



**SWANSON SERVICES
CORPORATION®**

Integrity... Service... Trust™

March 10, 2014

03/14/14 10:10:21AM
West Virginia Purchasing Division

Tara Lyle, Senior Buyer
State of West Virginia
Department of Administration Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Dear Ms. Lyle,

Thank you for the opportunity to bid on Solicitation Number COR61549 for Commissary Services for the West Virginia Department of Corrections. Unfortunately, due to the variety of labor requirements and inconsistencies within the operations at the correctional facilities, it would be difficult for Swanson Services to provide the highest level of service and support to the West Virginia Department of Corrections. Our goal for every client is to improve the overall revenues and operational efficiencies for every facility we work with and at this time we feel we cannot provide that to WV DOC without proposing a number of recommendations outside the scope of the RFP requirements. We feel however, if given the opportunity, we could utilize our 30 years of successful commissary experience to work together with the department to create efficiencies that would benefit both the DOC and Swanson's.

We are confident that our Cobra Banker® inmate banking software, eNotez™ revenue-generating inmate e-mail and multiple deposit solutions would be successful in your facilities as it has been successful in other facilities similar to the WV DOC. We provide a myriad of services including fiduciary and property room management services at many other facilities and would be able to take our experience to stream-line facilities such as yours.

Swanson's technical solutions would deliver a real, measurable benefit to your facilities' performance from multiple, proven components. In fact, Swanson's most distinguishing characteristic is our ability to achieve greater efficiency in your facilities by analyzing your needs and creating a custom, technology-driven plan to increase your revenue and save time and money. Most importantly, our inmate banking software is our own and is developed and supported by Swanson employees, not a third party vendor.

Swanson has been focused solely on providing innovative technology solutions and fiduciary management services in correctional facilities for over 30 years. Our goal is to provide total solutions for your commissary needs so you can dedicate your time and resources to other areas of management.

Thank you for including Swanson in your RFP process, please keep us on your bidder's list for future projects. If you have any further questions, please feel free to contact me at (303) 832-3920 x55315.

Sincerely,

Don Dertina

Don Dertina
Vice President – Sales
Swanson Services Corporation