RL</i>	TELEPHONE (214) 507-6867	DATE 4/08/2014
TITLE Executive Manager	FEIN 20-1822280	ADDRESS CHANGES TO BE NOTED ABOVE

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03/12/2014

BID OPENING DATE: 04/10/2014

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
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				END OF ADDENDUM NO. 6		
01	1	JB		946-25		
				INMATE BANKING SERVICES		
***** THIS IS THE END OF RFQ COR61609 ***** TOTAL:						

SIGNATURE 	TELEPHONE (214) 507-6867	DATE 4/08/2014
TITLE Executive Manager	FEIN 20-1822280	ADDRESS CHANGES TO BE NOTED ABOVE

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04/03/2014

BID OPENING DATE: 04/10/2014

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 7		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 7		
01	1	JB		946-25		
				INMATE BANKING SERVICES		
***** THIS IS THE END OF RFQ COR61609 ***** TOTAL:						

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TITLE Executive Manager	FEIN 20-1822280	ADDRESS CHANGES TO BE NOTED ABOVE	

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DATE PRINTED
04/08/2014

BID OPENING DATE: 04/15/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 8		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 8		
01	1	JB		946-25		
				INMATE BANKING SERVICES		
***** THIS IS THE END OF RFQ COR61609 ***** TOTAL:						

SIGNATURE <i>Rom PL</i>	TELEPHONE (214) 507-6867	DATE 4/08/2014
TITLE Executive Manager	FEIN 20-18-22280	ADDRESS CHANGES TO BE NOTED ABOVE

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

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.

TouchPay Holdings, LLC

Company

Authorized Signature

4/08/2014

Date

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

Executive Summary

TouchPay's Competitive Advantages:

- Meet all of the Agency's requirements stated in RFP COR61609
- Provide established payment solutions to the Agency at NO COST with competitive depositor rates and a focus on ease-of use
- Provide the ability for the Agency to implement a Debit Release Card and Work Release Card program at NO COST
- Implement all payment services with time-tested, existing hardware and software solutions
- Accept inmate trust deposits on all installed payment kiosks
- Accept inmate telephone deposits on all payment kiosks from providers such as Securus and GTL with existing interfaces
- Provide the Agency with a funding GUARANTEE for all payments accepted by TouchPay
- 24/7/365 In-House Client Services team
- In-House, Bilingual, US-based Customer Support team
- Real-time validation, payments, and reporting solution
- TouchPay adheres to all state and federal regulations and licensing requirements to conduct payment services business in the state of West Virginia

TouchPay provides the most comprehensive cash and credit automation services in the corrections market and is confident that our solutions will provide the Agency with the proven ability and experience to meet all of the requirements stated in the **WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WV DIVISION OF CORRECTIONS RFP# COR61609 FOR A WEB PORTAL APPLICATION TO ACCOMMODATE DEPOSITS TO INMATES, LOBBY DEPOSIT KIOSK, DEBIT RELEASE CARDS, WORK RELEASE DEBIT CARDS AND PAROLE SUPERVISION FEES**. TouchPay has a successful history of providing some of the country's largest jails with all of the technology requested in this proposal.

With over 250 Lobby and Intake Kiosks and automated-payment platforms (Internet and Telephone payment applications) installed in over 200 facilities nationwide, TouchPay has the products created specifically for the corrections industry, services catered to the unique needs of government agencies, and a seasoned team with the experience to effectively implement the requirements of the RFP and support the Agency.

To complement this technology, TouchPay's dedicated, US-based Relationship Account Management Team (RAM) provides 24-hour facility support. TouchPay provides remote and on-call site support for a complete cash management and technical assistance solution. TouchPay recognizes this as a critical component of the success of this technology.

Since its founding in 2003, TouchPay has been the industry leader in providing the most reliable, secure, convenient, innovative, and fully automated electronic-payment solutions for government agencies in the fields of corrections, courts, child support, and parole and probation.

The large demographic of majority cash-preferred depositors drove TouchPay to be the first to develop a cash-accepting kiosk for facility lobbies.

Additional Key Differentiators and the Benefits to the Agency include:

Key TouchPay Differentiators	Benefits To The Agency
Lobby Kiosk—proprietary, patent-pending solution that accepts all denominations of US cash bills, including \$1 bills and credit/debit cards	Provides stable and consistent payment solution and offers added convenience as other solutions do not accept \$1 bills
Complete suite of funding options for the duration of the inmate’s custody—including: booking, deposits, release, and post release	Streamlines operating efficiencies through consolidated payment, accounting, and reporting systems for all inmate funding requirements
Turnkey solution is self-service, available 24/7/365, and includes: hardware, training, installation, monitoring, service, cash pick up, marketing, customer support, and reporting	Requires no maintenance by Agency and allows employee allocation to mission-critical tasks vs. cash-handling activities
Real-time transactions, processing, and reporting	Enables immediate monitoring, troubleshooting, support, and access to on-demand reporting
Investigator tools, reporting, and biometrics	Enhances the ability of investigators to see patterns of abnormal deposit activities, reduce inmate fraud, and apprehend suspects
Live US-based, bilingual customer support	Allows depositors to speak with a live representative who can answer questions about transactions by utilizing our real-time processing system
Technology company with a dedicated focus on corrections and government agencies, complete with an in-house IT team for design, implementation, and support— <i>not outsourced</i>	Provides the Agency with the most reliable hardware and software solutions and support services to meet the unique needs of the corrections industry
Canned Messaging—available on the payment kiosk	Provides communication for family and friends without the need for email

Attachment A: Vendor Response Sheet

Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

List project goals and objectives contained in Section 4, Subsection 4:

Section 4, Subsection 4.1: To provide the services outlined in this RFP at reasonable and market competitive transaction fees, while reducing Agency's administrative and processing costs.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Please see Attachment C: Cost Sheet in the separate Cost Proposal for competitive transaction fees.

FIRM QUALIFICATIONS AND EXPERIENCE

TouchPay understands the Agency's emphasis on superior technology that provides a high level of ease-of-use for kiosk, online, and toll-free IVR deposits, parole supervision fees, court costs, victim restitution payments, and release processes. TouchPay offers the most convenient, robust, and straight forward funding platform in the industry for the full duration of the inmate's custody—from booking to trust deposits to release systems. And all inmate funding services are provided to the Agency at **NO COST**.

Since 2003, TouchPay has been the industry leader in providing the most convenient, secure, innovative, and fully automated electronic-payment and kiosk solutions for government agencies in the fields of corrections, parole and probation, courts, and child support for over a decade.

TouchPay will provide the Agency with a turnkey, automated payment solution free-of-charge that includes: hardware installation, systems integration, training, marketing, 24/7/365 client support services, maintenance, on-demand reporting, remote monitoring, and cash pick up.

The large demographic of majority cash-preferred depositors drove TouchPay to be the first to develop a cash-accepting kiosk, which **takes over 65% of all TouchPay payments being made**. With over 250 kiosk installations in over 200 government agencies nationwide, TouchPay's presence in state and county government agencies ensures our clients benefit from the latest technological advances in automated-payment solutions.

TouchPay's automated-payment solutions provide the most convenient way for friends and family members to deposit funds into inmate trust and telephone accounts and for customers to make required payments to government agencies. Our suite of comprehensive solutions provides 24/7/365 real-time transaction capabilities, and our patent-pending payment kiosk, online portal, toll-free IVR phone system, and countertop terminal permit cash and credit/debit cards to be utilized for deposits and payments.

The TouchPay Advantage

With over 20 years of experience in providing automated-payment solutions, as well as 35 years of Corrections and Law Enforcement experience, TouchPay has a dedicated team that produces high-impact, technologically-advanced products and unparalleled service for our clients.

TouchPay has developed the most comprehensive-payment network in the industry through our commitment to being the technology leader in our field. We have consistently been the first-to-market with our proprietary electronic-payment solutions that are fully automated and post in real time.

TouchPay's turnkey-payment platform is comprised of our superior hardware and software—built specifically for the corrections market, and includes:

- Installation
- Training
- Marketing
- Remote monitoring
- On-site maintenance
- US-based, live client and customer support—available 24/7/365
- Web-based reporting
- Cash pick up



TouchPay's core competencies differentiate us from similar service providers and position us as the industry leader in delivering convenient funding and kiosk solutions through:

- **Hardware Installation**—TouchPay focuses on developing and implementing hardware services as they provide a complete solution to cash handling and management for our clients, added convenience to cash-only and unbankable depositors, and incremental transaction revenue for facilities.
- **End-to-End Funding Options**—TouchPay offers funding options for the full duration of the inmate's custody, from booking with our Intake Kiosk, to our deposit platform that includes: our Lobby Kiosk, IVR, Website, and Countertop Terminals, to release with self bail payments and the Release Debit Card solution.
- **Ability to Accept Multiple Payments**—In addition to accepting inmate trust deposits, TouchPay can also accept inmate telephone deposits, parole supervision fees, court costs, victim restitution payments, and any additional payments that would be of value to the Agency.
- **Ability to Accept Phone Payments**—Providing our convenient payment system, including kiosk-based cash transactions, for your current or future inmate telephone provider. TouchPay already has existing interfaces with Securus and GTL, which makes implementation that much more efficient.
- **Integrated, Real-Time Payment Systems and Automated Cash Acceptance**—Through the largest installed base of proprietary method and payment Kiosks in the industry.
- **Extensive Experience in Interface Development**—Allows a short lead time to provide integration with our client's banking systems and commissary provider.

While TouchPay is committed to providing the best payment solutions to our clients, we are also dedicated to conducting business with the utmost integrity and respect, and we embrace the responsibilities we have for all our stakeholders. Our commitment to superior customer support and service, innovative technology, and our employees has allowed TouchPay to continually meet and exceed the needs and expectations of our clients, customers, and partners.

TouchPay is PCI compliant, a member of SWACHA, and is well versed and wholly operated within the strict guidelines of Visa and MasterCard regulations. Additionally, TouchPay is authorized to conduct business in the state of West Virginia and to conduct money transmission transactions per our license with the West Virginia Department of Financial Institutions.

STAFF QUALIFICATIONS AND EXPERIENCE AND PROPOSED STAFFING PLAN

TouchPay's management and account support teams have extensive experience in the automated-payments and corrections and law enforcement industries. Key personnel responsible for working with the Agency to implement and support the required payment and kiosk solutions are listed below along with their experience and qualifications:

Ronny Park—Manager

Executive—Sales, Business Development, Marketing

Phone: (972) 215-0133 x2002

Cell: (214) 507-6867

Email: rpark@touchpaydirect.com

Years with TouchPay: 11

Mr. Park is a Co-Founder and Executive Manager of TouchPay Holdings, LLC. He provides business development, sales, marketing, and contract duties for the company. Mr. Park's background includes 18 years of experience in Sales Management, Business Development, and Consulting Services with companies that include Andersen Consulting, Zebra Technologies, Psion Teklogix, and LXE (now Honeywell) that are industry leaders in the manufacturing of data-collection hardware, RFID, wireless infrastructure, and consulting services.

His success in these areas has created many multi-million dollar accounts that included American Airlines, Hertz, Boeing, McLane, and Sysco Foods. He is also principal stockholder in RMR Products, Inc., a supply contractor to Wyndham International's managed hotel chain worldwide and Techas Business Solutions, Inc., a supply contractor of Barcode and RFID hardware, supplies, and consulting services related to data collection and supply-chain automation. He received a BBA in Marketing and Finance at the University of Texas.

Craig Bullard—Manager

Executive—Operations, Installation, Training

Phone: (972) 215-0133 x2001

Email: cbullard@touchpaydirect.com

Years with TouchPay: 11

Mr. Bullard is a Co-Founder and Executive Manager at TouchPay Holdings, LLC. He specializes in critical operational issues including new product development and deployment and is responsible for overseeing day-to-day corporate operations, providing executive-level program management support to

clients, designing hardware specifications and software operating systems for TouchPay's kiosk solutions, and managing business development relationships.

Mr. Bullard has more than 20 years of experience in the electronic-payments industry with his primary focus in the corrections and government sectors. He is an accomplished marketing executive, having been involved in company start-ups, new product development, and marketing for companies such as Aetna, New York Life, National Bank Drafting, Chexpedite, and Pier1. He holds a BBA in Marketing from the University of Texas at Arlington, a Group 1 license, Life Health HMO and a Series 6 and 63 securities license.

Dan Burgess—Manager

Executive — Business Development, Finance, Compliance

Phone: (972) 215-0133 x2003

Email: dburgess@touchpaydirect.com

Years with TouchPay: 7

Mr. Burgess is an Executive Manager at TouchPay and provides business development, finance, compliance, licensing and contract duties for the company.

He is also the Managing Partner in Burgess Consulting Group, providing strategic planning and acquisition assistance for various industries. In addition, he is focused on investment opportunities including building a Family Entertainment Center located in Lewisville, TX and raising private equity via the Prodigy Private Equity, LP investment fund. Mr. Burgess has a BS in Mechanical Engineering from Rice University and an MBA from Southern Methodist University.

Enzo Lombardozi—Vice President of Information Technology

Project Development and Management of IT

Phone: (972) 215-0133

Email: elombardozi@touchpaydirect.com

Years with TouchPay: 3

Mr. Lombardozi has more than 20 years of IT experience in the Financial Services industry. During his 10 years of consulting for 7-Eleven Inc., Enzo was responsible for implementing Emerging and Alternate Payment technologies. He co-developed their Financial Services program, which included Telecom, Wireless, Bill Payment, and Financial Service products. He served as Chief Architect for 7-Eleven's RFID Payment Acceptance and General Purpose Reload initiatives.

Additionally, he was responsible for the development and implementation of key strategic payment and store value processors, which included Heartland Payment Systems, Certegy, Incomm, and PayNearMe. Prior to his consulting career, Enzo served as Director of Development for a C-Store software company with responsibilities for the development and delivery of POS and Payment Acceptance systems for major oil companies, including Arco, Sunoco, 7-Eleven, and Phillips 66.

Lisa Ferner—Sr. Project Manager

IT Development and Project Management

Phone: (972) 215-0133

Email: lferner@touchpaydirect.com

Years with TouchPay: 4

Mrs. Ferner joined the TouchPay team in 2010, driving software implementation and information technology projects for the company. Lisa uses big picture business knowledge and out of the box thinking to achieve outstanding customer oriented results. She is skilled at evaluating and architecting a road map with customers that not only provides solutions for present day business, but allows for additional growth in the future. Lisa has built a highly effective and efficient team of developers that consistently roll out quality products to our customers.

For 15 years prior to TouchPay, Lisa led multiple software development and customer service troubleshooting teams. Her correctional facilities industry background includes working on phone systems, billing systems, and jail-management systems design at T-Netix and SECURUS Technologies where she held the Director of Application Services position.

Tim Ward—Regional Sales Director

Phone: (732) 804-1228

Email: tward@touchpaydirect.com

Years with TouchPay: 9 months

Mr. Ward serves as TouchPay's Regional Sales Director for the Northeast territory. He brings over 14 years of corrections industry experience to his role at TouchPay where he is responsible for coordinating new sales opportunities and providing account management to current clients in his territory.

Tim's previous experience includes two years in IT with Keefe Commissary Network, 10 years as an Account/Sales Manager with Keefe Supply Company, which included the WV DOC transition to privatization of commissary services. With his experience with the Wardens and the WV DOC administration, Tim has a unique understanding of the goals and expectations set by the WV DOC. Tim also has over two years of experience with ARAMARK as the Director of Business Development for their commissary division. He's a graduate of Rowan University/Chubb Institute of Technology.

Jennifer Crandall—Controller

Finance and Accounting

Phone: (972) 215-0133 x2004

Email: jcrandall@touchpaydirect.com

Years with TouchPay: 8

Mrs. Crandall joined the TouchPay team in 2006, setting up and implementing the accounting structure for the company. Through the years, Jennifer has taken on varying tasks, including client training, establishing a top-performing customer service team, and general day-to-day operations at TouchPay.

Prior to joining TouchPay, Jennifer obtained her Bachelor's Degree in Accounting from the University of North Texas. Her experience includes over 15 years of both public- and private-sector accounting disciplines and practices. Her extensive knowledge of internal audits to general accepted accounting principles have ensured TouchPay holds the highest degree of accountability to their customers.

Jeff Kayser—Director of Operations

Operations, Logistics, and Client Support

Phone: 972-415-1333 x 2049

Email: jkayser@touchpaydirect.com

Years with TouchPay: 7 months

Mr. Kayser has been in operations within the Information Technology Services field for over 20 years. As a recent addition to TouchPay, Jeff has implemented processes and procedures to improve the efficiency of our Relationship Account Management and Customer Service teams, quality control, inventory, and courier management programs. Jeff oversees daily activities in our operations and logistics departments, while supporting installation processes with our new and existing clients.

Prior to TouchPay, Jeff received specialized training in customer service, project management – levels one and two, problem solving in business, and leadership development. Jeff was trained in Civil Engineering at Drexel University in Philadelphia.

Damasia Ramirez—Client Services Manager

Customer Support

Phone: (972) 215-0133 x2030

Email: dramirez@touchpaydirect.com

Years with TouchPay: 7

Ms. Ramirez brings 15 years of office management experience to her current role as TouchPay’s Client Services Manager where she is responsible for overseeing the day-to-day operations of our Customer Support and Relationship Management Account teams. She joined TouchPay in 2007 as a customer support representative where she had the opportunity to gain first-hand knowledge and experience with TouchPay’s depositor/customer base, clients, and systems.

While at TouchPay, Damasia earned her Associate’s degree in Accounting and was moved to the accounting team where she was quickly promoted to a supervisory role. Due to her experience in customer service, accounting, and charge-back processes, Damasia had a unique insight into depositor patterns, which was instrumental in implementing and strengthening TouchPay’s fraud policy. Damasia also created TouchPay’s bilingual customer support procedures and provided the translation services required for marketing materials and consumer-facing applications. She is currently completing her Master’s degree in Accounting and Education at the Dallas Baptist University.

REFERENCES

TouchPay provides our automated payment and kiosk solutions to government agencies in the fields of corrections, courts, parole and probation, and child support. Three professional government-owned correctional agency references are provided below.

Delaware Office of Court Collections

Contact: William J. DiBartola

Collections Administrator

Office of State Court Collections Enforcement

Address: 38 The Green Ste 176

Dover, DE 19901

Phone: (302) 735-3929

Email: William.DiBartola@state.de.us

Hardware and Services: TouchPay provides automated parole and Superior Court payments at designated state parole offices via payment kiosks to accept cash and credit/debit cards. TouchPay is currently working with Delaware to add additional government payment options, including trust deposits and child support payments.

Connecticut Department of Corrections

Contact: Jose Angeles

Captain, Department of Correction Intelligence Division

Address: 24 Wolcott Hill RD.

Wethersfield, CT 06109

Phone: (862) 692-7753

Email: Jose.Angeles@ct.gov

Hardware and Services: TouchPay provides the Connecticut Department of Corrections with automated booking transactions via intake kiosks and automated trust and Securus inmate phone deposits and bail/bond payments via 15 payment kiosks, website, and toll-free IVR. Inmate release debit cards are also provided and funded through a countertop terminal.

Mecklenburg County Sheriff's Office, NC

Contact: Rachel Vanhoy

Business Manager

Address: 700 E. 4th St.

Charlotte, NC 28202

Phone: (704) 336-8512

Email: rachel.vanhoy@mecklenburgcountync.gov

Hardware and Services: TouchPay provides trust fund, canned messaging, and inmate phone deposits and bail payments through our payment kiosks, website, toll-free IVR, and countertop terminals.

TouchPay also provides automated booking deposits through our intake kiosks.

DESCRIPTIONS OF PAST PROJECTS COMPLETED

TouchPay has installed our automated-payment and kiosk platform in over 200 government agencies—primarily correctional facilities—and has deployed over 250 premise-based kiosks to our clients' locations. TouchPay has extensive experience with multi-kiosk deployments and the seasoned staff to support the Agency's requirements.

TouchPay is a payment-processing company, and all of our project types have the same goal, which is to automate manual-payment processing and cash management activities for our government clients. TouchPay offers our clients a variety of payment portal options where transactions can be conducted and the ability to automate multiple payment types such as: inmate trust and phone deposits, release cards, court costs, parole supervision fees, victim restitution, electronic monitoring, self release/bail, visitation fees, and any other payment types that can be automated for our clients. The variables of each installation are determined by the client's specifications of which payment portals are being installed and which payment types will be automated through TouchPay.

All TouchPay clients share a similar objective of automating their manual payment and cash accepting processes in order to meet the following goals: increase collections and transaction revenues, provide a solution for cash-only and unbankable customers, obtain the numerous efficiencies gained from automation, eliminate cash handling and management, and reduce back-office accounting functions, misappropriation, and shrinkage. For some clients, that automation may apply specifically to certain transactions such as inmate trust and phone deposits at the Sheriff's office, while other clients are utilizing the convenience and efficiencies gained from TouchPay's automated-payment and kiosk platform to take their entire facility or county cashless.

All of TouchPay's clients are government agencies, and in addition to the references listed above, installations similar to that of the Agency's are provided and include: the facility's name and location, average daily population (ADP), accepted payment types, installed payment methods, and contact name and information.

Facility	ADP	Service Start Date	Payment Types	Deposit/Payment Methods	Contact Name & Phone Number
Maricopa County, AZ	10,000	April 2009	Trust fund	9 Lobby Kiosks, Web, IVR, Intake Kiosks	Commander Taanya Creek 602-876-1019
Stanislaus County, CA	1,000	Nov 2011	Trust fund	3 Lobby Kiosks, Web, IVR, Countertop Terminal, Intake Kiosks, Release Cards	Lieutenant Gregg Clifton 209-567-4435
Connecticut DOC	17,500	July 2013	Trust fund, canned messaging, phone, bail/bond	15 Lobby Kiosks, Intake Kiosks, Web, IVR, Countertop Terminal	Captain Jose Angeles 862-692-7753
Delaware Office of Court Collections	10,000	Jan 2012	Parole, superior court payments	5 Lobby Kiosks	Collections Admin. William J. DiBartola 302-735-3929
Hillsborough County, FL	3,200	Jan 2012	Trust fund	3 Lobby Kiosks, Web, IVR, 2 Intake Kiosks, Release Cards	Captain Anne Herman 813-247-8000
Miami Dade County, FL	6,800	Jan 2010	Trust fund	6 Lobby Kiosks, Web, IVR	Chief Walter Schuh 786-263-6010
St. Lucie County, FL	1,800	Jan 2008	Trust fund, phone	Lobby Kiosk, Web, IVR, Intake Kiosk	Major Pat Tighe 772-462-3396
Georgia DOC	60,000	Jan 2010	Trust fund, restitution	Web, IVR	Manager Mitzi Richards 404-463-4177
Mecklenburg County, NC	2,300	May 2007	Trust fund, phone, bail	4 Lobby Kiosks, Web, IVR, Countertop Terminal	Business Manager Rachel Vanhoy 704-336-8208
Davidson County, TN	2,800	March 2010	Trust fund, phone	3 Lobby Kiosks, Web, IVR	Chief Pete Lutz 615-400-1727
Bexar County, TX	3,800	Dec 2008	Trust fund	2 Lobby Kiosks, Web, IVR, Intake Kiosks	Services Manager Darrell Wagner 210-335-6584
Collin County, TX	1,200	Jan 2006	Trust fund, self release	Lobby Kiosk, Web, IVR, Countertop	Asst. Chief Deputy Charles Adams 972-547-5208
TDCJ (Texas Department of Criminal Justice)	180,000	Jan 2012	Trust fund	Web, IVR	Director Eric Johnson 936-437-4772
Washington State: Office of Child Support Enforcement	30,000	Feb 2011	Child support payments	Web, Phone IVR	Program Manager Rhonda Thomas 360-664-5185

IMPLEMENTATION METHODOLOGY

TouchPay’s implementation methodology is outlined to illustrate how our team meets each client’s project objectives. This methodology is applied to each installation to ensure an efficient deployment of hardware, services, and support. TouchPay emphasizes design, development, implementation, and review with all our clients. We also track and monitor service and system usage so we can assist agencies calculate the direct impact our services have on factors such as incremental growth in monies deposited.

Because each installation is unique, TouchPay looks forward to working with the Agency to bring them the best possible solutions to meet their specifications and exceed their expectations.

Overview of the Methodology

TouchPay uses a proven implementation methodology (IM) that delivers clear results quickly and effectively. At the core of this methodology are sound change-management techniques and well-structured project plans built specifically for the public sector to implement new technologies. We know our clients continually face significant change-management challenges, such as:

- Improving program performance
- Examining new methods to improve processes
- Realizing efficiency gains, or retooling their workforce
- Managing multiple agencies—each with various programs
- Upgrading organizational platform technologies
- Modernizing or transforming part of, or all of an entire organization

The following chart illustrates how the methodology is designed to accommodate the entire project life cycle. TouchPay IM emphasizes design, development, implementation, and review—the critical points most commonly tied to project weaknesses or failure.

Project Life Cycle Sections/Phases	Project Life Cycle						
	Plan	Analyze	Design	Develop	Implement	Operate	Evaluate
I. Planning							
1. Project Planning							
II. Requirements Definition							
2. Gap Analysis							
III. Integration Plan							
3. Change Management Plan							
4. Process Assessment							
5. Technology Assessment							
6. Develop implementation Plan							
IV. Implementation							
7. Site Preparation							
8. Site Installation							
9. User Training							
10. Participant Marketing							
V. Review and Acceptance							
11. Post Implementation Review							
12. Exit Conference							
13. Working Paper Review							

A clearly structured approach to managing change is critical for our clients. Planning, staffing, and executing comprehensive change-management programs are where TouchPay provides tremendous additional value. TouchPay's experienced professionals, combined with our Implementation Methodology, bring leadership and direction to our technology-integration projects. Facilities realize the benefits of automation and capture significant value more quickly when leveraging our change-management tools.

Implementation Plan and Timeline

Equipment installation, data testing, training, marketing, etc:

- Functional design document
- Detailed design document
- Life cycle testing approach
- Test plan
- Backup and recovery plans
- System security plan provided

Development includes:

- Establishing the file transfer method (e.g. FTP, Web Services, SOAP, etc.)
- File format specifications
- Transaction programming
- Automation scripting

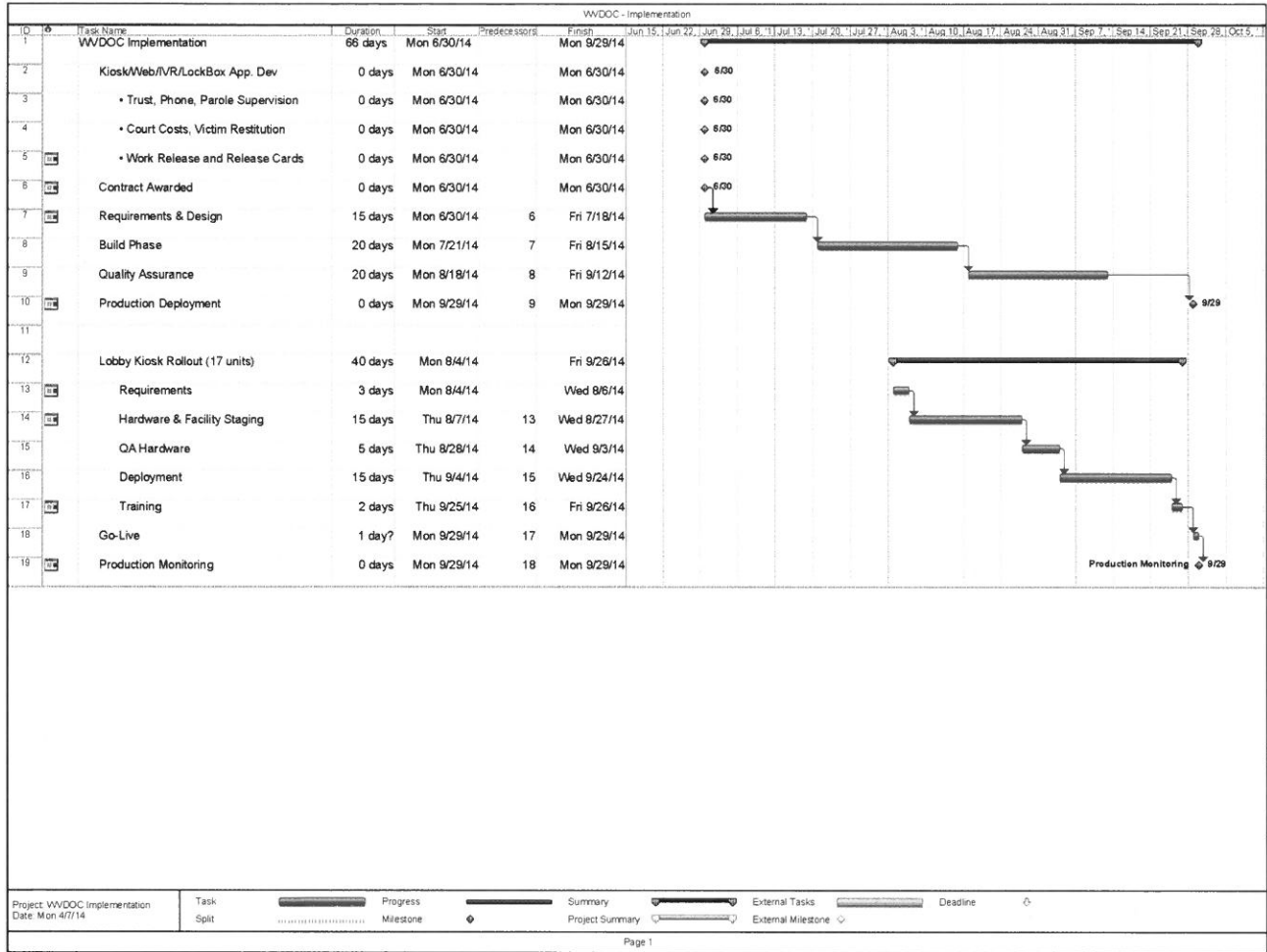
Testing includes:

- File transfer testing
- File format testing
- Transaction tests performed via Kiosk, Web, IVR & Countertop Terminal
- Regression testing
- Automation tests

Final integration includes implementation onto a live server environment. Clients are given the opportunity to thoroughly test and accept TouchPay's solution in a test environment prior to going live in a production mode.

The Agency will be assigned a TouchPay Project Manager who will be responsible for the communication and service delivery of all TouchPay systems and services. The Project Manager will also coordinate the installation teams for system implementation with the client in accordance with the agreed upon timeline. The Project Manager will work with the Agency on an initial site survey to review the locations of the kiosks, electrical accessibility, and Internet connectivity.

A Gantt chart has been provided below and is also included in the **TOUCHPAY ATTACHMENTS** section to illustrate the installation steps and timeline for the Agency. For illustration purposes, a start date of June 30, 2014 was selected.



Section 4, Subsection 4.2: To pay a commission rate to the Agency that will be deposited into the Inmate Benefit Fund, a fund providing additional benefits to the inmate population that are not mandated by law. The commission rate quoted by the Vendor will not be included in the bid evaluation process.

Vendor Response:

☑ TouchPay has read, understands, and complies.

Please see Attachment C: Cost Sheet in the separate Cost Proposal for Agency commission rate.

Attachment B: Mandatory Specification Checklist

List mandatory specifications contained in Section 4, Subsection 5:

Section 4, Subsection 5.1: Web Portal Deposits

Section 4, Subsection 5.1.1: Vendor shall provide a web portal deposit system for depositors to submit monetary, real time deposits to the inmate accounts.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay's online payment-portal provides depositors with a method of making real time deposits to inmate accounts. Visa and MasterCard credit/debit cards are accepted for inmate trust and phone deposits, parole supervision fees, court costs, victim restitution, and any additional payments that would be of value to the Agency.

TouchPay provides a secure web-payment server, and our existing infrastructure easily allows additional facilities and departments to be added so they can begin taking payments immediately. Utilizing the existing TouchPay merchant-account network provides instant transaction postings to back-office reporting systems.

Online payment features include:

- Allows customers to make payments from any device with Internet service at their convenience
- Hosted solution is available to take transactions 24/7/365
- Bilingual user interface (English and Spanish)
- Can be used to take any transaction type for multiple departments



Section 4, Subsection 5.1.2: Vendor's web portal deposit system must post deposits on-line and in real time to the inmate accounts.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay's web portal deposit system accepts and posts transactions online and in real time to inmate accounts.

Section 4, Subsection 5.1.3: Vendor's deposit system must have the ability to be posted in batch mode to increase the efficiency of the process.

Vendor Response:

Per COR61609 ADDENDUM 03, A45, page 11: Batch mode is hereby deleted from this RFP.

Section 4, Subsection 5.1.4: Vendor’s deposit system must interface/integrate with Agency’s current inmate accounting system. Vendor shall pay any costs associated with said interface.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay has extensive experience in interface development, which allows for a short lead-time to provide integration with our client’s jail management and inmate accounting systems.

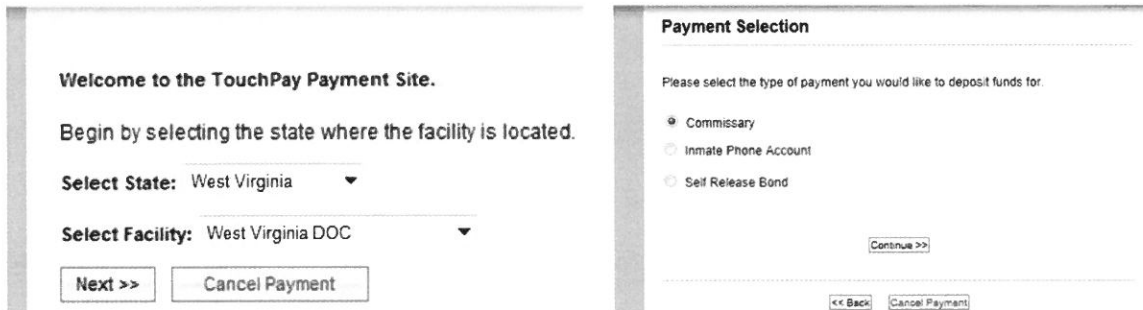
Section 4, Subsection 5.1.5: Provide a web portal deposit system that is user-friendly, simple to access, and simple to navigate.

Vendor Response:

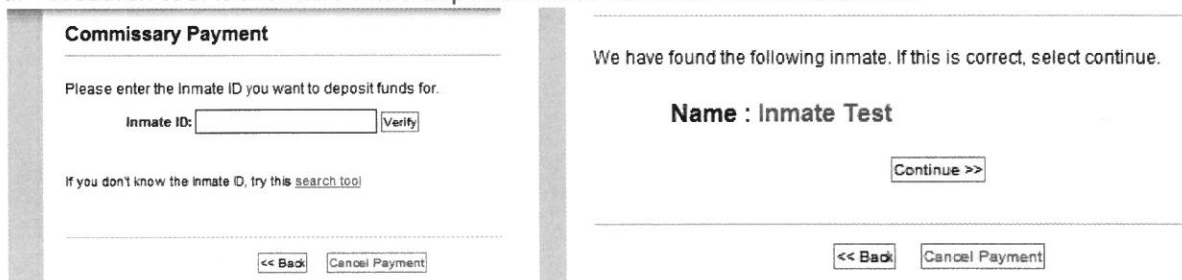
☑ **TouchPay has read, understands, and complies.**

Both online and IVR transactions require users to create a free TouchPay account online. Once the account is created, the customer logs in, selects their payment, and simply follows these easy steps to complete a transaction:

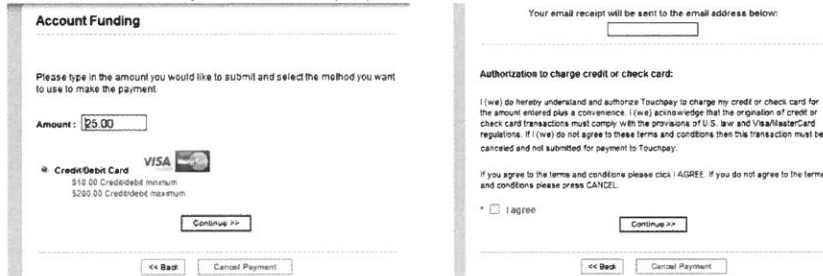
1. Selects the state and facility location and chooses their order type. Commissary has been selected for these screen prints.



2. Enters the Inmate ID # and confirms the inmate’s identity.
 - a. A search tool is available if the depositor does not know the Inmate ID #.



3. Enters the payment amount, credit/debit card information, receipt email address, agrees to the terms, and completes their payment.



Section 4, Subsection 5.1.6: Provide 24/7/365 toll free customer service center to assist individuals in using the web portal deposit system.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay's US-based Customer Service Representatives (CSRs) provide live support and problem resolution to customers. The Customer Support system contains real-time information on all transactions including: sender information, payment amount, payment type, order number, and inmate ID number or account number. This information allows immediate access in order to provide quick resolution and answer questions once a transaction is finalized. Additionally, any transaction declines due to limits or insufficient sender information are identified, communicated to the customer, and reconciled through TouchPay's system. Bilingual support (English and Spanish) is available, and Teletypewriter (TTY) capability is provided to customers with hearing disabilities.

When TouchPay receives a call or email from a depositor, the CSR identifies the need and is able to resolve it immediately in most instances. In the event the inquiry requires further research, the CSR gathers all pertinent information, opens a ticket, provides the case number to the depositor, and sets a priority to every instance.

The escalation and resolution procedure consists of three (3) levels:

- Level I: Ticket creation and resolution (CSR)
- Level II: Escalation to Technical Support team member
- Level III: Escalation to IT team member

The goal is to provide positive resolution to inquiries as quickly as possible. In most cases, calls are returned and inquiries are resolved within 30 minutes or less. Tickets not closed by 8pm CST are escalated to management for review. Upon closure of the ticket, the CSR provides a courtesy call to the customer to inform them on the status of their ticket.

Section 4, Subsection 5.1.7: Vendor must provide a system that allows Agency the ability to view within the link analysis all transactions in a quick and easy view manner.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay offers a variety of reporting options that provide added value by tracking customer payments, payment methods, and transaction history—all of which aid individual departments in their auditing efforts. Authorized personnel will have on-demand login access to TouchPay's online system where they

can access information on any of their department's transactions, and customized reports can be self-generated.

All transactions are available to the Agency in a wide variety of customized reporting methods. TouchPay uses the latest in database, network, and security technology to capture all the transactions that are recorded in our database, which is hosted in an independent, third party, secure-data center with multiple backup-data centers.

The Agency will have access only to their transactions for reporting purposes, and TouchPay will provide access to authorized personnel only. For security, the user management and authorization will be administered by the Agency.

For ease-of-use, TouchPay can provide reports in a number of ways. Automated reports can be generated on a daily, shift, weekly, or any other time period so chosen by the client and delivered directly to a distribution list by email, or by a specified file type to all approved Agency personnel. Additional reports can be generated directly by the client.

Section 4, Subsection 5.1.8: Vendor shall resolve all problems with depositing/receiving funds within a 24 hour period.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

When TouchPay receives a call or email from a depositor, the Customer Service Representative (CSR) identifies the need and is able to resolve it immediately in most instances. In the event the inquiry requires further research, the CSR gathers all pertinent information, opens a ticket, provides the case number to the depositor, and sets a priority to every instance.

The escalation and resolution procedure consists of three (3) levels:

- Level I: Ticket creation and resolution (CSR)
- Level II: Escalation to Technical Support team member
- Level III: Escalation to IT team member

The goal is to provide positive resolution to inquiries as quickly as possible. In most cases, calls are returned and inquiries are resolved within 30 minutes or less. Tickets not closed by 8pm CST are escalated to management for review. Upon closure of the ticket, the CSR provides a courtesy call to the customer to inform them on the status of their ticket.

Section 4, Subsection 5.1.9: In order for depositors to identify inmates, Vendor's 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.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay's methodology for interfacing with the customer and accepting payments stays easy to use and consistent—no matter which payment option they choose. Conducting a transaction consists of multiple levels of identification, validation, and security protocols. TouchPay's payment portals require the same process to complete a transaction, including:

- Identify facility/department
- Identify and confirm inmate
- Collect sender information
- Authorize sender
- Choose form of payment
- Authorize payment or collect funds (cash)
- Print/e-mail receipt

TouchPay will include any other pertinent information requested by the Agency.

TouchPay has extensive experience in interface development, which allows for a short lead-time to provide integration with our client's inmate information systems.

Section 4, Subsection 5.1.10: Vendor must provide printable receipt/confirmation to depositors, or the option to have receipt/confirmation emailed to depositor.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

All customers conducting transactions through TouchPay's web portal will receive a printable receipt, which is sent to the email address of their choice once the deposit is completed.

Section 4, Subsection 5.1.11: Vendor shall provide sufficient promotional and training material to the Agency, the inmate population, and depositors.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Training

TouchPay offers both remote and on-site training for facility personnel in the usage of all hardware equipment and transaction reporting and reconciliation. All training will be provided to the Agency at NO CHARGE.

Training for Agency personnel will be segmented into two main groups:

1. Facility staff training for hardware
2. Accounting staff training for reporting

On-site training includes:

- An overview of conducting transactions on all hardware products
- Live demonstration of kiosks and countertop terminals
- Overall questions and answers with appropriate personnel

TouchPay conducts a webinar for the Finance staff and Jail Management personnel. The training provides an overview of TouchPay systems, transactions flows for all payment portals, use of the reporting system, how transactions are processed and audited from end to end, bank deposit and blocked account reports, bank reconciliation, and customer service processes and support escalation. Details of all the data each Agency staff member will have access to via TouchPay's online real-time

reporting engine is also included. The ability for real-time queries allows the Finance team to perform timely reconciliations for both the daily and monthly accounting deadlines. The training normally lasts about an hour, includes the opportunity for questions, and is presented by a live TouchPay Accounting representative.

Webinar Training Syllabus: Payment Processing and Reporting

- Payment Portals and Methods
- Transaction Time Line: Kiosk
- Guarantee Payment Policy
- Collection and Recovery Process
- Payment Reversal Process
- Reporting System
 - Getting Started
 - Report Fields
 - Receipts
 - Payer Info
 - Bank Deposits
 - Search Tools
 - Messaging
 - User Management
 - Contact Info
- Marketing
- Q&A

Marketing

TouchPay spends significant time and effort implementing marketing programs to drive understanding and awareness of the TouchPay payment-processing system. In all cases, TouchPay has been able to drive incremental dollars and transactions into the trust accounts through the distribution of informational brochures and the marketing program. TouchPay looks forward to working with Agency personnel to determine any additional marketing initiatives necessary to meet their specific needs.

The marketing effort is designed to focus on depositor awareness and education of using the TouchPay system, which eliminates the transitional service questions to the agency and correctional officers. Marketing material is provided at NO COST to the Agency and includes posters at designated areas, and take-home brochures and business cards located at reception areas, Kiosks, or any other area desired by the Agency.

The secondary topper screen of the lobby deposit kiosk is also used to inform customers of the types of deposits and payments accepted at the kiosk, their deposit portal options, accepted payment methods, and any important Agency messages.

Instruction and awareness of using TouchPay can also be obtained on the Agency's website and an Agency telephone call link to TouchPay's IVR payment system. Marketing collateral is customized specifically for the Agency and approved prior to printing and distribution. The Project Manager will complete Marketing Surveys in order for TouchPay to produce and distribute the proper quantities of instructional and marketing information.

Sample Marketing Materials:

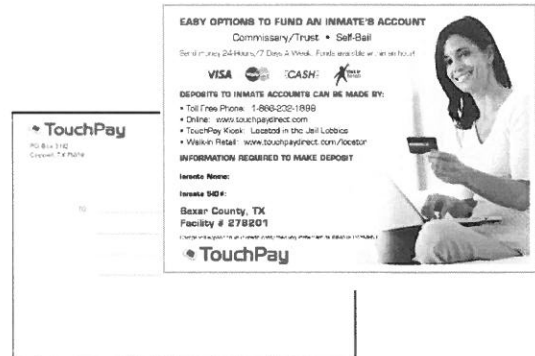
Business Card

- For visitation areas—often attached to Lobby Kiosk
- English front/Spanish back
- Includes TouchPay's toll-free Customer Service number to eliminate depositor calls to the Agency
- Basic deposit instructions included
- Small so depositors can take and keep for deposit reference and instruction



Post Cards

- TouchPay provides at least one postage-paid card per inmate at install
- Cards let inmates' friends and family know to make deposits into their accounts
- Additional cards are available through commissary vendor but do require postage



Visitation Brochure

- Provided in visitation areas – often attached to Lobby Kiosk
- English front/Spanish back
- Includes TouchPay's toll-free Customer Service number to eliminate depositor calls to the Agency
- Basic deposit instructions included
- Larger piece is easier to read and can still be taken home for deposit reference and instructions



Posters

- Size: 8.5" x 11"
- Provided in visitation areas and internal PODs
- English and Spanish available
- Provides instructions so depositors can quickly and easily conduct transactions through the various payment portals



Section 4, Subsection 5.1.12: 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.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay dedicates considerable time and resources to ensure all systems, equipment, and services are performing as required. Hardware and payment services are routinely tested and subjected to strict quality assurance measures based on documented use case specifications. TouchPay has an internal accounting team that monitors, audits, and reconciles all transactions daily. Our internal controls and procedures have been fully reviewed and accepted by an independent, external auditing firm according to GAAP standards. TouchPay's real-time reporting system is available to approved client personnel to run on-demand reports and perform reconciliation of all transactions.

TouchPay has a stringent internal control policy that is applied to every transaction we process. Our system controls allow for a clean audit trail that originates at POS (point-of-sale) with a unique transaction ID to daily audit tests with detailed analysis and complete transaction reconciliation by our staff. TouchPay's detailed reporting exists for both internal and external parties to ensure transparency with all data. The internal controls and reporting TouchPay has created provides Management with the necessary information for oversight and provides the highest degree of integrity surrounding any transaction we process. TouchPay utilizes third-party financial auditors to oversee compliance with internal control systems.

Section 4, Subsection 5.2: Lobby Deposit Kiosk:

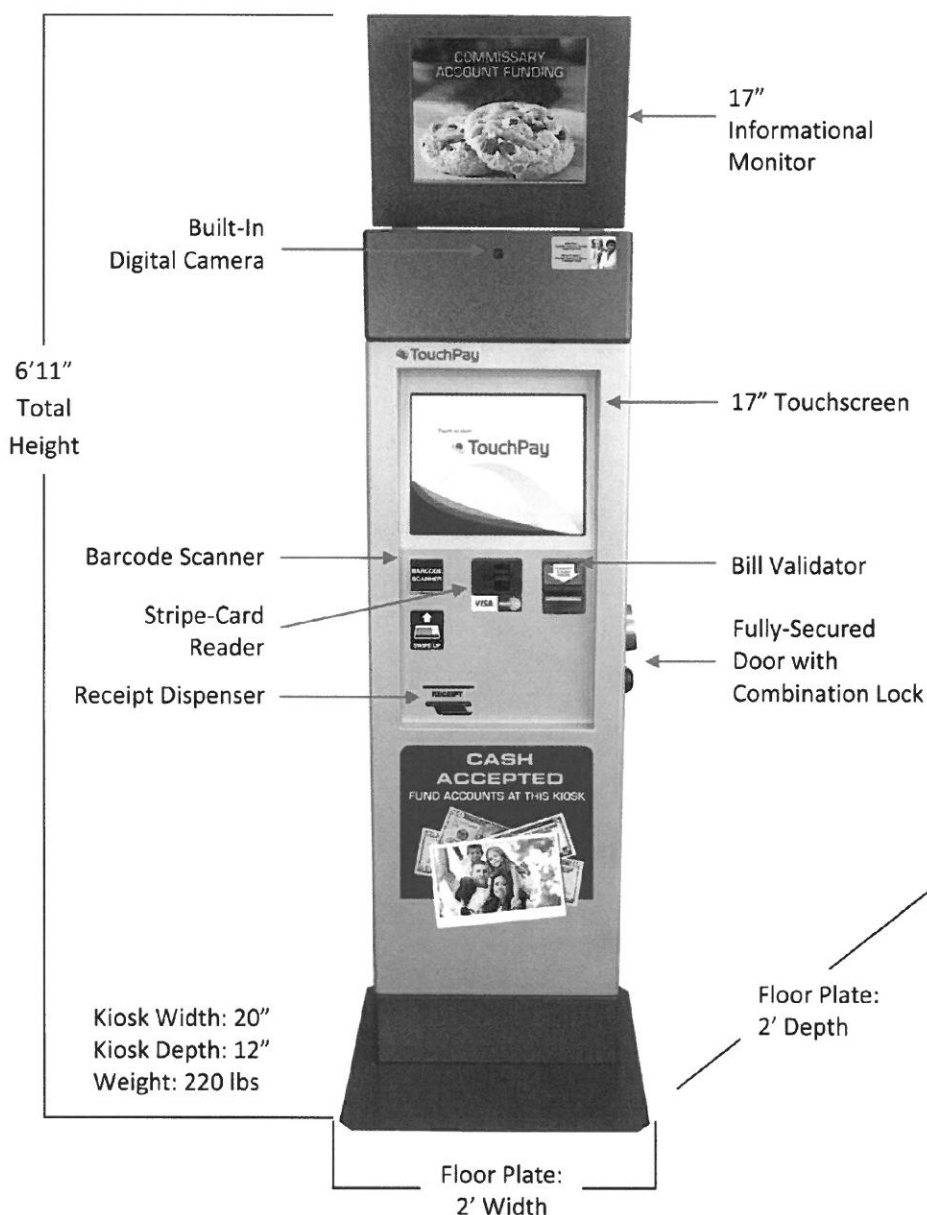
Section 4, Subsection 5.2.1: Vendor shall install lobby deposit kiosks at all Agency work release centers and parole offices in locations determined by the Agency.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay will install the 14 lobby deposit kiosks required at Agency Parole offices and the three lobby deposit kiosks required at Agency Work Release locations. Additionally, should the agency wish, TouchPay will install lobby deposit kiosks in visitation areas of Agency Corrections locations for friends and family members to make inmate trust and phone deposits.

TouchPay's Lobby Deposit Kiosk Specifications



TouchPay is the leader in premise-based kiosk solutions. Our patent-pending lobby deposit kiosk will accept cash as well as Visa and MasterCard credit/debit cards, and transactions are made in real time. Using the TouchPay kiosk is as easy as using an ATM. With easy to follow step-by-step instructions, deposits to inmate trust and phone accounts and Agency-mandated payments can be made in minutes.

Benefits of cash automation for the Agency include:

- Offers a convenient payment option for unbankable and cash-only users
- Increases collections and transaction revenues
- Provides extended payment hours with 24/7/365 availability
- Reduces: cash handling, management, liability, back-office accounting, and misappropriation

Each kiosk takes a high-resolution photo of the customer during the transaction and provides a printed receipt once the transaction is completed. The receipt includes all the details of the transaction as well as TouchPay’s toll-free Customer Support number. This information, along with transaction history and the option to print additional receipts, is available on our website through the Partner login, which only allows access to authorized users.

TouchPay’s lobby deposit kiosk is built with a rugged, all metal design, an impact-resistant touchscreen, and a fully-secured door to withstand high-traffic environments and rigorous use and includes:

FEATURES	BENEFITS
Accepts CASH—Including \$1	- Provides options for unbankable and cash-only customers— <i>not all kiosk vendors accept \$1 bills</i>
Accepts Credit/Debit Cards	- Includes installation, training, monitoring, service, cash pick up, marketing, customer support, and reporting— <i>requires no Agency maintenance</i>
24/7/365 Self-Service Turnkey Solution	- Allows employee allocation to mission-critical tasks vs. cash-handling activities
Real-Time Transactions, Reporting, and Customer Service	- Posts to account immediately
	- Provides immediate access to transaction records
	- Enables customer service to answer questions on a transaction, even if it just occurred
Multiple Payment Types Accepted	- Increases efficiencies gained from automation
	- Streamlines all payment processing and reporting
Toll-Free Customer Service Number on Kiosk	- Reduces customer inquiries to the Agency
Bill Validator	- Rejects counterfeit bills
Built-In Digital Camera	- Increases auditing and investigative efforts with photo of each customer
Bilingual Touchscreen	- Offers ease of use—as easy to use as an ATM
Barcode Scanner	- Increases speed and accuracy of customer identification
	- Ensures data integrity
Receipt	- Provides transaction record, which reduces disputes
17” Informational Monitor	- Displays Agency logos, branding, messages, and information as requested by the Agency

Canned messaging is an available feature that can be included on the lobby deposit kiosk. A list of facility-approved messages is loaded to the kiosk and available for friends and family members to select during their transaction. There is a fee for this add-on service, and it is an optional selection by the user. Inmates receive the message on their printed receipt, which is distributed by the facility.

TouchPay's lobby deposit kiosk can be programmed to accept many types of transactions, which allow the various departments of the Agency to take advantage of all, or some of TouchPay's kiosk functions such as cash or credit/debit card payments. Transactions for each department can be set up as an independent order type so customers can make multiple payments to various Agency departments while at the kiosk. TouchPay will reconcile all payments and deliver the funds for each order type taken by ACH to the appropriate department's bank account.

Section 4, Subsection 5.2.2: Each kiosk must accept cash, debit cards, and credit cards.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**




TouchPay's kiosks accept cash and credit/debit cards.

Section 4, Subsection 5.2.3: Each kiosk must be equipped with a camera to capture a picture of each depositor.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay's kiosks include a built-in digital camera that records an image of the customer during their transaction. Customer images are available for the Agency to view in TouchPay's secure, on-demand, online reporting tool. To view an image associated with a specific transaction, simply click on the camera icon in the Picture column.

Payer Name	Payer Address	Payer City	Payer State	Payer Zip	Picture
JUDY COPA	5678 BELTLINE RD	Irving	TX	75038	
JEAN CLAREY	3978 BELTLINE				
CAREY SMITH	3983 BELTLINE				N/A
HARRY JONES	2583 BELTLINE				N/A
WILLIAM HYDE	5490 BELTLINE				
MIKE SIZEMORE	4433 BELTLINE				N/A
PENNY CRAMER	8967 BELTLINE				
PHIL JOHNSON	9076 BELTLINE				N/A
DANIEL CLAREY	3983 BELTLINE				N/A



Section 4, Subsection 5.2.4: 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.

Vendor Response:

✔ **TouchPay has read, understands, and complies.**

TouchPay's methodology for interfacing with the customer and accepting payments stays easy to use and consistent—no matter which payment option they choose. Conducting a transaction consists of multiple levels of identification, validation, and security protocols. TouchPay's payment portals require the same process to complete a transaction, including:

- Identify facility/department
- Identify and confirm inmate
- Collect sender information
- Authorize sender
- Choose form of payment
- Authorize payment or collect funds (cash)
- Print/e-mail receipt

TouchPay will include any other pertinent information requested by the Agency.

TouchPay has extensive experience in interface development, which allows for a short lead-time to provide integration with our client's inmate information systems.

Section 4, Subsection 5.2.5: All funds deposited into the lobby deposit kiosk must be guaranteed by the vendor.

Vendor Response:

✔ **TouchPay has read, understands, and complies.**

TouchPay will provide the Agency with a 100% funding guarantee for all approved transactions accepted through the lobby deposit kiosk as well as through all other TouchPay payment portals.

Section 4, Subsection 5.2.6: All deposits shall post to the inmate's account in real time.

Vendor Response:

✔ **TouchPay has read, understands, and complies.**

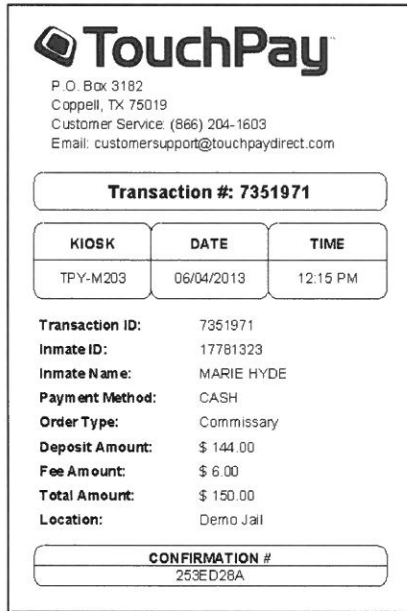
Completed transactions conducted through TouchPay's lobby deposit kiosks will post to inmate accounts in real time.

Section 4, Subsection 5.2.7: The lobby deposit kiosks must print an itemized receipt for each depositor.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay's Customer Service information is included on the receipt to reduce depositor inquiries to the Agency.



TouchPay
P.O. Box 3182
Coppell, TX 75019
Customer Service: (866) 204-1603
Email: customersupport@touchpaydirect.com

Transaction #: 7351971

KIOSK	DATE	TIME
TPY-M203	06/04/2013	12:15 PM

Transaction ID: 7351971
Inmate ID: 17781323
Inmate Name: MARIE HYDE
Payment Method: CASH
Order Type: Commissary
Deposit Amount: \$ 144.00
Fee Amount: \$ 6.00
Total Amount: \$ 150.00
Location: Demo Jail

CONFIRMATION #
253ED28A

Section 4, Subsection 5.2.8: 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.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay will provide the Agency with a turnkey lobby deposit kiosk solution that includes hardware, software, and installation at No Cost to the Agency.

Section 4, Subsection 5.2.9: Vendor shall be responsible for providing all supplies necessary for the kiosks.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay will provide the Agency with a turnkey lobby deposit kiosk solution that includes all supplies necessary for operation at No Cost to the Agency.

Section 4, Subsection 5.2.10: 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.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay utilizes bonded couriers for on-site kiosk maintenance and cash pick-up services. TouchPay will provide the Agency with the names of the couriers upon award of contract.

Section 4, Subsection 5.2.11: Vendor shall provide sufficient promotional and training material to the Agency and depositors.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Training

TouchPay offers both remote and on-site training for facility personnel in the usage of all hardware equipment and transaction reporting and reconciliation. All training will be provided to the Agency at NO CHARGE.

Training for Agency personnel will be segmented into two main groups:

3. Facility staff training for hardware
4. Accounting staff training for reporting

On-site training includes:

- An overview of conducting transactions on all hardware products
- Live demonstration of kiosks and countertop terminals
- Overall questions and answers with appropriate personnel

TouchPay conducts a webinar for the Finance staff and Jail Management personnel. The training provides an overview of TouchPay systems, transactions flows for all payment portals, use of the reporting system, how transactions are processed and audited from end to end, bank deposit and blocked account reports, bank reconciliation, and customer service processes and support escalation. Details of all the data each Agency staff member will have access to via TouchPay's online real-time reporting engine is also included. The ability for real-time queries allows the Finance team to perform timely reconciliations for both the daily and monthly accounting deadlines. The training normally lasts about an hour, includes the opportunity for questions, and is presented by a live TouchPay Accounting representative.

Webinar Training Syllabus: Payment Processing and Reporting

- Payment Portals and Methods
- Transaction Time Line: Kiosk
- Guarantee Payment Policy
- Collection and Recovery Process
- Payment Reversal Process
- Reporting System
 - Getting Started

- Report Fields
- Receipts
- Payer Info
- Bank Deposits
- Search Tools
- Messaging
- User Management
- Contact Info
- Marketing
- Q&A

Marketing

TouchPay spends significant time and effort implementing marketing programs to drive understanding and awareness of the TouchPay payment-processing system. In all cases, TouchPay has been able to drive incremental dollars and transactions into the trust accounts through the distribution of informational brochures and the marketing program. TouchPay looks forward to working with Agency personnel to determine any additional marketing initiatives necessary to meet their specific needs.

The marketing effort is designed to focus on depositor awareness and education of using the TouchPay system, which eliminates the transitional service questions to the agency and correctional officers. Marketing material is provided at NO COST to the Agency and includes posters at designated areas, and take-home brochures and business cards located at reception areas, Kiosks, or any other area desired by the Agency.

The secondary topper screen of the lobby deposit kiosk is also used to inform customers of the types of deposits and payments accepted at the kiosk, their deposit portal options, accepted payment methods, and any important Agency messages.

Instruction and awareness of using TouchPay can also be obtained on the Agency's website and an Agency telephone call link to TouchPay's IVR payment system. Marketing collateral is customized specifically for the Agency and approved prior to printing and distribution. The Project Manager will complete Marketing Surveys in order for TouchPay to produce and distribute the proper quantities of instructional and marketing information.

Sample marketing materials include:

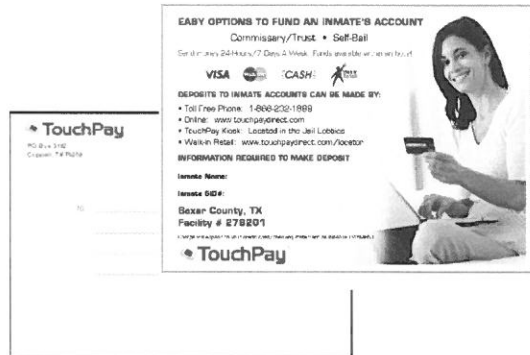
Business Card

- For visitation areas—often attached to Lobby Kiosk
- English front/Spanish back
- Includes TouchPay’s toll-free Customer Service number to eliminate depositor calls to the Agency
- Basic deposit instructions included
- Small so depositors can take and keep for deposit reference and instruction



Post Cards

- TouchPay provides at least one postage-paid card per inmate at install
- Cards let inmates’ friends and family know to make deposits into their accounts
- Additional cards are available through commissary vendor but do require postage



Visitation Brochure

- Provided in visitation areas – often attached to Lobby Kiosk
- English front/Spanish back
- Includes TouchPay’s toll-free Customer Service number to eliminate depositor calls to the Agency
- Basic deposit instructions included
- Larger piece is easier to read and can still be taken home for deposit reference and instructions



Posters

- Size: 8.5” x 11”
- Provided in visitation areas and internal PODs
- English and Spanish available
- Provides instructions so depositors can quickly and easily conduct transactions through the various payment portals



Section 4, Subsection 5.2.12: Vendor’s lobby deposit kiosk system must provide the ability for Agency staff to see connections between inmates and depositors and all transaction history.

Vendor Response:

✔ **TouchPay has read, understands, and complies.**

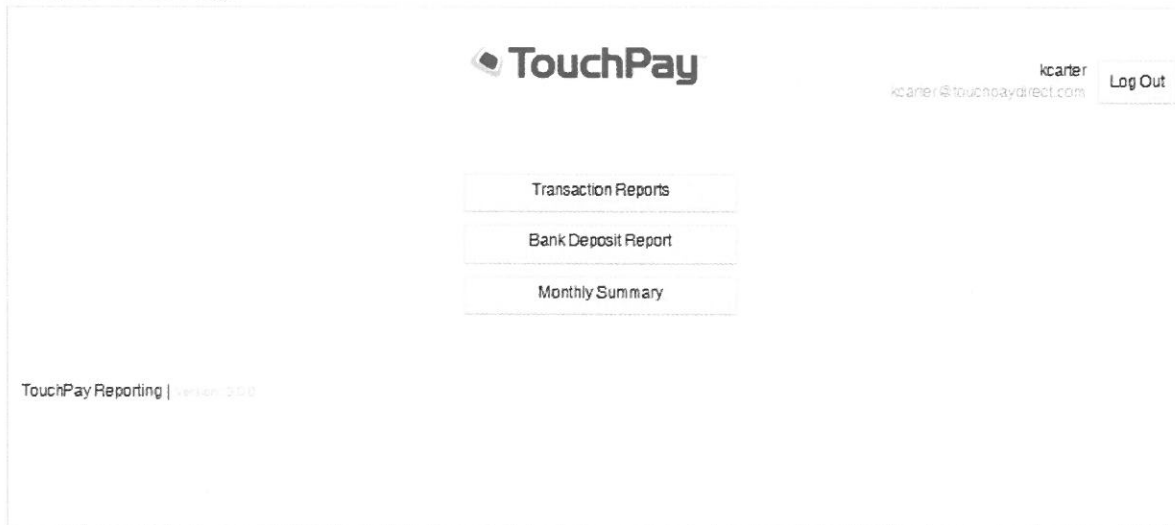
TouchPay offers a variety of reporting options that provide added value by tracking customer payments, payment methods, and transaction history—all of which aid facilities in their auditing and investigative efforts.

Transactional Reporting

All transactions are available to the Agency in a wide variety of customized reporting methods. TouchPay uses the latest in database, network, and security technology to capture all the transactions that are recorded in our database, which is hosted in an independent, third party, secure-data center with multiple backup-data centers. Authorized Agency personnel will have access only to their transactions for reporting purposes.

For ease-of-use, TouchPay can provide reports in a number of ways. Automated reports can be generated on a daily, shift, weekly, or any other time period so chosen by the client and delivered directly to a distribution list by email, or by a specified file type to all approved Agency personnel. Additional reports can be generated directly by the client. Authorized personnel will have login access to the TouchPay system where they can access information on any of their department’s transactions, and customized reports can be self-generated.

Sample: Main Page



Sample: Transaction Report

TouchPay										
Home Reports View										
Select	Transaction Number	Transaction Posting Date	Portal Type	Portal Name	Account ID	Name	Amount Payable	Fees	Total Amount	Form of Payment
<input type="checkbox"/>	5998326	2012-08-20 00:37:11	WEB	WEB-MARICOPA	P832553	LARON HARRINGTON	120.00	13.15	133.15	CREDIT
<input type="checkbox"/>	5929521	2012-08-20 00:50:53	KIOSK	TPY-M083	P891624	ROBERT WAYNE EWOLDT	29.05	5.95	35.00	CASH
<input type="checkbox"/>	5998336	2012-08-20 01:22:16	WEB	WEB-MARICOPA	P890820	KATHRYN O'CONNELL	35.00	7.18	42.18	CREDIT
<input type="checkbox"/>	5998486	2012-08-20 06:18:23	IVR	IVR-MARICOPA	P832027	MICHAEL ROSS	100.00	10.45	110.45	CREDIT
<input type="checkbox"/>	5998490	2012-08-20 06:31:09	WEB	WEB-MARICOPA	P883206	SARAH BEEDER	100.00	10.45	110.45	CREDIT
<input type="checkbox"/>	5998531	2012-08-20 06:57:24	WEB	WEB-MARICOPA	P885194	JAMES WADES	50.00	7.70	57.70	CREDIT
<input type="checkbox"/>	5998554	2012-08-20 07:14:17	IVR	IVR-MARICOPA	P894827	ERIC KESS	50.00	7.70	57.70	CREDIT
<input type="checkbox"/>	5998561	2012-08-20 07:20:07	WEB	WEB-MARICOPA	P878208	ANTHONY MONTOLLA	25.00	6.63	31.63	CREDIT
<input type="checkbox"/>	5903962	2012-08-20 07:25:14	KIOSK	TPY-M082	P866564	MICHAEL CANTY	35.05	5.95	41.00	CASH
<input type="checkbox"/>	5998568	2012-08-20 07:28:03	WEB	WEB-MARICOPA	P894530	ERIK HAEUSSLER	20.00	4.65	24.65	CREDIT
<input type="checkbox"/>	5924790	2012-08-20 07:32:25	KIOSK	TPY-M080	P876435	BILLY JOE CARRETERS	50.05	6.95	57.00	CASH
<input type="checkbox"/>	5998578	2012-08-20 07:36:25	WEB	WEB-MARICOPA	P888631	REDDING WELCH	25.00	6.63	31.63	CREDIT
<input type="checkbox"/>	5998581	2012-08-20 07:37:08	WEB	WEB-MARICOPA	P852948	LINDSAY MCKINNEY	100.00	10.45	110.45	CREDIT
<input type="checkbox"/>	5998588	2012-08-20 07:41:30	WEB	WEB-MARICOPA	P892706	MICHAEL ROMERO	20.00	4.65	24.65	CREDIT
<input type="checkbox"/>	5998601	2012-08-20 07:58:07	IVR	IVR-MARICOPA	P849892	LUIS SANCHEZ	40.00	7.35	47.35	CREDIT
<input type="checkbox"/>	5998631	2012-08-20 08:14:06	WEB	WEB-MARICOPA	P830814	AARON FISHER	25.00	6.63	31.63	CREDIT
<input type="checkbox"/>	5998636	2012-08-20 08:16:48	WEB	WEB-MARICOPA	P882263	JACOB HURN	25.00	6.63	31.63	CREDIT
<input type="checkbox"/>	5929522	2012-08-20 08:19:08	KIOSK	TPY-M083	P888563	DESTINY A WILLIAMS	53.05	6.95	60.00	CASH
<input type="checkbox"/>	5435478	2012-08-20 08:19:11	KIOSK	TPY-M078	P887080	DORRY MATTHEW ROANHORSE	34.05	5.95	40.00	CASH
<input type="checkbox"/>	5998643	2012-08-20 08:20:00	WEB	WEB-MARICOPA	P850075	JOHN AREKAT	45.00	7.53	52.53	CREDIT
<input type="checkbox"/>	5998649	2012-08-20 08:21:25	WEB	WEB-MARICOPA	P837676	GREGORY KEETEN	40.00	7.35	47.35	CREDIT
Grand Total:							1,021.25	157.66	1,178.91	

Export Report to Excel Print Entire Report Print Selected Receipts

The Report Fields include:

- **Transaction Date:** Includes minutes and seconds
- **Department/Facility:** Name facility/department
- **Transaction Number:** Unique identifier created by TouchPay
- **Account Number:** Used to identify account holder
- **Customer Name:** First and last name
- **Transaction Type:** Utility, court fine, fee, permit, or other type of payment
- **Fees:** Per contract
- **Amount Payable:** Amount posted to customer account
- **Total Amount:** Amount payable plus fees
- **Form of Payment:** Cash, credit/debit card
- **Payer Information:** Person making payment

Customer Photograph: Each transaction record from a Kiosk payment contains a photo taken during the transaction. Just select the camera icon on the right side of the page to see the image.

Payer Name	Payer Address	Payer City	Payer State	Payer Zip	Picture
JUDY COPA	5678 BELTLINE RD	Irving	TX	75038	
JEAN CLAREY	3978 BELTLINE				
CAREY SMITH	3983 BELTLINE				N/A
HARRY JONES	2983 BELTLINE				N/A
WILLIAM HYDE	5490 BELTLINE				
MIKE SIZEMORE	4433 BELTLINE				N/A
PENNY CRAMER	8967 BELTLINE				
PHIL JOHNSON	9076 BELTLINE				N/A
DANIEL CLAREY	3983 BELTLINE				N/A

Bank Deposit Report: The bank deposit report can provide a consolidated report of all clients for a given time period or separated by department and summarized by portal type and activity date.

TouchPay Bank Deposit Report Interface:

Summary Date: 2012-08-20 | Time Zone: (GMT-07:00) Arizona | Form of Payment: ALL

TouchPay Reporting: August 2012

Maricopa County				
Portal Type	Transaction Count	Fees	Total Amount	Amount Payable
WEB	13	160.43	730.43	830.00
KIOSK	5	21.75	233.00	299.50
IVR	3	25.50	218.50	190.00
TOTAL of 21 Transaction(s):				1,021.28

Monthly Summary Report

Sample: Detail Report

Maricopa County					
Date	Transaction Count	Fees	Total Amount	Amount Payable	
2012-08-01	267	1,990.18	17,357.88	15,367.65	
2012-08-02	165	1,354.83	12,016.13	10,661.60	
2012-08-03	193	1,596.06	15,089.53	14,293.57	
2012-08-04	392	2,782.85	25,688.88	22,906.03	
2012-08-05	513	3,621.01	32,277.40	28,656.39	
2012-08-06	351	2,552.35	23,099.28	20,546.93	
2012-08-07	268	2,116.88	20,649.21	18,732.36	
2012-08-08	243	1,789.00	15,131.08	13,342.08	
2012-08-09	147	1,035.44	10,269.98	9,234.53	
2012-08-10	130	966.09	8,262.54	7,297.45	
2012-08-11	344	2,580.61	23,046.93	20,466.32	
2012-08-12	501	3,583.79	31,515.28	27,931.47	
2012-08-13	289	2,062.89	16,934.88	14,872.39	
2012-08-14	301	2,218.95	20,192.45	17,973.50	
2012-08-15	265	1,921.26	16,507.21	14,586.95	
2012-08-16	176	1,231.66	11,160.87	9,929.21	
2012-08-17	183	1,480.42	14,497.77	13,017.35	
2012-08-18	208	1,527.71	12,893.11	11,366.40	
2012-08-19	493	3,489.87	28,955.97	25,466.30	
2012-08-20	21	157.68	1,178.93	1,021.28	
TOTALS	6470	40,017.70	357,726.47	317,707.76	

Excel Format: To display a Daily Report in Excel, select "Export to Excel." After displaying, the full functionality of Excel is available.

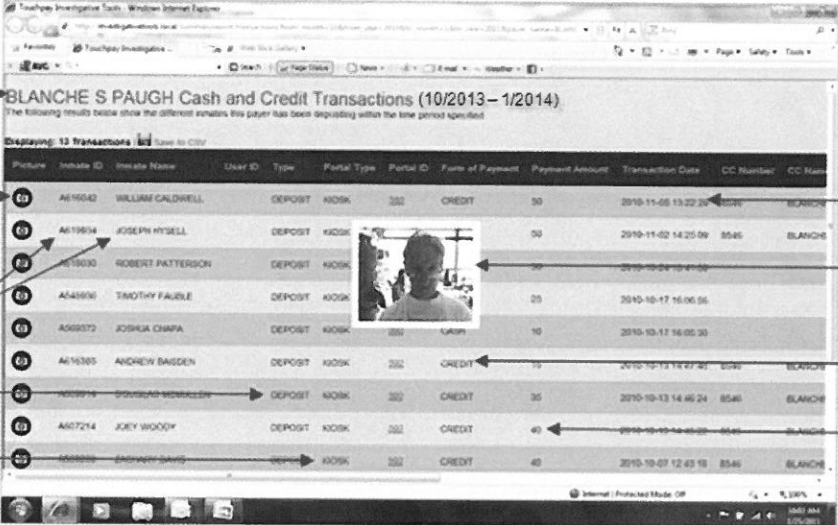
Sample: Daily Report displayed in Excel

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34								
Transact	Transact	Portel	Ty	Portel	Ne	Booking	Inmate	h	Amount	F	Fees	Total	Am	Form	F	Applicati	Payer	Fin	Payer	Las	Payer	Adk	Payer	Cit	Payer	Sta	Payer	Z	ip	Relation	ID	Type	ID	Number							
5998328	2012-08-1	WEB	WEB-MAI	P832553	LARON H		120	13	15	133	15	CREDIT	CHILD S	Vanessa	Miller	13019	n 3	Phoenix	AZ	85029	Spouse	IDDL	d02127986																		
5929521	2012-08-1	KIOSK	TPY-M08	P891624	ROBERT V		29	05	5	95		CASH	CHILD S	LANETTE	PACHECO	4219	E AL	Phoenix	AZ	85040	Other	IDOT	D05233152																		
5998339	2012-08-1	WEB	WEB-MAI	P890820	KATHRYN		35	7	18	42	18	CREDIT	CHILD S	Maria	O'Donne	19225	N C	Phoenix	AZ	85024	Parent	IDDL	d00812321																		
5998466	2012-08-1	IVR	IVR-MAR	P832027	MICHAEL		100	10	45	110	45	CREDIT	CHILD S	Becky	McClella	11333	Tucson	AZ	85749	Friend	IDTP	1E-08																			
5998490	2012-08-1	WEB	WEB-MAI	P882205	SARAH BI		100	10	45	110	45	CREDIT	CHILD S	katherin	large	4712	adm	marina d	CA	90292	Friend	IDPT	4.7E-08																		
5998531	2012-08-1	WEB	WEB-MAI	P885194	JAMES W		50	7	7	57	7	CREDIT	CHILD S	Barbara	Stewart	1907	Rus	Nashville	TN	37206	201	Parent	IDDL	75049668																	
5998554	2012-08-1	IVR	IVR-MAR	P894827	ERIC KESS		90	7	7	57	7	CREDIT	CHILD S	Ann	Kess	21805	Gilbert	AZ	85298	Parent	IDTP	1E-08																			
5998561	2012-08-1	WEB	WEB-MAI	P878208	ANTHONY		25	6	83	31	83	CREDIT	CHILD S	Amelia	Baxley	1140	E Bl	Globe	AZ	85501	Parent	IDDL	d04007217																		
5903862	2012-08-1	KIOSK	TPY-M08	P866564	MICHAEL		35	05	5	95		CASH	CHILD S	MARVIN	DAVIS	7015	SOU	Phoenix	AZ	85041	Friend	IDDL	A09605888																		
5998568	2012-08-1	WEB	WEB-MAI	P894530	ERIK HAE		20	4	65	24	65	CREDIT	CHILD S	imichele	haeussle	18005	w	itchfield	AZ	85340	Parent	IDDL	d03413470																		
5924790	2012-08-1	KIOSK	TPY-M08	P878435	BILLY JOE		50	05	6	95		CASH	CHILD S	JESSICA	NEALY	3320	W N	PHOENIX	AZ	85051	Spouse	IDDL	D05937836																		
5998578	2012-08-1	WEB	WEB-MAI	P888631	REDDING		25	6	83	31	83	CREDIT	CHILD S	Jewell	Welch	1829	SW	Topeka	KS	66604	Friend	IDDL	K00021219																		
5998581	2012-08-1	WEB	WEB-MAI	P852946	LINDSAY		100	10	45	110	45	CREDIT	CHILD S	Lisa	McKinne	9294	and	Peoria	AZ	85383	Parent	IDDL	d04568445																		
5998588	2012-08-1	WEB	WEB-MAI	P892706	MICHAEL		20	4	65	24	65	CREDIT	CHILD S	Diana	Boez	2602	W G	phoenix	AZ	85017	Spouse	IDDL	D05220049																		
5998601	2012-08-1	IVR	IVR-MAR	P849692	LUIS SAN		40	7	35	47	35	CREDIT	CHILD S	Lucia	Rodarte	4622	Phoenix	AZ	85040	Spouse	IDTP	1E-08																			
5998631	2012-08-1	WEB	WEB-MAI	P830814	AARON F		25	6	83	31	83	CREDIT	CHILD S	Christy	Baruso	3419	W Cl	Phoenix	AZ	85029	Parent	IDDL	D03038626																		
5998636	2012-08-1	WEB	WEB-MAI	P882263	JACOB HL		25	6	83	31	83	CREDIT	CHILD S	Karen	Huin	1331	E Se	Phoenix	AZ	85024	Parent	IDDL	614640298																		
5929522	2012-08-1	KIOSK	TPY-M08	P888583	DESTINY		53	05	6	95		CASH	CHILD S	ANNETTE	TAMI	8028	E 6T	MESA	AZ	85208	Parent	IDDL	5.27E-08																		
5435476	2012-08-1	KIOSK	TPY-M07F	P887080	COREY M		34	05	5	95		CASH	CHILD S	LORRAINI	ROANHDI	2060	N CE	MESA	AZ	85201	Parent	IDDL	D01335998																		
5998643	2012-08-1	WEB	WEB-MAI	P850075	JOHN ARI		45	7	53	52	53	CREDIT	CHILD S	Grace	Suphan	4949	E De	Scottsda	AZ	85254	Parent	IDDL	d04443660																		
5998649	2012-08-1	WEB	WEB-MAI	P837878	GREGORY		40	7	35	47	35	CREDIT	CHILD S	Sheila	Tebb	18521	E G	Queen Cr	AZ	85142	Parent	IDDL	d03894627																		

Investigative Reporting

In addition to transaction reporting, TouchPay provides a comprehensive suite of reporting tools for investigators to securely log in and search for specific depositor and inmate information. This technology was developed in collaboration with various investigators, and it allows them to lookup transaction history and shows connections between depositor and inmate accounts to determine abnormal activity. The reporting tool also provides investigators with the ability to view detailed depositor and inmate historical data.

A sample investigative reporting screen shot is included to illustrate the level of transactional details available based on specific queries. This report displays transactions made to multiple inmates by a single depositor.



Depositor Name → BLANCHE S PAUGH Cash and Credit Transactions (10/2013–1/2014)

Click to View Depositor Photo → [Photo]

Inmate ID and Name → [Inmate ID] [Inmate Name]

Transaction Type → [Type]

Payment Portal → [Portal ID]

Transaction Date and Time → [Transaction Date]

Depositor Photo Displayed → [Photo]

Form of Payment → [Form of Payment]

Payment Amount → [Payment Amount]

Picture	Inmate ID	Inmate Name	User ID	Type	Portal Type	Portal ID	Form of Payment	Payment Amount	Transaction Date	CC Number	CC Mask
	A619042	WILLIAM CALDWELL		DEPOSIT	KIOSK	332	CREDIT	30	2010-11-05 13:22:23	8546	BLANCHE
	A619834	JOSEPH HYSELL		DEPOSIT	KIOSK			30	2010-11-02 14:25:59	8546	BLANCHE
	A619030	ROBERT PATTERSON		DEPOSIT	KIOSK			30	2010-10-24 10:41:59		
	A648936	TIMOTHY FAUBLE		DEPOSIT	KIOSK			25	2010-10-17 16:00:56		
	A059372	JOSHUA CHAPA		DEPOSIT	KIOSK	332	CASH	10	2010-10-17 16:05:30		
	A616385	ANDREW BAIGDEN		DEPOSIT	KIOSK	332	CREDIT	10	2010-10-13 14:47:26	8546	BLANCHE
	A603918	SHONDAE MORGENTHAU		DEPOSIT	KIOSK	332	CREDIT	35	2010-10-13 14:46:24	8546	BLANCHE
	A607214	JOEY WOODY		DEPOSIT	KIOSK	332	CREDIT	40	2010-10-10 14:49:03	8546	BLANCHE
	A608888	ANDREW BAIGDEN		DEPOSIT	KIOSK	332	CREDIT	40	2010-10-07 12:43:18	8546	BLANCHE

Reports include:

- Transaction details will include the following based on specified search queries: depositor name and address of record, number of inmates funded, inmate name, photos for kiosk deposits, transaction type, date and time, form of payment (if credit used as payment, credit card name, address, and last four digits of card included), and amount of payment
- Ability to search by user-defined time periods
- Details of inmate transactions
- Capability to export results to Excel

Section 4, Subsection 5.3: Permanent Release Debit Cards:

Section 4, Subsection 5.3.1: Vendor shall provide Agency with pin based debit cards for the purpose of transferring an inmate's remaining account balance upon release from prison.

Vendor Response:

✔ TouchPay has read, understands, and complies.

MasterCard prepaid debit cards will be provided that are loaded with the inmate's remaining account balance upon release. These cards allow for PIN and Signature purchases, as well as ATM withdrawals, everywhere MasterCard is accepted.

Section 4, Subsection 5.3.2: Agency's staff must have the ability, via web based program, to transfer funds to debit card.

Vendor Response:

✔ TouchPay has read, understands, and complies.

The card loads/transfers of the inmate's remaining balance can be done over the web using either a solution that is integrated into the Agency's existing accounting system, using a stand-alone online website, or using a countertop terminal.

Section 4, Subsection 5.3.3: All transfers shall post to the debit card in real time.

Vendor Response:

✔ TouchPay has read, understands, and complies.

All loads post in real-time, and the cardholder has immediate access to their funds. The temporary card PIN is typically set to the cardholder's DOB in MM/DD format but other options are available. The issuance of a PIN at the time of the load allows the cardholder to use the card for purchases and withdrawals instantly. The PIN can be changed anytime 24/7 via an automated phone line (PINs cannot be handled by live agents for security reasons).

Section 4, Subsection 5.3.4: Vendor shall provide the ability for Agency staff to view and print a summary of all funds transferred.

Vendor Response:

✔ TouchPay has read, understands, and complies.

Online reports are available 24/7 so that the Agency may pull reconciliation and load summary reports anytime. A daily load summary can also be emailed for any day that a card is loaded.

Section 4, Subsection 5.3.5: After confirmation of funds transferred to the debit card, funds must be guaranteed by the Vendor.

Vendor Response:

✔ TouchPay has read, understands, and complies.

Funds loaded by the Agency using the web portal, countertop terminal, or web services calls via

software integration are available in real time to the cardholder, and we guarantee the availability of these funds. Note we collect funds loaded by the Agency from the Agency designated bank account via ACH on the next business day.

Section 4, Subsection 5.3.6: Debit cards shall be reloadable.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

The MasterCard debit cards can be reloadable and can carry a maximum balance of \$9,500. For the cards to be reloadable such as multiple Agency loads, payroll or government benefit loads, Federal banking regulations regarding a duty to “know your customer” require a valid customer name, date of birth, and social security number or equivalent. Note that for Cards that are not reloadable except for load corrections, adjustments, or a “one time” secondary Agency load (e.g. minimum amount of exit money), a SSN# may not be required, subject to regulatory approval, only the cardholder’s name and date of birth. All cardholders, pursuant to Federal Banking regulations, must not be on the United States Department of Treasury Office of Foreign Asset Control (OFAC) Special Designated Nationals list. OFAC publishes a list of individuals and companies owned or controlled by, or acting for or on behalf of, targeted countries. It also lists individuals, groups, and entities, such as terrorists and narcotics traffickers designated under programs that are not country-specific. Collectively, such individuals and companies are called "Specially Designated Nationals" or "SDNs." Their assets are blocked, and U.S. persons are generally prohibited from dealing with them.

Section 4, Subsection 5.3.7: Agency must have the ability to set geographical locations or types of allowed businesses for debit card usage on paroled offenders.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Merchant category/type restrictions, card spending and withdrawal restrictions, and geographical/zip code restrictions are available and can be set by the Agency when the card program is set up and changed at a later date upon request. Please note however that a separate card program will be created for parolees from the standard exit card program provided to released inmates so that the released inmates are not impacted by any of the card restrictions on the parolee card program.

Section 4, Subsection 5.3.8: Released inmates shall have the ability to withdraw funds from the debit card at point-of-sale (POS) locations; banks; and ATMs worldwide.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

The cards will work everywhere MasterCard is accepted for PIN and Signature purchases. The cards will work for ATM transactions everywhere that MasterCard, Cirrus, Maestro or Pulse Network is accepted. The cards will work for PIN transactions everywhere that Pulse is accepted as well. If desired by Agency, the cards can also be enabled so that they may be utilized at local banks for teller cash withdrawal transactions. Similarly, if desired by Agency a feature may be enabled that allows the cardholder to perform card to bank account transfers and move money off the card and into their bank account. The combined coverage of these Networks allows for the card to be used at tens of millions of merchants

and millions of ATM machines in 210 countries worldwide. Also of note, these cards cannot be overdrafted. Scheduled and direct bill pay is available to all cardholders on the cardholder website.

Section 4, Subsection 5.3.9: Vendor's system shall provide real time alerts to Agency.

Vendor Response:

Per COR61609 ADDENDUM 03, A24, page 8: This clause does not pertain to "release debit cards"

Section 4, Subsection 5.3.10: Vendor shall supply training and training material to Agency staff for operating and maintaining the debit card program.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Extensive, web-based step by step training is provided as many times as your staff requires. Written training and support materials are provided as well.

Section 4, Subsection 5.3.11: Vendor shall supply brochures to inmates containing debit card usage instructions.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Every cardholder receives a copy of the card's terms and conditions as well as a wallet sized card usage "tip sheet" that shows the cardholder how to use the card in the most efficient and cost effective manner possible. In addition, posters and cardholder brochures are available upon request. In our experience, the simple and focused wallet tip sheets are the most effective and widely read educational piece, but posters and brochures are also available.

Section 4, Subsection 5.4: Work Release Debit Cards:

Section 4, Subsection 5.4.1: Vendor shall provide Agency with pin based debit cards for the issuance to work release inmates.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

MasterCard prepaid debit cards will be provided that are loaded with the inmate's remaining account balance upon release. These cards allow for PIN and Signature purchases, as well as ATM withdrawals, everywhere MasterCard is accepted.

Section 4, Subsection 5.4.2: Agency must have the ability, via web based program, to transfer funds to the debit card.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

The card loads/transfers of the inmate's remaining balance can be done over the web using either a solution that is integrated into the Agency's existing accounting system, using a stand-alone online website, or using a countertop terminal.

Section 4, Subsection 5.4.3: Agency must have the ability to set spending and withdrawal limits on debit cards.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Card spending and cash withdrawal limits can be set by the Agency. This includes limits for daily ATM withdrawals as well as daily purchasing limits. In addition, merchant category/type restrictions and geographical/zip code restrictions are available.

Section 4, Subsection 5.4.4: All transfers shall post to the debit card in real time.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

All loads post in real-time, and the cardholder has immediate access to their funds. The temporary card PIN is typically set to the cardholder's DOB in MM/DD format but other options are available. The issuance of a PIN at the time of the load allows the cardholder to use the card for purchases and withdrawals instantly. The PIN can be changed anytime 24/7 via an automated phone line (PINs cannot be handled by live agents for security reasons).

Section 4, Subsection 5.4.5: Vendor shall provide the ability for Agency staff to view and print a summary of all funds transferred.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Online reports are available 24/7 so that the Agency may pull reconciliation and load summary reports anytime. A daily load summary can also be emailed for any day that a card is loaded.

Section 4, Subsection 5.4.6: After confirmation of funds transferred to the debit card, funds must be guaranteed by the Vendor.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Funds can be loaded by the Agency using the web portal, countertop terminal, or using web services calls via software integration, and we guarantee the availability of these funds. Note we collect funds loaded by the Agency from the Agency designated bank account via ACH on the next business day.

Section 4, Subsection 5.4.7: Debit cards shall be reloadable. Funds loaded to work release debit cards may only be performed by Agency.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

The MasterCard debit cards for work release programs are reloadable and can carry a maximum balance of \$9,500. Federal banking regulations regarding a duty to "know your customer" require a valid customer name, date of birth, and social security number or equivalent. All cardholders, pursuant to Federal Banking regulations, must not be on the United States Department of Treasury Office of Foreign Asset Control (OFAC) Special Designated Nationals list. OFAC publishes a list of individuals and companies owned or controlled by, or acting for or on behalf of, targeted countries. It also lists individuals, groups, and entities, such as terrorists and narcotics traffickers designated under programs that are not country-specific. Collectively, such individuals and companies are called "Specially Designated Nationals" or "SDNs." Their assets are blocked, and U.S. persons are generally prohibited from dealing with them.

Section 4, Subsection 5.4.8: Agency must have the ability to set geographical locations or types of allowed businesses for transactions.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Merchant category/type restrictions, card spending and withdrawal restrictions, and geographical/zip code restrictions are available and can be set by the Agency when the card program is set up and changed at a later date upon request.

Section 4, Subsection 5.4.9: Inmates shall have the ability to use debit cards at point-of-sale (POS) locations; banks; and local ATMs.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Subject to any restrictions set by the Agency, the cards will work everywhere MasterCard is accepted for PIN and Signature purchases. The cards will work for ATM transactions everywhere that MasterCard, Cirrus, Maestro or Pulse Network is accepted. The cards will work for PIN transactions everywhere that

Pulse is accepted as well. If desired by Agency, the cards can also be enabled so that they may be utilized at local banks for teller transactions. Similarly, if desired by Agency a feature may be enabled that allows the cardholder to perform card to bank account transfers and move money off the card and into their bank account. These cards cannot be overdrafted. The combined coverage of these Networks allows for the card to be used at tens of millions of merchants and millions of ATM machines in 210 countries worldwide.

Section 4, Subsection 5.4.10: Vendors system shall provide real time alerts to Agency.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Real time alerts can be provided to the Agency for numerous types of card activity. Text alerts can also be provided to the cardholders if they register a mobile phone for this service. Some examples of available real time alerts are alerts related to suspected fraudulent transaction activity and alerts tied to changes in the card balance such as an ATM withdrawal.

Section 4, Subsection 5.4.11: Vendor shall provide the ability for Agency to track inmate purchases and/or withdrawals.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

The Agency can be provided with the ability to track and monitor all cardholder activity for the work release card program.

Section 4, Subsection 5.4.12: Vendor shall supply training and training material to Agency staff for operating and maintaining the debit card program.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Extensive, web-based step by step training is provided as many times as your staff requires. Written training and support materials are provided as well.

Section 4, Subsection 5.4.13: Vendor shall supply brochures to inmates containing debit card usage instructions.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Every cardholder gets a copy of the card's terms and conditions as well as a wallet sized card usage "tip sheet" that shows the cardholder how to use the card in the most efficient and cost effective manner possible. In addition, posters and cardholder brochures are available upon requests. In our experience, the simple and focused wallet tip sheets are the most effective and widely read educational piece we have in our portfolio, but posters and brochures are also available.

Section 4, Subsection 5.5: Parole Supervision Fees, Court Costs and Victim Restitution:

Section 4, Subsection 5.5.1: 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.

Vendor Response:

☑ TouchPay has read, understands, and complies.

TouchPay's lobby kiosk, web portal, and toll-free IVR phone system can all accept parole supervision fees, court costs, and victim restitution payments.

Section 4, Subsection 5.5.2: Vendor shall transfer the above referenced deposits into the inmate's account via the Agency's inmate accounting system.

Vendor Response:

☑ TouchPay has read, understands, and complies.

Section 4, Subsection 5.5.3: Agency shall be responsible for processing payments to all courts and victims.

Vendor Response:

☑ TouchPay has read, understands, and complies.

Section 4, Subsection 5.5.4: Agency shall be responsible for transferring parole supervision fees from inmate's account to the proper Agency account.

Vendor Response:

☑ TouchPay has read, understands, and complies.

Section 4, Subsection 5.5.5: All provisions outlined under "Web Portal Deposits" shall apply to this section.

Vendor Response:

☑ TouchPay has read, understands, and complies.

Section 4, Subsection 5.5.6: All provisions outlined under "Lobby Deposit Kiosk" shall apply to this section.

Vendor Response:

☑ TouchPay has read, understands, and complies.

Section 4, Subsection 5.6: Post Office Lock Box Address:

Section 4, Subsection 5.6.1: Vendor shall supply a lock box service/address for the collection and processing of money orders sent to inmates.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

A specific lock box address will be available for the collection and processing of money orders sent to inmates.

Section 4, Subsection 5.6.2: Vendor shall electronically post funds to inmate accounts.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Section 4, Subsection 5.6.3: No personal, business, cashier's checks or certified checks shall be accepted.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay will only accept money orders for Agency deposits via the lock box.

Section 4, Subsection 5.6.4: Deposit slips must be included with each money order for proper inmate identification.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay will only process money orders that include a completed deposit slip. Deposit slips contain instructions that will be specific to Agency deposit requirements.

Section 4, Subsection 5.6.5: Vendor shall supply deposit slips to depositors. Vendor shall supply deposit slips to Agency for placement in lobby areas and visitation areas. Agency shall also place pdf deposit slips on the Division of Corrections website.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

In addition to the above stated distribution locations, Agency deposit slips and instructions will also be posted on TouchPay's website.

Section 4, Subsection 5.6.6: Vendor shall process and post funds to the inmate accounts within 48 hours of receipt.

Vendor Response:

✔ TouchPay has read, understands, and complies.

Section 4, Subsection 5.6.7: Vendor shall provide the ability for Agency to view and print reports of all money order deposits.

Vendor Response:

✔ TouchPay has read, understands, and complies.

Once processed, money order deposits are accounted for and available to view in TouchPay's on-demand, online reporting system.

Section 4, Subsection 5.7: General Specifications:

Section 4, Subsection 5.7.1: 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.

Vendor Response:

☑ TouchPay has read, understands, and complies.

TouchPay has multiple levels of security for all data stored and transferred via our systems. All transmissions are encrypted using SSL certificates and all data is stored using the latest in (SSL) protocol with 128-bit encryption technology. TouchPay will work with Agency system engineers to ensure all communications and information passing between the systems is secure.

TouchPay is required to securely retain all data in compliance to Visa and MasterCard and PCI regulations. TouchPay securely stores all transactional data with redundant off-site back up for an infinite period guaranteed to exceed seven (7) years. TouchPay encrypts all data transmitted and/or stored. In addition, we encrypt all information stored in all TouchPay databases, and we do not store credit card account information other than the final four (4) digits of account numbers.

TouchPay is PCI compliant, and is well versed and operates within the strict guidelines of Visa and MasterCard regulations. Scans for PCI compliance are conducted by Comodo as required by Visa and MasterCard regulations. Our most recent PCI scan is included in the **TOUCHPAY ATTACHMENTS** section.

Section 4, Subsection 5.7.2: 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 has been or will be taken to mitigate any negative effect of the unauthorized use or disclosure; e) what corrective action Vendor has taken or shall take to prevent future similar unauthorized use or disclosure.

Vendor Response:

☑ TouchPay has read, understands, and complies.

Section 4, Subsection 5.7.3: 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).

Vendor Response:

☑ TouchPay has read, understands, and complies.

In addition to complying with Regulation E requirements, TouchPay is also authorized to conduct business in the State of West Virginia and licensed to conduct money transfer activities as required in the State of West Virginia. A copy of our authorization from the West Virginia Secretary of State and our Money Transfer License is included in the **TOUCHPAY ATTACHMENTS** section.

Per COR61609 ADDENDUM 03, A3, page 5: All Vendors shall comply with all local, state and federal laws with respect to the transmission of funds. Vendors shall, in its proposal, outline and detail any violations, including the end result and impact for these vendors.

TouchPay has applied for Money Transfer/Transmitter licensing in all states where this is required. We have received 39 states licenses and are awaiting the additional seven, which are currently being finalized. Five states do not require this license.

In order to receive a license in the following states, TouchPay negotiated the following for prior operation:

- A settlement agreement to accept a payment of \$5,000 in lieu of litigation with the Commonwealth of Kentucky Department of Financial Institutions on December 5, 2012.
- A Consent order with the Arkansas Securities Commissioner on May 13, 2013 in the amount of \$6,000.
- A Consent order with the State of Washington Department of Financial Institutions on June 5, 2013 in the amount of \$2,000.
- A Consent order with the Ohio Department of Commerce Division of Financial Institutions on June 10, 2013 in the amount of \$12,300.
- A Consent order with the State of Wisconsin Department of Financial Institutions Division of Banking on July 19, 2013 in the amount of \$5,000.
- A Consent order with the State of New Hampshire Banking Department on July 19, 2013 in the amount of \$2,979.
- A Consent order with the State of Louisiana Office of Financial Institutions on September 27, 2013 in the amount of \$2,000.
- A Consent order from the Commonwealth of Pennsylvania Department of Banking and Securities on November 1, 2013 in the amount of \$36,000.
- A Settlement Agreement from the State of Illinois Department of Financial and Professional Regulation Division of Financial Institutions on December 4, 2013 in the amount of \$30,000.

Additionally, TouchPay has agreed to all aspects of a Consent Order and are waiting for the executed agreements from the following states:

- Tennessee Department of Financial Institutions Office of the Commissioner – Consent Order.
- Michigan Department of Insurance and Financial Services – Consent Order.

TouchPay expects to receive all remaining seven licenses without any further settlements.

Section 4, Subsection 5.7.4: 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.

Vendor Response:

- ☑ TouchPay has read, understands, and complies.

Section 4, Subsection 5.7.5: 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.

Vendor Response:

☑ TouchPay has read, understands, and complies.

Section 4, Subsection 5.7.6: Vendor shall preserve and make available all of its records and other evidence involving transactions related to this contract for a period of at least five (5) years from the date of expiration or termination

Vendor Response:

☑ TouchPay has read, understands, and complies.

Section 4, Subsection 5.7.8: Vendor must provide activity reports to the Agency on an agreed 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.

Vendor Response:

☑ TouchPay has read, understands, and complies.


TouchPay offers a variety of reporting options that provide added value by tracking customer payments, payment methods, and transaction history—all of which aid facilities in their auditing and investigative efforts.

Transactional Reporting

All transactions are available to the Agency in a wide variety of customized reporting methods. TouchPay uses the latest in database, network, and security technology to capture all the transactions that are recorded in our database, which is hosted in an independent, third party, secure-data center with multiple backup-data centers. Authorized Agency personnel will have access only to their transactions for reporting purposes.

For ease-of-use, TouchPay can provide reports in a number of ways. Automated reports can be generated on a daily, shift, weekly, or any other time period so chosen by the client and delivered directly to a distribution list by email, or by a specified file type to all approved Agency personnel. Additional reports can be generated directly by the client. Authorized personnel will have login access to the TouchPay system where they can access information on any of their department's transactions, and customized reports can be self-generated.

Sample: Main Page




kcarier
kcarier@touchpaydirect.com [Log Out](#)

Transaction Reports
Bank Deposit Report
Monthly Summary

TouchPay Reporting | 1/4/2012 3:05

Sample: Transaction Report



Home Reports View




Select	Transaction Number	Transaction Posting Date	Portal Type	Portal Name	Account ID	Name	Amount Payable	Fees	Total Amount	Form of Payment
<input type="checkbox"/>	5998326	2012-08-20 00:37:11	WEB	WEB-MARICOPA	P832953	LARON HARRINGTON	120.00	13.15	133.15	CREDIT
<input type="checkbox"/>	5929521	2012-08-20 00:58:53	KIOSK	TPY-M083	P891624	ROBERT WAYNE EWOLDT	29.05	5.95	35.00	CASH
<input type="checkbox"/>	5998336	2012-08-20 01:22:16	WEB	WEB-MARICOPA	P890820	KATHRYN O'DONNELL	35.00	7.18	42.18	CREDIT
<input type="checkbox"/>	5998486	2012-08-20 05:18:23	IVR	IVR-MARICOPA	P832027	MICHAEL ROSS	100.00	10.45	110.45	CREDIT
<input type="checkbox"/>	5998490	2012-08-20 06:31:09	WEB	WEB-MARICOPA	P882205	SARAH BEEDER	100.00	10.45	110.45	CREDIT
<input type="checkbox"/>	5998531	2012-08-20 06:57:24	WEB	WEB-MARICOPA	P885194	JAMES WAGES	50.00	7.70	57.70	CREDIT
<input type="checkbox"/>	5998554	2012-08-20 07:14:17	IVR	IVR-MARICOPA	P894827	ERIC HESS	50.00	7.70	57.70	CREDIT
<input type="checkbox"/>	5998561	2012-08-20 07:20:07	WEB	WEB-MARICOPA	P878208	ANTHONY MONTOLLA	25.00	6.83	31.83	CREDIT
<input type="checkbox"/>	5903862	2012-08-20 07:25:14	KIOSK	TPY-M082	P866564	MICHAEL CANTY	35.05	5.95	41.00	CASH
<input type="checkbox"/>	5998566	2012-08-20 07:28:03	WEB	WEB-MARICOPA	P894530	ERIK HAEUSSLER	20.00	4.65	24.65	CREDIT
<input type="checkbox"/>	5924790	2012-08-20 07:32:25	KIOSK	TPY-M080	P878435	BILLY JOE GARRETHERS	90.05	6.95	97.00	CASH
<input type="checkbox"/>	5998575	2012-08-20 07:36:25	WEB	WEB-MARICOPA	P888631	REDDING WELCH	25.00	6.83	31.83	CREDIT
<input type="checkbox"/>	5998581	2012-08-20 07:37:06	WEB	WEB-MARICOPA	P882946	LINDSAY MCKINNEY	100.00	10.45	110.45	CREDIT
<input type="checkbox"/>	5998588	2012-08-20 07:41:30	WEB	WEB-MARICOPA	P892706	MICHAEL ROMERO	20.00	4.65	24.65	CREDIT
<input type="checkbox"/>	5998601	2012-08-20 07:56:07	IVR	IVR-MARICOPA	P849692	LUIS SANCHEZ	40.00	7.35	47.35	CREDIT
<input type="checkbox"/>	5998631	2012-08-20 08:14:06	WEB	WEB-MARICOPA	P830814	AARON FISHER	25.00	6.83	31.83	CREDIT
<input type="checkbox"/>	5998636	2012-08-20 08:16:48	WEB	WEB-MARICOPA	P882263	JACOB HURN	25.00	6.83	31.83	CREDIT
<input type="checkbox"/>	5929522	2012-08-20 08:19:08	KIOSK	TPY-M083	P888583	DESTINY A WILLIAMS	53.05	6.95	60.00	CASH
<input type="checkbox"/>	5435476	2012-08-20 08:19:11	KIOSK	TPY-M078	P887080	COREY MATTHEW ROADHORSE	34.05	5.95	40.00	CASH
<input type="checkbox"/>	5998643	2012-08-20 08:20:00	WEB	WEB-MARICOPA	P850075	JOHN AREKAT	45.00	7.53	52.53	CREDIT
<input type="checkbox"/>	5998649	2012-08-20 08:21:25	WEB	WEB-MARICOPA	P837878	GREGORY KEETEN	40.00	7.35	47.35	CREDIT
Grand Total							1,021.25	157.68	1,178.93	


Export Report to Excel Print Entire Report Print Select Receipts

The Report Fields include:

- **Transaction Date:** Includes minutes and seconds
- **Department/Facility:** Name facility/department
- **Transaction Number:** Unique identifier created by TouchPay
- **Account Number:** Used to identify account holder
- **Customer Name:** First and last name
- **Transaction Type:** Utility, court fine, fee, permit, or other type of payment
- **Fees:** Per contract
- **Amount Payable:** Amount posted to customer account
- **Total Amount:** Amount payable plus fees
- **Form of Payment:** Cash, credit/debit card
- **Payer Information:** Person making payment

Customer Photograph: Each transaction record from a Kiosk payment contains a photo taken during the transaction. Just select the camera icon on the right side of the page to see the image.

Payer Name	Payer Address	Payer City	Payer State	Payer Zip	Picture
JUDY COPA	5678 BELTLINE RD	Irving	TX	75038	
JEAN CLAREY	3978 BELTLINE				
CAREY SMITH	3983 BELTLINE				N/A
HARRY JONES	2983 BELTLINE				N/A
WILLIAM HYDE	5490 BELTLINE				
MIKE SIZEMORE	4433 BELTLINE				N/A
PENNY CRAMER	8967 BELTLINE				
PHIL JOHNSON	9076 BELTLINE				N/A
DANIEL CLAREY	3983 BELTLINE				N/A



Bank Deposit Report: The bank deposit report can provide a consolidated report of all clients for a given time period or separated by department and summarized by portal type and activity date.

TouchPay Home | BankDeposit | kcenter | Touchpay.com | Log Out

Summary Date: 2012-08-20 | Time Zone: (GMT-07:00) Arizona | Form of Payment: ALL | Submit

TouchPay Reporting

Portal Type	Transaction Count	Fees	Total Amount	Amount Payable
VIBS	13	100.43	730.43	630.00
KIOSK	5	31.75	233.00	204.55
IVR	3	25.50	215.00	190.00
TOTAL of 21 Transactions:				1,021.25

TouchPay Reporting | 08/20/2012

Monthly Summary Report

Sample: Detail Report

TouchPay Home | Monthly | kcenter | Touchpay.com | Log Out

Month: August | Year: 2012 | Time Zone: (GMT-07:00) Arizona | Submit

TouchPay Reporting

Date	Transaction Count	Fees	Total Amount	Amount Payable
2012-08-01	267	1,990.15	17,357.55	15,357.55
2012-08-02	185	1,354.53	12,016.13	10,661.60
2012-08-03	193	1,595.06	15,069.63	14,293.57
2012-08-04	392	2,762.85	25,688.55	22,905.03
2012-08-05	513	3,621.01	32,277.40	28,555.39
2012-08-06	351	2,552.35	23,099.28	20,545.93
2012-08-07	268	2,116.85	20,549.21	18,732.35
2012-08-08	243	1,769.00	15,151.06	13,342.05
2012-08-09	147	1,035.44	10,269.95	9,234.53
2012-08-10	130	965.09	8,282.54	7,297.45
2012-08-11	344	2,550.51	23,045.93	20,486.32
2012-08-12	501	3,553.79	31,515.26	27,931.47
2012-08-13	285	2,062.59	16,934.96	14,872.39
2012-08-14	301	2,218.95	20,192.45	17,973.50
2012-08-15	265	1,921.26	16,507.21	14,585.95
2012-08-16	176	1,231.66	11,180.87	9,929.21
2012-08-17	183	1,480.42	14,497.77	13,017.35
2012-08-18	208	1,527.71	12,893.11	11,365.40
2012-08-19	493	3,469.67	28,955.97	25,486.30
2012-08-20	21	157.65	1,175.93	1,021.25
TOTALS	5470	40,017.70	357,725.47	317,707.76

TouchPay Reporting | 08/20/2012

Excel Format: To display a Daily Report in Excel, select "Export to Excel." After displaying, the full functionality of Excel is available.

Sample: Daily Report displayed in Excel

1	Transact	Transact Portal	Portal Ty	Portal No	Booking	Inmate N	Amount	F Fees	Total Am	Form of F	Applicati	Payer Fir	Payer Las	Payer Adi	Payer Cit	Payer Sta	Payer Zip	Relation	ID Type	ID Number
2	5998326	2012-08-1	WEB	WEB-MAI P832553	LARON H.	120	13.15	133.15	CREDIT	CHILD S	Vanessa Miller	13019 n 3	Phoenix	AZ	85029	Spouse	IDDL	d02127986		
3	5929521	2012-08-1	KIOSK	TPY-M08: P891624	ROBERT V	29.05	5.95	35	CASH	CHILD S	LANETTE PACHECO	4219 E AL	Phoenix	AZ	85040	Other	IDDT	D05233152		
4	5998336	2012-08-1	WEB	WEB-MAI P890820	KATHRYN	35	7.18	42.18	CREDIT	CHILD S	Maria O'Donne	19225 N C	Phoenix	AZ	85024	Parent	IDDL	d00812321		
5	5998466	2012-08-1	IVR	IVR-MAR P832027	MICHAEL	100	10.45	110.45	CREDIT	CHILD S	Becky McClella	11333 Tucson	AZ	85749	Friend	IDTP	1E-08			
6	5998490	2012-08-1	WEB	WEB-MAI P882205	SARAH BI	100	10.45	110.45	CREDIT	CHILD S	Katherin Lorge	4712 adm marina d	CA	90292	Friend	IDPT	4.7E-08			
7	5998531	2012-08-1	WEB	WEB-MAI P885194	JAMES W.	50	7.7	57.7	CREDIT	CHILD S	Barbara Stewart	1907 Rus: Nashville	TN	37206-201	Parent	IDDL	75049668			
8	5998554	2012-08-1	IVR	IVR-MAR P894827	ERIC KESS	50	7.7	57.7	CREDIT	CHILD S	Ann Kess	21805 Gilbert	AZ	85298	Parent	IDTP	1E-08			
9	5998561	2012-08-1	WEB	WEB-MAI P878208	ANTHONY	25	6.83	31.83	CREDIT	CHILD S	Amelia Baxley	1140 E Bl: Globe	AZ	85001	Parent	IDDL	d04007217			
10	5902862	2012-08-1	KIOSK	TPY-M08: P866564	MICHAEL	35.05	5.95	41	CASH	CHILD S	MARVIN DAVIS	7015 SOU	Phoenix	AZ	85043	Friend	IDDL	A09605888		
11	5998568	2012-08-1	WEB	WEB-MAI P894530	ERIK HAE	20	4.65	24.65	CREDIT	CHILD S	michele haecussie	18005 w. Itchfield	AZ	85340	Parent	IDDL	d03413470			
12	5924790	2012-08-1	KIOSK	TPY-M08: P878435	BILLY JOE	50.05	6.95	57	CASH	CHILD S	JESSICA NEALY	3320 W N	PHOENIX	AZ	85051	Spouse	IDDL	D05937836		
13	5998578	2012-08-1	WEB	WEB-MAI P888631	REDDING	25	6.83	31.83	CREDIT	CHILD S	Jewell Welch	1829 SW 'T	Topeka	KS	66604	Friend	IDDL	K00021219		
14	5998581	2012-08-1	WEB	WEB-MAI P852946	LINDSAY	100	10.45	110.45	CREDIT	CHILD S	Lisa McKinne	9294 and Peoria	AZ	85383	Parent	IDDL	d04548445			
15	5998588	2012-08-1	WEB	WEB-MAI P892706	MICHAEL	20	4.65	24.65	CREDIT	CHILD S	Diana Baez	2602 W G	phoenix	AZ	85017	Spouse	IDDL	D05220049		
16	5998601	2012-08-1	IVR	IVR-MAR P849692	LUIS SAN	40	7.35	47.35	CREDIT	CHILD S	Lucia Rodarte	4622	Phoenix	AZ	85040	Spouse	IDTP	1E-08		
17	5998631	2012-08-1	WEB	WEB-MAI P830814	AARON F.	25	6.83	31.83	CREDIT	CHILD S	Christy Barusso	3419 W Cl	Phoenix	AZ	85029	Parent	IDDL	D03028626		
18	5998636	2012-08-1	WEB	WEB-MAI P882263	JACOB HL	25	6.83	31.83	CREDIT	CHILD S	Karen Hurn	1331 E Se	Phoenix	AZ	85024	Parent	IDDL	814640298		
19	5929522	2012-08-1	KIOSK	TPY-M08: P888583	DESTINY	53.05	6.95	60	CASH	CHILD S	ANNETTE TAMI	8028 E 6T	MESA	AZ	85208	Parent	IDDL	5.27E-08		
20	5435476	2012-08-1	KIOSK	TPY-M07E P887080	COREY MI	34.05	5.95	40	CASH	CHILD S	LORRAINI ROANHO	2060 N CE	MESA	AZ	85201	Parent	IDDL	D01335998		
21	5998643	2012-08-1	WEB	WEB-MAI P850075	JOHN ARI	45	7.53	52.53	CREDIT	CHILD S	Grace Suphan	4949 E De	Scottsdale	AZ	85254	Parent	IDDL	d04443660		
22	5998649	2012-08-1	WEB	WEB-MAI P837878	GREGORY	40	7.35	47.35	CREDIT	CHILD S	Sheila Tabb	18521 E O	Queen C	AZ	85142	Parent	IDDL	d03894627		

Investigative Reporting

In addition to transaction reporting, TouchPay provides a comprehensive suite of reporting tools for investigators to securely log in and search for specific depositor and inmate information. This technology was developed in collaboration with various investigators, and it allows them to lookup transaction history and shows connections between depositor and inmate accounts to determine abnormal activity. The reporting tool also provides investigators with the ability to view detailed depositor and inmate historical data.

A sample investigative reporting screen shot is included to illustrate the level of transactional details available based on specific queries. This report displays transactions made to multiple inmates by a single depositor.

The screenshot displays a web interface for TouchPay Investigative Tools. At the top, it shows the depositor name "BLANCHE S PAUGH" and the transaction period "Cash and Credit Transactions (10/2013-1/2014)". Below this, a table lists 13 transactions. Labels with arrows point to specific elements in the interface:

- Depositor Name:** Points to "BLANCHE S PAUGH Cash and Credit Transactions (10/2013-1/2014)".
- Click to View:** Points to a magnifying glass icon next to the first transaction.
- Depositor Photo:** Points to a small photo of the depositor.
- Inmate ID and Name:** Points to the "Inmate ID" and "Inmate Name" columns in the table.
- Transaction Date and Time:** Points to the "Transaction Date" column.
- Form of Payment:** Points to the "Form of Payment" column.
- Payment Amount:** Points to the "Payment Amount" column.
- Payment Portal:** Points to the "Payment Portal" column.

Reports include:

- Transaction details will include the following based on specified search queries: depositor name and address of record, number of inmates funded, inmate name, photos for kiosk deposits, transaction type, date and time, form of payment (if credit used as payment, credit card name, address, and last four digits of card included), and amount of payment
- Ability to search by user-defined time periods
- Details of inmate transactions
- Capability to export results to Excel

Section 4, Subsection 5.7.9: Technical support must be available 24/7/365 by both telephone and web.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

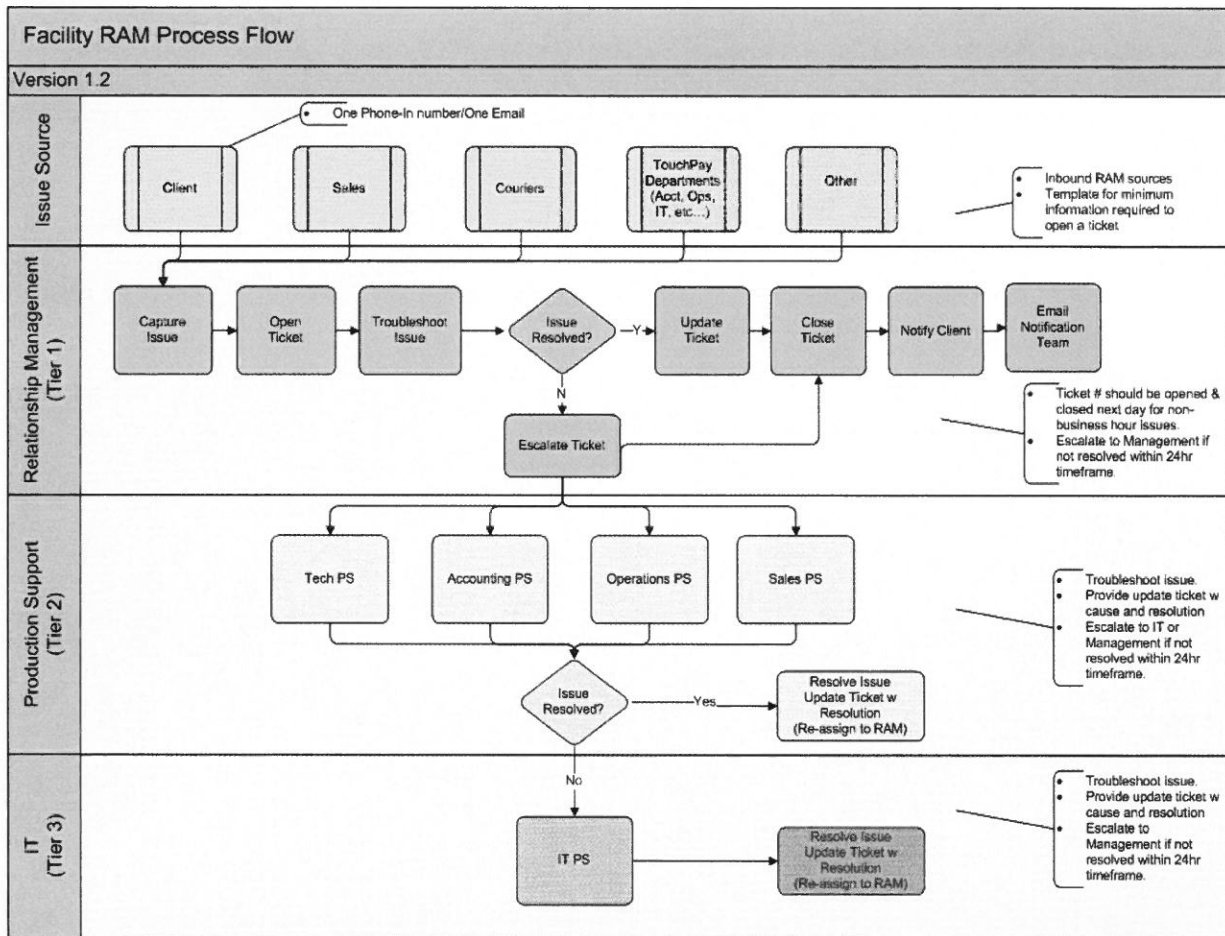
In order to provide our Clients with the highest degree of support, TouchPay has a dedicated Relationship Account Management (RAM) team. The RAM team is the primary point-of-contact for all support-related questions, inquiries, and resolution. They are trained to provide Client support and positive resolution to inquiries as quickly as possible. Clients are given a specific toll-free number and email address that provides a direct path to the trained RAM team members for prompt service and resolution.

The RAM team provides the following support services:

- Respond to inquiries from Client via email and/or phone
- Provide kiosk support and troubleshooting
- Provide troubleshooting for technical issues
- Escalate issues to appropriate service tiers if necessary
- Collaborate with TouchPay's IT team to resolve technical issues that may occur
- Keep Client informed and up-to-date on status of issue/inquiry
- Create and set up Client accounts
- Answer transaction-reporting inquiries
- Maintain communications with Client to ensure satisfaction with services
- Provide investigative information such as sender IP address and SID number (phone) upon request
- Maintain scheduling for courier services

RAM team members are able to resolve roughly 85% of tickets in one hour or less. Tickets requiring production support (Tier 2) and/or IT (Tier 3) are closed within 24 hours, and tickets requiring parts for on-site repairs are resolved within 24 - 48 hours. The dedicated RAM team is trained on all aspects of the payment system including: hardware troubleshooting, system reporting, escalation procedures, status updates, and follow through. The following chart illustrates the process flow for Client-related procedures:

RAM Process Flow



Section 4, Subsection 5.7.10: 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.

Vendor Response:

☛ TouchPay has read, understands, and complies.

Customer service contact information is displayed on the kiosk and printed on receipts to eliminate depositor inquiries to the facility. TouchPay's US-based Customer Service Representatives (CSRs) provide live support and problem resolution to depositors. The Customer Support system contains real-time information on all transactions including: sender information, deposit/payment amount, payment type, order number, and inmate ID/account number. This information allows immediate access in order to provide quick resolution and answer questions once a transaction is finalized. Additionally, any transaction declines due to limits or insufficient sender information are identified, communicated to the depositor, and reconciled through TouchPay's system. Bilingual support (English and Spanish) is available, and Teletypewriter (TTY) capability is provided to customers with hearing disabilities.

When TouchPay receives a call or email from a customer, the CSR identifies the need and is able to resolve it immediately in most instances. In the event the inquiry requires further research, the CSR

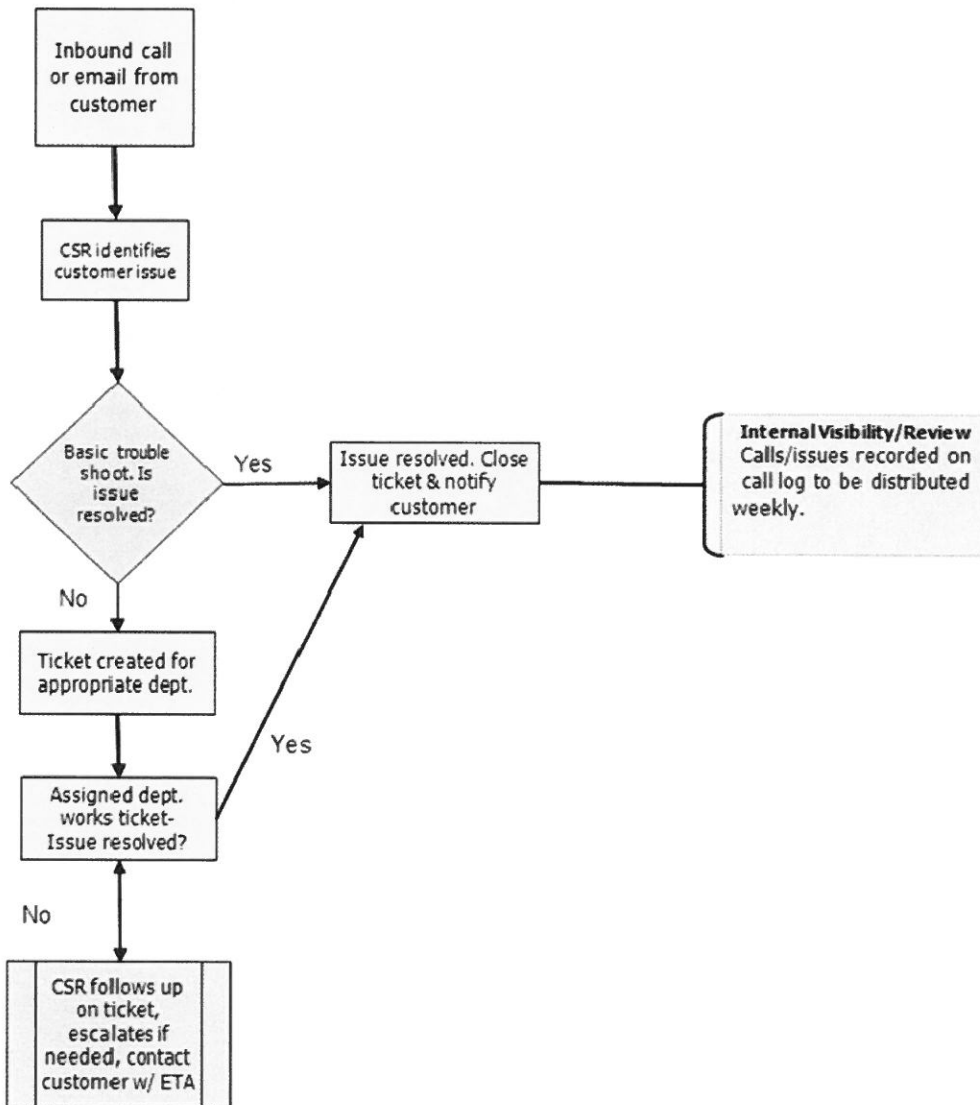
gathers all pertinent information, opens a ticket, provides the case number to the depositor, and sets a priority to every instance.

The escalation and resolution procedure consists of three (3) levels:

- Level I: Ticket creation and resolution (CSR)
- Level II: Escalation to Technical Support team member
- Level III: Escalation to IT team member

The goal is to provide positive resolution to inquiries as quickly as possible. In most cases, calls are returned and inquiries are resolved within 30 minutes or less. Tickets not closed by 8pm CST are escalated to management for review, and tickets not resolved within 24 hours are escalated to Executive Management. Upon closure of the ticket, the CSR provides a courtesy call to the customer to inform them on the status of their ticket. The following chart illustrates the process flow for customer-related procedures:

CSR Process Flow



Section 4, Subsection 5.7.11: Vendor shall be responsible for any fees or costs associated with the interface to Agency's current inmate accounting system and inmate information system.

Vendor Response:

- ☑ TouchPay has read, understands, and complies.

Section 4, Subsection 5.7.12: 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.

Vendor Response:

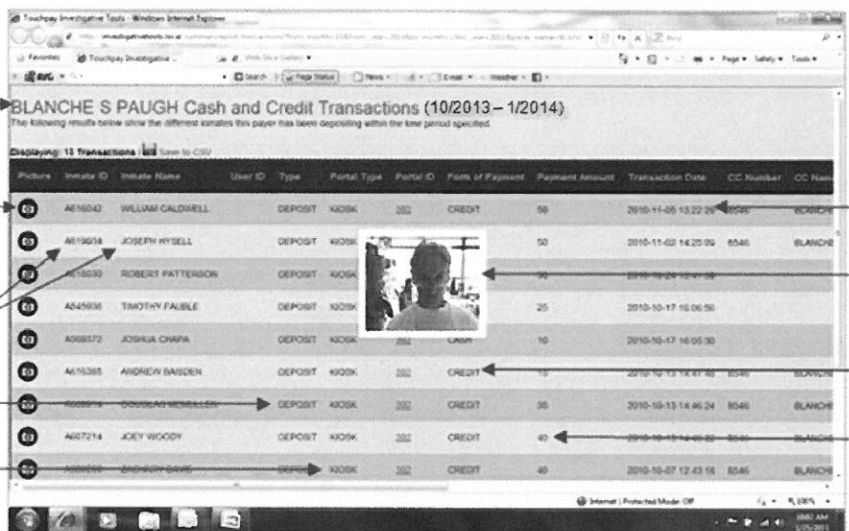
- ☑ TouchPay has read, understands, and complies.

TouchPay offers a variety of reporting options that provide added value by tracking customer payments, payment methods, and transaction history—all of which aid facilities in their auditing and investigative efforts.

Investigative Reporting

In addition to transaction reporting, TouchPay provides a comprehensive suite of reporting tools for investigators to securely log in and search for specific depositor and inmate information. This technology was developed in collaboration with various investigators, and it allows them to lookup transaction history and shows connections between depositor and inmate accounts to determine abnormal activity. The reporting tool also provides investigators with the ability to view detailed depositor and inmate historical data.

A sample investigative reporting screen shot is included to illustrate the level of transactional details available based on specific queries. This report displays transactions made to multiple inmates by a single depositor.



Depositor Name → BLANCHE S PAUGH Cash and Credit Transactions (10/2013-1/2014)

Click to View Depositor Photo → [Icon]

Inmate ID and Name → [Icon]

Transaction Type → [Icon]

Payment Portal → [Icon]

Transaction Date and Time → [Icon]

Depositor Photo Displayed → [Icon]

Form of Payment → [Icon]

Payment Amount → [Icon]

Picture	Inmate ID	Inmate Name	User ID	Type	Portal Type	Portal ID	Form of Payment	Payment Amount	Transaction Date	CC Number	CC Name
[Icon]	A616042	WILLIAM CALDWELL		DEPOSIT	KIOSK	352	CREDIT	56	2010-11-05 13:22:29	8546	BLANCHE
[Icon]	A619054	JOSEPH WYSELL		DEPOSIT	KIOSK			50	2010-11-02 14:25:00	8546	BLANCHE
[Icon]	A115030	ROBERT PATTERSON		DEPOSIT	KIOSK			50	2010-10-24 10:41:38		
[Icon]	A245036	TIMOTHY FAUBLE		DEPOSIT	KIOSK			25	2010-10-17 16:06:56		
[Icon]	A088372	JOSHUA CHARFA		DEPOSIT	KIOSK	352	CREDIT	10	2010-10-17 16:05:30		
[Icon]	A616385	ANDREW BARSDEN		DEPOSIT	KIOSK	352	CREDIT	10	2010-10-13 16:41:55	8546	BLANCHE
[Icon]	A667214	JOEY WOODY		DEPOSIT	KIOSK	352	CREDIT	40	2010-10-13 14:46:24	8546	BLANCHE
[Icon]	A667214	JOEY WOODY		DEPOSIT	KIOSK	352	CREDIT	40	2010-10-07 12:43:58	8546	BLANCHE

Reports include:

- Transaction details will include the following based on specified search queries: depositor name and address of record, number of inmates funded, inmate name, photos for kiosk deposits, transaction type, date and time, form of payment (if credit used as payment, credit card name, address, and last four digits of card included), and amount of payment

- Ability to search by user-defined time periods
- Details of inmate transactions
- Capability to export results to Excel

Section 4, Subsection 5.7.13: For all services outlined in this 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.

Vendor Response:

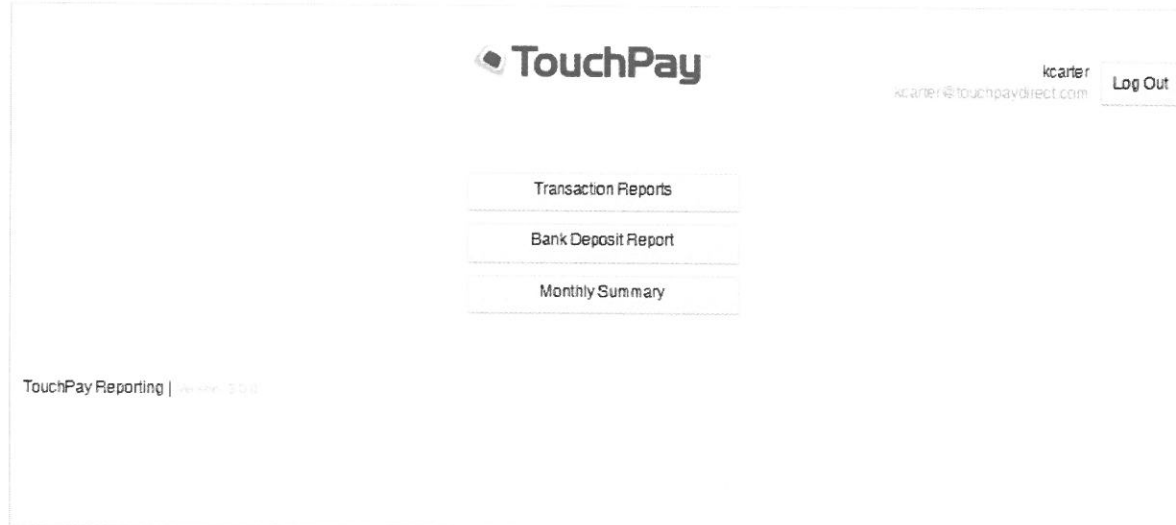
- ✔ TouchPay has read, understands, and complies.

Transactional Reporting

All transactions are available to the Agency in a wide variety of customized reporting methods. TouchPay uses the latest in database, network, and security technology to capture all the transactions that are recorded in our database, which is hosted in an independent, third party, secure-data center with multiple backup-data centers. Authorized Agency personnel will have access only to their transactions for reporting purposes.

For ease-of-use, TouchPay can provide reports in a number of ways. Automated reports can be generated on a daily, shift, weekly, or any other time period so chosen by the client and delivered directly to a distribution list by email, or by a specified file type to all approved Agency personnel. Additional reports can be generated directly by the client. Authorized personnel will have login access to the TouchPay system where they can access information on any of their department's transactions, and customized reports can be self-generated.

Sample: Main Page



Sample: Transaction Report

TouchPay										
Home Reports View										
Select	Transaction Number	Transaction Posting Date	Portal Type	Portal Name	Account ID	Name	Amount Payable	Fees	Total Amount	Form of Payment
<input type="checkbox"/>	5998326	2012-08-20 00:37:11	WEB	WEB-MARICOPA	P832553	LARON HARRINGTON	120.00	13.15	133.15	CREDIT
<input type="checkbox"/>	5998521	2012-08-20 00:58:53	KIOSK	TPY-M063	P891624	ROBERT WAYNE EWOLDT	29.05	5.95	35.00	CASH
<input type="checkbox"/>	5998336	2012-08-20 01:22:16	WEB	WEB-MARICOPA	P890850	KATHRYN OGDONNELL	35.00	7.18	42.18	CREDIT
<input type="checkbox"/>	5998466	2012-08-20 06:18:23	IVR	IVR-MARICOPA	P832027	MICHAEL ROSS	100.00	10.45	110.45	CREDIT
<input type="checkbox"/>	5998490	2012-08-20 06:31:09	WEB	WEB-MARICOPA	P862205	SARAH BEEDER	100.00	10.45	110.45	CREDIT
<input type="checkbox"/>	5998531	2012-08-20 06:57:24	WEB	WEB-MARICOPA	P885194	JAMES WAGES	50.00	7.70	57.70	CREDIT
<input type="checkbox"/>	5998534	2012-08-20 07:14:17	IVR	IVR-MARICOPA	P894627	ERIC KESS	50.00	7.70	57.70	CREDIT
<input type="checkbox"/>	5998561	2012-08-20 07:20:07	WEB	WEB-MARICOPA	P876208	ANTHONY MONTOLLA	25.00	6.83	31.83	CREDIT
<input type="checkbox"/>	5983862	2012-08-20 07:25:14	KIOSK	TPY-M062	P865564	MICHAEL CANTY	35.05	5.95	41.00	CASH
<input type="checkbox"/>	5998566	2012-08-20 07:28:03	WEB	WEB-MARICOPA	P894530	ERIK HAEUSSLER	20.00	4.65	24.65	CREDIT
<input type="checkbox"/>	5924790	2012-08-20 07:32:25	KIOSK	TPY-M060	P876435	BILLY JOE CARRETHEAS	50.05	6.95	57.00	CASH
<input type="checkbox"/>	5998578	2012-08-20 07:36:25	WEB	WEB-MARICOPA	P888631	REDDING WELCH	25.00	6.83	31.83	CREDIT
<input type="checkbox"/>	5998581	2012-08-20 07:37:06	WEB	WEB-MARICOPA	P852946	LINDSAY MCKINNEY	100.00	10.45	110.45	CREDIT
<input type="checkbox"/>	5998588	2012-08-20 07:41:30	WEB	WEB-MARICOPA	P892708	MICHAEL ROMERO	20.00	4.65	24.65	CREDIT
<input type="checkbox"/>	5998601	2012-08-20 07:58:07	IVR	IVR-MARICOPA	P849692	LUIS SANCHEZ	40.00	7.35	47.35	CREDIT
<input type="checkbox"/>	5998631	2012-08-20 08:14:08	WEB	WEB-MARICOPA	P830614	AARON FISHER	25.00	6.83	31.83	CREDIT
<input type="checkbox"/>	5998636	2012-08-20 08:16:48	WEB	WEB-MARICOPA	P862263	JACOB HURN	25.00	6.83	31.83	CREDIT
<input type="checkbox"/>	5929522	2012-08-20 08:19:08	KIOSK	TPY-M063	P868583	DESTINY A WILLIAMS	53.05	6.95	60.00	CASH
<input type="checkbox"/>	5432476	2012-08-20 08:19:11	KIOSK	TPY-M078	P887090	COREY MATTHEW ROANHORSE	34.05	5.95	40.00	CASH
<input type="checkbox"/>	5998643	2012-08-20 08:20:00	WEB	WEB-MARICOPA	P850075	JOHN AREKAT	45.00	7.53	52.53	CREDIT
<input type="checkbox"/>	5998649	2012-08-20 08:21:25	WEB	WEB-MARICOPA	P837878	DREDDY KEE TEN	40.00	7.35	47.35	CREDIT
Grand Total							1,821.25	157.68	1,178.53	

Export Report to Excel Print Entire Report Print Select Receipts

The Report Fields include:

- **Transaction Date:** Includes minutes and seconds
- **Department/Facility:** Name facility/department
- **Transaction Number:** Unique identifier created by TouchPay
- **Account Number:** Used to identify account holder
- **Customer Name:** First and last name
- **Transaction Type:** Utility, court fine, fee, permit, or other type of payment
- **Fees:** Per contract
- **Amount Payable:** Amount posted to customer account
- **Total Amount:** Amount payable plus fees
- **Form of Payment:** Cash, credit/debit card
- **Payer Information:** Person making payment

Customer Photograph: Each transaction record from a Kiosk payment contains a photo taken during the transaction. Just select the camera icon on the right side of the page to see the image.

Payer Name	Payer Address	Payer City	Payer State	Payer Zip	Picture
JUDY COPA	5678 BELTLINE RD	Irving	TX	75038	
JEAN CLAREY	3978 BELTLINE				
CAREY SMITH	3983 BELTLINE				N/A
HARRY JONES	2983 BELTLINE				N/A
WILLIAM HYDE	5490 BELTLINE				
MIKE SIZEMORE	4433 BELTLINE				N/A
PENNY CRAMER	8967 BELTLINE				
PHIL JOHNSON	9076 BELTLINE				N/A
DANIEL CLAREY	3983 BELTLINE				N/A

Bank Deposit Report: The bank deposit report can provide a consolidated report of all clients for a given time period or separated by department and summarized by portal type and activity date.

The screenshot shows the TouchPay Bank Deposit Report interface. At the top, there are navigation links for Home and BankDeposit, and user information for 'HC 8787' with a Log Out button. The main area includes a 'Summary Date' field set to '2012-08-20', a 'Time Zone' dropdown set to '(GMT-07:00) Arizona', and a 'Form of Payment' dropdown set to 'ALL'. A 'Submit' button is located to the right of these fields. Below the form is a calendar for August 2012. The main report area displays a table for 'Maricopa County' with the following data:

Portal Type	Transaction Count	Fees	Total Amount	Amount Payable
WEB	15	100.43	730.43	830.00
KIOSK	5	21.75	233.00	254.75
IVR	0	28.50	215.50	190.00
TOTAL of 21 Transaction(s):				1,021.25

The 'Amount Payable' for the IVR row is circled in the screenshot. At the bottom of the report area, there is a 'TouchPay Reporting' link.

Monthly Summary Report

Sample: Detail Report

Maricopa County					
Date	Transaction Count	Fees	Total Amount	Amount Payable	
2012-08-01	267	1,990.18	17,357.86	15,387.68	
2012-08-02	185	1,354.83	12,016.13	10,661.60	
2012-08-03	193	1,696.08	15,659.53	14,293.57	
2012-08-04	392	2,782.85	25,655.55	22,906.03	
2012-08-05	513	3,621.01	32,277.40	28,656.39	
2012-08-06	351	2,652.35	23,099.28	20,546.93	
2012-08-07	268	2,116.85	20,649.21	18,732.36	
2012-08-08	243	1,769.00	15,131.06	13,342.06	
2012-08-09	147	1,035.44	10,269.98	9,234.53	
2012-08-10	130	965.09	8,262.54	7,297.45	
2012-08-11	344	2,560.61	23,046.93	20,486.32	
2012-08-12	501	3,563.79	31,515.28	27,931.47	
2012-08-13	289	2,062.89	16,934.98	14,872.39	
2012-08-14	301	2,216.95	20,192.45	17,973.50	
2012-08-15	265	1,921.26	16,507.21	14,585.95	
2012-08-16	176	1,231.66	11,160.87	9,929.21	
2012-08-17	183	1,480.42	14,497.77	13,017.35	
2012-08-18	208	1,527.71	12,693.11	11,365.40	
2012-08-19	493	3,469.67	28,955.97	25,486.30	
2012-08-20	21	167.68	1,178.93	1,021.25	
TOTALS	6476	40,017.70	357,725.47	317,707.76	

Excel Format: To display a Daily Report in Excel, select "Export to Excel." After displaying, the full functionality of Excel is available.

Sample: Daily Report displayed in Excel

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T																	
1	Transact	Transact	Portal	Typ	Portal	Ns	Booking	Inmate	N	Amount	F	Fees	Total	Am	Form	F	Applicati	Payer	Fin	Payer	Las	Payer	Adi	Payer	Cit	Payer	Sta	Payer	Zip	Relation	ID	Type	ID	Number		
2	5998329	2012-08-;	WEB	WEB-MAI	P832553	LARON M.	120	13.15	135.15	CREDIT	CHILD S	Vanessa Miller	13019 n 3	Phoenix	AZ	85028	Spouse	IDDL	d02127988																	
3	5929521	2012-08-;	KIOSK	TPY-M08;	P891624	ROBERT V.	29.05	5.95	35	CASH	CHILD S	LANETTE	PACHEGO	4219 E AL	Phoenix	AZ	85040	Other	IDOT	D05233152																
4	5998336	2012-08-;	WEB	WEB-MAI	P890820	KATHRYN	55	7.18	42.18	CREDIT	CHILD S	Marie O'Donne	19225 N C	Phoenix	AZ	85024	Parent	IDDL	d00812321																	
5	5998466	2012-08-;	IVR	IVR-MAR	P832027	MICHAEL	100	10.45	110.45	CREDIT	CHILD S	Becky McClellis	13333	Tucson	AZ	85749	Friend	IDTP	1E-08																	
6	5998490	2012-08-;	WEB	WEB-MAI	P882205	SARAH BI	100	10.45	110.45	CREDIT	CHILD S	Katherin	large 4712	adm marina d	CA	90292	Friend	IDPT	4 7E-08																	
7	5998531	2012-08-;	WEB	WEB-MAI	P885194	JAMES W.	50	7.7	57.7	CREDIT	CHILD S	Barbara Stewart	1907 Rus	Nashvilk	TN	37206-20	Parent	IDDL	75049668																	
8	5998554	2012-08-;	IVR	IVR-MAR	P894827	ERIC KESÉ	50	7.7	57.7	CREDIT	CHILD S	Ann Kess	21805	Gilbert	AZ	85298	Parent	IDTP	1E-08																	
9	5998561	2012-08-;	WEB	WEB-MAI	P878208	ANTHON	25	6.83	31.83	CREDIT	CHILD S	Amelia Baxley	1140 E Bl	Globe	AZ	85501	Parent	IDDL	d04007317																	
10	5903862	2012-08-;	KIOSK	TPY-M08;	P866564	MICHAEL	35.05	5.95	41	CASH	CHILD S	MARVIN DAVIS	7015 SOU	Phoenix	AZ	85043	Friend	IDDL	A09605888																	
11	5998568	2012-08-;	WEB	WEB-MAI	P894530	ERIK HAE	20	4.65	24.65	CREDIT	CHILD S	imichele haesusit	18005 w	litchfield	AZ	85340	Parent	IDDL	d03413470																	
12	5924790	2012-08-;	KIOSK	TPY-M08;	P878435	BILLY JOE	50.05	6.95	57	CASH	CHILD S	JESSICA NEALY	3320 W N	PHOENIX	AZ	85051	Spouse	IDDL	D05937836																	
13	5998578	2012-08-;	WEB	WEB-MAI	P888631	REDDING	25	6.83	31.83	CREDIT	CHILD S	Jewell Welch	1829 SW	Topeka	KS	66604	Friend	IDDL	K00011219																	
14	5998581	2012-08-;	WEB	WEB-MAI	P852946	LINDSAY	100	10.45	110.45	CREDIT	CHILD S	Lisa McKinne	9294 and	Peoria	AZ	85363	Parent	IDDL	d04548845																	
15	5998588	2012-08-;	WEB	WEB-MAI	P892706	MICHAEL	20	4.65	24.65	CREDIT	CHILD S	Diana Baez	2602 W G	phoenix	AZ	85017	Spouse	IDDL	D05220049																	
16	5998601	2012-08-;	IVR	IVR-MAR	P849692	LUIS SAN	40	7.35	47.35	CREDIT	CHILD S	Lucia Rodarte	4622	Phoenix	AZ	85040	Spouse	IDTP	1E-08																	
17	5998631	2012-08-;	WEB	WEB-MAI	P830814	AARON F.	25	6.83	31.83	CREDIT	CHILD S	Christy Baruso	3419 W C	Phoenix	AZ	85029	Parent	IDDL	D03038626																	
18	5998636	2012-08-;	WEB	WEB-MAI	P882263	JACOB HL	25	6.83	31.83	CREDIT	CHILD S	Karen Hurn	1331 E 5e	Phoenix	AZ	85024	Parent	IDDL	B14640238																	
19	5929522	2012-08-;	KIOSK	TPY-M08;	P888583	DESTINY	53.05	6.95	60	CASH	CHILD S	LANETTE TAMI	8028 E 6T	MESA	AZ	85208	Parent	IDDL	5 27E-08																	
20	5435476	2012-08-;	KIOSK	TPY-M07F	P887080	COREY M.	34.05	5.95	40	CASH	CHILD S	LORRAINI ROANHO	2060 N CE	MESA	AZ	85201	Parent	IDDL	D01335998																	
21	5998643	2012-08-;	WEB	WEB-MAI	P850075	JOHN ARI	45	7.53	52.53	CREDIT	CHILD S	Grace Suphan	4949 E Da	Scottsda	AZ	85254	Parent	IDDL	d04443660																	
22	5998649	2012-08-;	WEB	WEB-MAI	P837878	GREGOR	40	7.35	47.35	CREDIT	CHILD S	Sheila Tebb	18523 E O	Queen Cr	AZ	85142	Parent	IDDL	d03894627																	
23																																				
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34																																				
35	Report																																			

Section 4, Subsection 5.7.14: Resolve all deposit and transferring of funds issues within a twenty-four hour period.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

In response to the following addendum item, TouchPay has included our Disaster Recovery Plan.

Per COR61609 ADDENDUM 03, Q&A34, page 9:

Q34: Is there an allowance for circumstances beyond the control of the vendor in the case of meeting the 24 hour problem resolution deadline? As in the cases of extended power outages, infrastructure breakdowns, or a national debit card vendor issue?

A34: Yes with force majeure circumstances but not national debit card vendor issue unless it is created by force majeure, not security breach. All Vendors shall include its emergency plan of action with the proposal. Vendor shall be prepared to discuss the national debit card vendor issue at the oral presentation.

TouchPay's business operations provide for redundancy within multiple data centers. All data centers have a 48-hour battery backup and a diesel generator backup for extended outages.

The disaster recovery strategy explained below pertains specifically to a disaster disabling the main data center. This functional area provides major server support to TouchPay's payment applications. Especially at risk are the critical applications designated as Category I Systems. TouchPay's Operations and Systems (O&S) plan provides for recovering the capacity to support these critical applications within two (2) hours. Summarizing the provisions of the O&S plan, subsections below explain the context in which TouchPay's Business Continuity Plan operates. The Business Continuity Plan complements the strategies for restoring the data-processing capabilities normally provided by O&S.

This section addresses the three (3) phases of disaster recovery:

1. Emergency
2. Backup
3. Recovery

Strategies for accomplishing each of these phases are described below. It should be noted that the subsection describing the emergency phase applies equally to a disaster affecting the main data center or other buildings that house TouchPay servers.

1. Emergency Phase

The emergency phase begins with the initial response to a disaster. During this phase, the existing emergency plans and procedures of TouchPay's IT staff direct efforts to protect life and property, the primary goal of initial response.

If the emergency situation appears to affect the main data center (or other critical facility or service), either through damage to data processing or support facilities, or if access to the facility is prohibited, the Duty Person will closely monitor the event, notifying TouchPay personnel as required by assisting in damage assessment. Once access to the facility is permitted, an assessment of the damage is made to determine the estimated length of the outage. If access to the facility is precluded, then the estimate includes the time until the effect of the disaster on the facility can be evaluated.

If the estimated outage is less than two (2) hours, recovery will be initiated under normal Information Systems operational-recovery procedures. If the outage is estimated to be longer than two (2) hours,

then the Duty Person contacts the Business Continuity Management team, which in turn notifies TouchPay, and the Business Continuity Plan is activated. The recovery process then moves into the backup phase.

The Business Continuity Management Team remains active until recovery is complete to ensure TouchPay will be ready in the event the situation changes.

2. Backup Phase

The back-up phase begins with the initiation of the appropriate Recovery Plan(s) for outages enduring longer than two (2) hours. In the initial stage of the backup phase, the goal is to resume processing critical applications. Processing will resume either at the main data center, or at the designated hot site, depending on the results of the assessment of damage to equipment and the physical structure of the building.

In the backup phase, the initial hot site must support critical (Category I) applications for up to four (4) weeks and as many Category II applications as resources and time permit. During this period, processing of these systems resumes, possibly in a degraded mode, up to the capacity of the hot site. Within this four (4)-week period, the main data center will be returned to full operational status if possible.

However, if the damaged area requires a longer period of reconstruction, then the second stage of backup commences. During the second stage, TouchPay will move to a predetermined, temporary-processing facility that we have contracted to use for this purpose.

3. Recovery Phase

The time required for recovery of the functional area and the eventual restoration of normal processing depends on the damage caused by the disaster. The recovery process begins immediately after the disaster and takes place in parallel with backup operations at the designated hot site. The primary goal is to restore normal operations as soon as possible.

Section 4, Subsection 5.7.15: Ensure all receipts are properly identified with the name of depositor, the inmate's name and the inmate's DOC ID number.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay's receipts contain the fields required above. TouchPay's Customer Service contact information is also included on customer receipts to reduce the number of inquiries to the Agency.

Section 4, Subsection 5.7.16: 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 quality of the system, equipment, and services are performed to ensure compliance with the terms and conditions of this contract.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay dedicates considerable time and resources to ensure all systems, equipment, and services are performing as required. Hardware and payment services are routinely tested and subjected to strict quality assurance measures based on documented use case specifications. TouchPay has an internal

accounting team that monitors, audits, and reconciles all transactions daily. Our internal controls and procedures have been fully reviewed and accepted by an independent, external auditing firm according to GAAP standards. TouchPay's real-time reporting system is available to approved client personnel to run on-demand reports and perform reconciliation of all transactions.

TouchPay has a stringent internal control policy that is applied to every transaction we process. Our system controls allow for a clean audit trail that originates at POS (point-of-sale) with a unique transaction ID to daily audit tests with detailed analysis and complete transaction reconciliation by our staff. TouchPay's detailed reporting exists for both internal and external parties to ensure transparency with all data. The internal controls and reporting TouchPay has created provides Management with the necessary information for oversight and provides the highest degree of integrity surrounding any transaction we process. TouchPay utilizes third-party financial auditors to oversee compliance with internal control systems.

Section 4, Subsection 5.7.17: Vendor shall have five years' experience in providing web based deposit services and debit card services in a correctional setting.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

Since its founding in 2003, TouchPay has been the industry leader in providing the most reliable, secure, convenient, innovative, and fully automated electronic-payment and kiosk solutions for government agencies in the fields of corrections, courts, child support, and parole and probation. With over 250 kiosk and automated-payment platforms installed in over 200 government agencies nationwide, TouchPay has the products, services, and experience in deploying multi-kiosk solutions to provide the Agency with the required hardware, cash automation, electronic payments, and debit release and work release cards.

Section 4, Subsection 5.7.18: Vendor shall provide three (3) professional references, preferably from government owned correctional agencies.

Vendor Response:

☑ **TouchPay has read, understands, and complies.**

TouchPay provides our automated payment and kiosk solutions to government agencies in the fields of corrections, courts, parole and probation, and child support. Three professional government-owned correctional agency references are provided below.

Delaware Office of Court Collections

Contact: William J. DiBartola

Collections Administrator

Office of State Court Collections Enforcement

Address: 38 The Green Ste 176

Dover, DE 19901

Phone: (302) 735-3929

Email: William.DiBartola@state.de.us

Hardware and Services: TouchPay provides automated parole and Superior Court payments at designated state parole offices via payment kiosks to accept cash and credit/debit cards. TouchPay is

currently working with Delaware to add additional government payment options, including trust deposits and child support payments.

Connecticut Department of Corrections

Contact: Jose Angeles

Captain, Department of Correction Intelligence Division

Address: 24 Wolcott Hill RD.

Wethersfield, CT 06109

Phone: (862) 692-7753

Email: Jose.Angeles@ct.gov

Hardware and Services: TouchPay provides the Connecticut Department of Corrections with automated booking transactions via intake kiosks and automated trust and Securus inmate phone deposits and bail/bond payments via 15 payment kiosks, website, and toll-free IVR. Inmate release debit cards are also provided and funded through a countertop terminal.

Mecklenburg County Sheriff's Office, NC

Contact: Rachel Vanhoy

Business Manager

Address: 700 E. 4th St.

Charlotte, NC 28202

Phone: (704) 336-8512

Email: rachel.vanhoy@mecklenburgcountync.gov

Hardware and Services: TouchPay provides trust fund, canned messaging, and inmate phone deposits and bail payments through our payment kiosks, website, toll-free IVR, and countertop terminals. TouchPay also provides automated booking deposits through our intake kiosks.

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.

TOUCHPAY HOLDINGS, LLC
(Company)

RONNY PARK, EXECUTIVE MANAGER
(Representative Name, Title)

214-507-6867 / 972-506-8783
(Contact Phone/Fax Number)

4-11-14
(Date)

Attachment C: Cost Sheet

Cost information below as detailed in the Request for Proposal and submitted in a separate sealed envelope. Cost should be clearly marked.

✔ TouchPay has read, understands, and complies.

Please see Attachment C: Cost Sheet in the separate Cost Proposal for competitive transaction fees.

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: TOYOTA HOLDINGS, LLC

Authorized Signature: [Signature] Date: 4-11-14

State of Texas

County of Dallas, to-wit:

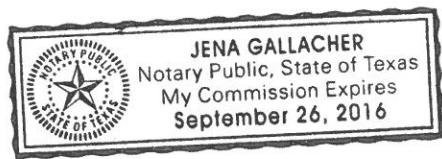
Taken, subscribed, and sworn to before me this 11 day of April, 2014.

My Commission expires 9/26/2016, 20 .

AFFIX SEAL HERE

NOTARY PUBLIC Jena Gallacher

Purchasing Affidavit (Revised 07/01/2012)



REQUEST FOR PROPOSAL

COR61609 - Inmate Banking Services

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

N/A

Paul Ph
4-11-14

State of West Virginia



Division of Financial Institutions

TOUCHPAY HOLDINGS, LLC

WHEREAS, for the purpose of engaging in the business of issuing and selling checks, drafts, money orders, personal money orders or other instruments for the transmission or payment of money in accordance with the provisions of Article 2, Chapter 32A Code of West Virginia, as amended;

TOUCHPAY HOLDINGS, LLC

7801 Mesquite Bend Drive, #101, Irving, TX 75063

has been issued this license.

NOW, THEREFORE, I, Sara M. Cline, Commissioner of Financial Institutions of the State of West Virginia, do hereby certify that the above named has complied with the provisions of said law and that within the State of West Virginia it and any and all authorized delegates thereof may engage in the business of issuing and selling checks, drafts, money orders, personal money orders or other instruments for the transmission or payment of money in accordance with state law.

This license is valid and shall remain in full force and effect so long as the above named shall comply with the provisions of said law and instructions issued by this office pursuant thereto.



IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of my office, at Charleston, West Virginia, this the 9th day of January, 2014.

Sara M. Cline

Sara M. Cline
Commissioner of Financial Institutions

State of West Virginia



Certificate

*I, Natalie E. Tennant, Secretary of State of the
State of West Virginia, hereby certify that*

TOUCHPAY HOLDINGS, LLC

was duly authorized under the laws of this state to transact business in West Virginia as a foreign limited liability company on September 13, 2013.

The company is filed as an at-will company, for an indefinite period.

I further certify that the LLC (PLLC) has not been revoked by the State of West Virginia nor has a Certificate of Cancellation been issued.

Therefore, I hereby issue this

CERTIFICATE OF AUTHORIZATION

Validation ID:1WV5M_PSPTY



*Given under my hand and the
Great Seal of the State of
West Virginia on this day of
February 28, 2014*

Natalie E. Tennant

Secretary of State

Part 1. Scan Information

Scan Customer Company:	Touchpay	ASV Company:	Comodo C.A Limited
Date scan was completed:	03/05/2014	Scan expiration date:	06/03/2014

Part 2. Component Compliance Summary

IP Address : 209.40.226.164 Pass Fail

Part 3a. Vulnerabilities Noted for each IP Address

IP Address	Vulnerabilities Noted per IP address	Severity level	CVSS Score	Compliance Status	Exceptions, False Positives or Compensating Controls Noted by ASV for this Vulnerability
209.40.226.164	Host Fully Qualified Domain Name (FQDN) Resolution general/tcp	Low	0.0	Pass	The vulnerability is not included in the NVD
209.40.226.164	Inconsistent Hostname and IP Address general/tcp	Low	0.0	Pass	The vulnerability is not included in the NVD
209.40.226.164	Firewall Detection general/tcp	Low	0.0	Pass	The vulnerability is not included in the NVD
209.40.226.164	Nessus UDP scanner general/udp	Low	0.0	Pass	The vulnerability is not included in the NVD

Consolidated Solution/Correction Plan for above IP address:
Fix the reverse DNS or host file.

Part 3b. Special notes by IP Address

IP Address	Note	Item Noted (remote access software, POS software, etc.)	Scan customer's declaration that software is implemented securely (see next column if not implemented securely)	Scan customer's description of actions taken to either: 1) remove the software or 2) implement security controls to secure the software

WVDOC - Implementation

ID	Task Name	Duration	Start	Predecessors	Finish	Jun 15	Jun 22	Jun 29	Jul 6	Jul 13	Jul 20	Jul 27	Aug 3	Aug 10	Aug 17	Aug 24	Aug 31	Sep 7	Sep 14	Sep 21	Sep 28	Oct 5	
1	WVDOC Implementation	66 days	Mon 6/30/14		Mon 9/29/14																		
2	Kiosk/Web/IVR/LockBox App. Dev	0 days	Mon 6/30/14		Mon 6/30/14				◆ 6/30														
3	• Trust, Phone, Parole Supervision	0 days	Mon 6/30/14		Mon 6/30/14				◆ 6/30														
4	• Court Costs, Victim Restitution	0 days	Mon 6/30/14		Mon 6/30/14				◆ 6/30														
5	• Work Release and Release Cards	0 days	Mon 6/30/14		Mon 6/30/14				◆ 6/30														
6	Contract Awarded	0 days	Mon 6/30/14		Mon 6/30/14				◆ 6/30														
7	Requirements & Design	15 days	Mon 6/30/14	6	Fri 7/18/14																		
8	Build Phase	20 days	Mon 7/21/14	7	Fri 8/15/14																		
9	Quality Assurance	20 days	Mon 8/18/14	8	Fri 9/12/14																		
10	Production Deployment	0 days	Mon 9/29/14	9	Mon 9/29/14																		◆ 9/29
11																							
12	Lobby Kiosk Rollout (17 units)	40 days	Mon 8/4/14		Fri 9/26/14																		
13	Requirements	3 days	Mon 8/4/14		Wed 8/6/14																		
14	Hardware & Facility Staging	15 days	Thu 8/7/14	13	Wed 8/27/14																		
15	QA Hardware	5 days	Thu 8/28/14	14	Wed 9/3/14																		
16	Deployment	15 days	Thu 9/4/14	15	Wed 9/24/14																		
17	Training	2 days	Thu 9/25/14	16	Fri 9/26/14																		
18	Go-Live	1 day?	Mon 9/29/14	17	Mon 9/29/14																		
19	Production Monitoring	0 days	Mon 9/29/14	18	Mon 9/29/14																		◆ 9/29

Project: WVDOC Implementation
Date: Mon 4/7/14

Task		Progress		Summary		External Tasks		Deadline	
Split		Milestone		Project Summary		External Milestone			