

SOLE SOURCE DETERMINATION

The Purchasing Division has been requested to approve a sole source purchase for the commodity or service described below. Pursuant to West Virginia Code 5A-3-10c, the Purchasing Division is attempting to determine whether the commodity or service is a sole source procurement. If you believe your company meets the required experience and qualification criteria stated below, please e-mail the Purchasing Division Buyer at Tara.L.Lyle@wv.gov with a copy to William.M.Sheets@wv.gov to express your interest in the project. Please forward any and all information that will support your company's compliance with required qualification and eligibility criteria along with any other pertinent information relative to this project to the Purchasing Division no later than 1:30 PM on 07/23/2012.

Requisition Number: COR61562

Department/Agency: Division of Corrections

Detailed Description of Project: West Virginia Division of Corrections has need of a comprehensive inmate banking/commissary system to manage inmate accounts for 9 DOC facilities as well as 4 work release centers.

Proposed Sole Source Vendor: Tech Friends, Inc.

Specific Eligibility Criteria:

General Requirements:

- The Trust Accounting System must be owned and supported by the Vendor. The vendor must provide a single point-of-contact for technical support, available for resolving issues related to all services and hardware provided by the Vendor.
- Vendor software must adhere to WVDOC policies detailed in Policy Directives 111.06, 4000.14, & 117.01 in an automated fashion.
- The Vendor must agree to customize the Trust Accounting System to meet the WVDOC's current and future accounting needs.

Trust Accounting Software Requirements:

At a minimum, the Vendor provided Trust Accounting System must:

- Accept imports of inmate information from WVDOC's Offender Management System of choice.
- Allow correctional staff to create unlimited users with customized security settings *without* vendor assistance.
- Support for Active Directory.
- Allow correctional staff to create an unlimited number of collection accounts with specific collection percentages and priorities *without* vendor assistance.

- Automatically deduct a defined portion of incoming inmate deposits to satisfy inmate debts.
- Allow users to create new inmate debts.
- Allow users to void inmate debts. If money has been collected on the debt, even over the course of several weeks, the system should refund all monies collected if the debt is voided. This must be accomplished *without* vendor assistance.
- Allow users to write-off debts or portions of debts.
- Allow predefined transaction amounts and comments to be entered for recurring transactions.
- Allow the creation of new inmate scheduled payments with payment frequencies including daily, weekly, and monthly.
- Allow releases of inmate funds by cash, check, or debit card.
- Allow multiple methods of releasing inmate funds (e.g., a portion in cash and remainder in a check).
- Allow group releases of inmates being transferred between facilities with a single check.
- Provide work sign-out tracking for inmates assigned to jobs outside the facility.
- Provide per diem tracking of inmates assigned to outside work assignments.
- Provide per diem billing for third party work assignments.
- Provide per diem reporting for inmates held for outside agencies.
- Provide reconciliation capabilities for bank accounts.
- Allow separate bank accounts for each correctional facility.
- Allow multiple bank accounts (e.g., checking, savings, medical, etc.).
- Track settlement funds owed between facilities and provide consolidated financial movements by check or ACH.
- Allow searching for inmates by inmate ID or last name.
- Have the capability to display inmate photo when editing an inmate account.
- Allow tracking of property items such as radios which have been purchased by inmates.
- Allow restriction of commissary purchases based on an inmate's property items. For example, batteries may not be purchased unless an inmate has a radio in his property.
- Allow printing of customizable debt collection letters for mailing after an inmate's release.
- Allow printing of checks directly from system with signatures printed on the check.
- Allow automatic printing of receipts after transaction entry without additional confirmations.

- Allow receipt printing on standard laser printers with 3-part perforated paper, 3 receipts per page and on 80MM thermal printers.
- Allow station specific printers to be specified other than using default printer.
- Allow printers to be specified without creating vendor-specific printer names. That is, the system should use the printer names that are established by the correctional facility.
- Allow export of reports to PDF, RTF, or Excel. Exported reports should optionally disable page headers and footers for better integration with Excel.
- Provide help videos for common functions.
- Allow import of bank statement for automated monthly reconciliation.
- Automatically create ACH entries for release debit card withdrawals.
- Support Positive Pay export of check information to banks.
- Support Scantron OMR scanners directly in trust accounting software without opening separate scanning system software.
- Provide OMR sheet rejection based on inmate balance, privileges, or restrictions.
- Automatically export inmate information to other systems for web deposits.
- Automatically import inmate web and phone deposits within 5 minutes with no need for operator intervention.
- Automatically export inmate information to commissary order by phone system.
- Allow inmates to use their own personal credit cards or debit cards to transfer money to their trust accounts using the inmate telephone system.
- Provide integrated reports within the Trust Accounting System with no separate login or executable launch required.
- Allow easy reprinting of receipts.
- Allow on-screen viewing of inmate transaction receipts without printing.
- Allow station specific number of copies during receipt printing.
- Allow user-definable password security settings including minimum password length and requirements for numbers, symbols, or letters in passwords.
- Allow station specific predefined comments for commonly repeated transactions.
- Directly interface with kiosk equipment designed to accept bills and coins.
- Allow user-defined indigent tracking based on current balance, days since booking, deposits over a period, and commissary bills over a period.
- System must allow transactions to be easily voided while maintaining a verifiable audit trail. For example, a deposit transaction which triggers multiple debit collections should be voidable in a single operation which leaves the inmate and associated restitution accounts correct with no opportunity for officer data entry mistakes. This must be accomplished *without* vendor intervention or direct manipulation of data.

- System must allow holding of funds which cannot be spent by the inmate until released. Holds must support automatic removal after a predefined number of days.
- System must interface with signature capture pads and print captured signature on inmate receipts.
- Allow tracking of inmate voluntary and mandatory savings accounts with automatic collections and interest distribution. Interest distribution must be per WVDOC policy.
- Include manual transaction data entry warnings if a duplicate money receipt or billing transaction is suspected by the system.
- Include predefined reports not limited to:
 - Trial Balance, Resident Balances, Balance Sheet, Check Postings, Money Receipts, Cash Disbursements, Inmate Debt, Fund Billing, Fund Collections, Fund Credits, Payroll, Indigents, Savings, Releases, Bank Deposits, Debt Write-offs, Reconciliation, Commissary Receipts, Commissary Housing Totals, Commissary Product Sales, and Check Register.
- Allow ad-hoc reports to be run for defined inmate groups based on factors including housing assignment, gender, age, debt, or current balance without programming a reporting tool.
- Include user-customizable report footer information.
- Include user-customizable report header image for facility logo.
- Provide for automatic debt write-off after inmate release based on the number of days the inmate has been gone from the facility.
- Fully support integration with debt collection agencies including electronic filing of debts with the collection agency and payment to the collection agency if the inmate pays debt at the correctional facility.
- Support SQL Server 2008 R2.
- Prevent users from modifying a financial transaction that has been committed.
- Allow reports to be generated based on user and transaction types.
- Allow user groups to be established that limit access to program features.

Commissary Inventory Management Requirements:

At a minimum, the Vendor provided Commissary Inventory Management System must:

- Have the capability to print inmate receipts to be included with the inmate's order which include the following minimum information: Inmate ID, Name, Facility Name, Housing Location, Balance Prior to Order, and Balance after the Order. For each product ordered, the receipt must show: Product Order Code, Product Description, Quantity Ordered, Unit Price. For products ordered but not received,

the receipt must indicate the reason an inmate did not receive the item originally ordered (e.g., insufficient funds or restricted item).

- The commissary system must be integrated with the LightSpeed Picking System.
- To ensure commissary delivery to the appropriate inmate, the commissary system must be capable of printing inmate photos on commissary receipts.
- Be fully integrated with Trust Accounting System, requiring no rekeying of transactions or separate login.
- Allow commissary purchase restrictions based on balance, housing location, product groups, and individual product purchasing patterns.
- Allow dietary, religious, gender, age, indigent, debt, day-of-week, or behavioral restrictions on commissary purchases.
- Automatically update inventory numbers upon purchase order receipt.
- Allow kit sales which automatically deducts inventory of individual items during sale.
- Automatically update on hand inventory based on inmate sales.
- Allow marking items as temporarily out of stock.
- Allow items to be picked or delivered separately from the main order.
- Allow inventory adjustments by case or piece quantities.
- Allow printing commissary menus in English and Spanish directly from system.
- Allow manual entry of commissary orders and editing of orders received through inmate ordering system before the orders are billed to the inmate account.
- Allow reordering based on reorder points.
- Allow product names to be customized for phonetic pronunciation on the telephone ordering system.
- Allow commissary sales of defined products such as radios to create tracked property for an inmate.
- Allow tracking of vendor order minimums.
- Have proven interfaces with Keefe, Aramark and Canteen Commissary providers with at least one verifiable account for each.
- Demonstrate existing integration with multiple commissary companies including Keefe, Aramark, Oasis, Stellar Services, and Canteen. The proposed system must be able to integrate with any commissary provider chosen by the County now or in the future, at no additional cost to the County.
- Print inmate commissary order receipts.
- Be configurable to print inmate commissary order receipts even for inmates who should not receive a commissary order. For example, an inmate who has a behavior restriction and can't order anything should receive a receipt showing that the order was received, processed, and rejected.
- Enable no-touch posting of commissary orders at a specified time and day.

- Allow multiple product pricelists to be maintained.
- Support onsite commissary warehousing operation with multiple customer locations with different pricing at each customer's location
- Allow a new pricelist to be created and updated without taking effect on inmate purchases until a future date. For example, allow updating of product prices in December that will take effect January 1st.
- Allow new pricelists to be created by copying old prices.
- Allow pricelists to be deleted if no longer needed.
- Allow entering a weekly message to be printed on all commissary receipts for distribution to the inmates.
- Allow searching and reprinting of a single commissary order receipt.
- Allow multiple UPC codes to be assigned per product.
- Interface with standard laser barcode scanners for real-time walk-up window sales.
- Provide an application for at least one handheld computing device with integrated barcode scanner for inmate sales in non-networked areas. For example, processing commissary sales for segregated inmates using a delivery cart with snack options in non-wireless accessible areas and uploading sales once network connectivity has been established.
- Support order verification via standard laser scanner.

Release Debit Cards Requirements:

- Trust Accounting System must have the capability to directly release an inmate's funds onto a debit card with minimal effort.
 - The system must have the capability to swipe a debit card at release using vendor provided encrypted magnetic stripe readers and automatically load the debit card with the inmate's balance at release. Redundant data entry including debit card numbers, transaction amounts, or separate login for releases is unacceptable. At no time should unencrypted credit card numbers be transmitted or stored on the County's network.
- Debit cards should not require additional action by the inmate to activate the card.
- The Trust Accounting System must automatically create ACH entries for monthly bank reconciliation based on withdrawals from each facility's bank account required to fund the release debit cards.

Inmate Trust Account Debit Calling Requirements:

- Vendor must demonstrate a debit calling system which has the ability to interface with the County's inmate telephone provider.
- The debit calling system must allow inmates to purchase phone time using an interactive voice response (IVR) system available through the standard inmate phone system.

- After purchase, the system must deduct the purchased amount from the inmate's account and make the purchased phone time available to inmates.
- The debit calling system must also have the capability to refund any unused phone time automatically to the inmate upon release if the inmate telephone provider supports this feature.

Phone Ordering System Requirements:

- Vendor must provide a commissary ordering system which operates through the existing inmate telephone system.
- The commissary ordering system must allow inmate's to identify products for purchase and hear their current trust account balance.
- Completed commissary orders must not be billed to inmate accounts until the inmate's housing unit is processed as an entire batch.
- Likewise, any inmate restrictions existing at the time the housing unit batch is processed should be enforced.
- The commissary ordering system must be completely integrated with the trust accounting system, requiring no additional data entry for ordering or billing in the trust accounting system.

Lobby Cashier Kiosk Requirements:

- Vendor must provide bill accepting kiosks for friends and family to place funds on inmate accounts.
- The kiosk must also allow payments using credit/debit cards.
- The kiosk must give a receipt for each transaction.
- The kiosks must also have the capability of allowing phone deposits for the purchase of prepaid collect and debit-based calling accounts demonstrated with at least one inmate telephone vendor.
- The kiosks should support the display of inmate photos to eliminate deposit errors.

Web Deposit Requirements

- The Trust Accounting System must automatically create ACH entries for monthly bank reconciliation based on deposits into facility's bank account as a result of inmate deposits.
- Web site should support inmate photos.

Work Release Debit Cards Requirements:

Inmate banking system must support reloadable debit cards for work release inmates with the following requirements:

- Cards can be activated by work release personnel.
- Capability to receive pay check into trust accounting system.

- Automatic collections occur for all policy directives (child support, restitution, rent, etc.) without individual billing.
- Cards are loaded via trust fund software with amount prescribed by WVDOC policy.
- Cards can only be loaded through trust fund software to prohibit unauthorized loads.
- Must be VISA or MasterCard Branded Card.
- Inmate name must appear on card.

Specific Qualification Criteria:

- Vendor must be able to meet all requirements listed above without disruption to current operations.
- Vendor must be able to convert all data in current trust fund system (Lockdown™) to include all historical transactions.
- Vendor must be prepared to conduct onsite training and installation for all current and future facilities at no cost to WV.
- Vendor must be willing to reimburse WVDOC for any overtime hours required by WVDOC personnel for training.
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Renewal:

- This contract may be renewed upon the mutual written consent of the spending unit and vendor, submitted to the Director of Purchasing thirty (30) days prior to the expiration date. Any such renewal must be in accordance with the original terms and conditions of the original contract and shall be limited to four (4) one (1) year renewal periods.