pennsylvania
DEPARTMENT OF CORRECTIONS

NOTICE TO PROCEED

Date: April 21, 2010

Contract Reference: Agreement # AGR-10-210

Agency Contact: Russ Ilgenfritz

Agency Phone: 717-975-4988
Agency Fax: 717-731-7820

Contractor Name and Address:
JPay, Inc.
12864 Biscayne Blvd.
Suite 243
Miami , FL 33181

Dear Contractor:

This constitutes your notice to proceed with the performance of the services related to the above referenced contract.

The notice to proceed date is **May 1, 2010** . No services may be provided before this date for the Department of Corrections.

For the Department of Corrections,

Russ Ilgenfritz
Administrative Officer
Bureau of Administration

the Trusted Leader In Inmate Services

Errol Feldman
General Counsel
Office: (305) 358-8689 x236
efeldman@jpay.com

MEMORANDUM

Via FedEx

To: Department of Corrections
Purchasing Division – Attn: Mr. Russ Ilgenfritz
2520 Lisburn Road/P.O. Box 598
Camp Hill, PA 17001-0598

From: Errol Feldman

Date: February 23 2010

Subject: Agreements

Mr. Ilgenfritz,

Enclosed please find two copies of the agreement. Please have a fully executed original sent back to me.

We look forward to our continued working relationship.

Thanks,
Errol Feldman

the Trusted Leader In Inmate Services

Errol Feldman
General Counsel
Office: (305) 358-8689 x236
efeldman@jpay.com

MEMORANDUM

Via FedEx

To: Mr. Russ Ilgenfritz
Department of Corrections
Bureau of Administration
2520 Lisburn Road
Camp Hill, PA 17011

From: Errol Feldman

Date: February 24, 2010

Subject: Domestic Workforce Utilization

Enclosed please find two copies of the Domestic Workforce Utilization Certification document to be included with the Agreement.

Thanks,
Errol Feldman

pennsylvania
DEPARTMENT OF CORRECTIONS

February 19, 2010

Dear Vendor:

You have been selected to provide contractual services to the Pennsylvania Department of Corrections. Two original copies of the contract documents are being provided. Please **sign and date the enclosed contract documents** in the blocks marked "Contractor's Signature". **You should also circle the applicable title within those blocks.** If your business is a sole proprietorship, only the owner's signature is required. Partnerships only require the signature of one partner. Limited liability companies will be bound by the manager's signature. **Contracts with corporations must be signed by two officers of the corporation (president or vice president, and secretary, assistant secretary, treasurer, or assistant treasurer) or by another official of the corporation authorized to bind the company to the contract language. A corporate resolution must be provided for a signator who is not a corporate officer**. Failure to provide this documentation will delay approval of the contract.

Review all pages of all attachments to ensure that language has not been changed or deleted. **If changes have been made to the attachments, you must affix your initials and date next to the changes to authorize them.** Please be sure to check that your social security number, or federal identification number and vendor number are correct and included in the appropriate blocks. Additionally, if this contract involves performance of service, which requires licensure by the Commonwealth, please show your license or registration number in the proper block.

Please note that the effective date is blank and may only be completed after **all** the signatures have been affixed. Once the agreement is finalized one of the original signed copies will be returned to you. **It is imperative that you do not begin any services until you receive a copy of the fully executed contract and your official notice to proceed. No payment can be made for services provided prior to the date listed on the notice to proceed.**

Finally, please use the provided envelope to return the contract with all of its attachments to the issuing office as soon as possible (Overnight mail if possible). If you desire, a photocopy of the contract may be made at this time for your records.

Sincerely,

Russ Ilgenfritz

Russ Ilgenfritz
Administrative Officer
Bureau of Administration
Phone: 717-975-4988
E-mail: rilgenfrit@state.pa.us

Department of Corrections
SPC 278P Rev 05/07/04

SERVICE PURCHASE CONTRACT

Issuing Office:	*Contractor's Name and Address:*	SHOW THIS CONTRACT INQUIRY NUMBER ON INVOICE
Department of Corrections Bureau of Administration 2520 Lisburn Road Camp Hill, PA 17011	JPay, Inc. 12864 Biscayne Blvd., Suite 243 Miami, FL 33181 *Contact Person:* Dan Shapiro *Phone No:*305-358-8689 *Fax No:* 305-893-8985	Agreement #AGR-10-210 *Provide Service and Bill to:* Department of Corrections Bureau of Administration 2520 Lisburn Road Camp Hill, PA 17011
Contact Information: *Purchasing Agent:* Russ Ilgenfritz *Phone:* 717-975-4988 *Fax:* 717-731-7820 *E-mail:* rilgenfrit@state.pa.us	*Contractor's FID or Soc. Sec No.* EIN: 01-0756761 *SAP Vendor Number*	*Contact Information:* *Contact Person:* Michael Knaub *Phone:* 717-731-4483
Effective Date: 5-1-10 / *Expiration Date:* 4-30-15	*Contractor's License or Registration No. (if applicable)* *Contractor's E-mail address:* danny@jpay.com	*Contract Not To Exceed:* $ N/A – No funds to be expended.

Specified Services	Quantity	Unit Price	Total Price
Contractor shall provide the following services as outlined below: ▪ Inmate Electronic Funds Transfer service to include ALL electronic funding of inmates' accounts. ▪ Money Order Lock Box to include ALL money orders received for PA DOC inmates to be included in the daily deposit file. ▪ Incoming Inmate Email for ALL PA DOC inmates housed at any State Correctional Institution. Only incoming email is being implemented at this time. In the event of a conflict, the order of precedence is as follows: • Attachment 1 – RFP#08-IGWF-80, Issued 12-11-08, including all (3) addendums • Attachment 2 –Revised Best and Final Offer, submitted 9-1-09, including Technical and Cost submittals • Attachment 3 –Best and Final Offer, submitted 8-18-09, including Technical and Cost submittals • Attachment 4 – Contractor's proposal dated 2-10-09, including Technical and Cost submittals The following optional services proposed in the contractor response to the RFP are not included as part of the contract. ▪ Outgoing Inmate Email services ▪ Kiosks that would provide additional services ALL SERVICES WILL BE PROVIDED AT NO COST TO PA DOC		**TOTAL**	$ 0

In Compliance with the contract terms, conditions, and specifications, the undersigned, on behalf of the Contractor, which intends to be legally bound hereby, offers and agrees, to provide the specified services at the prices(s) set forth above at the item(s) and point(s) specified. In addition to this document, the following contract terms, conditions, and specifications are a part of the contract. Any forms that are not attached are incorporated by reference and may be found at www.dgs.state.pa.us

▼ COMMONWEALTH SIGNATURE ▼		▼ CONTRACTOR'S SIGNATURE (IN INK) ▼	
PURCHASING AGENCY HEAD OR DESIGNEE	DATE	PRESIDENT/VICE PRESIDENT/MANAGER/PARTNER/OWNER (SIGN BELOW, PRINT NAME, AND CIRCLE TITLE)	DATE
[signature]	3/1/10	[signature] RYAN SHAPIRO	2/23/10
APPROVED AS TO LEGALITY, RESPONSIBILITY, BUDGETARY APPROPRIATENESS AND AVAILABILITY OF FUNDS ✓		SECRETARY/ASSISTANT SECRETARY/TREASURER/ASSISTANT TREASURER	DATE
		[signature] ERIC FELDMAN	2/23/10

COMPTROLLER	DATE	(SIGN BELOW, PRINT NAME, AND CIRCLE TITLE)
N/A		

COMMONWEALTH ATTORNEY APPROVALS
APPROVED AS TO FORM AND LEGALITY

PURCHASING AGENCY ATTORNEY	DATE	OFFICE OF GENERAL COUNSEL (IF REQUIRED)	DATE	OFFICE OF ATTORNEY GENERAL (IF REQUIRED)	DATE
	3/1/10		3.5.10		3/19/10

Department of Corrections
STD-279P Rev 05/07/04

SP (continuation sheet)

GL Account	Cost Center	Fund	Amount

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REQUEST FOR PROPOSALS FOR

Electronic Funds Transfer and Inmate E-Mail

ISSUING OFFICE

Pennsylvania Department of Corrections

RFP NUMBER

RFP #08 – IGWF - 80

DATE OF ISSUANCE

12-11-08

REQUEST FOR PROPOSALS FOR

RFP #08 – IGWF - 80

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APPENDIX A, STANDARD CONTRACT TERMS AND CONDITIONS
http://www.dgs.state.pa.us/dgs/lib/dgs/forms/comod/procurementforms/archivedforms/std274_050704.doc

APPENDIX B, DOMESTIC WORKFORCE UTILIZATION CERTIFICATION

APPENDIX C, COST PROPOSAL SHEET

APPENDIX D, PROPOSAL COVER SHEET

APPENDIX E, CONTRACT PROVISIONS – RIGHT TO KNOW LAW

CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
Deadline to submit Questions via email to rilgenfrit@state.pa.us	Potential Offerors	January 6, 2009 4 p.m.
Preproposal Conference—Location. **BCC Regional Office, 33 North Cameron Street, Harrisburg, PA 17101**	Issuing Office/Potential Offerors	January 14, 2009 9:30 a.m.
Answers to Potential Offeror questions posted to the DGS website **(http://www.dgsweb.state.pa.us/RTA/Search.aspx)** no later than this date.	Issuing Office	January 21, 2009
Please monitor website for all communications regarding the RFP.	Potential Offerors	
Sealed proposal must be received by the Issuing Office at **Department of Corrections, Bureau of Administration, 2520 Lisburn Road, Camp Hill, PA 17011, Attn: Russ Ilgenfritz**	Offerors	February 11, 2009 2:00 p.m.

PART I

GENERAL INFORMATION

I-1. Purpose. This request for proposals (RFP) provides to those interested in submitting proposals for the subject procurement ("Offerors") sufficient information to enable them to prepare and submit proposals for the **Department of Corrections'** consideration on behalf of the Commonwealth of Pennsylvania ("Commonwealth") to satisfy a need for Electronic Funds Transfer and Inmate E-mail.

I-2. Issuing Office. The Department of Corrections, Bureau of Administration ("Issuing Office") has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Russ Ilgenfritz, Administrative Officer, Division of Administrative Services, Bureau of Administration, at rilgenfrit@state.pa.us , the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. PA DOC wishes to continue its involvement in Electronic Funds Transmittal to inmates and Inmate Email Services with a proven vendor who can provide these established services and other related under one umbrella. Other services to be included in this RFP include a money order lock box service to tie in with the electronic funds transmittal and an inmate release card program to eliminate checks given to inmates upon release. See **Parts IV A and B** for more details. This solicitation is in two (2) parts and includes additional detail as provided in **Part IV A and B** of this RFP. Contractor must be able to provide services for both **Parts A and B.**

Type of Contract. It is proposed that if the Issuing Office enters into a contract as a result of this RFP, it will be a No-Fee Contract containing the Standard Contract Terms and Conditions as shown in **Appendix A** and available at **http://www.dgs.state.pa.us/dgs/lib/dgs/forms/comod/procurementforms/archivedforms/std274_050704.doc**

I-5. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Preproposal Conference. The Issuing Office will hold a preproposal conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFP. Offerors should forward all questions to the Issuing Office in accordance with **Part I, Section I-9** to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to two (2) individuals per Offeror. The preproposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services' (DGS) website as an addendum to, and shall become part of, this RFP. Attendance at the Preproposal Conference is mandatory. **Failure to attend the preproposal conference shall disqualify an Offeror from consideration for the contract to be awarded from this RFP, and its proposal will be returned unopened.**

I-9. Questions & Answers. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by email **(with the subject line "RFP #08 – IGWF - 80 Question")** to the Issuing Officer named in **Part I, Section I-2** of the RFP. If the Offeror has questions, they must be submitted via email **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the questions on the DGS website by the date stated on the Calendar of Events.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-10.** Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation. The required protest process for Commonwealth procurements is described on the DGS website.

I-10. Addenda to the RFP. If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at **http://www.dgsweb.state.pa.us/RTA/Search.aspx**. It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked during the Questions & Answers period also will be posted to the website as an addendum to the RFP.

I-11. Response Date. To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next

Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors. The hour for submission of proposals shall remain the same. The Issuing Office will reject, unopened, any late proposals.

I-12. Proposals. To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **Part II**, providing **seven (7) paper copies of the Technical Submittal and one (1) paper copy of the Cost Submittal and two (2) paper copies of the Disadvantaged Business Submittal.** In addition to the paper copies of the proposal, Offerors shall submit two **complete and exact** copies of the entire proposal (Technical, Cost and Disadvantaged Business Submittals, along with all requested documents) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Offerors may not lock or protect any cells or tabs. Offerors should ensure that there is no costing information in the technical submittal. Offerors should not reiterate technical information in the cost submittal. The CD or Flash drive should clearly identify the Offeror and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted. The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the Proposal Cover Sheet (**Appendix D** to this RFP) and the Proposal Cover Sheet is attached to the Offeror's proposal, the requirement will be met. For this RFP, the proposal must remain valid for 120 days or until a contract is fully executed. If the Issuing Office selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-13. Disadvantaged Business Information. The Issuing Office encourages participation by small disadvantaged businesses as prime contractors, joint ventures and subcontractors/suppliers and by socially disadvantaged businesses as prime contractors.

Small Disadvantaged Businesses are small businesses that are owned or controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages. The term includes:

a. Department of General Services Bureau of Minority and Women Business Opportunities (BMWBO)-certified minority business enterprises (MBEs) and women business enterprises (WBEs) that qualify as small businesses; and

b. United States Small Business Administration-certified small disadvantaged businesses or 8(a) small disadvantaged business concerns.

Small businesses are businesses in the United States that are independently owned, are not dominant in their field of operation, employ no more than 100 persons and earn less than $20 million in gross annual revenues ($25 million in gross annual revenues for those businesses in the information technology sales or service business).

Socially disadvantaged businesses are businesses in the United States that BMWBO determines are owned or controlled by a majority of persons, not limited to members of minority groups, who are subject to racial or ethnic prejudice or cultural bias, but which do not qualify as small businesses. In order for a business to qualify as "socially disadvantaged," the offeror must include in its proposal clear and convincing evidence to establish that the business has personally suffered racial or ethnic prejudice or cultural bias stemming from the business person's color, ethnic origin or gender.

Questions regarding this Program can be directed to:

Department of General Services
Bureau of Minority and Women Business Opportunities
Room 611, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119
Fax: (717) 787-7052
Email: **gs-bmwbo@state.pa.us**
Website: www.dgs.state.pa.us

A database of BMWBO-certified minority- and women-owned businesses can be accessed at http://www.dgsweb.state.pa.us/mbewbe/VendorSearch.aspx. The federal vendor database can be accessed at **http://www.ccr.gov** by clicking on *Dynamic Small Business Search* (certified companies are so indicated).

I-14. Information Concerning Small Businesses in Enterprise Zones. The Issuing Office encourages participation by small businesses, whose primary or headquarters facility is physically located in areas the Commonwealth has identified as *Designated Enterprise Zones*, as prime contractors, joint ventures and subcontractors/suppliers.

The definition of headquarters includes, but is not limited to, an office or location that is the administrative center of a business or enterprise where most of the important functions of the business are conducted or concentrated and location where employees are conducting the business of the company on a regular and routine basis so as to contribute to the economic development of the geographical area in which the office or business is geographically located.

Small businesses are businesses in the United States that are independently owned, are not dominant in their field of operation, employ no more than 100 persons and earn less than $20 million in gross annual revenues ($25 million in gross annual revenues for those businesses in the information technology sales or service business).

There is no database or directory of small businesses located in Designated Enterprise Zones. Information on the location of *Designated Enterprise Zones* can be obtained by contacting:

Aldona M. Kartorie
Center for Community Building
PA Department of Community and Economic Development
4th Floor, Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120-0225
Phone: (717) 720-7409
Fax: (717) 787-4088
Email: **akartorie@state.pa.us**

I-15. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

I-16. Alternate Proposals. The Issuing Office has identified the basic approach to meeting its requirements, allowing Offerors to be creative and propose their best solution to meeting these requirements. The Issuing Office will not accept alternate proposals.

I-17. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification.

I-18. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Issuing Office will consider the selected Offeror to be the sole point of contact with regard to contractual matters.

I-19. Proposal Contents.

a. Confidential Information. The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c.(2) below and must additionally provide a redacted version of its proposal, which

removes only the confidential proprietary information and trade secrets, for required public disclosure purposes commencing January 1, 2009.

b. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

c. Public Disclosure. Public records requests for proposals are governed by and shall be handled in the following manner:

(1) Public records requests received prior to January 1, 2009, are subject to the Right to Know Act, 65 P.S. §§ 66.1 – 66.9, and Section 106 (b) of the Commonwealth Procurement Code, 62 Pa.C.S. §106(b), which do not expressly exempt confidential proprietary information or trade secrets contained in proposals from disclosure. Unsuccessful proposals and financial capability information submitted in response to Part II, Section II-7 of this RFP are exempt from public records disclosure under 62 Pa.C.S. § 106(b) until January 1, 2009.

(2) After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq., commencing January 1, 2009. If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests made commencing January 1, 2009. Financial capability information submitted in response to Part II, Section II-7 of this RFP is exempt from public records disclosure under 65 P.S. § 67.708(b)(26) commencing January 1, 2009.

I-20. Best and Final Offers. The Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining "best and final offers." To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following:

i) Enter into pre-selection negotiations, including the use of an online auction;

ii) Schedule oral presentations; and

iii) Request revised proposals.

The Issuing Office will limit any discussions to responsible Offerors (those that have submitted responsive proposals and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance) whose proposals the Issuing Office has determined to be reasonably susceptible of being selected for award. The Criteria for Selection found in **Part III, Section III-4**, shall also be used to evaluate the best and final offers. Price reductions offered through any reverse online auction shall have no effect upon the Offeror's Technical Submittal. Dollar commitments to Disadvantaged Businesses and Enterprise Zone Small Businesses can be reduced only in the same percentage as the percent reduction in the total price offered through negotiations, including the online auction.

I-21. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-22. Restriction of Contact. From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

I-23. Debriefing Conferences. Offerors whose proposals are not selected will be notified of the name of the selected Offeror and given the opportunity to be debriefed. The Issuing Office will schedule the time and location of the debriefing. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute the filing of a protest.

I-24. Issuing Office Participation. Offerors shall provide all services, supplies, facilities, and other support necessary to complete the identified work, except as otherwise provided in this **Part I, Section I-24.**

I-25. Term of Contract. The term of the contract will commence on the Effective Date and will terminate five (5) years from execution of contract. The Issuing Office will fix the Effective Date after the contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offeror shall not start the performance of any work prior to the Effective Date of the contract and the Commonwealth shall not be liable to pay the selected Offeror for any service or work performed or expenses incurred before the Effective Date of the contract.

I-26. Offeror's Representations and Authorizations. By submitting its proposal, each Offeror understands, represents, and acknowledges that:

a. All of the Offeror's information and representations in the proposal are material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.

b. The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.

c. The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.

d. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.

e. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.

f. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last **four** years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.

g. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.

h. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.

i. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services

described in its proposal or the specifications for the services described in the proposal.

j. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.

k. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity, and the Offeror shall not begin to perform.

I-27. Notification of Selection. The Issuing Office will notify the selected Offeror in writing of its selection for negotiation after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.

I-28. RFP Protest Procedure. The RFP Protest Procedure is on the DGS website at http://www.dgsweb.state.pa.us/comod/ProtestProcedures.doc A protest by a party not submitting a proposal must be filed within **seven** days after the protesting party knew or should have known of the facts giving rise to the protest, but no later than the proposal submission deadline specified in the Calendar of Events of the RFP. Offerors may file a protest within **seven** days after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven** days after the date the notice of award of the contract is posted on the DGS website. The date of filing is the date of receipt of the protest. A protest must be filed in writing with the Issuing Office.

PART II

PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Disadvantaged Business cost data should be kept separate from and not included in the Technical Submittal. Each Proposal shall consist of the following **three** separately sealed submittals:

a. Technical Submittal, which shall be a response to RFP **Part II, Sections II-1 through II-9**;

b. Disadvantaged Business Submittal, in response to RFP **Part II, Section II-10**; and

c. Cost Submittal, in response to RFP **Part II, Section II-11.**

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-1. Statement of the Problem. State in succinct terms your understanding of the problem presented or the service required by this RFP.

II-2. Management Summary. Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided.

II-3. Work Plan. Describe in narrative form your technical plan for accomplishing the work. Use the task descriptions in **Part IV** of this RFP as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of person hours allocated to each task. Include a Program Evaluation and Review Technique (PERT) or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach.

II-4. Prior Experience. PA DOC wishes to select a provider whose established service meets the requirements and needs of our inmates and institutions. Experience in the areas of Inmate Email service and Electronic Funds distribution to include the technical knowledge to meet the requirements of PA DOC. Prior experience should include a **minimum** of two (2) years experience in the fields of Inmate Email and Electronic funds distribution (including lock box service) with successful deployment into State and Local correctional facilities. PA DOC requires examples of such experience and successful deployment (this proven experience will serve as a reference). Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

II-5. Personnel. Include the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the Project. For key personnel - project manager, area representative(s), IT personnel and technical advisor(s) - include the employee's name and, through a resume or similar document, the Project personnel's education and experience in areas of Corrections and the use and understanding of Electronic Funds Transmittal and Inmate Email services. Indicate the responsibilities each individual will have in this Project and how long each has been with your company. Identify by name any subcontractors you intend to use and the services they will perform.

II-6. Training. If appropriate, indicate recommended training of agency personnel. Include the agency personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors.

II-7. Financial Capability. Describe your company's financial stability and economic capability to perform the contract requirements. Financial documents such as audited financial statements or recent tax returns will be acceptable to the Commonwealth.

II-8. Objections and Additions to Standard Contract Terms and Conditions. The Offeror will identify which, if any, of the terms and conditions (contained in **Appendix A**) it would like to negotiate and what additional terms and conditions the Offeror would like to add to the standard contract terms and conditions. The Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the standard contract terms and conditions. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendix A**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the cost proposal, on the basis of the terms and conditions set out in **Appendix A.** The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in **Appendix A or to other provisions of the RFP as specifically identified above.**

II-9. Department of Corrections Security Requirements: All employees of the Vendor are subject to complete background investigations at the discretion of the DOC. The Vendor's employees must complete the security clearance application process and all required training. Since individual security clearances are only valid for a maximum of six (6) months, (and may be issued for shorter periods), it is the responsibility of the Vendor/employee to renew their request for another six (6) month clearance. The DOC reserves the right to deny any employee of the Vendor access to its facilities, information or to their clients as a result of confidential information obtained during the course of the security clearance process or for violation of DOC policy.

The vendor will be responsible for ensuring that all personnel, equipment, tools, keys and supplies/materials comply with any and all rules, regulations and procedures of the DOC and the individual facilities. Questions should be address to the Business Manager at each institution. The individual institution's rules, regulations and procedures governing the entry and conduct of staff working inside the institution will be made available and explained at the point of entry.

All vendor's personnel entering a correctional institution will be subject to a search of their person and personal items. Such searches may be frisk searches, searches by metal detectors or searches by narcotics detection canines.

All equipment, tools, supplies and materials will be subject to search or inventory at any time. Tools and materials must be carefully controlled at all times and locked when not in use.

Any attempts to introduce contraband, to assist in escape, or to have unauthorized contact with inmates of an institution are prohibited and will be prosecuted under Pennsylvania law. The vendor's personnel are prohibited from bringing into or taking out of the institution any items unless specifically approved. Any interaction between a vendor's employee and an inmate, which would assist the prisoner to escape is a felony and will be prosecuted.

Vendor's personnel may not deliver, receive or otherwise transfer any item (no matter how innocuous) to or from an inmate without express permission of the Superintendent or designee.

Vendor's personnel or representatives are limited to movement to, from and within their assigned work area. No contact is allowed with inmates unless expressly approved.

No person who appears to be under the influence of drugs or alcohol or who is otherwise impaired will be allowed entry into a correctional institution.

The DOC reserved to right to deny entry to anyone who is suspected of a breach of security or for failure to follow published rules, regulations or procedures.

All vendor personnel must be in possession of valid identification with a recent, clear photo in order to enter an institution.

The entrance of vehicles or motorized equipment is discouraged. If this should be necessary, any vehicle left unattended must be locked and they keys must be removed or it should be otherwise rendered inoperable. No vehicle is permitted to exit the security compound until after an institutional count has been completed. Count times vary.

II-10. Disadvantaged Business Submittal.

a. **Disadvantaged Business Information.**

i) To receive credit for being a Small Disadvantaged Business or a Socially Disadvantaged Business or for entering into a joint venture agreement with a Small Disadvantaged Business or for subcontracting with a Small Disadvantaged Business (including purchasing supplies and/or services through a purchase agreement), an Offeror must include proof of Disadvantaged Business qualification in the Disadvantaged Business Submittal of the proposal, as indicated below:

1) A Small Disadvantaged Businesses certified by BMWBO as an MBE/WBE must provide a photocopy of their BMWBO certificate.

2) Small Disadvantaged Businesses certified by the U.S. Small Business Administration pursuant to Section 8(a) of the *Small Business Act* (15 U.S.C. § 636(a)) as an 8(a) or small disadvantaged business must submit proof of U.S. Small Business Administration certification. The owners of such businesses must also submit proof of United States citizenship.

3) All businesses claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or U.S. Small Business Administration certification as an 8(a) or small disadvantaged business, must attest to the fact that the business has 100 or fewer employees.

4) All businesses claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or U.S. Small Business Administration certification as an 8(a) or small disadvantaged business, must submit proof that their gross annual revenues are less than $20,000,000 ($25,000,000 for those businesses in the information technology sales or service business). This can be accomplished by including a recent tax return or audited financial statement.

ii) All businesses claiming status as a Socially Disadvantaged Business must include in the Disadvantaged Business Submittal of the proposal clear and convincing evidence to establish that the business has personally suffered racial or ethnic prejudice or cultural bias stemming from the business person's color, ethnic origin or gender. The submitted evidence of prejudice or bias must:

1) Be rooted in treatment that the business person has experienced in American society, not in other countries.

2) Show prejudice or bias that is chronic and substantial, not fleeting or insignificant.

3) Indicate that the business person's experience with the racial or ethnic prejudice or cultural bias has negatively impacted his or her entry into and/or advancement in the business world.

BMWBO shall determine whether the Offeror has established that a business is socially disadvantaged by clear and convincing evidence.

iii) In addition to the above verifications, the Offeror must include in the Disadvantaged Business Submittal of the proposal the following information:

1) The name and telephone number of the Offeror's project (contact) person for the Small Disadvantaged Business.

2) The business name, address, name and telephone number of the primary contact person for each Small Disadvantaged Business included in the proposal. The Offeror must specify each Small Disadvantaged Business to which it is making commitments. The Offeror will not receive credit for stating that it will find a Small Disadvantaged Business after the contract is awarded or for listing several businesses and stating that one will be selected later.

3) The specific work, goods or services each Small Disadvantaged Business will perform or provide.

4) The estimated dollar value of the contract to each Small Disadvantaged Business.

5) Of the estimated dollar value of the contract to each Small Disadvantaged Business, the percent of the total value of services or products purchased or subcontracted that will be provided by the Small Disadvantaged Business directly.

6) The location where each Small Disadvantaged Business will perform these services.

7) The timeframe for each Small Disadvantaged Business to provide or deliver the goods or services.

8) The amount of capital, if any, each Small Disadvantaged Business will be expected to provide.

9) The form and amount of compensation each Small Disadvantaged Business will receive.

10) For a joint venture agreement, a copy of the agreement, signed by all parties.

11) For a subcontract, a signed subcontract or letter of intent.

iv) The Offeror is required to submit **two** copies of its Disadvantaged Business Submittal. The submittal shall be clearly identified as Disadvantaged Business information and sealed in its own envelope, separate from the remainder of the proposal.

v) The Offeror must include the dollar value of the commitment to each Small Disadvantaged Business in the same sealed envelope with its Disadvantaged Business Submittal. The following will become a contractual obligation once the contract is fully executed:

1) The amount of the selected Offeror's Disadvantaged Business commitment;

2) The name of each Small Disadvantaged Business; and

3) The services each Small Disadvantaged Business will provide, including the timeframe for performing the services.

vi) A Small Disadvantaged Business can be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

vii) An Offeror that qualifies as a Small Disadvantaged Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

b. **Enterprise Zone Small Business Participation.**

i) To receive credit for being an enterprise zone small business or entering into a joint venture agreement with an enterprise zone small business or subcontracting with an enterprise zone small business, an Offeror must include the following information in the Disadvantaged Business Submittal of the proposal:

1) Proof of the location of the business' headquarters (such as a lease or deed or Department of State corporate registration), including a description of those activities that occur at the site to support the other businesses in the enterprise zone.

2) Confirmation of the enterprise zone in which it is located (obtained from the local enterprise zone office).

3) Proof of United States citizenship of the owners of the business.

4) Certification that the business employs 100 or fewer employees.

5) Proof that the business' gross annual revenues are less than $20,000,000 ($25,000,000 for those businesses in the information technology sales or service business). This can be accomplished by including a recent tax return or audited financial statement.

6) Documentation of business organization, if applicable, such as articles of incorporation, partnership agreement or other documents of organization.

ii) In addition to the above verifications, the Offeror must include in the Disadvantaged Business Submittal of the proposal the following information:

1) The name and telephone number of the Offeror's project (contact) person for the Enterprise Zone Small Business.

2) The business name, address, name and telephone number of the primary contact person for each Enterprise Zone Small Business included in the proposal. The Offeror must specify each Enterprise Zone Small Business to which it is making commitments. The Offeror will not receive credit for stating that it will find an Enterprise Zone Small Business after the contract is awarded or for listing several businesses and stating that one will be selected later.

3) The specific work, goods or services each Enterprise Zone Small Business will perform or provide.

4) The estimated dollar value of the contract to each Enterprise Zone Small Business.

5) Of the estimated dollar value of the contract to each Enterprise Zone Small Business, the percent of the total value of services or products purchased or subcontracted that each Enterprise Zone Small Business will provide.

6) The location where each Enterprise Zone Small Business will perform these services.

7) The timeframe for each Enterprise Zone Small Business to provide or deliver the goods or services.

8) The amount of capital, if any, each Enterprise Zone Small Business will be expected to provide.

9) The form and amount of compensation each Enterprise Zone Small Business will receive.

10) For a joint venture agreement, a copy of the agreement, signed by all parties.

11) For a subcontract, a signed subcontract or letter of intent.

iii) The dollar value of the commitment to each Enterprise Zone Small Business must be included in the same sealed envelope with the Disadvantaged Business Submittal of the proposal. The following will become a contractual obligation once the contract is fully executed:

1) The amount of the selected Offeror's Enterprise Zone Small Business commitment;

2) The name of each Enterprise Zone Small Business; and

3) The services each Enterprise Zone Small Business will provide, including the timeframe for performing the services.

II-11. Cost Submittal. The information requested in this **Part II, Section II-11,** and returned as **Appendix C,** shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separated from the technical submittal. The total proposed cost shall be broken down into the following components

- Cost or fee for the senders of electronic funds based on a flat rate or ascending scale;
- Cost to process and transmit money orders received for PA DOC inmates;

- Cost to senders of email on a per single email basis for incoming emails. **PLEASE NOTE – only incoming email is an option at this point and time.** Outgoing email is a future enhancement to this RFP. Costs for outgoing email will be negotiated at a later date.

PA DOC is not paying any cost or fees for the provided service(s). Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct in writing to the Issuing Office pursuant to **Part I, Section I-9**, of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

II-12. Domestic Workforce Utilization Certification. Complete and sign the Domestic Workforce Utilization Certification contained in **Appendix B** of this RFP. Offerors who seek consideration for this criterion must submit in hardcopy the signed Domestic Workforce Utilization Certification Form in the same sealed envelope with the Cost Submittal.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

a. Timely received from an Offeror;

b. Properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The Issuing Office reserves the right, in its sole discretion, to waive technical or immaterial nonconformities in an Offeror's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BMWBO will evaluate the Disadvantaged Business Submittal and provide the Issuing Office with a rating for this component of each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offeror whose proposal is determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors. The Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, *Contractor Responsibility Program.*

III-4. Criteria for Selection. The following criteria will be used in evaluating each proposal. In order for a proposal to be considered for selection for best and final offers or selection for contract negotiations, the total score for the technical submittal of the proposal must be greater than or equal to 70% of the highest scoring technical submittal.

a. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as 50 % of the total points. Evaluation will be based upon the following in order of importance:

- Offeror Qualifications
- Personnel Qualifications
- Understanding the Problem
- Soundness of Approach

b. **Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as 30% of the total points.

c. **Disadvantaged Business Participation:** BMWBO has established the weight for the Disadvantaged Business Participation criterion for this RFP as 20% of the total points. Evaluation will be based upon the following in order of priority:

Priority Rank 1	Proposals submitted by Small Disadvantaged Businesses.
Priority Rank 2	Proposals submitted from a joint venture with a Small Disadvantaged Business as a joint venture partner.
Priority Rank 3	Proposals submitted with subcontracting commitments to Small Disadvantaged Businesses.
Priority Rank 4	Proposals submitted by Socially Disadvantaged Businesses.

Each proposal will be rated for its approach to enhancing the utilization of Small Disadvantaged Businesses and/or Socially Disadvantaged Businesses. Each approach will be evaluated, with Priority Rank 1 receiving the highest score and the succeeding options receiving scores in accordance with the above-listed priority ranking

To the extent that an Offeror qualifies as a Small Disadvantaged Business or a Socially Disadvantaged Business, the Small Disadvantaged Business or Socially Disadvantaged Business cannot enter into subcontract arrangements for more than **40%** of the total estimated dollar amount of the contract. If a Small Disadvantaged Business or a Socially Disadvantaged Business subcontracts more than **40%** of the total estimated dollar amount of the contract to other contractors, the Disadvantaged Business Participation scoring shall be proportionally lower for that proposal.

d. **Enterprise Zone Small Business Participation:** In accordance with the priority ranks listed below, bonus points in addition to the total points for this RFP, will be given for the Enterprise Zone Small Business Participation criterion. The following options will be considered as part of the final criteria for selection:

Priority Rank 1	Proposals submitted by an Enterprise Zone Small Business will receive three bonus points for this criterion.
Priority Rank 2	Proposals submitted by a joint venture with an Enterprise Zone Small Business as a joint venture

	partner will receive two bonus points for this criterion.
Priority Rank 3	Proposals submitted with a subcontracting commitment to an Enterprise Zone Small Business will receive the one bonus point for this criterion.
Priority Rank 4	Proposals with no Enterprise Zone Small Business Utilization shall receive no points under this criterion.

To the extent that an Offeror is an Enterprise Zone Small Business, the Offeror cannot enter into contract or subcontract arrangements for more than **40%** of the total estimated dollar amount of the contract in order to qualify as an Enterprise Zone Small Business for purposes of this RFP.

e. **Domestic Workforce Utilization:** Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum bonus points for this criterion is 3% of the total points for this RFP. To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. Offerors who seek consideration for this criterion must submit in hardcopy the signed Domestic Workforce Utilization Certification Form in the same sealed envelope with the Cost Submittal. The certification will be included as a contractual obligation when the contract is executed.

PART IV-A

WORK STATEMENT for INMATE EMAIL

IV-1. OBJECTIVES

A. **General.** The contractor shall provide a product to allow incoming and possibly outgoing email for inmates at all PA DOC State Correctional Institutions (outgoing email will be an OPTION at PA DOC's request). PA DOC seeks to provide a secure system for inmates to receive email messages from family and friends (this will also include the possibility of viewing and responding electronically to any emails received by the offender under PA DOC discretion). PA DOC expects to reduce the amount of incoming mail to each SCI by the implementation of an electronic email system for all inmates.

B. **Specific.** To allow any and all inmates to receive and/or send emails.

IV-2. TASKS

The contractor shall be responsible for the following:

1. Contractor shall receive letters (emails) via the internet, from the public, directed to inmates of the Commonwealth. Contractor will make the letter (email) available to PA DOC upon the letter's transmission via the online interface.

2. Contractor will check all letters (emails) against a predetermined list of "watchwords" and phrases, which will be provided by security staff at PA DOC Central Office. This list is the property of PA DOC and can be added to or deleted from by assigned staff. Each SCI security staff will have access to this feature. Any and all letters (emails) that are found to have these words or phrases will be reviewed by staff and security at the appropriate SCI. PA DOC reserves the right to accept or reject any letter (email) that contains any "watchwords" or phrases along with any questionable or objectionable content (pornography, vulgar language, etc)

3. Contractor shall store all letters (emails) in a database and each letter (incoming and outgoing) shall be made available to PA DOC and the Commonwealth via the online interface. ALL letters (emails) shall remain available to PA DOC for review, whether via the online interface or archive retrieval process.

4. Contractor will provide prompt notice if any changes to the system are to be made and will obtain PA DOC approval before doing so (not to include basic appearance changes or "visual" enhancements).

5. Contractor shall be responsible for responding to and resolving any inquiries and complaints from senders of letters arising out of Contractor's failure to timely transmit any letters to PA DOC (incoming and outgoing).

6. Contractor will provide all necessary hardware, software, equipment and web interface needed to process incoming and outgoing emails received by all State Correctional Facilities (unless any necessary hardware or equipment provided by the Commonwealth is already available for use). This would include, but not limited to kiosks, PC's, monitors, printers, cables, keyboards, mice, etc.

7. Any consumables - paper, ink, etc – used for the sole purpose of this email project – will be provided by the contractor (consumables will still be provided by the contractor even if needed hardware and equipment is provided by PA DOC and the Commonwealth).

8. Contractor agrees to keep all information about inmates confidential and to make no disclosure to any third party, except as required by law. Contractor agrees to give PA DOC prompt notice of any such disclosure.

9. Contractor agrees that PADOC has the right of review and approval of any advertisement or promotional material referring to the Commonwealth or PA DOC and/or the operation or existence of this electronic letter system.

IV-3. NATURE AND SCOPE OF THE PROJECT. PA DOC is soliciting proposals to provide E-messaging to and from inmates. PA DOC desires a vendor to provide E-Messaging solutions so that inmates may receive and, as an option at some point, possibly reply to electronic messages sent by family and friends. PA DOC wishes to engage a vendor with proven ability to implement this type of service in all 27 (currently) of PA DOC's State Correctional Institutions located throughout the Commonwealth of Pennsylvania (see attached map of SCI locations).

A. **E-Messaging to Inmates** -- This would allow friends and family to have the ability to send mail electronically to inmates. The system must scan all emails for content as prescribed above and enable staff the ability to review mail and screen as deemed appropriate based on sender, inmate addressee, specific words/phrases of interest in the text and the content of said messages. **SENDER WILL PAY ALL FEES.**

B. **E-Messaging by Inmates** – If enabled by PA DOC, this option would allow inmates to have the ability to send mail electronically to family and friends (only to those persons who have sent electronic mail to the inmate). The system must scan all emails for content as prescribed above and enable staff to review out-going mail as deemed

appropriate based on the inmate sender, addressee, specific words or phrases of interest in the text and the content of said messages. **INMATES WILL PAY FOR ALL MESSAGES SENT** .

C. **Daily Update File** – PA DOC will provide the contractor with a daily update file of all PA DOC inmates and their current information. This file is a comma delimited text file named padocmamYYYYMMDD (current date inserted when sent) and will include the following information: Inmate #, last name, first name, permanent location (facility), building, section and cell. CONTRACTOR MUST INCLUDE THIS INFORMATION ON ALL INCOMING MESSAGES AS A HEADER FOR ACCURATE DELIVERY.

IV-4. REQUIREMENTS

A. System Functional Requirements

Listed below are system functional requirements set forth by PA DOC. This list is by no means all encompassing and will be subject to change as needs arise. PA DOC reserves the right to request enhancements and changes to the selected system/interface in order to meet operational requirements.

- PA DOC requires that the selected system be able to accommodate PA DOC inmate population (46,000 as of 1/08).
- All letters (emails) must be made available to PA DOC for review and approval each day (via user interface produced to meet PA DOC requirements).
- The user interface must allow PA DOC staff to forward emails to specified security personnel for review and/or approval. It must also allow emails to be forwarded to other SCI's for inmates who have been transferred.
- PA DOC must be able to retrieve ALL email messages (incoming or outgoing) for purposes of investigation and review. Contractor will store all emails and allow PA DOC access via user interface or archive retrieval method. Contractor will be primary owner of said emails.
- PA DOC requires that the user interface be able to translate emails written in a number of foreign languages (Spanish and Russian to name just two). PA DOC reserves the right to require Contractor to add other languages to the translation process as needs arise.
- PRIOR to delivery to the PA DOC interface, ALL emails must be scanned against a list of watchwords and phrases provided by PA DOC security staff. This list MUST be updateable by DOC staff at anytime. Any changes to this list will take effect immediately and be used for future and previous emails.
- PA DOC will require the ability to re-scan previous emails received for use in investigative purposes. The user interface will allow PA DOC staff to manually re-scan a selected email or emails as needed.
- Emails shall be retained indefinitely by the vendor and made available to PA DOC at the end of the contract in an archived format.
- User interface will list all emails that have been received on a daily basis and each SCI will have access to only the emails belonging to them (separate passwords and

login for each facility to view only that specific institution's email messages). Central Office will have access to ALL PA DOC facilities using a global login and password.

- System will be secure (encrypted) so no unauthorized users can access PA DOC emails or data.
- Each SCI will have the ability to print the emails from the interface. Each email will include as a header the following information: inmate #, last name, first name, permanent location (facility), building, section and cell. This information MUST appear on each letter (email) to facilitate prompt delivery (within 24-48 business hours of receipt by PA DOC).

B. System Technical Requirements

Listed below are system technical requirements set forth by the PA DOC. These technical requirements are not all encompassing and may be subject to change as needs arise. PA DOC reserves the right to request enhancements and changes to the selected system(s)/interface(s) in order to meet operational and security requirements

1. Application Requirements

a. Single kiosk is required for all inmate related applications.

b. Menu system to access inmate related applications must be maintained by DOC-Bureau of Information Technology (BIT) staff..

c. Menu system must be written using software and tools utilized in the DOC-BIT development environment:

DEVELOPMENT ENVIRONMENT		
Development Software	Required	Optional
Integrated Development Environment	Visual Studio 2005	
Development Framework	.NET 2005; .NET 2.0 Framework; ADO.NET; IIS	BSCOE Application Blocks
Programming Languages	VB.NET; ASP.NET; C#; XML	
Code Analysis for .NET		FXCop
Unit Testing		Nunit
Source Code Control	Visual SourceSafe 2005	
Reporting Tool		
Reports	SQL Reporting Services 2005	
Presentation	Dynamic PDF	
Database Software		
DBMS	SQL Server 2005	

Data Modeling Tools	AllFusion Erwin Data Modeler
Other Software Tools	
Project Management	Microsoft Project Manager; Excel Template-Work Breakdown Structure
Messaging / Mainframe Gateway	IBM MQ Series 2.1.2
	Vieserv MDI Gateway 4.0
	Viaserv Access Dataserver 4.0
	Viaserv Legacy Dataserver (LDS) 4.0

d. The Vendor shall provide a front-end menu program screen after an inmate is logged onto the system that presents a simple menu of applications authorized for that inmate. Selection of a menu choice by the inmate shall manage subsequent application connectivity. The menu system shall be developed to provide for both security and ease maintenance/update by the PA DOC.

e. If the Menu system is custom developed, the vendor must conform to Pennsylvania Commonwealth Office of Administration/Office For Information Technology (OA/OIT) policies and procedures, DOC security polices and procedures, and DOC-BIT development standards:

DEVELOPMENT STANDARDS
Database
DOC has developed standards and guidelines for SQL Server 2005 covering:
SQL Server
SQL Server configuration settings
Database Design
Conceptual design
Logical design
Physical design
All models provided by Offerors must be able to be opened using ERWIN
SQL Object Naming Standards
Tables
Views
Stored Procedures
Triggers
Linked Servers
SQL Object Coding Standards

DEVELOPMENT STANDARDS		
Stored Procedures		
User Defined Functions		
Views		
SQL Jobs/Job steps		
Objects accessed via linked server to other data sources such as Oracle, SQL Server, mainframe, etc.		
Database Review/Deployment Standards		
SQL object coding database developer checklist		
SQL object review standards		
SQL object review/deployment/turn over procedures		
Data Archive/Record Retention		
Must identify retention periods as per OA standards M210.09 (General Administrative Records Retention and Disposition Scheduler) or as amended by DOC		
Other Database Standards		
Application connectivity (Authentication and Permissions) – common data access component standards		
SQL server performance monitoring procedures		
The specific SQL 2005 standards and guidelines will be provided to the awarded Offeror.		
ASP.NET		
DOC has developed coding standards and guidelines for ASP.NET covering:		
Coding Standards	*Programming Guidelines*	
File naming conventions	Performance tips	
File header information	Best practices	
Function header information	General guidelines	
Function header information		
Class header information		
Control naming conventions		
The specific ASP.NET coding standards and guidelines will be provided to the awarded Offeror.		
VB.NET		
DOC has developed coding standards and guidelines for VB.NET covering:		
Naming Conventions	*Project Development Practices*	*Recommendations*
File naming conventions	Option statements	Logical operators and short circuit evaluation
Variable guidelines	Throwing exceptions	Calling procedures and functions
Constant guidelines	Function overloading	Calling functions and return values
Object guidelines	Operator overloading	Passing arguments
Namespace	Comment guidelines	Compound statements
Classes	Code formatting	Value types, reference types and boxing
Function names		

DEVELOPMENT STANDARDS		
Property names		
The specific VB.NET coding standards and guidelines will be provided to the awarded Offeror.		
Messaging Standards		
The JNET Message Development Process applies to all messaging developed for exchange between DOC and other justice system entities. Required artifacts as defined in each process phase should be used as the basis for all deliverables.		
Message formats and standards		
HTTP & HTTPS		
SMTP		
XML		
Namespaces in XML		
SOAP		
WSDL		
UDDI		

f. Menu system user and technical documentation must be provided including but not limited to:
   1) Business area and key user contact information for the application
   2) User interaction
   3) External business process interaction
   4) Internal business process interaction
   5) Security roles
   6) Languages (at all tiers)
   7) .NET Framework version
   8) Business process flow
   9) Database models and data dictionary
   10) File storage structure and document repository
   11) Required advanced IE property settings

g. Vendor must provide technical training and transition support to ensure DOC-BIT staff can maintain the menu system.

h. Vendor must provide a support contract and contact information for the underlying applications and menu interfaces.

2. *Kiosk and Kiosk Hardware Requirements*

a. Vendor must propose a kiosk solution that houses a Thin Client device, flat-screen LCD monitor/touch-screen, keyboard, pointing device, and biometric identification device(s) that adheres to the following:

1) The Thin Client device shall be a HP t5630 or Neoware e140, with Windows XPe operating system, a minimum of a 1.0 GHz processor, 1 GB DDR2 SDRAM memory, and 1 GB Flash ROM.

a. The Vendor may elect to propose a Linux-based device but if so, the Vendor must identify the methodology, requirements and cost for ensuring security patches and anti-virus updates will be maintained in compliance with OA/OIT directives and security policies and they must identify how remote management of the Thin Client devices will be performed.

2) The monitor shall be a mountable flat panel or a touch-screen monitor that is a minimum of 19".

3) USB ports either disabled or not accessible

4) Pointing device (may be integrated with the keyboard) and keyboard (or Vendor may propose an alternative data entry device option such as touch screen). Keyboards, pointing devices, and biometric devices must be secured to the Kiosk.

5) A biometric device(s) shall provide for fingerprint and/or swipe card verification. The vendor shall propose a security solution supporting two-factor authentication without the use of user ID's or passwords and recommend appropriate hardware for PA DOC review and approval to meet this requirement. (see *4. Security Requirements*)

6) The Kiosk must be capable of being easily secured to prevent unauthorized movement and to prevent damage due to tip-over.

7) The Kiosk must prevent unauthorized access to the Thin Client device.

8) The Kiosk must provide damage/vandalism protection for the monitor.

9) The Vendor may propose alternatives to the standard keyboard and pointing device data entry method for PA DOC consideration.

b. Vendor should also be prepared to use a DOC or 3rd Party kiosk solution which may be utilized for other inmate related applications.

3. *Network Requirements*

a. Vendor shall comply with OA/OIT and DOC networking requirements for establishing web application access external to the DOC facilities.

b. Vendor shall perform all updates and large data transfers at a time that does not impact the performance of the DOC network. Such time will be agreed upon by both DOC and Vendor.

c. The Commonwealth will provide connectivity between all kiosks and the Vendor's Business Partner network (including internal routing on the Commonwealth networks).

d. The Commonwealth will ensure each kiosk receives LAN bandwidth no less than any other inmate network device at that facility and makes no commitment regarding bandwidth/performance beyond the point at which the packets are passed off to the Commonwealth's Internet service provider.

e. All application printing must be routed through the web interface to the local machine at the SCI. Inmate printing of emails at a kiosk is not a requirement at this time.

4. Security Requirements

a. The Vendor shall propose two alternatives to support end-user (inmate) authentication for access to applications.
   1) Alternative 1 shall provide for inmate authentication to be administered and controlled by the Vendor's application.
      i. PA DOC will make available selected inmate information through daily FTP file transfers to the Vendor.
      ii. This alternative requires that the Vendor establish application-level access management.
      iii. Vendor may be required to FTP transactional data back to the PA DOC.
      iv. The Vendor shall define and propose a process for managing inmate users including but not limited to:
         - Registration/Re-registration
         - Log-on or system problem resolution processes and procedures similar to a help desk function
         - Validating inmate location (if location is a factor for managing incoming email)
         - Requirements and procedures for transferring Inmate User Administration to PA DOC should PA DOC elect to do so.

   2) Alternative 2 provides for inmate authentication by the Commonwealth through servers established at PA DOC for management of the inmate network requirements.
      i. Requires the Vendor coordinate access authorization with PA DOC systems.
      ii. Vendor will be required to control inmate application access using the PA DOC inmate active directory infrastructure.
      iii. Requires Vendor establish a Business Partner connection.
      iv. Vendor shall provide the DOC with information that is relevant to the Business Partner network access process which includes, but

is not limited to, all necessary TCP/UDP Ports used by the applications

b. Vendor will subscribe to the OA eAlert system that will notify the Vendor of changes to Office of Administration/Office for Information Technology (OA/OIT) Bulletins and Management Directives. Vendor must confirm that their remote access protocol conforms to the requirements of any applicable OA/OIT Bulletins, Policies, and Directives.

c. Vendor shall adhere to all OA/OIT Bulletins and Management Directives which establish the policies for administrators and users of the DOC information technology systems, including, but not limited to:
   1) The Anti-Virus Protocols and Security Patches Requirements as found in ITB-PLT002
   2) Management Directive 205.34, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy
   3) Management Directive 245.18, IT Administrator Acceptable Use, Auditing and Monitoring, Incident Notification, and Response Policies and Procedures

d. Vendor will implement Commonwealth-approved security solutions, policies and procedures to ensure enterprise security compliancy. Firewalls and access control lists on routers are considered minimum required security standards by the Commonwealth. Additional security measures that vendors deem prudent are also acceptable and recommended.

e. All employees of Vendor who use or are involved with the remote/business partner access process in any manner shall submit to a background check before actively participating in the remote access process. This background check will be conducted by the DOC Office of Professional Responsibility (OPR). Approval by OPR is mandatory before an individual provides any remedial maintenance services to the system via remote access.

5. ***User Support Requirements***

a. The vendor shall provide their recommended approach for inmate authentication registration and administration.

b. The vendor shall provide their recommended approach for inmate end-user support to resolve inmate questions or problems and with the entire system, including the hardware, software, etc.

C. Experience and Qualifications

Contractor must demonstrate experience within the corrections environment having at least two years of hands on knowledge and experience with implementing and running electronic messaging systems for inmates. For key personnel, which would be those individuals who are experienced in the areas of electronic messaging and related services, include the employee's name and, through a resume or similar document, the Project personnel's education and experience in providing the services required by PA DOC. Indicate the responsibilities each individual will have in this Project and how long each has been with your company. Contractor will be responsible for all parts of the project and for any subcontractors intended to be used and the services they will perform.

D. System Security and Confidentiality

Contractor agrees to keep all information about inmates confidential and to make no disclosure thereof to any third party, except as may otherwise be required by law.

PA DOC reserves the right to review, inspect and read ALL incoming and outgoing letters (emails) to and from the inmates to determine whether distribution is consistent with the good order, security and policies of the Pennsylvania Department of Corrections and the correctional institution where the inmate is incarcerated. Where PA DOC determines that distribution is not consistent with the good order, security and/or policies of the Pennsylvania Department of Corrections and/or the correctional institution where the inmate is located, PA DOC may, in its sole discretion, chose not to distribute the letter to the inmate. If PA DOC chooses not to distribute the letter, it will notify the contractor who will be responsible in notifying the sender.

Contractor agrees that PA DOC has the right of review and approval of any advertisement or promotional material referring to PA DOC or the Commonwealth and/or the operation or existence if this electronic letter system

All employees of the contractor are subject to complete background investigations at the discretion of PA DOC. PA DOC reserves the right to deny any employee of the contractor access to its facilities, information or their clients as the result of confidential information obtained during the course of the security clearance process or for violation of PA DOC policy.

PART IV-B

WORK STATEMENT for ELECTRONIC FUNDS TRANSMITTAL

IV-5. OBJECTIVES

a. **General.** The contractor shall provide a product to allow family, friends and relatives of PADOC inmates to send money electronically to fund the inmates' accounts. This would also include a lockbox service that would allow for the sending of money orders to a specific location to be processed and sent electronically by the contractor. This lockbox service will speed up the posting of funds to the inmate's account. This account is used by the inmate to purchase commissary items, pay their costs, fines and restitution and is maintained by the business office at each State Correctional Institution .

b. **Specific.** To allow any and all inmates housed at a PADOC State Correctional Institution to receive incoming funds from family, friends and relatives.

IV-6. TASKS

The contractor shall be responsible for the following:

1. Contractor shall receive the funds from the sender in accordance with their collection methods (this would include phone, internet, walk-in and money orders). All funds collected will be guaranteed by the contractor (PA DOC will not be held liable for fraudulent transactions related to the collection of said funds). This will be done at no cost to PA DOC or the inmate population.

2. Contractor will send to PADOC a daily file of all previous day or days activity as specified by our Bureau of Information Technology. This file will contain the inmate name, ID #, location (as provided by PADOC – see below), sender name and amount of deposit. These transactions will be reviewed by staff and security at the appropriate SCI. PA DOC reserves the right to accept or reject any transactions that do not conform to PADOC requirements and policy. Transactions must be in the file format specified and supplied by PADOC and MUST include the sender's name **(no exceptions)**. PADOC will in turn provide the contractor with an inmate locator file each day so that the contractor can make sure the funds are going to the proper place and inmate. Transactions will be transmitted to PADOC on a daily basis (once per day) and must occur between the hours of 1700 and 0500. Once PADOC receives the file, funds will be posted to the inmates' accounts within 24 business hours.

3. Deposit of collected funds (including money orders) will be made via Automated Clearing House (ACH) by the contractor for each SCI on a DAILY basis for previous day(s) transactions. This is necessary for accounting staff at each SCI to balance daily batches and make sure funds are posted properly.

4. Contractor shall store all transactions in a database and each transaction shall be made available to PA DOC and the Commonwealth via an online interface provided by the contractor. This interface will allow PADOC to lookup transactions, print receipts for delivery to the inmate(s), provide an intelligence feature that allows PADOC to see who is sending money to whom and this will tie in with the email system to show email communication as well. ALL transactions shall remain available to PA DOC for review, whether via the online interface or archive retrieval process.

5. Contractor will provide prompt notice if any changes to the system are to be made and will obtain PA DOC approval before doing so (not to include basic appearance changes or "visual" enhancements). This system or interface will conform to the needs of PADOC security and accounting staff.

6. Contractor shall be responsible for responding to and resolving any inquiries and complaints from senders arising out of Contractor's failure to timely transmit any transactions to PA DOC.

7. Contractor will provide all necessary hardware, software, equipment and web interface needed to process incoming transactions received by all State Correctional Facilities (unless any necessary hardware or equipment provided by the Commonwealth is already available for use). This would include, but not limited to kiosks, PC's, printers, cables, keyboards, mice, etc.

8. Any consumables - paper, ink, etc – used for the sole purpose of this project will be provided by the contractor (consumables will still be provided by the contractor even if needed hardware and equipment is provided by PA DOC and the Commonwealth).

9. Contractor agrees to keep all information about inmates confidential and to make no disclosure to any third party, except as required by law. Contractor agrees to give PA DOC prompt notice of any such disclosure.

10. Contractor agrees that PA DOC has the right of review and approval of any advertisement or promotional material referring to the Commonwealth or PA DOC and/or the operation or existence of this electronic funds system.

IV-7. NATURE AND SCOPE OF THE PROJECT

PA DOC is soliciting proposals to provide electronic funds transmittal to inmates housed at PADOC institutions. PA DOC desires a vendor to provide electronic funds transmittal so that inmates may receive electronic funds sent by family, friends and relatives. This will include a lockbox service to allow for the processing of money orders by the contractor so that the funds can be sent electronically and be posted to the inmates' accounts in a more timely manner. PA DOC wishes to engage a vendor with proven ability in the corrections sector to implement this type of service in all 27 (currently) of PA DOC's State Correctional Institutions and located throughout the Commonwealth of Pennsylvania (see attached map of SCI locations).

a. **Electronic funds to Inmates** -- This would allow friends and family to have the ability to send funds electronically to inmates. The system must meet all requirements of PADOC as prescribed above and enable staff the ability to review all transactions as deemed appropriate based on sender, inmate addressee and amount of the transaction. SENDER WILL PAY ALL FEES ASSOCIATED WITH THE COLLECTION OF FUNDS TO BE TRANSMITTED.

b. **Money Order Lockbox** – Contractor will provide a lockbox service for money orders received by inmates housed at PA DOC institutions. This would include the processing of daily money orders being sent and including these transactions along with the daily electronic funds file transmittal. PA DOC wishes to streamline the process in which money orders are currently handled and make the funds available to the inmate on a much quicker basis. This service will be made available at **no cost** to PA DOC or the senders of said money orders.

c. **Release Card Program** – PA DOC wishes to explore the use of a Release Card system for the issuance of inmate funds upon release. PA DOC also wishes to explore the option of using this system for inmates to send funds home to family members. This system would give PA DOC the ability to issue a prepaid card versus a check to inmates being paroled or discharged. PA DOC will incur no cost for issuance of the release cards.

d. **Daily Update File** – PA DOC will provide the contractor with a daily update file of all PA DOC inmates and their current information. This file is a comma delimited text file named padocmamYYYMMDD (current date inserted when sent) and will include the following information: Inmate #, last name, first name, permanent location (facility), building, section and cell. CONTRACTOR MUST INCLUDE THIS INFORMATION ON ALL INCOMING TRANSACTIONS AS A HEADER FOR PRINTING OF RECEIPTS TO PROVIDE FOR ACCURATE DELIVERY (see Part IV-4 for more detailed information).

IV-8. REQUIREMENTS

E. System Requirements

Listed below are system requirements set forth by PA DOC. This list is by no means all encompassing and will be subject to change as needs arise. PA DOC reserves the right to request enhancements and changes to the selected system/interface in order to meet operational requirements.

- PA DOC requires that the selected system be able to accommodate PA DOC inmate population (46,000 as of 1/08).
- All transactions must be made available in detail to PA DOC for review and approval each day (via user interface produced to meet PA DOC requirements).
- The user interface must allow PA DOC staff to view all transactions in detail (inmate name, ID #, amount of transaction, sender name, sender contact information, etc).
- PA DOC must be able to retrieve ALL transactions for purposes of investigation and review. Contractor will store all transactions and allow PA DOC access via user interface or archive retrieval method. Contractor will be primary owner of said transactions.
- PA DOC requires that the user interface be able to show links between senders and inmates – how many inmates are receiving funds from a particular sender or how many inmates are receiving funds from multiple senders. This feature MUST tie in with the inmate email part of the RFP as well.
- PA DOC requires that the user interface allow PA DOC to block senders and or inmates because of fraudulent or improper activity (ie an inmate receives funds from a former inmate).
- User interface will list all transactions that have been received on a daily basis and each SCI will have access to only the transactions belonging to them (separate passwords and login for each facility to view only that specific institution's email messages). Central Office will have access to ALL PA DOC facilities using a global login and password.
- System will be secure (encrypted) so no unauthorized users can access PA DOC transaction or data.
- Each SCI will have the ability to print receipts from the interface. Each receipt will include as a header the following information: inmate #, last name, first name, permanent location (facility), building, section and cell. This information MUST appear on each receipt to facilitate prompt delivery (within 24-48 business hours of receipt by PA DOC). The receipt must also list the name of the sender and amount of the transaction along with the date received (printed).
- PA DOC reserves the right to require Contractor to add other features as needs arise

F. Experience and Qualifications

Contractor must demonstrate experience within the corrections environment having at least two years of hands on knowledge and experience with implementing and running electronic funds transmittal and lockbox services. For key personnel, which would be those individuals who are experienced in the areas of electronic funds transmittal and related services, include the employee's name and, through a resume or similar document, the Project personnel's education and experience in providing the services required by PA DOC. Indicate the responsibilities each individual will have in this Project and how long each has been with your company. Contractor will be responsible for all parts of the project and for any subcontractors intended to be used and the services they will perform.

G. System Security and Confidentiality

Contractor agrees to keep all information about inmates confidential and to make no disclosure thereof to any third party, except as may otherwise be required by law.

PA DOC reserves the right to review, inspect and read ALL incoming and outgoing letters (emails) to and from the inmates to determine whether distribution is consistent with the good order, security and policies of the Pennsylvania Department of Corrections and the correctional institution where the inmate is incarcerated. Where PA DOC determines that distribution is not consistent with the good order, security and/or policies of the Pennsylvania Department of Corrections and/or the correctional institution where the inmate is located, PA DOC may, in its sole discretion, chose not to distribute the letter to the inmate. If PA DOC chooses not to distribute the letter, it will notify the contractor who will be responsible in notifying the sender.

Contractor agrees that PA DOC has the right of review and approval of any advertisement or promotional material referring to PA DOC or the Commonwealth and/or the operation or existence if this electronic letter system.

PA DOC will require access for its security staff to any customer/client based forum or chat room operated by the contractor. This access must allow security staff to be "hidden" or operate as a monitor. Access to this type of forum or chat room will be limited to security staff only (central office and each institution).

IV-9. DETAILED INFORMATION TECHNOLOGY REQUIREMENTS - EFT

A. Inmate Roster List – DOC-BIT provides an inmate roster list to the vendor. It is used to show the institution name where the inmate currently resides.

1. FTP is done every morning (Eastern Time)

2. It is a comma delimited text file named in the format: padocmamYYYYMMDD.

3. The list contains the following columns:
   - Inmate_Number char(6)
   - last_name char(20)
   - first_name char(15)
   - PermLoc_Cd char(3)
   - facbed_building char(2)
   - facbed_section char(2)
   - LvlCellDorm char(4)

4. Example:
   - `AB1234,PUBLIC ,JOHN ,CHS,D ,B ,2034`
   - `AB5678,HARRY ,THOMAS ,CHS,D ,A ,2051`

B. Vendor FTP Site - In order for DOC-BIT to send the daily inmate roster to vendor, the vendor needs to provide DOC-BIT the following information:
- Name of the FTP site (IP address if FTP site is a URL)
- User id
- Password

C. DOC FTP site – Vendor needs to access DOC public site to deposit the money transfer transactions.

1. DOC-BIT provides the vendor a USERID and password

D. Vendor Transaction File – Vendor must batch the transactions and place the file on DOC public site.

1. File must conform to the following format.
   a) Header record format:
   - Number of records char(6)
   - Date sent (MMDDYYYY) char(8)
   - Time sent (HHMMSS) char(6)
   - Total amount char(9) – Do not include a decimal point.
     - Example: $1500.00 is 000150000

   b) Detail format:
   - Inmate number char(6)
   - Amount char(8) – Do not include decimal point.
   - Institution Code char(3) – This is provided by the inmate roster list (see above.)
   - Date sent (MMDDYYYY) char(8)

- Time sent (HHMM) char(4)
- Unique number generated by vendors (38 bytes) – DOC-BIT provides vendor with the 1st digit for the unique number.
  - Example: T0000000000000000000000000000000000000001
- Sender name (last) 20 bytes – Do not include apostrophes or hyphens.
- Sender name (first) 10 bytes – Do not include apostrophes or hyphens.

2. All files placed by vendor on DOC public site will be processed approximately at 6:00AM (Eastern Time) and inmates' accounts will be updated.

3. Unless prior arrangement is made, DOC-BIT deletes everything approximately at 4:00 PM (Eastern Time).

4. Vendor should not place files on DOC public site until after 4:30 PM (Eastern Time)

E. Vendor must provide support contract and contact information

All employees of the contractor are subject to complete background investigations at the discretion of PA DOC. PA DOC reserves the right to deny any employee of the contractor access to its facilities, information or their clients as the result of confidential information obtained during the course of the security clearance process or for violation of PA DOC policy.

IV-10 (A & B) Emergency Preparedness

To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services.

1. Describe how you anticipate such a crisis will impact your operations.
2. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness:

- employee training (describe your organization's training plan, and how frequently your plan will be shared with employees)
- identified essential business functions and key employees (within your organization) necessary to carry them out
- contingency plans for:

o How your organization will handle staffing issues when a portion of key employees are incapacitated due to illness.

- How employees in your organization will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
    - How your organization will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.
    - How and when your emergency plan will be tested, and if the plan will be tested by a third-party.

IV-11 (A & B) Reports and Project Control.

c. **Task Plan.** A work plan for each task that identifies the work elements of each task, the resources assigned to the task, and the time allotted to each element and the deliverable items to be produced. Where appropriate, a PERT or GANTT chart display should be used to show project, task, and time relationship.

d. **Status Report.** Various daily and monthly reports that will include, but not limited to, number of emails per day by location (SCI), monthly report totals showing the activity of the previous month (listing all PA DOC locations and # of emails received and sent), and daily recap reports for tracking by Central Office. These reports should be keyed to the work plan the Offeror developed in its proposal, as amended or approved by the Issuing Office.

e. **Problem Identification Report.** An "as required" report, identifying problem areas. The report should describe the problem and its impact on the overall project and on each affected task. It should list possible courses of action with advantages and disadvantages of each, and include Offeror recommendations with supporting rationale.

i) **Final Report.** If required, PA DOC will notify contractor in advance of any need for final reports of summary of data.

IV-12 (A & B) Contract Requirements—Disadvantaged Business Participation and Enterprise Zone Small Business Participation All contracts containing Disadvantaged Business participation and/or Enterprise Zone Small Business participation must also include a provision requiring the selected contractor to meet and maintain those commitments made to Disadvantaged Businesses and/or Enterprise Zone Small Businesses at the time of proposal submittal or contract negotiation, unless a change in the commitment is approved by the BMWBO. All contracts containing Disadvantaged Business participation and/or Enterprise Zone Small Business participation must include a provision requiring Small Disadvantaged Business subcontractors, Enterprise Zone Small Business subcontractors and Small Disadvantaged Businesses or Enterprise Zone Small Businesses in a joint venture to perform at least **50%** of the subcontract or Small Disadvantaged Business/Enterprise Zone Small Business participation portion of the joint venture.

The selected contractor's commitments to Disadvantaged Businesses and/or Enterprise Zone Small Businesses made at the time of proposal submittal or contract negotiation shall be

maintained throughout the term of the contract and through any renewal or extension of the contract. Any proposed change must be submitted to BMWBO, which will make a recommendation to the Contracting Officer regarding a course of action.

If a contract is assigned to another contractor, the new contractor must maintain the Disadvantaged Business participation and/or Enterprise Zone Small Business participation of the original contract.

The selected contractor shall complete the Prime Contractor's Quarterly Utilization Report (or similar type document containing the same information) and submit it to the contracting officer of the Issuing Office and BMWBO within **10** workdays at the end of each quarter the contract is in force. This information will be used to determine the actual dollar amount paid to Small Disadvantaged Business and/or Enterprise Zone Small Business subcontractors and suppliers, and Small Disadvantaged Business and/or Enterprise Zone Small Business participants involved in joint ventures. Also, this information will serve as a record of fulfillment of the commitment the selected contractor made and for which it received Disadvantaged Business and Enterprise Zone Small Business points. If there was no activity during the quarter then the form must be completed by stating "No activity in this quarter."

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF DISADVANTAGED BUSINESSES STATUS OR ENTITLE AN OFFEROR TO RECEIVE CREDIT FOR DISADVANTAGED BUSINESSES UTILIZATION.

APPENDIX A

Commonwealth Standard Terms and Conditions as found at http://www.dgs.state.pa.us/dgs/lib/dgs/forms/comod/procurementforms/archivedforms/std274_050704.doc

APPENDIX B
DOMESTIC WORKFORCE UTILIZATION CERTIFICATION

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use the domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. In order to be eligible for any consideration for this criterion, offerors must complete and sign the following certification. This certification will be included as a contractual obligation when the contract is executed. Failure to complete and sign this certification will result in no consideration being given to the offeror for this criterion.

I, _____ **[title]** of _____ **[name of Contractor]** a _____ **[place of incorporation]** corporation or other legal entity, ("Contractor") located at _____ **[address]**, having a Social Security or Federal Identification Number of _____, do hereby certify and represent to the Commonwealth of Pennsylvania ("Commonwealth") (Check **one** of the boxes below):

☐ All of the direct labor performed within the scope of services under the contract will be performed exclusively within the geographical boundaries of the United States or one of the following countries that is a party to the World Trade Organization Government Procurement Agreement: Aruba, Austria, Belgium, Bulgaria, Canada, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom

OR

☐ _____ **percent (____%) [Contractor must specify the percentage]** of the direct labor performed within the scope of services under the contract will be performed within the geographical boundaries of the United States or within the geographical boundaries of one of the countries listed above that is a party to the World Trade Organization Government Procurement Agreement. Please identify the direct labor performed under the contract that will be performed outside the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement and identify the country where the direct labor will be performed:

_____

_____

[Use additional sheets if necessary]

The Department of General Services **[or other purchasing agency]** shall treat any misstatement as fraudulent concealment of the true facts punishable under Section 4904 of the *Pennsylvania Crimes Code*, Title 18, of Pa. Consolidated Statutes.

Attest or Witness:

_____
Corporate or Legal Entity's Name

_____
Signature/Date

_____
Signature/Date

_____
Printed Name/Title

_____
Printed Name/Title

APPENDIX C
COST PROPOSAL WORKSHEET

Each offeror will submit a proposal of costs to be charged to the USERS for each service requested by PA DOC. For example, offerors will submit costs for electronic funds transmittal to be paid by the consumer, cost per email for incoming messages to inmates and any costs and fees associated with the inmate release card.

Cost proposals should be submitted for EACH service required by PA DOC. No more than one (1) sheet per cost proposal. Offeror should have the following submitted with their packets:

1. Cost proposal for Inmate Email – Incoming – This would include costs being charged for incoming messages being sent. **PLEASE NOTE – only incoming email is an option at this point and time.** Outgoing email is a future enhancement to this RFP. Costs for outgoing email will be negotiated at a later date.

Cost per E-mail incoming messages only:

Per single E-mail

	Rate
Year 1	$_____
Year 2	$_____
Year 3	$_____
Year 4	$_____
Year 5	$_____

2. Cost proposal for Electronic Funds Transmittal (EFT) – This would include the fees charged by the offeror for the sending of money electronically to an inmate. Please include all fees charged and the total costs per dollar amount being sent.

This is an example used for evaluation purposes only. Vendors are to use their standard rate schedule for completion of the chart below. In addition, vendors shall submit their standard rate schedule as part of this cost submittal (Appendix C).

Inmate A is being sent $10

	Rate
Year 1	$_____
Year 2	$_____
Year 3	$_____
Year 4	$_____
Year 5	$_____

Inmate B is being sent $40.50

	Rate
Year 1	$_____
Year 2	$_____
Year 3	$_____
Year 4	$_____
Year 5	$_____

Inmate C is being sent $50

	Rate
Year 1	$_____
Year 2	$_____
Year 3	$_____
Year 4	$_____
Year 5	$_____

Inmate D is being sent $75

	Rate
Year 1	$_____
Year 2	$_____
Year 3	$_____
Year 4	$_____
Year 5	$_____

Inmate E is being sent $100

	Rate
Year 1	$_____
Year 2	$_____
Year 3	$_____
Year 4	$_____
Year 5	$_____

3. Costs or Fees associated with an Inmate Release Card – This would include the costs or fees being charged to the inmate for the use of an inmate release card to be issued to inmates upon release from PA DOC State Correctional institutions. This would EXCLUDE Community Correction Center (CCC) inmates.

Release card:

Cost per Retail Debit

	Rate
Year 1	$_____
Year 2	$_____
Year 3	$_____
Year 4	$_____
Year 5	$_____

Cost per ATM Cash Withdrawal

	Rate
Year 1	$_____
Year 2	$_____
Year 3	$_____
Year 4	$_____
Year 5	$_____

4. Money Order Lockbox Service – This service is to be provided at no cost to PA DOC or the senders & receivers of money order funds. The processing of these money orders will be included with the EFT transactions.

APPENDIX D - PROPOSAL COVER SHEET
COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF CORRECTIONS
RFP# 08 – IGWF - 80

Enclosed in three separately sealed submittals is the proposal of the Offeror identified below for the above-referenced RFP:

Offeror Information:	
Offeror Name	
Offeror Mailing Address	
Offeror Website	
Offeror Contact Person	
Contact Person's Phone Number	
Contact Person's Facsimile Number	
Contact Person's E-Mail Address	
Offeror SAP Vendor Number	

Submittals Enclosed and Separately Sealed:	
☐	Technical Submittal
☐	Disadvantaged Business Submittal
☐	Cost Submittal

[redacted]
Printed Name
Title

FAILURE TO COMPLETE, SIGN AND RETURN THIS FORM WITH THE OFFEROR'S PROPOSAL MAY RESULT IN THE REJECTION OF THE OFFEROR'S PROPOSAL

APPENDIX E

Contract Provisions - Right to Know Law

a. The Pennsylvania Right-to-Know Law, 65 P.S. §§ 67.101-3104, applies to this Contract.

b. Unless the Contractor provides the Commonwealth, in writing, with the name and contact information of another person, the agency shall notify the Contractor using the Contractor information provided by the Contractor in SRM [***or*** "the legal contact information provided in this Contract"] if the agency needs the Contractor's assistance in any matter arising out of the Right to Know Law. The Contractor shall notify the agency in writing of any change in the name or the contact information within a reasonable time prior to the change.

c. Upon notification to the Contractor that the Commonwealth has received a request for records under the RTKL, the Contractor shall fully assist the Commonwealth in responding to the request. Such assistance shall include providing the Commonwealth within three (3) days, access to, and copies of, any document or information arising out of the Contract in the Contractor's possession that the Commonwealth deems a Public Record ("Requested Information") and providing such other assistance as the Commonwealth may request in order to comply with the RTKL. If the Contractor is unable to provide the Requested Information within three (3) days for one of the reasons specified in the RTKL, the Contractor must immediately notify the Commonwealth that it will need up to an additional twenty-five (25) days, and must provide in writing the reason the additional time is needed. If the Contractor fails to provide the Requested Information to the Commonwealth within the period specified in this provision, the failure shall be considered an event of default and the Contractor shall pay, indemnify and hold the Commonwealth harmless for any damages, penalties, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure. If the Office of Open Records or the Pennsylvania Courts determines that a record in the possession of the Contractor is a public record, liquidated damages of $500 per day will be assessed for each calendar day beyond the date the Contractor was required to provide the record.

d. The Commonwealth's determination as to whether the Requested Information is a public record is dispositive of the question as between the parties. Contractor agrees not to challenge the Commonwealth's decision to deem the Requested Information a Public Record. If the Contractor considers the Requested Information to be a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, the Contractor will immediately notify the Commonwealth, and will provide a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL within five (5) days. If, upon review of the Contractor's written statement, the Commonwealth still decides to provide the Requested Information, Contractor will not challenge or in any way hold liable the Commonwealth for such a decision.

e. The Commonwealth will reimburse the Contractor for any costs associated with complying with this provision only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.

f. Contractor agrees to abide by any decision to release a record to the public made by the Office of Open Records, or by the Pennsylvania Courts. The Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL. Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

Commonwealth of Pennsylvania

Date: **1-16-09**
Subject: **Preproposal conference vendor sign-in sheet**
Solicitation Number: **RFP#08-IGWF-80**
Opening Date/Time: **2-11-09/2:01 pm**
Addendum Number: **1**

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation "Addendum"" as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

List any and all changes:

Attached is the vendor sign-in sheet from the preproposal conference held on 1-14-09.

For electronic solicitation responses via the SRM portal:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- To attach the Addendum, download the Addendum and save to your computer. Move to 'My Notes", use the "Browse" button to find the document you just saved and press "Add" to upload the document.
- Review the Attributes section of your solicitation response to ensure you have responded, as required, to any questions relevant to solicitation addenda issued subsequent to the initial advertisement of the solicitation opportunity.

For solicitations where a "hard copy" (vs. electronic) response is requested:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- If you have already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

Except as clarifiad and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Russ Ilgenfritz
Title: Administrative Officer
Phone: 717-975-4988
Email: rilgenfrit@state.pa.us

Vendor Sign In Sheet				
RFP#08 - IGWF - 80		Date: 1-14-09		
Name	Company Name	Address	Phone	E-mail
Vit Kantor	Spectrum Systems, Inc.	3155 Deerfield Rd Riverwoods, IL 60015	847-445-0180	vit.kantor@spectrsys.com
Joe Vande Kleft	Advanced Technologies Group Inc.	1601 48th St Ste 220 West Des Moines, IA 50266	515-224-9394	joev@a-t-g.com
Jim Lamont	Securus	1812 Wilann Rd Baltimore MD 21237	443-622-0615	JLamont@securustech.net
Janice McGuigon	Shawntech Communications	486 Concord Road Broomall PA 19008	610-765 1114	JmcGuigon@shawntech.com
Mike Bronson	ICSolutions	5883 Rue Ferrari San Jose, CA 95138	866-496-6043	mbronson@icsolutions.com
Keith Eismann	Value Added (VAC) Communications	14100 San Pedro, Ste 250 San Antonio TX 78232	210-495-0407	Keith.Eismann@vaci.com
Tom Fulton	Global Tel Link	2609 Cameron St Mobile, AL 36607	800-489-4500	tfulton@gtl.net
Jeff Harris	Keefe Group	301 Mill Road Edison, NJ 08837	800-931-1728	jharris@keefegroup.com
John Vitale	Keefe Group	10880 Lin Page Place St. Louis MO 63132	800 864 5926	jvitale@keefegroup.com
ERROL FELOMAN	JPay Inc.	10800 Biscayne Bl. #770 Miami, FL 33161	866-733-5729	EFELOMAN@JPAY.com
MBE SUSAN QUIGLEY Adept Consulting Services, Inc		423 Walnut St. P.O. Box 2677 Harrisburg, PA 17105-2677	717-691-0167	squigley@adeptusa.com

Vendor Sign In Sheet				
RFP#08 - IGWF - 80		Date: 1-14-09		
Name	Company Name	Address	Phone	E-mail
PAUL LARACY	COMARK KIOSK	93 WEST ST MEDFIELD, MA	508-359-8161 X115	plaracy@comarkcorp.com

Commonwealth of Pennsylvania

Date: **1-21-09**
Subject: **Questions and Answers**
Solicitation Number: **RFP#08-IGWF-80**
Opening Date/Time: **2-11-09/2:01 pm**
Addendum Number: **2**

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation "Addendum"" as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

List any and all changes:

Attached are the questions and answers.

For electronic solicitation responses via the SRM portal:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- To attach the Addendum, download the Addendum and save to your computer. Move to 'My Notes", use the "Browse" button to find the document you just saved and press "Add" to upload the document.
- Review the Attributes section of your solicitation response to ensure you have responded, as required, to any questions relevant to solicitation addenda issued subsequent to the initial advertisement of the solicitation opportunity.

For solicitations where a "hard copy" (vs. electronic) response is requested:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- If you have already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

  Department of Corrections
  2520 Lisburn Road
  Camp Hill, PA 17011

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Russ Ilgenfritz
Title: Administrative Officer
Phone: 717-975-4988
Email: rilgenfrit@state.pa.us

Questions and Answers for RFP#08-IGWF-80
1-21-09

1. Who is the incumbent vendor that provides these services currently? Or is this a new requirement? **There is no "incumbent" vendor. This RFP is a new requirement. Currently PA DOC has a pilot program running with four (4) vendors for Inmate EFT (Western Union, Jpay, TouchPay and Inmate Calling Solutions), and four vendors for Inmate Email (Jpay, Electronic Message Solutions, Securus and Inmate Calling Solutions). PA DOC wishes to have all services listed in the RFP provided under one "primary" vendor.**

2. Is there an estimated value available for this contract? Or how much was budgeted for this project? **There is no cost to PA DOC and therefore no funds are budgeted. The estimated value of the contract would be as follows for all institutions combined:**

   Inmate Email – 10,000-11,000 emails monthly, 120,000-132,000 annually
   Inmate EFT – 9,000-11,000 transactions monthly, 108,000-132,000 annually
   Money Orders – 100,000-130,000 money orders per month

   Dollar value is dependent on the amount of money sent per transaction for EFT & money orders and the amount being charged per email for email transactions.

3. In the RFP, it references a requirement of 2 years experience. If a company doesn't have 2 years experience with it's product under contract in a DOC, but has over 3 years experience in the field of electronic inmate messaging with an active and usable service, will this satisfy the requirement? **The 2 or more years experience requirement is for ANY correctional experience, not limited to a DOC. This can be county jails, federal prisons, state prisons or a combination of these.**

4. **Page 11 of 41 Section 11-4 Prior Experience:**
   Some of the specifications appear to be proprietary and favor one vendor. For example, on page 11, Section II-4, Prior Experience, you require a minimum of 2-years of experience operating in correctional facilities. There is only one company that can meet this specification for e-mail and deposit services simply because they were let in first for the pilot project. Would the DOC consider removing the Prior Experience section 11-4 to permit fair competition? **We will clarify this section as follows: PA DOC requires the offeror to demonstrate prior experience in a correctional environment. The 2 year experience requirement is for ANY correctional experience, not limited to PA DOC. This can be county, federal or state experience. <u>PA DOC is not limiting this to a single company to have all services operating with 2 years experience in all areas</u>. We understand that not all will have this experience. The offeror will demonstrate a minimum of 2 years experience in corrections. You may partner with other providers of deposit or email services to meet the work requirements of the RFP. The primary offeror will be responsible for all of the individual parts.**

5. **Page 22 of 41, IV-2 TASKS, item 2. "Contractor will check all letters (emails) against a predetermined pained list of "watchwords" and phrases. . .**
Will the DOC require that the vendor's email site enforce that the email sender use only correctly spelled words from a standard language-specific dictionary? If not will the DOC accept that misspelled and/or non-standard words will evade "'watchword" or phrases screening? **PA DOC cannot require that the sender use correctly spelled words. We would ask that the email vendor employ a spell checker for senders to use. We recognize that misspelled and non standard words will possibly evade screening. PA DOC makes every attempt to keep the watchwords and phrases up to date.**

6. **Page 23 of 41, IV-2 TASKS, item 6. "Contractor will provide all necessary hardware, software, equipment and web interface needed to process. . .**
Will the DOC or the vendor be responsible for facility low-voltage Ethernet and/or Wifi network upgrades to operate vendor-provided hardware? **DOC – See IV-4.B.3.c & d of the RFP. Neither power over Ethernet nor WiFi will be provided nor are they acceptable – cable connection only is provided at 100 Mbps full duplex.**

Will the DOC or the vendor be responsible for facility network switches required to connect vendor-provided hardware to the DOC network? **DOC – See IV-4.B.3.c & d of the RFP.**

Will the DOC or the vendor be responsible for DOC WAN upgrades to connect vendor-provided hardware to vendor-provided software services? **DOC – See IV-4.B.3.c & d. The Commonwealth is responsible for internal Commonwealth networks and will not upgrade networks to support this application.**

Will the DOC or the vendor be responsible for AC electrical infrastructure upgrades to operate vendor-provided hardware? **DOC**

Will the DOC or the vendor be responsible for installing vendor-provided software on vendor-provided hardware in DOC facilities? **Vendor**

Will the DOC or the vendor be responsible for installing vendor-provided hardware in DOC facilities? **Vendor**

Will the DOC or the vendor be responsible for connecting vendor-provided hardware to the DOC network? **DOC – the Vendor is responsible for providing physical (MAC) addresses to DOC.**

7. **Page 24 of 41, IV-3 NATURE AND SCOPE OF THE PROJECT, item B. "INMATES WILL PAY FOR ALL MESSAGES SENT"**
Will inmate purchases of e-stamps be funded from the current commissary system? **This will be handled via the current commissary system. Inmates will buy "stamps" to use for the sending of emails. NOTE, this is a future option as stated in the RFP. Only incoming email is currently deployed.**

8. **Page 24 of 41, IV-4. REQUIREMENTS, A. System Functional Requirements, fifth bullet point, "PA DOC requires that the user interface be able to translate emails written in a number of foreign languages (Spanish and Russian to name just two).**
   Will the DOC require that the sender be provided with language/alphabet appropriate character sets when creating the message, in particular Cyrillic?
   Will the DOC provide "wordwatch" and phrase content in language/alphabet appropriate character sets in reference to IV-2 TASKS, item 2? **PA DOC does not require for the vendor to provide foreign language/alphabet character sets to create the message. This is up to the vendor to provide based on the languages they want to offer/support. The DOC requires that any letter written in a foreign language be translated to English and then scanned using the watchwords and phrases. It is the vendor's responsibility to provide the necessary tools to do so depending upon what languages they support.**

9. **Page 25 of 41: System Technical Requirements, 1 Application Requirements, A single kiosk is required for all inmate related applications.**
   At this time is the DOC in a position to enumerate the requirements for all anticipated applications of the single kiosk beyond inmate email? **No**

   If so, will the DOC provide the list of anticipated applications? **No**
   If not, will the DOC limit future applications to capabilities of currently deployed email kiosks? **No**

   If not, will the DOC allow that current requirements for inmate email kiosks maybe insufficient for future unspecified applications? **Yes**

   If so, will the DOC hold the vendor responsible for hardware upgrades to accommodate future unspecified kiosk application requirements? **Yes**

10. **Page 29 of 41, System Technical Requirements, 2 Kiosk and kiosk hardware requirements, a. 2. "The monitor shall be a mountable flat panel or touch screen monitor that is a minimum of 19".**
    This requirement of a specific size for the kiosk is only provided by one vendor. Most kiosk-ready touch screen displays are stocked in 12", 15", and 17" configurations, with 15" being standard. Would the DOC consider a 15" diagonal touch screen display acceptable to permit fair competition? **Yes, 15", 17" or 19" would be acceptable.**

11. **Page 29 of 41, System Technical Requirements, 2 Kiosk and kiosk hardware requirements, b. "Vendor should also be prepared to use a DOC or 3rd Party kiosk solution which may be utilized for other inmate related applications"**
    Will the DOC warrant that a 3rd party kiosk solution will meet or exceed the requirements stated in System Technical Requirements, 2 Kiosk and kiosk hardware requirements a. 1 – 9 above? **No**

12. **Page 33 of 41. IV-6 Tasks, The contractor shall be responsible for the following: 2. Contractor will send to PADOC a daily file of all previous day or day's activity as specified by our Bureau of Information Technology.**
Would the DOC consider a real time posting of deposits to inmate accounts throughout the day a superior solution to a nightly transaction file? **Not at this time. Currently, no access to inmate accounts is allowed for vendors. The posting of deposits is accomplished by the daily transaction file method. We post daily, so transactions appear on inmate accounts within 24-48 hours, excluding holidays.**

13. **Page 35 of 41. IV-7 Nature and Scope of the Project. e. Release Card Program – PA DOC also wishes to explore the option of using this system for inmates to send funds home to family members.**
Would funds sent home to family members include prepaid debit cards?
Would funds sent home to family members be limited to prepaid debit cards?
If not, what other negotiable instruments would the DOC require for sending funds home to family members? **This is a future option at this point and time. Funds sent home to family members would include prepaid debit cards, but not limited to ONLY prepaid debit cards. A check is currently sent.**

14. What do you envision under Section IV-7 (p. 35) Release Cards? Do you want inmates to be able to send physical pre-paid debit cards out to their friends and family in lieu of sending checks like they do now? Will this be an OPTION, or a REQUIREMENT for inmates to use this service in order to send money out?
Yes, PA DOC would like to explore the use of release cards for the sending of funds by the inmates. This will be an OPTION for the inmates.

15. Section II-7, Financial Capability: Is one recent year of tax returns sufficient?
One year of tax returns is sufficient.

16. Section II-11, Cost Submittal: This section asks the cost to process and transmit money orders received for PA DOC inmates although section IV-7(b) states otherwise. Can the bidder propose a nominal fee for processing money orders (either charged to the sender or inmate? **The second bullet in Section II-11 of the RFP dealing with the "Cost to process and transmit money orders received for PA DOC inmates" should be removed since this is not part of the Cost Proposal Worksheet in Appendix C. PA DOC wants this service to be made available at no cost to PA DOC or the senders and receivers of the money orders.**

17. Section IV-3 (B), E-Messaging by Inmates: This section states "inmates will pay for all messages sent." Can senders have the option to prepay for replies by inmates?
The current system allows for inmates to purchase "e-stamps" via commissary for the sending of emails (a future enhancement). Senders cannot at this time prepay for replies. They can however put money on the inmate account in hopes that the inmate will purchase stamps with these funds.

18. Section IV-4 (A) states "Emails shall be retained indefinitely by the vendor and made available to PA DOC at the end of the contract in an archived format." Who is responsible for the cost associated with this? **The vendor will be responsible for the cost to provide this to PA DOC.**

19. Section IV-4 (A) states the "system will be secure (encrypted) so no unauthorized users can access PA DOC emails or data." Please provide more details.
The total system security must prevent unauthorized access to DOC data. Data transmissions and backups to removable media must be encrypted.

20. Section IV-4 (B)(1): Please explain what the entire section is referring to? Is this referring to a kiosk for inmates to access to view incoming E-Messages and draft outgoing E-Messages? If so, would PA DOC accept the vendor's proprietary interface to be displayed on the kiosk? **This section refers to the requirements for the kiosk application, specifically the user interface/menu, to facilitate the addition of future applications by DOC staff rather than the vendor. The kiosk user interface/menu must be able to be supported by DOC staff such that DOC staff can add additional application selections via application code modifications. To this end, the application code must conform to DOC's development software, toolset and environment. The vendor must provide DOC with the source code.**

    Alternatively, the user interface/menu system must be able to be customized by DOC staff to add additional application selections using vendor supplied administrative functions/utilities without application code modifications.

21. Section IV-4 (B)(1)(b): "Menu system to access inmate related applications must be maintained by DOC-Bureau of Information Technology (BIT) staff." Please provide more details on this menu application. Can the vendor maintain it? Is the DOC's expectation to receive the source code for the application? **See response to question # 20.**

22. Section IV-4 (B)(1)(c-e): Please provide more details. Does the DOC expect the source code? **See response to question # 20.**

    What is the purpose for the network? **Do not understand the question.**

    Will the DOC provide an Internet connection? **No, see IV-4 (B)(3)(c) of the RFP.**

23. Section IV-4 (B)(1)(h) states "Vendor must provide a support *contract* and contact information for the underlying applications and menu interfaces." Should *contract* be contact? **No**

24. Section IV-4(B)(2)(a): Is the DOC open to a non thin client kiosk solution? **No**

25. Section IV-4(B)(2)(a2) Can the monitor be 17"? **See response to question # 10**

26. Section IV-5a. Does community corrections, work release, parole and probationary offenders fall under the jurisdiction of the PADOC? Will these offenders' costs, fines and restitution be included? **Community Corrections, work release, parole and probationary offenders do NOT fall under the requirements of this RFP.**

27. Section IV-6(1). Can the vendor install collection kiosks in the lobbies of select State Correctional Institutions and Parole / community corrections Centers to collect funds? **Kiosks for lobbies are not being considered at this time. In IV-6 (1) of the RFP, walk-in refers to vendor locations or partners who accept payments on the vendor's behalf.**

28. Can the DOC provide the number of emails received at each SCI during the email trial that has been going on since 2007? **The TOTAL number of emails received by PA DOC during the pilot program – May 2006 to current data (November 2008) – is 162,780.**

29. Disadvantaged Business Participation - is there a target goal of participation for Disadvantaged Business? **There is no "desired target" or minimum commitment that must be made to disadvantaged businesses. Offerors will be scored relative to all other Offerors in each category according to the dollar commitment made to DB subcontractors, so it is in the best interest of each Offeror to maximize DB utilization to the extent possible.**

30. Can the DOC provide the number of money orders received at each SCI, by month, during the past year? **Money orders received at each SCI range anywhere from 1,000 per month up to 5,000 per month depending on the inmate population at each SCI. Some may receive less, some more depending on the time of year as well.**

31. Money order lock box service – will there be a requirement for a lockbox to be located at each SCI for friends and family members to deposit money orders into – or can the contractor require that money orders be mailed to a central location? **Money orders will be mailed to one central location as determined by PA DOC and the contractor.**

32. Money order lock box service – is there a time requirement for the contractor to handle money orders and get them to the DOC for posting into the inmate's account? i.e. – must every money order be transmitted to the DOC within a 24 hour period? **PA DOC would require that all money orders received be transmitted in a timely manner. For example, money orders received on Monday should be processed and transmitted to PA DOC within 24-48 hours (excluding holidays).**

33. **Part IV-A Work Statement for Inmate E-Mail**
Please confirm the e-mail delivery method that the Commonwealth would like to implement, paper or in-cell kiosk?

If in-cell kiosks are required for e-mail delivery, please provide a specific number of in-cell Kiosks to be provided by the Vendor. This will ensure that no one vendor is minimizing the number of units provided in order to propose a low cost per message. **Current delivery method for incoming email is paper. No in-cell Kiosks are permitted.**

34. **IV-2 Tasks Item 6, Page 23** - In order to keep all vendors on a level playing field, please provide a specific number of PC Workstations w/printer to be provided. **If any necessary hardware or equipment is provided by the Commonwealth, then no PC or hardware would be requested from the vendor. The number of PC's and printers needed depends upon the needs of each institution. No more that one PC and printer would be requested per institution (27).**

35. **IV-4 Requirements Item B-2, Page 29** - This items states that the Vendor should also be prepared to use a DOC or 3rd Party kiosk solution which may be utilized for other inmate related applications.

    The RFP clearly states on page 25 item B-1, a, that a single kiosk is required for all inmate related applications. In order to fulfill this requirement, Vendors must include the cost of multiple kiosk units. The costs for these kiosks will be calculated into the proposed rate per message.

    To assist the Commonwealth with its evaluation of a DOC or 3rd Party Kiosk, please consider requiring the Vendors to propose a rate per message with and without kiosk equipment. **The kiosk feature is a future enhancement to the RFP, specifically outgoing email. We are not including outgoing email as part of the Cost Submittal. The costs for outgoing email will be negotiated at a later date. If outgoing email were to be added now, a single kiosk would be the requirement. At some point and time, it may be required for the vendor to "share" a kiosk with other inmate related applications (i.e. commissary). This is the requirement spelled out in IV-4 B-2 on page 29 of the RFP.**

36. **IV-4 Requirements Item B-1, Page 25,26,27 & 28**
    Requirement States that Visual Studio 2005 is required. Is Visual Studio 2008 acceptable? **Yes**

    To support PADOC engineer access to menu applications will the vendor need to provide a front-end menu source code or will the vendor need to develop interfaces to PADOC Web-based applications? **See response to question # 20.**

    General inmate authentication methods are built into the centralized database that resides at the vendor location, will the vendor need to provide the State with engineer-level access or informational/verification access? **See IV-4 (B)(4)(a) of the RFP for the allowable inmate authentication alternatives.**

37. **Part IV-B Work Statement for Electronic Funds Transmittal**
    Please provide the following data inclusive of any and all financial transactions currently processed by the Commonwealth and any other existing 3rd party vendors to include Western Union, J-Pay, Touch Pay etc.
    - Total Annual Individual Transactions
    - Percentage by Lock Box
    - Percentage by Credit Card
    - Percentage by Other Type _____.
    - Annual Total Monies
    - Credit Card Bad Debit Percentage

    With regard to existing Commonwealth agreements with providers such as listed

above, is it the intent of the Commonwealth to terminate these existing agreements upon award of this RFP? If no, please explain how these existing agreements will be handled. **The above data cannot be obtained for inclusion in the RFP process (see question #2 for annual transaction averages for EFT, email and money orders). We will include a Word document that shows totals for # of transactions for inmate email and # of transactions and total dollars for EFT (see question #52). As for the current pilot program contracts, they will be terminated upon the effective date of fully executed contract. See information at the end of questions.**

38. Please confirm that a single Kiosk located at each facility's visitation center will be acceptable for the management of "walk-in" transactions. If not, please provide an acceptable number. **Visitation center kiosks are not being considered at this time. See question #27.**

39. **IV-6 Tasks, Item 7** - Is the Vendor responsible for providing the State with PC workstations, printers etc.. for use by State employees to process incoming transactions? If yes, is one PC workstation per site acceptable?
Contractor will provide all necessary hardware, software, equipment needed to process incoming transactions received by all State Correctional Facilities (unless any necessary hardware or equipment provided by the Commonwealth is already available for use). The number of workstations or printers will vary by location. See question #35.

40. **IV-7 Nature and Scope of the Project, Item C Release Card Program**
Please provide the average annual number of released inmates.
Please provide the average dollar amount refunded upon release.
PA DOC averaged 1,271 releases per month for 2008.
The average dollar amount refunded upon release is $140.00-$150.00. Refund amounts can range anywhere from $0.01 to $60,000.00 (this is rare).

41. Does the PA DOC expect to revenue share from the payment transaction fees?
This is up to the vendor to include in the proposal. PA DOC is not saying YES or NO.

42. Page 33 IV 6.1 Does "Walk-in" mean walk in retail store or walk in lobby kiosk?
"Walk-in" means retail store.

43. If walk in relates to Lobby Kiosk, is 2 year industry experience required?
Not Applicable – see question #42

44. Are lobby payment kiosks optional? **Not at this time.**

45. Will whoever wins the proposed payment requirements be the sole source of taking payments for the PA DOC? **Yes.**

46. Page 29 – 2b Please explain b. Vendor should also be prepared to use a DOC or 3rd Party kiosk solution which may be utilized for other inmate related applications. What is the DOC asking for here? **Requirement is clear as written.**

47. How many release checks are issued per year by the DOC? **Approximately 15,000 per year. Inmates who leave with less than $100 in their account are usually given cash.**

48. Please confirm that the percentage for the Disadvantaged Business Participation is calculated against a 5-year contractual base term only, and not against renewal options. When vendors are submitting their DB submittals there commitments must be for the base term of the contract (I believe this is a 5-year contract), but please note under section IV-12 (A & B): The selected contractor's commitments to DB and /or Enterprise Zone Small Businesses made at the time of proposal submittal or contract negotiation shall be maintained **throughout the term of the contract and through any renewal or extension of the contract.**

49. Please clarify the "value of the contract" as it pertains to the calculation for the Disadvantaged Business calculation; i.e. should it be calculated based on the vendor expense, or the revenue? **The value of the contract is what the Commonwealth will pay to the vendor for the services in question.**

50. As discussed in today's pre-bid conference, please confirm that paper delivery only of the email application is required. **At this time, only paper delivery is required. If outgoing email is enabled during the contract period, then this would change.**

51. Please confirm that the PA DOC requires that the vendor providing the processing of the money orders being sent directly to the vendor lockbox do so at no cost to the sending party; i.e. no fee will be allowed for processing the money orders. **Correct. No fees will be charged to the sender or the inmate. Vendor will provide this service at no cost to sender, inmate or PA DOC.**

52. As discussed in today's pre-bid conference, please revisit the stated response to question #37. This data is required to calculate the vendor's cost and the end user's cost. **Data will be provided in an attached Word document showing the number of transactions for EFT and email along with total dollar amounts received for EFT.**

53. What type of encryption is required for the Web interface? (Question #19). **It is the responsibility of the vendor to determine the encryption type/method sufficient to protect data in transit.**

54. Follow up to Question #22. Page 30 Section C states "The Commonwealth will provide connectivity between all kiosks and the vendor, Business Partner network" Does this refer to the internet if our proposed solution is hosted on the internet? **Yes.**

55. Follow up to Question #24. Is there a reason why the DOC is not open to a non-thin client solution? **Yes – security and maintenance.**

56. Follow up to Question #20. Our proposed solution is a centralized solution and it seems that PA DOC envisions a stand alone solution. Providing kiosk source code to PA DOC would not necessarily provide what PA DOC is looking for with our solution. Would PA DOC be open to an alternative solution? **This would be negotiated when outgoing email is addressed at a later date. DOC envisions a centralized solution with the use of a kiosk to allow inmates to select/access web-based applications from a menu of available options (including email). The source code of the software used to display the menu and select those options (i.e. menu / inmate user interface) must be**

provided to and be maintained by DOC. Alternatively the vendor must supply utilities to maintain the menu / inmate user interface. DOC does not require the souree code of the actual application (i.e. email application).

57. Specify the number of kiosks expected per SCI, for future kiosk feature for outgoing email. **Again, this depends upon the individual institutions. Some are older and would require extensive modifications to provide kiosks in each cell block. Some of the "newer" prototypical institutions could handle kiosks with minimal modification. The number of kiosks required will be determined after the contract is awarded. Outgoing email is not included in the cost worksheet of this RFP.**

58. Specify whether kiosks will be required within the 1st year of the contract? **Unknown at this time.**

59. Will the DOC check references to determine if vendors have fulfilled requirements in other contracts in a timely manner? **Yes.**

60. Can the DOC provide, by SCI, the amount of transactions by month for deposit services and email? **Yes, see Question #52.**

61. Would you allow tiered pricing depending on the technical option chosen? **We are asking for a flat rate for incoming email at this time with paper as the delivery method. When outgoing email is enabled, we will negotiate this cost at that time.**

62. Do you require technical and procedural methods to prove that email wasn't changed while in storage? **This would be included in your Technical submittal portion of the RFP. PA DOC asks that the vendor attest and verify that all emails held in storage (even rejected emails) are in their original sent condition.**

63. Do you require tech. and procedural proofs that no emails were deleted from storage? **See Question #62**

64. For questions 62 and 63, what level of security is needed (digital signing, etc.)? **This would be np to the vendor to decide. PA DOC only requires the vendor to verify and attest that the emails are in the original sent format. How the vendor fulfills this requirement is up to them.**

65. What level of security is needed for access authentication? (pki, user id/pswd, etc.)? **See RFP page 29, Section IV-4.B.2.a.5**

66. What kind of email statistics should be gathered/made available? **We ask that we see "relationships" between senders and receivers of email, who they are both communicating with (PADOC and others), number of emails sent and received and by who is sending and receiving, the number of emails flagged for watchwords, the relationship to any senders of EFT or money orders, etc.**

67. Do you need to analyze emails written in Spanish and Russian using Latin alphabet?
As stated before, any emails written in a foreign language must be translated before being scanned for "watchwords" and key phrases. It is up to the vendor to provide this translation service.

68. Do you require the system to guess correct word in case of misspelled words?
No, we understand that this is sometimes intentional on part of the inmates and senders to misspell words and use "slang".

69. Do you require deducing the correct meanings of an email in case slang is used?
No, we want to see the use of such slang.

70. Would you desire automatic deducing of emails meaning based on natural language processing methods? **Yes, for foreign language translation only. This would be part of the translation process.**

Pennsylvania Department of Corrections

Electronic Funds Transfer and Inmate Email Program

UPDATED January 15, 2008

ELECTRONIC FUNDS TRANSFER

The Pennsylvania Department of Corrections (PA DOC) currently uses four companies for electronic funds transfer to inmates – JPAY, Western Union, TouchPay and IC Solutions. Both JPAY and Western Union have been providing PA DOC with electronic transfers since July 2003 (Western Union) and August 2004 (JPAY). TouchPay and IC Solutions (who currently is one of the companies involved in the inmate email pilot program), have just recently come on board (January & February 2008). Charts and graphs on the following pages compare all companies.

Family, friends and others can choose one of these companies to electronically send funds to an inmate currently housed in one of Pennsylvania's 27 State Correctional Institutions. Currently, family, friends and others can go to these four companies' web sites and send money to a PA DOC inmate. Current methods of payment are credit & debit cards.

All of the companies offer access to administrative sites for staff at PA DOC facilities to track and confirm payments made on a daily basis. Along with tracking of payments, staff can also print receipts for the inmate(s) receiving the funds.

Transactions are transmitted to PA DOC on a daily basis for the previous day's activity. Files are sent to DOC IT staff for the posting to inmate accounts. Wire transfer of the actual funds is done by ACH 48 hours later (excluding weekends and holidays).

Charts and graphs on the following two pages illustrate the growing use of electronic payments over the past 5 years.

Western Union

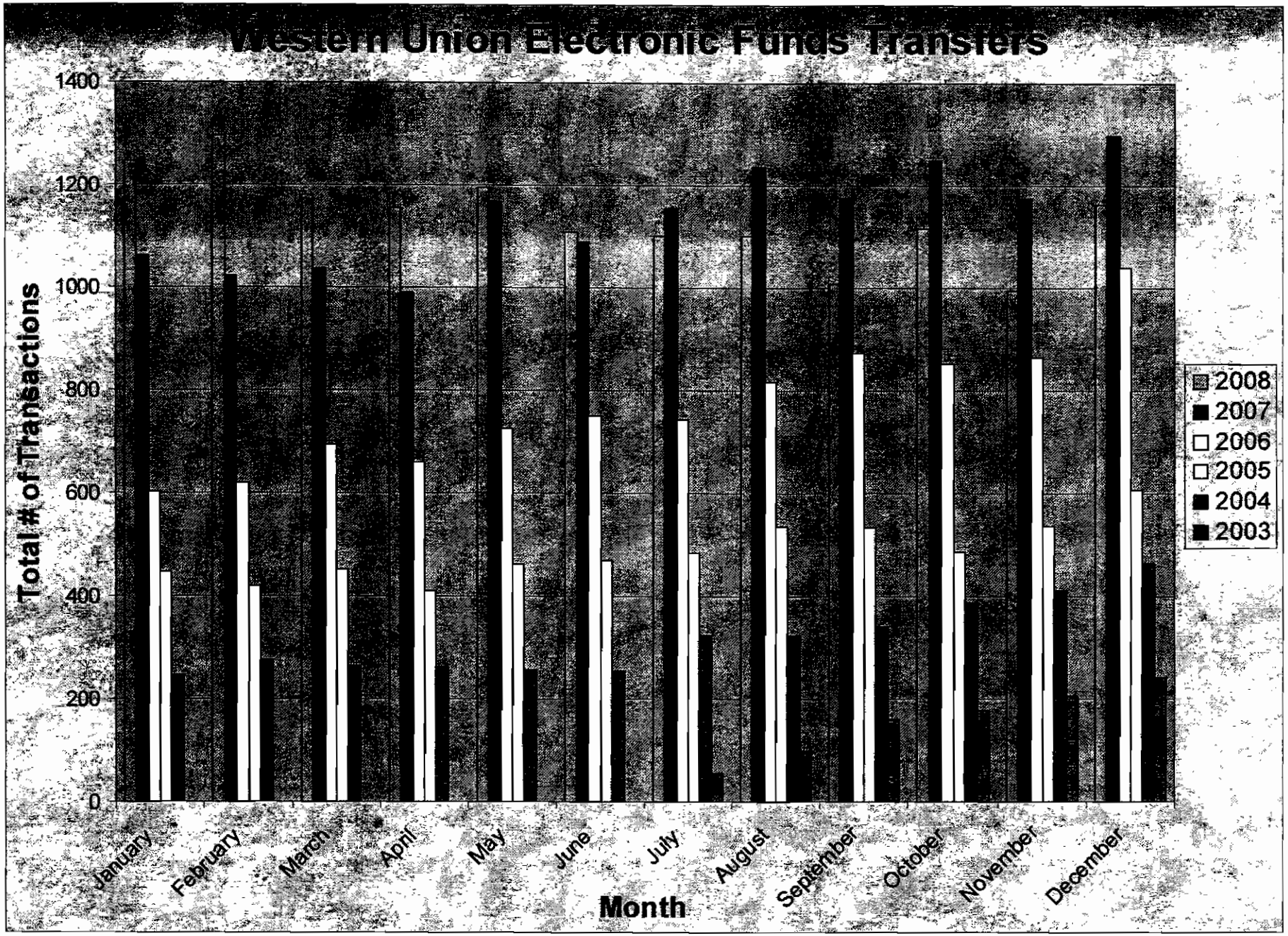
The following chart and graph show the number of transactions and rewards per month received from Western Union for the period July 2003 thru December 2008:

Western Union Money Transfers

Transaction & Commission Record by Calendar Year

	2008		2007		2006		2005		2004		2003	
Month	# of Trans	Total $	# of Trans	Total $	# of Trans	Total $	# of Trans	Total $	# of Trans	Total $	# of Trans	Total $
January	1,248	$ 130,303.68	1,062	$ 105,753.96	603	$ 56,241.81	447	$ 39,456.69	246	$ 21,025.62	0	$ -
February	1,297	$ 135,419.77	1,023	$ 101,870.34	620	$ 57,827.40	419	$ 36,985.13	277	$ 23,675.19	0	$ -
March	1,180	$ 123,203.80	1,037	$ 103,264.46	693	$ 64,636.11	452	$ 39,898.04	264	$ 22,564.08	0	$ -
April	1,155	$ 120,593.55	991	$ 98,683.78	660	$ 61,558.20	411	$ 36,278.97	261	$ 22,307.67	0	$ -
May	1,195	$ 124,769.95	1,169	$ 116,409.02	726	$ 67,714.02	462	$ 40,780.74	256	$ 21,880.32	0	$ -
June	1,109	$ 115,790.69	1,089	$ 108,442.62	750	$ 69,952.50	469	$ 41,398.63	254	$ 21,709.38	0	$ -
July	1,102	$ 115,059.82	1,155	$ 115,014.90	742	$ 69,206.34	483	$ 42,634.41	324	$ 27,692.28	57	$ 4,572.54
August	1,101	$ 114,955.41	1,238	$ 123,280.04	818	$ 76,294.86	537	$ 47,400.99	324	$ 27,692.28	100	$ 8,022.00
September	1,008	$ 105,245.28	1,176	$ 117,106.08	872	$ 81,331.44	533	$ 47,047.91	340	$ 29,059.80	161	$ 12,915.42
October	1,115	$ 116,417.15	1,250	$ 124,475.00	852	$ 79,466.04	486	$ 42,899.22	387	$ 33,076.89	178	$ 14,279.16
November	999	$ 104,305.59	1,175	$ 117,006.50	864	$ 80,585.28	537	$ 47,400.99	411	$ 35,128.17	205	$ 16,445.10
December	1,164	$ 121,533.24	1,298	$ 129,254.84	1,039	$ 96,907.53	608	$ 53,668.16	464	$ 39,658.08	241	$ 19,333.02
Totals	**13,673**	**$ 1,427,597.93**	**13,663**	**$ 1,360,561.54**	**9,239**	**$ 861,721.53**	**5,844**	**$ 515,849.88**	**3,808**	**$ 325,469.76**	**942**	**$ 75,567.24**

Total # of Transactions	**33,506**
Total Dollars	**$ 4,566,767.88**


Western Union Electronic Funds Transfers
Total # of Transactions
1400
1200
1000
800
600
400
200
0
January
February
March
April
May
June
July
August
September
October
November
December
Month
2008
2007
2006
2005
2004
2003

JPAY

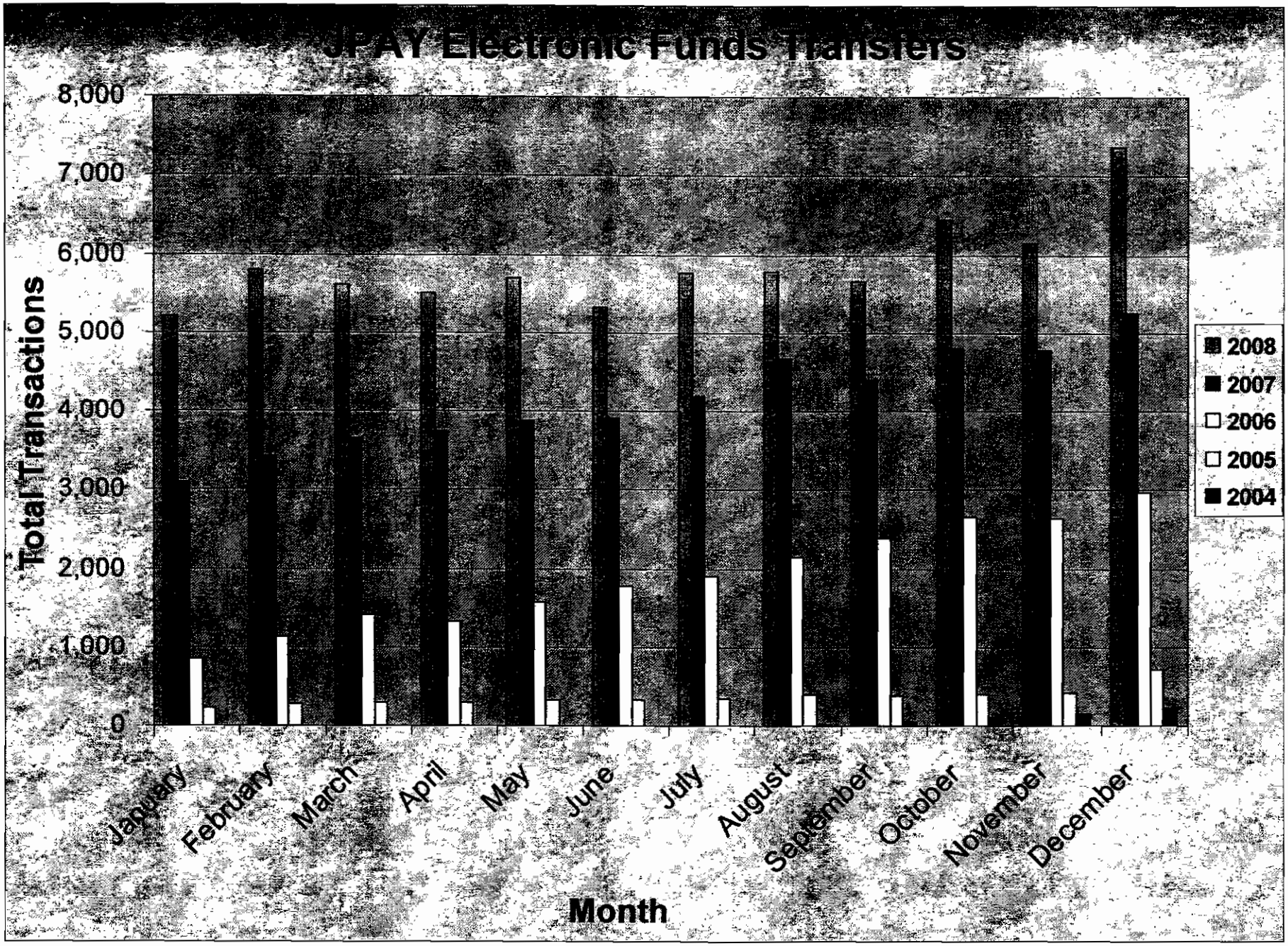
The following chart and graph show the number of transactions and rewards per month received from JPAY for the period August 2004 thru December 2008:

JPAY Money Transfers

Transaction & Transfer Record by Month &Year

	2008		2007		2006		2005		2004	
Month	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**
January	5,212	$ 390,514.61	3,088	$ 224,934.34	863	$ 60,953.83	229	$ 14,663.80	0	$ -
February	5,792	$ 478,796.64	3,423	$ 273,848.82	1,143	$ 91,839.11	278	$ 21,650.34	0	$ -
March	5,601	$ 431,646.18	3,645	$ 281,728.80	1,416	$ 106,265.95	301	$ 21,270.15	0	$ -
April	5,506	$ 409,003.42	3,733	$ 278,651.67	1,336	$ 98,716.88	303	$ 21,850.25	0	$ -
May	5,699	$ 421,982.08	3,881	$ 297,784.24	1,572	$ 115,206.04	328	$ 23,331.75	0	$ -
June	5,330	$ 395,301.06	3,917	$ 286,543.15	1,774	$ 127,653.45	338	$ 23,749.60	0	$ -
July	5,759	$ 437,713.83	4,195	$ 306,280.00	1,908	$ 136,804.69	357	$ 27,100.10	0	$ -
August	5,777	$ 430,035.06	4,681	$ 348,037.67	2,156	$ 155,527.00	395	$ 31,018.10	20	$ 1,377.00
September	5,664	$ 413,365.01	4,406	$ 332,351.78	2,397	$ 171,736.54	393	$ 28,308.30	54	$ 2,764.30
October	6,440	$ 508,800.35	4,803	$ 354,212.06	2,652	$ 193,638.09	408	$ 28,345.15	107	$ 7,227.40
November	6,155	$ 467,907.00	4,784	$ 354,558.96	2,634	$ 192,440.10	420	$ 32,724.50	159	$ 10,714.75
December	7,373	$ 589,614.13	5,260	$ 404,591.99	2,971	$ 222,436.25	723	$ 53,386.20	224	$ 15,852.61
Totals	**70,308**	**$ 5,374,679.37**	**49,816**	**$ 3,743,523.48**	**22,822**	**$ 1,673,217.93**	**4,473**	**$ 327,398.24**	**564**	**$ 37,936.06**

Total Transactions	**147,983**
Total $ Amount	**$ 11,156,755.08**


JPAY Electronic Funds Transfers
Total Transactions
8,000
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0
January
February
March
April
May
June
July
August
September
October
November
December
Month
2008
2007
2006
2005
2004

TOUCHPAY

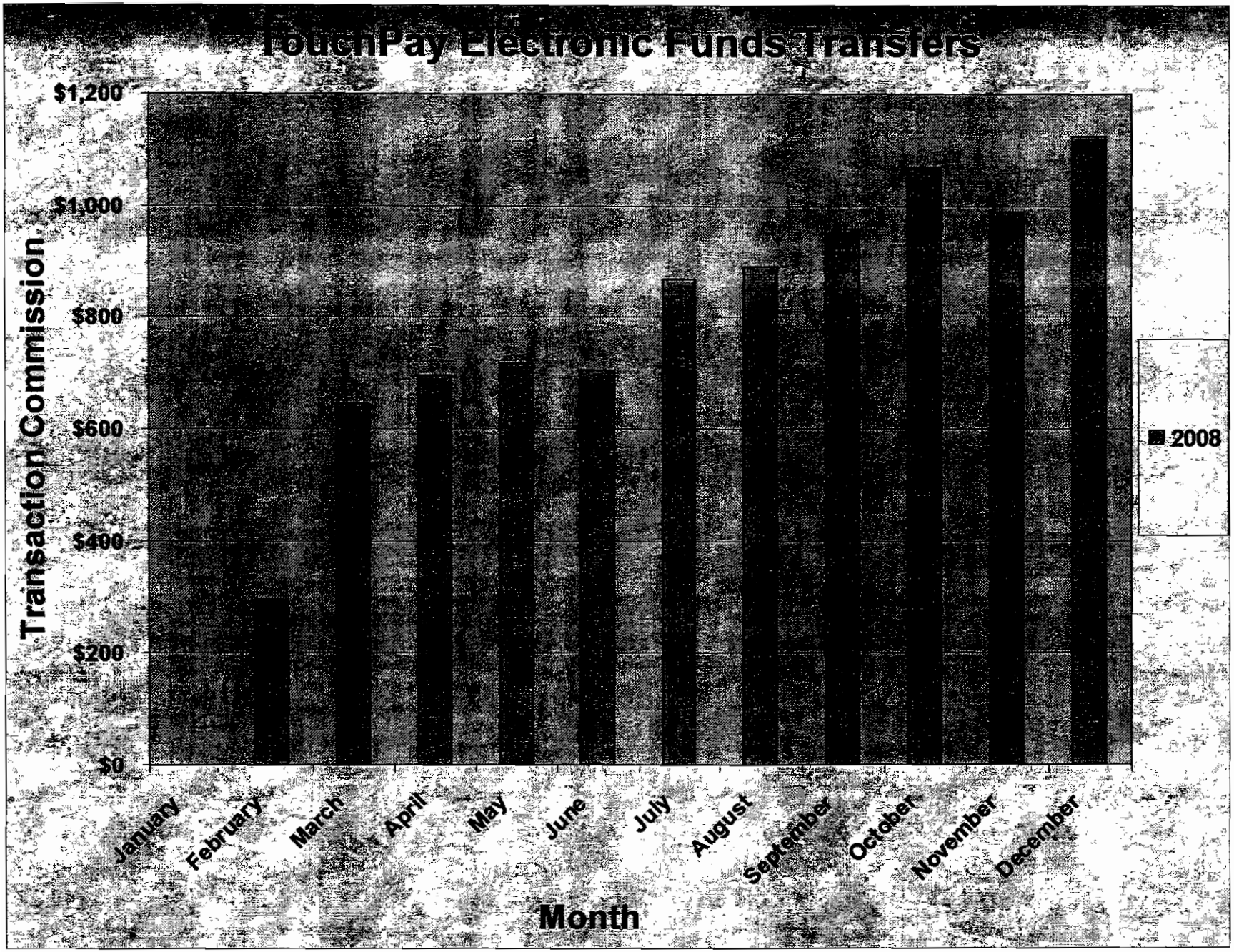
The following chart and graph show the number of transactions and rewards per month received from TouchPay for the period February 2008 thru December 2008:

TouchPay Money Transfers

Transaction & Transfer Record by Month &Year

	2008									
Month	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**
January	0	$ -								
February	296	$ 21,741.37								
March	644	$ 48,755.06								
April	695	$ 50,406.96								
May	718	$ 49,705.55								
June	705	$ 50,508.17								
July	869	$ 62,364.82								
August	891	$ 62,169.32								
September	958	$ 68,500.89								
October	1,069	$ 78,963.02								
November	989	$ 71,111.48								
December	1,124	$ 83,946.11								
Totals	**8,958**	**$ 648,172.75**	**0**	**$ -**	**0**	**$ -**	**0**	**$ -**	**0**	**$ -**

Total Transactions	**8,958**
Total $ Amount	**$ 648,172.75**


TouchPay Electronic Funds Transfers
Transaction Commission
$1,200
$1,000
$800
$600
$400
$200
$0
January
February
March
April
May
June
July
August
September
October
November
December
Month
2008

Inmate Calling Solutions (ICS)

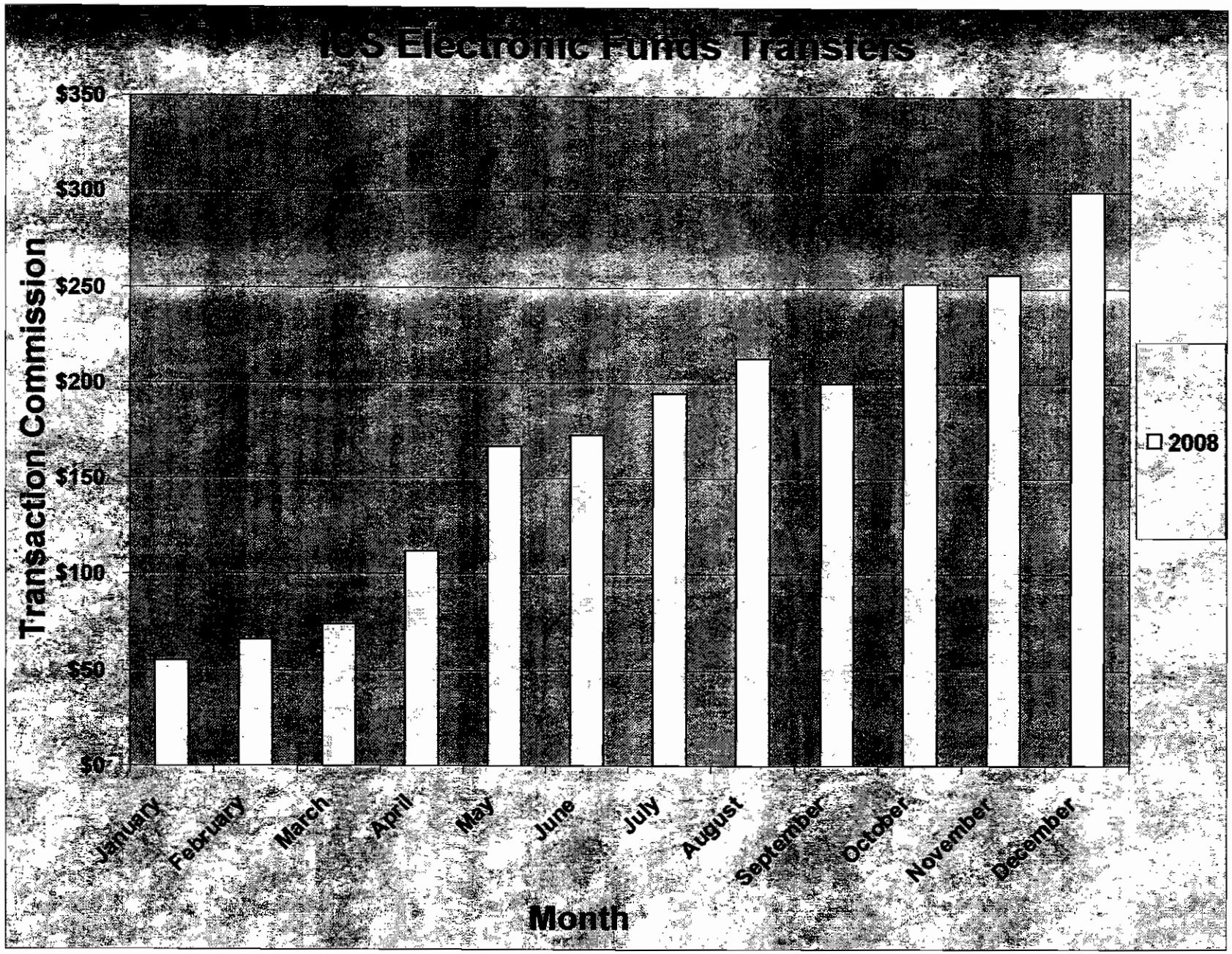
The following chart and graph show the number of transactions and rewards per month received from ICS for the period January 2008 thru December 2008:

ICS Money Transfers

Transaction & Transfer Record by Month &Year

	2008									
Month	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**
January	55	$ 2,452.55								
February	66	$ 4,241.00								
March	74	$ 3,880.60								
April	112	$ 7,197.00								
May	167	$ 10,992.45								
June	173	$ 11,989.55								
July	195	$ 11,697.65								
August	213	$ 15,133.00								
September	200	$ 13,525.55								
October	253	$ 17,852.99								
November	257	$ 18,302.85								
December	300	$ 20,732.00								
Totals	**2,065**	**$ 137,997.19**	**0**	**$ -**	**0**	**$ -**	**0**	**$ -**	**0**	**$ -**

Total Transactions	**2,065**
Total $ Amount	**$ 137,997.19**


ICS Electronic Funds Transfers
Transaction Commission
$350
$300
$250
$200
$150
$100
$50
$0
2008
January
February
March
April
May
June
July
August
September
October
November
December
Month

INMATE EMAIL PROGRAM

PA DOC is currently testing or "piloting" an inmate email program at all 27 of its State Correctional Institutions. This pilot program consists of four different companies – JPAY, Electronic Messaging Solutions (EMS), Securus and IC Solutions (ICS Letters). Each of the four companies has a group of institutions which use that company's email program (web based) to receive emails sent to the inmates housed at that particular institution. The breakdown is as follows:

JPAY	Electronic Message Solutions (EMS)
SCI Albion	SCI Cambridge Springs (female)
SCI Camp Hill	SCI Fayette
SCI Houtzdale	SCI Forest
SCI Huntingdon	SRCF Mercer
SCI Muncy (female)	SCI Greene
SCI Smithfield	SCI Greensburg
Quehanna Boot Camp	SCI Pittsburgh

Securus	IC Solutions (ICS Letters)
SCI Chester	SCI Cresson
SCI Coal Township	SCI Laurel Highlands
SCI Frackville	SCI Pine Grove
SCI Graterford	SCI Rockview
SCI Mahanoy	SCI Somerset
SCI Retreat	SCI Waymart
	SCI Dallas

On the following pages is a summary of emails received by all institutions on a monthly basis from each vendor. Shown are the number of emails received (approved and rejected) by PA DOC.

EMAIL VENDORS

Jpay the Trusted Leader in inmate services

JPAY EMAIL PROGRAM

Total Emails and Rewards

Received since Inception

Month	# Emails	% incr/(decr)
May 2006	182	-
Jun 2006	588	**223.08**
Jul 2006	733	**24.66**
Aug 2006	710	**(3.14)**
Sep 2006	764	**7.61**
Oct 2006	941	**23.17**
Nov 2006	984	**4.57**
Dec 2006	1,052	**6.91**
Jan 2007	1,208	**14.83**
Feb 2007	1,429	**18.29**
Mar 2007	1,881	**31.63**
Apr 2007	2,177	**15.74**
May 2007	2,440	**12.08**
Jun 2007	2,355	**(3.48)**
Jul 2007	2,622	**11.34**
Aug 2007	2,828	**7.86**
Sep 2007	2,814	**(0.50)**
Oct 2007	3,153	**12.05**
Nov 2007	3,425	**8.63**
Dec 2007	3,532	**3.12**
Jan 2008	3,807	**7.79**
Feb 2008	3,708	**(2.60)**
Mar 2008	4,056	**9.39**
Apr 2008	4,063	**0.17**
May 2008	4,194	**3.22**
Jun 2008	4,367	**4.12**
Jul 2008	4,589	**5.08**
Aug 2008	4,589	**0.00**
Sep 2008	4,568	**(0.46)**
Oct 2008	4,951	**8.38**
Nov 2008	5,215	**5.33**
Dec 2008	5,643	**8.21**
Totals	**89,568**	

JPAY EMAIL PROGRAM

Emails per Institution

Total Emails Received by Month since Inception

Month	ALB	CAM	HOU	HUN	MUN	QUE	SMI	Totals
May 2006	12	69	36	11	27	0	27	**182**
Jun 2006	70	263	62	33	77	0	83	**588**
Jul 2006	122	323	79	58	73	0	78	**733**
Aug 2006	133	294	98	43	47	0	95	**710**
Sep 2006	167	294	106	64	72	0	61	**764**
Oct 2006	190	358	117	104	90	0	82	**941**
Nov 2006	209	342	118	109	130	0	76	**984**
Dec 2006	188	426	85	102	116	0	135	**1,052**
Jan 2007	258	471	112	110	117	0	140	**1,208**
Feb 2007	279	553	149	137	145	0	166	**1,429**
Mar 2007	378	820	121	176	199	0	187	**1,881**
Apr 2007	351	1,046	149	202	223	0	206	**2,177**
May 2007	362	1,109	188	277	270	0	234	**2,440**
Jun 2007	400	1,003	200	272	311	0	169	**2,355**
Jul 2007	496	1,029	259	265	342	0	231	**2,622**
Aug 2007	531	1,100	289	255	341	73	239	**2,828**
Sep 2007	519	1,051	293	267	284	125	275	**2,814**
Oct 2007	610	1,185	340	265	314	174	265	**3,153**
Nov 2007	591	1,362	308	344	332	188	300	**3,425**
Dec 2007	569	1,379	328	376	381	203	296	**3,532**
Jan 2008	656	1,393	389	422	383	182	382	**3,807**
Feb 2008	616	1,311	390	471	357	210	353	**3,708**
Mar 2008	705	1,451	425	516	372	172	415	**4,056**
Apr 2008	611	1,500	402	564	431	202	353	**4,063**
May 2008	622	1,514	429	578	490	197	364	**4,194**
Jun 2008	623	1,774	528	489	452	206	295	**4,367**
Jul 2008	679	1,862	502	501	466	255	324	**4,589**
Aug 2008	638	1,879	478	485	483	273	353	**4,589**
Sep 2008	704	1,917	432	536	422	222	335	**4,568**
Oct 2008	712	1,954	563	521	485	338	378	**4,951**
Nov 2008	668	2,117	480	586	589	380	395	**5,215**
Dec 2008	609	2,460	534	546	635	409	450	**5,643**
TOTALS	**14,278**	**35,609**	**8,989**	**9,685**	**9,456**	**3,809**	**7,742**	**89,568**

E M S EMAIL PROGRAM

Total Emails and Rewards
Received since Inception

Month	# Emails	% incr/(decr)
Feb 2007	119	-
Mar 2007	645	**442.02**
Apr 2007	879	**36.28**
May 2007	791	**(10.01)**
Jun 2007	1,003	**26.80**
Jul 2007	1,179	**17.55**
Aug 2007	1,444	**22.48**
Sep 2007	1,486	**2.91**
Oct 2007	1,719	**15.68**
Nov 2007	1,581	**(8.03)**
Dec 2007	1,536	**(2.85)**
Jan 2008	1,710	**11.33**
Feb 2008	1,923	**12.46**
Mar 2008	2,072	**7.75**
Apr 2008	1,998	**(3.57)**
May 2008	2,157	**7.96**
Jun 2008	2,326	**7.83**
Jul 2008	2,244	**(3.53)**
Aug 2008	2,172	**(3.21)**
Sep 2008	2,365	**8.89**
Oct 2008	2,477	**4.74**
Nov 2008	2,360	**(4.72)**
Dec 2008	2,431	**3.01**
Totals	**38,617**	

E M S EMAIL PROGRAM

Emails per Institution
Total Emails Received by Month since Inception

Month	CBS	MER	FRS	GRN	GRE	FYT	PIT	Totals
Feb 2007	44	9	7	6	6	47	0	**119**
Mar 2007	114	90	118	47	45	231	0	**645**
Apr 2007	134	125	138	111	73	298	0	**879**
May 2007	116	90	129	113	78	265	0	**791**
Jun 2007	117	175	199	147	93	272	0	**1,003**
Jul 2007	76	232	239	155	113	363	1	**1,179**
Aug 2007	166	253	269	157	118	480	1	**1,444**
Sep 2007	185	231	284	167	150	434	35	**1,486**
Oct 2007	220	309	294	212	200	430	54	**1,719**
Nov 2007	172	240	316	157	187	468	41	**1,581**
Dec 2007	215	249	281	173	92	481	45	**1,536**
Jan 2008	230	243	321	205	124	492	95	**1,710**
Feb 2008	308	224	380	243	144	502	122	**1,923**
Mar 2008	327	568	373	229	172	285	118	**2,072**
Apr 2008	317	638	303	220	155	256	109	**1,998**
May 2008	325	668	333	254	148	295	134	**2,157**
Jun 2008	318	630	447	280	117	306	228	**2,326**
Jul 2008	363	663	401	245	136	266	170	**2,244**
Aug 2008	339	592	438	240	142	246	175	**2,172**
Sep 2008	418	628	392	290	202	243	192	**2,365**
Oct 2008	383	633	335	318	180	375	253	**2,477**
Nov 2008	359	628	330	306	118	314	305	**2,360**
Dec 2008	368	683	369	298	164	289	260	**2,431**
TOTALS	**5,614**	**8,801**	**6,696**	**4,573**	**2,957**	**7,638**	**2,338**	**38,617**

SECURUS EMAIL PROGRAM

Total Emails and Rewards
Received since Inception

Month	# Emails	% incr/(decr)
April 2007	57	-
May 2007	448	**685.96**
Jun 2007	658	**46.88**
Jul 2007	662	**0.61**
Aug 2007	785	**18.58**
Sep 2007	802	**2.17**
Oct 2007	838	**4.49**
Nov 2007	774	**(7.64)**
Dec 2007	867	**12.02**
Jan 2008	997	**14.99**
Feb 2008	901	**(9.63)**
Mar 2008	898	**(0.33)**
Apr 2008	924	**2.90**
May 2008	952	**3.03**
Jun 2008	1,009	**5.99**
Jul 2008	1,109	**9.91**
Aug 2008	988	**(10.91)**
Sep 2008	1,087	**10.02**
Oct 2008	1,218	**12.05**
Nov 2008	1,353	**11.08**
Dec 2009	1,699	**25.57**
Totals	**19,266**	

SECURUS EMAIL PROGRAM

Emails per Institution
Total Emails Received by Month since Inception

Month	CHS	COA	FRA	GRA	MAH	RET	Totals
Apr 2007	4	3	2	37	10	1	**57**
May 2007	27	64	63	149	134	11	**448**
Jun 2007	67	93	82	268	120	28	**658**
Jul 2007	60	120	71	252	137	22	**662**
Aug 2007	108	92	77	244	220	44	**785**
Sep 2007	133	89	105	183	239	53	**802**
Oct 2007	120	105	95	215	251	52	**838**
Nov 2007	77	117	96	174	256	54	**774**
Dec 2007	65	105	135	213	278	71	**867**
Jan 2008	64	108	136	293	329	67	**997**
Feb 2008	47	86	103	316	282	67	**901**
Mar 2008	56	102	88	281	305	66	**898**
Apr 2008	66	102	101	293	272	90	**924**
May 2008	69	109	100	261	303	110	**952**
Jun 2008	68	127	106	294	301	113	**1,009**
Jul 2008	65	159	103	306	358	118	**1,109**
Aug 2008	74	133	107	323	242	109	**988**
Sep 2008	99	160	104	307	263	154	**1,087**
Oct 2008	73	258	107	368	282	130	**1,218**
Nov 2008	108	358	104	357	278	148	**1,353**
Dec 2008	173	379	144	502	279	222	**1,699**
TOTALS	**1,623**	**2,869**	**2,029**	**5,636**	**5,139**	**1,730**	**19,266**

ICS Letters EMAIL PROGRAM

Total Emails and Rewards

Received since Inception

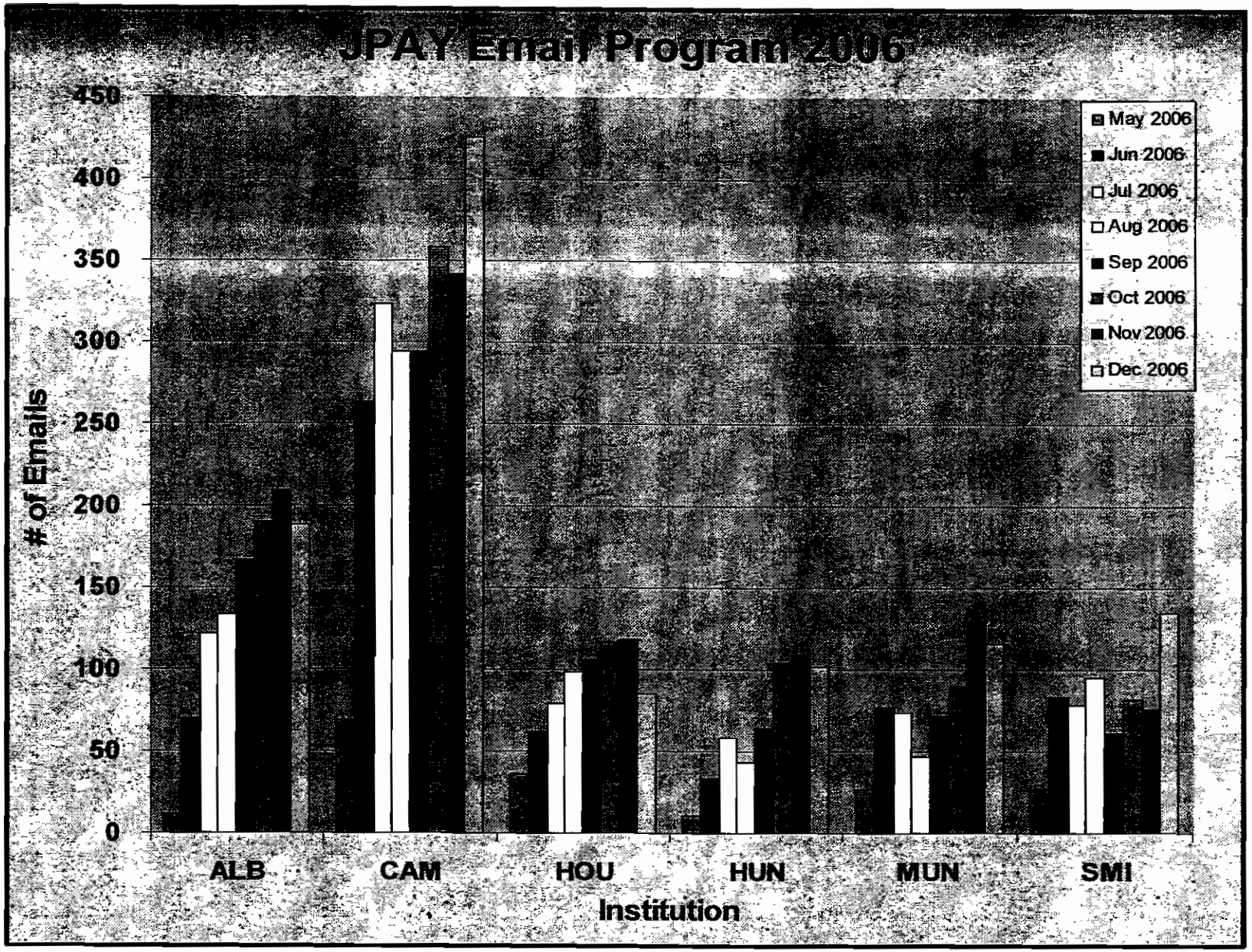
Month	# Emails	% incr/(decr)
Aug 2007	8	-
Sep 2007	298	**3,625.00**
Oct 2007	905	**203.69**
Nov 2007	1,222	**35.03**
Dec 2007	1,506	**23.24**
Jan 2008	1,567	**4.05**
Feb 2008	1,750	**11.68**
Mar 2008	2,057	**17.54**
Apr 2008	1,966	**(4.42)**
May 2008	1,908	**(2.95)**
Jun 2008	1,797	**(5.82)**
Jul 2008	1,838	**2.28**
Aug 2008	1,842	**0.22**
Sep 2008	2,061	**11.89**
Oct 2008	2,169	**5.24**
Nov 2008	2,208	**1.80**
Dec 2008	2,342	**6.07**
Totals	**27,444**	

ICS Letters EMAIL PROGRAM

Emails per Institution

Total Emails Received by Month since Inception

Month	CRE	DAL	LAU	PNG	ROC	SMR	WAM	Totals
Aug 2007	2	0	0	1	5	0	0	**8**
Sep 2007	20	20	40	8	51	155	4	**298**
Oct 2007	109	208	108	47	114	279	40	**905**
Nov 2007	190	299	122	150	135	285	41	**1,222**
Dec 2007	258	388	149	166	167	312	66	**1,506**
Jan 2008	244	364	209	213	161	300	76	**1,567**
Feb 2008	249	377	207	209	246	365	97	**1,750**
Mar 2008	308	396	211	242	326	448	126	**2,057**
Apr 2008	283	433	201	206	270	421	152	**1,966**
May 2008	231	390	190	218	259	405	215	**1,908**
Jun 2008	228	377	182	197	246	377	190	**1,797**
Jul 2008	196	397	179	173	295	379	219	**1,838**
Aug 2008	189	443	173	183	268	350	236	**1,842**
Sep 2008	190	523	180	199	365	395	209	**2,061**
Oct 2008	200	517	165	249	359	442	237	**2,169**
Nov 2008	250	518	195	226	385	415	219	**2,208**
Dec 2008	259	606	241	249	330	441	216	**2,342**
TOTALS	**3,406**	**6,256**	**2,752**	**2,936**	**3,982**	**5,769**	**2,343**	**27,444**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300
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# of Emails
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Jun 2006
Jul 2006
Aug 2006
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Dec 2006
ALB
CAM
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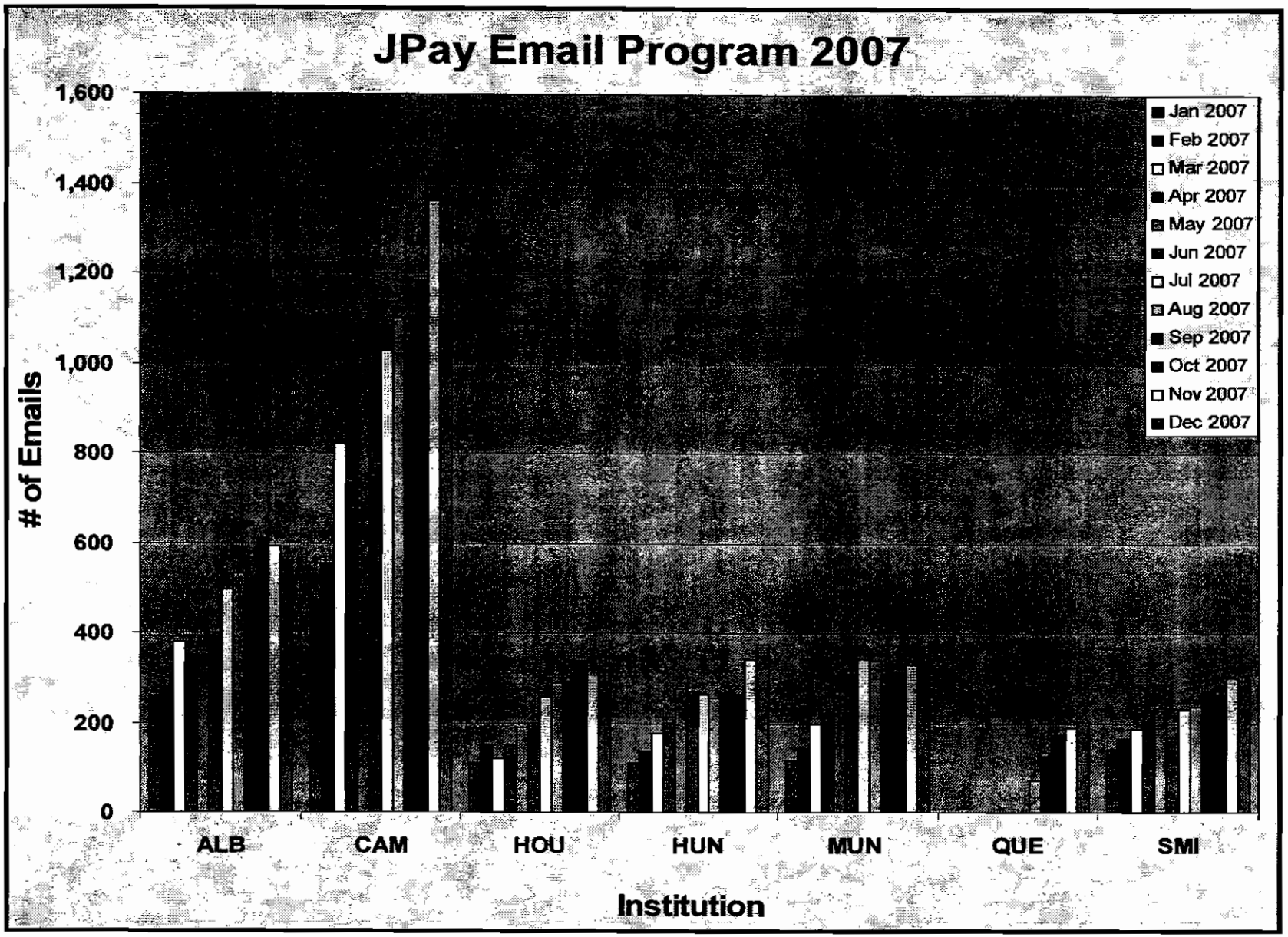
MUN
SMI
Institution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# of Emails
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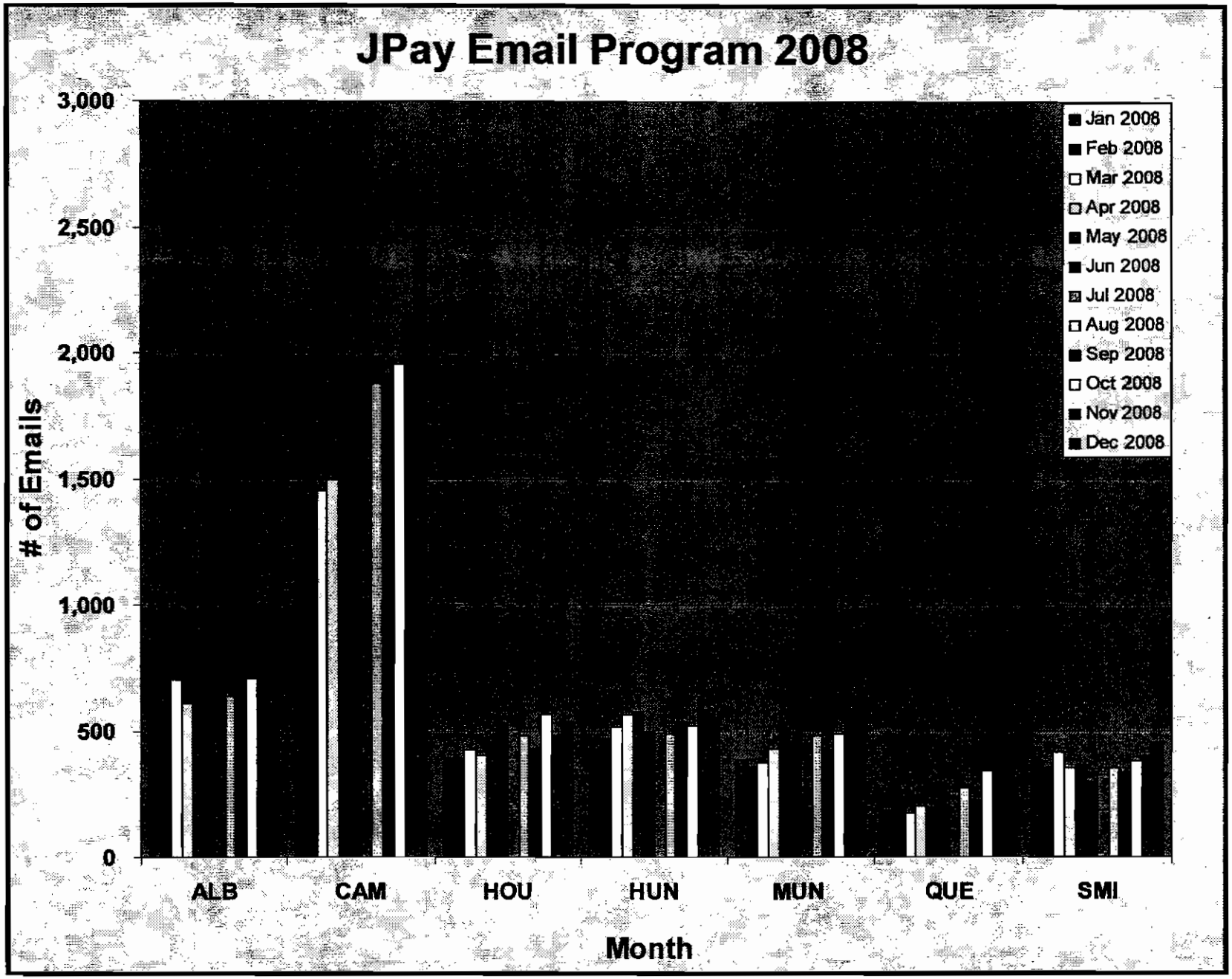
Nov 2007
Dec 2007


JPay Email Program 2008
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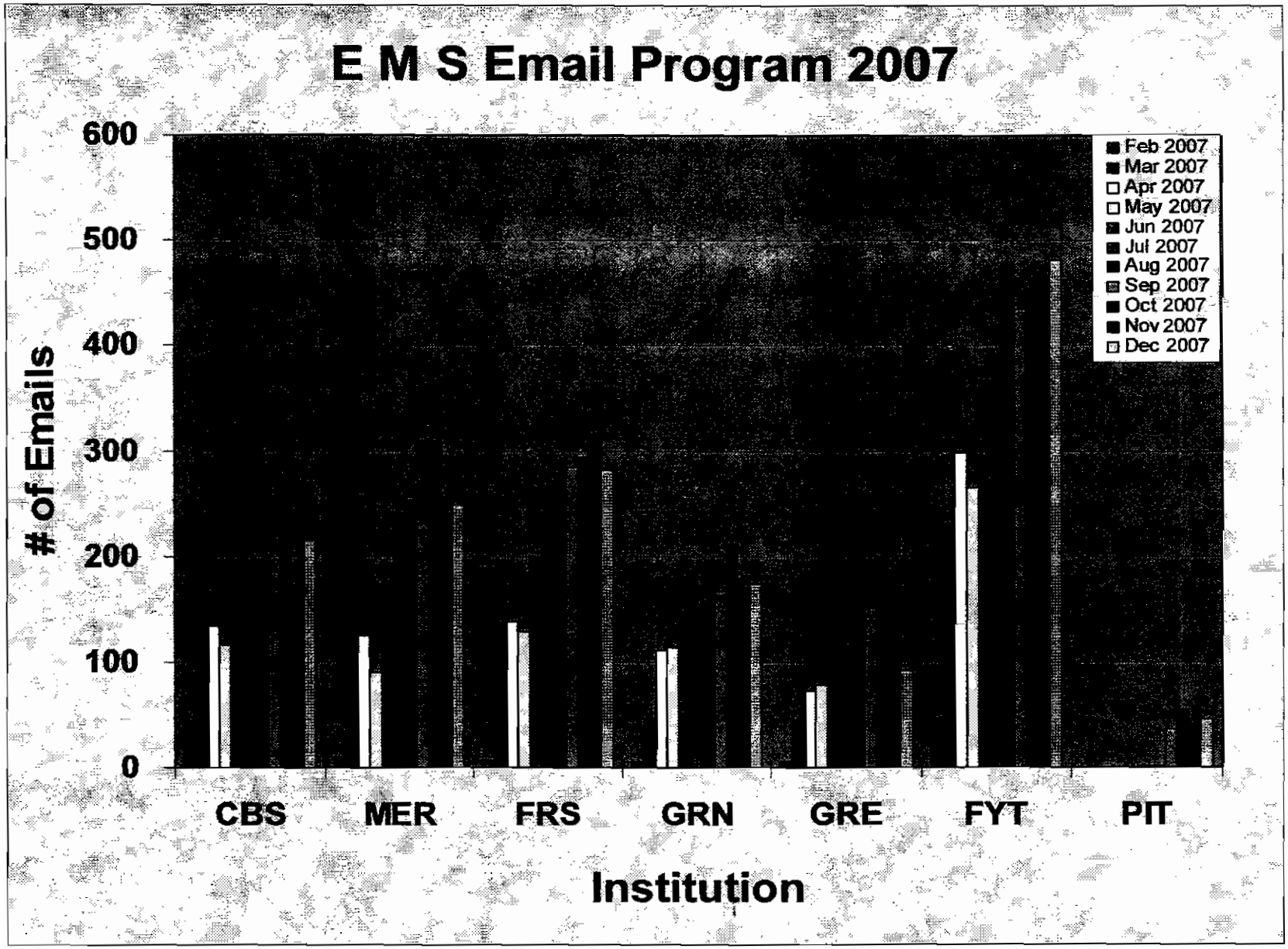
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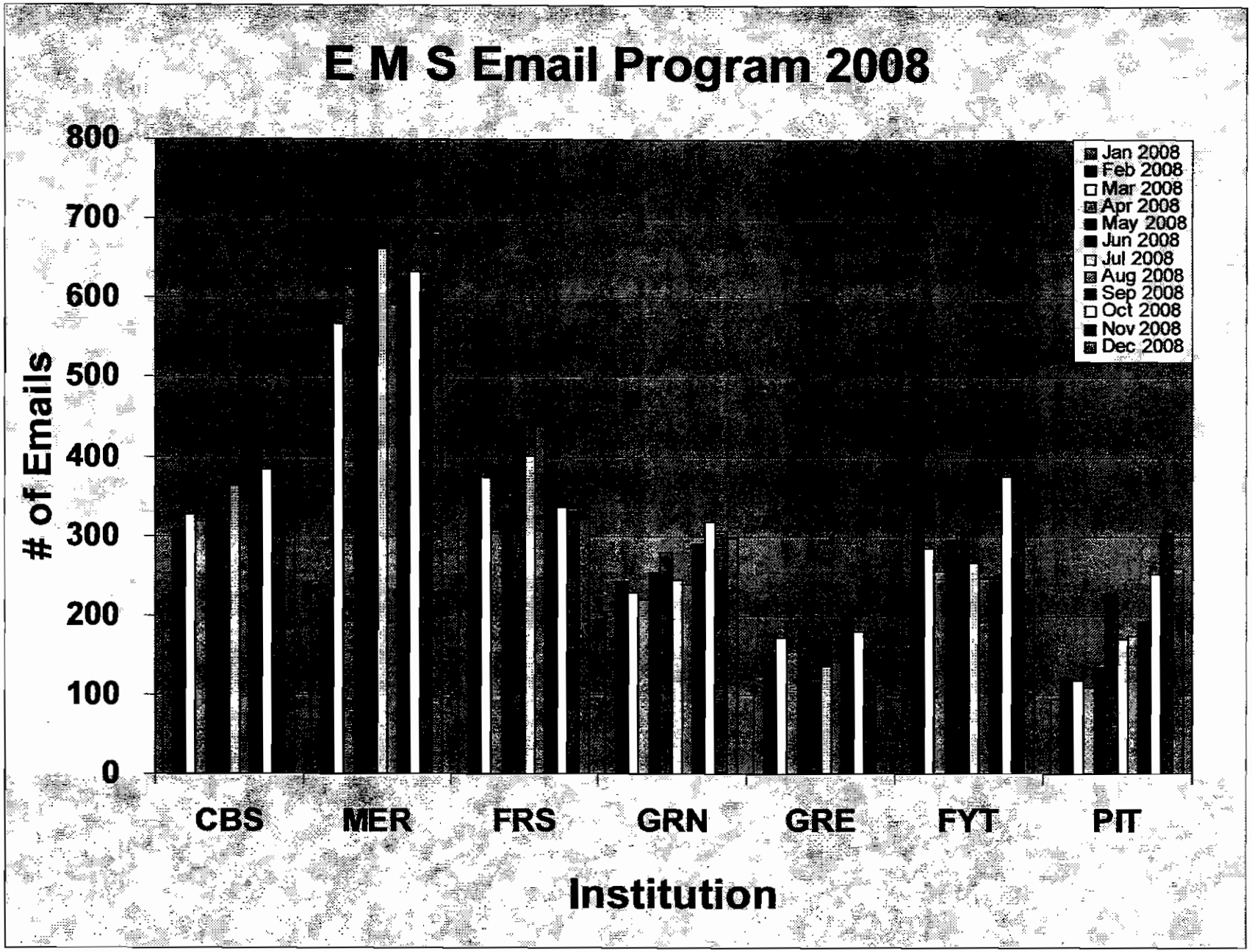
Institution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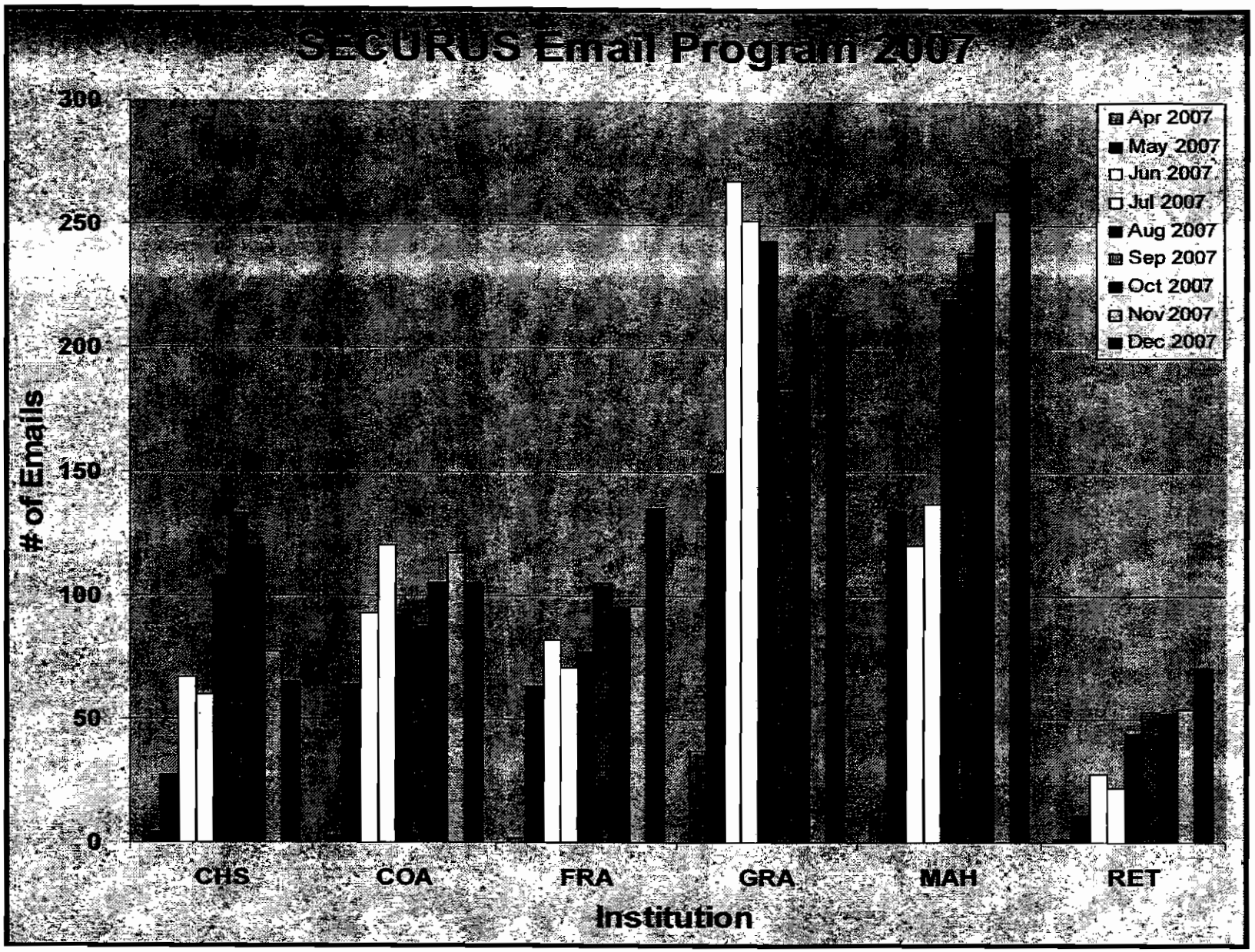
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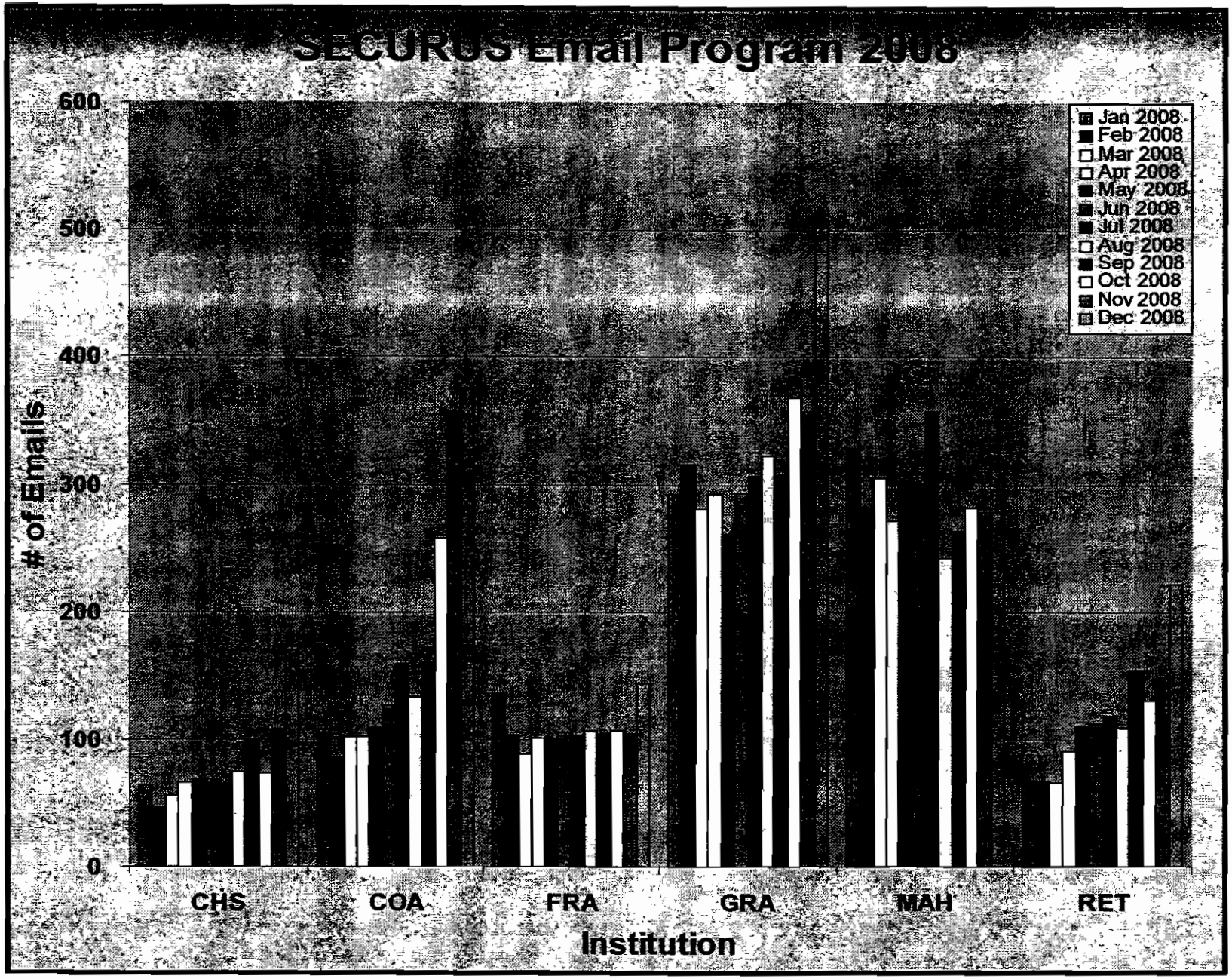
RET
Institution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# of Emails
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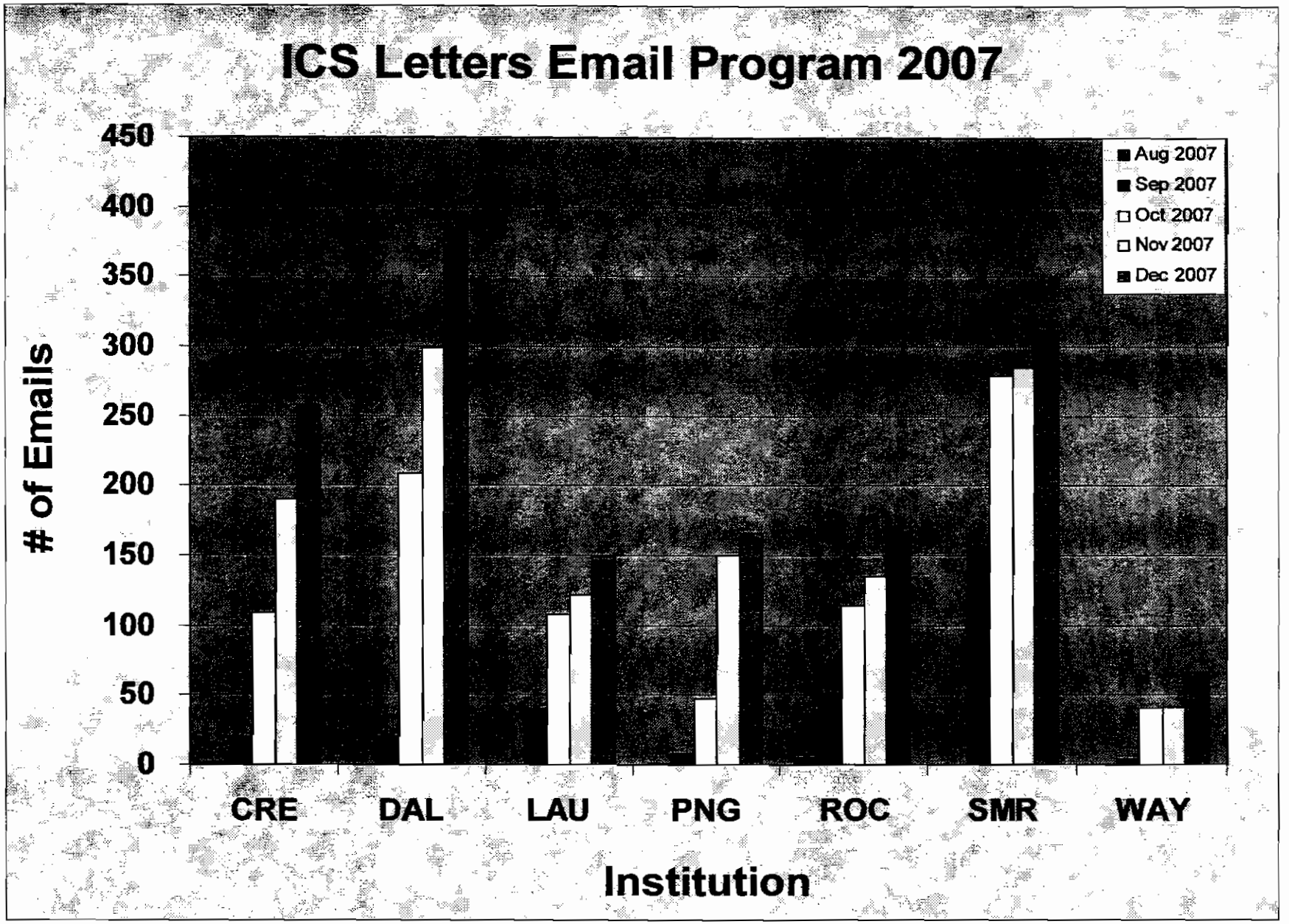
ICS Letters Email Program 2007
# of Emails
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Aug 2007
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CRE
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PNG
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SMR
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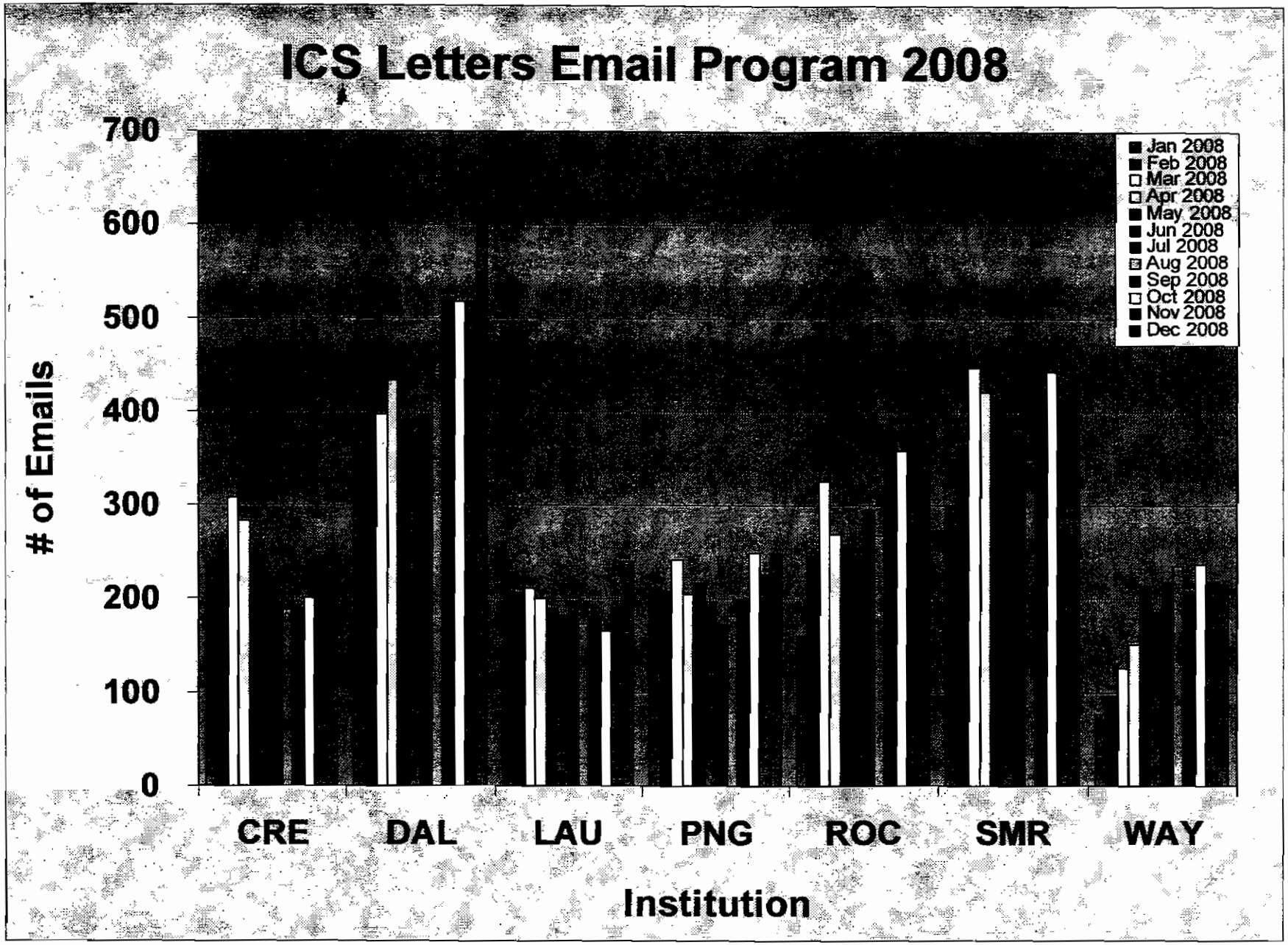
Institution


ICS Letters Email Program 2008
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# of Emails
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Jul 2008
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Oct 2008
Nov 2008
Dec 2008
CRE
DAL
LAU
PNG
ROC
SMR
WAY
Institution

Commonwealth of Pennsylvania

Date: **1-27-09**
Subject: **Part II Proposal Requirements Section II-4 Prior Experience**
Solicitation Number: **RFP#08-IGWF-80**
Opening Date/Time: **2-11-09/2:01 pm**
Addendum Number: **3**

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation "Addendum"" as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

List any and all changes:

Part II Proposal Requirements Section II-4 Prior Expierence

Replace existing paragraph with the following:

PA DOC wishes to select a provider whose established service meets the requirements and needs of our inmates and institutions. Offerors will demonstrate experience in the areas of Inmate Email, Electronic Funds distribution to inmates and lockbox service along with the technical knowledge to meet the requirements set forth by PA DOC. PA DOC requires examples of such experience and examples of successful deployment in a correctional setting* (this proven experience and successful deployment will serve as a reference). Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

*Correctional setting can be Federal, State or Local – NOT limited to State DOC setting..

For electronic solicitation responses via the SRM portal:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- To attach the Addendum, download the Addendum and save to your computer. Move to 'My Notes", use the "Browse" button to find the document you just saved and press "Add" to upload the document.
- Review the Attributes section of your solicitation response to ensure you have responded, as required, to any questions relevant to solicitation addenda issued subsequent to the initial advertisement of the solicitation opportunity.

For solicitations where a "hard copy" (vs. electronic) response is requested:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- If you have already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

  Department of Corrections
  2520 Lisburn Road
  Camp Hill, PA 17011

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the

solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Russ Ilgenfritz
Title: Administrative Officer
Phone: 717-975-4988
Email: rilgenfrit@state.pa.us

JPay the Trusted Leader in inmate services

Best and Final Offer (BAFO)

RFP#08-IGWF-80

Technical Submittal

Pennsylvania Department and Corrections

BAFO for Electronic Funds Transfer and Inmate E-Mail

JPay, Inc.
12864 Biscayne Blvd. Suite 243
Miami, FL 33181
Tel: 866.333.5729
Fax: 305.893.8985

September 1, 2009

Department of Corrections
Bureau of Administration
2520 Lisburn Road
Camp Hill, PA 17011
Attn: Russ Ilgenfritz

RE: RFP#08-IGWF-80 – Request for Best and Final Offer – Technical Submittal

Dear Mr. Ilgenfritz,

JPay Inc. (JPay) is pleased to submit this Best and Final Offer (BAFO) in response to RFP#08-IGWF-80 for the Pennsylvania Department of Corrections (DOC). JPay certifies that all questions in the BAFO have been addressed as indicated within the Request for BAFO.

Thank you for the opportunity to participate in the BAFO. JPay looks forward to hearing from you.

Sincerely,

Errol Feldman
JPay Inc.
General Counsel
Tel: 305.358.8689 ext. 236
Fax: 305.893.8985
E-mail: efeldman@jpay.com

1. **Please describe in detail the operation of your intelligence and investigation systems as it pertains to tracking ALL inmate and sender activity regarding EFT, e-mail and money orders.**

Our intelligence and investigation systems track all inmate and sender activity regarding EFT, e-mail, and money order services. We also track activity regarding the added value services such as video visitations, electronic media purchases, electronic commissary orders, and release debit card activity. Below is a brief description of how we track all activity for the EFT, e-mail, and money order services.

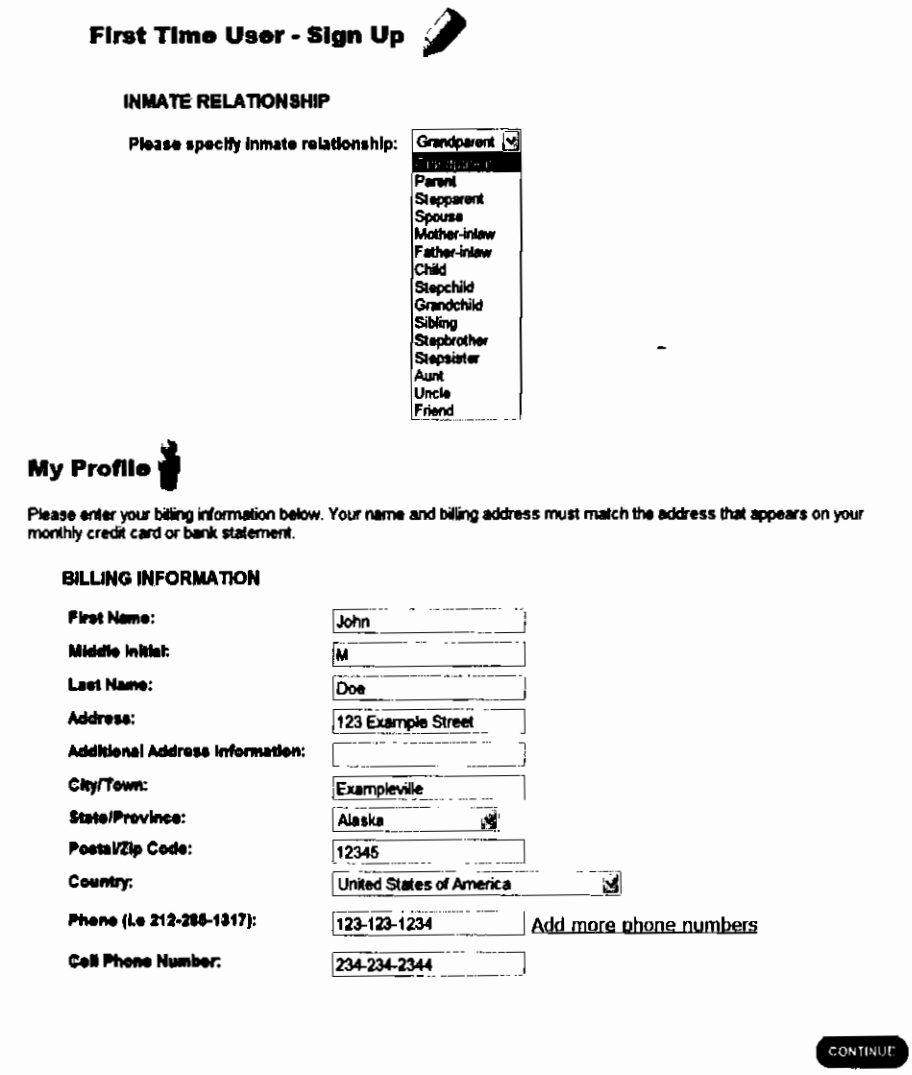
We collect and store inmate and sender data (aka "user data") and we offer tools to DOC to manage this data.

- Data collection: We collect user data at the point of sale, either when the sender creates an account with JPay online, when the sender sets up an account over the phone, at a cash store, or when the sender's money order is processed. We collect activity data (i.e. who sent to whom, at what time, from which IP address, etc) every time an ETF, e-mail, or money order is processed through our system. This, as well as detailed activity data, is made accessible to DOC via JPay's Facility Interface drilldowns and audit trails.

- Data management: In addition to making this data accessible, we offer data management resources such as the highly popular link analysis tool, which is currently used by DOC investigative staff statewide. We also offer staff alerts.

The Intel operation collects thorough sender data such as name, mailing address, billing address, IP address, contact info, the sender's relationship to the inmate and the sender's billing information.

Data Collection for Users:



Upon activity, the data is immediately available on the Facility Interface. For EFT and e-mail activity, we identify the computer IP address where the activity originated as well as the time of activity. For cash payments and non-computer based activity, we capture sender location as best as possible by requiring the sender to fill out sender information forms. These forms are available at MoneyGram stores as well as on the deposit slip that accompanies each money order.

Each user's activity data on the Facility Interface is combined and displayed with their activity history. For example, when looking up a particular letter, we expose not only the letter details, but we also list every letter written by this sender even if the sender sent to multiple inmates, and we also expose every letter that this particular inmate ever received, even if the e-mails came from multiple senders.

JPay recognizes that the management of such vast intelligence can be burdensome at times to the

investigative staff. As a result, the JPay system embraces this challenge by making our system as user friendly as possible. Often times the question asked by investigative users is, "Where do I start?" With this in mind, we offer customizable search criteria. For example, the staff can begin a search based on sender IP address, sender name, inmate name, letter id, payment date, etc. After search criteria are selected, the system creates a "drilldown" report that shows the compilation of the data points mentioned above. The following screenshots display the various search criteria that make our system so easy to navigate.

User Friendly Search Criteria for DOC Staff:

Search

Drilldown Reports Including User Data and Activity Data:

Account Summary

Deposits
Page 3 of 11

Letters Sent
Page 1 of 14

Letters Received
Page 1 of 8

Additional features include the ability to click on all "links" above (anything that appears in the color red). After clicking on any of the links, the drill down report immediately reformats itself and displays data based on the item clicked. For example, if the user clicks on the inmate name above, the reports are automatically reformatted based on inmate (instead of sender).

Drilldown Reports after Clicking on Inmate Name:

Inmate Summary

Deposits
Page 2 of 20

Data Management Tools for DOC Staff:

The Facility Interface offers Link Analysis and Staff Alerts.

For link analysis, the staff enters user friendly search criteria and instead of generating drilldown reports, they can choose to generate graphical representations.

Link Analysis Search Criteria for Staff:

Link Analysis Report Generated by Staff for "Level One – One Degree of Separation":

Link Analysis Reports Generated by Staff for "Level Three – Three Degrees of Separation":

For alerts, staff members individually register to receive customized alerts via e-mail or SMS. Alerts that are registered for and generated by staff (this example shows a staff member who registers to receive an e-mail alert to their DOC e-mail address that notified them every time Sender "12345" sends money to any inmate in the RTC facility):

Link analysis combines money and mail activity into unified drilldown and link analysis reports so that the DOC does not need to generate multiple reports for these two activities. JPay offers all data related to any such activity on these reports. It is the responsibility of the staff to customize the search query by indicating exactly which fields are required.

2. **Please describe how all transactions for EFT, e-mail and money orders are accessed by the user interface. For example, if partner is used for one component like EFT, how are the transactions for this component accessed by the user from the single user interface required in the RFP.**

DOC staff must first access JPay's Facility Interface online to administer the services. Each DOC user is given a username and password to log into the system and will only have access to specific services or features of the system. These controls let the DOC grant access based on the user's role. For example, the director of administration may have access to EFT, e-mail and Intel while a trust accountant from a specific facility may only have access to financial data. The following screenshot shows exactly how each staff user is created in the Facility Interface, displaying how each permission must be uniquely granted in order for that individual to have such permission.

Setting Up Users on the Facility Interface:

Access Control System

List Users Account

Since all of JPay's services are fully integrated, looking up an inmate or customer generates reports for all services utilized. The screen shot below shows an example of how a staff can access data for money

and mail or a combination of both.

As explained above in the answer to #1, drilldown reports, link analysis reports, and staff alerts are all customizable at the click of a button. The customization allows the staff to indicate exactly which criteria to search. All data related to any such activity is exposed and accessible on the Facility Interface.

Both the drilldown reports and the link analysis reports combine activity for both money and mail. When a link analysis report is generated, a nodes index helps the staff to identify money transactions vs. letters sent vs. video visits conducted, etc.

Batch Reports:

In addition to the drilldowns and link analysis that allow the user to distinguish money vs. mail, we also offer batch reports which can offer further details and further distinction of activity. These reports can identify payment categories so that staff can distinguish a cash payment from a credit card payment.

Deposit History

Below is the list of deposits. The ones marked in yellow are canceled deposits.

Deposits for **Batch 00121**

3. **The Department of Corrections is also asking that you give a breakdown of your cost for E-Mail and Electronic Funds Transfer. Meaning, does the cost for e-mail and EFT cover only those services, or does it cover the cost of other services being offered, i.e. the money order lockbox service? As you know, the DOC is asking that the money order lockbox service be provided at no cost to the DOC, inmate or sender. In your BAFO, please explain how this program component is being offered at no cost.**

The fees proposed in our cost submittal cover the cost for e-mail and EFTs. If the DOC utilizes JPay as the sole vendor for collecting trust account payments, JPay will provide the money order lockbox service at no cost to the DOC, inmate or sender.

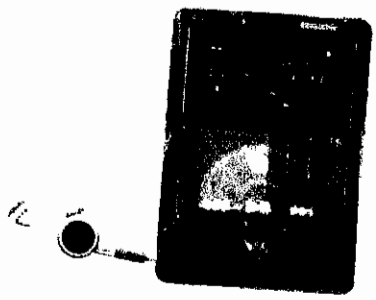
4. **E-Mail and Music Delivery**

As discussed in JPay's Oral BAFO Presentation, the MP3 Device outlined in our original technical submittal but further described below is an essential part of our overall solution and is fully integrated into our website facility dashboard, link analysis and Intel applications.

Inmates can purchase a correctional grade MP3 player which holds their e-mail as well as purchased music. This application is designed to consolidate all of the inmate's media onto one device while providing the PADOC with decreased property liability, increased media volume and improved security.

Accessing e-mail on this portable device results in line reduction and conservation of valuable time at the kiosk while allowing the inmate to view and re-read received mail and attachments while eliminating the need to print.

The JPay MP3 Player



Inmates must first purchase an MP3 player from the kiosk or, if preferable to the DOC, through the facility's existing commissary ordering process. The player is sent (via ground shipping) to the facility. Each device has a unique serial number that identifies the player and is preloaded with the offender's ID embedded in the player software.

The JPay MP3 player is built for high intensity use in the correctional environment and priced for affordability. The player lets offenders take their media to their cell. The device is loaded with the following applications:

- ✓ Digital music player
- ✓ Digital photo album

- ✓ eMessage reader (ebook)
- ✓ Tertris (full mode available free)
- ✓ FM / clock radio w/alarm function

MP3 Player Main Menu Screenshots

Player Security Functions

JPay's MP3 player is designed to mitigate fraudulent or malicious use by offenders. Players are preloaded with the offender's name and ID so when the player boots up, the offender name and ID appear notifying DOC staff of ownership. This prevents gambling and extortion by offenders.

To prevent the player from being connected with an unauthorized application, the device is configured to be constantly "locked." Locked is defined as unable to connect to any machine other than the offender kiosk.

Only JPay applications have the ability to unlock a player. A player can only be unlocked in the following cases:

1. When the offender logs into the kiosk and the offender's kiosk account matches the connected player.
2. When the DOC is logged into the Facility System, connects a player to the computer and uses the unlock feature.
3. When a released offender logs into JPay.com, connects the player to the computer and activates the release feature.

In the case of unauthorized use, a notification alert is sent via e-mail to appropriate DOC personnel. The e-mail contains the name and ID of the offender kiosk account, kiosk location identifier code as well as the player's serial number and owner information.

In addition, players can be configured to automatically lock for a period of time if the player is not authenticated to the offender kiosk. This solution lets the DOC determine the appropriate time period as a behavior modification tool.

Memory Capacity

Components

Warranty

The 60-day warranty covers the player and the components listed above. Any malfunctioning player will be collected, repaired and returned with the same media files present at the time it was received by JPay. However, after 60 days JPay is not responsible for fixing or recouping broken players or media.

Auto Recovery from the kiosk

Most issues related to players can be fixed by simply reloading the software to the player. JPay developed a proprietary technology that can perform this at the kiosk. The offender simply has to connect the player to the kiosk. The kiosk will flash the device and reload the offender's music onto the player.

Music Catalog

JPay allows offenders to download over a million tracks from today's biggest artists. Searching for music is simple and fast, with search capability by artist, album, and song – and most songs include a preview.

Offenders browse the music catalog using the offender kiosk. The music catalog is updated constantly so that new additions arrive continuously. All eligible songs from the following labels are currently available:

- ✓ EMI
- ✓ Universal Music Group
- ✓ Sony Indies
- ✓ Redeye

Music can be restricted from the catalog by correction staff using the Facility System. Once the DOC staff has chosen to block songs and albums from the catalog, this media can be previewed.

Browse and purchase music

Offender browses the music store to preview, purchase, download and manage music. The music catalog is updated in real-time with new songs and albums. To purchase a song, the offender submits a purchase request from the music store. If the offender's trust account has sufficient funds, the offender's trust account is debited for the purchase and the order is processed that night. If the offender's trust account has insufficient funds, the purchase request is declined and an e-mail notification is sent to the offender. If the purchase is approved, the music is available for download at the kiosk the next day.

Downloading purchased music and eMessages

The offender downloads music to the MP3 player by first logging into their kiosk account and then connecting their player to the USB port on the side of the kiosk. Once connected the application correlates the offender's login credentials with the authorized offender in the application database. If the offender's kiosk account does not match the player, the system automatically sends a signal to lock down the player.

The offender's kiosk account automatically recognizes the offender's MP3 player. Once the offender connects their MP3 player, the MP3 will automatically download all available pending music and any selected e-mails and/or photos. During the connection process or the download process the player cannot be used. The screens look like the following:

Offender transfers

Using the comprehensive interface with DOC Offender Management System, JPay verifies each offender's location before the player is shipped to the offender. This ensures the shipment is sent to the correct location. In the event an offender is transferred prior to receiving the player, JPay provides prepaid postage and packaging for each facility mailroom to forward the player to the offender's new facility. If the offender is released before receiving the player, the offender can request the player to be forwarded to them.

Offender releases

The JPay MP3 player can be used by released inmates once they leave the facility. The released inmate can log into www.jpay.com to buy or manage music.

5. Video Visitation

As discussed in JPay's Oral BAFO Presentation, JPay's system is fully integrated with other available services, including video visitation. The JPay Video Visitation Application outlined in our original technical submittal but further described below is key to the overall solution and is fully integrated into our website facility dashboard, link analysis and Intel applications.

The Application

JPay enables friends and family ("Customers") to connect with inmates from anywhere in the world through a personal computer; JPay can easily extend the system to be utilized at any DOC facility.

Video visitation allows for pre-scheduled video conversations between inmates and Customers. To participate, inmates use the kiosk which would already be equipped with a camera and handset. Customers use a visitation station or can access the JPay website from a PC equipped with a web camera/microphone to conduct the session. Camera and microphone devices are available for purchase and 24 hour support is available.

Video Scheduling

Customer uses www.jpay.com to schedule and pay for a visit with an inmate. JPay supports multiple simultaneous sessions. This is supported by JPay's state-of-the-art FMS technology. Configurations are available to allow DOC to specify exactly how many sessions can occur at the same time. This is useful for two main reasons. First, by limiting the amount of live simultaneous visits, staff can use their time efficiently to monitor live calls. For example, if a facility is best staffed from 9am to 5pm to monitor

visits, they can configure the system to allow 20 simultaneous sessions during 9am to 5pm, but only 10 sessions during evening hours. Second, this allows the system to control bandwidth allocation; a tool that is highly valuable to properly rollout the kiosk network onto installed infrastructure.

Customer Experience from a Remote Location

1. The application checks the inmate's availability, location and custody level.
2. The system checks the visitation list.
3. The system verifies availability of kiosks within a unit.
4. The system allocates a kiosk and notifies the inmate.
5. The system confirms the visit with the Customer.
6. The system connects both parties at the scheduled time for the session.

Security

Real Time Video Tracking gives security personnel full disclosure of the session content. DOC staff use the Facility Interface to look up archived video, view live sessions, and terminate live sessions when necessary. Every video session is archived and available for viewing by security personnel at any time.

The JPay system offers all of the following functionality.

1. JPay provides automatic playback in simultaneous audio and video modes by allowing DOC users to look up sessions based on search criteria (i.e. inmate ID, time of day, housing unit). The playback feature also displays two simultaneous videos; the inmate and Customer. The DOC can flag sessions for further review and censor sessions.
2. Simultaneous recording of all sessions, whether from a home computer or a visitation station, is automatic. All sessions are recorded in their entirety and are stored for further review.
3. All audio and video is recorded in digital mode. The media is "lightweight" on DOC bandwidth, allowing DOC users to playback and flag all sessions.
4. The "as needed" reports include activity logs, system usage reports, frequency reports, revenue reports, and much more. Embedded in the reporting tools is an alert system that allows DOC users to set up pre-defined alerts. Examples of these alerts include text messages whenever a designated inmate conducts a visit with someone who was recently added to their approved visitor list. DOC staff can receive a message whenever a designated inmate exceeds a specified balance on his/her trust account, or when this inmate makes requests to add Customer names to their approved caller lists.
5. Termination of calls is a valued feature in the video application. DOC staff can monitor a live video session and terminate the session at anytime if needed.
6. JPay offers an "Extend Session" feature to the inmate, Customer, and to the DOC users. This allows the inmate to make an immediate purchase to extend the session and also offers an option for the Customer to extend the call.
7. Upon early termination of a session, DOC can send a message to the inmate and Customer (i.e. "Your call is being terminated do to inappropriate behavior"). DOC can also join the session as a third party and communicate messages to either party.

8. The "Disable" feature allows DOC to terminate all sessions at once. DOC is given full control of all kiosks. This allows DOC to power off the kiosks individually, by living unit or by cell. DOC can restrict access to specific inmates and specific Customer. Furthermore, DOC can choose to shut down specific applications (i.e. shut down video but continue to allow inmates to write mail). These kiosk controls turn the kiosks into tools that allow facility managers to operate their facilities more effectively.
9. In addition to the features listed in the preceding subsection, DOC is given the ability to view all concurrent sessions, view and approve future or pre-scheduled sessions, and to view stored sessions. JPay will work with DOC to allocate DOC users with permission rights to disable kiosks and terminate sessions.

JPay the Trusted Leader in inmate services

Best and Final Offer (BAFO)

RFP#08-IGWF-80

Cost Submittal

Pennsylvania Department and Corrections

BAFO for Electronic Funds Transfer and Inmate E-Mail

JPay, Inc.
12864 Biscayne Blvd. Suite 243
Miami, FL 33181
Tel: 866.333.5729
Fax: 305.893.8985

September 1, 2009

Department of Corrections
Bureau of Administration
2520 Lisburn Road
Camp Hill, PA 17011
Attn: Russ Ilgenfritz

RE: RFP#08-IGWF-80 – Request for Best and Final Offer – Cost Submittal

Dear Mr. Ilgenfritz,

JPay Inc. (JPay) is pleased to submit this Best and Final Offer (BAFO) in response to RFP#08-IGWF-80 for the Pennsylvania Department of Corrections (DOC). JPay certifies that all questions in the BAFO have been addressed as indicated within the Request for BAFO.

JPay would like to submit the following revised cost submittal.

Thank you for the opportunity to participate in the BAFO. JPay looks forward to hearing from you.

Sincerely,

Errol Feldman
JPay Inc.
General Counsel
Tel: 305.358.8689 ext. 236
Fax: 305.893.8985
E-mail: efeldman@jpay.com

Fees for the Senders of Electronic Funds

Paid for by friends and family

Sending Money With a Credit/Debit Card		
Deposit Amount	Internet Fee	Phone Fee
$0.01 - $20.00	$3.95	$4.95
$20.01 - $100.00	$5.95	$6.95
$100.01 - $200.00	$8.95	$9.95
$200.01 - $300.00	$10.95	$11.95

Sending Money With Cash	
Deposit Amount	Cash Fee
$0.01 - $5,000.00	$6.95

Sending Money With a US Postal Money Order	
Deposit Amount	Lock Box
$0.01 - $5,000.00	No Cost

Fees for the Senders of Inmate E-mail

JPay proposes the following costs for the inmate e-mail service. Typically, JPay strives to price each message under that of a US postal stamp.

Plan	Total E-mails	Price Per E-mail	Characters Per E-mail
$2.00 fee* (non-recurring)	5 e-mails	$ 0.40	5,000 characters
$ 5.00 monthly recurring fee	20 e-mails	$ 0.25	5,000 characters
$ 7.50 monthly recurring fee	32 e-mails	$ 0.23	5,000 characters
$ 10.00 monthly recurring fee	50 e-mails	$ 0.20	5,000 characters

* Two types of plans are available. A one-time $2.00 option allows family and friends (and inmates) to get a taste of the product before committing to the product. This has proved essential to rapid adoption as it eases fears of a new technology that some are likely hesitant to adopt.

Release Card Program

This program is provided at no cost to DOC. Fees are assessed to the released inmate for each transaction listed below.

	Domestic (Decline)	International (Decline)
ATM Withdrawal	$2.00 ($0.50)	$4.00 ($1.50)
Purchase (PIN & signature)	$0.70 ($0.50)	$3.00 ($1.50)

Monthly Service Charge	$0.50	Automated Customer Service	$0.25*
Replacement Card	$5.00	Inactivity Fee	$2.99**
Account Closure	$9.95	Live Customer Service	$1.00
Expedited Card Replacement	$30.00	Statement (Print)	$1.50

* per minute, ** charged monthly if account is inactive for 90 days

Music Download Prices

- The cost per song ranges between $0.99 and $2.00 depending on the label and song.
- The cost per album ranges between $9.99 and $16.00 depending on the label and number of songs on the album.
- The cost per double album ranges between $18.00 and $22.00 depending on the label and number of songs on the album.
- The cost per music video ranges between $1.99 and $4.00 depending on the label and video.

MP3 Player Price

- MP3 Players cost $39.99

Pre-Scheduled Video Visitation Session – paid by Friends &Family

Session Time	Cost
25 minutes (includes 5 minutes free connect time)	$ 12.50

APPENDIX B
DOMESTIC WORKFORCE UTILIZATION CERTIFICATION

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use the domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. In order to be eligible for any consideration for this criterion, offerors must complete and sign the following certification. This certification will be included as a contractual obligation when the contract is executed. Failure to complete and sign this certification will result in no consideration being given to the offeror for this criterion.

I, Chief Operating Officer **[title]** of JPay Inc. **[name of Contractor]** a Delaware **[place of incorporation]** corporation or other legal entity, ("Contractor") located at 12864 Biscayne Blvd. Suite 243, Miami, FL 33181 **[address]**, having a Social Security or Federal Identification Number of 01-0756761, do hereby certify and represent to the Commonwealth of Pennsylvania ("Commonwealth") (Check one of the boxes below):

☑ All of the direct labor performed within the scope of services under the contract will be performed exclusively within the geographical boundaries of the United States or one of the following countries that is a party to the World Trade Organization Government Procurement Agreement: Aruba, Austria, Belgium, Bulgaria, Canada, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom

OR

☐ _____ **percent (_____%) [Contractor must specify the percentage]** of the direct labor performed within the scope of services under the contract will be performed within the geographical boundaries of the United States or within the geographical boundaries of one of the countries listed above that is a party to the World Trade Organization Government Procurement Agreement. Please identify the direct labor performed under the contract that will be performed outside the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement and identify the country where the direct labor will be performed:

_____

_____

[Use additional sheets if necessary]

The Department of General Services **[or other purchasing agency]** shall treat any misstatement as fraudulent concealment of the true facts punishable under Section 4904 of the *Pennsylvania Crimes Code*, Title 18, of Pa. Consolidated Statutes.

Attest or Witness:

9/1/09

Signature/Date

Ryan Shapiro/Chief Executive Officer

Printed Name/Title

JPay Inc.

Corporate or Legal Entity's Name

9/01/09

Signature/Date

Daniel Shapiro/Chief Operating Officer

Printed Name/Title

Pennsylvania Department of Corrections

Oral Presentation

RFP-08-IGWF-80

August 26, 2009

Presented by JPay, Inc.

the Trusted Leader in inmate services

JPay Company Overview

- Established in 2002, HQ in Miami
- Currently 50+ employees
- Company only services the corrections market
- 22 state and 55 county agencies under contract
- Translates to a footprint of over 1 million inmates
- Serves over 400,000 community corrections offenders
- Company leads with a "security first" approach

COMMONWEALTH OF PENNSYLVANIA · DEPARTMENT OF CORRECTIONS

JPay the Trusted Leader in inmate services

Regulatory & Compliance Overview

- Licensed in all 50 states

  All transactions occur under the umbrella of a federal and state licensed money transmitter

- Complies with all USA Patriot Act, the Bank Secrecy Act (BSA) International Anti-Money Laundering (AML), recordkeeping, currency transaction and suspicious activity reporting policies
- Payment Card Industry (PCI) and OFAC compliant
- JPay maintains maximum level of crime insurance coverage to protect against theft, fraud and other financial crimes

COMMONWEALTH OF PENNSYLVANIA · DEPARTMENT OF CORRECTIONS

JPay the Trusted Leader in inmate services

All RFP Requested Services Are Provided At NO COST

The Department of Corrections is also asking that you give a breakdown of your cost for E-mail and Electronic Funds Transfer. Meaning, does the cost for e-mail and EFT cover only those services, or does it cover the cost of other services being offered, i.e. the money order lockbox service?

Electronic Payments

eMessaging

Release Debit Card

Intel System

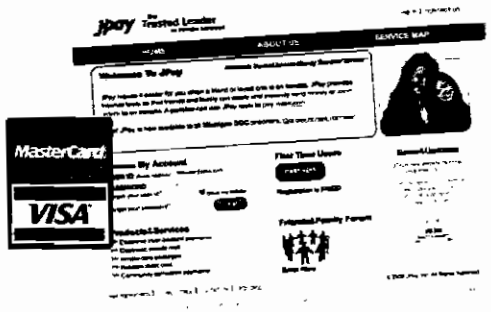
COMMONWEALTH OF PENNSYLVANIA · DEPARTMENT OF CORRECTIONS

JPay the Trusted Leader in inmate services

$ Electronic Payments - Channels

Discuss business processes, transaction processing timelines, and security for monetary transactions from a Customer's initial payment to final reconciliation by DOC.

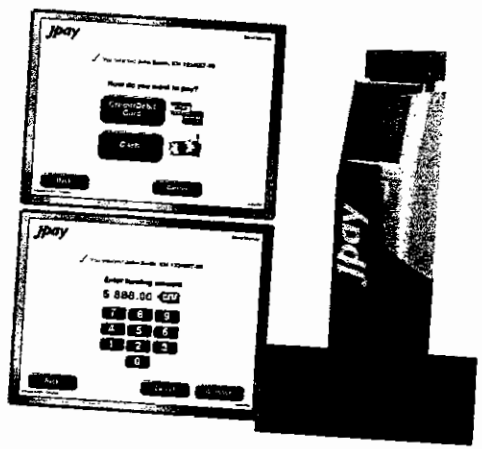
Online



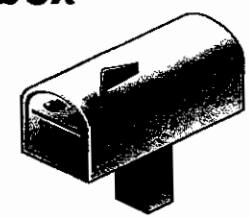
Walk-in Cash

Phone

Lobby Kiosk



Lockbox



COMMONWEALTH OF PENNSYLVANIA · DEPARTMENT OF CORRECTIONS ·

Jpay the Trusted Leader in inmate services

$ Electronic Payments - Cash

Discuss business processes, transaction processing timelines, and security for monetary transactions from a Customer's initial payment to final reconciliation by DOC.

Walmart

CVS/pharmacy
for all the ways you care

GIANT EAGLE

Albertsons

ACE CASH EXPRESS

ADVANCE AMERICA
CASH ADVANCE

- Walmart
- CVS/Pharmacy
- America's Cash Express
- Biggs
- Cash Zone
- Cub Foods
- Duane Reade
- Longs Drugs
- Nix Check Cashing
- Save Mart
- Shaw's
- Stater Bros.
- USA Checks Cashed
- Farm Fresh

COMMONWEALTH OF PENNSYLVANIA · DEPARTMENT OF CORRECTIONS

$ Electronic Payments - Flow

Please describe how all transactions for EFT, e-mail and money orders are accessed by the user interface. For example, if a partner is used for one component like EFT, how are the transactions for this component accessed by the user from the single user interface required in the RFP.

eMessages - Inbound and Outbound

- Inbound using JPay.com
- Outbound via Kiosk or Scanner
- Inmates can send standard invitations
- Customer can prepay for inmate response

the Trusted Leader in inmate services

eMessages – Security Features

- Opt-in System – eliminates victim contact
- eMessages screened instantly for…
  - ☑ Key words and phrases
  - ☑ Attachments
  - ☑ Designated inmates
  - ☑ Designated customers
- Translation capabilities
- Discard / Return to Customer / Send to Security

Jpay the Trusted Leader in inmate services

Release Debit Card

- Loaded with inmate's remaining trust account balance and is given to the inmate upon release.
- JPay provides educational material to the inmates so they are aware of all the benefits the release debit card offers.
- Perform Cash withdrawal at ATMs.
- Use at merchants for signature and pin-based purchases.
- Visa or MasterCard branded prepaid debit card.
- JPay's release debit card program offers the released inmate the opportunity to upgrade to a permanent card which acts as a fully functional and featured bank card.
- JPay provides all card inventory.
- JPay ships cards to on a monthly or quarterly basis.
- Completely "Web Based" no hardware.

Intel System

Please describe in detail the operation of your intelligence and investigation systems as it pertains to tracking ALL inmate and sender activity regarding EFT, e-mail and money orders.

- Cross-jurisdictional link analysis
- Graphical representations of customer/inmate relationships
- Gang detection
- Drill down to full customer or inmate history
- Get alerts via email or SMS
- Audit staff activity

Facility System

Please describe how all transactions for EFT, e-mail and money orders are accessed by the user interface. For example, if a partner is used for one component like EFT, how are the transactions for this component accessed by the user from the single user interface required in the RFP.

- All services managed with ONE interface
- Fully integrated suite
- System available online 24/7
- All data stored indefinitely
- Ad hoc reporting
- Access controls for DOC users

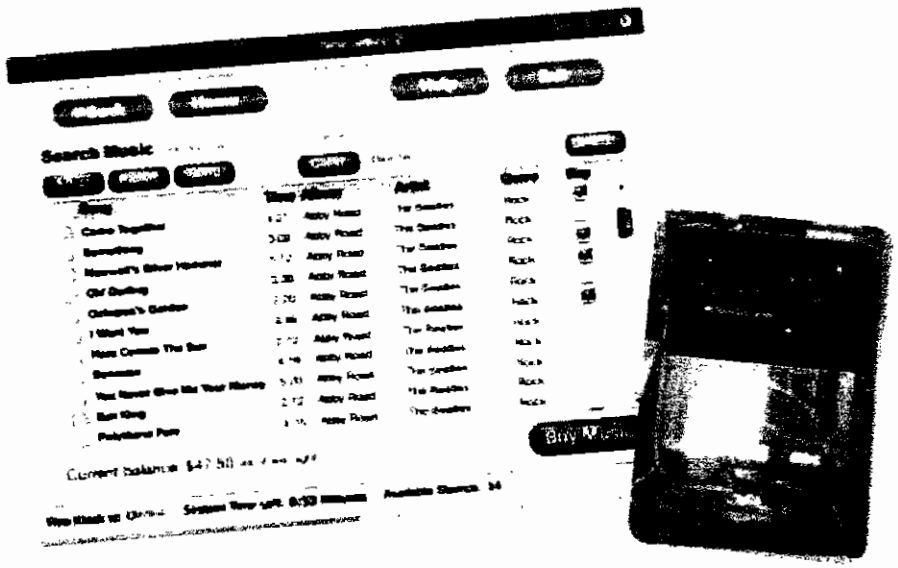
Added Value - Video Visitation

- Customer visits from anywhere in the world
- Customer uses www.jpay.com to schedule and pay for a visit
- System verifies the inmate's availability, location and custody
- System verifies availability of kiosks within a unit
- System allocates a kiosk and notifies the inmate via an eMessage
- System confirms the visit with the customer
- System connects both parties at the scheduled time

the Trusted Leader in inmate services

Added Value - Digital Media

- Purchase and download music from the kiosk
- Over 1 million songs available
- The MP3 player is built for corrections
- MP3 player affordability – ramp up adoption



the Trusted Leader in inmate services

Implementation Plan

Please discuss your implementation plan in two parts. The first part is integrating services and kiosks at institutions; the second part is the installation and operations supporting Probation and Parole offices. Discuss the timeline for implementation of services in institutions and Probation and Parole Offices.

Electronic Payments - Release Debit Cards

- **Integration**
- **Training**
- **Go Live**

Installation of Collection Kiosks

- **Installation of collection kiosks**
- **Go live**

COMMONWEALTH OF PENNSYLVANIA · DEPARTMENT OF CORRECTIONS

JPay the Trusted Leader in inmate services

Implementation Plan

Please discuss your implementation plan in two parts. The first part is integrating services and kiosks at institutions; the second part is the installation and operations supporting Probation and Parole offices. Discuss the timeline for implementation of services in institutions and Probation and Parole Offices.

Release Debit Cards

- **Integration**
- **Training**
- **Go Live**

Electronic Messaging

- **Go Live with Inbound Messaging**
- **Facility by facility Deployment of inmate kiosks**
- **Go Live Facility by facility with Outbound Messaging**

COMMONWEALTH OF PENNSYLVANIA · DEPARTMENT OF CORRECTIONS ·

JPay the Trusted Leader in inmate services

Implementation Plan

Please discuss your implementation plan in two parts. The first part is integrating services and kiosks at institutions; the second part is the installation and operations supporting Probation and Parole offices. Discuss the timeline for implementation of services in institutions and Probation and Parole Offices.

Additional Services

- **Deployed facility by facility on the inmate kiosk**

System and Kiosk Demonstration

the Trusted Leader in inmate services

Questions

JPay the Trusted Leader in inmate services

JPay the Trusted Leader in inmate services

Best and Final Offer (BAFO)

RFP#08-IGWF-80

Technical Submittal

Pennsylvania Department and Corrections

BAFO for Electronic Funds Transfer and Inmate E-Mail

JPay, Inc.
12864 Biscayne Blvd. Suite 243
Miami, FL 33181
Tel: 866.333.5729
Fax: 305.893.8985

August 18, 2009

Department of Corrections
Bureau of Administration
2520 Lisburn Road
Camp Hill, PA 17011
Attn: Russ Ilgenfritz

RE: RFP#08-IGWF-80 – Request for Best and Final Offer – Technical Submittal

Dear Mr. Ilgenfritz,

JPay Inc. (JPay) is pleased to submit this Best and Final Offer (BAFO) in response to RFP#08-IGWF-80 for the Pennsylvania Department of Corrections (DOC). JPay certifies that all questions in the BAFO have been addressed as indicated within the Request for BAFO.

Thank you for the opportunity to participate in the BAFO. JPay looks forward to hearing from you.

Sincerely,

Errol Feldman
JPay Inc.
General Counsel
Tel: 305.358.8689 ext. 236
Fax: 305.893.8985
Email: efeldman@jpay.com

1. **Please describe in detail the operation of your intelligence and investigation systems as it pertains to tracking ALL inmate and sender activity regarding EFT, e-mail and money orders.**

Our intelligence and investigation systems track all inmate and sender activity regarding EFT, e-mail, and money order services. We also track activity regarding the added value services such as video visitations, electronic media purchases, electronic commissary orders, and release debit card activity. Below is a brief description of how we track all activity for the EFT, e-mail, and money order services.

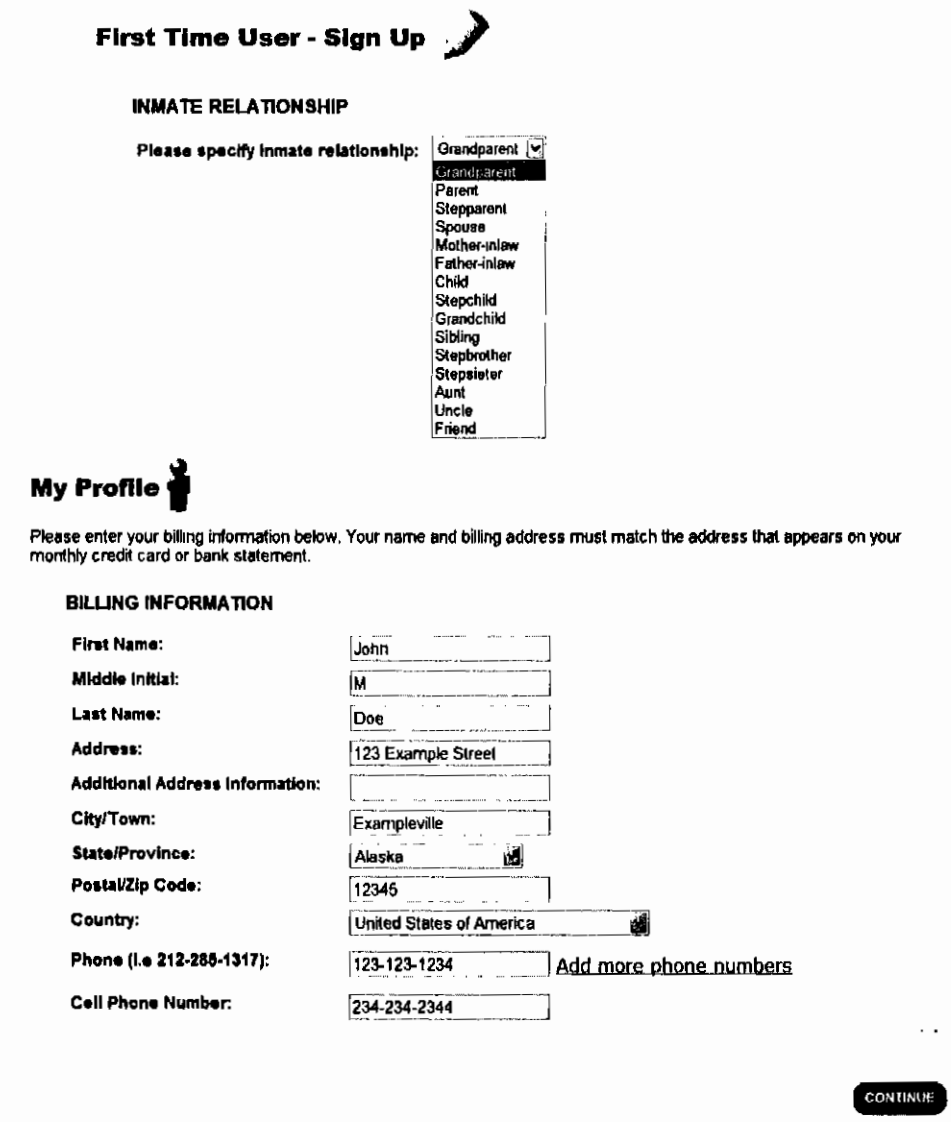
We collect and store inmate and sender data (aka "user data") and we offer tools to DOC to manage this data.

- Data collection: We collect user data at the point of sale, either when the sender sets up an account with JPay online, when the sender sets up an account over the phone, at a cash store, or when the sender's money order is processed. We collect activity data (i.e. who sent to who, at what time, from which IP address, etc) every time an ETF, e-mail, or money order is processed in the system. This data, as well as detailed activity data, is made accessible to DOC via the Facility Interface via drilldowns and audit trails.

- Data management: In addition to making this data accessible, we offer data management tools such as the highly popular link analysis tool which is currently being used by PADOC investigative staff statewide. We also offer staff alerts.

The Intel operation collects thorough sender data such as name, mailing address, billing address, IP address, contact info, the sender's relationship to the inmate and the sender's billing information.

Data Collection for Users:



Upon activity, the data is immediately available on the Facility Interface. For EFT and e-mail activity, we identify the computer IP address where the activity originated as well as the time of activity. For cash payments and non-computer based activity, we capture sender location as best as possible by requiring the sender to fill out sender information forms. These forms are available at MoneyGram stores, and this form is available on the deposit slip that accompanies each money order.

Then we combine the users' activity data on the Facility Interface along with their activity history. For example, when looking up a particular letter, we expose not only the letter details, but we also expose every letter written by this sender even if the sender sent to multiple inmates, and we also expose every letter that this particular inmate ever received, even if the e-mails came from multiple senders.

JPay recognizes that the management of such vast intelligence can sometimes be burdensome to the investigative staff. As a result, the JPay system embraces this challenge by making our system as user friendly as possible. Often times the question asked by investigative users is "where do I start?" With this in mind, we offer customizable search criteria. For example, the staff can begin a search based on sender IP address, sender name, inmate name, letter id, payment date, etc. Whichever search criteria are used, the user will be lead to a "drilldown" report that shows the compilation of the data points mentioned above. The following screenshots show the various search criteria that make our system so user friendly, and they also show the drilldown report.

User Friendly Search Criteria for DOC Staff:

Drilldown Reports Including User Data and Activity Data:

Deposits

Letters Sent

Letters Received

As additional user friendly feature, the system allows the user to click on all "links" above (anything that appears in the color red). After clicking on any of the links, the drill down report immediately reformats itself and displays data based on the item clicked. For example, if the user clicks on the inmate name above, the reports are automatically reformatted based on inmate (instead of sender).

Drilldown Reports after Clicking on Inmate Name:

Data Management Tools for DOC Staff:

The facility interface offers Link Analysis and Staff Alerts.

For link analysis, the staff enters user friendly search criteria and instead of generating drilldown reports, they can choose to generate graphical representations.

Link Analysis Search Criteria for Staff:

Link Analysis Report Generated by Staff for "Level One – One Degree of Separation":

Link Analysis Reports Generated by Staff for "Level Three – Three Degrees of Separation":

For alerts, staff members individually register to receive customized alerts via email or SMS. Alerts that are Registered for and Generated by Staff (this example shows a staff member who registers to receive an email alert to their DOC email address that notified them every time Sender "12345" sends money to any inmate in the RTC

Link analysis combines money and mail activity into unified drilldown and link analysis reports so that the DOC does not need to generate multiple reports for these two activities. JPay offers all data related to any such activity on these reports. It is the responsibility of the staff to customize the search query by indicating exactly which fields are required.

2. **Please describe how all transactions for EFT, e-mail and money orders are accessed by the user interface. For example, if partner is used for one component like EFT, how are the transactions for this component accessed by the user from the single user interface required in the RFP.**

DOC staff must first access JPay's online system (the "Facility System") to administer the services. Each DOC user is given a username and password to log into the system and will only have access to specific services or features of the system. These access controls let the DOC grant access based on the user's role. For example, the director of administration may have access to EFT, e-mail and Intel while a trust accountant from a specific facility may only have access to that facility's EFTs. The following screenshot shows exactly how each staff user is created in the Facility Interface, showing how each permission must be individually granted in order for that staff to have such permission.

Setting Up Users on the Facility Interface:

Access Control System

12864 Biscayne Blvd., Suite 243, Miami, FL 33181

Since all of JPay's services are fully integrated, looking up an inmate or customer generates reports for all services utilized. The screen shot below shows an example of how a staff can access data for money and mail or a combination of both.

As explained above in the answer to #1, drilldown reports, link analysis reports, and staff alerts are all customizable at the click of a button. The customization allows the staff to indicate exactly which criteria to search. ALL data related to any such activity is exposed and accessible on the Facility Interface. This sometimes poses the problem mentioned above, where the staff is over burdened by the data available. Therefore we made it the responsibility of the staff to customize the search query by indicating exactly which fields are requested.

The answers to #1 show that both the drilldown reports and the link analysis reports combine activity for both money and mail. When a link analysis report is generated, a nodes index helps the staff to identify money transactions vs. letters sent vs. video visits conducted, etc.

Batch Reports:

In addition to the drilldowns and link analysis that allow the user to distinguish money vs. mail, we also offer batch reports which can offer further details and further distinction of activity. These reports can identify payment categories so that staff can distinguish a cash payment from a credit card payment.

Deposit History

Below is the list of deposits. The ones marked in yellow are canceled deposits.

3. **The Department of Corrections is also asking that you give a breakdown of your cost for E-Mail and Electronic Funds Transfer. Meaning, does the cost for e-mail and EFT cover only those services, or does it cover the cost of other services being offered, i.e. the money order lockbox service? As you know, the DOC is asking that the money order lockbox service be provided at no cost to the DOC, inmate or sender. In your BAFO, please explain how this program component is being offered at no cost.**

The fees proposed in our cost submittal cover the cost for E-Mail and EFTs. If the DOC utilizes JPay as the sole vendor for collecting trust account payments, JPay will provide the money order lockbox service at no cost to the DOC, inmate or sender.

12864 Biscayne Blvd., Suite 243, Miami, FL 33181

JPay the Trusted Leader in inmate services

Best and Final Offer (BAFO)

RFP#08-IGWF-80

Cost Submittal

Pennsylvania Department and Corrections

BAFO for Electronic Funds Transfer and Inmate E-Mail

JPay, Inc.
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Fax: 305.893.8985

August 18, 2009

Department of Corrections
Bureau of Administration
2520 Lisburn Road
Camp Hill, PA 17011
Attn: Russ Ilgenfritz

RE: RFP#08-IGWF-80 – Request for Best and Final Offer – Cost Submittal

Dear Mr. Ilgenfritz,

JPay Inc. (JPay) is pleased to submit this Best and Final Offer (BAFO) in response to RFP#08-IGWF-80 for the Pennsylvania Department of Corrections (DOC). JPay certifies that all questions in the BAFO have been addressed as indicated within the Request for BAFO.

JPay would like to submit the following revised cost submittal.

Thank you for the opportunity to participate in the BAFO. JPay looks forward to hearing from you.

Sincerely,

Errol Feldman
JPay Inc.
General Counsel
Tel: 305.358.8689 ext. 236
Fax: 305.893.8985
Email: efeldman@jpay.com

Fees for the Senders of Electronic Funds

Paid for by friends and family

Sending Money With a Credit/Debit Card		
Deposit Amount	Internet Fee	Phone Fee
$0.01 - $20.00	$3.95	$4.95
$20.01 - $100.00	$6.95	$7.95
$100.01 - $200.00	$8.95	$9.95
$200.01 - $300.00	$10.95	$11.95

Sending Money With Cash	
Deposit Amount	Cash Fee
$0.01 - $5,000.00	$6.95

Sending Money With a US Postal Money Order	
Deposit Amount	Lock Box
$0.01 - $5,000.00	No Cost

Fees for the Senders of Inmate Email

JPay proposes the following costs for the inmate email service. Typically, JPay strives to price each message under that of a US postal stamp.

Plan	Total Emails	Price Per Email	Characters Per Email
$2.00 fee* (non-recurring)	5 emails	$ 0.40	5,000 characters
$ 5.00 monthly recurring fee	20 emails	$ 0.25	5,000 characters
$ 7.50 monthly recurring fee	32 emails	$ 0.23	5,000 characters
$ 10.00 monthly recurring fee	50 emails	$ 0.20	5,000 characters

* Two types of plans are available. A one time $2.00 option allows family and friends (and inmates) to get a taste of the product before committing to the product. This has proved essential to rapid adoption as it eases fears of a new technology that some are likely hesitant to adopt.

Release Card Program

This program is provided at no cost to PADOC. Fees are assessed to the released inmate for each transaction listed below.

	Domestic (Decline)	**International (Decline)**
ATM Withdrawal	$2.00 ($0.50)	$4.00 ($1.50)
Purchase (PIN & signature)	$0.70 ($0.50)	$3.00 ($1.50)

Monthly Service Charge		$0.50	Automated
Customer Service	$0.25*		
Replacement Card	$2.99**	$5.00	Inactivity Fee
Account Closure	$9.95	Live Customer Service	$1.00
Expedited Card Replacement (Print)	$1.50	$30.00	Statement

* per minute, ** charged monthly if account is inactive for 90 days

PENNSYLVANIA DEPARTMENT OF CORRECTIONS
P.O. BOX 598
CAMP HILL, PENNSYLVANIA 17001-0598
(717) 975-4863

ITEMS FOR BAFO SUBMISSION

August 5, 2009

Errol Feldman
JPay, Inc.
12864 Biscayne Blvd., Suite 243
Miami, FL 33181

RE: PA Department of Corrections RFP #08-IGWF-80

Dear Mr. Feldman:

The Commonwealth of Pennsylvania, Department of Corrections has reviewed your proposal in response to this RFP and is requesting a Best and Final Offer (BAFO) for your technical response, your cost and your disadvantaged business participation proposal.

There are a few program issues that require clarification. The DOC will be requesting a demonstration of your product as described in your original technical proposal and clarification of the following issues:

1. Please describe in detail the operation of your intelligence and investigation systems as it pertains to tracking ALL inmate and sender activity regarding EFT, e-mail and money orders.

2. Please describe how all transactions for EFT, e-mail and money orders are accessed by the user interface. For example, if a partner is used for one component like EFT, how are the transactions for this component accessed by the user from the single user interface required in the RFP.

3. The Department of Corrections is also asking that you give a breakdown of your cost for E-mail and Electronic Funds Transfer. Meaning, does the cost for e-mail and EFT cover only those services, or does it cover the cost of other services being offered, i.e. the money order lockbox service? As you know, the DOC is asking that the money order lockbox service be provided at no cost to the DOC, inmate or sender. In your BAFO, please explain how this program component is being offered at no cost.

In addition to the above questions, PA DOC is requesting that you provide a working demonstration of your product as it pertains to the requirements set forth in the RFP.

JPAY Inc is scheduled to demonstrate your product on August 26, 2009 at 9:00am at the DOC Central Office located at 2520 Lisburn Rd, Camp Hill PA 17011.

**** Please note: You will need to demonstrate your product on DOC provided equipment. You will NOT be able to connect any outside equipment to the DOC network.**

In the RFP, we emphasized our commitment to participation by Disadvantaged Businesses for this engagement. Your company's proposed DB commitment is low in DB participation. We strongly encourage you to take advantage of this opportunity to improve your DB score by proposing additional commitments to disadvantaged businesses, as other offerors have been extended the same opportunity. A database of BMWBO-certified minority- and women-owned businesses can be accessed at http://www.dgsweb.state.pa.us/mbewbe/VendorSearch.aspx

Please do not hesitate to contact Gayle Nuppnau, Bureau of Minority and Women Business Opportunities for additional information on submitting a qualifying DB proposal. Ms. Nuppnau can be reached at 717-346-3819.

The BAFO DB submission will replace your original DB submission and will be evaluated in the manner prescribed in the RFP. We strongly encourage you to take advantage of this opportunity to improve your DB proposal.

The Disadvantage Business, Technical and Cost portion of your BAFO submittals must be placed in a separate sealed envelope.

Please provide us your response no later than August 19, 2009.

Return your response to Department of Corrections, Attn: Russ Ilgenfritz, 2520 Lisburn Road, Camp Hill, PA 17011. Thank you for your assistance.

Sincerely,

Russ Ilgenfritz
Issuing Officer

JPay the Trusted Leader in inmate services

JPay Inc.
12864 Biscayne Blvd. Suite 243
Miami, FL 33181

Technical Submittal

Pennsylvania Department of Corrections

Response to RFP for Electronic Funds Transfer and Inmate E-Mail

RFP#08-IGWF-80

February 10, 2009

Department of Corrections
Bureau of Administration
2520 Lisburn Road
Camp Hill, PA 17011
Attn: Russ Ilgenfritz

RE: RFP#08-IGWF-80 - Electronic Funds Transfer and Inmate E-Mail

Dear Mr. Ilgenfritz,

JPay Inc. (JPay) is pleased to submit this proposal in response to RFP#08-IGWF-80 requesting Electronic Funds Transfer and Inmate E-Mail for the Pennsylvania Department of Corrections (PADOC). JPay certifies that all requirements of this RFP have been addressed as indicated within the proposal. JPay understands the terms of the work to be performed under this RFP and commits to perform within all specifications and timeframes set forth in this RFP. JPay's proposal is valid for 120 days.

Thank you for the opportunity to provide a proposal to this RFP. JPay looks forward to hearing from you.

Sincerely,

Errol Feldman
JPay Inc.
General Counsel
Tel: 305.358.8689 ext. 236
Fax: 305.893.8985
Email: efeldman@jpay.com

II-1. Statement of the Problem. State in succinct terms your understanding of the problem presented or the service required by this RFP.

Understanding

JPay, an industry leader, has been providing e-commerce services since 2002. We work exclusively in corrections and currently offer our services to approximately 1,000,000 inmates across the country. We've been providing electronic funds transfers for PADOC since 2004 and our inmate email service for PADOC since 2006. We enjoy an excellent working relationship with all levels of the PADOC organization, and as a result have developed a thorough understanding of PADOC's needs as it relates to this RFP.

Challenge with Mail

PADOC, like most correctional institutions, is faced with the challenges of incoming physical mail. Even with diligent inspections, drugs and other contraband enter PADOC through physical mail. Second, officers are at risk of encountering hazardous substances when opening physical mail. Third, officers detest reading physical mail because it is labor intensive, especially when the mail is handwritten or in a foreign language. Fourth, security personnel underutilize the information in physical mail because it is rarely retrievable after it has been delivered. Fifth, transferring inmates between facilities plays havoc with inmate mail as letters are often lost. As a result, PADOC piloted an inmate email service to help with these challenges and ease the load of physical mail.

Currently, PADOC has multiple inmate email vendors performing the same task at different institutions. PADOC is now looking to move away from having multiple vendors for several reasons. First, transferring inmates between facilities frustrates inmates, their families and correction authorities because the inmate email service provider also changes. Friends and family (F&F) lose their purchased postage and are forced to switch to a new inmate email service provider. This affects the adoption rate of inmate email and increases the likelihood that the sender will revert back to sending physical mail. Moreover, data is not consolidated into one system making it difficult for PADOC security teams to gather data on groups of inmates and individuals within the groups.

Challenge with Electronic Funds Transfers

PADOC, like most correctional institutions, is faced with the challenges of processing inmate money. F&F must send a money order along with PADOC's deposit form to the central office. PADOC is faced with opening the envelope and processing the money order, a labor intensive and burdensome process.

PADOC sought to relieve some of the challenges faced with collecting and processing money orders by having multiple vendors process electronic funds transfers. As a result,

PADOC has reduced incoming money orders but is forced to access multiple locations to gather data, a cumbersome and inefficient process. Moreover, each vendor provides a similar service as one another. Electronic funds transfers and money orders need to be consolidated and available in a single location.

Services Required

PADOC is seeking to consolidate inmate email and electronic funds transfers under the management of one vendor. The vendor would provide all components necessary to allow inmates to receive inmate email at no cost to PADOC. The vendor would also provide all components necessary for F&F to send funds electronically to an inmate's trust account, including the addition of a money order lock box. It is imperative the vendor's system would offer an integrated security apparatus which maps the relationships between inmates and F&F based on email and electronic funds transfer data.

Further, PADOC is interested in expanding inmate email to include outgoing email from an inmate kiosk. The inmate kiosk should also be capable of hosting other inmate service applications.

PADOC is also interested in moving away from giving checks to inmates when they are released. PADOC is seeking a vendor to provide an efficient, industry proven release debit card system.

PADOC would like a single vendor to provide each of the above services and be able to manage each service from a single integrated interface.

II-2. Management Summary. Include a narrative description of the proposed effort and a list of the items to be delivered or services to be.

Management Summary

JPay's goal is to expand its inmate email service to every PADOC State Correctional Institution (SCI) and provide an outgoing email service. Deploying a two-way inmate email system has proven time and time again to dramatically increase the adoption of inmate email and consequently diminish physical mail and contraband. Outgoing email entails the deployment of inmate kiosks which are designed to host other inmate services such as video visitation, the delivery of music and other media, and an electronic greivance program customized to PADOC specifications.

JPay intends to become the sole vendor for electronic funds transfers with the addition of a money order lock box so all trust account transfers are processed through the JPay system. As a result, PADOC will only have one interface to manage all transfers. JPay can also install lobby kiosks in SCI visitation areas for F&F to deposit funds in addition to a release debit

card system.

Below is a list of the services to be delivered:

- Inmate Email (pg. 6)
  - Expand inmate email to every SCI (pg. 6)
  - Provide outgoing email from inmate kiosks (pg. 15)
- Electronic Funds Transfer (pg. 21)
  - Addional funding option - money order lock box (pg. 23)
  - Additional funding option - lobby kiosk in SCI visitation areas (pg. 28)
  - Expand electronic funds transfer to include prepaid phone & debit funding
  - Expand electronic funds transfer to include community correction (pg. 28) payments
- Intel System (pg. 28)
  - Expand data reach to new service offerings (pg. 29)
- Release Debit Cards (pg. 29)
- Additional Inmate Kiosk Services (pg. 31)
  - Video visitation (pg. 31)
  - Delivery of music and other media (pg. 32)
  - Electronic kite program (pg. 32)

Based on the statistics provided by PADOC in Addendum 2 (Questions and Answers), JPay's inmate email service clearly obtained a higher adoption rate then the three other vendors providing a similar service. If all PADOC inmates had access to JPay's inmate email service in 2008 PADOC would have received 184,515 inmate emails, a 58.35% increase when compared to the 116,525 inmate emails PADOC received from all vendors. Moreover, providing outbound inmate email increases the volume of inbound inmate email at least 10 fold. If outbound inmate email was available to PADOC inmates in 2008, JPay could have processed 1,845,150 inbound inmate emails for PADOC.

Based on the statistics provided by PADOC in Addendum 2 (Questions and Answers), JPay's electronic deposit service has clearly outperformed the other vendors. In 2008, JPay collected 74% of all electronic funds transfers for PADOC while the three other vendors collected 26% of the electronic funds transfers.

Because of accessability, convenience and unparraleled customer service the friends and family of PADOC inmates have identified their vendor of choice.

II-3. Work Plan. Describe in narrative form your technical plan for accomplishing the work. Use the task descriptions in **Part IV** of this RFP as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate

the number of person hours allocated to each task. Include a Program Evaluation and Review Technique (PERT) or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach.

☑ The JPay Team has read, understands and agrees to comply with Part IV-A – Work Statement for Inmate Email.

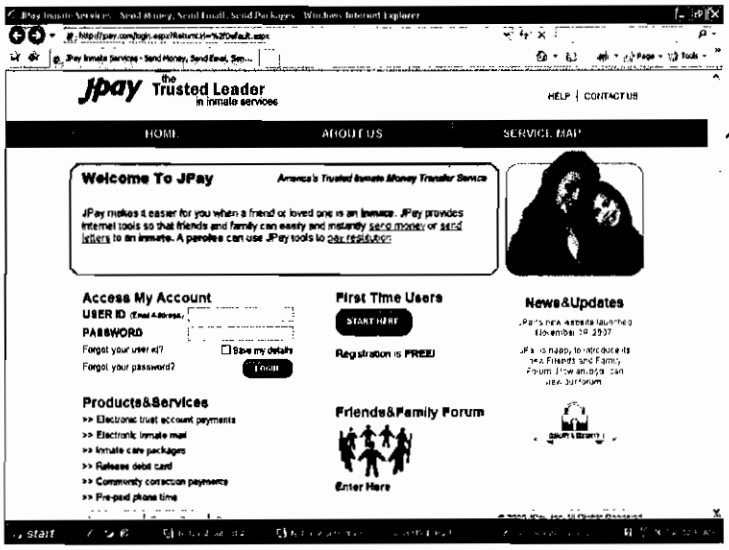
Incoming Inmate Email

Overview

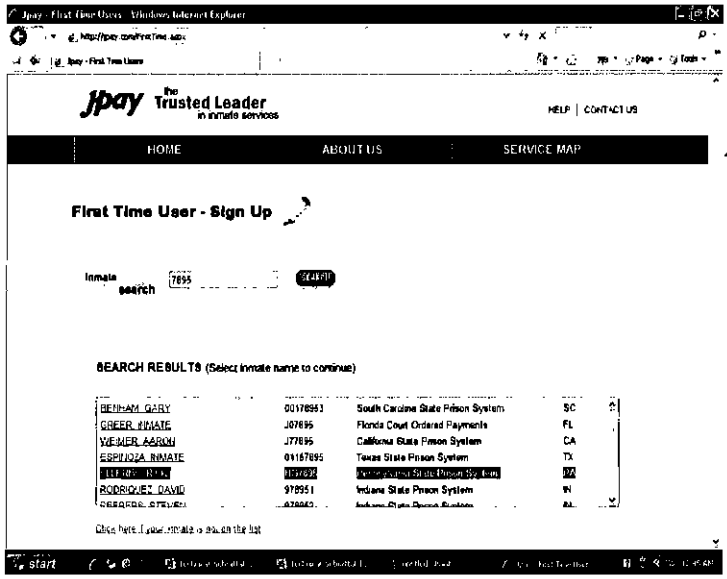
JPay's inmate email service is built to provide a modern day email application in the prison environment. The service is designed to convert at least half of incoming physical mail into inmate email. This reduction in physical mail will reduce operational costs and limit the amount of contraband entering the facilities. In addition, inmate email provides unparalleled security and intelligence capabilities that greatly simplify and enhance the work of security personnel.

F&F Experience

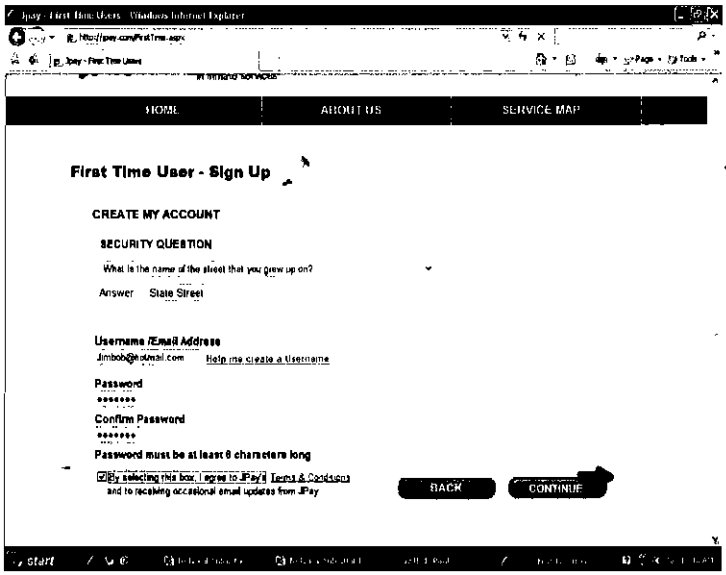
F&F use the JPay website (www.JPay.com) to purchase a monthly inmate email subscription with a credit/debit card and write inmate email. F&F can also attach electronic photos to email, a key component of a successful and rapid adoption of inmate email. A spell check function is also available for F&F so they can spell check each of their emails.



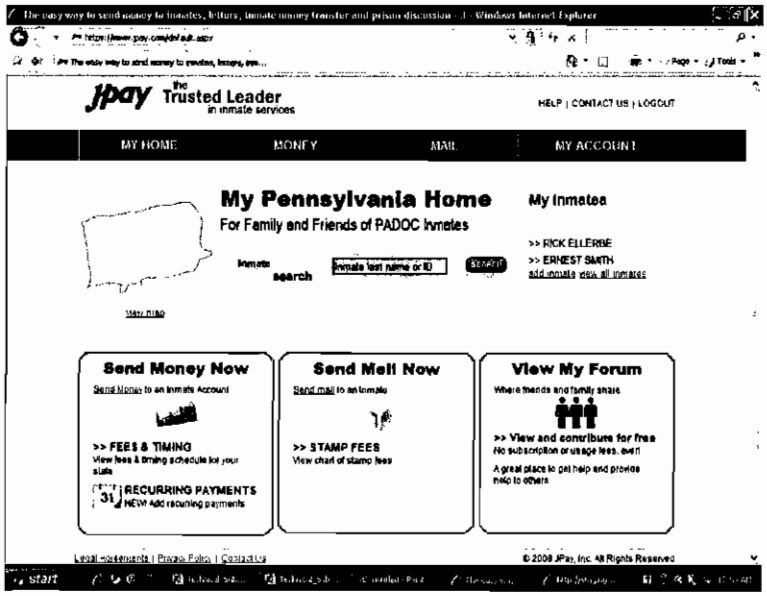
F&F visit www.JPay.com to sign up for a JPay account.



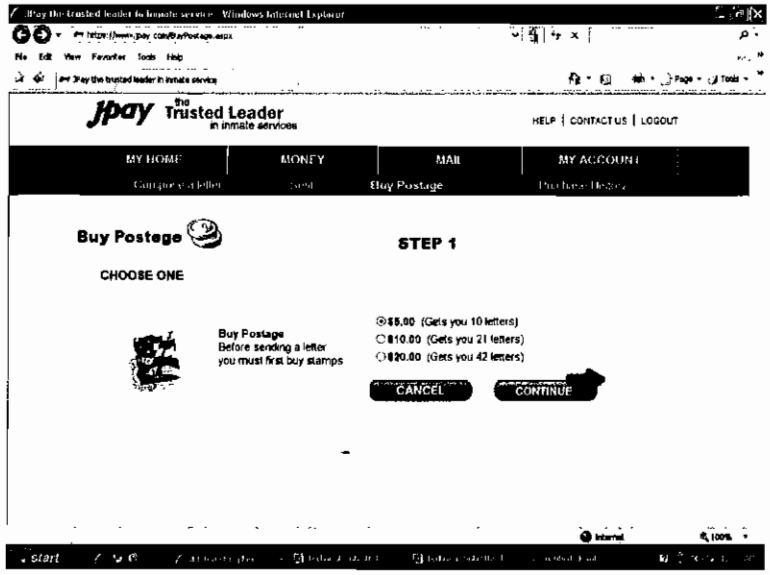
The sign up process is simple; F&F first select an inmate by entering the inmate's ID.



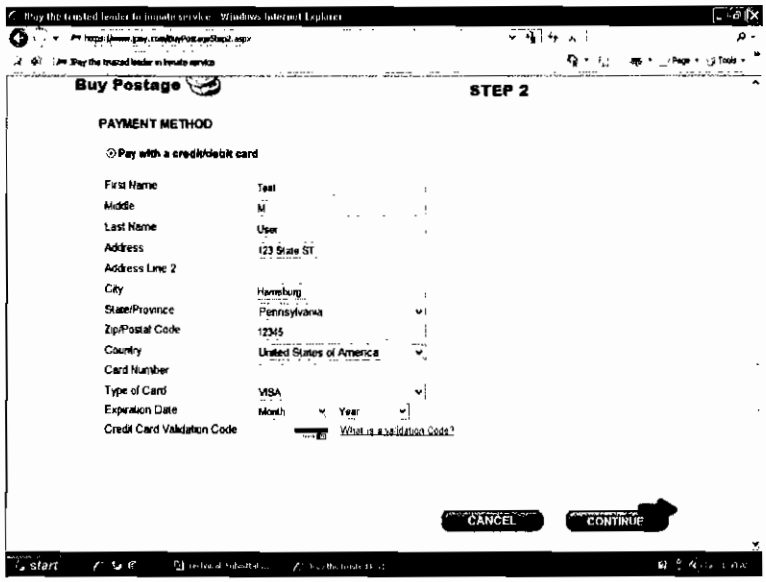
Then, F&F create a username and password.



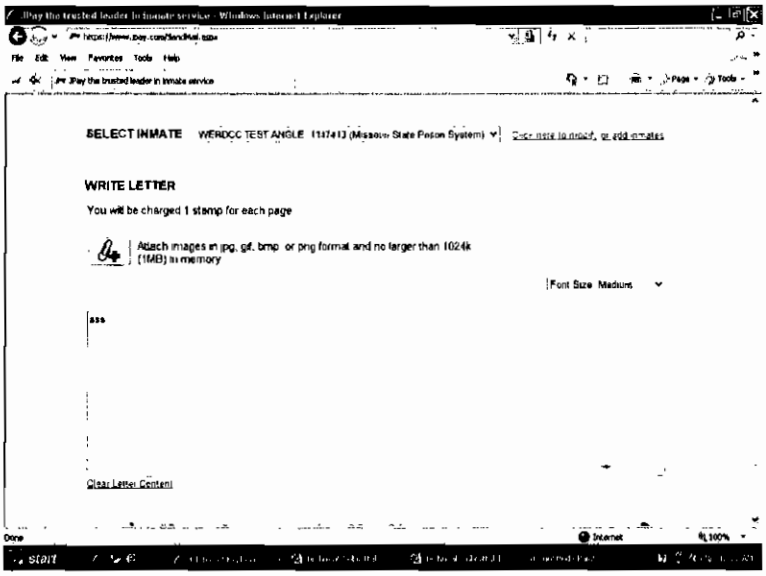
Once the sign up process is complete, F&F are directed to their landing page.



To send an email, F&F first purchase a subscription plan.



F&F provide credit/debit card information, including their billing address and phone number.



Once a subscription is purchased, F&F can compose and send email.

Once the email is sent, JPay automatically scans and categorizes the email for further review or printing in the SCI mailroom.

PADOC Experience

JPay integrates with PADOC so each inmate email can be correctly routed to the inmate's housing location. Using File Transfer Protocol (FTP), PADOC sends the inmate roster to JPay consisting of each inmate's name, ID and housing location. After mailroom staff review and print daily email, the emails are distributed to the inmates.

The 'Facility System'

JPay provides a website for PADOC staff called the "Facility System" for the screening, holding and printing of incoming email and subsequent reporting. In addition, the Facility System is used for the management of electronic funds transfers, release debit cards, all inmate kiosk applications and the Intel system.

Since the Facility System is role-based and every action is tracked, a 'Chain of Custody' is created as each email moves through the system. Depending on the user's role, users will have access to the following functionality:

- Email Screening

Once F&F send an email, the email is automatically scanned for predefined words, attachments, and designated inmates and senders. After the automatic screening process, email is categorized according to each SCI's watch lists. Mailroom staff can review, withhold, return or print an inmate email either individually or collectively. Once emails are scanned, each email is categorized according to the following:

- Watch Lists

PADOC can create and modify watch lists at anytime. JPay's watch lists have proven to reduce staff time reviewing mail.

- Printing

Emails are printed once they are approved. Emails are printed with the inmate's information in the header. Enough space is given so the email can be folded and stapled revealing only the inmate's information.

- Forbidden Lists

PADOC staff can block/unblock F&F or inmates from sending or receiving email.

- Language Translation

JPay's new translation tool lets PADOC translate inmate email from Spanish or Russian into English with the click of a button. Other languages can be configured for translation upon request.

- Inmate Transfers & Releases

The Facility System lets staff 'relocate' an email when an inmate transfers to a new SCI. Although an inmate's email was directed to the inmate's previous SCI, this tool scrubs the email against the most recent inmate roster and then sends the email to the correct SCI.

Once an inmate is released, inmate email can no longer be sent to that inmate. If an inmate is released, email already sent from F&F will be returned with the email's respective postage.

- Storage & Reporting

All emails are stored indefinitely and available to PADOC anytime via the Facility System throughout the life of the service.

PADOC can also generate on the fly inmate email reports from the Facility System. Reports vary from the total volume of inmate email to how many emails were categorized as 'sent to security.'

Mailroom supervisors can audit mailroom staff. For example, if an email is mistakenly approved the mailroom supervisor can view the email's history and identify which staff member approved the email.

In addition, PADOC staff can generate graphical reports of email volume and growth.

- *Support*

JPay operates a help desk to assist PADOC staff with service issues. The help desk can be contacted by phone or email. PADOC staff can also report an issue via the Facility System's ticket system.

Outgoing Email from an Inmate Kiosk

- Overview

Providing outgoing email from inmates to F&F 'closes the loop' on inmate email. Allowing inmates to respond to incoming emails drives email adoption and PADOC will immediately see a dramatic decline in physical mail and contraband. JPay's outgoing email service proves most effective when hosted on an inmate kiosk.

- Inmate Kiosk

Inmate kiosks are wall mounted (or table-top mounted) terminals that host inmate email.

Inmate Experience

- Authentication

JPay offers a three prong approach to authenticating inmates at kiosk login: 1) Username/Password, 2) Security Question/Answer, and 3) Swipe Card or fingerprint biometrics. The process for setting up an inmate's authentication depends on the specifications and requirements of PADOC.

- Outgoing Email Service

Upon logging into the inmate kiosk, the inmate can read inmate email, view attachments and buy electronic postage. Inmates can only respond to inmate email or write new inmate email to those who have previously written him/her. This "opt-in" restriction eliminates any chance of inmates contacting victims.

- Subscriptions

Inmates purchase subscriptions to compose or reply to email. Subscriptions allow the inmates to participate at an inexpensive rate. JPay can work with Bureau of Information Technology to offer subscriptions through commissary. JPay can also offer F&F the option to purchase an inmate's subscription from www.JPay.com.

- Invitations

Invitations are a great way for inmates to let F&F know they can write outging inmate email. The invitation is a standard message sent to the F&F's email address or cell phone via SMS (short messaging system), and simply invites the F&F to log into www.JPay.com to set up an account. Once an account has been established, the F&F can send the inmate an email. Inmates are not charged to send invitations.

Email and SMS text invitations are available to the inmates. The system is configured to only allow 1 SMS or email invitation to each F&F. F&F can opt out of receiving any further contact from a PADOC inmate.

- Alternative Outgoing Email Solution

The primary method for inmates to compose outgoing inmate email is via the inmate kiosk. JPay offers an alternative method for inmates to have outgoing inmate email. Inmates handwrite an outgoing message on a response page that is included with the incoming email. Mailroom staff will then scan the response page into the JPay system using a scanner device provided by JPay. A unique identifier on the response page alerts JPay if the message should be reviewed because of a watched inmate or F&F. If not, the message is sent to the sender's JPay account for viewing.

- Inmate Email Conclusion

It should be noted that JPay will provide notice before any software or hardware upgrade to the inmate email system takes place. JPay provides all necessary hardware or software, and all consumables when needed. JPay is responsible for handling all customer inquiries and any service disruptions. JPay always keeps its data secure and confidential and only disseminates the information when required to by law. JPay also allows PADOC to review and deny any promotional material related to the project.

☑ The JPay Team has read, understands and agrees to comply with Part IV-B – Work Statement for Electronic Funds Transmittal.

Electronic Funds Transfer

- Overview

JPay's electronic funds transfer service is the most widely used method of sending funds electronically to PADOC inmates. The service has been available to all PADOC inmates since 2004, has continued to grow on a monthly basis and currently receives three quarters of all electronic funds transfers for PADOC. We are confident that we have the ability to handle all electronic funds transfers for PADOC in addition to providing a superb money order lock box solution. By consolidating all collection methods, PADOC will only have one interface to manage transfers and will significantly reduce PADOC administrative time and effort.

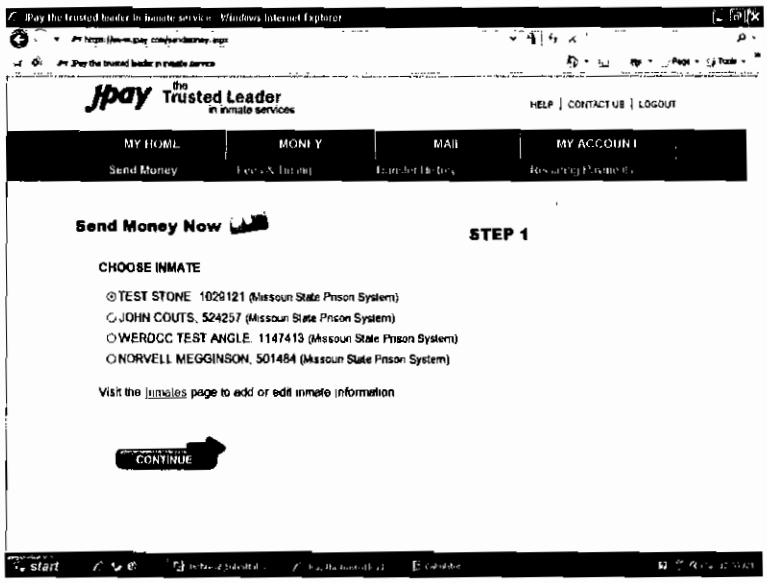
F&F Experience

- ✓ Internet (www.JPay.com)
- ✓ Toll-Free Phone (24/7 and Bilingual)
- ✓ Nationwide Cash Stores (MoneyGram, ACE Cash Express and Dolex)
- ✓ Money Order Lock Box

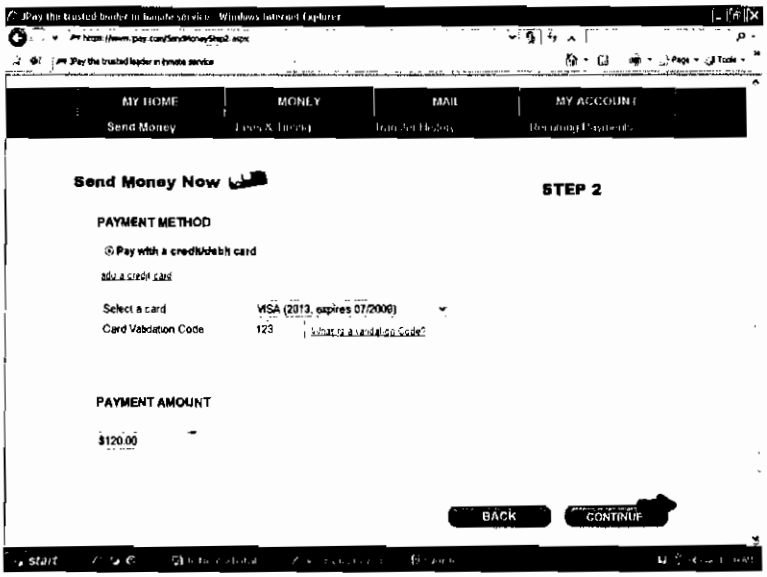
- Internet

F&F can use JPay's website (www.JPay.com) to make an electronic funds transfer with a credit/debit card and soon, an electronic check. To ensure F&F and transfer validity, JPay collects the F&F name, billing address (street address, city, state and zip) and telephone number.

Like the F&F experience for inmate email, the sender must first sign up for a free JPay account. Once the F&F has signed up, s/he can send money or send email. Sending money, as seen below, is a three step process.



First, choose the inmate (recipient)



Second, choose credit/debit card or checking account and specify amount.

Third, confirm information and send.

- Toll-Free Phone

A 24-hour call center with bilingual representatives is available to process credit/debit card transfers and soon, electronic checks. Representatives can also answer F&F questions or concerns. To ensure F&F and transfer validity, JPay collects the F&F's name, billing address (street address, city, state and zip) and telephone number.

- Cash Agent Locations

ACE CASH EXPRESS · MoneyGram International · DolEx · GIANT EAGLE · Walmart Save money. Live better. · CVS/pharmacy

JPay has a relationship with several cash agent location service providers to collect cash transfers at approximately 30,000 agent locations throughout the United States and approximately 800 cash agent locations in the State of Pennsylvania. These locations also have walk-in locations available internationally in the British Virgin Islands, Cayman Islands, and Turks & Caicos as well as in US territories (American Samoa, Guam, Puerto Rico and US Virgin Islands). F&F can visit any of these locations to make a transfer to a PADOC inmate. The inmate's name and ID are verified before the transfer is sent to PADOC.

- Money Order Lock Box

JPay can collect, process, and support all US Postal money orders sent to PADOC inmates. Money orders would be addressed to a JPay Post Office Box and retrieved each business day.

Money orders would be processed and sent to PADOC within 48 hours of receiving the money order.

Using this service, PADOC eliminates the handling and processing of inmate deposits. Not only are all customer service related issues handled by JPay but the data gathered and available via the Facility System gives PADOC a clear picture of all PADOC financial transactions.

PADOC Experience

- Current Interface

JPay's current interface with PADOC's trust accounting system takes place via FTP. Each day PADOC sends an inmate file to JPay consisting of each inmate's name, ID and housing location so JPay can verify the inmate before the transfer is sent to PADOC. JPay in turn aggregates all transfers, whether collected from the Internet, telephone, cash agent or lock box, and sends the transfers to PADOC in a batch file format each evening. Electronic funds transfers are available on the inmate's trust account within minutes following PADOC's receipt of the batch.

- Reporting

The Facility System lets PADOC staff look up individual transfers, view daily batch reports, monthly recap reports, and ACH confirmations. Reconciliation and investigative reports can be customized to meet the needs of PADOC, including reporting by facility, region or statewide. In addition, reports can be generated according to inmate or F&F. This gives PADOC the ability to view the account history of any particular inmate or F&F.

- Banking

JPay guarantees all electronic funds transfers. All funds corresponding to each day's transfers are remitted to the PADOC's bank via an Automated Clearing House (ACH) Credit each banking day. All ACHs are detailed in batch reports.

- *Support*

JPay operates a help desk to assist PADOC staff with service issues. The help desk can be

contacted by phone or email. PADOC staff can also report an issue via the Facility System's ticket system.

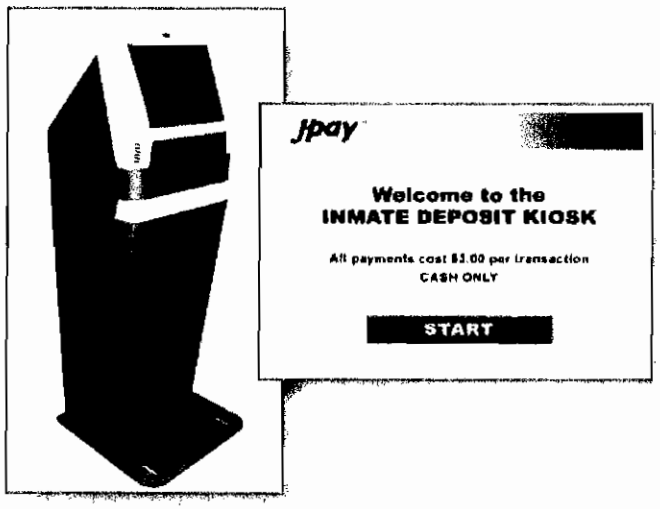
- Alternative Methods of Integration

If requested by PADOC, JPay can modify the existing FTP interface so files can be exchanged more frequently (i.e. every fifteen minutes or hourly) or the FTP swap can take place at a more convenient time. JPay can also offer PADOC a web services interface whereby inmate and deposit information is exchanged in real-time. At point-of-sale, the

inmate's name and ID are verified and within minutes following completion of the transfer, the funds are available on the inmate's trust account.

- Lobby Kiosk Option

JPay can install a lobby kiosk in the visitation area of any SCI to collect deposits from F&F. The F&F simply identifies the inmate, enters F&F information, inserts a credit/debit card or cash, and collects a paper receipt. Complete support, including kiosk cash collections and custodial service, is provided.



- Prepaid and Debit Phone Funding Option

JPay can extend its existing electronic funds transfer platform to accept prepaid phone account funding from F&F to the phone system's prepaid accounts and can also accept debit phone payments for inmates. Prepaid and debit deposits would be added to each existing electronic funds transfer channel.

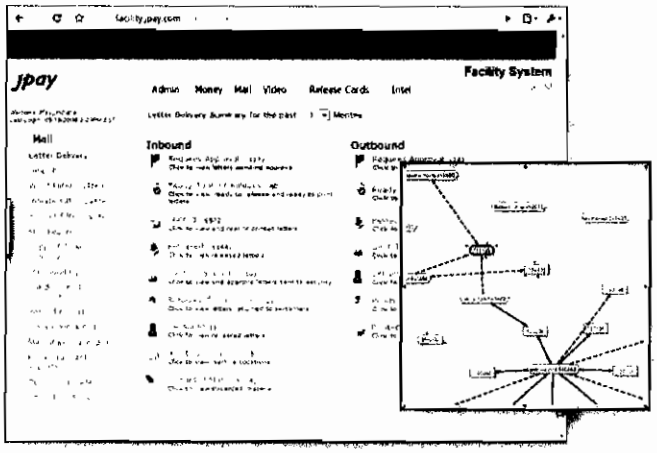
- Collection of Community Corrections Deposits

JPay can also extend its existing electronic funds transfer platform to accept community corrections deposits from inmates including victim restitution, court costs and fines, cost of supervision fees, room and board and drug testing fees. Community corrections deposits would be added to each existing electronic funds transfer channel.

Intel System

- *Overview*

Inmate email, coupled with JPay's electronic funds transfer service, ushers in a new level of intelligence gathering and analysis for the PADOC. JPay's Intel System can help security teams in ways that were previously unobtainable. The ability to show an inmate's network based on who sends inmate email and electronic funds transfers is something security focused operations cannot do without.



- Features

  - ✓ Generate system usage reports, activity reports and inmate kiosk reports
  - ✓ Graphical representations of inmate/sender relationships based on link analysis
  - ✓ Lookup inmates for all sent/received inmate email and electronic deposits
  - ✓ Gang Detection across various jurisdictions
  - ✓ Translate inmate email from Spanish to English
  - ✓ Configure suspicious criteria and receive automated alerts via email or SMS text

- Combined Data

By combining all electronic funds transfers with inmate email, JPay's integrated Intel system casts a larger net of data for intelligence gathering. This data is easily manipulated by JPay's Intel system to provide unprecedented information gathering.

Release Debit Card

- Overview

JPay offers a release debit card program that streamlines the inmate release process. The release debit card is loaded with an inmate's commissary funds and is given to the inmate

upon release. Once released, the inmate can use the card for cash withdrawal at ATMs and at merchants for signature and pin-based purchases. This program is currently installed across six states in over 125 institutions.

- Card Delivery to PADOC

JPay will ship cards to the PADOC on a quarterly basis. Shipments can be made to a central office, region by region or to each individual PADOC facility. Each card comes inside a sealed envelope and contains a Cardholder Agreement and Disclosure Statement which outlines the terms and conditions as they apply to the Cardholder's use of the card.

- Loading the JPay Release Card

PADOC loads the inmate's release card via the Facility System. The load process is simple: PADOC enters the card's identifier, inmate's information and load amount.

Post-release, PADOC can load additional funds (i.e. inmate pay, commissary credits) onto a released inmate's card via the Facility System.

The minimum amount of money that can be initially loaded onto the card is $5.00 and the maximum amount of money that can be loaded onto a card at one time is $2,500.00.

- Using the JPay Release Card

Upon receipt of the card, the discharged inmate ("Cardholder") can use the card at virtually all ATMs and at over one million retail locations for PIN based purchases and signature based purchases. Cardholders can also receive direct deposits onto their card from family, friends and employers. Cardholders can also load funds onto their card from over 40,000 retail locations across the country. Cardholders may access their account information 24/7/365 via a toll-free telephone number and via the JPay website.

If applicable, cardholders may also use this card to access the JPay website and make restitution, cost of incarceration, drug testing fees or any payment owed upon release.

- Banking and Reporting

All funds corresponding to each day's card loads are debited from PADOC's bank account the following day or PADOC can credit JPay's bank account the following day. JPay provides daily and monthly reports for all card loads and fund transfers on the Facility System.

Additional Inmate Kiosk Applications

The inmate kiosk is designed to host a variety of inmate service applications such as video visitation, music and media delivery, and an inmate kite system. The business model for deploying inmate kiosks calls for the deployment of multiple applications on the inmate kiosk including inmate email, video visitation and electronic media.

Video Visitation

- Overview

JPay enables friends and family to connect with inmates from anywhere in the world through a personal computer (PC), ensuring the widest possible access between inmates and their friends and family. The goal is to reduce physical visits, decrease the influx of contraband, and reduce inmate movement within PADOC. Using Flash Media Server (FMS) technology, video visitation does not require a PBX, Audio Equipment, or any equipment at DOC other then the kiosk.

Video visitation allows for pre-scheduled or on-demand video conversations between inmates and their friends and family. To participate, inmates use the kiosk which would already be equipped with a camera and handset. Friends and family use the JPay website from a PC equipped with a web camera/microphone to conduct the session. Camera and microphone devices are available for purchase and 24 hour support is available.

- User Experience

1. Visitor uses www.jpay.com to schedule and pay for a visit with an inmate.
2. The application checks the inmate's availability, location and custody level.
3. The system verifies availability of kiosks within unit.
4. The system allocates a kiosk and notifies the inmate via an inmate email.
5. The system confirms the visit with the friend or family.

6. The system connects both parties at the scheduled time for the session.

- *Security Features*

PADOC is given full control over all kiosks. PADOC can restrict access to specific inmates and specific friends and family. Furthermore, PADOC can choose to shut down specific applications on the kiosks individually, by living unit or by facility (i.e. shut down video visitation but continue inmate email). Also, simultaneous recording of all sessions is automatic and available on the fly. All sessions are recorded in their entirety and are stored for further review. PADOC staff can monitor a live session and terminate the session at anytime if needed.

Music and Media Delivery

- Overview

Inmates, from the kiosk, can purchase correctional grade MP3 players and download music. This application is designed to consolidate all the inmate's music onto one device while providing the PADOC with decreased property liability, increased media volume and improved security.

- *The MP3 Device*

An inmate purchases a digital music player ("MP3") from the PADOC commissary or from JPay via the inmate kiosk for fulfillment. MP3 specifications include:

- ✓ Clear plastic MP3 shell
- ✓ USB for downloading from the kiosk
- ✓ Clear earpieces
- ✓ 1-2GB can store hundreds of songs
- ✓ FM stereo tuner

- *The Music*

Once the inmate receives their MP3 and accompanied USB cable, the inmate can connect to the kiosk and download media for a fee. Unit staff can control which media is available for download and view the content of each inmate's MP3.

Electronic Kites

JPay will provide a comprehensive kite system by customizing its existing electronic kite system currently deployed in other jurisdictions. This will ease the flow of communication

between PADOC staff and inmates. Electronic grievances, interview or clinical / mental health requests can be submitted on the kiosk and processed and tracked using the Facility System. Staff responses can be returned to the inmate as a reply to the request. These can be printed in the mailroom or viewed from the kiosk.

Custom Applications and Features

PADOC can manipulate many features and applications of the inmate kiosk from the Facility System. For example, PADOC staff can send blanket messages to all PADOC inmates. Modules can be created to satisfy the technical needs of PADOC.

Implementation Plan

II-4. Prior Experience. PA DOC wishes to select a provider whose established service meets the requirements and needs of our inmates and institutions. Experience in the areas of Inmate Email service and Electronic Funds distribution to include the technical knowledge to meet the requirements of PA DOC. Prior experience should include a **minimum** of two (2) years experience in the fields of Inmate Email and Electronic funds distribution (including lock box service) with successful deployment into State and Local correctional facilities. PA DOC requires examples of such experience and successful deployment (this proven experience will serve as a reference). Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

II-5. Personnel. Include the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the Project. For key personnel - project manager, area representative(s), IT personnel and technical advisor(s) - include the employee's name and, through a resume or similar document, the Project personnel's education and experience in areas of Corrections and the use and understanding of Electronic Funds Transmittal and Inmate Email services. Indicate the responsibilities each individual will have in this Project and how long each has been with your company. Identify by name any subcontractors you intend to use and the services they will perform.

JPay stakes its reputation on providing innovative services for correctional institutions while maintaining outstanding client and customer support.

Ryan Shapiro, CEO
Mr. Shapiro, JPay's Chief Executive Officer, has extensive business, banking and corporate finance experience and a broad technical background. Ryan's leadership has driven JPay to industry leadership.

L. D. Hay, CMO

Mr. Hay, JPay's Chief Marketing Officer, is focused on strengthening the company's relationships with correctional agencies. Before joining JPay, L.D. was Deputy Director of Administration for the Colorado State Department of Corrections. He has over 18 years of experience in Corrections and is considered to be a leading expert in the corrections industry.

Shai Ziv, CIO
Mr. Ziv, JPay's Chief Information Officer, manages JPay's Information Technology team. Shai's vast technical knowledge and experience has had tremendous implications on JPay's IT infrastructure. Shai has a strong background in leading IT deployment initiatives for military intelligence and corporate environments.

Daniel Shapiro, COO
As JPay's Chief Operations Officer, Mr. Shapiro oversees JPay Operations and Client Management. Dan leads a specialized team of account managers that have a proven record of next to perfect roll outs and support of correctional clientele.

Errol Feldman, General Counsel
Mr. Feldman, JPay's General Counsel, has in-depth experience with government contracting, procurement and compliance. Errol is responsible for overseeing the Company's legal and regulatory compliance matters.

Below is a high level chart of all employees that will be assigned to the PADOC project. A resume of each employee is attached the technical proposal.

Name/Position	Contact/Location	Responsibilities	Experience
Errol Feldman, GC Contract Manager	305-358-8689 Miami, FL	Contract Management	6 years of contract management experience
Danny Shapiro, COO Project Manager	305-358-8689 Miami, FL	Overall project management including implementation and training and support	6 years of senior account management experience including management of 12 large state jurisdictions and 4 Mega Jails.
Lee Posner, Senior Account Manager	305-358-8689 Miami, FL	Account Management	Managed implementations and training for our 2 most recent state jurisdictions
Shai Ziv, CIO Programming Manager	305-358-8689 Miami, FL	Technical lead, integrations and deployment	Managed integrations and systems design for all recent deployments
Joseph Bush, Professional Services Engineer	305-358-8689 Miami, FL	Technical deployment, hardware and	Over 10 years experience in corrections IT deployments

		software	
Javier Pico, Help Desk Manager	305-358-8689 Miami, FL	Technical manager for help desk support	4 years of technical help desk experience specifically for correctional facilities

Below is a high level chart of all subcontractors that will be working on the PADOC project.

Company	Name/Position	Contact/Location	Responsibilities
Embarq Payphone Services, Inc.	Shannon Schultz, SPV Payment Operations	Overland Park, KS (913) 323-5171	Lock box supervision
Adept Consulting Services, Inc.	Susan Quigley, Vice-President	Harrisburg, PA (717) 691-0167	Workstation Installation and Service

II-6. Training. If appropriate, indicate recommended training of agency personnel. Include the agency personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors.

JPay provides in depth training sessions with PADOC staff. Training manuals and tutorials are distributed during and after these training sessions to familiarize PADOC staff with the Facility System. JPay provides each PADOC user with a unique login to the Facility System and restricted access based on user credentials.

"Pre-launch" training can be accomplished in less than 1 week, whether done in person or via Webex, or both. If training is conducted in person, JPay sends the two to three individuals including the project manager and account manager to train trust offices, mailrooms, investigators, and all staff involved with these services. Each region can be trained in 1 day and a state-wide training can be completed in 2 days.

II-7. Financial Capability. Describe your company's financial stability and economic capability to perform the contract requirements. Financial documents such as audited financial statements or recent tax returns will be acceptable to the Commonwealth.

Please see attached 2007 tax return. JPay's tax return is confidential and proprietary, and should not be considered public information.

II-8. Objections and Additions to Standard Contract Terms and Conditions. The Offeror will identify which, if any, of the terms and conditions (contained in **Appendix A**) it would like to negotiate and what additional terms and conditions the Offeror would like to add to the standard contract terms and conditions. The Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the standard contract terms and conditions. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendix A**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the cost proposal, on the basis of the terms and conditions set out in **Appendix A**. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in **Appendix A or to other provisions of the RFP as specifically identified above**.

☑ The JPay Team has read, understands and agrees to comply.

II-9. Department of Corrections Security Requirements: All employees of the Vendor are subject to complete background investigations at the discretion of the DOC. The Vendor's employees must complete the security clearance application process and all required training. Since individual security clearances are only valid for a maximum of six (6) months, (and may be issued for shorter periods), it is the responsibility of the Vendor/employee to renew their request for another six (6) month clearance. The DOC reserves the right to deny any employee of the Vendor access to its facilities, information or to their clients as a result of confidential information obtained during the course of the security clearance process or for violation of DOC policy.

The vendor will be responsible for ensuring that all personnel, equipment, tools, keys and supplies/materials comply with any and all rules, regulations and procedures of the DOC and the individual facilities. Questions should be address to the Business Manager at each institution. The individual institution's rules, regulations and procedures governing the entry and conduct of staff working inside the institution will be made available and explained at the point of entry.

All vendor's personnel entering a correctional institution will be subject to a search of their person and personal items. Such searches may be frisk searches, searches by metal detectors or searches by narcotics detection canines.

All equipment, tools, supplies and materials will be subject to search or inventory at any time. Tools and materials must be carefully controlled at all times and locked when not in use.

Any attempts to introduce contraband, to assist in escape, or to have unauthorized contact with inmates of an institution are prohibited and will be prosecuted under Pennsylvania law. The vendor's personnel are prohibited from bringing into or taking out of the institution any items unless specifically approved. Any interaction between a vendor's employee and an inmate, which would assist the prisoner to escape is a felony and will be prosecuted.

Vendor's personnel may not deliver, receive or otherwise transfer any item (no matter how innocuous) to or from an inmate without express permission of the Superintendent or designee.

Vendor's personnel or representatives are limited to movement to, from and within their assigned work area. No contact is allowed with inmates unless expressly approved.

No person who appears to be under the influence of drugs or alcohol or who is otherwise impaired will be allowed entry into a correctional institution.

The DOC reserved to right to deny entry to anyone who is suspected of a breach of security or for failure to follow published rules, regulations or procedures.

All vendor personnel must be in possession of valid identification with a recent, clear photo in order to enter an institution.

The entrance of vehicles or motorized equipment is discouraged. If this should be necessary, any vehicle left unattended must be locked and they keys must be removed or it should be otherwise rendered inoperable. No vehicle is permitted to exit the security compound until after an institutional count has been completed. Count times vary.

☑ The JPay Team has read, understands and agrees to comply.

Commonwealth of Pennsylvania

Date: **1-16-09**
Subject: **Preproposal conference vendor sign-in sheet**
Solicitation Number: **RFP#08-IGWF-80**
Opening Date/Time: **2-11-09/2:01 pm**
Addendum Number: **1**

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation "Addendum"" as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

List any and all changes:

Attached is the vendor sign-in sheet from the preproposal conference held on 1-14-09.

For electronic solicitation responses via the SRM portal:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- To attach the Addendum, download the Addendum and save to your computer. Move to 'My Notes", use the "Browse" button to find the document you just saved and press "Add" to upload the document.
- Review the Attributes section of your solicitation response to ensure you have responded, as required, to any questions relevant to solicitation addenda issued subsequent to the initial advertisement of the solicitation opportunity.

For solicitations where a "hard copy" (vs. electronic) response is requested:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- If you have already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Russ Ilgenfritz
Title: Administrative Officer
Phone: 717-975-4988
Email: rilgenfrit@state.pa.us

ERROL FLOOD

Vendor Sign In Sheet				
RFP#08 - IGWF - 80		Date: 1-14-09		
Name	Company Name	Address	Phone	E-mail
Vit Kantor	Spectrum Systems, Inc.	3155 Deerfield Rd Riverwoods, IL 60015	847-445-0180	vit.kantor@spectrsys.com
Joe Vande Kleft	Advanced Technologies Group Inc.	1601 48th St Ste 220 West Des Moines, IA 50266	515-224-9344	joev@a-t-g.com
Jim Lamont	Securus	1812 Wilmann Rd Baltimore MD 21237	443-622-0615	JLAMONT@SECURUSTECH.NET
Janice McGuigon	Shawntech Communications	486 Concord Road Broomall PA 19008	610-765 1114	JMcGUIGON @ shawntech.com
Mike Bronson	ICSolutions	5883 Rue Ferrari San Jose, CA 95138	866-496-6043	mbronson@ICSolutions.com
Keith Eismann	Value Added (VAC) Communications	14100 San Pedro, Ste 750 San Antonio TX 78232	210-495-0407	Keith.Eismann@VACI.com
Tom Fulton	Global Tel Link	2609 Cameron St. Mobile, AL 36607	800-489-4500	tfulton@gtl.net
Jeff Harris	Keefe Group	301 Mill Road Edison, NJ 08837	800-931-1728	jharris@keefegroup.com
John Vitale	Keefe Group	10880 Lin Page Place St. Louis MO 63132	800 864 5566	jvitale@keefegroup.com
ERROL FELDMAN	JPay Inc.	10800 Biscayne Bl. #770 Miami, FL 33161	866-333-5729	EFELDMAN@JPAY.com
MBE SUSAN QUIGLEY	Adept Consulting Services, Inc	423 Walnut St. P.O. Box 2677 Harrisburg, PA 17105-2677	717-691-0167	squigley@adeptusa.com

Vendor Sign In Sheet				
RFP#08 - IGWF - 80		Date: 1-14-09		
Name	**Company Name**	**Address**	**Phone**	**E-mail**
PAUL LARACY	COMARK KIOSK	93 WEST ST MEDFIELD, MA	508-359-8161 X115	plaracy@comarkcorp.com

Commonwealth of Pennsylvania

Date: **1-21-09**
Subject: **Questions and Answers**
Solicitation Number: **RFP#08-IGWF-80**
Opening Date/Time: **2-11-09/2:01 pm**
Addendum Number: **2**

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation "Addendum"" as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

List any and all changes:

Attached are the questions and answers.

For electronic solicitation responses via the SRM portal:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- To attach the Addendum, download the Addendum and save to your computer. Move to 'My Notes", use the "Browse" button to find the document you just saved and press "Add" to upload the document.
- Review the Attributes section of your solicitation response to ensure you have responded, as required, to any questions relevant to solicitation addenda issued subsequent to the initial advertisement of the solicitation opportunity.

For solicitations where a "hard copy" (vs. electronic) response is requested:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- If you have already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

  Department of Corrections
  2520 Lisburn Road
  Camp Hill, PA 17011

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Russ Ilgenfritz
Title: Administrative Officer
Phone: 717-975-4988
Email: rilgenfrit@state.pa.us

Questions and Answers for RFP#08-IGWF-80
1-21-09

1. Who is the incumbent vendor that provides these services currently? Or is this a new requirement? **There is no "incumbent" vendor. This RFP is a new requirement. Currently PA DOC has a pilot program running with four (4) veudors for Iumate EFT (Western Union, Jpay, TouchPay and Inmate Calling Solutions), and four vendors for Inmate Email (Jpay, Electronic Message Solutions, Securus aud Inmate Calling Solutions). PA DOC wishes to have all services listed in the RFP provided under one "primary" vendor.**

2. Is there an estimated value available for this contract? Or how much was budgeted for this project? **There is no cost to PA DOC and therefore no funds are budgeted. The estimated value of the contract would be as follows for all institutions combined:**

   Inmate Email – 10,000-11,000 emails monthly, 120,000-132,000 annually
   Inmate EFT – 9,000-11,000 transactions monthly, 108,000-132,000 annually
   Money Orders – 100,000-130,000 money orders per month

   Dollar value is dependent on the amount of money sent per transaction for EFT & money orders and the amount being charged per email for email transactions.

3. In the RFP, it references a requirement of 2 years experience. If a company doesn't have 2 years experience with it's product under contract in a DOC, but has over 3 years experience in the field of electronic inmate messaging with an active and usable service, will this satisfy the requirement? **The 2 or more years experience requirement is for ANY correctional experience, not limited to a DOC. This can be county jails, federal prisons, state prisons or a combination of these.**

4. **Page 11 of 41 Section 11-4 Prior Experience:**
   Some of the specifications appear to be proprietary and favor one vendor. For example, on page 11, Section II-4, Prior Experience, you require a minimum of 2-years of experience operating in correctional facilities. There is only one company that can meet this specification for e-mail and deposit services simply because they were let in first for the pilot project. Would the DOC consider removing the Prior Experience section 11-4 to permit fair competition? **We will clarify this section as follows: PA DOC requires the offeror to demonstrate prior experience in a correctional environment. The 2 year experience requirement is for ANY correctional experience, not limited to PA DOC. This can be county, federal or state experience. PA DOC is not limiting this to a single company to have all services operating with 2 years experience in all areas. We understand that not all will have this experience. The offeror will demonstrate a minimum of 2 years experience in corrections. You may partner with other providers of deposit or email services to meet the work requirements of the RFP. The primary offeror will be responsible for all of the individual parts.**

5. **Page 22 of 41, IV-2 TASKS, item 2. "Contractor will check all letters (emails) against a predetermined pained list of "watchwords" and phrases. . .**
Will the DOC require that the vendor's email site enforce that the email sender use only correctly spelled words from a standard language-specific dictionary?
If not will the DOC accept that misspelled and/or non-standard words will evade "'watchword" or phrases screening? **PA DOC cannot require that the sender use correctly spelled words. We would ask that the email vendor employ a spell checker for senders to use. We recognize that misspelled and non standard words will possibly evade screening. PA DOC makes every attempt to keep the watchwords and phrases up to date.**

6. **Page 23 of 41, IV-2 TASKS, item 6. "Contractor will provide all necessary hardware, software, equipment and web interface needed to process. . .**
Will the DOC or the vendor be responsible for facility low-voltage Ethernet and/or Wifi network upgrades to operate vendor-provided hardware?
DOC – See IV-4.B.3.c & d of the RFP. Neither power over Ethernet nor WiFi will be provided nor are they acceptable – cable connection only is provided at 100 Mbps full duplex.

Will the DOC or the vendor be responsible for facility network switches required to connect vendor-provided hardware to the DOC network? **DOC – See IV-4.B.3.c & d of the RFP.**

Will the DOC or the vendor be responsible for DOC WAN upgrades to connect vendor-provided hardware to vendor-provided software services? **DOC – See IV-4.B.3.c & d. The Commonwealth is responsible for internal Commonwealth networks and will not upgrade networks to support this application.**

Will the DOC or the vendor be responsible for AC electrical infrastructure upgrades to operate vendor-provided hardware? **DOC**

Will the DOC or the vendor be responsible for installing vendor-provided software on vendor-provided hardware in DOC facilities? **Vendor**

Will the DOC or the vendor be responsible for installing vendor-provided hardware in DOC facilities? **Vendor**

Will the DOC or the vendor be responsible for connecting vendor-provided hardware to the DOC network? **DOC – the Vendor is responsible for providing physical (MAC) addresses to DOC.**

7. **Page 24 of 41, IV-3 NATURE AND SCOPE OF THE PROJECT, item B. "INMATES WILL PAY FOR ALL MESSAGES SENT"**
Will inmate purchases of e-stamps be funded from the current commissary system? **This will be handled via the current commissary system. Inmates will buy "stamps" to use for the sending of emails. NOTE, this is a future option as stated in the RFP. Only incoming email is currently deployed.**

8. **Page 24 of 41, IV-4. REQUIREMENTS, A. System Functional Requirements, fifth bullet point, "PA DOC requires that the user interface be able to translate emails written in a number of foreign languages (Spanish and Russian to name just two).**
Will the DOC require that the sender be provided with language/alphabet appropriate character sets when creating the message, in particular Cyrillic?
Will the DOC provide "wordwatch" and phrase content in language/alphabet appropriate character sets in reference to IV-2 TASKS, item 2? **PA DOC does not require for the vendor to provide foreign language/alphabet character sets to create the message. This is up to the vendor to provide based on the languages they want to offer/support. The DOC requires that any letter written in a foreign language be translated to English and then scanned using the watchwords and phrases. It is the vendor's responsibility to provide the necessary tools to do so depending upon what languages they support.**

9. **Page 25 of 41: System Technical Requirements, 1 Application Requirements, A single kiosk is required for all inmate related applications.**
At this time is the DOC in a position to enumerate the requirements for all anticipated applications of the single kiosk beyond inmate email? **No**

If so, will the DOC provide the list of anticipated applications? **No**
If not, will the DOC limit future applications to capabilities of currently deployed email kiosks? **No**

If not, will the DOC allow that current requirements for inmate email kiosks maybe insufficient for future unspecified applications? **Yes**

If so, will the DOC hold the vendor responsible for hardware upgrades to accommodate future unspecified kiosk application requirements? **Yes**

10. **Page 29 of 41, System Technical Requirements, 2 Kiosk and kiosk hardware requirements, a. 2. "The monitor shall be a mountable flat panel or touch screen monitor that is a minimum of 19".**
This requirement of a specific size for the kiosk is only provided by one vendor. Most kiosk-ready touch screen displays are stocked in 12", 15", and 17" configurations, with 15" being standard. Would the DOC consider a 15" diagonal touch screen display acceptable to permit fair competition? **Yes, 15", 17" or 19" would be acceptable.**

11. **Page 29 of 41, System Technical Requirements, 2 Kiosk and kiosk hardware requirements, b. "Vendor should also be prepared to use a DOC or 3rd Party kiosk solution which may be utilized for other inmate related applications"**
Will the DOC warrant that a 3rd party kiosk solution will meet or exceed the requirements stated in System Technical Requirements, 2 Kiosk and kiosk hardware requirements a. 1 – 9 above? **No**

12. **Page 33 of 41. IV-6 Tasks, The contractor shall be responsible for the following: 2. Contractor will send to PADOC a daily file of all previous day or day's activity as specified by our Bureau of Information Technology.**
Would the DOC consider a real time posting of deposits to inmate accounts throughout the day a superior solution to a nightly transaction file? **Not at this time. Currently, no access to inmate accounts is allowed for vendors. The posting of deposits is accomplished by the daily transaction file method. We post daily, so transactions appear on inmate accounts within 24-48 hours, excluding holidays.**

13. **Page 35 of 41. IV-7 Nature and Scope of the Project. c. Release Card Program – PA DOC also wishes to explore the option of using this system for inmates to send funds home to family members.**
Would funds sent home to family members include prepaid debit cards?
Would funds sent home to family members be limited to prepaid debit cards?
If not, what other negotiable instruments would the DOC require for sending funds home to family members? **This is a future option at this point and time. Funds sent home to family members would include prepaid debit cards, but not limited to ONLY prepaid debit cards. A check is currently sent.**

14. What do you envision under Section IV-7 (p. 35) Release Cards? Do you want inmates to be able to send physical pre-paid debit cards out to their friends and family in lieu of sending checks like they do now? Will this be an OPTION, or a REQUIREMENT for inmates to use this service in order to send money out?
Yes, PA DOC would like to explore the use of release cards for the sending of funds by the inmates. This will be an OPTION for the inmates.

15. Section II-7, Financial Capability: Is one recent year of tax returns sufficient?
Oue year of tax returns is sufficient.

16. Section II-11, Cost Submittal: This section asks the cost to process and transmit money orders received for PA DOC inmates although section IV-7(b) states otherwise. Can the bidder propose a nominal fee for processing money orders (either charged to the sender or inmate? **The second bullet in Section II-11 of the RFP dealing with the "Cost to process and transmit money orders received for PA DOC inmates" should be removed since this is not part of the Cost Proposal Worksheet in Appendix C. PA DOC wants this service to be made available at no cost to PA DOC or the senders and receivers of the money orders.**

17. Section IV-3 (B), E-Messaging by Inmates: This section states "inmates will pay for all messages sent." Can senders have the option to prepay for replies by inmates?
The current system allows for inmates to purchase "e-stamps" via commissary for the sending of emails (a future enhancement). Senders cannot at this time prepay for replies. They can however put money on the inmate account in hopes that the inmate will purchase stamps with these funds.

18. Section IV-4 (A) states "Emails shall be retained indefinitely by the vendor and made available to PA DOC at the end of the contract in an archived format." Who is responsible for the cost associated with this? **The vendor will be responsible for the cost to provide this to PA DOC.**

19. Section IV-4 (A) states the "system will be secure (encrypted) so no unauthorized users can access PA DOC emails or data." Please provide more details.
The total system security must prevent unauthorized access to DOC data. Data transmissions and backups to removable media must be encrypted.

20. Section IV-4 (B)(1): Please explain what the entire section is referring to? Is this referring to a kiosk for inmates to access to view incoming E-Messages and draft outgoing E-Messages? If so, would PA DOC accept the vendor's proprietary interface to be displayed on the kiosk? **This section refers to the requirements for the kiosk application, specifically the user interface/menu, to facilitate the addition of future applications by DOC staff rather than the vendor. The kiosk user interface/menu must be able to be supported by DOC staff such that DOC staff can add additional application selections via application code modifications. To this end, the application code must conform to DOC's development software, toolset and environment. The vendor must provide DOC with the source code.**

Alternatively, the user interface/menu system must be able to be customized by DOC staff to add additional application selections using vendor supplied administrative functions/utilities without application code modifications.

21. Section IV-4 (B)(1)(b): "Menu system to access inmate related applications must be maintained by DOC-Bureau of Information Technology (BIT) staff." Please provide more details on this menu application. Can the vendor maintain it? Is the DOC's expectation to receive the source code for the application? **See response to question # 20.**

22. Section IV-4 (B)(1)(c-e): Please provide more details. Does the DOC expect the source code? **See response to question # 20.**

What is the purpose for the network? **Do not understand the question.**

Will the DOC provide an Internet connection? **No, see IV-4 (B)(3)(c) of the RFP.**

23. Section IV-4 (B)(1)(h) states "Vendor must provide a support *contract* and contact information for the underlying applications and menu interfaces." Should *contract* be contact? **No**

24. Section IV-4(B)(2)(a): Is the DOC open to a non thin client kiosk solution? **No**

25. Section IV-4(B)(2)(a2) Can the monitor be 17"? **See response to question # 10**

26. Section IV-5a. Does community corrections, work release, parole and probationary offenders fall under the jurisdiction of the PADOC? Will these offenders' costs, fines and restitution be included? **Community Corrections, work release, parole and probationary offenders do NOT fall under the requirements of this RFP.**

27. Section IV-6(1). Can the vendor install collection kiosks in the lobbies of select State Correctional Institutions and Parole / community corrections Centers to collect funds? **Kiosks for lobbies are not being considered at this time. In IV-6 (1) of the RFP, walk-in refers to vendor locations or partners who accept payments on the vendor's behalf.**

28. Can the DOC provide the number of emails received at each SCI during the email trial that has been going on since 2007? **The TOTAL number of emails received by PA DOC during the pilot program – May 2006 to current data (November 2008) – is 162,780.**

29. Disadvantaged Business Participation - is there a target goal of participation for Disadvantaged Business? **There is no "desired target" or minimum commitment that must be made to disadvantaged businesses. Offerors will be scored relative to all other Offerors in each category according to the dollar commitment made to DB subcontractors, so it is in the best interest of each Offeror to maximize DB utilizatiou to the extent possible.**

30. Can the DOC provide the number of money orders received at each SCI, by month, during the past year? **Money orders received at each SCI range anywhere from 1,000 per month up to 5,000 per month depending on the inmate population at each SCI. Some may receive less, some more depending on the time of year as well.**

31. Money order lock box service – will there be a requirement for a lockbox to be located at each SCI for friends and family members to deposit money orders into – or can the contractor require that money orders be mailed to a central location? **Money orders will be mailed to one central location as determined by PA DOC and the contractor.**

32. Money order lock box service – is there a time requirement for the contractor to handle money orders and get them to the DOC for posting into the inmate's account? i.e. – must every money order be transmitted to the DOC within a 24 hour period? **PA DOC would require that all money orders received be transmitted in a timely manner. For example, money orders received on Monday should be processed and transmitted to PA DOC within 24-48 hours (excluding holidays).**

33. **Part IV-A Work Statement for Inmate E-Mail**
Please confirm the e-mail delivery method that the Commonwealth would like to implement, paper or in-cell kiosk?

If in-cell kiosks are required for e-mail delivery, please provide a specific number of in-cell Kiosks to be provided by the Vendor. This will ensure that no one vendor is minimizing the number of units provided in order to propose a low cost per message. **Current delivery method for incoming email is paper. No in-cell Kiosks are permitted.**

34. **IV-2 Tasks Item 6, Page 23** - In order to keep all vendors on a level playing field, please provide a specific number of PC Workstations w/printer to be provided. **If any necessary hardware or equipment is provided by the Commonwealth, then no PC or hardware would be requested from the vendor. The number of PC's and printers needed depends upon the needs of each institution. No more that one PC and printer would be requested per institution (27).**

35. **IV-4 Requirements Item B-2, Page 29** - This items states that the Vendor should also be prepared to use a DOC or 3rd Party kiosk solution which may be utilized for other inmate related applications.

    The RFP clearly states on page 25 item B-1, a, that a single kiosk is required for all inmate related applications. In order to fulfill this requirement, Vendors must include the cost of multiple kiosk units. The costs for these kiosks will be calculated into the proposed rate per message.

    To assist the Commonwealth with its evaluation of a DOC or 3rd Party Kiosk, please consider requiring the Vendors to propose a rate per message with and without kiosk equipment. **The kiosk feature is a future enhancement to the RFP, specifically outgoing email. We are not including outgoing email as part of the Cost Submittal. The costs for outgoing email will be negotiated at a later date. If outgoing email were to be added now, a single kiosk would be the requirement. At some point and time, it may be required for the vendor to "share" a kiosk with other inmate related applications (i.e. commissary). This is the requirement spelled out in IV-4 B-2 on page 29 of the RFP.**

36. **IV-4 Requirements Item B-1, Page 25,26,27 & 28**
    Requirement States that Visual Studio 2005 is required. Is Visual Studio 2008 acceptable? **Yes**

    To support PADOC engineer access to menu applications will the vendor need to provide a front-end menu source code or will the vendor need to develop interfaces to PADOC Web-based applications? **See response to question # 20.**

    General inmate authentication methods are built into the centralized database that resides at the vendor location, will the vendor need to provide the State with engineer-level access or informational/verification access? **See IV-4 (B)(4)(a) of the RFP for the allowable inmate authentication alternatives.**

37. **Part IV-B Work Statement for Electronic Funds Transmittal**
    Please provide the following data inclusive of any and all financial transactions currently processed by the Commonwealth and any other existing 3rd party vendors to include Western Union, J-Pay, Touch Pay etc.
    - Total Annual Individual Transactions
    - Percentage by Lock Box
    - Percentage by Credit Card
    - Percentage by Other Type _____.
    - Annual Total Monies
    - Credit Card Bad Debit Percentage

    With regard to existing Commonwealth agreements with providers such as listed

above, is it the intent of the Commonwealth to terminate these existing agreements upon award of this RFP? If no, please explain how these existing agreements will be handled. **The above data cannot be obtained for inclusion in the RFP process (see question #2 for annual transaction averages for EFT, email and money orders). We will include a Word document that shows totals for # of transactions for inmate email and # of transactions and total dollars for EFT (see question #52). As for the current pilot program contracts, they will be terminated upon the effective date of fully executed contract. See information at the end of questions.**

38. Please confirm that a single Kiosk located at each facility's visitation center will be acceptable for the management of "walk-in" transactions. If not, please provide an acceptable number. **Visitation center kiosks are not being considered at this time. See question #27.**

39. **IV-6 Tasks, Item 7** - Is the Vendor responsible for providing the State with PC workstations, printers etc.. for use by State employees to process incoming transactions? If yes, is one PC workstation per site acceptable?
Contractor will provide all necessary hardware, software, equipment needed to process incoming transactions received by all State Correctional Facilities (unless any necessary hardware or equipment provided by the Commonwealth is already available for use). The number of workstations or printers will vary by location. See question #35.

40. **IV-7 Nature and Scope of the Project, Item C Release Card Program**
Please provide the average annual number of released inmates.
Please provide the average dollar amount refunded upon release.
PA DOC averaged 1,271 releases per month for 2008.
The average dollar amount refunded upon release is $140.00-$150.00. Refund amounts can range anywhere from $0.01 to $60,000.00 (this is rare).

41. Does the PA DOC expect to revenue share from the payment transaction fees?
This is up to the vendor to include in the proposal. PA DOC is not saying YES or NO.

42. Page 33 IV 6.1 Does "Walk-in" mean walk in retail store or walk in lobby kiosk?
"Walk-in" means retail store.

43. If walk in relates to Lobby Kiosk, is 2 year industry experience required?
Not Applicable – see question #42

44. Are lobby payment kiosks optional? **Not at this time.**

45. Will whoever wins the proposed payment requirements be the sole source of taking payments for the PA DOC? **Yes.**

46. Page 29 – 2b Please explain b. Vendor should also be prepared to use a DOC or 3rd Party kiosk solution which may be utilized for other inmate related applications. What is the DOC asking for here? **Requirement is clear as written.**

47. How many release checks are issued per year by the DOC? **Approximately 15,000 per year. Inmates who leave with less than $100 in their account are usually given cash.**

48. Please confirm that the percentage for the Disadvantaged Business Participation is calculated against a 5-year contractual base term only, and not against renewal options. When vendors are submitting their DB submittals there commitments must be for the base term of the contract (I believe this is a 5-year contract), but please note under section IV-12 (A & B): The selected contractor's commitments to DB and /or Enterprise Zone Small Businesses made at the time of proposal submittal or contract negotiation shall be maintained **throughout the term of the contract and through any renewal or extension of the contract.**

49. Please clarify the "value of the contract" as it pertains to the calculation for the Disadvantaged Business calculation; i.e. should it be calculated based on the vendor expense, or the revenue? **The value of the contract is what the Commonwealth will pay to the vendor for the services in question.**

50. As discussed in today's pre-bid conference, please confirm that paper delivery only of the email application is required. **At this time, only paper delivery is required. If outgoing email is enabled during the contract period, then this would change.**

51. Please confirm that the PA DOC requires that the vendor providing the processing of the money orders being sent directly to the vendor lockbox do so at no cost to the sending party; i.e. no fee will be allowed for processing the money orders. **Correct. No fees will be charged to the sender or the inmate. Vendor will provide this service at no cost to sender, inmate or PA DOC.**

52. As discussed in today's pre-bid conference, please revisit the stated response to question #37. This data is required to calculate the vendor's cost and the end user's cost. **Data will be provided in an attached Word document showing the number of transactions for EFT and email along with total dollar amounts received for EFT.**

53. What type of encryption is required for the Web interface? (Question #19). **It is the responsibility of the vendor to determine the encryption type/method sufficient to protect data in transit.**

54. Follow up to Question #22. Page 30 Section C states "The Commonwealth will provide connectivity between all kiosks and the vendor, Business Partner network" Does this refer to the internet if our proposed solution is hosted on the internet? **Yes.**

55. Follow up to Question #24. Is there a reason why the DOC is not open to a non-thin client solution? **Yes – security and maintenance.**

56. Follow up to Question #20. Our proposed solution is a centralized solution and it seems that PA DOC envisions a stand alone solution. Providing kiosk source code to PA DOC would not necessarily provide what PA DOC is looking for with our solution. Would PA DOC be open to an alternative solution? **This would be negotiated when outgoing email is addressed at a later date. DOC envisions a centralized solution with the use of a kiosk to allow inmates to select/access web-based applications from a menu of available options (including email). The source code of the software used to display the menu and select those options (i.e. menu / inmate user interface) must be**

provided to and be maintained by DOC. Alternatively the vendor must supply utilities to maintain the menu / inmate user interface. DOC does not require the source code of the actual application (i.e. email application).

57. Specify the number of kiosks expected per SCI, for future kiosk feature for outgoing email. **Again, this depends upon the individual institutions. Some are older and would require extensive modifications to provide kiosks in each cell block. Some of the "newer" prototypical institutions could handle kiosks with minimal modification. The number of kiosks required will be determined after the contract is awarded. Outgoing email is not included in the cost worksheet of this RFP.**

58. Specify whether kiosks will be required within the 1st year of the contract? **Unknown at this time.**

59. Will the DOC check references to determine if vendors have fulfilled requirements in other contracts in a timely manner? **Yes.**

60. Can the DOC provide, by SCI, the amount of transactions by month for deposit services and email? **Yes, see Question #52.**

61. Would you allow tiered pricing depending on the technical option chosen? **We are asking for a flat rate for ineoming email at this time with paper as the delivery method. When outgoing email is enabled, we will negotiate this cost at that time.**

62. Do you require technical and procedural methods to prove that email wasn't changed while in storage? **This would be included in your Technical submittal portion of the RFP. PA DOC asks that the vendor attest and verify that all emails held in storage (even rejected emails) are in their original sent condition.**

63. Do you require tech. and procedural proofs that no emails were deleted from storage? **See Question #62**

64. For questions 62 and 63, what level of security is needed (digital signing, etc.)? **This would be up to the vendor to decide. PA DOC only requires the vendor to verify and attest that the emails are in the original sent format. How the vendor fulfills this requirement is up to them.**

65. What level of security is needed for access authentication? (pki, user id/pswd, etc.)? **See RFP page 29, Section IV-4.B.2.a.5**

66. What kind of email statistics should be gathered/made available? **We ask that we see "relationships" between senders and receivers of email, who they are both communicating with (PADOC and others), number of emails sent and received and by who is sending and receiving, the number of emails flagged for watchwords, the relationship to any senders of EFT or money orders, etc.**

67. Do you need to analyze emails written in Spanish and Russian using Latin alphabet?
As stated before, any emails written in a foreign language must be translated before being scanned for "watchwords" and key phrases. It is up to the vendor to provide this translation service.

68. Do you require the system to guess correct word in case of misspelled words?
No, we understand that this is sometimes intentional on part of the inmates and senders to misspell words and use "slang".

69. Do you require deducing the correct meanings of an email in case slang is used?
No, we want to see the use of such slang.

70. Would you desire automatic deducing of emails meaning based on natural language processing methods? **Yes, for foreign language translation only. This would be part of the translation process.**

Pennsylvania Department of Corrections

Electronic Funds Transfer and Inmate Email Program

UPDATED January 15, 2008

ELECTRONIC FUNDS TRANSFER

The Pennsylvania Department of Corrections (PA DOC) currently uses four companies for electronic funds transfer to inmates – JPAY, Western Union, TouchPay and IC Solutions. Both JPAY and Western Union have been providing PA DOC with electronic transfers since July 2003 (Western Union) and August 2004 (JPAY). TouchPay and IC Solutions (who currently is one of the companies involved in the inmate email pilot program), have just recently come on board (January & February 2008). Charts and graphs on the following pages compare all companies.

Family, friends and others can choose one of these companies to electronically send funds to an inmate currently housed in one of Pennsylvania's 27 State Correctional Institutions. Currently, family, friends and others can go to these four companies' web sites and send money to a PA DOC inmate. Current methods of payment are credit & debit cards.

All of the companies offer access to administrative sites for staff at PA DOC facilities to track and confirm payments made on a daily basis. Along with tracking of payments, staff can also print receipts for the inmate(s) receiving the funds.

Transactions are transmitted to PA DOC on a daily basis for the previous day's activity. Files are sent to DOC IT staff for the posting to inmate accounts. Wire transfer of the actual funds is done by ACH 48 hours later (excluding weekends and holidays).

Charts and graphs on the following two pages illustrate the growing use of electronic payments over the past 5 years.

Western Union

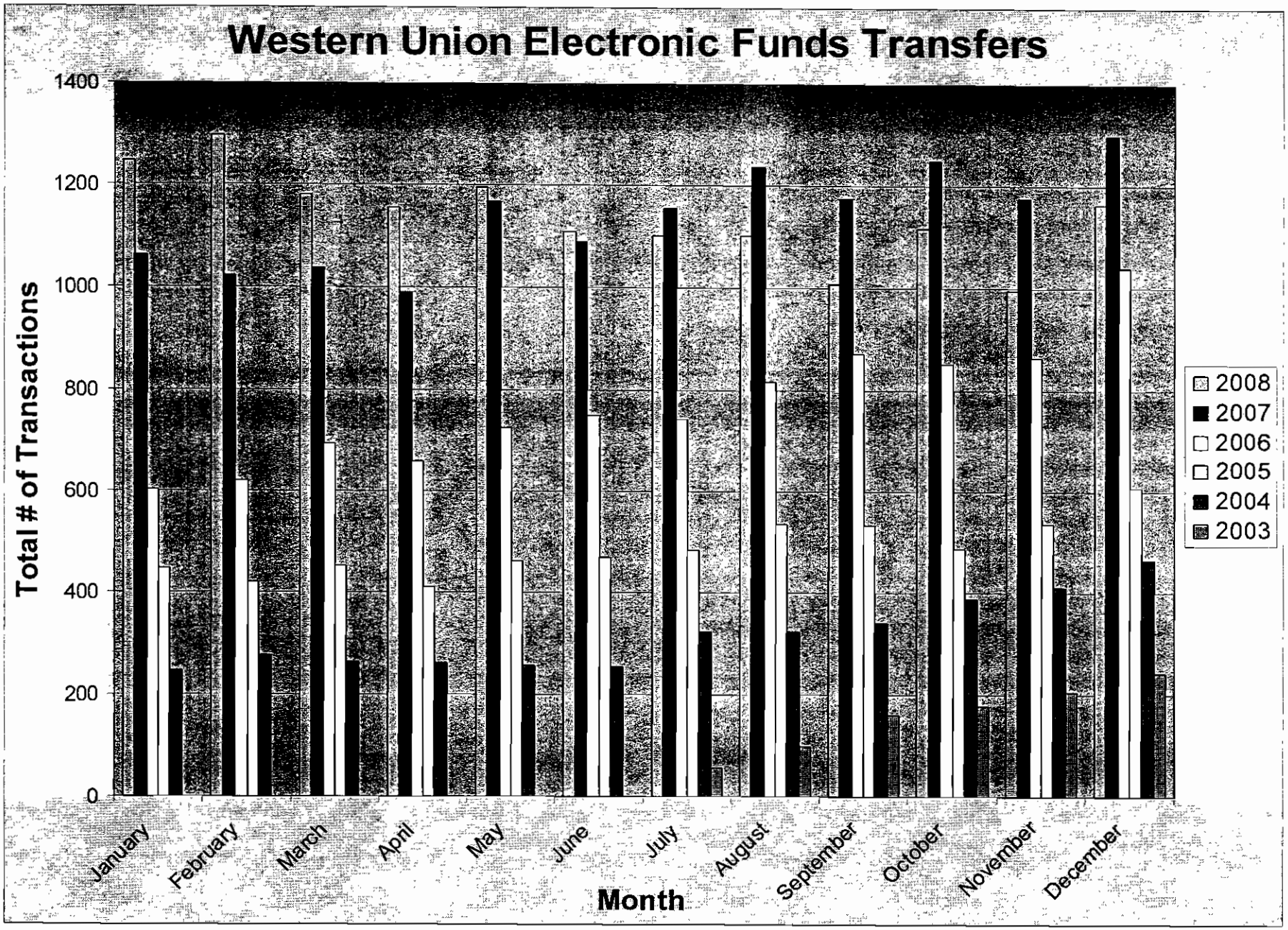
The following chart and graph show the number of transactions and rewards per month received from Western Union for the period July 2003 thru December 2008:

Western Union Money Transfers

Transaction & Commission Record by Calendar Year

	2008		2007		2006		2005		2004		2003	
Month	**# of Trans**	**Total $**	**# of Trans**	**Total $**	**# of Trans**	**Total $**	**# of Trans**	**Total $**	**# of Trans**	**Total $**	**# of Trans**	**Total $**
January	1,248	$ 130,303.68	1,062	$ 105,753.96	603	$ 56,241.81	447	$ 39,456.69	246	$ 21,025.62	0	$ -
February	1,297	$ 135,419.77	1,023	$ 101,870.34	620	$ 57,827.40	419	$ 36,985.13	277	$ 23,675.19	0	$ -
March	1,180	$ 123,203.80	1,037	$ 103,264.46	693	$ 64,636.11	452	$ 39,898.04	264	$ 22,564.08	0	$ -
April	1,155	$ 120,593.55	991	$ 98,683.78	660	$ 61,558.20	411	$ 36,278.97	261	$ 22,307.67	0	$ -
May	1,195	$ 124,769.95	1,169	$ 116,409.02	726	$ 67,714.02	462	$ 40,780.74	256	$ 21,880.32	0	$ -
June	1,109	$ 115,790.69	1,089	$ 108,442.62	750	$ 69,952.50	469	$ 41,398.63	254	$ 21,709.38	0	$ -
July	1,102	$ 115,059.82	1,155	$ 115,014.90	742	$ 69,206.34	483	$ 42,634.41	324	$ 27,692.28	57	$ 4,572.54
August	1,101	$ 114,955.41	1,238	$ 123,280.04	818	$ 76,294.86	537	$ 47,400.99	324	$ 27,692.28	100	$ 8,022.00
September	1,008	$ 105,245.28	1,176	$ 117,106.08	872	$ 81,331.44	533	$ 47,047.91	340	$ 29,059.80	161	$ 12,915.42
October	1,115	$ 116,417.15	1,250	$ 124,475.00	852	$ 79,466.04	486	$ 42,899.22	387	$ 33,076.89	178	$ 14,279.16
November	999	$ 104,305.59	1,175	$ 117,006.50	864	$ 80,585.28	537	$ 47,400.99	411	$ 35,128.17	205	$ 16,445.10
December	1,164	$ 121,533.24	1,298	$ 129,254.84	1,039	$ 96,907.53	608	$ 53,668.16	464	$ 39,658.08	241	$ 19,333.02
Totals	**13,673**	**$ 1,427,597.93**	**13,663**	**$ 1,360,561.54**	**9,239**	**$ 861,721.53**	**5,844**	**$ 515,849.88**	**3,808**	**$ 325,469.76**	**942**	**$ 75,567.24**

Total # of Transactions	**33,506**
Total Dollars	**$ 4,566,767.88**


Western Union Electronic Funds Transfers
Total # of Transactions
1400
1200
1000
800
600
400
200
0
January
February
March
April
May
June
July
August
September
October
November
December
Month
2008
2007
2006
2005
2004
2003

JPAY

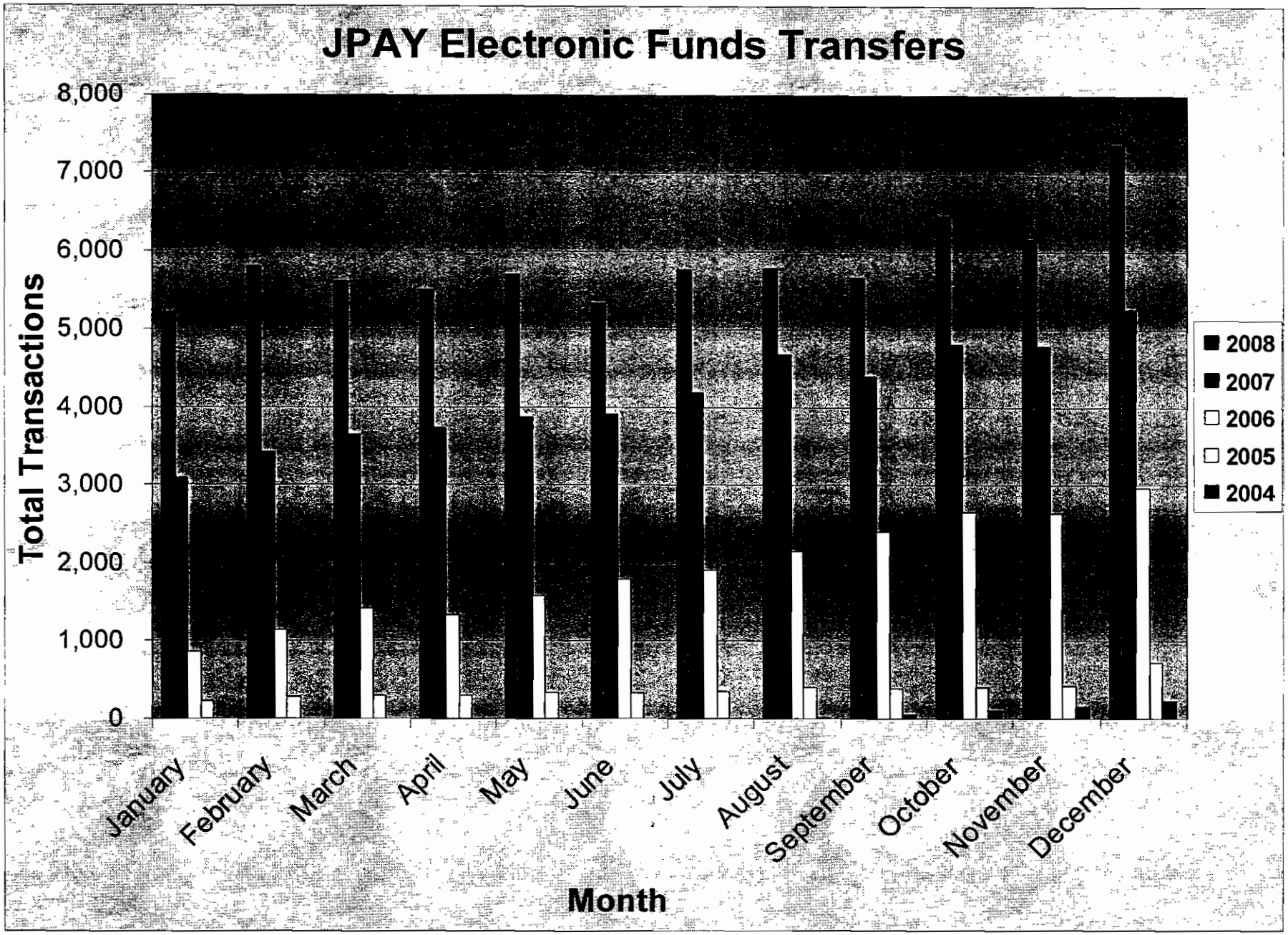
The following chart and graph show the number of transactions and rewards per month received from JPAY for the period August 2004 thru December 2008:

JPAY Money Transfers

Transaction & Transfer Record by Month &Year

	2008		2007		2006		2005		2004	
Month	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**
January	5,212	$ 390,514.61	3,088	$ 224,934.34	863	$ 60,953.83	229	$ 14,663.80	0	$ -
February	5,792	$ 478,796.64	3,423	$ 273,848.82	1,143	$ 91,839.11	278	$ 21,650.34	0	$ -
March	5,601	$ 431,646.18	3,645	$ 281,728.80	1,416	$ 106,265.95	301	$ 21,270.15	0	$ -
April	5,506	$ 409,003.42	3,733	$ 278,651.67	1,336	$ 98,716.88	303	$ 21,850.25	0	$ -
May	5,699	$ 421,982.08	3,881	$ 297,784.24	1,572	$ 115,206.04	328	$ 23,331.75	0	$ -
June	5,330	$ 395,301.06	3,917	$ 286,543.15	1,774	$ 127,653.45	338	$ 23,749.60	0	$ -
July	5,759	$ 437,713.83	4,195	$ 306,280.00	1,908	$ 136,804.69	357	$ 27,100.10	0	$ -
August	5,777	$ 430,035.06	4,681	$ 348,037.67	2,156	$ 155,527.00	395	$ 31,018.10	20	$ 1,377.00
September	5,664	$ 413,365.01	4,406	$ 332,351.78	2,397	$ 171,736.54	393	$ 28,308.30	54	$ 2,764.30
October	6,440	$ 508,800.35	4,803	$ 354,212.06	2,652	$ 193,638.09	408	$ 28,345.15	107	$ 7,227.40
November	6,155	$ 467,907.00	4,784	$ 354,558.96	2,634	$ 192,440.10	420	$ 32,724.50	159	$ 10,714.75
December	7,373	$ 589,614.13	5,260	$ 404,591.99	2,971	$ 222,436.25	723	$ 53,386.20	224	$ 15,852.61
Totals	**70,308**	**$ 5,374,679.37**	**49,816**	**$ 3,743,523.48**	**22,822**	**$ 1,673,217.93**	**4,473**	**$ 327,398.24**	**564**	**$ 37,936.06**

Total Transactions	**147,983**
Total $ Amount	**$ 11,156,755.08**


JPAY Electronic Funds Transfers
Total Transactions
8,000
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0
January
February
March
April
May
June
July
August
September
October
November
December
Month
2008
2007
2006
2005
2004

TOUCHPAY

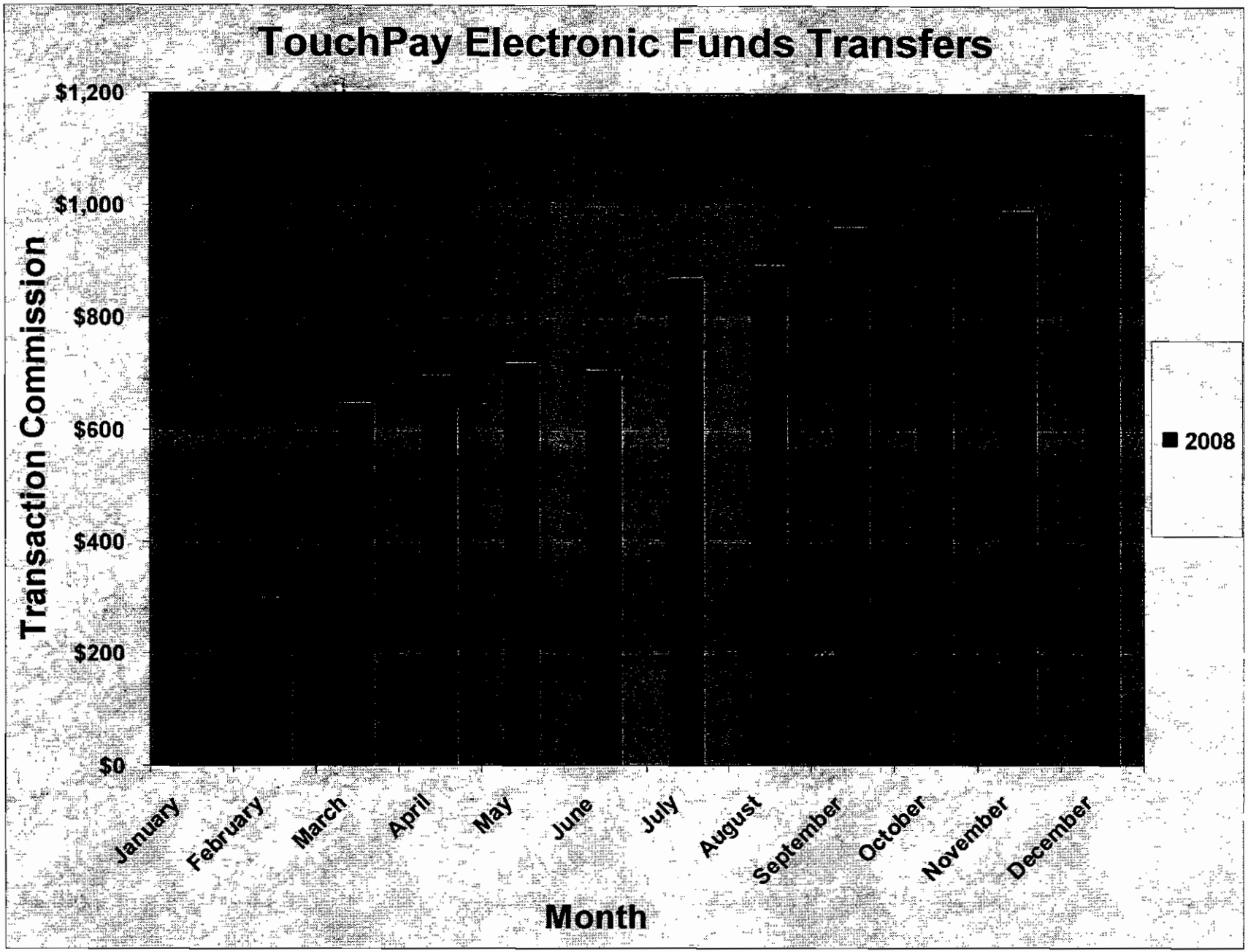
The following chart and graph show the number of transactions and rewards per month received from TouchPay for the period February 2008 thru December 2008:

TouchPay Money Transfers

Transaction & Transfer Record by Month &Year

	2008									
Month	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**
January	0	$ -								
February	296	$ 21,741.37								
March	644	$ 48,755.06								
April	695	$ 50,406.96								
May	718	$ 49,705.55								
June	705	$ 50,508.17								
July	869	$ 62,364.82								
August	891	$ 62,169.32								
September	958	$ 68,500.89								
October	1,069	$ 78,963.02								
November	989	$ 71,111.48								
December	1,124	$ 83,946.11								
Totals	**8,958**	**$ 648,172.75**	**0**	**$ -**	**0**	**$ -**	**0**	**$ -**	**0**	**$ -**

Total Transactions	**8,958**
Total $ Amount	**$ 648,172.75**


TouchPay Electronic Funds Transfers
Transaction Commission
$1,200
$1,000
$800
$600
$400
$200
$0
January
February
March
April
May
June
July
August
September
October
November
December
Month
2008

Inmate Calling Solutions (ICS)

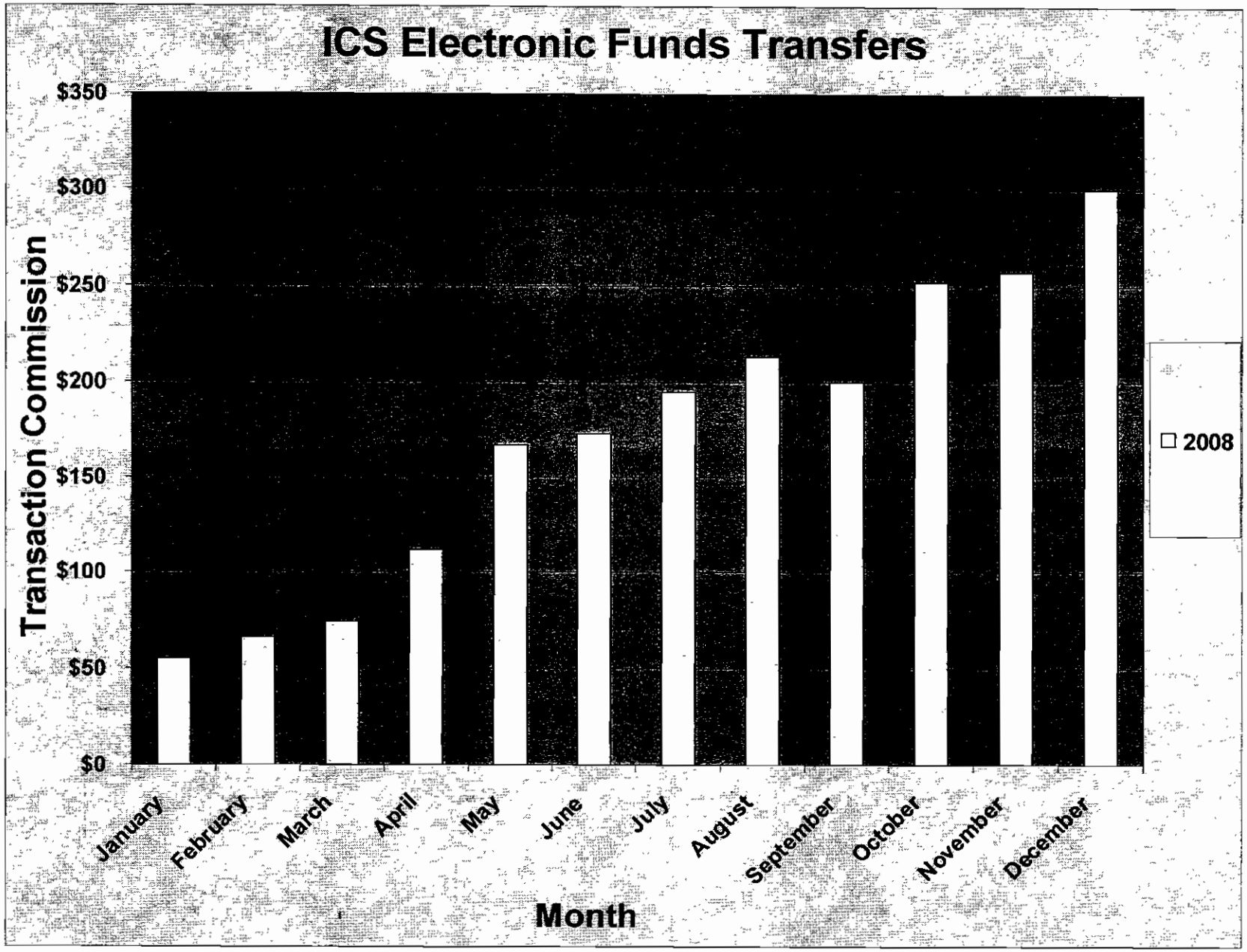
The following chart and graph show the number of transactions and rewards per month received from ICS for the period January 2008 thru December 2008:

ICS Money Transfers

Transaction & Transfer Record by Month &Year

	2008									
Month	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**	**Trans**	**Total Transfer $**
January	55	$ 2,452.55								
February	66	$ 4,241.00								
March	74	$ 3,880.60								
April	112	$ 7,197.00								
May	167	$ 10,992.45								
June	173	$ 11,989.55								
July	195	$ 11,697.65								
August	213	$ 15,133.00								
September	200	$ 13,525.55								
October	253	$ 17,852.99								
November	257	$ 18,302.85								
December	300	$ 20,732.00								
Totals	**2,065**	**$ 137,997.19**	**0**	**$ -**	**0**	**$ -**	**0**	**$ -**	**0**	**$ -**

Total Transactions	**2,065**
Total $ Amount	**$ 137,997.19**


ICS Electronic Funds Transfers
Transaction Commission
$350
$300
$250
$200
$150
$100
$50
$0
January
February
March
April
May
June
July
August
September
October
November
December
Month
2008

INMATE EMAIL PROGRAM

PA DOC is currently testing or "piloting" an inmate email program at all 27 of its State Correctional Institutions. This pilot program consists of four different companies – JPAY, Electronic Messaging Solutions (EMS), Securus and IC Solutions (ICS Letters). Each of the four companies has a group of institutions which use that company's email program (web based) to receive emails sent to the inmates housed at that particular institution. The breakdown is as follows:

JPAY	Electronic Message Solutions (EMS)
SCI Albion	SCI Cambridge Springs (female)
SCI Camp Hill	SCI Fayette
SCI Houtzdale	SCI Forest
SCI Huntingdon	SRCF Mercer
SCI Muncy (female)	SCI Greene
SCI Smithfield	SCI Greensburg
Quehanna Boot Camp	SCI Pittsburgh

Securus	IC Solutions (ICS Letters)
SCI Chester	SCI Cresson
SCI Coal Township	SCI Laurel Highlands
SCI Frackville	SCI Pine Grove
SCI Graterford	SCI Rockview
SCI Mahanoy	SCI Somerset
SCI Retreat	SCI Waymart
	SCI Dallas

On the following pages is a summary of emails received by all institutions on a monthly basis from each vendor. Shown are the number of emails received (approved and rejected) by PA DOC.

EMAIL VENDORS

Jpay the Trusted Leader in inmate services

ICSolutions
Advanced Technology

SECURUS
SECURE INSTANT MAIL

JPay the Trusted Leader in inmate services

JPAY EMAIL PROGRAM

Total Emails and Rewards
Received since Inception

Month	# Emails	% incr/(decr)
May 2006	182	-
Jun 2006	588	**223.08**
Jul 2006	733	**24.66**
Aug 2006	710	**(3.14)**
Sep 2006	764	**7.61**
Oct 2006	941	**23.17**
Nov 2006	984	**4.57**
Dec 2006	1,052	**6.91**
Jan 2007	1,208	**14.83**
Feb 2007	1,429	**18.29**
Mar 2007	1,881	**31.63**
Apr 2007	2,177	**15.74**
May 2007	2,440	**12.08**
Jun 2007	2,355	**(3.48)**
Jul 2007	2,622	**11.34**
Aug 2007	2,828	**7.86**
Sep 2007	2,814	**(0.50)**
Oct 2007	3,153	**12.05**
Nov 2007	3,425	**8.63**
Dec 2007	3,532	**3.12**
Jan 2008	3,807	**7.79**
Feb 2008	3,708	**(2.60)**
Mar 2008	4,056	**9.39**
Apr 2008	4,063	**0.17**
May 2008	4,194	**3.22**
Jun 2008	4,367	**4.12**
Jul 2008	4,589	**5.08**
Aug 2008	4,589	**0.00**
Sep 2008	4,568	**(0.46)**
Oct 2008	4,951	**8.38**
Nov 2008	5,215	**5.33**
Dec 2008	5,643	**8.21**
Totals	**89,568**	

JPAY EMAIL PROGRAM

Emails per Institution
Total Emails Received by Month since Inception

Month	ALB	CAM	HOU	HUN	MUN	QUE	SMI	Totals
May 2006	12	69	36	11	27	0	27	**182**
Jun 2006	70	263	62	33	77	0	83	**588**
Jul 2006	122	323	79	58	73	0	78	**733**
Aug 2006	133	294	98	43	47	0	95	**710**
Sep 2006	167	294	106	64	72	0	61	**764**
Oct 2006	190	358	117	104	90	0	82	**941**
Nov 2006	209	342	118	109	130	0	76	**984**
Dec 2006	188	426	85	102	116	0	135	**1,052**
Jan 2007	258	471	112	110	117	0	140	**1,208**
Feb 2007	279	553	149	137	145	0	166	**1,429**
Mar 2007	378	820	121	176	199	0	187	**1,881**
Apr 2007	351	1,046	149	202	223	0	206	**2,177**
May 2007	362	1,109	188	277	270	0	234	**2,440**
Jun 2007	400	1,003	200	272	311	0	169	**2,355**
Jul 2007	496	1,029	259	265	342	0	231	**2,622**
Aug 2007	531	1,100	289	255	341	73	239	**2,828**
Sep 2007	519	1,051	293	267	284	125	275	**2,814**
Oct 2007	610	1,185	340	265	314	174	265	**3,153**
Nov 2007	591	1,362	308	344	332	188	300	**3,425**
Dec 2007	569	1,379	328	376	381	203	296	**3,532**
Jan 2008	656	1,393	389	422	383	182	382	**3,807**
Feb 2008	616	1,311	390	471	357	210	353	**3,708**
Mar 2008	705	1,451	425	516	372	172	415	**4,056**
Apr 2008	611	1,500	402	564	431	202	353	**4,063**
May 2008	622	1,514	429	578	490	197	364	**4,194**
Jun 2008	623	1,774	528	489	452	206	295	**4,367**
Jul 2008	679	1,862	502	501	466	255	324	**4,589**
Aug 2008	638	1,879	478	485	483	273	353	**4,589**
Sep 2008	704	1,917	432	536	422	222	335	**4,568**
Oct 2008	712	1,954	563	521	485	338	378	**4,951**
Nov 2008	668	2,117	480	586	589	380	395	**5,215**
Dec 2008	609	2,460	534	546	635	409	450	**5,643**
TOTALS	**14,278**	**35,609**	**8,989**	**9,685**	**9,456**	**3,809**	**7,742**	**89,568**

E M S EMAIL PROGRAM

Total Emails and Rewards
Received since Inception

Month	# Emails	% incr/(decr)
Feb 2007	119	-
Mar 2007	645	**442.02**
Apr 2007	879	**36.28**
May 2007	791	**(10.01)**
Jun 2007	1,003	**26.80**
Jul 2007	1,179	**17.55**
Aug 2007	1,444	**22.48**
Sep 2007	1,486	**2.91**
Oct 2007	1,719	**15.68**
Nov 2007	1,581	**(8.03)**
Dec 2007	1,536	**(2.85)**
Jan 2008	1,710	**11.33**
Feb 2008	1,923	**12.46**
Mar 2008	2,072	**7.75**
Apr 2008	1,998	**(3.57)**
May 2008	2,157	**7.96**
Jun 2008	2,326	**7.83**
Jul 2008	2,244	**(3.53)**
Aug 2008	2,172	**(3.21)**
Sep 2008	2,365	**8.89**
Oct 2008	2,477	**4.74**
Nov 2008	2,360	**(4.72)**
Dec 2008	2,431	**3.01**
Totals	**38,617**	

E M S EMAIL PROGRAM

Emails per Institution
Total Emails Received by Month since Inception

Month	CBS	MER	FRS	GRN	GRE	FYT	PIT	Totals
Feb 2007	44	9	7	6	6	47	0	**119**
Mar 2007	114	90	118	47	45	231	0	**645**
Apr 2007	134	125	138	111	73	298	0	**879**
May 2007	116	90	129	113	78	265	0	**791**
Jun 2007	117	175	199	147	93	272	0	**1,003**
Jul 2007	76	232	239	155	113	363	1	**1,179**
Aug 2007	166	253	269	157	118	480	1	**1,444**
Sep 2007	185	231	284	167	150	434	35	**1,486**
Oct 2007	220	309	294	212	200	430	54	**1,719**
Nov 2007	172	240	316	157	187	468	41	**1,581**
Dec 2007	215	249	281	173	92	481	45	**1,536**
Jan 2008	230	243	321	205	124	492	95	**1,710**
Feb 2008	308	224	380	243	144	502	122	**1,923**
Mar 2008	327	568	373	229	172	285	118	**2,072**
Apr 2008	317	638	303	220	155	256	109	**1,998**
May 2008	325	668	333	254	148	295	134	**2,157**
Jun 2008	318	630	447	280	117	306	228	**2,326**
Jul 2008	363	663	401	245	136	266	170	**2,244**
Aug 2008	339	592	438	240	142	246	175	**2,172**
Sep 2008	418	628	392	290	202	243	192	**2,365**
Oct 2008	383	633	335	318	180	375	253	**2,477**
Nov 2008	359	628	330	306	118	314	305	**2,360**
Dec 2008	368	683	369	298	164	289	260	**2,431**
TOTALS	**5,614**	**8,801**	**6,696**	**4,573**	**2,957**	**7,638**	**2,338**	**38,617**

SECURUS

SECURE INSTANT MAIL

SECURUS EMAIL PROGRAM

Total Emails and Rewards
Received since Inception

Month	# Emails	% incr/(decr)
April 2007	57	-
May 2007	448	**685.96**
Jun 2007	658	**46.88**
Jul 2007	662	**0.61**
Aug 2007	785	**18.58**
Sep 2007	802	**2.17**
Oct 2007	838	**4.49**
Nov 2007	774	**(7.64)**
Dec 2007	867	**12.02**
Jan 2008	997	**14.99**
Feb 2008	901	**(9.63)**
Mar 2008	898	**(0.33)**
Apr 2008	924	**2.90**
May 2008	952	**3.03**
Jun 2008	1,009	**5.99**
Jul 2008	1,109	**9.91**
Aug 2008	988	**(10.91)**
Sep 2008	1,087	**10.02**
Oct 2008	1,218	**12.05**
Nov 2008	1,353	**11.08**
Dec 2009	1,699	**25.57**
Totals	**19,266**	

SECURUS EMAIL PROGRAM

Emails per Institution
Total Emails Received by Month since Inception

Month	CHS	COA	FRA	GRA	MAH	RET	Totals
Apr 2007	4	3	2	37	10	1	**57**
May 2007	27	64	63	149	134	11	**448**
Jun 2007	67	93	82	268	120	28	**658**
Jul 2007	60	120	71	252	137	22	**662**
Aug 2007	108	92	77	244	220	44	**785**
Sep 2007	133	89	105	183	239	53	**802**
Oct 2007	120	105	95	215	251	52	**838**
Nov 2007	77	117	96	174	256	54	**774**
Dec 2007	65	105	135	213	278	71	**867**
Jan 2008	64	108	136	293	329	67	**997**
Feb 2008	47	86	103	316	282	67	**901**
Mar 2008	56	102	88	281	305	66	**898**
Apr 2008	66	102	101	293	272	90	**924**
May 2008	69	109	100	261	303	110	**952**
Jun 2008	68	127	106	294	301	113	**1,009**
Jul 2008	65	159	103	306	358	118	**1,109**
Aug 2008	74	133	107	323	242	109	**988**
Sep 2008	99	160	104	307	263	154	**1,087**
Oct 2008	73	258	107	368	282	130	**1,218**
Nov 2008	108	358	104	357	278	148	**1,353**
Dec 2008	173	379	144	502	279	222	**1,699**
TOTALS	**1,623**	**2,869**	**2,029**	**5,636**	**5,139**	**1,730**	**19,266**

ICSolutions
Advanced Technology

ICS Letters EMAIL PROGRAM

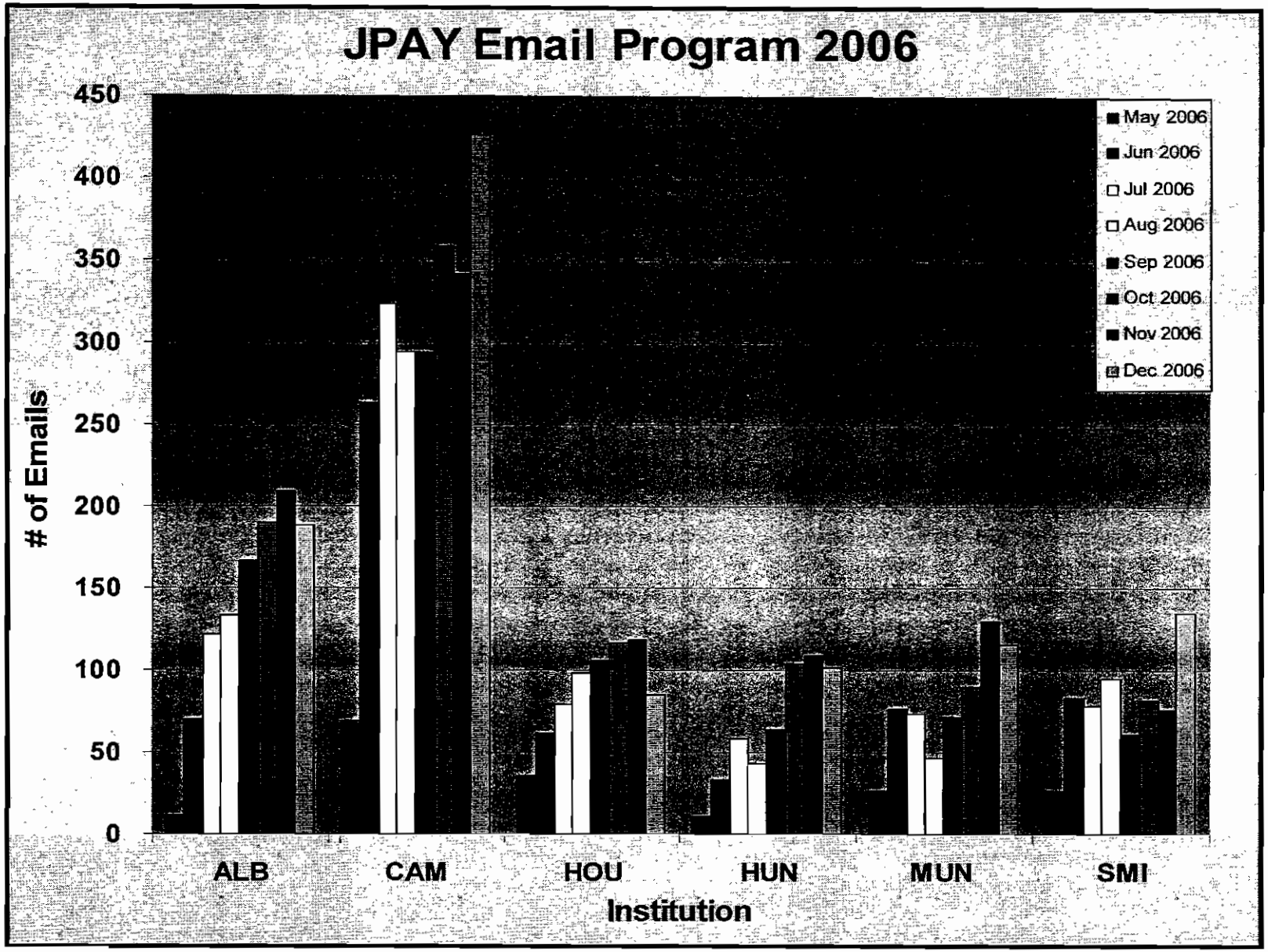
Total Emails and Rewards
Received since Inception

Month	# Emails	% incr/(decr)
Aug 2007	8	-
Sep 2007	298	**3,625.00**
Oct 2007	905	**203.69**
Nov 2007	1,222	**35.03**
Dec 2007	1,506	**23.24**
Jan 2008	1,567	**4.05**
Feb 2008	1,750	**11.68**
Mar 2008	2,057	**17.54**
Apr 2008	1,966	**(4.42)**
May 2008	1,908	**(2.95)**
Jun 2008	1,797	**(5.82)**
Jul 2008	1,838	**2.28**
Aug 2008	1,842	**0.22**
Sep 2008	2,061	**11.89**
Oct 2008	2,169	**5.24**
Nov 2008	2,208	**1.80**
Dec 2008	2,342	**6.07**
Totals	**27,444**	

ICS Letters EMAIL PROGRAM

Emails per Institution
Total Emails Received by Month since Inception

Month	CRE	DAL	LAU	PNG	ROC	SMR	WAM	Totals
Aug 2007	2	0	0	1	5	0	0	**8**
Sep 2007	20	20	40	8	51	155	4	**298**
Oct 2007	109	208	108	47	114	279	40	**905**
Nov 2007	190	299	122	150	135	285	41	**1,222**
Dec 2007	258	388	149	166	167	312	66	**1,506**
Jan 2008	244	364	209	213	161	300	76	**1,567**
Feb 2008	249	377	207	209	246	365	97	**1,750**
Mar 2008	308	396	211	242	326	448	126	**2,057**
Apr 2008	283	433	201	206	270	421	152	**1,966**
May 2008	231	390	190	218	259	405	215	**1,908**
Jun 2008	228	377	182	197	246	377	190	**1,797**
Jul 2008	196	397	179	173	295	379	219	**1,838**
Aug 2008	189	443	173	183	268	350	236	**1,842**
Sep 2008	190	523	180	199	365	395	209	**2,061**
Oct 2008	200	517	165	249	359	442	237	**2,169**
Nov 2008	250	518	195	226	385	415	219	**2,208**
Dec 2008	259	606	241	249	330	441	216	**2,342**
TOTALS	**3,406**	**6,256**	**2,752**	**2,936**	**3,982**	**5,769**	**2,343**	**27,444**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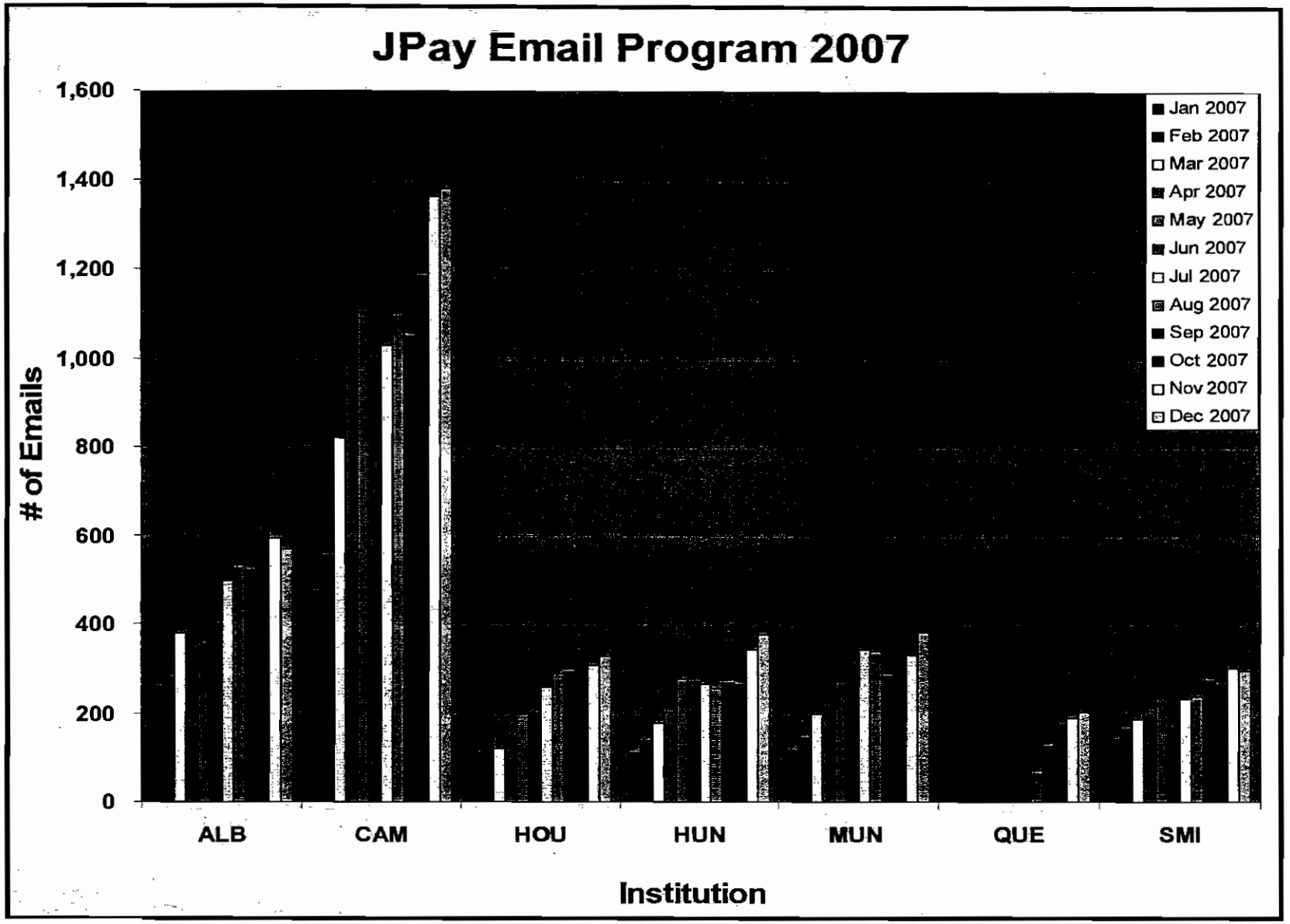
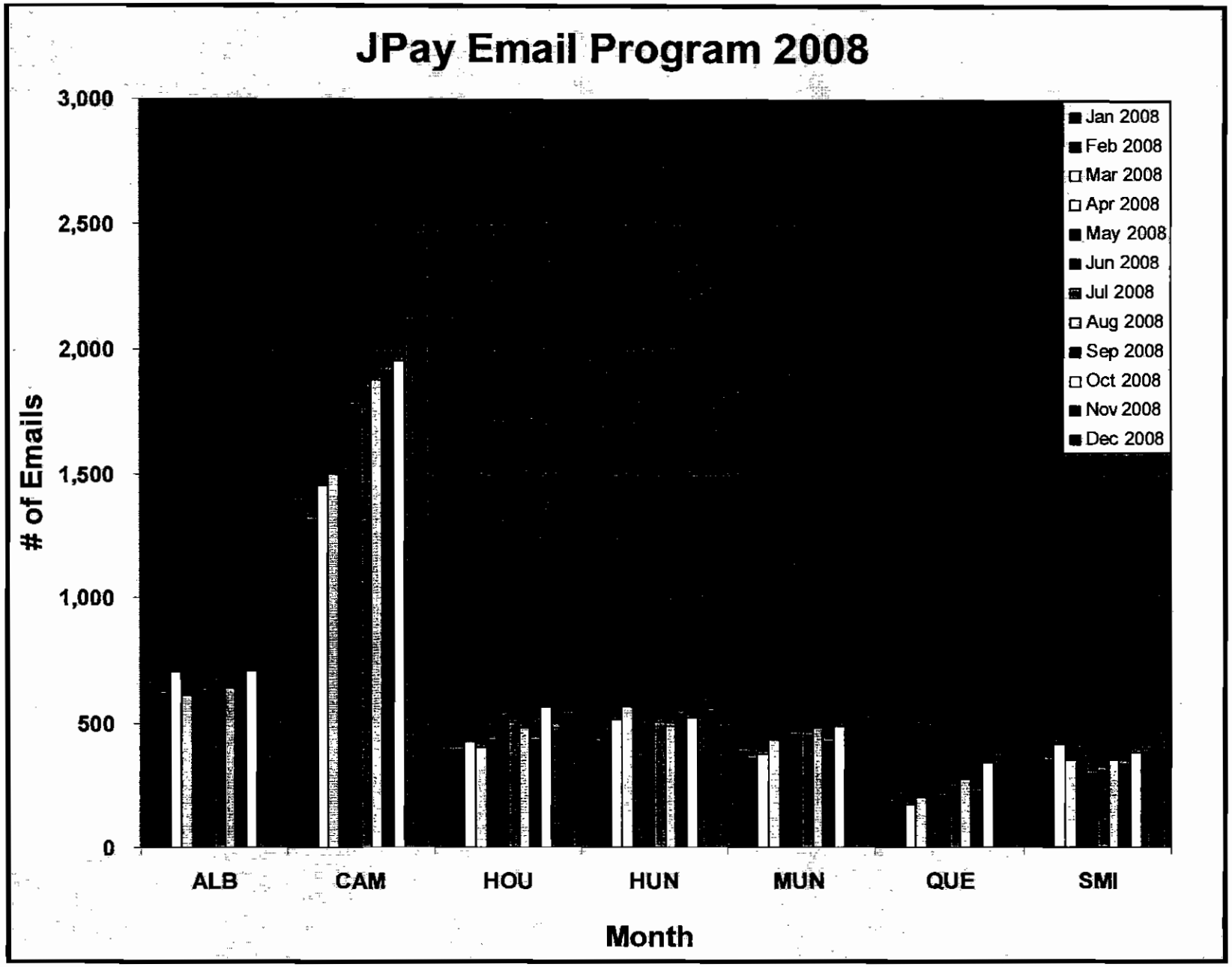
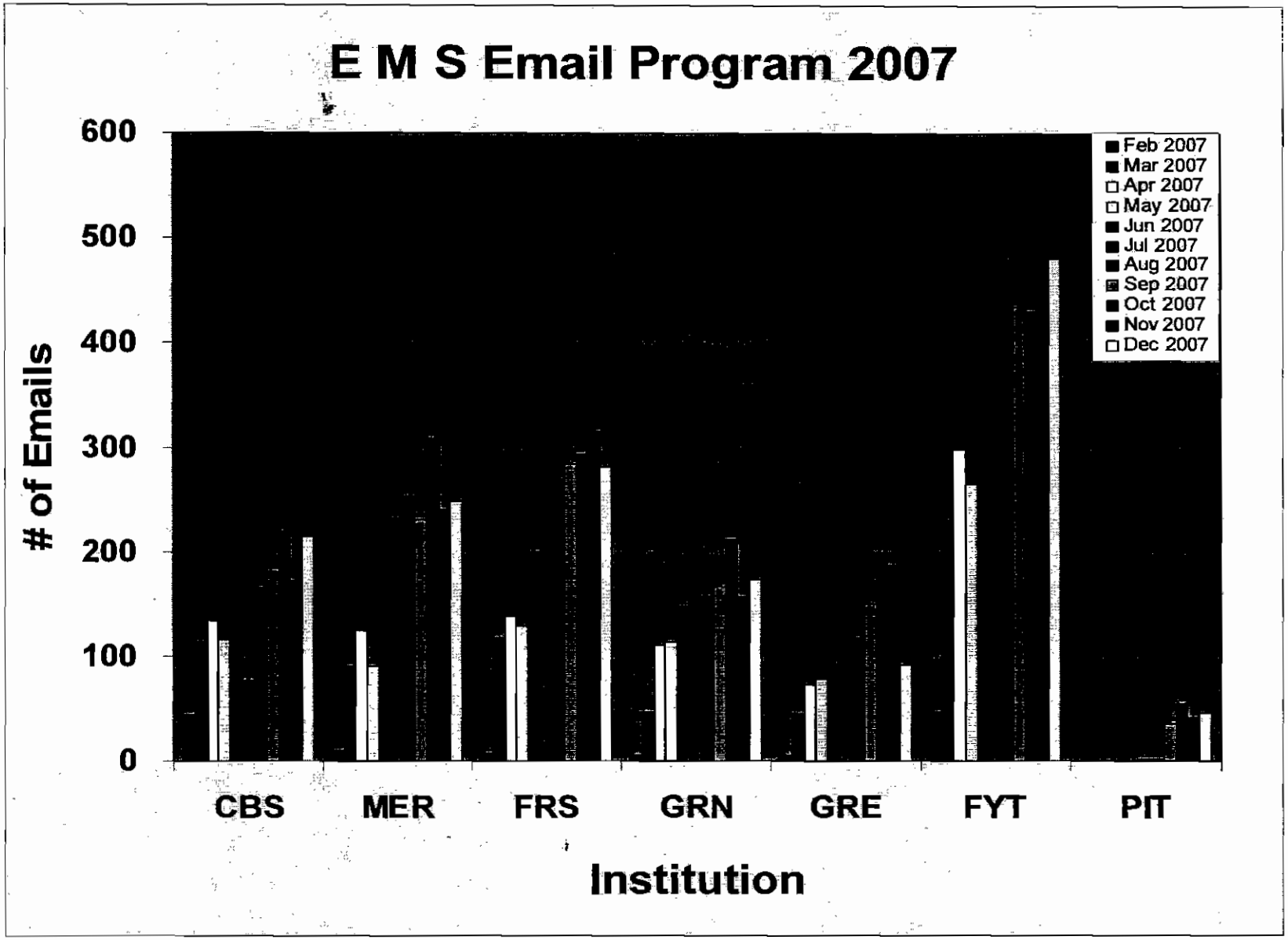
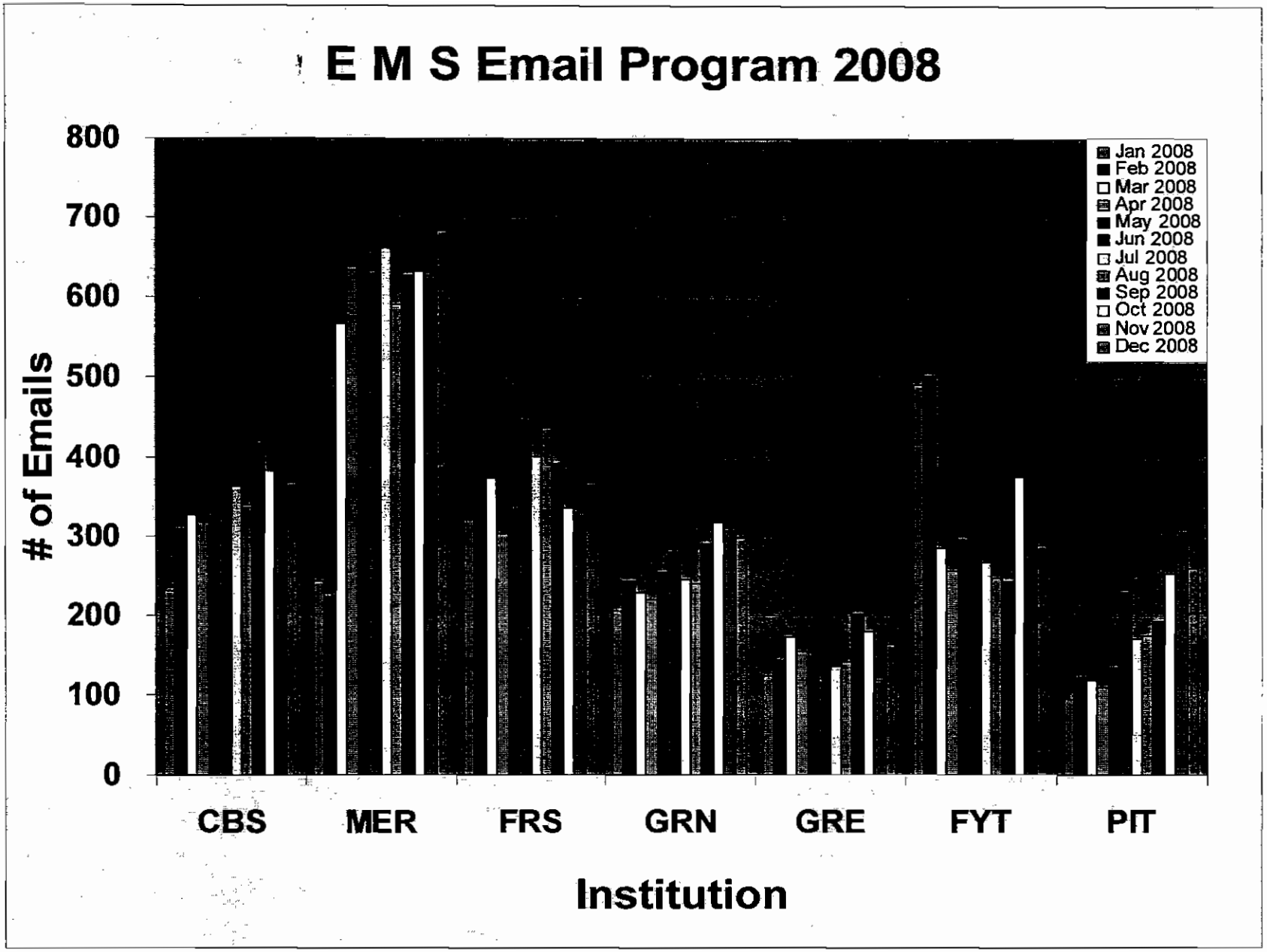
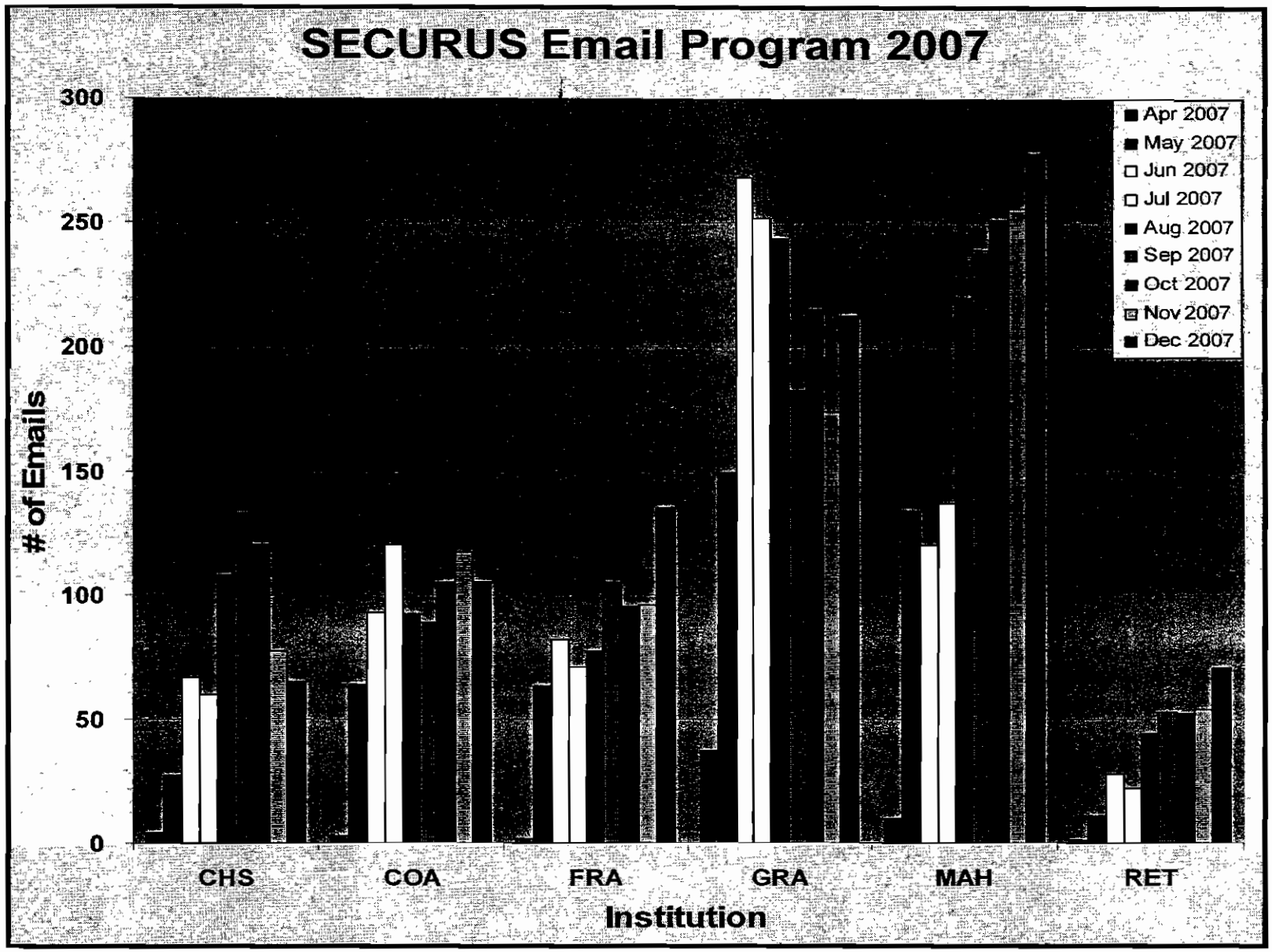
450
400
350
300
250
200
150
100
50
0
# of Emails
May 2006
Jun 2006
Jul 2006
Aug 2006
Sep 2006
Oct 2006
Nov 2006
Dec 2006
ALB
CAM
HOU
HUN
MUN
SMI
Institution

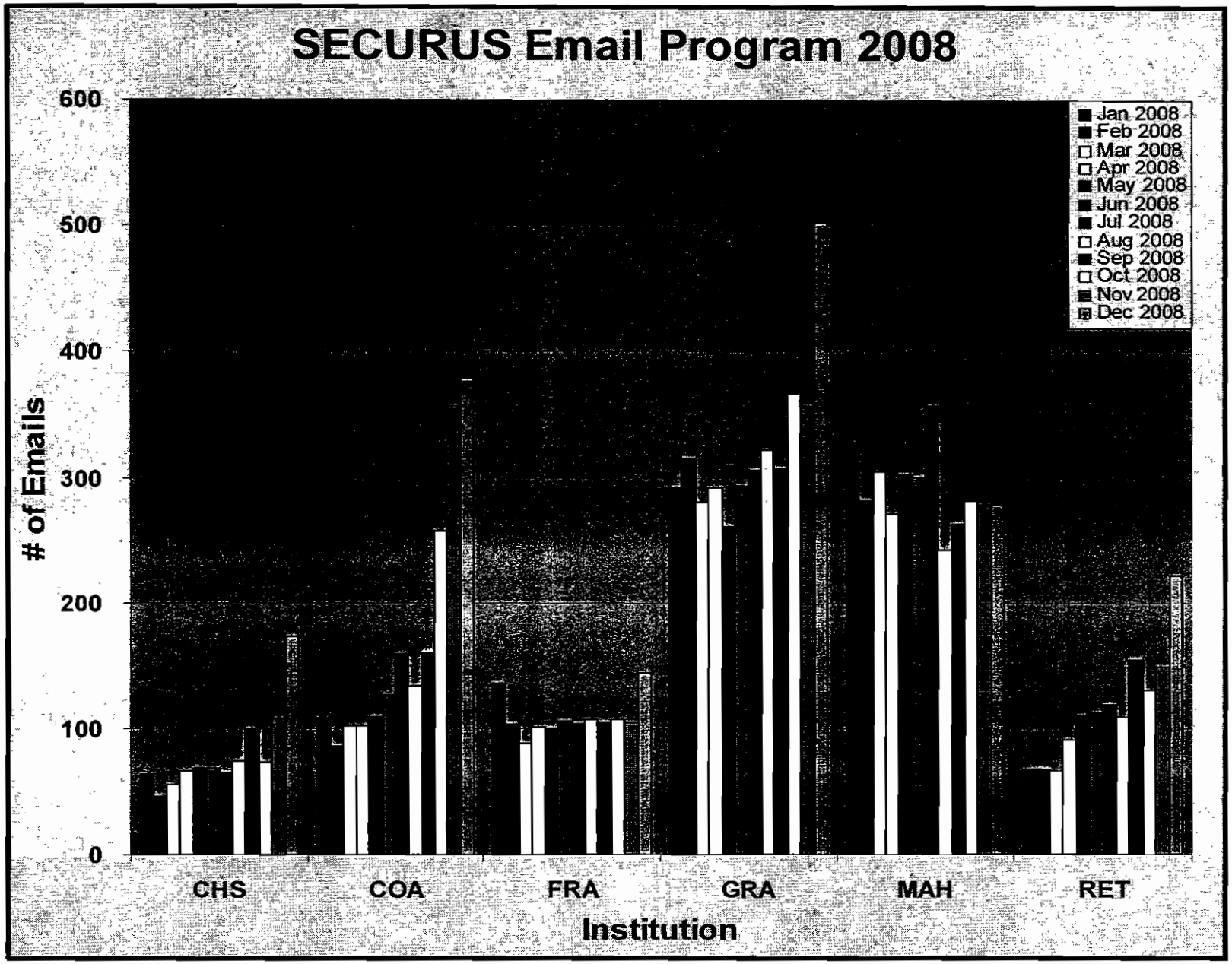

JPay Email Program 2007
1,600
1,400
1,200
1,000
800
600
400
200
0
# of Emails
Jan 2007
Feb 2007
Mar 2007
Apr 2007
May 2007
Jun 2007
Jul 2007
Aug 2007
Sep 2007
Oct 2007
Nov 2007
Dec 2007
ALB
CAM
HOU
HUN
MUN
QUE
SMI
Institution

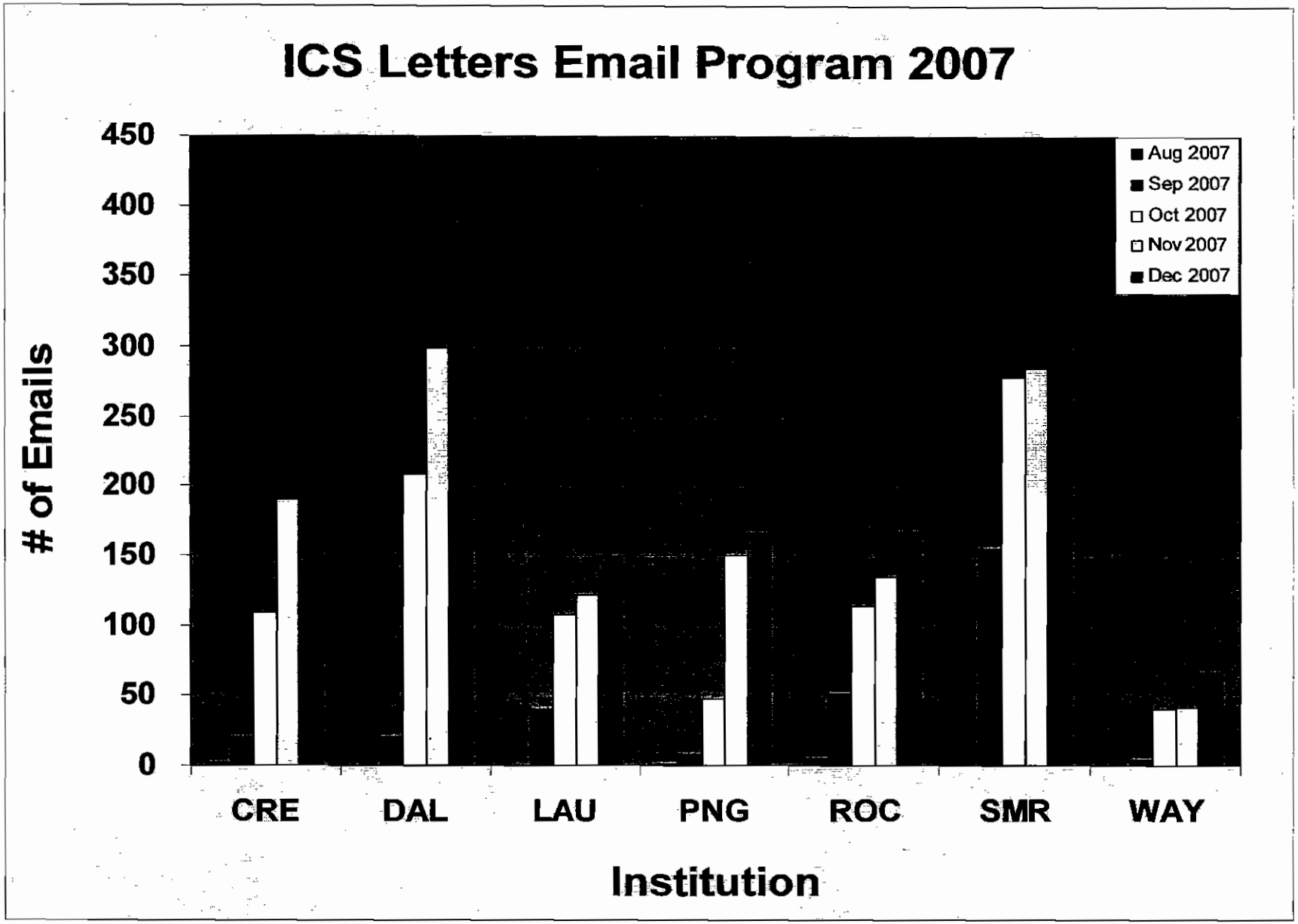

JPay Email Program 2008
3,000
2,500
2,000
1,500
1,000
500
0
# of Emails
ALB
CAM
HOU
HUN
MUN
QUE
SMI
Month
Jan 2008
Feb 2008
Mar 2008
Apr 2008
May 2008
Jun 2008
Jul 2008
Aug 2008
Sep 2008
Oct 2008
Nov 2008
Dec 2008

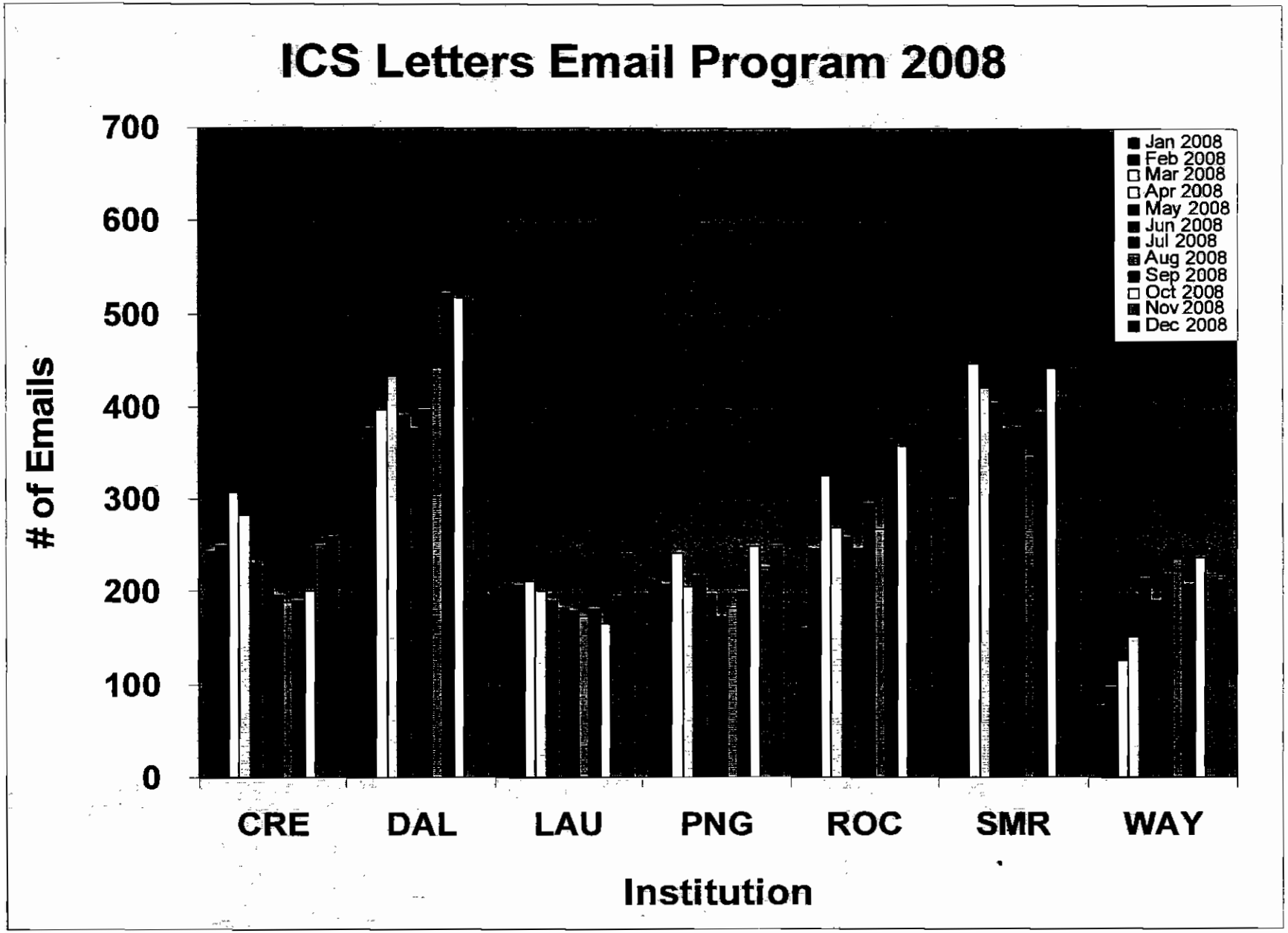

E M S Email Program 2007
600
500
400
300
200
100
0
# of Emails
Feb 2007
Mar 2007
Apr 2007
May 2007
Jun 2007
Jul 2007
Aug 2007
Sep 2007
Oct 2007
Nov 2007
Dec 2007
CBS
MER
FRS
GRN
GRE
FYT
PIT
Institution


E M S Email Program 2008
800
700
600
500
400
300
200
100
0
# of Emails
Jan 2008
Feb 2008
Mar 2008
Apr 2008
May 2008
Jun 2008
Jul 2008
Aug 2008
Sep 2008
Oct 2008
Nov 2008
Dec 2008
CBS
MER
FRS
GRN
GRE
FYT
PIT
Institution


SECURUS Email Program 2007
300
250
200
150
100
50
0
# of Emails
Apr 2007
May 2007
Jun 2007
Jul 2007
Aug 2007
Sep 2007
Oct 2007
Nov 2007
Dec 2007
CHS
COA
FRA
GRA
MAH
RET
Institution


SECURUS Email Program 2008
600
500
400
300
200
100
0
# of Emails
Jan 2008
Feb 2008
Mar 2008
Apr 2008
May 2008
Jun 2008
Jul 2008
Aug 2008
Sep 2008
Oct 2008
Nov 2008
Dec 2008
CHS
COA
FRA
GRA
MAH
RET
Institution


ICS Letters Email Program 2007
# of Emails
450
400
350
300
250
200
150
100
50
0
Aug 2007
Sep 2007
Oct 2007
Nov 2007
Dec 2007
CRE
DAL
LAU
PNG
ROC
SMR
WAY
Institution


ICS Letters Email Program 2008
# of Emails
700
600
500
400
300
200
100
0
CRE
DAL
LAU
PNG
ROC
SMR
WAY
Institution
Jan 2008
Feb 2008
Mar 2008
Apr 2008
May 2008
Jun 2008
Jul 2008
Aug 2008
Sep 2008
Oct 2008
Nov 2008
Dec 2008

Commonwealth of Pennsylvania

Date: **1-27-09**
Subject: **Part II Proposal Requirements Section II-4 Prior Experience**
Solicitation Number: **RFP#08-IGWF-80**
Opening Date/Time: **2-11-09/2:01 pm**
Addendum Number: **3**

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation "Addendum"" as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

List any and all changes:

Part II Proposal Requirements Section II-4 Prior Expierence

Replace existing paragraph with the following:

PA DOC wishes to select a provider whose established service meets the requirements and needs of our inmates and institutions. Offerors will demonstrate experience in the areas of Inmate Email, Electronic Funds distribution to inmates and lockbox service along with the technical knowledge to meet the requirements set forth by PA DOC. PA DOC requires examples of such experience and examples of successful deployment in a correctional setting* (this proven experience and successful deployment will serve as a reference). Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

*Correctional setting can be Federal, State or Local – NOT limited to State DOC setting..

For electronic solicitation responses via the SRM portal:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- To attach the Addendum, download the Addendum and save to your computer. Move to 'My Notes", use the "Browse" button to find the document you just saved and press "Add" to upload the document.
- Review the Attributes section of your solicitation response to ensure you have responded, as required, to any questions relevant to solicitation addenda issued subsequent to the initial advertisement of the solicitation opportunity.

For solicitations where a "hard copy" (vs. electronic) response is requested:

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- If you have already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

  Department of Corrections
  2520 Lisburn Road
  Camp Hill, PA 17011

ERROL FELDMAN

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the

solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Russ Ilgenfritz
Title: Administrative Officer
Phone: 717-975-4988
Email: rilgenfrit@state.pa.us

APPENDIX D - PROPOSAL COVER SHEET
COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF CORRECTIONS
RFP# 08 – IGWF - 80

Enclosed in three separately sealed submittals is the proposal of the Offeror identified below for the above-referenced RFP:

Offeror Information:	
Offeror Name	JPAY, INC.
Offeror Mailing Address	12864 Biscayne Blvd. Suite 243 Miami, FL 33181
Offeror Website	WWW.JPAY.COM
Offeror Contact Person	ERROL FELDMAN
Contact Person's Phone Number	305.358.8689 ext. 236
Contact Person's Facsimile Number	305.893.8985
Contact Person's E-Mail Address	EFELDMAN@JPAY.COM
Offeror SAP Vendor Number	EIN 01-0756761

Submittals Enclosed and Separately Sealed:	
■	Technical Submittal
■	Disadvantaged Business Submittal
■	Cost Submittal

Signature	
Signature of an official authorized to bind the Offeror to the provisions contained in the Offeror's proposal.	
Printed Name	ERROL FELDMAN
Title	GENERAL COUNSEL

FAILURE TO COMPLETE, SIGN AND RETURN THIS FORM WITH THE OFFEROR'S PROPOSAL MAY RESULT IN THE REJECTION OF THE OFFEROR'S PROPOSAL

JPay the Trusted Leader in inmate services

JPay Inc.
12864 Biscayne Blvd. Suite 243
Miami, FL 33181

Appendix C - Cost Submittal

Pennsylvania Department of Corrections

Response to RFP for Electronic Funds Transfer and Inmate E-Mail

RFP#08-IGWF-80

APPENDIX C – COST SUBMITTAL

Fees for the Senders of Electronic Funds

Paid for by friends and family

Sending Money With a Credit/Debit Card		
Deposit Amount	Internet Fee	Phone Fee
$0.01 - $20.00	$3.95	$4.95
$20.01 - $100.00	$6.95	$7.95
$100.01 - $200.00	$8.95	$9.95
$200.01 - $300.00	$10.95	$11.95

Sending Money With Cash		
Deposit Amount	MoneyGram	Ace Cash Express
$0.01 - $5,000.00	$6.95	$5.00

Sending Money With a US Postal Money Order	
Deposit Amount	Lock Box
$0.01 - $5,000.00	No Cost

Fees for the Senders of Inmate Email

JPay proposes the following costs for the inmate email service. Typically, JPay strives to price each message under that of a US postal stamp. See below:

Monthly Subscription	Total Emails	Price Per Email	Characters Per Email
$ 5.00 monthly fee	20 emails	$ 0.25/ emails	5,000 characters
$ 7.50 monthly fee	32 emails	$ 0.23/ emails	5,000 characters
$ 10.00 monthly fee	50 emails	$ 0.20/ emails	5,000 characters

* The billing cycle begins at the beginning of each month. New users are prorated for their first month. Both the monthly fee and the total inmate emails are prorated according to the date the user sets up the account.

Release Card Program

This program is provided at no cost to PADOC. Fees are assessed to the released inmate for each transaction listed below.

	Domestic (Decline)	International (Decline)
ATM Withdrawal	$2.00 ($0.50)	$4.00 ($1.50)
Purchase (PIN & signature)	$0.70 ($0.50)	$3.00 ($1.50)

Monthly Service Charge	$0.50	Automated Customer Service	$0.25*
Replacement Card	$5.00	Inactivity Fee	$2.99**
Account Closure	$9.95	Live Customer Service	$1.00
Expedited Card Replacement	$30.00	Statement (Print)	$1.50

* per minute, ** charged monthly if account is inactive for 90 days