



**Advanced Technologies Group**  
A Keefe Group Company

*Advanced Technologies Group (ATG)*

*Response to:*

**NASPO ValuePoint Master  
Agreement for:  
Inmate Communications  
99SWC-S1154**

*Due - April 20, 2022*

1601 48th Street, Suite 220  
West Des Moines, IA 50266  
515.221.0095  
Atul@a-t-g.com  
Attn: Atul Gupta, President

**National Association of State Procurement Officials  
Nevada State Purchasing Division  
Attn: Heather Moon  
515 E. Musser Street - Suite 300  
Carson City, NV 89701  
[hmoon@admin.nv.gov](mailto:hmoon@admin.nv.gov)**



A Keefe Group Company

April 19, 2022

Nevada State Purchasing Division  
Attn: Heather Moon, Purchasing Officer II  
515 E. Musser Street, Suite 300  
Carson City, Nevada 89701

Solicitation No. 99SWC-S1154- NASPO/Value Point - Inmate Communications

Dear Ms. Moon:

As a longtime partner of the Nevada Department of Corrections and many of the participating state Department of Corrections (DOCs) listed in this RFP for Inmate Communications, Advanced Technologies Group, LLC (herein, "ATG") thanks you for reviewing our proposal and looks forward to enhancing our already successful partnerships.

ATG takes great pride in delivering solutions that end-users acknowledge gives them the right information at the right time allowing them to be more effective and more efficient. ATG is unique in that we focus exclusively on providing innovative solutions specific to large State and Federal correctional agencies and is the only company that offers a unified and integrated offender management system.

ATG's Offender Management Suite (OMS):

- Enables large correctional agencies to have a unified system to support the entire supervision continuum (pre-trial, pre-sentence investigations, probation, incarceration, work release, parole and post-release).
- Integrates all the functions involved in managing offenders: case management, medical, trust and restitution accounting, commissary, investigation, and inmate services.
- Has been battle tested by over 39,000 users, serving over 550,000 offenders nationwide including the Federal Bureau of Prisons as well as Department of Corrections for the States of California, Idaho, Iowa, Kentucky, Maine, Massachusetts, Michigan, Nevada, North Carolina, Oklahoma, Rhode Island, and Wisconsin.

For over 21 years, ATG has focused exclusively on building and delivering solutions for large correctional agencies. Every ATG team leader has more than 20 years of experience implementing ATG-developed solutions at large correctional agencies; our companywide average tenure is over ten years. As our existing customers will confirm, our team has deep expertise of the nuances of correctional operations including the business processes and how different facets interact with each other. The team has broad experience configuring, customizing and delivering our solutions to large, complex and geographically distributed correctional agencies.

We respectfully encourage Nevada DOC to contact any/all of our customers named above. They will concur that ATG has been a reliable and responsive partner that functions as an extension of the agency's own team; the solutions delivered are robust, scalable and customized to the agency's specific business processes, and we have consistently delivered projects on time and on budget. They will also vouch that our systems are very intuitive to use, and that we have very effectively leveraged smartphones and mobile devices to enable end-users to remotely access the systems. This combined with our inmate and community correction kiosks, significantly reduce staff effort while reducing recidivism by engaging offenders in their own rehabilitation.

As a member of the Keefe Group, ATG has national reach and direct access to a very deep array of Keefe services many of which are already being used by Nevada DOC. The proposed system will seamlessly interface with existing Keefe services. Similarly, Trinity Services Group is a part of the same organization, and ATG can seamlessly integrate with their services as well.

ATG will exceed your expectations and deliver unparalleled customer service. Should questions arise regarding this proposal or the Department desires modification of ANY aspect of this proposal, please contact me at (515) 221-9344 or by email at [atul@a-t-g.com](mailto:atul@a-t-g.com). Thank you for your consideration of ATG, and we look forward to continuing a successful partnership.

Sincerely,

Atul Gupta  
President



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**SECTION II**  
**ATTACHMENT D**  
**VENDOR INFORMATION SHEET**

## VENDOR INFORMATION SHEET FOR RFP 99SWC~S1154

**Vendor Must:**

- A) Provide all requested information in the space provided next to each numbered question.  
The information provided in Sections V1 through V6 will be used for development of the contract;
- B) Type or print responses; and
- C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

V1	Company Name	<i>Advanced Technologies Group, LLC</i>
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V2	Street Address	<i>1601 48th Street, Suite 220</i>
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V3	City, State, ZIP	<i>West Des Moines, IA 50266</i>
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V4	Telephone Number	
	Area Code: <i>515</i>	Number: <i>221-9344</i>

V5	Facsimile Number	
	Area Code:	Number:

V6	Toll Free Number	
	Area Code:	Number:

V7	<i>Contact Person for Questions / Contract Negotiations, including address if different than above</i>	
	Name: <i>Atul Gupta</i>	
	Title: <i>President</i>	
	Address: <i>1601 48th Street, Suite 220 – West Des Moines, IA 50266</i>	
Email Address: <i>atul@a-t-g.com</i>		

V8	Telephone Number for Contact Person	
	Area Code: <i>515</i>	Number: <i>221-0095</i>

V9	Facsimile Number for Contact Person	
	Area Code:	Number:

V10	<i>Name of Individual Authorized to Bind the Organization</i>	
	Name: <i>Atul Gupta</i>	Title: <i>President</i>

V11	Signature ( <i>Individual must be legally authorized to bind the vendor per NRS 333.337</i> )	
	Signature:	Date: <i>4-19-2022</i>



# **SECTION III**

# **STATE DOCUMENTS**



## STATE DOCUMENTS

### Section III – State Documents

The State documents tab must include the following:

- The signature page from all amendments with an original signature by an individual authorized to bind the organization.

**ATG Response: ATG has read, understands, and will adhere.**

**Per Nevada E-Pro, Amendments 1 and 2 were issued immediately following the RFP release on December 14, 2021, and do not need to be acknowledged as noted on the screen shot of the website shown below.**

Amendment #	Amendment Date	Amendment Note
1	12/14/2021 07:22:16 AM	The Insurance Schedule is mislabeled. For purposes of this amendment, the Insurance Schedule will be Attachment K. Vendors do not need to acknowledge this amendment.
2	12/14/2021 08:12:43 AM	The purpose of this amendment is to correct attachments. Vendors do not need to acknowledge this amendment. Attachment File Changes: Header 1. File 'RFP 99SWC-S1154 Inmate Communications - corrected version.docx': File 'RFP 99SWC-S1154 Inmate Communications - corrected version.docx' added .
3	12/21/2021 01:29:22 PM	The purpose of this amendment is to change the RFP opening (due date) to February 22, 2022 at 2:00 PM. Header 1. Bid Opening Date changed from "01/24/2022 02:00:00 PM" to "02/22/2022 02:00:00 PM".

**Amendment 3 was issued following the pre-bid conference call on December 21, 2021, and there was not an attachment on Nevada E-Pro, just the notification in the screen shot above.**

**Amendment 4 was issued on January 21, 2022, with the answers to questions and a date extension, as well as the opening of an additional Q&A period.**

4	01/21/2022 09:47:52 AM	The purpose of this amendment is to address questions received and to notify vendors of a new opening date of 3/22/22. References will be due any time before the new opening date. This amendment is also updating the cost sheet - Attachment C and notifying vendors of additional states Intent to Participate. A second Q&A period will be allowed until 2/8/22 at 5:00 p.m. Header 1. Bid Opening Date changed from "02/22/2022 02:00:00 PM" to "03/22/2022 02:00:00 PM". Attachment File Changes: Header 1. File 'Questions received - answers 1-21-22.xls': File 'Questions received - answers 1-21-22.xls' added . 2. File 'Attachment C Cost Proposal - updated.xlsx': File 'Attachment C Cost Proposal - updated.xlsx' added . 3. File 'Intent to Participate - Montana.docx': File 'Intent to Participate - Montana.docx' added . 4. File 'Intent to Participate - Utah.docx': File 'Intent to Participate - Utah.docx' added . 5. File 'Utah Ts and Cs.docx': File 'Utah Ts and Cs.docx' added . 6. File 'Intent to Participate - Vermont.docx': File 'Intent to Participate - Vermont.docx' added .
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**Amendment 5 was issued on March 1, 2022, with the answers to questions.**

5	03/01/2022 01:15:41 PM	The purpose of this amendment is to address second round questions. Attachment File Changes: Header 1. File '2nd round questions - Answers.xls': File '2nd round questions - Answers.xls' added .
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**Amendment 6 was issued on March 9, 2022, with an extension to the due date.**

6	03/09/2022 07:57:05 AM	The purpose of this amendment is to extend the RFP opening due date to April 20, 2022. All vendors interested in responding to this RFP must submit a response by this date. Vendor references will be accepted from now until April 19, 2022. Header 1. Bid Opening Date changed from "03/22/2022 02:00:00 PM" to "04/20/2022 02:00:00 PM".
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**Amendment 7 was issued on March 10, 2022, with an addition of Terms and Conditions for New Jersey.**







7 03/10/2022 07:22:17 AM The purpose of this amendment is to notify vendors of New Jersey's terms and conditions. Vendors do not need to acknowledge this amendment. Attachment File Changes: Header 1. File 'State of New Jersey Standard Terms and Conditions.pdf': File 'State of New Jersey Standard Terms and Conditions.pdf' added .

- Attachment H – Confidentiality and Certification of Indemnification of RFP with an original signature by an individual authorized to bind the organization.

***ATG Response: ATG has read, understands, and will adhere.***

***Please see ATG's completed Attachment H – Confidentiality and Certification of Indemnification.***

- Attachment G – Vendor Certifications with an original signature by an individual authorized to bind the organization.

***ATG Response: ATG has read, understands, and will adhere.***

***Please see ATG's completed Attachment G – Vendor Certifications.***

- Copies of any vendor licensing agreements and/or hardware and software maintenance agreements

***ATG Response: ATG has read, understands, and will adhere.***

***For hardware NOT purchased by inmates (workstations, servers, networking equipment, etc.) ATG/Keefe is responsible for all hardware, software licenses and required maintenance/support fees. This equipment remains the property of ATG/Keefe for the duration of the contract. In cases where the agency gets to keep the hardware at the end of the contract, the agency will be responsible for licensing and maintenance from that day forward.***

- Copies of applicable certifications and/or licenses.

***ATG Response: ATG has read, understands, and will adhere.***

***Please see the following pages for ATG's Certification of Good Standing and Keefe Commissary Network's Money Transmitter License for Nevada, as they will be a subcontractor on this RFP.***

***Additional licenses for participating states are available upon request.***



SECRETARY OF STATE



**CERTIFICATE OF EXISTENCE  
WITH STATUS IN GOOD STANDING**

I, Barbara K. Cegavske, the duly qualified and elected Nevada Secretary of State, do hereby certify that I am, by the laws of said State, the custodian of the records relating to filings by corporations, non-profit corporations, corporations sole, limited-liability companies, limited partnerships, limited-liability partnerships and business trusts pursuant to Title 7 of the Nevada Revised Statutes which are either presently in a status of good standing or were in good standing for a time period subsequent of 1976 and am the proper officer to execute this certificate.

I further certify that the records of the Nevada Secretary of State, at the date of this certificate, evidence, ATG LLC, as a DOMESTIC LIMITED-LIABILITY COMPANY (86) duly organized under the laws of Nevada and existing under and by virtue of the laws of the State of Nevada since 06/02/2021, and is in good standing in this state.



Certificate Number: B202204072561999  
You may verify this certificate  
online at <http://www.nvsos.gov>

IN WITNESS WHEREOF, I have hereunto set my  
hand and affixed the Great Seal of State, at my  
office on 04/07/2022.

BARBARA K. CEGAVSKE  
Secretary of State



**STATE OF NEVADA**  
*DEPARTMENT OF BUSINESS AND INDUSTRY*  
FINANCIAL INSTITUTIONS DIVISION

**MONEY TRANSMITTER LICENSE**

No. **MT11060** Dated: **March 17, 2022**  
Date of First License: **August 23, 2016**

*This is to Certify That*

**KEEFE COMMISSARY NETWORK LLC**  
**DBA: ACCESS CORRECTIONS**

Having complied with the requirements of Chapter 671, Nevada Revised Statutes is hereby licensed to engage in the business of selling checks, drafts, money orders, or other instruments for the transmission of money and/or the business of receiving money as agent for obligors for the purpose of paying such obligors' bills, invoices, or accounts in accordance with and subject to the provisions of said law from the date hereof, unless this license be otherwise suspended or revoked located at:

**10880 LINPAGE PLACE**  
**SAINT LOUIS, MO 63132**

**This license is held subject to regular renewal thereof as prescribed by law and for a period beginning March 17, 2022 and ending December 31, 2022.**

**Financial Institutions Division**



**This License is NOT Transferable or Assignable**



## ATTACHMENT G – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

- (1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.
- (2) All proposed capabilities can be demonstrated by the vendor.
- (3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.
- (4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.
- (5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.
- (6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.
- (7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.
- (8) All employees assigned to the project are authorized to work in this country.
- (9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.
- (10) The company has a written policy regarding compliance for maintaining a drug-free workplace.
- (11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.
- (12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.
- (13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

***Advanced Technologies Group, LLC***

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Vendor Company Name

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Vendor Signature

***Atul Gupta***

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Print Name

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***April 19, 2022***

Date

**ATTACHMENT H – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION**

Submitted proposals, which are marked “confidential” in their entirety, or those in which a significant portion of the submitted proposal is marked “confidential” **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a “trade secret” as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors’ technical and cost proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information separate marked “**Part I B Confidential Technical**” and “**Part III Confidential Financial**”.

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information.

*Please initial the appropriate response in the boxes below and provide the justification for confidential status.*

<b>Part IB – Confidential Technical Information</b>			
YES		NO	
<b>Justification for Confidential Status</b>			

<b>Part III – Confidential Financial Information</b>			
YES	<b>X</b>	NO	
<b>Justification for Confidential Status</b>			
<b><i>D&amp;B Report, Federal Tax ID # as noted in Part III Confidential Financial Information – Section 4 of RFP 99SWC-S1154.</i></b>			

***Advanced Technologies Group, LLC***

Company Name

Signature

***Atul Gupta***

Print Name

***April 19, 2022***

Date



# **SECTION IV**

# **SCOPE OF WORK**



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## SCOPE OF WORK

### Section IV - Section 3 – Scope of Work

Vendors must place their written response(s) in bold/italics immediately following the applicable RFP question, statement and/or section.

***ATG Response: ATG has read, understands, and will adhere.***

#### 4.5.3 Scope of Work

- a. Offerors shall demonstrate in their Proposal how they meet or exceed the requirements of each section of the ***Scope of Work - Attachment B***. Offerors shall show each requirement and its response in their Proposal.

***ATG Response: ATG has read, understands, and will adhere.***

- b. No part of the resulting contract from this solicitation may be performed offshore of the United States by persons located offshore of the United States or by means, methods, or communications that, in whole or in part, take place offshore of the United States.

***ATG Response: ATG has read, understands, and will adhere.***



Category 1: General Information

Category 2: Inmate Kiosks and Tablets

Category 3: Inmate Telephone System

Category 4: Digital Mail Services

Each category (Sections 1 through 4) will be evaluated separately by the Evaluation Committee. Committee members will score each category independently of the others and will make awards as in the best interest of the Lead State and NASPO ValuePoint.

Vendors may submit a proposal for any or all of the categories listed in the Scope of Work but may not submit for less than one entire category. Vendors must clearly identify in their proposal the category or categories, the section number(s) and geographic location for which they are proposing.

***ATG Response: ATG has read, understands, and will adhere.***

***In this proposal, Advanced Technologies Group, LLC (hereinafter "ATG") will be responding to Category 1: General Information, Category 2: Inmate Kiosks and Tablets and Category 4: Digital Mail Services.***

***Advanced Technologies Group, LLC (ATG) will be the prime vendor for this RFP, partnering with Keefe Commissary Network, LLC for services throughout a given category.***

***Category 2 –Advanced Technologies Group, LLC and Keefe Commissary Network, LLC***

***Category 4 – Advanced Technologies Group, LLC and Keefe Commissary Network, LLC***

***In addition, Keefe Commissary Network will subcontract with Cash Pay Today and Western Union for Retail Store Deposits and Rapid Financial Solutions (RFS) for Debit Release Cards.***

For all categories below, the vendor:

- Must ensure that the facilities are in compliance with all existing DOC rules and regulations;
- Must ensure all services are conducted by a State Certified/Licensed Technician;
- Must ensure all services are conducted in accordance with any DOC certification requirements;
- May offer additional services as related to awarded categories;
- Must ensure all equipment is compatible to the best industrial standards and must function as designed after installation;
- Must designate a single point of contact to be the liaison for state information technology staff to handle the day-to-day operations. References for this designee must be submitted as part of the vendor's proposal; and
- Shall ensure permits must be current and remain current.
- Must not allow any part of the resulting contract from this solicitation be performed offshore of the United States by persons located offshore of the United State or by means, methods, or communications that, in whole or in part, take place offshore of the United States.

***ATG Response: ATG has read, understands, and will adhere with all the requirements listed on the above.***





## 1. GENERAL INFORMATION

### 1.1 BACKGROUND CHECKS

1.1.1 Background check approvals for site visits are required. For security reasons, the vendor must complete a Background Check Application form, and return the completed form to the requesting DOC. Because of space considerations, each vendor shall be limited to a maximum of two (2) representatives to attend each site visit.

***ATG Response: ATG has read, understands, and will adhere with the Background Check Policy as noted.***

***All background checks will be completed as required and site visits will be limited to a maximum of two (2) representatives.***

1.1.2 Upon Contract award, and a least seven (7) days prior to beginning work, the awarded vendor will submit a completed DOC Background Check Application form for each employee who will be working on this project (unless previously cleared for the site visit).

1.1.2.1 Faxed or e-mailed forms will be accepted, but the original application form must be sent by US postal mail within three (3) days or clearance may be revoked.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

***Upon contract award, ATG will complete and submit a DOC Background Check Application Form for all employees that will be working on this project, unless they have been previously cleared.***

1.1.2.2 Completed forms must be sent to the designated person within each Participating State's Correctional Facility.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

***All DOC Background Check Application Forms will be sent to the designated person listed for each Participating State's Correctional Facility.***

1.1.2.3 This form must be signed and submitted for each employee who will be attending the site visit and/or performing any Contract work at DOC facilities.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

1.1.3 All costs associated with background checks will be at vendor's expense.

***ATG Response: ATG has read and understands. Any costs associated with the Background Check Application Forms will be completed at no cost to NASPO, the lead state or any of the participating states.***



1.1.4 It is the vendor's responsibility to ensure the following:

1.1.4.1 Vendors must not begin any billable work on the contract until clearance has been issued by the Purchasing Entity; and

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

1.1.4.2 Vendor has received notification of pre-authorized access to facilities by the Purchasing Entity.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

1.1.5 No personnel entering the correctional facilities may be convicted felons.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

1.1.6 Any potential vendors who are in non-compliance with the requirements of the Security Regulations will not be allowed access to the facility.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

1.1.7 All vendor employees entering prison grounds must adhere to the DOC Security Regulations.

***ATG Response: ATG has read, understands, and will adhere with this requirement and all DOC Security Regulations.***

1.1.8 While at the facility, the vendor must ensure that inmates do not have access to telecommunication devices in accordance with Participating State's Statutes, Rules, and Regulations.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

## 1.2 DEPARTMENT OF CORRECTIONS REQUIREMENTS

### 1.2.1 Work Area/Project Preparation

1.2.1.1 Prior to commencement of work, the awarded vendor shall ensure that:

- A. Arrangements have been made for proper disposal of any waste materials;
- B. All tools, equipment and materials are on hand; and
- C. Any applicable worker training has been completed and any required documentation is on site.

***ATG Response: ATG has read, understands, and will adhere with the requirements listed in 1.2.1.***



***ATG will ensure that all waste is disposed of; all needed equipment, materials and tools are on hand; and that all worker training is complete. Documentation of worker training will be available on-site for review as requested.***

1.2.2 Securing of tools

1.2.2.1 Vendor must adhere to all DOC's policies and procedures regarding tool control.

1.2.2.2 Vendor must ensure incarcerated individuals do not have access at any time to any tools or equipment brought in by vendor and/or its subcontractors.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

***Please see the company policy on Tool Control:***

***Tool Control – Any tools used by Keefe staff in the warehouse must be signed in and out after each use. No orders are permitted to leave the warehouse until a full review of all tools are accounted for to ensure there has been no accidental introduction of contraband into an order to be delivered to a facility. Only authorized staff are approved to sign out tools which are affixed to the employee using a "spring bungee cord lanyard" which is attached to the tool at one end and the employee on the other. This ensures that the tool does not accidentally fall into a box or order that is to be delivered to a facility.***

1.2.3 Health and Safety Standards

1.2.3.1 The awarded vendor shall comply with all applicable federal, state, and local requirements for protecting the safety of the Vendor's employees, building occupants, and the environment.

1.2.3.2 The awarded vendor must comply with all Federal, State and Local rules and regulations.

***ATG Response: ATG/Keefe have read, understand, and will adhere with this requirement.***

***Safety is a top priority at Keefe, and we are committed to ensuring a safe, healthy and secure workplace for all employees. It is the responsibility of all employees to be aware of safety and health hazards at all times and to conduct all tasks in a safe and efficient manner complying with all federal, state and local safety and health regulations and with all safety program standards identified by Keefe.***

***Keefe provides job training and instruction on safe and healthy work practices. In addition, Keefe has procedures for investigating work-related incidents, and procedures for identifying, evaluating and correcting unsafe work conditions.***

***Keefe provides information regarding workplace safety and health issues through regular internal communication channels, Quarterly Safety Inspections (QSI), monthly team meetings, departmental meetings, bulletin board postings, memos and other written communications.***



*All employees are expected to observe safety rules and to exercise caution in all work activities. Should an employee feel concern over any health and safety aspect of his or her work, this should immediately be brought to the attention of the employee's manager.*

*Positions requiring employees to drive either a company vehicle or utilize their own vehicles on a routine basis to conduct Company business may include periodic driver's license checks as a standard part of the business process.*

*If employees violate safety standards, cause hazardous or dangerous situations, and/or fail to report, employees may be subject to corrective action up to and including separation of employment.*

*Employees are required to immediately notify their manager of accidents that result in injury or damage to equipment or vehicles including incidents that require first aid treatment only. Such reports are necessary to comply with laws and to initiate insurance and workers' compensation benefits procedures.*

*In addition, please see the following information regarding the security of ALL Keefe distribution centers nationwide:*

- 1. Warehouse Security System - Records activity in the warehouse, production arena, office space, loading docks – shipping and receiving and all building entrances and exits. The camera monitoring system runs 24/7/365. All information is recorded on to a digital video recorder and kept in archives for a minimum of 30 days for any investigative needs.*
- 2. Secure Entrance – Entry into our warehouse requires a company provided key job or an employee to manually let an individual in. This ensures access is only granted to Keefe employees or approved visitors. Visitors must sign in at the front desk, wear a visitors' badge at all times while within the warehouse and always be accompanied by a Keefe employee.*
- 3. Security Door Contacts and Tape – All other entrance doors at the warehouse have security contacts that would set off our alarm and alert staff if a security door is opened. At night, these contacts are included in our 3rd party, 24/7/365 monitored security system that alerts Keefe management, the police, and the 3rd party monitoring company and sets off the local security alarm if a door is opened. Doors that should never be opened have security tape on the door jams. This is a company policy which allows management to view if any door has been tampered with.*
- 4. Door Gates – These allow the loading docks doors to be secure from the outside during the working day if bay doors are open. Keefe policy is that door gates are kept closed during the day unless product is being taken on or off a vehicle. Access to the warehouse is prevented through the bay doors with these gates in place.*
- 5. Third Party Driver Cage – Keefe ensures outside delivery drivers are not allowed into the warehouse pulling and overstock areas by employing a fenced in area where drivers wait until their shipment is unloaded. Third party drivers are not allowed into our secure warehouses and are restricted to this fenced in location that has no access to the secure warehouse.*



6. ***Employee Lockers – Keefe provides lockers/storage areas for each warehouse employee. Keefe maintains a policy that no tobacco, cell phones, weapons, etc. are allowed into the warehouse. This ensures no contraband may be introduced into a package order by accident. Employees are required to place all personal items in the lockers during the day and may be used only during breaks/lunch outside of the warehouse.***
7. ***Tool Control – Previously noted on page 5.***

### 1.3 VENDOR STAFF REQUIREMENTS

#### 1.3.1 Vendor Staff Levels and Qualifications

The Vendor will have direct oversight, be responsible for, and monitor the performance of all Vendor staff performing services under the contract. The authorized DOC staff will provide security for the Vendor’s employees and agents consistent with the security provided at all DOC facilities.

- 1.3.1.1 The Vendor shall identify and define their key full-time positions supporting the DOC ITS.
- 1.3.1.2 All travel will be negotiated within each PA. Travel may be subject to limits of the DOC’s rules and regulations.
- 1.3.1.3 Additionally, the Vendor’s staff will liaise with and maintain a good working relationship with DOC staff and other providers working with the DOC.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

***Direct staff associated with this agreement have been listed in Attachment F – Staff Resume. In addition, Keefe has provided information on their Technical Services teams for Keefe Commissary Network.***

#### 1.3.2 Escalation Procedures During Repair Service

- 1.3.2.1 The Vendor will provide escalation procedures to address inadequate response to service calls, frequent repetition of the same service problem, inadequate repairs to ITS, etc. These described procedures will include the name and title of service and management personnel as well as criteria for service escalation to a certain “level” within the vendor’s organization.

***ATG Response: ATG/Keefe have read, understand, and will adhere with this requirement.***

***Keefe staffs a centralized Technical Services support center including Help Desk, Configuration, Installation, Training, Systems Integration, and Software Development Services.***

#### ***Escalation Path***

***If you are unable to reach the analyst assigned to your case, you are not contacted in the***



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***defined timeframe, or feel that you need to escalate the situation, please send an email to the Support Services escalation address - [escalations@keefegroup.com](mailto:escalations@keefegroup.com). A member from the Management Team will be in contact with you as soon as possible. If it's afterhours, the quickest way to escalate would be to call our toll-free number, 1.800.864.5986, to engage the support team, and if needed ask to speak with a manager.***

***Please see the following pages for Keefe's Technical Services Service Level Agreement.***



**To:** Keefe Group Customers  
**From:** Support Services Management Team  
**Re:** **Support Services Incident Handling - Service Level Agreement**

To better serve our customers, the Support Services Management Team has instituted a Service Level Agreement approach to Service Desk incident handling. The goal of this approach is an improved line of communication with our customers and to provide superior customer service in meeting their expectations. All incidents logged will be categorized using the following levels:

**Level 1 – Urgent**

- PLEASE NOTE: A phone call to the Support Services department is generally the quickest way to reach someone and explain the severity of the problem you are reporting. Since Urgent tickets generally impact operations of the agency, we prefer a phone call so that we can confirm the severity with you and give you a ticket number immediately. See contact info below for more information.
- Any issue compromising or preventing a facility from performing daily job functions related to commissary and/or inmate banking. Urgent issues are top priority and assigned out accordingly. The assigned Analyst will be responsible for replying to the customer within an hour of receiving the case and will work until the urgent issue has been resolved. Any follow up items stemming from the urgent issue will be handled as standard priority through resolution. Urgent issues include, but are not limited to the following services where the service is unavailable without a workaround:
  - o Sending/Ordering/Processing Commissary orders
  - o Sending/Ordering/Processing Trinity Take Out (TTO) orders
  - o Deposit Services – anything preventing deposit transactions from being applied onto the resident financial account for all inmates at an agency.
  - o Lobby Kiosks – hardware issues preventing family/friends from depositing funds onto the resident financial account
  - o Inmate phone time availability
  - o Direct Link Trust – anything preventing resident outbound calls
  - o Inmate Booking
  - o Inmate Release
  - o Facility server/hardware offline, database failure
  - o Creation of new resident accounts and/or updating existing resident accounts via manual entry or an integration.

**Level 2 – Escalated**

- Any issue not immediately compromising or preventing facility from performing daily job functions related to commissary and/or inmate banking. Escalated issues are second level priority, behind active urgent cases. The assigned Analyst will be responsible for replying to the customer within two hours of receiving the case and will work through the escalated issue with the customer until resolution. Escalated issues could include, but are not limited to:
  - o Billing issues related to commissary sales/refunds
  - o Non-critical resident account related issues
  - o Bank reconciliation/check/deposit issues not immediately affecting business

**Level 3 – Standard**

- Any longer term issue that does not immediately compromise daily job functions. Standard issues are third level priority, behind both active urgent and escalated cases, and may have potential resolution of 5 days or longer. The assigned Analyst will be responsible for replying to the customer within four hours of receiving the case and will work with the customer through resolution.
- The Analyst is also responsible for keeping the customer updated on progress as needed. Standard issues could include, but are not limited to:
  - o Bank reconciliations and/or general journal reconciliations not immediately affecting daily functions
  - o Report creations/modifications



**Priority Assignment:** In the event you are not satisfied with the assigned priority level or have not received a response to your inquiry within the anticipated response timeframes, please send an email to the Support Services escalation address [escalations@keefegroup.com](mailto:escalations@keefegroup.com) to let us know the urgency of the issue. The Support Services Management Team will escalate the ticket as required. An updated response will be sent to notify you that we have acknowledged and addressed the change request. If further clarification is needed, a representative from the Management Team will call the requestor.

**Contact Information:** There are two ways to contact the Support Services Department:

- 1) [KCNHelpdesk@keefegroup.com](mailto:KCNHelpdesk@keefegroup.com)
  - a. The Support Services email is actively monitored Monday through Friday, 8am – 5pm CST
- 2) 1.800.864.5986
  - a. The toll free phone number is available 24 / 7 / 365
  - b. During business hours, Analysts are available to assist customers Monday through Friday, 6am – 7pm CST.
  - c. On weekends, and outside of above mentioned business hours, on-call Analysts are available to assist customers. Customers will call the toll free number and be asked to leave a voicemail. An on-call Analyst will call the customer back within 30 minutes of them leaving a voicemail.

**Escalation Path:** If you are unable to reach the Analyst assigned to your case, you are not contacted in the defined timeframes, or feel that you need to escalate the situation, please send an email to the Support Services escalation address [escalations@keefegroup.com](mailto:escalations@keefegroup.com). A member from the Management Team will be in contact with you as soon as possible. If it's afterhours, the quickest way to escalate would be to call our toll free number 1.800.864.5986 to engage the support team, and if needed ask to speak with a manager.

For your reference, the following is a list of the Support Services Managers:

Tier 1 Support -

- Shohn Lorenz ([slorenz@keefegroup.com](mailto:slorenz@keefegroup.com)) - IT Manager for the Tier 1 support team
  - Tier 1 team handles all incoming incidents for Keefe and Trinity phones and email submissions

Tier 2 Support -

- Ryan Lurk ([rlurk@keefegroup.com](mailto:rlurk@keefegroup.com)) - IT Manager for the Hardware/Infrastructure support team
  - Servers, client workstations, printers, scanners, vending machines, inmate edge kiosks, network/communication, etc.
- Rob Sanders ([rsanders@keefegroup.com](mailto:rsanders@keefegroup.com)) - IT Manager for the Inmate Enablement support team
  - Deposit services, email, release, media
- Justin Perry ([juperry@keefegroup.com](mailto:juperry@keefegroup.com)) - IT Manager for the Commissary/Integration support team
  - Processing orders/refunds, various interfaces, inmate edge kiosk software, TEX, etc.
- Christina Stuckey ([christina.stuckey@trinityservicesgroup.com](mailto:christina.stuckey@trinityservicesgroup.com)) – IT Manager for the Cobra Banker/Canteen Manager support team
  - Software, hardware, inmate POD kiosks, various integrations, etc.
- Hannah Wickers ([hwickers@keefegroup.com](mailto:hwickers@keefegroup.com)) - Financial Services Manager for the Customer Accounting support team
  - Daily work flows, cash drawers, balancing, bank reconciliations, etc.

Senior Management -

- Dan Delmore - Senior IT Manager for the Support Services Management Team
  - [ddelmore@keefegroup.com](mailto:ddelmore@keefegroup.com)
- Tricia Boucher – Vice President for the Support Services Management Team
  - [tboucher@keefegroup.com](mailto:tboucher@keefegroup.com)

10880 Lin Page Place • St. Louis, Missouri 63132-1008 • 314.919.4100 • 800.864.5986 • Fax: 314.919.4109

**Keefe Commissary Network • Keefe Group • Trinity Services Group**

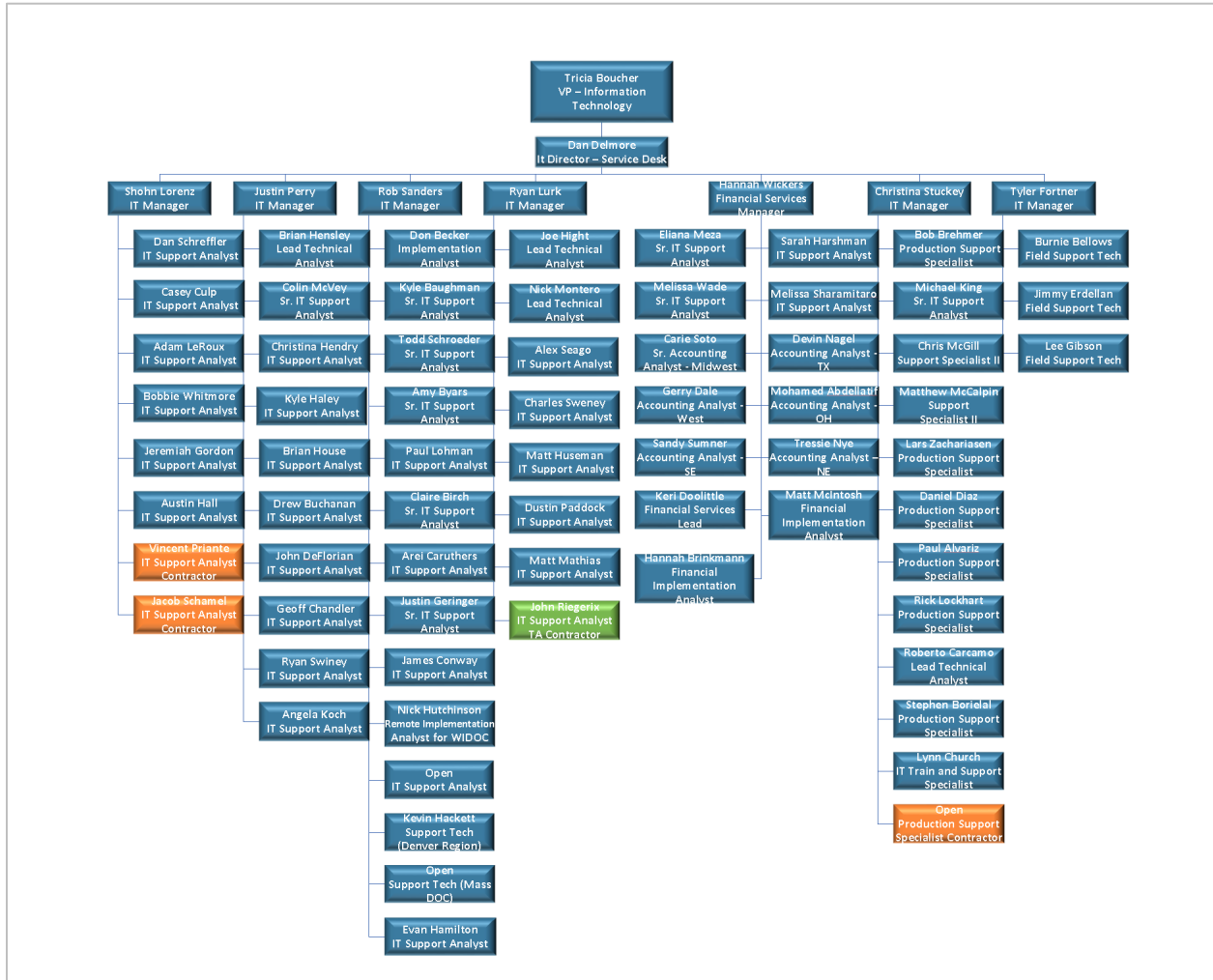




1.3.2.2 Updated contact names and telephone numbers of the service and management positions listed/described in the escalation procedures will be made available to the authorized DOC staff immediately upon request.

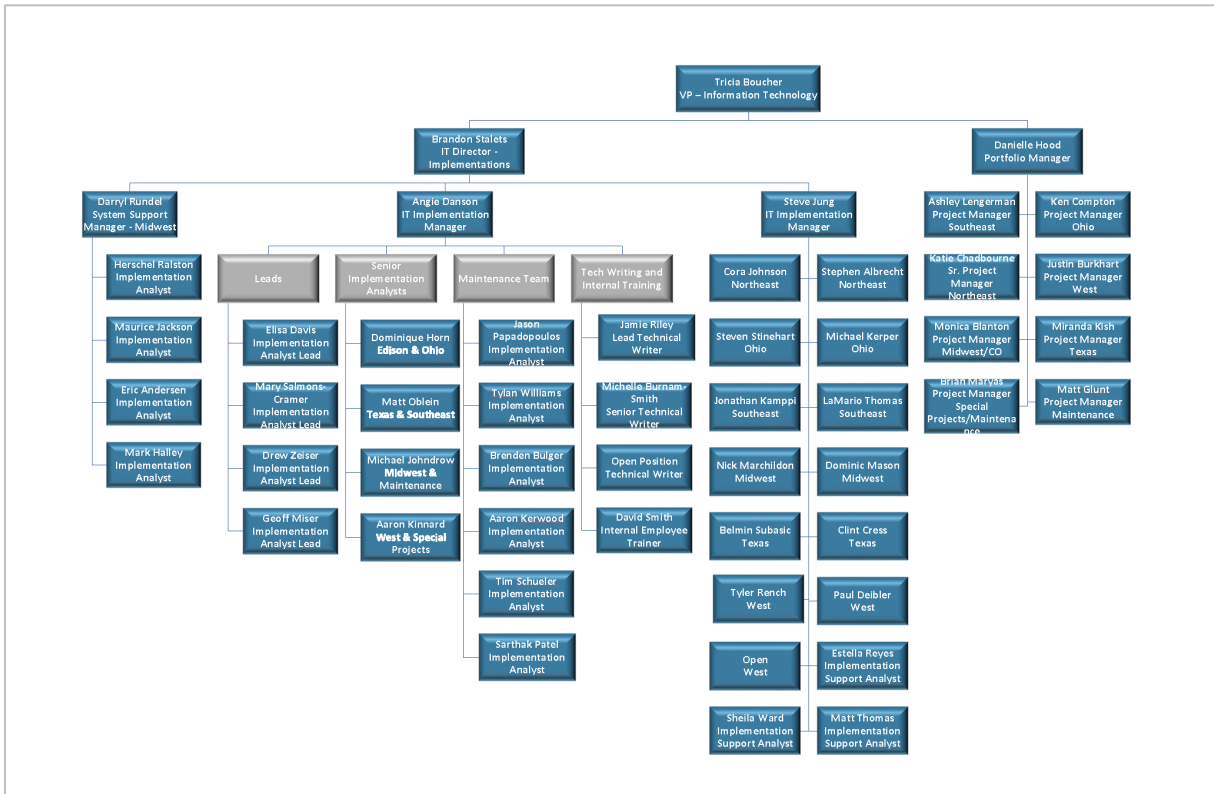
**ATG Response:** ATG/Keefe have read, understand, and will adhere with this requirement.

**Please see Keefe’s Service Level Agreement on pages 9–10 for contact names and telephone numbers as well as the IT Services Organizational Chart below for the staff that will support the DOC. Additional contact information is available upon request.**





The following organizational chart is for IT Installations:



1.3.2.3 If applicable, provide administrative staff that will be on site at DOC Headquarters to manage the DOC accounts. The Vendor shall be required to pay for all background checks processed for its on-site staff.

**ATG Response: ATG has read, understands, and will adhere with this requirement.**

**If applicable, ATG will pay for all background checks processed for its on-site staff.**

1.3.2.4 Provide for an external audit of services on an annual basis by an independent auditing firm verifying the vendor’s timing and billing systems are accurate and capture all calls. Selection of the independent auditing firm shall be subject to DOC approval. The staff that performs the audit will be subject to background checks in advance of entering DOC facilities.

**ATG Response: ATG has read, understands, and will adhere with this requirement.**

## 1.4 DOCUMENTATION

1.4.1 As applicable, prior to production implementation, the contracted Vendor shall provide to the DOC detailed technical system documentation, detailed system design specifications, descriptions of all proposed kiosk hardware and software, operating instructions, footprints, power and environmental requirements, model numbers, makes, serial numbers, electrical



and grounding requirements, temperature and humidity ranges, software components and features, etc.

**ATG Response: ATG has read, understands, and will adhere with this requirement.**

**Please see the following Sample documentation regarding Keefe Commissary Network kiosks.**

**Keefe provides documentation of this type with details specific to each kiosk installation.**

Network Device Information				
<b>JAIL NETWORK</b>				
DEVICE TYPE	DEVICE BRAND	DEVICE NAME	IP Address	Bldg /Room / Pod
24-port Switch	Ubiquiti US-24	KCNVHEN01SWT01	10.85.19.130	C-275
24-port Switch	Ubiquiti US-24	KCNVHEN01SWT02	10.85.19.131	143a
Firewall	Checkpoint 1570	KCNVHEN01FRW01	VLAN1 10.85.19.0/25	143a
24-port Switch	Ubiquiti US-24	KCNVHEN01SWT03	10.85.19.132	Booking IDF
<b>CDE ENVIRONMENT</b>				
DEVICE TYPE	DEVICE BRAND	DEVICE NAME	IP Address	Bldg /Room / Pod
Firewall	Meraki 23		10.85.19.150	Booking - KCNVHEN01INT01
Firewall	Meraki 23		10.85.19.151	Lobby - KCNVHEN01LOB01
<b>WAN/CLOUD</b>				
DEVICE TYPE	DEVICE BRAND	DEVICE NAME	IP Address	Room/Data Center
Internet Modem	Cox Business Internet Modem			143a
CDE Firewall		KCNMOST01MER01	199.200.5.23	TKC Data Center
Firewall	Checkpoint		199.200.5.10	TKC Data Center
DHCP Relay Primary			192.168.3.230	TKC Data Center
DHCP Relay Secondary			10.99.3.230	TKC Data Center

As of 10/6/2021					
CURRENT			FUTURE		
POD	Pod #	IC Stations	POD	Pod #	IC Stations
1	1A	1	1	1A	2
1	1B	1	1	1B	2
1	1C	0	1	1C	1
1	1D	1	1	1D	1
2	2A	1	2	2A	2
2	2B	1	2	2B	2
2	2C	0	2	2C	1
2	2D	1	2	2D	1
2	2E	1	2	2E	2
3	3A	1	3	3A	2
3	3B	1	3	3B	2
4	4A	1	4	4A	2
4	4B	1	4	4B	2
Medical Housing Unit	MHU	0	Medical Housing Unit	MHU 1 & 2	2
Worker Dorm	WD	1	Worker Dorm	WD	1
Lobby kiosk		1	Lobby Kiosk		1
Booking		1	Booking		2
<b>Total Current Stations</b>		<b>14</b>	<b>Total Future Stations</b>		<b>28</b>



**Deliverable – Install network and kiosk equipment**

- **Provision and configuration of networking equipment and materials**
  - **Keefe cabling contractor (TBD) to provide**
    - **¾” Conduit and Misc. Conduit Mat’l**
    - **Siemon Cat.6 Unshielded Twisted Pair CableSiemon Cat.6 RJ45 Mod Plug**
    - **Siemon 7’ Cat.6 Patch CordMisc. Matl**
  - **Keefe to provide the following:**

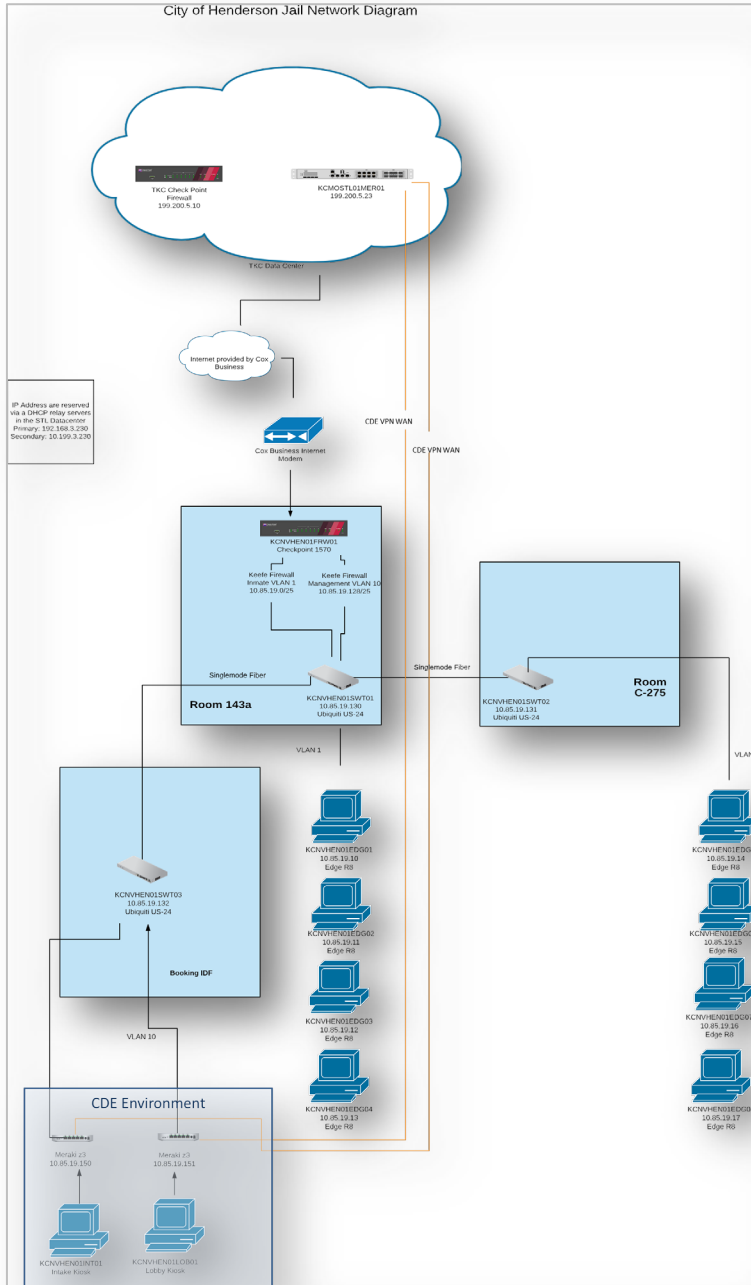
Network Device Information				
<b>JAIL NETWORK</b>				
DEVICE TYPE	DEVICE BRAND	DEVICE NAME	IP Address	Bldg /Room / Pod
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG01	10.85.19.10	
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG02	10.85.19.11	
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG03	10.85.19.12	
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG04	10.85.19.13	
24-port Switch	Ubiquiti US-24	KCNVHEN01SWT01	10.85.19.130	C-275
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG05	10.85.19.14	
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG06	10.85.19.15	
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG07	10.85.19.16	
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG08	10.85.19.17	
24-port Switch	Ubiquiti US-24	KCNVHEN01SWT02	10.85.19.131	143a
Firewall	Checkpoint 1570	KCNVHEN01FRW01	VLAN1 10.85.19.0/25	143a
			VLAN10 10.85.19.128/25	143a
24-port Switch	Ubiquiti US-24	KCNVHEN01SWT03	10.85.19.132	Booking IDF
<b>CDE ENVIRONMENT</b>				
DEVICE TYPE	DEVICE BRAND	DEVICE NAME	IP Address	Bldg /Room / Pod
Firewall	Meraki 23		10.85.19.150	Booking - KCNVHEN01INT01
Intake Kiosk	Keefe Transaction - Intake	KCNVHEN01INT01		
Firewall	Meraki 23		10.85.19.151	Lobby - KCNVHEN01LOB01
Lobby Kiosk	Keefe Transation - Lobby	KCNVHEN01LOB01		
<b>WAN/CLOUD</b>				
DEVICE TYPE	DEVICE BRAND	DEVICE NAME	IP Address	Room/Data Center
Internet Modem	Cox Business Internet Modem			143a
CDE Firewall		KCNMOST01MER01	199.200.5.23	TKC Data Center
Firewall	Checkpoint		199.200.5.10	TKC Data Center
DHCP Relay Primary			192.168.3.230	TKC Data Center
DHCP Relay Secondary			10.99.3.230	TKC Data Center

- **Cabling and Equipment Installation**
  - **Provide Building Access for installation of Keefe-provided network equipment**
  - **Keefe to:**
    - **Configure Keefe VPN resources for homing new network**
    - **Provision and install TBD Internet Service**
    - **Provision and configure kiosk and network equipment**
    - **Ship and receive configured kiosk and network equipment**
  - **Keefe cabling contractor TBD to provide the following scope of work**
    - **Provide and install ¾” Conduit and Misc. Conduit Mat’l to (4) Inmate Commissary locations.**
    - **Provide and install (1) Cat.6 Unshielded Twisted Pair Cableto (4) new Inmate Commissary locations.**
    - **Provide and install (1) Cat.6 RJ45 Mod Plug to (4) InmateCommissary locations.**
    - **Terminate at station location and back at existing patchpanel in IDFs (Medical & MDF).**
    - **Keefe cabling contractor will take down & mount (14) existing kiosks locations & mount (4) new kiosk locations. Please Note: (2) of the existing**



**kiosk locations will be floormount locations.**

- **Keefe cabling contractor will re-test & re-label all (14) existing kiosk locations.**
  - **Provide and install (4) 7' Cat.6 Patch Cord in IDFs.**
  - **Test, Certify and Label**
- **End to end testing of network as depicted in the image below**





### **Family Member Kiosks (Lobby Kiosks)**

***Lobby Kiosks accept Cash and Credit/Debit deposits from family members with ability to specify whether to use deposit for trust or bail.***

#### **Enclosure**

- Rugged 14-gauge metal
- Front door access so kiosk can be placed against the wall
- Cash access separated from computer and display area via different doors & locks
- Slide out components for easy access
- Four adjustable leveling feet

#### **PC\Processor**

- Dell 7060 Micro Computer, Intel® Core i5-8500T

#### **Memory/Storage**

- 8 GB RAM
- SATA SSD Drive 128 GB HD 2.5"

#### **Network and Connectivity**

- 10/100/1000 Ethernet
- Optional 802.11 Wi-Fi
- Multiple USB ports and CC

#### **Software**

- Windows 10

#### **Display**

- 15" TFT active matrix LCD (768)
- Vandal-proof capacitive touch

#### **Security**

- High security, extra tough I
- Cash box lock

#### **Power**

- Optional uninterruptible power supply
- 8-outlet network surge protector
- Heavy-duty 6 ft. cord

#### **Hardware Accessories**

- Single bill acceptor – Up to 1,200 bills
- Video camera
- Dual speakers
- Thermal printers: 3", receipt printer
- Magnetic stripe credit card reader
- Driver license reader
- Cisco Meraki Z3-HW





### **Intake Kiosks**

***Deposits from Inmate Possessions – Same footprint as Lobby Kiosk with additional bulk cash handling hardware.***

***Intake Kiosks accept Cash and optionally Credit/Debit deposits from inmate possessions at time of intake and can be directed toward trust or bail.***

#### **Enclosure**

- Rugged 14-gauge metal
- Front door access so kiosk can be placed against the wall
- Cash access separated from computer and display area via different doors & locks
- Slide out components for easy access
- Four adjustable leveling feet

#### **PC\Processor**

- Dell 7060 Micro Computer, Intel® Core i5-8500T

#### **Memory/Storage**

- 8 GB RAM
- SATA SSD Drive 128 GB HD 2.5"

#### **Network and Connectivity**

- 10/100/1000 Ethernet
- Optional 802.11 Wi-Fi
- Multiple USB ports and COM port

#### **Software**

- Windows 10

#### **Display**

- 15" TFT active matrix LCD XGA (1024 x 768)
- Vandal-proof capacitive touch screen

#### **Security**

- High security, extra tough locking system
- Cash box lock

#### **Power**

- Optional uninterruptible power supply
- 8-outlet network surge protector
- Heavy-duty 6 ft. cord

#### **Hardware Accessories**

- Bulk coin – Up to 20 coins at a time
- Bulk bill acceptor – Up to 1,000 bills
- Video camera
- Dual speakers
- Thermal printers: 3", receipt printer
- Cisco Meraki Z3-HW

#### **Optional Hardware Accessories**

- Magnetic stripe credit card reader
- Driver license reader





## Inmate Kiosks

### **Edge Kiosk Specifications (New Model with Touch Screen, R8 WT)**

#### **Enclosure**

- Rugged ABS plastic, rounded corners
- Front bezel is hinged for quick change replacement, dual locks.
- Metal rear enclosure, wall mounting holes.

#### **PC\Processor**

- Dell 3050 Micro Computer, Intel® Celeron G3930T

#### **Memory/Storage**

- 8 GB RAM
- SATA SSD Drive 128 GB HD 2.5"

#### **Network and Connectivity**

- 10/100/1000 Ethernet
- Optional 802.11 Wi-Fi
- Multiple USB ports and COM port

#### **Software**

- Windows 10

#### **Display**

- 17" LED (1280 x 1024)
- Vandal-proof PCAP touch screen

#### **Security**

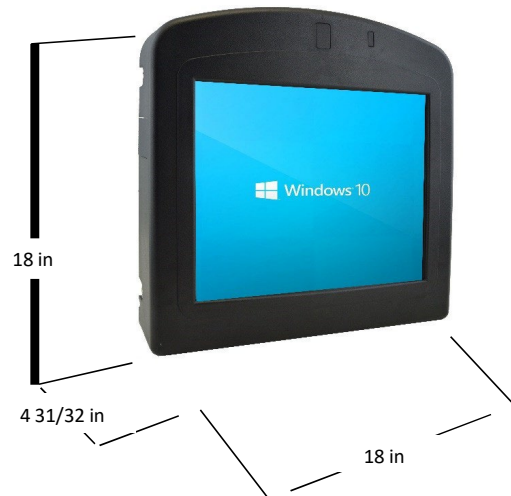
- High security dual lock system

#### **Options**

- Optional adjustable web camera
- Optional finger print reader or bar code scanner

#### **Power**

- POE power 1.3 ADC
- Injector power 2A
- AC power supply (replaces POE & Injector) 2.5A







## 1.5 PUBLIC WORKS PROJECTS

Any projects that are federally funded may be subject to the requirements of Davis-Bacon Act and/or the Davis-Bacon Wage Decision.

1.5.1 Labor prices for affected projects may be negotiated between the using entity and the vendor, provided the Vendor provides adequate documentation for any negotiated increase.

1.5.1.1 Documentation may include payroll records, copies of wage decisions, and/or other information that establishes a clear difference between the contractor's standard wage and the prevailing Davis-Bacon wage for any affected employee for that project.

1.5.1.2 Under no circumstances will that price be increased by an amount higher than the difference between the normal hourly rate and the hourly rate required by the applicable Davis-Bacon Wage Decision.

1.5.2 Vendors must include in job quotes the standard business hours and prevailing wage rate for the job location. Quotes should include shift differential, if any, for working nights and weekends.

1.5.3 Vendor's work areas must be cleaned to DOC's satisfaction every day.

1.5.4 Asbestos

1.5.4.1 Asbestos may be present within State-owned facilities and may be encountered in previously inspected buildings.

1.5.4.2 Upon discovering asbestos or a suspected asbestos-containing material (ACM), all work shall immediately stop in the affected area and the Vendor shall contact the project manager and/or building owner;

1.5.4.3 The project manager and/or building owner shall assume responsibility for taking material samples for testing; and

1.5.4.4 The project manager/building owner will convey all pertinent information regarding asbestos test results to the Vendor and, if necessary, conduct any required remediation prior to resuming work in the affected area.

1.5.5 All remediation work must be performed by a contractor specifically licensed and/or certified to perform asbestos remediation.

1.5.6 Vendors may be held liable for violations of any applicable federal, state and/or local environmental laws or regulations, whether committed through action or inaction.

***ATG Response: ATG has read, understands, and will adhere with the requirements as noted in Section 1.5 – Public Works Projects.***

## 1.6 GENERAL REQUIREMENTS

1.6.1 Vendors must guarantee workmanship at Vendors' expense for a period of twelve (12) months from date of installation.

1.6.2 Work shall be performed in accordance with manufacturers' recommendations and with all



current local codes, regulations, and installation guidelines.

- 1.6.3 The awarded Vendor(s) may be required to do some work after normal business hours (8am-5pm, unless otherwise specified by the Purchasing Entity); however, it is anticipated that most work will be completed during normal business hours.
- 1.6.4 Vendor staff is responsible for performing a standard site walk-through and providing competent personnel to perform the specific scope(s) required. Due to the nature of these scopes of work and the liability involved, each Purchasing Entity will have the final determination of competency in all matters regarding personnel provided by the vendor.
- 1.6.5 Once the awarded Vendor(s) has possession of the equipment to be installed, the responsibility for all equipment, including storage during installation work, shall be at the awarded Vendor's expense when storage space is unavailable at the jobsite.

***ATG Response: ATG has read, understands, and will adhere with the requirements as noted in Section 1.6 – General Requirements.***

#### 1.7 STANDARD OF PERFORMANCE AND ACCEPTANCE

- 1.7.1 The Standard of Performance applies to all product(s) purchased under this Master Agreement, including any additional, replacement, or substitute product(s), as well as any product(s) which are modified by or with the written approval of the Vendor and acceptance by the Purchasing Entity.
- 1.7.2 The Acceptance Testing period shall be seven (7) calendar days, or any other time period identified in the solicitation or the Participating Addendum, beginning with the day after the product is installed certification is received that the product is ready for Acceptance Testing.
- 1.7.3 If the product does not meet the Standard of Performance during the initial period of Acceptance Testing, the Purchasing Entity may, at its discretion, continue Acceptance Testing on a day-to-day basis until the Standard of Performance is met.
- 1.7.4 Upon rejection, the vendor will have three (3) calendar days to cure any Standard of Performance issue(s).
- 1.7.5 If, after the cure period, the product still has not met the Standard of Performance, the Purchasing Entity may, at its option:
  - 1.7.5.1 Declare the vendor to be in breach and terminate the order;
  - 1.7.5.2 Demand a replacement product from the vendor at no additional cost to DOC; or
  - 1.7.5.3 Continue the cure period for an additional time period agreed upon by the DOC and the vendor.
- 1.7.6 Vendor shall pay all costs related to the preparation and shipping of returned products.
- 1.7.7 No product shall be accepted and no charges shall be paid until the Standard of Performance is met.
- 1.7.8 The warranty period will begin upon the Purchasing Entity's approval.



***ATG Response: ATG has read, understands, and will adhere with the requirements as noted in Section 1.7 – Standard of Performance and Acceptance.***

## 1.8 TRAVEL

1.8.1 All travel will be negotiated within each PA. Travel may be subject to limits of the DOC's rules and regulations.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

## 1.9 AUTHORIZATION TO WORK

Contractor is responsible for ensuring that all employees and/or subcontractors are authorized to work in the United States.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

## 1.10 SYSTEM COMPLIANCE WARRANTY

1.10.1 Licensor represents and warrants: (a) that each Product shall be Date Compliant; will operate consistently, predictably and accurately, without interruption or manual intervention, and in accordance with all requirements of this Agreement, including without limitation the Applicable Specifications and the Documentation, during each such time period, and the transitions between them, in relation to dates it encounters or processes; (b) that all date recognition and processing by each Product will include the Four Digit Year Format and will correctly recognize and process the date of February 29, and any related data, during Leap Years; and (c) that all date sorting by each Product that includes a "year category" shall be done based on the Four Digit Year Format.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

1.10.2 Equipment must carry a minimum one (1) year warranty that it is free from defects in material and workmanship. If defects are identified, the successful vendor agrees to repair or replace defective parts promptly on a like-for-like basis without additional cost to the customer. Any and all items failing during the warranty period will be replaced promptly free of charge. Upon significant failure, the warranty period will commence again for a minimum 90 additional days. Significant failure shall be determined by the Participating State's Contract Administrator.

***ATG Response: ATG has read, understands, and will adhere with the requirements as noted in Section 1.10 – System Compliance Warranty.***

## 1.11 TERMS AND CONDITIONS FOR GOODS

The information in this section does not need to be returned with the vendor's proposal.

### 1.11.1 Express Warranties

Vendors to provide hard copy warranties. For the period specified on the face of the Contract, Contractor warrants and represents each of the following with respect to any goods provided under the Contract, except as otherwise provided on incorporated



attachments:

1.11.1.1 Fitness for Particular Purpose

The goods shall be fit and sufficient for the particular purpose set forth in the RFP or other solicitation documents.

1.11.1.2 Fitness for Ordinary Use

The goods shall be fit for the purpose for which goods of a like nature are ordinarily intended, it being understood that the purpose for the goods covered by the Contract are ordinarily intended is general government administration and operations.

1.11.1.3 Merchantable, Good Quality, No Defects

The goods shall be merchantable, of good quality, and free from defects, whether patent or latent, in material and workmanship.

1.11.1.4 Conformity

The goods shall conform to the standards, specifications and descriptions set forth in the incorporated attachments. If Contractor has supplied a sample to the State, the goods delivered shall conform in all respects to the sample and if the sample should remain in the State's possession it shall be identified by the word "sample" and the signature of Contractor's sales representative.

1.11.1.5 Uniformity

The goods shall be without variation, and shall be of uniform kind, quality, and quantity within each unit and among all units.

1.11.1.6 Packaging and Labels

The goods shall be contained, packaged, and labeled so as to satisfy all legal and commercial requirements applicable to use by a government agency, including without limitation, OSHA material safety data sheets and shall conform to all statements made on the label.

1.11.1.7 Full Warranty

The foregoing warranties are "full" warranties within the meaning of the Magnuson-Moss Warranty - Federal Trade Commission Improvement Act, 15 U.S.C. § 2301 et seq., and implementing regulations 16 C.F.R. pts. 700-703, if applicable to this transaction.

1.11.1.8 Infringement Indemnity

Refer to Attachment A ~ NASPO ValuePoint Master Agreement Terms and Conditions, Section 33.

1.11.1.9 Usage of Trade; Course of Dealings; Implied Warranties

Contractor shall also be bound by any other implied warranty that, at the time of execution of the Contract, prevails in the trade of government in the marketing area in and about the Participating State. Contractor shall also be bound by any other implied warranty arising through course of dealings



between Contractor and the Participating State from and after the execution of the Contract. Contractor shall also be bound by all warranties set forth in the Participating State's Uniform Commercial Code (NRS Title 8) in effect on the date of execution of the Contract.

1.11.1.10 Warranties Cumulative

It is understood that warranties created by the Contract, whether express or implied, as well as all warranties arising by operation of law that affect the rights of the parties under the Contract, are cumulative and should be construed in a manner consistent with one another.

1.11.1.11 Priority of Warranties

If it is held by a court of competent jurisdiction that there is an irreconcilable conflict between or among any of the warranties set forth in the Contract and any warranties implied by law, the parties agree that the specifications contained in the Contract shall be deemed technical and mere language of description.

1.11.1.12 Beneficiaries of Warranties

Benefit of any warranty made in the Contract shall be in favor of the Participating State's and Participating Entities, any of their political subdivisions or agencies, and any employee or licensee thereof who uses the goods, and the benefit of any warranty shall apply to both personal injury and property damage.

1.11.1.13 Delivery; Inspection; Acceptance; Risk of Loss

Contractor agrees to deliver the goods as indicated in the Contract, and upon acceptance by the State, title to the goods shall pass to the State unless otherwise stated in the Contract. The State shall have the right to inspect the goods on arrival and, within a commercially reasonable time, the State must give notice to Contractor of any claim or damage on account of condition, quality, or grade of the goods, and the State must specify the basis of the claim in detail. Acceptance of the goods is not a waiver of UCC revocation of acceptance rights or of any right of action that the State may have for breach of warranty or any other cause. Unless otherwise stated in the Contract, risk of loss from any casualty, regardless of the cause, shall be on Contractor until the goods have been accepted and title has passed to the State. If given any, the State agrees to follow reasonable instructions regarding return of the goods.

1.11.1.14 No Arrival; No Sale

The Contract is subject to provisions of no arrival, no sale terms, but proof of shipment is to be given by Vendor, each shipment to constitute a separate delivery. A variation of ten days in time of shipment or delivery from that specified herein does not constitute a ground for rejection. The State may treat any deterioration of the goods as entitling the State to the rights resulting from a casualty to the identified goods without regard to whether



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there has been sufficient deterioration so that the goods no longer conform to the Contract.

1.11.1.15 Price; Taxes; Payment

The price quoted is for the specified delivery, and, unless otherwise specified in the Contract, is F.O.B. to the delivery address specified above. Unless otherwise specified in the Contract, the price does not include applicable federal or State sales, use, excise, processing or any similar taxes, or duty charges, which shall be paid by the State, or in lieu thereof, the State shall provide Vendor with a tax exemption certificate acceptable to the applicable taxing authority. Unless otherwise specified in the Contract, payment shall be made for Orders by State agencies by warrant drawn on the Participating State's (in accordance with their law) and mailed to vendor at the address specified above (or to assignee if assignment is acknowledged by the State) within the time specified above.

***ATG Response: ATG has read, understands, and will adhere with the requirements as noted in Section 1.11 – Terms and Conditions for Goods.***

1.12 SECURITY

- 1.12.1 Upon approval of the contract and prior to the start of work, each of the staff assigned by the contractor and/or subcontractor to this project may be required to sign non-disclosure agreements to be determined by each Participating State.
- 1.12.2 All non-disclosure agreements shall be enforced and remain in force throughout the term of the contract.
- 1.12.3 All employees of vendors entering prison grounds must adhere to DOC Security Regulations.

***ATG Response: ATG has read, understands, and will adhere with the requirements as noted in Section 1.12 - Security.***

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## 2. INMATE KIOSKS & TABLETS

### 2.1 SOFTWARE APPLICATIONS

The vendor shall provide various applications for inmate and/or staff use using the DOC's requested hardware solution – kiosks and/or tablets.

***ATG Response: ATG has read, understands, and will adhere with this requirement.***

***Advanced Technologies Group (ATG) will partner with Keefe Commissary Network for services throughout this category.***

***Please see the following pages for ATG's response to Section 2 – Inmate Kiosks and Tablets, which will detail the various applications for inmate and/or staff use.***

#### 2.1.1 Education

2.1.1.1 Learning Management System with enrollment, managing participation, virtual classrooms, ability to load third party content in SCORM or IMS common cartridge formats.

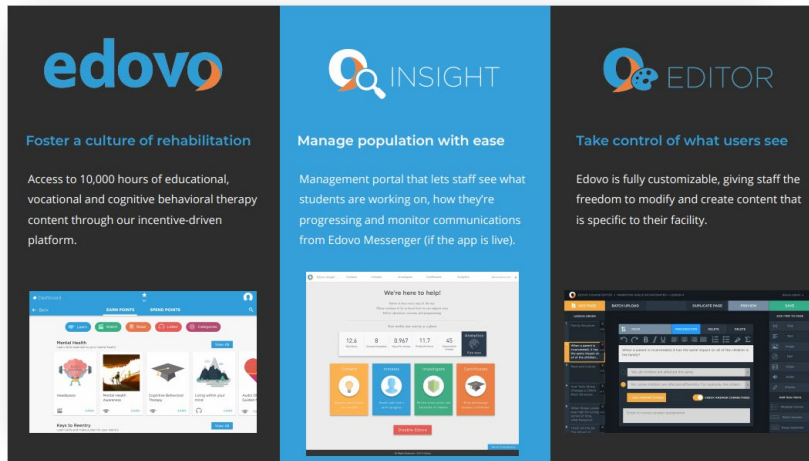
***ATG Response: Advanced Technologies Group (ATG) will provide educational content for the tablets through Edovo's educational platform. Please see the following information in response to 2.1.1.1 through 2.1.1.4.***

#### **Education**

##### ***Edovo Core – Premium Educational Content***

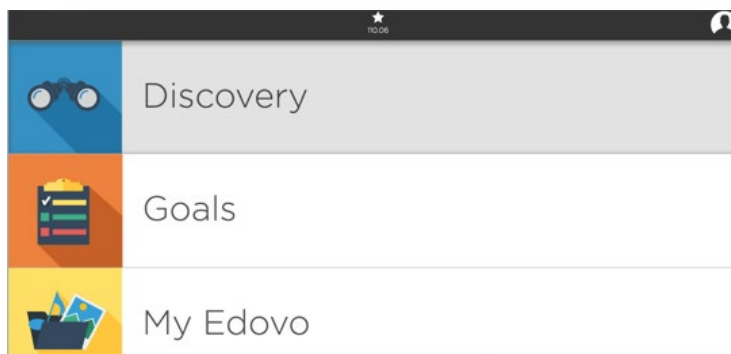
***With the proposed tablets, inmates will have free access to the Edovo educational platform. Edovo curates and includes the broadest range of content in the corrections environment, with thousands of hours of material covering everything from literacy to college course work. Edovo understands that the educational needs of the corrections environment are unique, with varying backgrounds and comprehension levels. Many users require financial literacy, reading comprehension, health information, and cognitive behavior control skills – all of which are provided in the Edovo suite.***

***Edovo has a full library, GED courses, vocational training, cognitive behavioral therapy, and more. This educational platform transforms the environment of a corrections facility by enabling inmates to quietly focus on exploring an educational or self-improvement topic of interest at their own pace. The content library is constantly updated as new content becomes available.***



*Edovo’s educational platform features various levels of comprehension that are tailored to beginner, intermediate, and advanced engagements, depending upon the offender’s educational background. Offenders are asked questions throughout the courses they complete to help them stay involved and ensure that they remember the concepts they learn.*

*Once logged in, learners are presented with the Edovo Core Dashboard:*

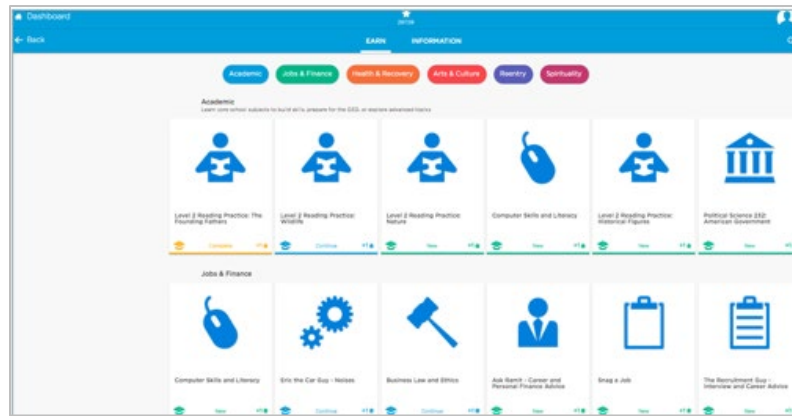


**Key Functionalities**

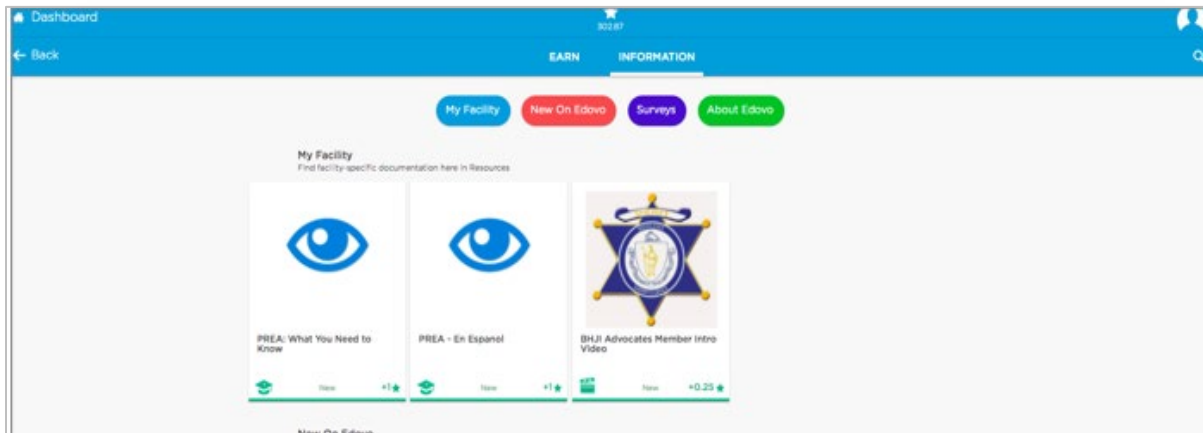
- **Discovery** – helps learners explore our breadth of content and uncover how to navigate and where to find something interesting to the learner
- **Information** – stores all content specific to your facility
- **Goals** – organizes commonly explored topics for ease of use
- **My Edovo** – includes transcripts & certificates and general personal tracking so learners don’t lose their place
- **Edovo Go** – enables learners to continue education once released

*In the ‘Discovery Tab’, users can search for topics of interest and select a Course Card to access the lessons encompassed within that course.*

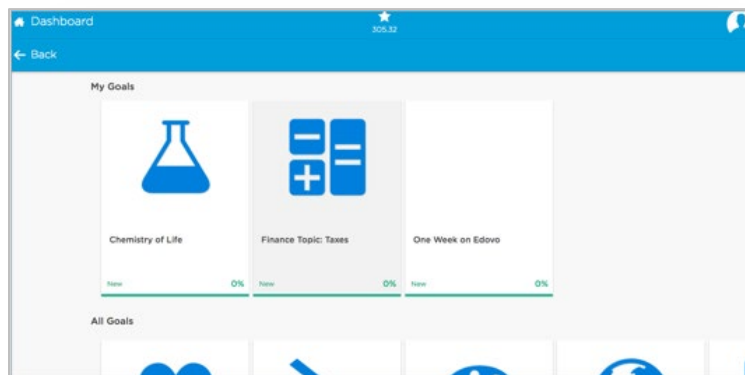




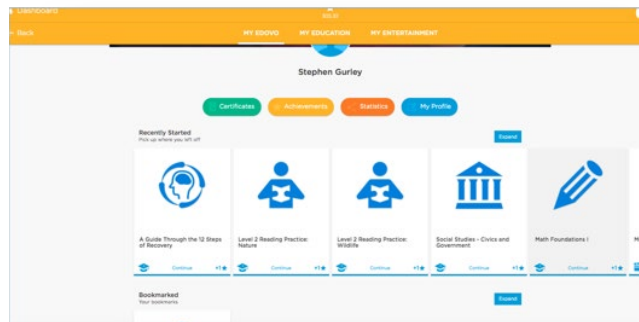
***The 'Information Tab' is where all content that is specific to your Facility will be kept.***



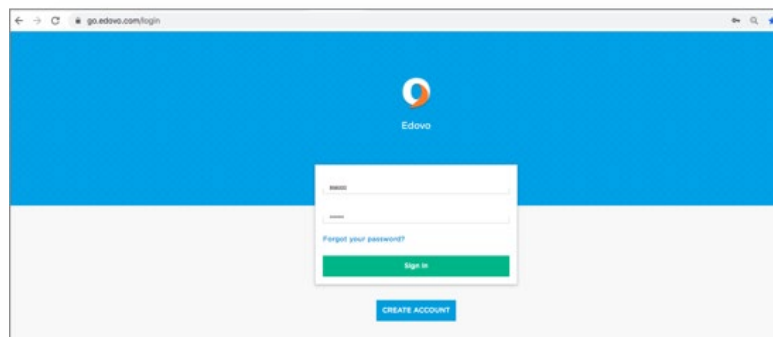
***The 'Goals Tab' allows the user to compile courses and lessons focused around a specific subject of interest to the learner.***



***The 'My Edovo Tab' allows the learner to view his or her individual statistics since creating an account with Edovo. They can review all certificates received from completed courses, and a full transcript of all education completed in the system.***



***‘Edovo Go’ allows learners to continue their education once released – at no cost to them!***



Examples of Available Coursework	
<b>Cognitive Behavioral Therapy &amp; Mental Health</b>	Cognitive Behavioral Therapy: Addressing Criminogenic Factors Houses of Healing: A Prisoner’s Guide to Inner Power & Healing Parenting While Incarcerated (150+ hours of coursework) Mindfulness-Based Substance Abuse Treatment (50+ courses) Anger Management (25+ courses) Peace Education Program (10 courses)
<b>GED, HiSET &amp; TASC</b>	English Language Arts Foundations I, II, III and Phonics (200+ courses) Core Curriculum GED Material (150+ courses) GED Test Prep (150+ courses) Dropping Back In GED Checklist Channel of Science and Engineering (130+ courses) Khan Academy Lite (4,000+ lessons)
<b>Job Skills &amp; Personal Finance</b>	Introduction to Credit Reports and Credit Score Introduction to Personal Finance (50+ courses from 4+ providers) Cisco Networking Certification Commercial Driver’s License Certification Digital Literacy Introduction to Customer Service Introduction to Customer Service Management ServSafe Certification SquareUp Career Exploration



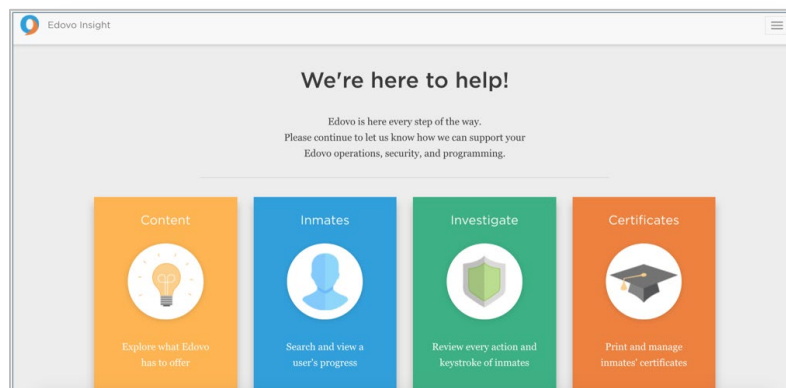
	Trade-Specific Courses Vocational Skill-Building
<b>Religion and Spirituality</b>	Bible Correspondence Course Topics in Islam Topics in Judaism (Dozens of providers, 100+ courses) Topics in Christianity (50+ providers, 500+ courses) Topics in Mormonism (Dozens of providers, 250+ courses) The Aleph Institute Video Sermon Library Religious Holy Texts The Bible Project
<b>Health</b>	Florida Literacy Coalition: Staying Healthy Health Insurance Basics How to Apply for Health Insurance Properly Utilizing Health Services Topics in Health: LGBTQ Topics in Health: Veterans Topics in Health: Women Fitness & Nutrition (250+ courses) Personal Hygiene Reproductive Health Seeking Substance Abuse Treatment (750+ courses) Meditation (50+ courses) Workout Videos (750+ workout videos and courses)
<b>Reading and Literacy</b>	Edovo “Build to Read” Foundational Literacy Edovo Literacy Library Edovo Reading Comprehension Phonics Video Tutorials Reading Plus
<b>Legal Topics</b>	Basic Legal Information In-House Legal Sessions: Topics in the Criminal Justice Systems Introduction to Constitutional Rights Introduction to the Courtroom Introduction to Criminal Process
<b>Personal Development</b>	Beyond Prison, Probation, and Parole (50+ hours of engagement/coursework) Michael G. Santos Foundation (100s of hours of engagement/coursework) Pacific Garden Mission
<b>Exploration Content</b>	Educational & Instructional Videos Library of E-Books (250+ e-books) Library of Inspirational Videos: Life after Incarceration Manuals & Resources for Vocational Training Podcasts (6+ podcasts) Poetry (64 spoken word series, 1,000+ poems) NASA Launch Pad (86 courses) Leadership Conferences (4+ nationally recognized leadership conferences and seminars)
<b>Language Learning</b>	ESL for Spanish Speakers



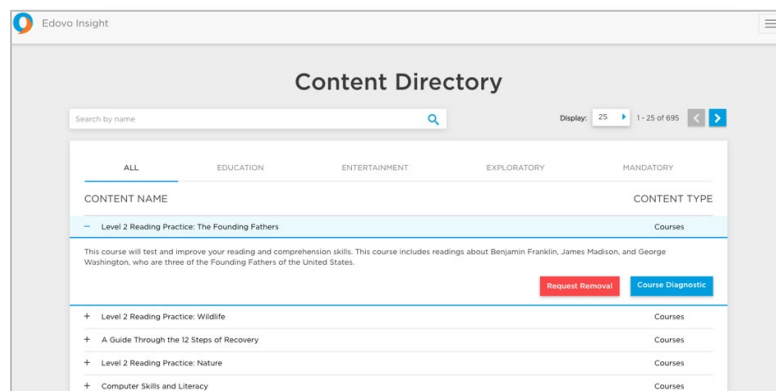
<b>Creative Content</b>	Edovo Beats Re-Entry Communication Skills (100s of hours of engagement/coursework) Letter Writing Series Peer Tutoring Series
<b>College</b>	Beginning Algebra Business Law & Ethics Continuing Your Education: An Introduction to College Courses Economics 101: Principles of Microeconomics Intro to Business Communications Intro to Legal Studies Political Science Psychology 101 Real World Math 101 Pilgrim Theological Seminary

### **Edovo Staff Management Portal**

***With the Edovo Insight portal, staff can manage course content and learner profiles, run analytics, and investigate individual learners' activity. Just like to the inmate functionality, Edovo Insight features a dashboard page:***



***In the Content section, staff can view a full list of courses available within the facility, see the progress made on the course work taken by learners, and request removal of content if necessary.***





**The Inmates section allows staff to look further into each Edovo learner at your facility. Additionally, you can send messages to learners, edit their profiles, view what content they have engaged with or require them to change their password. You can also generate a full transcript for an individual learner.**

ACCOUNT CREATED	FACILITY ID	FIRST NAME	LAST NAME	POINTS
Nov 03 2017 - 02:22 PM	24071	Dion	White	873.44
Dec 01 2019 - 03:40 PM	43645	Julian	Brown	4.6
Feb 02 2017 - 11:42 AM	43775	Anthony	Delapena	497.09
Sep 23 2016 - 10:49 AM	44360	Deonte	Wilkins	344.54

**Dion White**  
24071

Send Message | Message Services | Reset Password | Generate Transcript

ACCOUNT INFO | LOGIN RECORD | COURSEWORK | INVESTIGATE | CONTACTS

Facility ID: 24071 | Date of Birth: Oct 8, 1991

First Name: Dion | What is your favorite sports team? | Security Answer is Encrypted

Last Name: White | What city were you born in? | Security Answer is Encrypted

Points: 873.44

Cancel | Save

**Learner Profile**

**In the Investigate section, staff can view all short answer questions that have been entered into the system. These answers are not visible by the inmate post submission. You can also run a search for “hot words” – words or phrase of interest that appear in any inmate-entered text.**

**Investigate Answers**

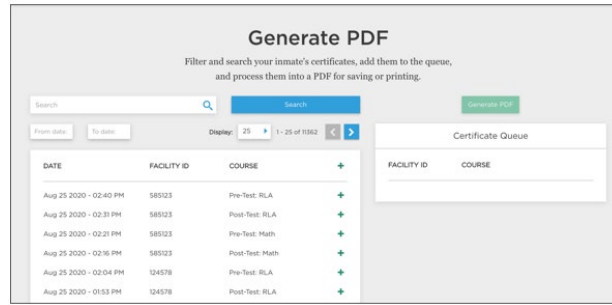
Enter a word or phrase to search all inmate entered text or monitor individual entries.

Add Facility ID + | Add Hot Words + | All Time ▶

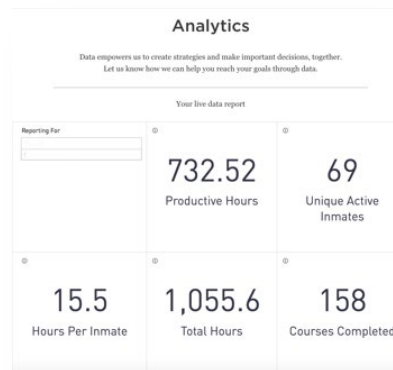
SEARCH

Display: 25 | 0 - 0 of 0

**The Certificates section allows staff to generate and save or print certificates of completion by inmate or in bulk.**

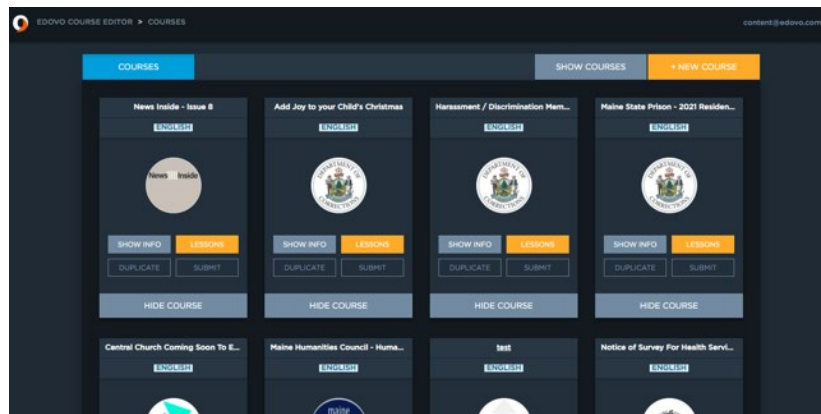


***The Analytics section provides key insights into how learners at the Facility are spending their time on Edovo. This section may be available to certain users with adequate permission levels.***



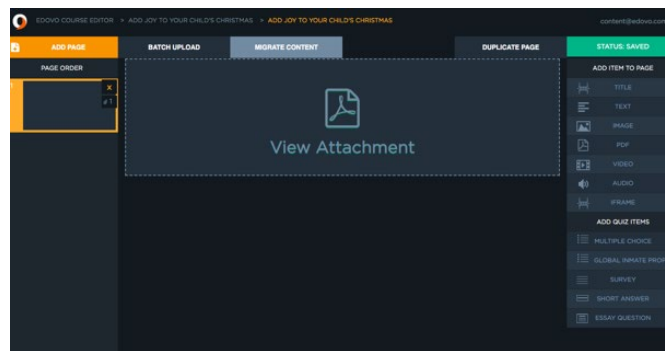
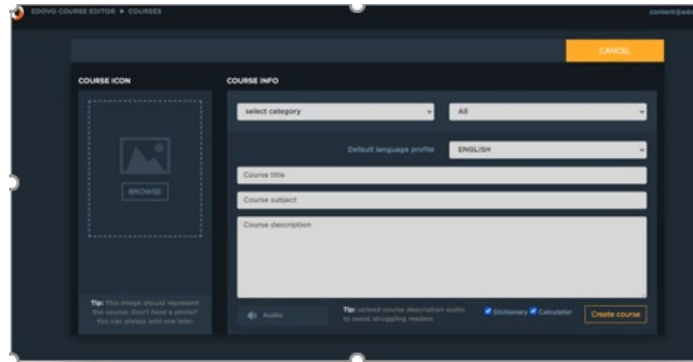
### **COURSE EDITOR**

***The Edovo Course Editor allows staff members (including case managers who are given proper permissions) to create coursework with a wide range of customizations. Creators can add as many courses, lessons, and pages they would like to exist within a course. Each page can include any range of titles, text fields, videos (.mp4), audio files (.mp3) reading files (PDFs), images (.jpg, .png, .gif), and quiz-type questions as they would like in an order that best fits the needs of the course. Quizzes and checkpoints can include multiple choice questions (with applicable correct answers and explanations), survey questions, pre-condition logic, short answer, and essay questions.***





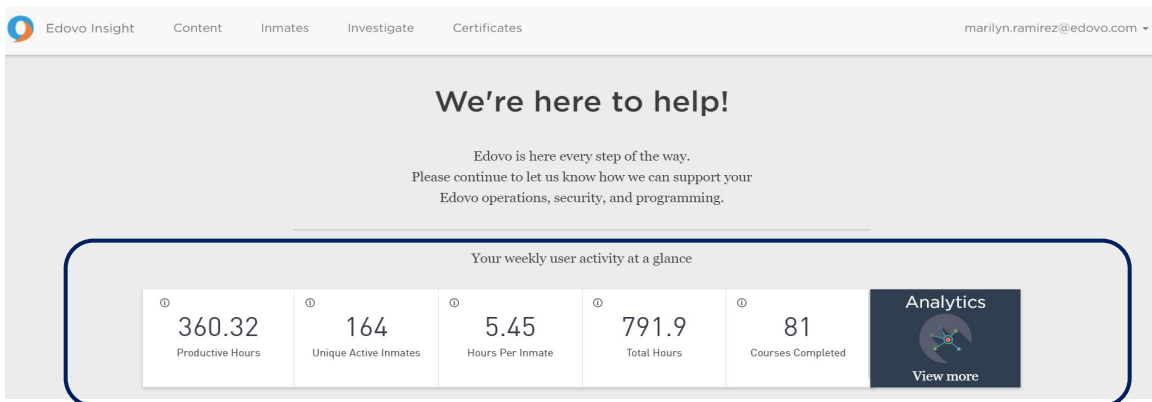
To create a course, the user must fill in a few specifics – subject, title, description, etc. Once the course is created, the administrator can begin building the lessons.



2.1.1.2 Usage, completion, and access reporting capabilities for administrative tracking.

**ATG Response:** Edovo’s platform features the following for administrative tracking.

After logging into Insight on an tablet or authorized device, staff will find weekly user activity at a glance on the main homepage.



Once a staff member clicks on “View More” in the gray Analytics box, they will be taken to the Facility Reporting Dashboard where staff can easily begin to filter reports to view activity from hour to hour, monthly, or even annually.



## Dashboard - Filter Window

**FILTERS [2]** ▾ Aggregation Daily × DateRange All Dates ×

<b>Aggregation</b> ▾ <input type="radio"/> Hourly <input checked="" type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Yearly	<b>Date Range</b> <input type="radio"/> Custom Range <input checked="" type="radio"/> All Dates <input type="radio"/> 365 Days <input type="radio"/> 180 Days <input type="radio"/> 90 Days <input type="radio"/> 60 Days <input type="radio"/> 30 Days
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**After selecting a time frame, Insight breaks down the reporting even further. Depending on what information is important to your facility or user, Insight offers the ability to view data such as who and when did learners complete facility-required training. Administrative staff will be able to monitor which courses are most popular within your facility, which courses have the highest completion rates and other content-related metrics.**

### Sample Metrics Reports:

#### Top 10 Courses Completed

① Top 10 Courses Completed

FACILITY ID	INFO	CEP
1	11 Course - Getting Started	
2	11 Course - Anger Management: SAMHSA + Glasgow	
3	11 Course - Eric the Car Guy - Engine Overheat	
4	11 Course - Eric the Car Guy - Noises	175
5	11 Course - Eric the Car Guy - Brakes	138
6	11 Course - Eric the Car Guy - Leaks	137

🔗 Edit Pivot

🔍 Search

⬇️ Download Data  
10 Rows

#### Top 10 Quiz Takers

① Top 10 Quiz Takers

ID	NAME	CORRECT	INCORRECT	PERCENT CORRECT
1	114205 Keondre Solomon	450	0	100.00%
2	115468 Lavere Bryant	22	0	100.00%
3	194527 William Mccray	19	0	100.00%
4	114442 Andre Adams	17	0	100.00%
5	114874 Joseph Mcranolds	15	0	100.00%
6	114652 Nicholas Loyselle	1054	7	99.34%
7	114946 Gary Douglasgreen	1066	35	96.82%
8	204577 Corey Martin	58	2	96.67%

**Additional reports can be requested for comprehensive usage statistics including hours spent on education, time spent on productive coursework, average time spent on device by user, etc.**





2.1.1.3 Both self-paced and teacher-led courses (list all available).

**ATG Response: Edovo’s platform features the below for self-paced and teacher-led courses.**

**Because the Edovo suite was designed with a tablet focus to reach the over one million incarcerated learners that rarely if ever reach a classroom, we have an extensive library of self-paced courses, and we are constantly enhancing the platform to encourage individual success and consistent engagement. However, we also recognize that many agencies have the resources to enable more teacher-led, technology supported classes, and through Edovo Learn and our Edovo Classroom we have a variety of ways we support this. This practice benefits the agency in the following ways:**

- **Direct control of programming and resources**
- **Each learner goes at his/her own pace**
- **Centralized source for education, management, and investigation**

**Please view the attachment titled, “Edovo Content List,” which is placed in a separate tab in our proposal. It offers an overview of our most targeted programs in reducing recidivism by offering educational, rehabilitative, and vocational coursework to incarcerated populations.**

2.1.1.4 GED Prep Courses via Essential Education and i-Pathways (or Pearson online High School).

**ATG Response: Edovo’s partner i-Pathways is Common Core aligned for basic reading, language, numeracy, writing, and GED preparation. The i-Pathways curriculum and instruction were developed with expert adult educators spanning 12 states, and cover relevant Common Core standards.**

2.1.1.5 Minimum of 1,000 Life Skills courses from SkillSoft (or comparable).

**ATG Response: Edovo offers thousands of courses and learning resources within each core learning pillar, including Life Skills. Topics such as empathy, critical thinking, problem solving, cooperation, decision making, self-management, communication, and resilience are all included in Edovo’s Life Skills content.**

**Edovo’s platform will offer Life Skills content as shown in the chart below:**

<b>Cognitive Behavioral Therapy &amp; Mental Health</b>	Cognitive Behavioral Therapy: Addressing Criminogenic Factors Houses of Healing: A Prisoner’s Guide to Inner Power & Healing Parenting While Incarcerated (150+ hours of coursework) Mindfulness-Based Substance Abuse Treatment (50+ courses) Anger Management (25+ courses) Peace Education Program (10 courses)
<b>Health</b>	Florida Literacy Coalition: Staying Healthy Health Insurance Basics How to Apply for Health Insurance Properly Utilizing Health Services Topics in Health: LGBTQ



	Topics in Health: Veterans Topics in Health: Women Fitness & Nutrition (250+ courses) Personal Hygiene Reproductive Health Seeking Substance Abuse Treatment (750+ courses) Meditation (50+ courses) Workout Videos (750+ workout videos and courses)
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2.1.1.6 Provide access to 4,000+ Khan Academy videos and courses (or comparable).

**ATG Response: Edovo was one of the first Khan partners in prison and continues to support an extensive library of Khan Academy videos as well as other similar learning support resources.**

**Edovo’s platform will offer Khan Academy as shown in the chart below:**

<b>GED, HiSET &amp; TASC</b>	English Language Arts Foundations I, II, III and Phonics (200+ courses) Core Curriculum GED Material (150+ courses) GED Test Prep (150+ courses) Dropping Back In GED Checklist Channel of Science and Engineering (130+ courses) Khan Academy Lite (4,000+ lessons)
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2.1.1.7 Self-Assessment Courses (list all available).

**ATG Response: As noted in our Education response to numbers 2.1.1.1 through 2.1.1.4, Edovo has a full library, GED courses, vocational training, cognitive behavioral therapy, and more. This educational platform transforms the environment of a corrections facility by enabling inmates to quietly focus on exploring an educational or self-improvement topic of interest at their own pace. The content library is constantly updated as new content becomes available.**

**Self-assessment is a critical component in all of Edovo’s courses which we make easily navigable to the user to identify the courses that will help them find, get and stay on a path for personal improvement.**

2.1.1.8 Provide access to a minimum of 60,000 pieces of educational content from top providers such as: HMH, Cengage, Simon and Shuster, Pearson, Wiley, and Random House. Content and exercises should be available for all reading levels.

**ATG Response: ATG will adhere with this requirement.**

**Edovo reaches incarcerated learners with a range of literacy and comprehension levels, allowing users to work at their own level and pace, and they can pick what motivates them to achieve their learning goals. Our platform enables personalized, self-driven learning and exploration in K-12/GED and college education, vocational training, employment opportunities, and community resources.**



*Edovo's educational platform features various levels of comprehension that are tailored to beginner, intermediate, and advanced engagements, depending upon the offender's educational background. Offenders are asked questions throughout the courses they complete to help them stay involved and ensure that they remember the concepts they learn.*

*Edovo content is updated every other week and they have designed a platform to meet the needs of specific agencies and their specific requests for particular content. As an example we recently worked with another state department of corrections to upload numerous courses, trainings, and certifications, from a state operated repository of vocational content specific to the state.*

*Examples of our content library by category are as follows:*

- *Academic*
- *Credit Aligned College Courses*
- *Vocational*
- *Social-Emotional Learning / Rehabilitation*
- *Research Initiatives*

*Edovo has an extensive amount of educational content as noted in the chart on pages 28 - 30.*

- 2.1.1.9 The features of a learning management system in tracking inmate progress and allowing teachers to assign DOC-specific content and grade inmate test results should include:
- A. Automated notifications via email to managers and learners when registering for learning events;
  - B. Send pre-event reminder notifications;
  - C. Set registration open/close dates;
  - D. Permit individual and batch enrollment;
  - E. Handle prerequisites during training registration;
  - F. Track a variety of learning activities in addition to formal classroom instruction (for example, on-the-job training and e-learning);
  - G. Manual and automatic assignment of learning plans to individual learners and groups;
  - H. Compliance and mandatory training notification, tracking and scheduling;
  - I. Assignment tracking;
  - J. Continuing education and certification tracking;
  - K. Calendars for learners, managers and administrators, showing courses and assignments;
  - L. Access learner roster for an enrolled class;
  - M. Manually edit tracking and completion data for a learner;



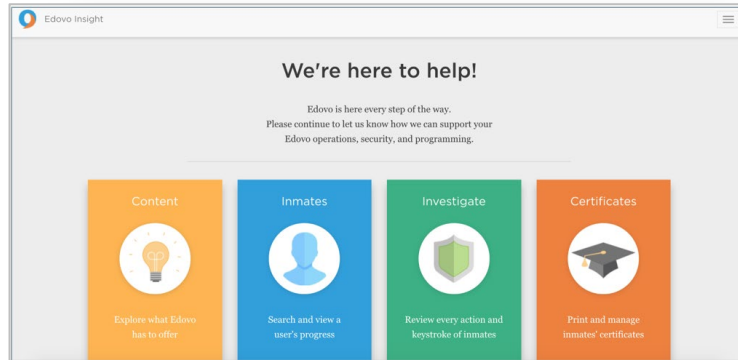
- 
- N. Ability to create an appointment in a calendar (such as Outlook) when a learner signs up for a course;
  - O. Straightforward graphical user interface (GUI) and navigation;
  - P. Browser-based interface;
  - Q. Access control to system and data;
  - R. Secure login and authorization;
  - S. Select language and time-zone preferences;
  - T. Create individual learning plans with completion due dates;
  - U. Competency models with related learning activities;
  - V. Create tests, exercises and surveys from question-and-answer resources;
  - W. Set parameters for tests and exercises (e.g., duration, number of attempts allowed, passing scores, etc.);
  - X. Support multiple response formats (e.g., true/false and multiple choice);
  - Y. Collect and analyze test results;
  - Z. Ability to set passing scores for a test;
  - AA. Tests can be auto-graded by the system;
  - BB. Capability to project curriculum completion based on test scores;
  - CC. Importation of Sharable Courseware Object Reference Model (SCORM) and compliant with Aviation Industry Computer-Based Training Committee (AICC) content;
  - DD. Importation of content created using third-party applications;
  - EE. Importation of custom content developed by third parties;
  - FF. Courseware content repository management;
  - GG. Ability to build training materials, and allow for inclusion of any rich content;
  - HH. Allow for reuse of content already in the system for any other new training module;
  - II. Provisioning and tracking of multiple content types;
  - JJ. Ability to combine multiple types of learning (e.g., static content, videos, podcast) into a single course;
  - KK. Course delivery to mobile devices such as smartphones and tablets;
  - LL. Dashboard and analytics for executives, managers and administrators;
  - MM. Allow access to reports based on role;
  - NN. Offer graphical as well as textual representations of data;
  - OO. Export to other applications (e.g., as CSV, Excel, etc.);
  - PP. Provide services to develop custom reports; and



**ATG Response: The above requirements (A-PP) of the Learning Management System would be completed within the Edovo Staff Management Portal.**

**With the Edovo Insight® portal, staff can manage course content and learner profiles, run analytics, and investigate individual learners' activity.**

**Edovo Insight features a dashboard page:**



**Within Edovo Insight, administrative staff can monitor which courses are most popular within your facility, which courses have the highest completion rates and other content-related metrics. Insight also offers the ability for you to track progress and engagement on the individual user level and see the actions taken by any specific offender on the platform. This data includes individual student progress, course completion, certificates earned, and more. Investigative tools like hot word flagging and answer submission reviews also give administration a line of sight into how the tablets are being used and any how users are interacting with the devices.**

**In Insight, administrators can view incarcerated students' progress in their coursework, both on offender-to-offender basis and on a facility-wide level. Insight displays the start and completion dates, course title, quiz scores, minutes spent on a specific piece of content, and whether an offender has received a certificate of completion or is still in-progress.**

**Access to Edovo Insight involves unique user authentication for each staff member. Access to all inmate-facing applications involves unique user authentication for each inmate. No user on any Edovo product may be logged into two instances of any application. Thus, the same user cannot be online twice. Edovo applications uniquely identify users individually and limit that user to a single application session.**

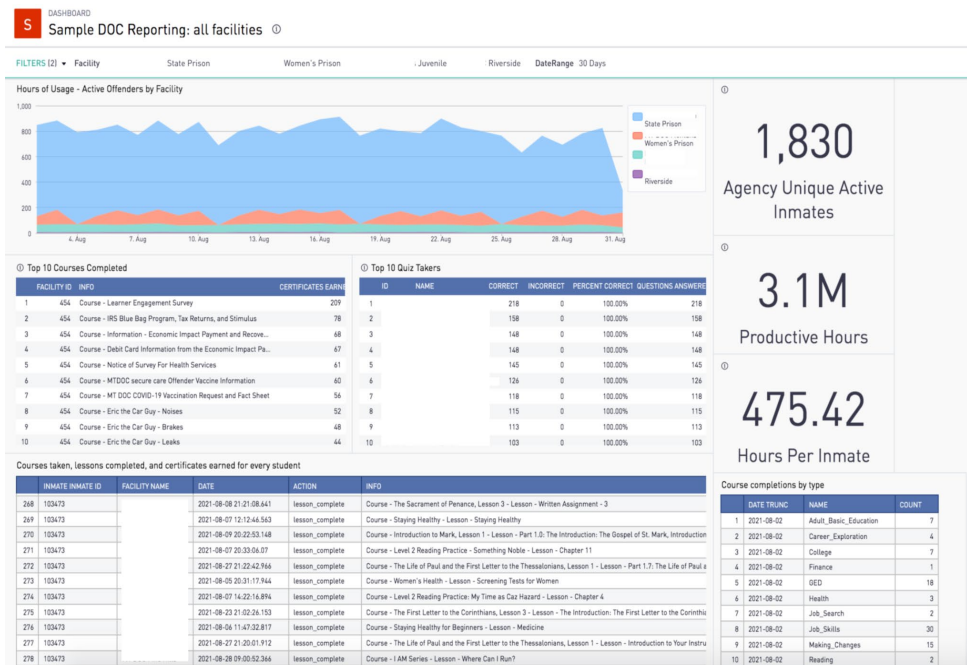
**Users are automatically logged out of their tablet account after 10 minutes of inactivity, but this can be configured to any duration the agency requests. Edovo limits logins for each incarcerated account to 1 active session, meaning that only 1 person can be logged into 1 account at a time.**



Depending what information is important to your staff, Insight offers the ability to view comprehensive usage statistics such as when and which inmates completed facility-required training such as PREA, Top Ten Courses Completed, education-type usage on a user or facility-level basis, hours spent on education, time spent on productive coursework, average time spent on device by user, etc. The possible combination of reporting tools is virtually endless, and Edovo will meet with your facility's officers to discuss what our current clients utilize the most and what information is important to you.

Through comprehensive data collection, data analysis, usage monitoring, and usage reporting, the BOP will have access to customized reports that comply with this requirement and more. For example, in a monthly usage report, the agency will be able to view data such as course engagement, learner activity, course scores, and overall usage times of the Edovo application. These items can be filtered by facility, time intervals, and even individual learners via their name and/or identification number.

**Sample Reporting Screen of Facility-Wide User Metrics:**



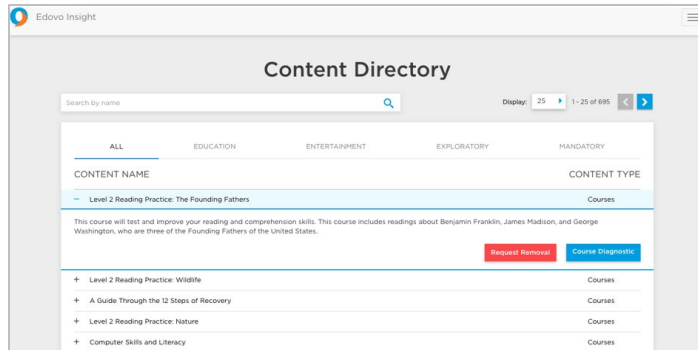
By tracking and analyzing this information, the agency will have a full understanding of how their incarcerated population is engaging with the tablet program and what needs to be changed/enforced to truly empower incarcerated users to continue and improve their educational goals.

Through Edovo Learn, appropriate facility staff are able to assign any coursework in the content library to a student or batch of students. This Assignment feature will show the class as assigned to both the learner and assigning staff/instructor. If the desire is to bundle students into more of a cluster or classroom environment, this can be done more comprehensively as a part of our Edovo Classroom suite.

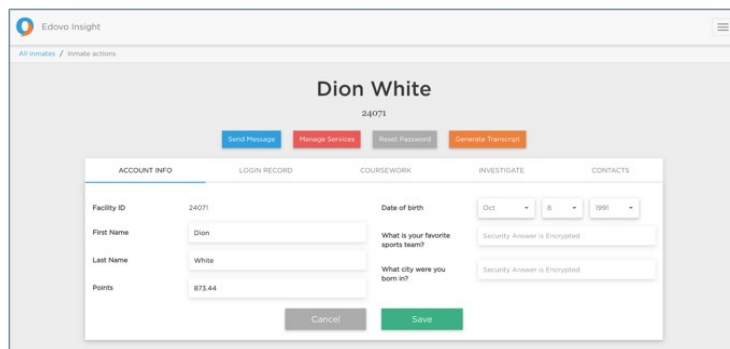
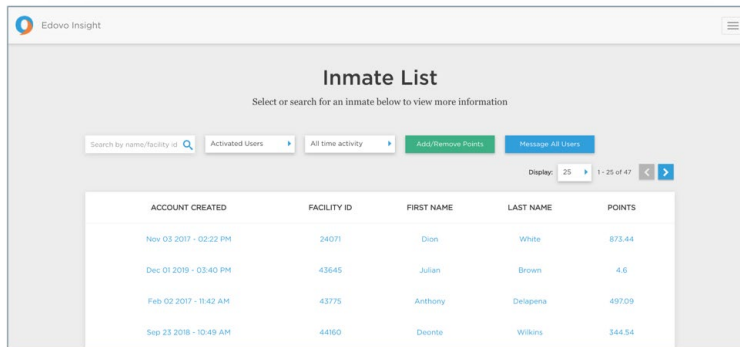


**Edovo Learn allows a toggle between English and Spanish settings and this functionality is being extended to further language options in the future. Our Edovo Classroom also has language preferences which are more extensive. Time zones are generally set based on the user's current time zone.**

**In the Content section, staff can view a full list of courses available within the facility, see the progress made on the course work taken by learners, and request removal of content if necessary.**

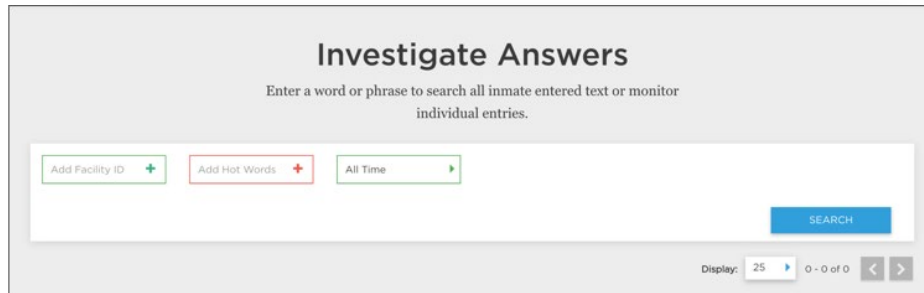


**The Inmates section allows staff to look further into each Edovo learner at your facility. Additionally, you can send messages to learners, edit their profiles, view what content they have engaged with or require them to change their password. You can also generate a full transcript for an individual learner.**

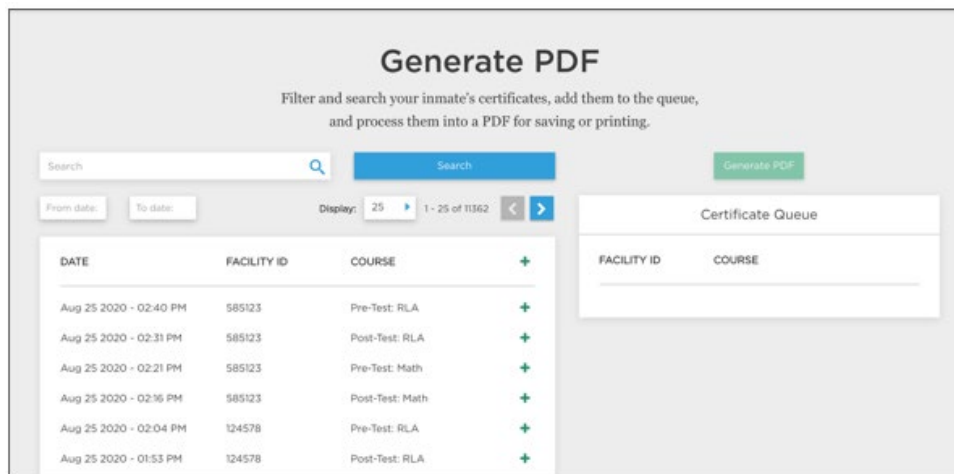




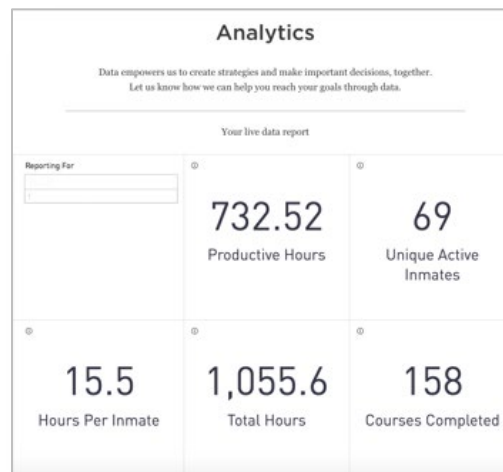
***In the Investigate section, staff can view all short answer questions that have been entered into the system. These answers are not visible by the inmate post submission. You can also run a search for “hot words” – words or phrase of interest that appear in any inmate-entered text.***



***The Certificates section allows staff to generate and save or print certificates of completion by inmate or in bulk.***



***The Analytics section provides key insights into how learners at the Facility are spending their time on Edovo. This section may be available to certain users with adequate permission levels.***





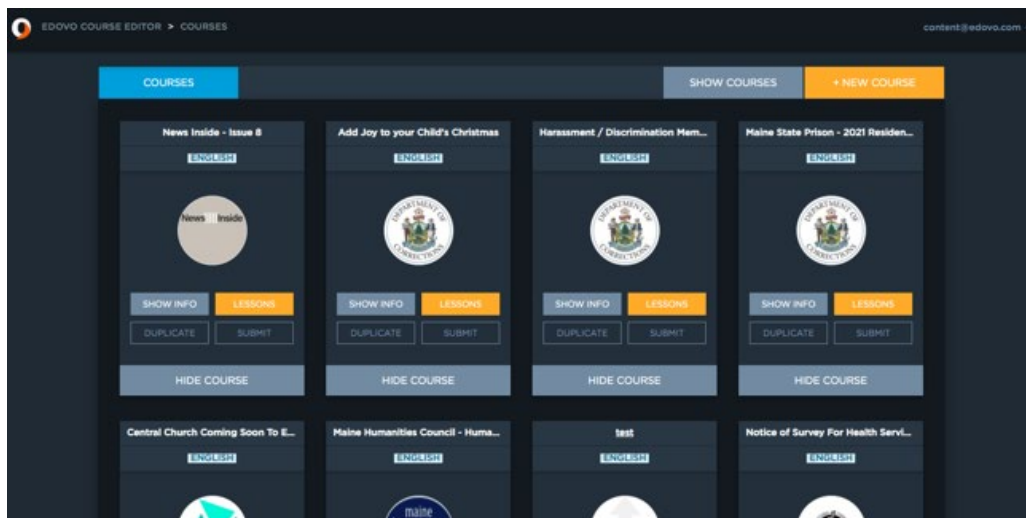


*The Course Editor tool, available to certain users, allows administrators to view and edit courses for the Facility's profile.*

*Course Editor is Edovo's course-authoring tool that enables facilities (and community partners, if desired) to create courses containing video, audio, PDFs, images, etc., which will then be accessible by learners. Quiz questions can be added to any materials uploaded into a course to demonstrate understanding, and digital signature/acknowledgment forms can be added for incarcerated individuals to demonstrate that they have read and understood said document/form.*

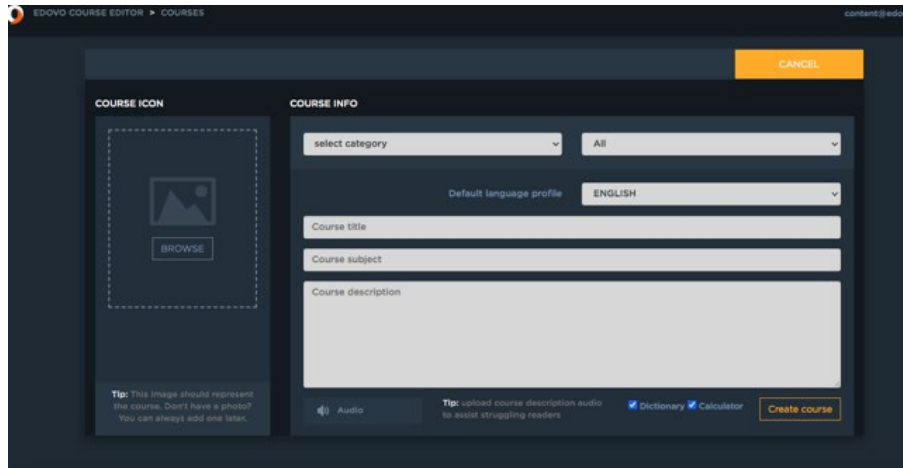
*Course Editor is easy to use and features a simple drag and drop interface. Designated staff will be able to request a Course Editor account, through which they could create a course for submission to the Edovo platform and for display within the facility. Courses can be published to any number of relevant categories for incarcerated learners to find and begin learning within the agency's created content. Additionally, any course or facility-mandated curriculum like PREA training can be made mandatory for incarcerated individuals to complete before they can proceed into other courses and learning resources. This will allow the agency to easily have the learner complete mandated content, all the while having the ease of automatically tracking completion.*

*(For security purposes, all content must be first submitted to Edovo for review and approval before it is published on our incarcerated learner application.)*

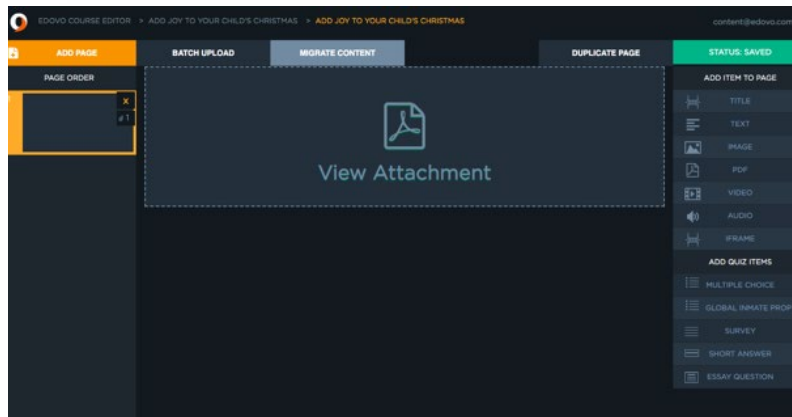


*Course Editor – Home Page*

*To create a course, the user must fill in a few specifics – subject, title, description, etc. Once the course is created, the administrator can begin building the lessons.*



### Course Creation



### Building Lessons

**Coursework is available to be reviewed by the same staff (with the proper permissions) within Edovo Insight. Insight will provide comprehensive data collection and analysis, as well as detailed monitoring and reporting tools.**

**Edovo built the Course Editor to empower all stakeholders in correctional education, from other vendor partners to agency staff, to be able to add content to the solution and incorporate it into the platform at no cost from Edovo.**

**Individual learning plans (ILPs) are central to Edovo's philosophy on providing meaningful daily education and self-improvement. ILPs are found in Edovo Learn where learning paths are designed, suggested and curated for learners based on their personal preferences and outcomes of personal assessments. Additionally, through the Learning Paths mentioned earlier, facilities can create specific learning plans and make assignments. There are additional features within Edovo Classroom which expand ILP functionality and allow for educators to manually create, configure, and monitor ILPs for one learner, groups of learners, or all learners under their administration.**



*Edovo has 8 years of experience ingesting all formats of content, including SCORM material, and we are in the process of turning on SCORM compliance. We have worked with nationally recognized content partners to provide our users with access to programming in a variety of areas including: substance abuse treatment, health literacy, anger management, cognitive behavioral therapy, parenting while incarcerated, meditation, emotional development and more. Edovo is focused on providing opportunities for incarcerated individuals to overcome their addictions and improve their well-being while incarcerated, better preparing them for re-entry and improving general public safety.*

2.1.1.10 Evidenced based risk/needs assessment tool that has been certified by a valid third party.

*ATG Response: Edovo has engaged several providers of evidence based risk/needs assessments and recognizes that many agencies have strong preferences towards one or another. As such, we have taken the approach of assessment integration versus selecting a particular assessment. Our long history of third party integrations and our existing survey and assessment tools will allow the agency to engage the relationships and preferences they already have to use the risk/needs assessment tool they wish, leverage Edovo's in house assessments, or even build and test their own.*

2.1.1.11 Automated matching of participants to available programs based on pre-defined matching and eligibility criteria (including research-based assessment results, geographic location, gender, and other responsiveness factors).

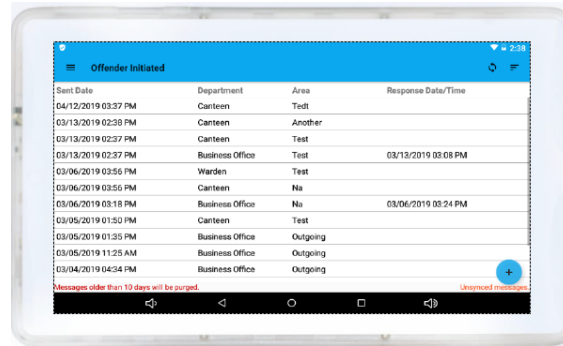
*ATG Response: With the Edovo Insight portal, staff can manage course content and learner profiles, run analytics, and investigate individual learners' activity.*

*Taking information from our onboarding survey, learner interests, engagement with content on our platform, offline inputs added by facility staff, demographic information from the JMS/OMS feed, as well as other information from assessments each facility wishes to administer, Edovo compiles that data to create a holistic learner profile. Utilizing that profile, we can make dynamic recommendations on learning paths, learning resources, and other assessments to help progress every learn through a personalized journey within Edovo. This data is shared back with facility staff through Insight for monitoring, tracking, and assistance where possible.*

2.1.1.12 Ability for agency staff to make referrals to, schedule appointments for, and monitor progress in appropriate treatment programs and interventions with multiple programs offered in in-custody environments and providers within the community.

*ATG Response: ATG's staff messaging feature allows offenders to communicate with correctional staff regarding an array of topics such as housing, religious, visitation and commissary requests and/or inquiries.*

*The process reduces the potential for miscommunication and expedites the response process. This communication can be preserved for the offender and staff to refer to in the future.*



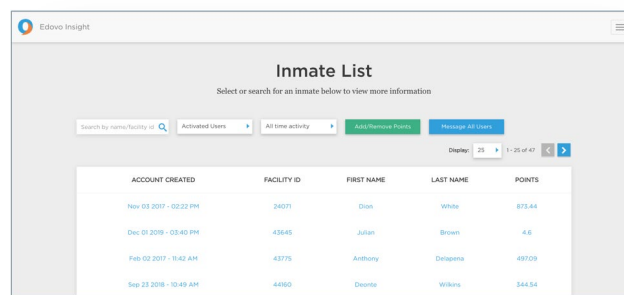
*In addition to messaging with staff on the tablets, with Edovo, depending what information is important to your staff, Insight offers the ability to view comprehensive usage statistics such as when and which offenders completed facility-required training such as PREA, Top Ten Courses Completed, education-type usage on a user or facility-level basis, hours spent on education, time spent on productive coursework, average time spent on device by user, etc. The possible combination of reporting tools is virtually endless, and Edovo will meet with your facility’s officers to discuss what our current clients utilize the most and what information is important to you.*

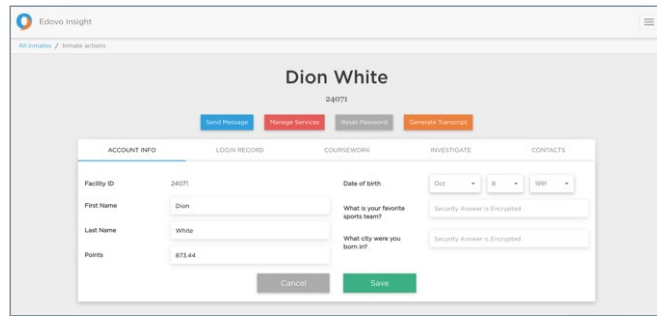
*Edovo wants you to have unlimited access to the tools to review educational behavior and attainment. Insight will allow staff to track user progress and engagement, and it will let you track the actions taken by any specific offender on the platform, which includes individual student progress, course completion, certificates earned, and more.*

*By focusing on rehabilitative outcomes, staff will see increased levels of user engagement and will have tangible results to share with organizational leadership and community members.*

2.1.1.13 Ability for case managers to assign, facilitate, and monitor educational coursework and programming through the use of a Learning Management System (LMS).

*ATG Response: The portal has the section labeled for “Inmate List” to look further into an inmate and each Edovo learner at your facility. Additionally, you can send messages to learners, edit their profiles, view what content they have engaged with or require them to change their password. You can also generate a full transcript for an individual learner.*





***Edovo’s Goals platform that curates specific courses and content to help users achieve a range of pre-determined outcomes. These targeted playlists of content are drawn from the expansive Edovo library of close to 300 courses and over 10,000 additional learning resources and are specifically designed to help the user achieve personally desired outcomes or goals that they hope to complete either while incarcerated, or upon release. Developing a new skill set or planning for success upon release can feel overwhelming. Edovo provides our users with clear, actionable steps they can complete to achieve their goals and make progress toward concrete self-improvement.***

2.1.1.14 Coursework assigned to an inmate must be made available to the inmate on a tablet.

***ATG Response: ATG will make all ATG-provided educational coursework assigned to an inmate available to that inmate on a tablet.***

2.1.1.15 Ability for agency staff, provider staff, and inmates, or clients, to collaborate in case management through the use of shared case communication and progress.

***ATG Response: Content control is again conducted through Edovo Insight®, providing a consolidated single login destination for program management and data analysis. Edovo provides administration with the power to control and monitor all aspects of the Edovo program within the facility.***

***Within Edovo Insight, administrative staff can monitor which courses are most popular within your facility, which courses have the highest completion rates and other content-related metrics. Insight also offers the ability for you to track progress and engagement on the individual user level and see the actions taken by any specific offender on the platform. This data includes individual student progress, course completion, certificates earned, and more. Investigative tools like hot word flagging and answer submission reviews also give administration a line of sight into how the tablets are being used and any how users are interacting with the devices.***

***In Insight, administrators can view incarcerated students’ progress in their coursework, both on offender-to-offender basis and on a facility-wide level. Insight displays the start and completion dates, course title, quiz scores, minutes spent on a specific piece of content, and whether an offender has received a certificate of completion or is still in-progress.***



***By tracking and analyzing this information, the State will have a full understanding of how their incarcerated population is engaging with the tablet program and what needs to be changed/enforced to truly empower incarcerated users to continue and improve their educational goals. Staff can track this usage and export it in a downloadable spreadsheet.***

2.1.1.16 Shared client data such as demographics and client service needs between agency staff and providers.

***ATG Response: Edovo has integrated with JMS/OMS (Inmate ID Feeds) and information coming from Agency data systems in order to provide necessary information to educators and others supporting learners on the platform. Our experience with this will allow us to continue this service, recognizing the sensitivity of the data and the unique needs of each Agency.***

2.1.1.17 Staff and service level reports that can be customized to the needs of the jurisdiction.

***ATG Response: Edovo has developed multiple custom reports for agencies across the country that best meet their needs. Our dynamic reporting and data visualization tools make it possible to create custom reports rapidly when needed as seen above.***

2.1.2 Video Visitation

***ATG Response: Every aspect of the SCORE (Secure Communications, Offender Rehabilitation and Education) tablet was specifically selected and designed for use in correctional institutions.***

***ATG's Video Visit System (VVS) allows inmates to schedule video visits with family and friends. Inmate devices can only communicate with ATG's VVS server located in the institution using a proprietary encrypted protocol. Family (or friends and members of public) download a free ATG-developed app (Windows, iOS or Android) to communicate with the aforementioned ATG VVS server at the institution using the proprietary protocol. The inmate device is \*not\* allowed to communicate with the outside world. The ATG VVS server records bridges the two communication streams, records the session, supports monitoring stations that have real-time ability to monitor and terminate the session.***

2.1.2.1 System shall be able to manage visits of various types (e.g., video, face-to-face, contact, etc.).

***ATG Response: The ATG Video Visit System (VVS) seamlessly integrates within our inmate enablement SCORE platform for the creation of inmate's contacts which can be for messaging, telephone, physical visits and video visits.***

***Inmate uses SCORE to schedule (reserve slot) either regular visit or video visits. The system provides the process for visitor to accept (or reject) the scheduled event and for staff to approve (or deny) a specific event. The system can optionally assign points to various classes of visits such that it can be used to manage total usage of visitation privileges.***



2.1.2.2 System shall allow the facility to manage visitation hours, time slots, scheduling, recording & monitoring rules, and policies.

***ATG Response: The VVS administrative app allows staff to set up various parameters including allowed timeslots which are defined as available time for each day of week, for each location. Visit locations (physical or video) are assigned to named institution/housing units, and therefore automatically associated to appropriate inmates.***

***The system automatically evaluates a requested event against rules such as allowed visitors, privilege levels, maximum allowed events, available resources etc. When a visit is requested the inmate only sees the time slots open and then resources are automatically reserved so as to prevent any duplication.***

2.1.2.3 System shall have the ability to record visitations.

***ATG Response: All visits are automatically recorded and retained as per the data retention rules.***

2.1.2.4 System shall have the ability to:

- A. Allow designated DOC staff to monitor real-time visitation and terminate the visit as needed'
- B. Prevent 3-way video calls;
- C. Prevent incoming calls, if DOC requirement;
- D. Prevent 911 calls; and
- E. May not display a call history or call log to inmates.

***ATG Response: VVS allows the staff to concurrently monitor multiple visits in real-time and terminate a visit if needed. The termination is immediate.***

***The system only allows the visit to be scheduled between one inmate and one authorized visitor – both parties have to use a proprietary, secure visitation application developed in-house by ATG. The system prevents anyone from barging in or connecting in. There is no option for attempt a three-way visit. Similarly, there is no way to attempt visits to unauthorized parties such as 911, court visits or counselor sessions.***

2.1.2.5 System shall include an option for Video Relay Service (VRS) separate from video visitation for hearing impaired/inmates. Video visitation capabilities should include, but are not limited to:

- A. Integrated into wall-mounted kiosks;
- B. Allow inmate to initiate call to approved visitor;
- C. Specify service provider of sign language interpreters;
- D. Option for VRS application to be available to specific users based on inmate PIN;



- E. Automatically route VRS calls through a VRS interpreter for calls placed to a non-VRS registered phone number. Must have the capability of making a direct connection to a called party without the need for an interpreter when calling a VRS registered phone number.
- F. Allow inmate to choose English or other language speaking video relay interpreter;
- G. Allow option for Voice Carry Over;
- H. Have live monitoring of VRS calls; and
- I. Record VRS calls.

***ATG Response:: ATG will work with Purple Communications to provide Video Relay Services (VRS). Purple Communications is dedicated to delivering the highest-quality and most innovative communication services to meet the unique needs of the deaf and hearing-impaired. Purple Communications has been serving the deaf and hearing-impaired since 1982.***

***The VRS is a stand-alone service, independent from the ITS, that supports a secure connection between the inmate, the relay center, and the consumer. All video calls will be recorded, with the exception of confidential calls, such as calls to an attorney. The same restrictions that apply to inmate phone calls will apply to calls placed on the video phones. The Video Relay Service (VRS) is a federally funded program that is provided at no cost to the inmate or to the called party.***

**The VRS Call**

***The inmate enters their PIN and, if they are approved to make VRS calls, then they are allowed to enter the number they wish to call. After entering the desired called party number, THE ENFORCER initiates the connection to the Purple interpreter, who serves as the VRS operator.***

***Once the interpreter confirms the inmate speaks American Sign Language (ASL), the interpreter will sign that the call may be monitored or recorded:***



***Notification Message of Monitoring & Recording***





***The called party will be contacted based on the number initially entered by the inmate. Inmate will never have to repeat the number to the interpreter.***

***When the called party answers, the Purple interpreter will play an automated message informing hearing called parties that the call may be monitored or recorded. If the called party is deaf and uses sign language, they will receive the message that the call may be monitored or recorded in sign language.***

***Live monitoring can occur by the Staff through physical observation at the VRS unit at the time of the call.***

**Multiple Language Options**

***The interpreters are able to communicate in either English or Spanish. There is an option to allow the inmate to choose which language they will need.***

- 2.1.2.6 Have automated announcement to called party / interpreter to inform called party that the call is from a correctional facility and that calls may be monitored and recorded:
  - A. Display on screen message to inmate that video calls may be monitored and recorded.

***ATG Response: VVS scheduled visits automatically require the outside recipient to accept the visit at which time the recipient is displayed a warning/acceptance note that the request is from a correctional institution, is video visit is monitored and recorded. The exact text can be configured to the agency's requirements.***

- 2.1.2.7 Vendor to describe estimated impact of video visitation on the DOC network.
  - A. Provide a plan for data lines should capabilities at the facilities be limited as a result of this implementation.
  - B. Vendor to offer an alternative solution to reduce stress on DOC network or provide solution separate from DOC network infrastructure.

***ATG Response: VVS runs on vendor provided network and will not impact the DOC network at all.***

- 2.1.2.8 The vendor to describe ability to track, research and investigate visitation history by various factors including, but not limited to, visitation date, visitor, inmate, etc.

***ATG Response: VVS administrative app allows the staff to search for visits using multiple criteria concurrently, all the criteria list above are available options.***

2.1.3 External Electronic Mail

***ATG Response: The inmate messaging system is designed to assist DOC offender re-entry initiatives by providing offenders with a convenient and economical option to interact with family and friends. Ongoing communication has proven to help offenders preserve and foster***



*personal relationships; these relationships are critical to offenders' successful transition to public life later on. It also provides offenders with an opportunity to learn computer and keyboarding skills. The system teaches an offender the basics of composing a message, managing an inbox and address book, and navigating an email account. The offenders use a very secure messaging application that tightly controls their correspondence; offenders can only send and receive "email" messages from approved addresses.*

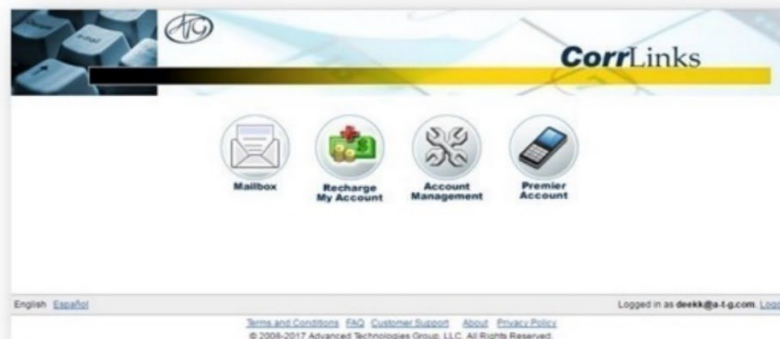
*The system's built-in keyword search capability automatically marks all emails for review that meet the DOC's security criteria, thus eliminating time wasted reviewing benign messages. Second, it reduces the amount of regular offender mail that is handled by the institution, which in turn reduces opportunities for introduction of contraband, and time spent reviewing contents and distributing mail. Finally, electronic correspondence can be retained in the system as long as the DOC wishes to store it. Messages can be searched, indexed and analyzed.*

*ATG developed CorrLinks<sup>SM</sup> as an environment for offender families and friends to conveniently and economically interact with their loved ones. The families utilize an Internet accessible website to pay for and use the service that accepts messages for delivery to offenders. CorrLinks enables offenders to have a quicker and more interactive alternative to postal mail while retaining the requirements of security and order in a correctional institution.*

*The single largest implementation of the proposed inmate messaging system handles over 980,000 messages daily. Taking all of our implementations together, our systems handle well over a million messages daily.*

*Additionally, our staff messaging feature allows offenders to communicate with correctional staff regarding an array of topics such as housing, religious, visitation and commissary requests and/or inquiries. The process reduces the potential for miscommunication and expedites the response process. This communication can be preserved for the offender and staff to refer to in the future.*

*The public portal, CorrLinks, supports well over 2,400,000 active members of the public; over 400,000 unique members use it daily. This is a single portal where public users can perform many functions to interact/communicate with their loved ones who are incarcerated.*





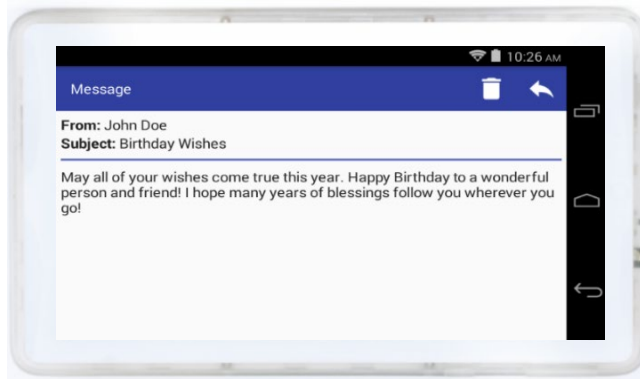
*The web application supports connections from a personal computer, as well as phone and tablets using its mobile site.*

**CorrLinks Smartphone App (iOS and Android)**

*ATG also offers iPhone and Android apps, which are currently being used by over 205,000 devices.*



*Approved messages, photos and/or video messages are downloaded to the tablet to be viewed and replied to directly on the device by the offender.*



2.1.3.1 Electronic mail services shall include the ability to restrict senders and receivers.

***ATG Response: The Offender Information and Control screen allows the administrator to place an offender on restriction from any or all of the Offender Kiosk services. Additionally, offenders may be put on a temporary suspension from Public Messaging and/or Media for a designated period of time.***

***Similarly, the system allows administrator to put restrict message from outside parties, and or entire domains.***

2.1.3.2 Keyword search capabilities on both incoming and outgoing messages.

A. Keyword search may be edited at any time.



**ATG Response:** Our system has a built-in keyword search capability that automatically marks all emails for review that meet the state’s security criteria, thus eliminating time wasted reviewing benign messages. The keyword search may be edited at any time.

Date	Offender Code	From	To	Subject	Status	Review
08/27/2019 1:19 PM				RE: Hi	On Hold, No Hold	Details
08/27/2019 1:17 PM				Don't give up our relations	On Hold	Details
08/27/2019 1:14 PM				RE:RE: Thinking of you w	Pending Review	Details
08/27/2019 1:13 PM				RE:Hi	No Hold, Pending Review	Details
08/27/2019 1:11 PM				hi	No Hold, Pending Review	Details

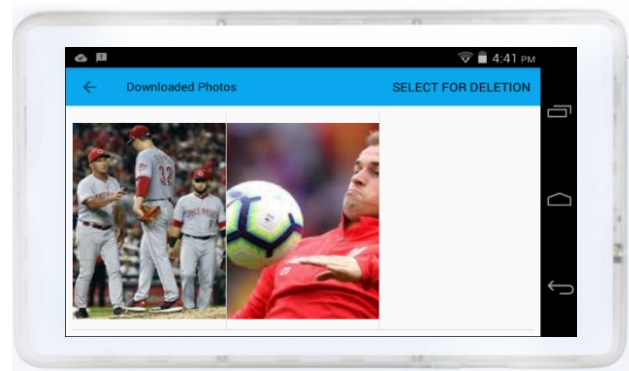
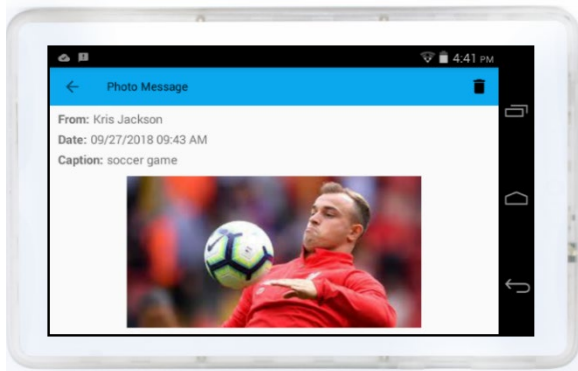
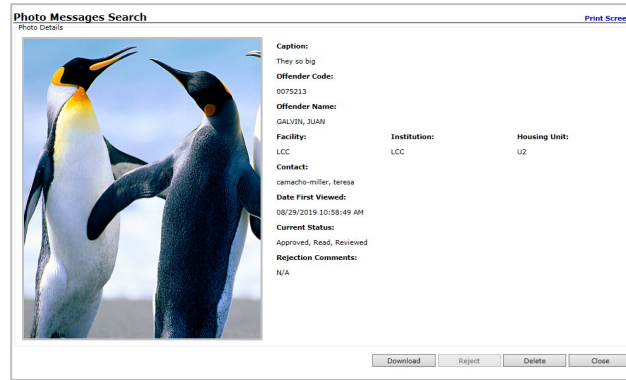
2.1.3.3 Capability for the DOC to manage email approvals at either a facility level and/or the DOC level.

**ATG Response:** The DOC will have the ability to manage email approvals at either an institution level and/or the state level by using the Add User screen. This screen allows the administrator to create user login information as well as the User Security (individual rights of each user). The administrator can assign the created user the ability to only see messages to/from inmates at their particular institution or to allow them to see messages to/from inmates at all institutions.

2.1.3.4 Incoming photos

A. System may allow for separate viewing of messages and photos as well as the ability to reject/accept any combination of messages and/or photos.

**ATG Response:** The system allows for family/friends to also send Photo Messages and/or Video Message to an offender. These messages come as a completely separate message from a regular electronic message. All photo/videos need by reviewed by facility staff before they are delivered to the offender. The offender can view them either at the kiosk or on their tablet.



2.1.3.5 Incoming video attachments

- A. System may allow for separate viewing of messages and videos as well as the ability to reject/accept videos.

***ATG Response: Our system requires that text messages are separate from either photo or video messages. Video and photo messages are not sent as an attachment to a regular message, it is a video or photo uploaded by itself by a family/friend. This gives the DOC the ability to reject/accept video, photo and text messages separately.***

2.1.3.6 Offender electronic mail must be storable by vendor and/or transferrable to DOC storage.

***ATG Response: All offender emails are storable by the vendor and can be transferred to the DOC for storage should that need arise.***

2.1.3.7 Vendor to describe estimated impact of electronic mail on the DOC network.

- A. Provide a plan for data lines should capabilities at the facilities be limited as a result of this implementation.
- B. Vendor to offer an alternative solution to reduce stress on DOC network or provide solution separate from DOC network infrastructure.
- C. Vendor to describe file size limitations if any and additional cost associated.



***ATG Response: The entire system runs on vendor-provided network and therefore sending/receiving messages by inmates will not impact DOC's network.***

***The system allows for granular control of message size by type (regular text message, photo and video message). Staff's reviewing messages takes minimal resources as only thumbnails (i.e. very small) are delivered, and only if specifically requested by staff will the entire photo/video be sent to staff workstation. This design alleviates bandwidth use.***

2.1.3.8 Vendor to provide both electronic viewing of messages and ability for DOCs to print messages and photos. For printing function, the vendor to supply printers and consumables, including, but not limited to, toner and paper at no additional cost.

A. Vendor to describe process for DOC to order consumable supplies.

B. Vendor to submit a plan on how the toner will be recycled.

***ATG Response: From the Message Search Results screen, staff can save and/or print messages.***

***ATG will provide a printer to each DOC facility and the system tracks usage (number of pages printed) to auto-trigger shipment of consumables. Each location automatically is shipped replenishment packages that contain ink bottles and corresponding number of paper sheets at no cost. Since our color printer does not use cartridges, there is no toner recycling required.***

***Keefe also offers the option where we provide the printer, and instead of replacing consumables provide a higher commission that more than offsets consumable costs which will be negotiated upon contract award with a participating DOC.***

***Please see Part II – Attachment C – Detailed Rates and Fees for pricing for printing of black and white copies of messages and color copies of photographs.***

2.1.3.9 The vendor to describe ability to track, research and investigate messaging history by various factors including, but not limited to, send date, sender, recipient, etc.

***ATG Response: The Message Search screen provides a very comprehensive array of criteria that includes sender, recipient, time, works, etc. to quickly and easily analyze the collection of messages to retrieve the one(s) needed. This system has been designed to help USDOJ's Counter Terrorism Unit perform its tasks. The system offers several sophisticated features to track, research and investigate messaging history for messages that have been sent and received through the Offender Kiosk System. All messages, regardless of their status, will appear in the search. After a message is found, the user can then view the details of the message by clicking on the details hyperlink.***

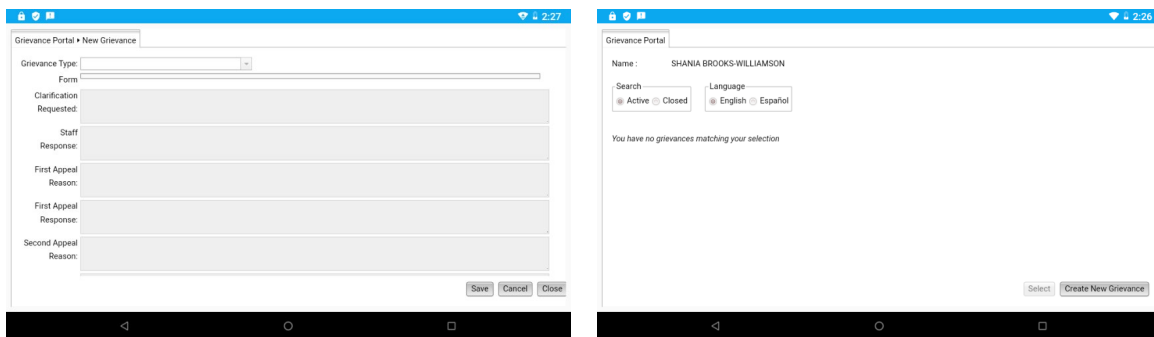
***There is also a Contact Search. This allows the DOC user to search for a specific sender. It will provide a list of all inmates that have that individual as a contact as well.***



## 2.1.4 Internal Electronic Mail/Communications

- 2.1.4.1 Vendor to provide internal communications/document routing between DOC staff and inmates and vice versa for various operational functions including, but not limited to:
- A. General inquiries;
  - B. Grievances;
  - C. Medical appointments;
  - D. Pharmacy refills orders; and
  - E. Access to DOC-approved forms/documents.

**ATG Response: The ATG Grievance Module allows the user to configure them based on the form provided by the Agency and associated them to the requested department/grievance type.**

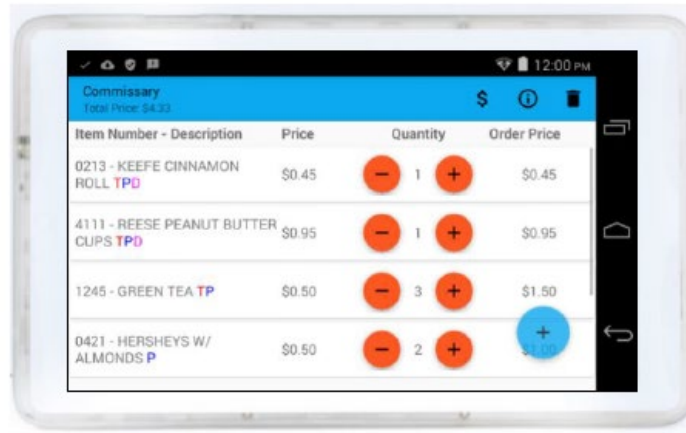


## 2.1.5 Inmate Commissary

- 2.1.5.1 Provide tablets and implementation services to enable devices to interface with the DOC commissary vendor so that offenders may be able to place commissary orders from tablets. The vendor shall fully cooperate with the commissary vendor to enable commissary orders via tablets. There shall be no fees charged to the DOC or to offenders for the interface enabling offenders to place commissary orders from tablets.

**ATG Response: ATG will display the commissary vendor's webpage on the tablet. The commissary vendor will be required to adhere to security requirements imposed by the tablet's security subsystem. Additionally, commissary vendor will be responsible for the authentication, their apps functionality and ability to correct display on the tablet's 5" or 7" screen.**

**ATG will not charge the inmate or Agency for the system and ATG will provide the pathway for the tablet to communicate with commissary vendor's website, however the commissary vendor will be responsible to enter into a licensing and services agreement with ATG to pay for the effort and cost of supporting their app on our network.**



2.1.5.2 View receipts of commissary purchases.

**ATG Response: ATG's tablet commissary application has the ability to display receipts for commissary purchases.**

2.1.6 Inmate DOC Trust/Commissary/Phone Account(s)

2.1.6.1 The vendor shall work with the inmate banking system and/or inmate telephone system vendor(s) to provide balance of accounts at no cost additional cost to the DOC and inmate;

**ATG Response: SCORE's existing system functionality supports interfaces with external systems to display the information including balances and the same will be extended to the agencies banking/telephone service provider at no cost to DOC or inmate.**

2.1.6.2 View account statements; and

**ATG Response: SCORE existing system functionality that supports interfaces with external system to display the account statement and the same will be extended to the agencies banking service provider.**

2.1.6.3 Request DOC-approved account transactions.

**ATG Response: SCORE existing system functionality that interfaces with external systems to allow the inmates to initiate approved account transactions. The same will be extended to the agencies banking service provider.**

2.1.7 Music

2.1.7.1 Offer music for sale as music downloads and also offer streaming music available at a monthly fee. The DOC will decide whether to implement the music download model or the streaming music model, or both.

**ATG Response: ATG has the ability to offer inmates at an agency to either purchase songs or**





***purchase a subscription for music. In both cases, the songs are downloaded to the tablet so that they are accessible to the inmate without needing to be connected to the network.***

***Purchased music provides inmate right to use it for as long as they want, subscribed music gives them the right to listen to the songs for the duration of the subscription at the end of which they have no rights to the music.***

***Please note that the music is not “streamed,” songs are provided through a music download process via Wi-Fi. By providing music via a download process instead of streaming allows inmates to continue listening to their music even when outside of the Wi-Fi range.***

2.1.7.2 Offer a large variety of titles and genres available for purchase and ensure that all audio files offered to offenders are the industry sanitized versions and appropriate for a correctional setting.

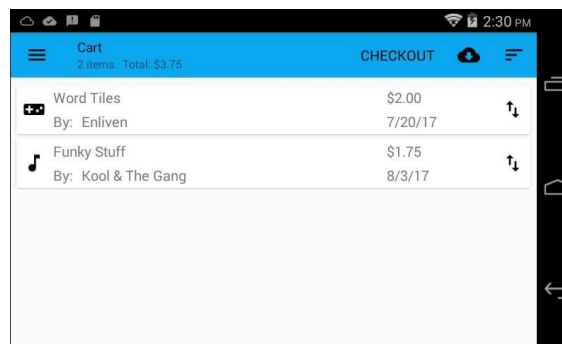
***ATG Response: The music catalog consists of the top 500,000 songs, representing over 10 genres, sold in the US that are allowed to be sold electronically, except for those that are tagged with “Parental Advisory Label” or have been deemed inappropriate by a correctional agency. The catalog is updated monthly.***

2.1.7.3 Vendor must be able to customize music catalog based on DOC approval.

***ATG Response: Participating State DOC’s will have the ability to remove songs from the catalog that they deem inappropriate.***

2.1.7.4 Alternative methods that allow the inmates to search and choose music (to place in a queue) without being connected to the kiosk. This includes the ability to choose order of preference and deleting selections in the queue.

***ATG Response: Inmates have the ability to search the Media Store without being connected to the kiosk and/or Wi-Fi network. They can then add the content they wish to purchase/download to their “Cart”. Once connected to the Wi-Fi, they can “Checkout” and the purchase will be completed and the content will be added to their Download Screen to be downloaded to the inmate’s device. Prior to Checking Out, inmates will have the ability to choose their order of preference as well as remove selections from their Cart.***





2.1.7.5 Vendor must provide expected download/data retrieval times.

***ATG Response: The system has unparalleled scalability. All content is downloaded to the tablet before it can be used, once the inmate has downloaded the content (message, books, documents, music, video, etc.) they do not need access to Wi-Fi. This allows them to quickly download content and then consume it without needing or accessing the Wi-Fi network. Not only does this feature add convenience because the inmate can use the content inside their cell, but it also leaves the Wi-Fi network free for other inmates to use. Finally, by having all the content stored on the cache server at each institution, this ensures that the content is delivered at wire speed to the inmates without using any wide area network capacity.***

2.1.7.6 Describe security features and if features can be disabled upon inmate's release for normal use including any locking features to prevent music sharing, etc.

A. Vendor to describe theft prevention features.

***ATG Response: The screen displays owner information including inmates name and number each time the device is powered on. The information screen will also indicate days remaining on the Mortality/Security Timer. Screen requires offender's PIN number each time the offender accesses the device; this is the same number used to log into the kiosk.***

***"Mortality" is a key security feature. Mortality requires each tablet to connect to either the Kiosk or the Server via Wi-Fi, periodically whose frequency is determined by the agency. System support the frequency to be any value between 1 and 99 days, the default is 14 days. The device will be automatically disable itself when the Mortality Timer reaches zero.***

***Upon release, offenders have the ability, for a fee, to ship their purchased device to Keefe to have the security software removed. Once the software is removed, the device will be shipped back to them with all of their purchased content allowing them to continue to use their tablet upon their release. Obviously, this does not apply in programs where inmates are assigned a tablet and access content via subscription services and thus do not own the device or the content.***

#### **Tablet Security**

***As with every technology we develop, security is paramount. That's why the SCORE Secure Device runs on a customized Android 8.1 operating system locked down with layers of security features that include:***

- ***The firmware is custom built by ATG engineers, and a signed version is installed, so even the Secure Device manufacturer is unable to change the firmware. The firmware can only be replaced by another one created by ATG.***
- ***Regular and automatic OTA updates by ATG servers for both firmware (tablet operating system, and apps).***
- ***USB communication modified to proprietary protocol.***



- *System limits access to only pre-approved Wi-Fi networks, furthermore, optionally limits device to Access Points within the inmate's housing unit. Wi-Fi configuration can only be set and modified by ATG Servers.*
- *The devices are never unlocked and can only communicate with ATG's kiosks and servers using a proprietary encrypted communication protocol.*
- *Only runs apps signed by ATG's certificates*
- *Tablet apps are only allowed to access their personal storage (i.e. one app cannot access data outside their storage, whether is in public storage or another apps private storage).*

2.1.7.7 Describe the capabilities of the proposed device to be used.

*ATG Response: ATG's feature-rich tablets offer books, games, and movie rentals in addition to music. ATG is now in its fourth generation of tablet hardware ensuring agencies benefit from technology improvements. Currently, over 356,000 inmates use this system nationwide.*

*The SCORE Secure Device is purpose-built for deployment in correctional institutions with features that allow staff to see the inside of the devices. These locked-down, computing devices that help inmates pass their time constructively while improving themselves and preparing to re-enter society. Your facility will benefit from a calmer, better-behaved offender population and a safer corrections environment.*

*The SCORE Secure Device puts a host of entertainment, education, communication, and self-service abilities in inmates' hands. Custom built on a secure Android platform; they are designed to integrate seamlessly with your Agency.*

*The Agency will also benefit from a system that was first deployed in 2004 and has been exhaustively battle tested for 15 years at hundreds of county, state and federal facilities.*

- *Deployed 14,000 kiosks and over 356,000 Secure Devices.*
- *We handle over a million messages daily.*
- *We've delivered over 100 million songs.*

#### *Tablet Applications*

*A full suite of interactive applications keeps inmates engaged, informed, entertained and in touch with their family and friends.*

*The Android-based operating system helps familiarize inmates with the technology they'll encounter when they are released. Software/Applications are regularly updated. All updates are over the air by ATG servers.*

*The following services are available on this platform:*

- *Music*
- *Podcast*



- **Movie Rental**
- **SIAM – Secure News Websites**
- **Edovo Core Educational Platform – includes self-improvement programs and substance abuse/recovery, Life Skills videos, Khan Academy**
- **PDF Reader**
- **ePub Reader**
- **50,000+ free eBooks, including religious materials**
- **Clock**
- **Calculator**
- **FM Radio**
- **Games**
- **Staff Messaging**
- **Grievances**
- **Electronic Messaging**
- **Video Messages**
- **Photo Messaging**
- **Commissary Ordering\***

*\*ATG and Keefe’s commissary systems are already available on the tablet which covers over 65% of all customers. Other vendor’s commissary systems will be made available on the tablet, once the vendor has reached agreement with ATG. ATG has such agreements in place with several phone and tablet vendors.*

*The system ensures security, data privacy and transactional integrity. Additionally, no application will be provided unless approved by the Agency.*

*Inmates have access to the following features:*

- **Free:**
  - *Life-skill videos*
  - *1,500+ Khan Academy Videos*
  - *50,000+ Guttenberg eBooks*
  - *Several free games*
  - *Agency provided documents (ePub format)*
  - *Electronic messaging to staff (custom forms)*
  - *Commissary Ordering (only available if the Agency’s commissary system is Keefe’s Edge or ATG)*
  - *FM Radio*
  - *Edovo Core education/self-improvement*
- **Fee based:**
  - *Music*
  - *Games*
  - *Movies – Access to 200+ movies for rental*
  - *Electronic messaging to family/friends*
  - *Secure Internet Access – Optional secure access to curated websites (ESPN, CNN, FOX, BBC News)*



A. Is the base version upgradable?

**ATG Response: There are two versions of tablets (Score 5C and Score 7C) which can be provided.**

**Please see the specifications below. There is no upgradable version.**

TECHNICAL SPECS	
<b>HARDWARE &amp; OS</b>	
<b>OS</b>	Google Android 8.1 Purpose-built for correctional use
<b>CPU</b>	Quad-core Mediatek 8167
<b>GPU</b>	Mali-400 MP2
<b>RAM</b>	1GB
<b>Storage</b>	32GB
<b>Screen</b>	5 inch IPS or 7 inch TN
<b>Resolution</b>	IPS 480*584 or TN 1024*600
<b>Touch Panel</b>	Yes
<b>I/O ports</b>	One microUSB One 3.5mm headphone/microphone jack
<b>FM Radio</b>	FM radio with RDS
<b>Speaker</b>	None
<b>MIC</b>	None
<b>Battery Type</b>	3.7V/4000mAh rechargeable lithium battery with NTC
<b>Casing</b>	Transparent, double-thick back cover is firmly fastened with security screws to prevent breach/access.
<b>NETWORK</b>	
<b>Wireless</b>	2.4G/5G Wi-Fi, 802.11 b/g/n SIMO
<b>Bluetooth</b>	Bluetooth 2.1
<b>FEATURES</b>	
<b>G Sensor</b>	Yes
<b>Front Camera</b>	2MP
<b>Video Formats</b>	Supports MP4, 3GP, AVI, RM, etc. 1080P video playback @30fps max
<b>Audio Formats</b>	MP3, MP2, OGG, AAC, M4A, AMR, FLAC, APE, MAV
<b>Picture Formats</b>	JPG, BMP, PNG
<b>ACCESSORIES</b>	
<b>Headphones</b>	Included
<b>Charger</b>	Available for purchase -- DC 5V 2A
<b>Silicon Cover</b>	Available for purchase -- custom fit

B. What are the minimum and maximum gigabyte capacities?

**ATG Response: The tablet features 32GB of storage of which 22GB is available for new content.**

2.1.7.8 Describe power features and how recharging of the device is achieved.

**ATG Response: The tablet features a rechargeable, lithium-ion battery pack equipped with a NTC (negative temperature coefficient) thermistor that actively monitors the battery's temperature so that is being safely used and charged. The battery life varies depending on the functions being used. On average, the battery will last 7 hours after it is fully charged.**

**The tablet offers multiple charging options including both individual outlet adapters and charging stations. If offenders have access to outlets, we offer outlet adapters for offenders to easily charge their tablets. Where outlet adapters are not available, we also have the option of putting in charging stations. The charging stations allow for up to 10 tablets to be charged simultaneously.**

2.1.7.9 The system shall be able to catalog inmate songs in a database and provide inmates with the ability to manage their total music library.

**ATG Response: Inmates have the ability to manage their total music library. The inmate has the ability to remove any song from their device and later re-download that song should they choose at no additional cost.**



2.1.7.10 Device shall have a transparent housing to provide viewing of internal components.

**ATG Response: The device is clear to allow the viewing of internal components.**

2.1.7.11 Vendor must have contractual rights to distribute digital media from major music labels or other entertainment fields to provide reasonable volume of acceptable media content.

**ATG Response: ATG has the contractual rights to distribute digital media from major music labels.**

2.1.8 The vendor shall describe additional applications available including, but not limited to:

2.1.8.1 Job Readiness Skills Training;

**ATG Response: With the proposed tablets, inmates will have free access to the Edovo educational platform. Edovo curates and includes the broadest range of content in the corrections environment, with thousands of hours of material covering everything from literacy to college course work.**

**Edovo understands that the educational needs of the corrections environment are unique, with varying backgrounds and comprehension levels.**

**Many users require financial literacy, reading comprehension, health information, and cognitive behavior control skills – all of which are provided in the Edovo suite.**

**In addition to education, Edovo offers the following Job Skills Training:**

Examples of Available Coursework	
Job Skills & Personal Finance	<ul style="list-style-type: none"> <li>Introduction to Credit Reports and Credit Score</li> <li>Introduction to Personal Finance (50+ courses from 4+ providers)</li> <li>Cisco Networking Certification</li> <li>Commercial Driver's License Certification</li> <li>Digital Literacy</li> <li>Introduction to Customer Service</li> <li>Introduction to Customer Service Management</li> <li>ServSafe Certification</li> <li>SquareUp</li> <li>Career Exploration</li> <li>Trade-Specific Courses</li> <li>Vocational Skill-Building</li> </ul>

2.1.8.2 Self-Improvement Programs;

**ATG Response: Edovo's platform will offer Life Skills content with examples such as those shown in the chart below.**

Cognitive Behavioral Therapy & Mental Health	<ul style="list-style-type: none"> <li>Cognitive Behavioral Therapy: Addressing Criminogenic Factors</li> <li>Houses of Healing: A Prisoner's Guide to Inner Power &amp; Healing</li> </ul>
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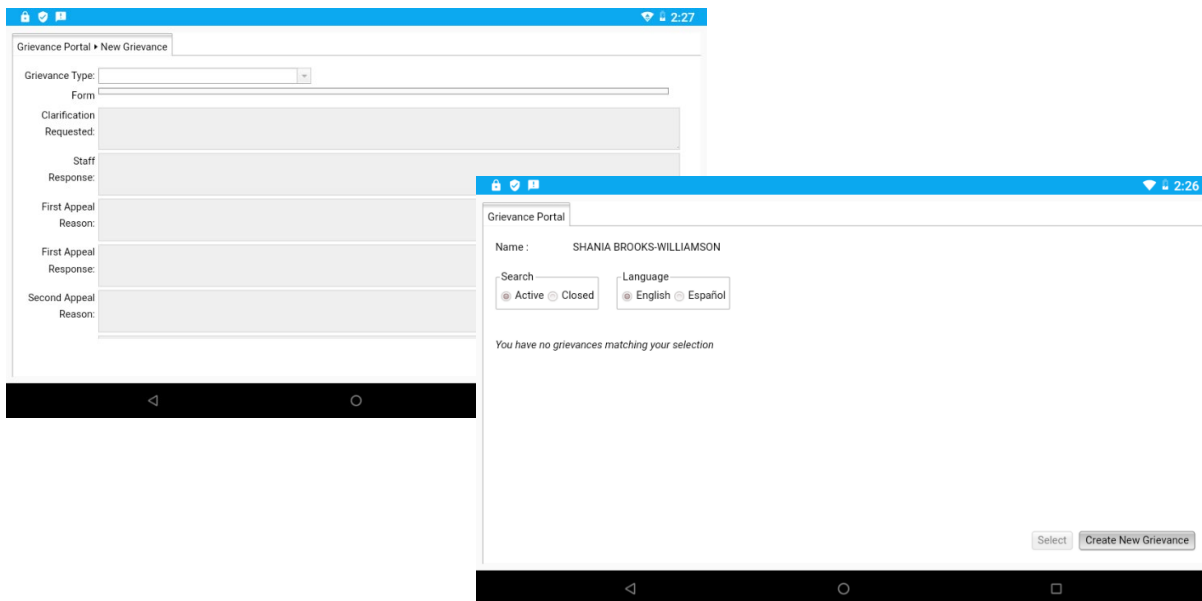
	Parenting While Incarcerated (150+ hours of coursework) Mindfulness-Based Substance Abuse Treatment (50+ courses) Anger Management (25+ courses) Peace Education Program (10 courses)
<b>Health</b>	Florida Literacy Coalition: Staying Healthy Health Insurance Basics How to Apply for Health Insurance Properly Utilizing Health Services Topics in Health: LGBTQ Topics in Health: Veterans Topics in Health: Women Fitness & Nutrition (250+ courses) Personal Hygiene Reproductive Health Seeking Substance Abuse Treatment (750+ courses) Meditation (50+ courses) Workout Videos (750+ workout videos and courses)

2.1.8.3 Law Library Research;

**ATG Response:** *The proposed tablets can interface with Fastcase law library system to enable touchscreen access to legal research. Fastcase is a leading provider of legal research in the U.S. This would eliminate the need to transport an inmate to a dedicated location in the facility in order to perform legal research.*

2.1.8.4 Inmate Grievances;

**ATG Response:** *The ATG Grievance Module is available via the tablet. This module allows the user to configure them based on the form provided by the Agency and associated them to the requested department/grievance type.*





2.1.8.5 Electronic Books;

**ATG Response: Edovo’s platform will offer E-Books content such as those shown in the chart below.**

<b>Exploration Content</b>	Educational & Instructional Videos <b>Library of E-Books (250+ e-books)</b> Library of Inspirational Videos: Life after Incarceration Manuals & Resources for Vocational Training Podcasts (6+ podcasts) Poetry (64 spoken word series, 1,000+ poems) NASA Launch Pad (86 courses) Leadership Conferences (4+ nationally recognized leadership conferences and seminars)
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2.1.8.6 Games;

**ATG Response: While there are several games provided for free, inmates also have the ability to purchase additional games for a fee.**

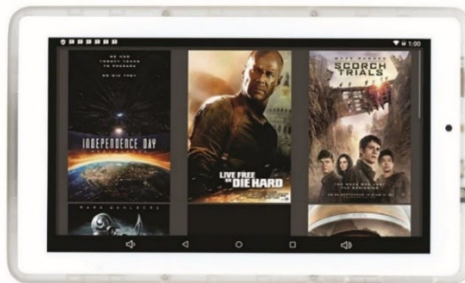


2.1.8.7 News;

**ATG Response: Inmates will have Secure Internet Access a system has US patent to securing web access. Agency can sub-select News sites (ESPN, NPR, CNN, etc.) available from a curated list. The inmates are not able to participate in any social media, forms offered, or external links that may be offered within these news websites.**

2.1.8.8 Movies;

**ATG Response: ATG can provide access to movie rentals. We offer a catalog of 200+ movies for rental. All movies have a rating of PG-13 or lower.**

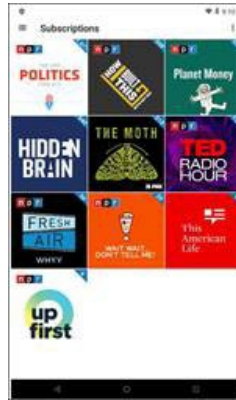






2.1.8.9 Podcasts;

**ATG Response:** *ATG offers a secure podcast option that limits available podcasts to only those podcasts within the catalog approved by the agency. User has to have Wi-Fi to search for and download podcasts. Once they are downloaded to the tablet, they can be listened to without a Wi-Fi connection.*



2.1.8.10 PDF Document Viewing;

**ATG Response:** *The tablet has a PDF Reader to allow for PDF document viewing.*

2.1.8.11 Translation from English to other languages;

**ATG Response:** *While there are no translation services, the inmate can select whether they want English or Spanish language displayed on the tablet. The SCORE admin application allows users to save translated content along with the original message through a link on the message search screen giving users the flexibility to use their preferred source for the actual translation.*

2.1.8.12 Inmate management tools (e.g., capability for DOC staff to conduct inmate counts);

**ATG Response:** *Upon award of the contract/agreement, ATG will work with the participating DOC for inmate management tools and to comply with this requirement.*

2.1.8.13 Religious Content;

**ATG Response:** *Edovo’s platform will offer E-Books content as shown in the chart below.*

Religion and Spirituality	Bible Correspondence Course Topics in Islam Topics in Judaism (Dozens of providers, 100+ courses) Topics in Christianity (50+ providers, 500+ courses) Topics in Mormonism (Dozens of providers, 250+ courses) The Aleph Institute Video Sermon Library
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	Religious Holy Texts The Bible Project
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2.1.8.14 Court Appointments/Hearings Video Conferencing; and

**ATG Response: ATG’s System is not designed to be used for court hearing, counseling, etc. However, it can be used if the third-party such as courts are interested in using the video visitation system, they can as long as they accept the security features which include monitoring by DOC staff and recording of the session.**

2.1.8.15 Agency provided content to work with agency direct.

**ATG Response: The SCORE system supports addition of approved agency content that are in standard format such as MP3, MP4, PDF or ePUB.**

2.1.9 DOC should have the ability to customize applications available in accordance with the agency’s regulations and operating procedures.

**ATG Response: Every application included with the tablet has been developed or customized specifically to be usable in correctional institutions. The system allows agencies to control which applications are accessible to inmates and optionally manage access by and inmate’s privilege level.**

2.2 KIOSK HARDWARE

2.2.1 Turnkey Kiosks - all hardware and software necessary to provide any related services the vendor provides. Should include locked down operating systems, security patches, remote monitoring and software upgrade, network security, application hosting on dedicated cloud services and secure data center.

**ATG Response: ATG proposes Keefe’s Edge Kiosk as a turnkey solution for NASPO.**

**Edge is a secure website hosted by Keefe that features the ability to be launched from Keefe’s secure kiosk or from other kiosk and tablet systems that support secure web browser sessions. The Edge Kiosk solution will allow DOC inmates to participate in several self-service activities including:**

- 1. Commissary Order Entry**
- 2. Transaction History Review**
- 3. Communications**
- 4. Secure Mail**
- 5. Documents, Facility Bulletin Board Information**
- 6. Law Library**

**Keefe will provide all necessary Edge kiosk hardware, software, and services including:**

- Restricting or locking out specific inmates by providing Keefe with an inmate roster that excludes those inmates.**



- *Remotely monitoring and performing maintenance actions such as patches and upgrades. Any maintenance action requiring downtime will be scheduled 72 hours in advance and will be communicated to DOC. These are typically scheduled during times of minimal customer impact, such as midnight on weekends.*
- *Providing all network and data security through its primary data center, TierPoint, co-located at a Tier 3 facility in St. Louis, Missouri. Keefe's fail-over backup site is also a Tier 3 data center, TierPoint, located in Omaha, Nebraska. All data network connections between kiosks, servers and central services are https/SSL encrypted. Keefe firewalls located at its central services site filter inbound and outbound traffic.*

*Keefe central services staff are responsible for monitoring, logging, and alerting for security-related issues occurring within the Keefe network. External and internal security scans are conducted on a weekly basis at the Keefe central services site, and security findings are also addressed weekly.*

- 2.2.1.1 Kiosk should contain a touch screen; however, a durable security centered keyboard will also be considered especially supporting disabled inmates who could not access the kiosks.

*ATG Response: Keefe's Edge Kiosk features a touch screen that allows inmates to access commissary ordering, their account history, communications exchange with staff, Secure Mail message exchange with family members and friends, facility documents, a facility bulletin board, and law library. The Edge solution is ADA compliant.*

#### 2.2.2 Deposit Kiosks

- 2.2.2.1 Kiosk should accept incoming inmate deposits from outside parties to include credit cards and cash.

*ATG Response: Keefe tracks deposits through its Cloud-Based Deposit Clearinghouse. All kiosk devices communicate with Keefe's PCI compliant Deposit Clearinghouse network for clearing Cash, Credit, and Money Order deposit types.*

*Please see the following pages for an overview of Access Corrections, KCN's deposit services division.*



## ***Access Corrections Deposits & Payments™ Overview***

***Access Corrections is well experienced in handling trust fund deposits and payments. Access Corrections currently processes millions of transactions per year for more than 700 county agencies and eighteen (18) state department of corrections.***

***Access Corrections’ Deposit and Payment services provides family and friends quick, efficient, and easy to access options of sending funds to offenders as well as to make payments for bond/bail and other obligations due. The agency has the flexibility to set different transaction limits and rules for each service offered. This ensures policy/procedures are followed and agency efficiencies are maximized.***

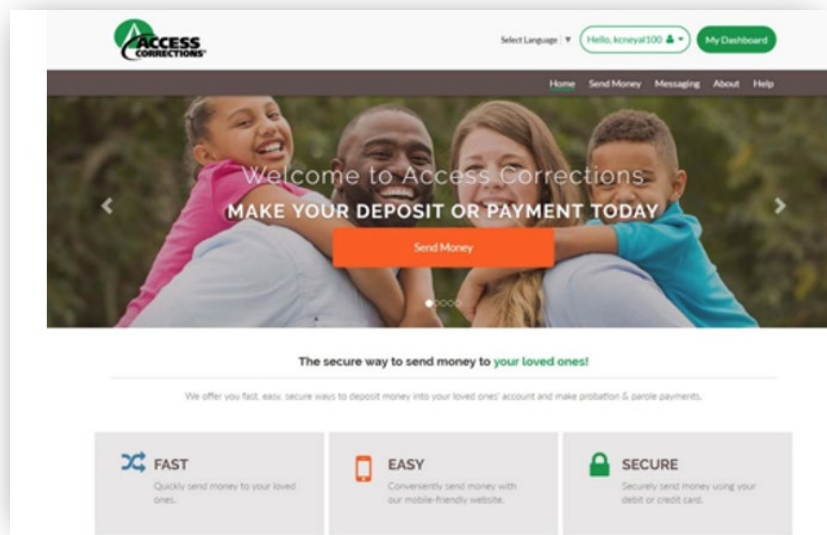
***Our platform can process a wide variety of transactions, including parole, probation, and many types of court ordered payments. The probation and parole payment options are limitless with the most common being; supervision fees, program fees, drug screening, monitoring and restitution. Court ordered payments can be made for a variety of different obligations such as fees/fines, child support, licensing records, etc.***

***Our solution offers deposits and payments to be made using credit or debit cards as well as cash. These deposits and payments can be made via mobile app, web, kiosk, phone, lockbox or walk-in retailer.***

### **DEPOSIT & PAYMENT TRANSACTION METHODS**

***www.accesscorrections.com***

***In order to allow inmates’ family and friends to make deposits or payments online, Keefe operates a secure website 24/7/365 – www.accesscorrections.com.***





## Adding a Recipient to my Dashboard

**ACCESS CORRECTIONS**

Select Language | Hello, Michael | My Dashboard

Home Send Money SecureMail About Help

### FIND AN AGENCY

Make a deposit or payment by selecting a state and an agency.

VISA MasterCard

**AGENCY SEARCH**

Select State: ARIZONA

Select Agency: Select An Agency

- Apache County Jail, AZ
- Arizona DOC Community Corrections
- Arizona DOC Trust Fund Deposits
- Arizona Visitor Background Fee
- Cochise County Jail, AZ
- Gila County Jails, AZ
- Graham County Detention Center, AZ
- Greenlee County Jail, AZ

Privacy Policy | User Agreement | Terms of Service

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## My Dashboard

**ACCESS CORRECTIONS**

Select Language | Hello, Michael | My Dashboard

Home Send Money SecureMail About Help

### DASHBOARD

Welcome to your Dashboard. Here you may create another transaction or view history for a Recipient from the list below, or select Send Money to start a transaction for a new Recipient.

Send Money

**MY RECIPIENTS**

Search recipients

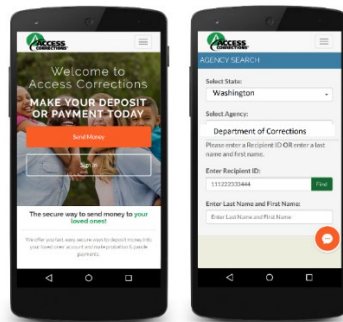
**ADAM MANNING (197670)**  
DOB: 11/6/1978  
Agency: Utah Department of Corrections AP&P  
Make Payment Remove

**ADAM MANNING (AM9908)**  
DOB: xx/xx/xxxx  
Agency: California DOCR Active  
Make Deposit Remove



### **Access Corrections' Mobile App**

**Consumers love our mobile app to make deposits or payments while they are on the go. The app is available for both Android and IOS (Apple) phones.**



### **Phone**

**Keefe offers a 24/7 Toll Free phone number for friends and family that may need a little more help with their transaction. Our bilingual, English and Spanish, customer service representatives are trained to assist customers with their questions with the goal of completely satisfying the customers' needs so they don't call agencies needing additional information.**

**Keefe has in-house customer service representatives and also provides support through a U.S. based third party call center. All CSRs are specifically trained to handle customer's phone deposits, transaction history, complaints and financial discrepancies. Keefe provides support and allows for phone deposits 24 hours a day, 7 days a week. In addition to live CSR's, users can make deposits via Interactive Voice Response System (IVR) for a quick and easy deposit option. All call center employee candidates must successfully pass a thorough background check, a satisfactory credit check, and drug testing before they are considered for employment. We take full responsibility of our call center operations and employees, and go above and beyond to provide exceptional, professional, and the most secure services to our customers.**


**Keefe also offers a 24/7 toll free IVR system that allows friends and family the ability to make a deposit or payment without having to talk with a customer service representative.**

## DEPOSITS/PAYMENTS

PHONE

- **CONVENIENT:** Toll-free number
- **IVR Option**
- **BI-LINGUAL:** Spanish-speaking CSR's available 24/7.
- **FLEXIBLE:** Make payments using credit or debit cards.
- **SAFE:** All staff must pass background & credit check.
- **FAST:** Available real-time funds posting to probationer & parolee accounts.
- **PCI & AML COMPLIANT**

**Customer Service  
IVR or Live Agent Options  
866.345.1884  
Available 24/7/365**





## Kiosk

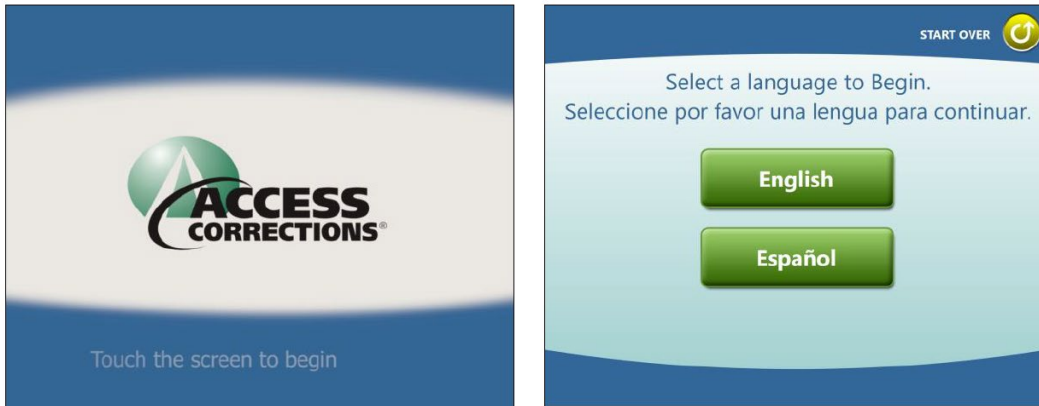
Keefe has the largest network of transaction kiosks in the country servicing government agencies. Family and friends enjoy the convenience of our 800+ transaction kiosks located throughout the US. Our transaction kiosks allow users to make a deposit or payment for any agency that Keefe services regardless of its' location. All of Keefe's kiosks has the capability to accept cash and credit/ debit cards.

Keefe has technical support technicians who are responsible for the installation of our deposit kiosks. These technicians are employees of Keefe and have years of experience involved in technology implementation, including deposit kiosks. All deposit kiosks are shipped to our Corporate Headquarters where they are tested thoroughly before being shipped to the customer location. Keefe technicians will install, configure and test the kiosk on-site. Furthermore, a designated technician will monitor each kiosk utilizing our management software. This management software sets Keefe apart from our competitors as it enables our staff to monitor each kiosk with alerts. Alerts we receive encompass all operations allowed by the kiosk. This guarantees that Keefe's deposit kiosks are managed as efficiently as possible. The kiosk will accept deposits via cash or credit/debit cards. Each kiosk also has the ability to take a photo of each depositor for potential investigative purposes. A new feature to Keefe's Lobby Kiosk is a Driver's License Reader. This allows both Keefe & the County/DOC to collect a more positive identification of the depositor. Additionally, this helps reduce the time a depositor has to spend at the kiosk.

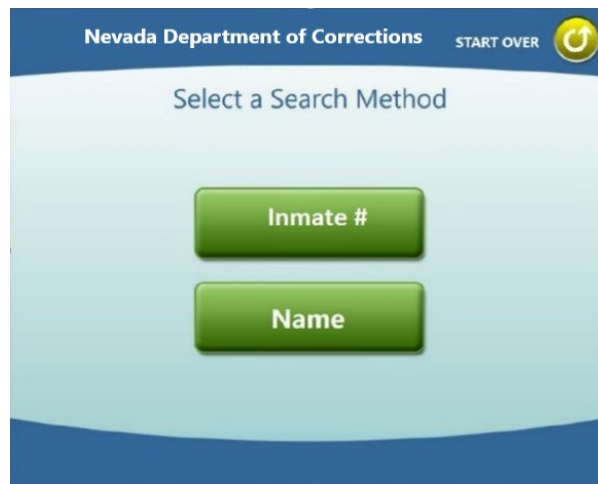




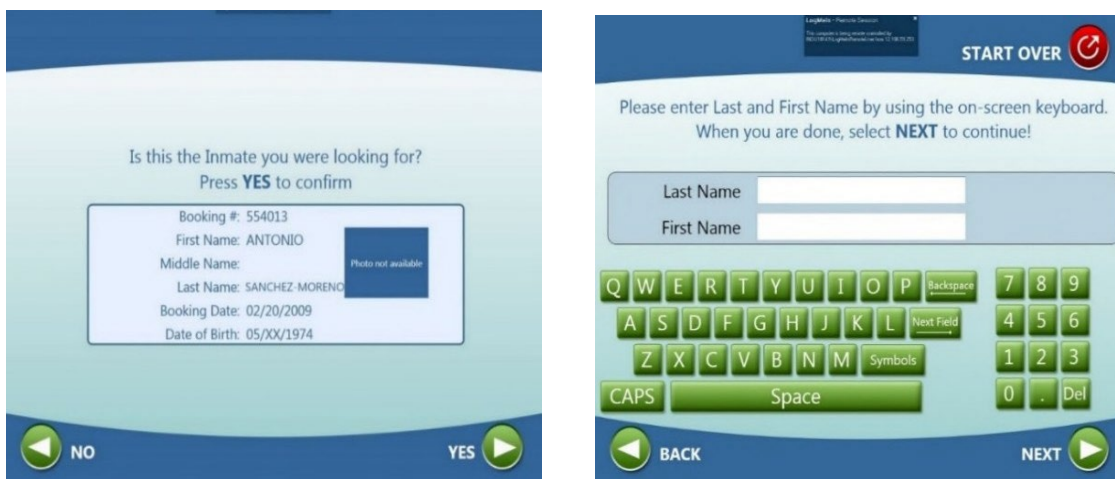
*From the initial kiosk splash screen, the depositor selects a primary language:*



*Next, it will ask to search for the inmate by name or number:*



*After typing in the name, it will confirm that is the inmate they are looking for:*





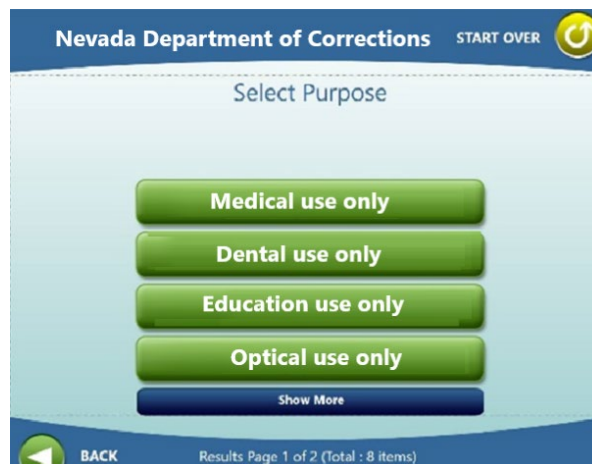


*After the offender is confirmed, the list of jail purposes will be displayed. This allows the depositor to select the purpose of their payment. Keefe can configure and display to the Agency's preference.*



### **Purposes**

*Along with Trust Deposit, Keefe's Kiosk also have the capability to allow friends and family to send money to specific accounts or purposes that the Agency allows. Below is an example of medical, dental and education deposits.*



### **Remote Kiosk Deposits**

*Even if an Agency does not have a lobby kiosk friends & family can still make a deposit through our remote lobby kiosks. A family member can go to any of the hundreds of Access Corrections kiosks across the country and can post funds for an offender close to home or thousands of miles away. Our Secure Deposit services cover 16 statewide DOCs and over 700 jails with many offering lobby kiosks. The service fee associated with this service is below most standard web and phone fees. We are providing this service to all Access Corrections Secure Deposit agencies for deposit and payment services. For example, a customer in Nevada could select, "Nevada Department of Corrections".*



**Walk-In Retailer**

*Keefe is partnered with CashPayToday, a leading payment technology company automating cash transactions via its network of over 63,000 national and regional retailers in the U.S. These locations will accept cash transactions on behalf of Keefe. The walk-in locations include Walmart – Available at Service Desk or Money Center, CVS, Walgreens, 7-Eleven, Dollar General, Family Dollar stores and others.*

*These national retailers align with the demographics of our customer base. Our customers are already shopping at these stores making it very convenient way to make a payment or deposit for your agency.*





**Convenience Like No Other Provider**

**Customers have the choice to get their CashPayToday account information right on their smart phone or mailed to their address. Consumers love the convenience of the smart phone option because they always have their phone with them. In addition, it provides a real-time retailer location map based on their GPS along with transaction history and an account bar code to send money quick. Also, there is no need to tell the cashier what you are sending the money for. They just know it is being sent to Access Corrections!**



Recipient: CHRISTOPHER MCCREE ID: 258156  
\$5.00 Transaction Fee ID MAY BE REQUIRED



799366266720006371683404307580



By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at [www.vanilladirect.com/pay/terms](http://www.vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed ereceipt at [www.vanilladirect.com/pay/ereceipt](http://www.vanilladirect.com/pay/ereceipt)

- Dollar General MAXIMUM \$500.00 PER PAYMENT. You may use PIN debit card or cash for payment.
- Family Dollar MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- CVS MAXIMUM \$999.00 PER PAYMENT. CASH ONLY
- Walgreens MAXIMUM \$900.00 PER PAYMENT. CASH ONLY
- 7-Eleven MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- Speedway MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- Kum & Go MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- Stripes MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- Pilot/Flying J MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- Go Mart MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- Royal Farms MAXIMUM \$500.00 PER PAYMENT. CASH ONLY

**CASH PAY TODAY PAYMENT LOCATIONS:**  
Our payment locations can be found at [www.cashpaytoday.com/locations](http://www.cashpaytoday.com/locations)  
ALL locations use printed or mobile barcode ONLY

**TRANSACTION INSTRUCTIONS:**  
Enter the checkout line. Let clerk know you are making a "Vanilla Direct Pay®" payment. Hand this slip to the clerk for them to scan the barcode or allow phone to be scanned. Let the clerk know how much money you are sending.



© Pay It Today, LLC.



### Lockbox

Keefe offers consumers a free deposit/payment option using our lockbox services that is provided at no cost to agencies. Keefe does not outsource its lockbox operations. All money orders & checks are processed at Keefe’s offices.

All money orders and checks are processed within 24/48 hours from the time of receipt. These transactions are batched with all of transaction types (App, Web, Phone, Kiosk and Walk-In Retailer) and an ACH is sent in one bank deposit. One file that matches the daily ACH is sent to the agency, making it easier and more efficient for the agency to reconcile transactions. Like all transaction methods, money order and checks are guaranteed by Keefe. \*Checks are held 7-10 days prior to posting.

Transactions processed via Keefe’s lockbox service will be automatically included in the agency reports and investigative tools along with all other transaction methods.

Keefe will ensure the payer information is collected by requiring the sender to fill out a Money Order Form that is required with their money order or checks. Here is an example of the money order form.

**Money Order Deposit Form**

**Send Money!**

**Here's how...**

- Complete the form below by typing or clearly printing in blue or black ink.
- Make money order/checks payable to Access Corrections.
- Detach and mail form with money order/check to: Access Corrections – (Agency Name) P.O. Box 12486 St. Louis, MO 63132

**Send Money Faster!**

Mailed deposits take up to a week to process. With the following options, funds can be deposited within 24 hours.

- Access Corrections App** Send money on the go with our free mobile app.
- accesscorrections.com** Easy online deposits.
- Kiosk** Send money from any of 600+ kiosk locations.
- 866.345.1884** Speak with a live, bilingual agent.
- Walk-in Retailer** Register at [cashpaytoday.com](http://cashpaytoday.com), get a barcode and make a cash deposit where you shop, including Dollar General, Family Dollar, CVS and 7-Eleven.

**Important**

- To avoid delay in processing, please complete all fields and verify that the recipient's name and ID are correct. If proper recipient cannot be determined, we will return your money order/check.
- Do not send cash, letters, stamps, photos or notes.
- The Money Order Deposit Form must be included with the money order/check to process the deposit. Do not staple, paper clip, fold or tape the money order/check to the form.
- Failure to accurately complete all fields, including the sender's full name and physical address, may result in your deposit being delayed or rejected. Using a P.O. Box could cause a processing delay and will require your driver's license or state ID number.
- All deposits must be issued in U.S. funds. We only accept money orders/checks drawn from U.S. financial institutions.
- We accept money orders and cashier's checks.
- A 25 handling fee will be assessed for any returned money order/check.
- Daily deposit amount cannot exceed \$5,000.00. A \$5.00 service fee will be applied to each transaction.
- Federal law requires the sender provide their social security number for deposits or combined deposits of \$3,000 or more.
- Keefe Commissary Network, LLC dba Access Corrections is licensed as a Money Transmitter by the state of XXXXXXX.

**ALL FIELDS REQUIRED** Mail to: Access Corrections – Agency Name, P.O. Box 12486, St. Louis, MO 63132

[Agency Name]  
Money Order Deposit Form  
Daily Limit \$X.XX

Deposit Amount (Maximum \$5,000.00)	Recipient ID
Recipient First Name	Recipient Last Name
Sender's First Name	Sender's Last Name
Sender's Date of Birth (Month/Date/Year)	Sender's Phone Number
Sender's Email (A Digital Receipt Will Be Sent to the Email Address Provided)	
Sender's Street Address (Using a P.O. Box May Result in a Processing Delay)	
Sender's City	Sender's State
Sender's Social Security Number (An Identification Number)	Sender's Zip
Sender's Driver's License/State ID Number*	

Rev. 02/2020

2.2.2.2 The vendor to detail how it will track deposits on the kiosks and provide pick-up services to process onto the inmates’ accounts.

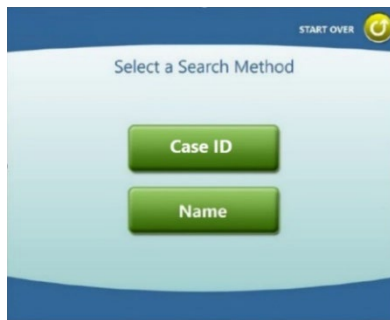
**Keefe Response: Keefe contracts national wide provider armored car services to pick-up cash at kiosks. Deposits are posted to inmate accounts in Keefe’s ATG banking platform which communicates with the Cloud-Based Deposit Clearinghouse through a Keefe-proprietary Deposit Subscriber interface. Keefe’s clearinghouse service transfers deposits received through ACH transmissions on a nightly basis. All deposits accepted by Keefe are guaranteed to the inmate account and to NV DOC.**



2.2.2.3 Kiosk may allow outside parties and/or inmates to post payments towards court-ordered fees and/or fines.

**ATG Response:** Keefe kiosk will allow outside parties and or inmates to post payments toward court ordered fees and fines. The payment workflow will function the same as a Trust deposit. The payment will post to Keefe’s ATG Banking Platform which communicates with the Cloud-Based Deposit Clearinghouse through a Keefe-proprietary Deposit Subscriber interface. Keefe’s clearinghouse service transfers payments received through ACH transmissions on a nightly basis. All payments accepted by Keefe are guaranteed to the inmate account and to NV DOC. Keefe’s kiosk workflow to make a court-ordered fees and fines are shown below.

The offender would be located via name or Case ID Number:



After the offender is located, the respective the court-ordered fees and/or fines is selected and paid as same workflow for trust fund deposit. Kiosk display and language can be customized to the agency’s choice.



2.2.3 The vendor shall provide its application(s) that will run on a hosted or cloud-based operating system, per DOC requirements, that is capable of being upgraded at no cost to the DOC.

**ATG Response:** ATG has read, understands, and will adhere with this requirement and be upgraded as required at no cost to the DOC.

2.2.4 Vendor must ensure that the operating system is no more than (N+2) revisions behind the publicly available kernel.

**ATG Response:** ATG has read, understands, and will adhere that the operating system will be no more than (N+2) revisions behind the publicly available kernel.



2.2.5 The vendor must provide following technical support services for all hardware equipment and software for services provided including, but not limited to:

- 2.2.5.1 Updates and upgrades;
- 2.2.5.2 Security-related updates to their proposed solution, which may be called updates, upgrades, patches, service packs, hot fixes, and/or workarounds.
- 2.2.5.3 All upgrades, bug fixes, enhancements to the software and/or hardware shall receive prior approval by the authorized DOC staff, if required by the DOC.
  - A. If requested by the authorized DOC staff, the vendor will provide a test environment to allow the authorized DOC staff to verify the upgrade, fix and/or enhancement is compatible with the current operating environment.

***ATG Response: ATG has read, understands, and will adhere. Upon request, ATG can provide a test environment for DOC staff to verify any upgrade or enhancement and make sure it is compatible with the current operating environment.***

2.2.6 The vendor shall propose, provide, and describe their solution for change management.

These must include at a minimum:

- 2.2.6.1 Version number;
- 2.2.6.2 Description of the change;
- 2.2.6.3 How the change was initiated (e.g. user or system support);
- 2.2.6.4 Person requesting the change;
- 2.2.6.5 Person responsible for the change; and
- 2.2.6.6 Date and time of the change.

***ATG Response: ATG will provide a sufficient test environment for DOC to sign-off on application functionality for all enhancements/modification requested by DOC. Multiple changes a grouped together as a “deliverable” and the deliverable is first deployed to the test environment. DOC is informed (typically an email message to DOC’s project manager) of new software’s version number, and for each change provides description, reason for change, person requesting the change. Once DOC personnel have confirm that the changes meet the requirements, ATG will coordinate with DOC’s project manager for a mutually acceptable date to deploy the new version of software to production. The entire process is managed by Azure DevOps.***

2.2.7 Hardware Requirements

- 2.2.7.1 Vendor must describe the capability for the development of future applications and implementing these applications on the proposed hardware configuration.

***ATG Response: Keefe has developed its own applications from inception since 1992. The current Keefe Development staff consists of 10 agile teams each focused on a***



***particular cloud technology set. Keefe application development is solely focused on the correctional industry. Funding for application development continues to be integral to Keefe’s commitment to the correctional industry. Keefe refreshes its development directions on an annual basis to remain aligned with industry needs.***

2.2.7.2 Vendors to describe in detail the ability to provide the electrical equipment to operate on a regular 120 volt, 60 hertz, AC power and be “UL” or equivalently listed and be certified by a Nationally Recognized Testing Laboratory to be compliant with the FCC regulations.

***ATG Response: Keefe kiosks operate on 120 V 60 Hz AC power. Inmate pod kiosks may also operate on Power Over Ethernet. Keefe has deployed over 5,000 kiosks at more than 300 correctional facilities in compliance with electrical specifications equivalent to those given in this requirement.***

2.2.7.3 Kiosks to support communications via:

- A. Cable;
- B. Fiber;
- C. Wireless; and
- D. Other.

***ATG Response: Keefe’s kiosks support cable, fiber, and wireless connections. Cellular connections are not currently supported. For connections from LAN to WAN Keefe provides either DSL, Broadband or T1 connections.***

2.2.7.4 Kiosks may or may not connect to DOC network infrastructure. Vendor to detail plans to support their proposal both ways.

***ATG Response: Keefe provides 24 x 7 monitoring of its kiosks through Keefe supplied switches, routers, firewalls and internet circuits. Pre-existing DOC ethernet and/or fiber runs if available may carry Keefe kiosk traffic if segregated by Keefe switches, routers, firewalls, fiber modules.***

2.2.7.5 Vendor must allow for the kiosks to be data linked within a facility, and best case to be linked throughout the DOC.

***ATG Response: Keefe kiosks home back to Keefe centralized cloud services. Relay servers for media distribution may be installed at given facilities to reduce network overhead for media downloads.***

## 2.2.8 Kiosk Enclosure

2.2.8.1 The vendor shall provide a kiosk design to be of standalone style for inside/outside locations. The kiosk enclosure/housing needs to be self-contained, rugged and secure. There shall be no crevices that can enable inmates to damage or spill into the enclosure and damage the kiosk.



- A. Outside kiosks will be located outside and able to withstand extreme weather elements (e.g., rain, snow, wind, sun, etc.). Kiosks should withstand temperatures from -20 to 120 degrees Fahrenheit, and up to 100% humidity.
- B. This requirement is not mandatory and will be determined by the type of kiosk proposed. If there are no enclosures, vendors are to explain in detail the plan for mounting and securing the hardware.

***ATG Response: Keefe supports an outdoor media kiosk. The outdoor media relay unit is waterproof and can withstand extreme temperatures.***

2.2.8.2 Kiosk enclosures may have, but not limited to, the following:

- A. Heavy duty locking mechanisms, hinges, door mechanisms capable of resisting inmate tampering and vandalism. Hardware must be contained in the kiosk enclosure.

***ATG Response: The 17" LED touch screen features a vandal proof PCAP overlay. As stated above, the kiosks are made of rugged ABS plastic and feature dual locks.***

2.2.8.3 Kiosks shall have floor and/or wall anchors. The vendor shall ensure that each kiosk can be easily unsecured from the floor or the wall by personnel authorized by the DOC.

***ATG Response: Keefe will provide mounting templates for all kiosks should DOC staff need to mount or remove the equipment.***

***Keefe will provide the anchor bolts for Lobby and Intake transaction kiosks and they are 3/8 by 3 inch wedge anchor bolts and there are 4 per kiosk. The same anchor bolts would be used on the MP3 kiosk.***

2.2.8.4 The kiosk enclosure must be of a neutral color and easily cleaned.

***ATG Response: Kiosk enclosures are matte black. Cleaning of the enclosure should be with a mild solvent and micro-fiber cloth.***

2.2.8.5 When applicable, and if required by the agency, the vendor must ensure that all openings are secured with detectors where entry might be forced.

Kiosk alarms must be:

- A. Manually set to ring for a period of time with shrill alarm;
- B. Capable of activation and deactivation at a remote location designated by the State DOC and proven not to provide false signaling regarding remote alarm.
- C. When necessary, the vendor shall include battery replacement when required.





**ATG Response: Keefe monitors all its kiosks through centralized Solar Winds services. Keefe's support staff receive alarms for kiosk dysfunction. Keefe proposes that its staff alert DOC as opposed to audible and shrill alerts at the kiosks themselves. Keefe accepts responsibility for theft and/or damage of its kiosks units deployed.**

2.2.8.6 Kiosks shall have sealed opening(s) for power and phone lines as needed.

**ATG Response: Kiosks will adhere to this requirement. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.**

## 2.2.9 Kiosk Monitors

2.2.9.1 Kiosk monitors must be Energy Star Compliant with a minimum level of EPEAT Bronze, having an associated graphics control board with video drivers.

**ATG Response: Kiosks will adhere to this requirement. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.**

2.2.9.2 Kiosks shall have a touch screen video display monitor (if DOC required) capable of displaying digitized photographs, graphics, and videos, etc.

**ATG Response: The Edge Kiosk will adhere to this requirement and features touch screen capability. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.**

2.2.9.3 Touch screen monitor must be secure, safe and capable of withstanding heavy usage in a correctional environment. It must be scratch resistant. Vendor must provide any special care required to keep the screen clean and prolong the viewing and usage life expectancy.

**ATG Response: Kiosks will adhere to this requirement. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.**

2.2.9.4 Touch screen monitor shall not be of the “overlay” or “membrane” type. If a “surface acoustic” or “capacitive” technology is not utilized, the vendor must provide an explanation of why another technology is being proposed.

**ATG Response: Kiosks will adhere to this requirement. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.**

2.2.9.5 Describe the monitors privacy attributes to reduce the ability for others to read the kiosk screen when viewed from the side.

**ATG Response: Kiosks may be equipped with privacy shields.**



- 2.2.9.6 Describe proposed solutions for offenders with disabilities that could be accommodated by kiosks or tablets (e.g., large print options, text reader options for the blind, and assistive key-stroke functionality for paralyzed offenders).

***ATG Response: The Edge Kiosk and tablet gives the user the ability to increase the size of the font. Keefe will work with the participating agency to collaboratively determine which of the other available accessibility options should be enabled based agency's need and risk profile.***

## 2.3 KIOSK TECHNICAL ENVIRONMENT

### 2.3.1 Kiosk Configuration

- 2.3.1.1 Vendor shall ensure kiosks are maintained on the most current version of the vendor's operating system, with no more than two versions at any one time across all kiosks.

***ATG Response: Kiosks will adhere to this requirement. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.***

- 2.3.1.2 Vendor shall provide a method of insuring inmate ID security. Methods may include fingerprint scan or other biometric possibilities, ID card scanning (magnetic or barcode), and/or voice options.

***ATG Response: Keefe provides touchscreen entry of the inmate ID and touchscreen entry of the inmate pin. Keefe also captures challenge questions from the inmate for use in managing his/her own pin.***

- 2.3.1.3 Pictures, artist renderings or technical drawings of the proposed kiosk design shall be included with the proposal.

***ATG Response: Kiosks will adhere to this requirement. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.***

- 2.3.1.4 Kiosks shall comply with the most up-to-date ADA standards for accessible design to ensure ease of access for individuals with disabilities.

***ATG Response: The Edge kiosk solution is ADA compliant.***

- 2.3.1.5 Kiosks shall have adequate ventilation to include fans if needed for components.

***ATG Response: Kiosks will adhere to this requirement.***

- 2.3.1.6 The kiosk shall not bear company names or logos.

***ATG Response: Keefe supplies company information on public use kiosks for family***



**members to contact Keefe instead of the Department for questions or troubleshooting. Keefe does not include company names or logos on inmate use kiosks.**

2.3.1.7 The operating system should allow the DOCs the ability to customize the applications offered to inmates.

**ATG Response: Customization of applications is available within each application's administrative function, including kiosk privileges, kiosk use times, location-bound kiosk use, request/kiosk types, commissary menus, etc.**

2.3.1.8 Deposit kiosks shall print receipts.

**ATG Response: Please see below for a sample receipt generated from a Deposit Kiosk.**

Keefe Commissary Network, LLC dba Access Corrections	
Time:	2/3/2019 8:28 AM
Transaction ID:	95607169
Terminal:	30080T001-LOB02
For:	
ID Number:	09000415
From:	ROBINSON MICHAEL
Transaction Type:	Cash
Trans. Status:	Complete
Trans. Amount:	\$36.00
Agency Charge:	\$0.00
Handling Charge:	\$4.00
Total Amount:	\$40.00
Sent Amount:	\$36.00
Thank you for using Access Corrections. Visit us online at <b>www.AccessCorrections.com</b> <b>(866)345-1884</b>	

### 2.3.2 Remote Management

2.3.2.1 At minimum, remote Keyboard/Video/Mouse (KVM) reset is required.

2.3.2.2 Vendor to detail remote management capabilities. To include, but not limited to the following:

- A. Monitoring;
- B. Diagnostics;
- C. Error resolution;
- D. Software problem assistance;
- E. Intelligence reporting;
- F. Application and software updates and upgrades; and
- G. Rebooting and controlling the remote kiosks from a central location.



2.3.2.3 Remote management should be set through a security access designation.

2.3.2.4 Vendor to describe how to ensure malware is not going to infiltrate the State's system.

***ATG Response: ATG has read, understands, and will adhere to Section 2.3.2.***

***Remote Management***

***Technical support will be provided to DOC through Keefe's 24 x 7 x 365 toll free assistance line staffed by Keefe Technical Services training personnel located in St. Louis, Missouri.***

***Staff are responsible for remote monitoring, logging, and alerting for security-related issues occurring within the Keefe network. External and internal security scans are conducted on a weekly basis at the Keefe central services site, and security findings are also addressed weekly.***

***Error resolution and software problem assistance is available via Keefe's Help Desk. Phone requests are routed through CISCO Call Manager on a 24 x 7 x 365 basis. Phone requests are placed by dialing 800-864-5986. Phone services are available during business hours, defined as 6 AM – 7 PM Monday through Friday. During business hours, inbound calls are answered by our Tier 1 support team for incident creation and initial troubleshooting or routing of the call to the technician assigned to the open incident. If they are unable to resolve they will assign the incident to a technician in the appropriate support group. If a queued call is not answered within five minutes, the call is routed to a voice mail extension which records a message from the caller and alerts the Tier 1 and other support teams of the voicemail. Calls directed to an individual technician are subject to the current availability of that technician at the time the call is transferred.***

***Any inbound call outside of business hours will be requested to leave a voicemail for after-hours support. A technician will call back within 30 minutes of a voicemail being left. There is a team of technicians on call 24/7 with manager escalation points. On-Call staff is equipped with equipment in order to support our customers while outside of our central office.***

***Application and software updates and upgrades will be made in accordance with procedures coordinated with DOC by a dedicated Keefe project manager.***

***Malware***

***To help deliver beneficial technology solutions free from malicious intrusions, Keefe Group defends against cyber security threats through adherence to numerous cyber security frameworks including NIST 800-53, the framework drafted by the National Institute of Standards and Technology (NIST) for Cybersecurity risk management.***

***Keefe provides Checkpoint virus scan software for the Keefe client systems deployed at customer sites. The software is configured for daily system scan, email scan, download***



***scan and internet filter. Daily updates are configured, and require an internet connection to the Checkpoint virus data file update service.***

***Additionally, all data network connections between kiosks, servers and central services are https/SSL encrypted. Keefe firewalls located at its central services site filter inbound and outbound traffic. Local facility firewalls should be configured for DNS entries located at the Keefe central services site to allow outbound port 443 access for deposit information exchange.***

***Keefe central services staff are responsible for monitoring, logging, and alerting for security-related issues occurring within the Keefe network. External and Internal security scans are conducted on a weekly basis at the Keefe central services site, and security findings are also addressed weekly.***

***Keefe will provide alternative virus scan solutions if specified by the facility.***

### 2.3.3 Software Requirements

2.3.3.1 The vendor shall allow for additional applications to be added as determined necessary by the DOC. Upon mutual agreement between the vendor and the DOC, additional applications can be added via change order to the device while this contract or its extensions are in effect, at the DOC's option.

***ATG Response: The DOC will receive the latest software applications upon contract award. Based on requirements gathered and prioritized, Keefe's development staff will release new features to the Keefe Cloud system twice per month. All updates will be immediately available to DOC free of charge.***

***Software changes will be made in accordance with procedures coordinated with DOC by a dedicated Keefe project manager. Keefe hardware and/or application upgrades are typically implemented as follows:***

- ***Review of new features/equipment required for upgrade***
- ***Receipt of signed authorization to proceed with equipment/software changes***
- ***Testing of new features/hardware required for upgrade***
- ***Development of transition plan***
- ***Preparation for additional on-site training if required for the upgrade***

2.3.3.2 Vendor must provide, at no cost to DOC or inmates, any and all upgrades that become available during the term of the contract.

- A. Vendor to describe how they will manage transferring any purchased media including but not limited to music and approved messages (e.g., text and photos) if new devices are introduced during the life of the contract and/or if a new vendor is chosen upon contract termination.

***ATG Response: Offenders own rights to use the purchased content. This means that if an***



***offender gets a new device or is released from DOC custody, they will always have the ability to retrieve their purchased content since their latest incarceration. However, due to licensing rights associated with the content, this content cannot be transferred to another vendor's device. ATG will provide a comprehensive list of content purchase by inmates.***

***That said, ATG intends to offer subscription services whereby inmate has access to content for defined period as opposed to purchasing content.***

2.3.3.3 Third Party Acquisition of Software: Vendor shall notify the Participating State/DOC, in advance and in writing whenever its intellectual property, business, or all of its assets are being acquired by a third party.

***ATG Response: ATG has read, understands, and will adhere.***

2.3.3.4 Title of Software: Vendors submitting a proposal represents and warrants that it is the sole owner of the software or, if not, the owner, that it has received all legally required authorizations from the owner. The vendor shall provide the following documentation:

- A. Terms of software license.
- B. Rights to computer software.

***ATG Response: ATG/Keefe is the sole owner of and retains all rights to the application software provided. Software provided by ATG/Keefe pursuant to an award will be licensed not in perpetuity but for the term of the resulting contract. The Microsoft operating systems are appropriately licensed from Microsoft.***

2.3.3.5 Documented Application Programming Interface (API) and tool kit ad.

***ATG Response: Keefe's ATG Trust system have existing interfaces to exchange inmate demographic and financial information, needed to support system operations. Cost of all changes needed to these interface to successfully interface with agency's legacy systems will be Keefe's internal cost. All interfaces between Keefe systems are owned, developed and maintained exclusively by Keefe for Keefe application interoperability.***

2.3.3.6 Custom changes to the Interface API.

***ATG Response: Keefe will make interface changes between Keefe's ATG trust system and the Department's legacy system as needed as our internal cost.***

2.3.3.7 Interfacing

- A. Vendor to detail their capability to interface vendor's applications to DOC applications.
- B. Data transfer in vendor's operating system. Vendor to include specification for extendable Markup Language (XML) or other standard interface options, to tie



in a kiosk-based application with offender management systems.

- C. Security and capability when interfacing to DOC applications.

***ATG Response: Keefe provides the current Banking application to NVDOC and has a fully functional and robust interface, based on daily exchange of inmate demographic files with the NVDOC's Offender Management System.***

***ATG systems have been deployed at multiple large correctional agencies and support numerous interfaces for retrieving data from the agency's existing systems and using the same for display and system updates. The system has the capability to support both web service interfaces as well as file based as per the needs of the agency.***

- 2.3.3.8 Customer Interaction Messages to be available in English and other languages as requested by the DOC, and at no additional cost to DOC.

***ATG Response: ATG/Keefe has read, understands and will adhere to this requirement of providing customer interaction messages in English and Spanish.***

- 2.3.3.9 Provide application instructions to the inmates which are clear and to the point, with no large blocks of text.

***ATG Response: ATG's SCORE software has an inbuilt help function that allows the inmates to view the help files online both on the kiosks and tablets. These help files have been created keeping the target audience in mind and written in clear and concise fashion.***

#### 2.3.4 Scalability

- 2.3.4.1 Vendor to recommend number of inmate to kiosk ratio and how their system can adjust based on changing inmate populations.

- A. Provide all assumptions used to identify required computing power and/or hardware.

***ATG Response: ATG recommends a 96:1 inmate to kiosk ratio for most implementations where only commissary ordering is provided. As number of services provided increases, (banking, commissary ordering, law library, etc.) the ratio could decrease to 24:1. Please note, introduction of tablets to the inmate population will have a large impact on kiosk to inmate ratios, as kiosks use will reduce dramatically.***

- 2.3.4.2 Vendor shall ensure that the system architecture is scalable and designed to easily and inexpensively accommodate changes (future applications, etc.) resulting from DOC rules and workflows.

***ATG Response: ATG systems are based on industry-standards, have been deployed at multiple large correctional agencies including NDOC and have a track record of***



*rapid and timely responses to the changing business needs. ATG follows a well-documented change management process and will work with the agency to identify/document and rollout any changes as and when needed.*

### 2.3.5 Training

2.3.5.1 The vendor shall provide training to the authorized DOC staff personnel at the locations where the equipment is installed. Additional training will be provided to new authorized DOC staff assigned during the Contract period, at no cost to the DOC, at specific DOC facilities. Video conferencing and/or webinar are acceptable.

***ATG Response: ATG will plan for holding two webinars for the training of staff during implementation and schedule more as needed. In addition, SCORE's admin application contains the help files for every screen in the application which allows the user to access the same online training from within the application. All training will be provided at no cost to the DOC.***

2.3.5.2 Training manuals will be provided to the authorized DOC staff at all training meetings at no cost to the DOC. All manuals will become the property of the DOC. Manuals provided must be in electronic format or access available via the web.

***ATG Response: The SCORE admin application includes help files for every screen which is accessed online from within the application. Like the application, the help screens are protected as copyright material. The Agency will have rights to copy and use the documentation, however, ATG/Keefe will retain its copyright rights.***

2.3.5.3 Informational pamphlets will be available for inmate's relatives to explain applicable features and functionalities of the kiosks when requested by the authorized DOC staff, at no cost to the DOC.

***ATG Response: SCORE's inmate application (both on tablets and kiosks) hosts the help files for the various system screens and services that allows the inmate to access the information directly from within the portal.***

***Furthermore, we have created posters/marketing that provide information needed to enter into the system. The Agency will have rights to copy and use the documentation for inmate's relatives informational purposes, however, ATG/Keefe will retain its copyright rights.***

### 2.3.6 Maintenance

2.3.6.1 Vendor to provide maintenance and service plan to include frequency and speed of maintenance. Downtime shall not extend past a 24-hour period.

***ATG Response: All software maintenance will be coordinated with Agency staff and will not exceed the 24-hour window.***





2.3.6.2 The vendor shall provide support for the equipment Monday through Friday 8:00 am to 5:00 pm in Participating State’s time zone.

- A. Vendor must provide the toll-free number for agency to call when service is needed.
- B. The vendor shall provide detailed plan for customer support during non-business hours. Non-business hours are 5:00 pm to 8:00 am Monday through Friday, weekends and holidays.

***ATG Response: Keefe Commissary Network staffs a centralized Technical Services support center including Help Desk, Configuration, Installation, Training, Systems Integration, and Software Development Services.***

***A staff of systems technicians acts as primary support for help desk calls from around the country, as on-site project managers and trainers in support of regionalized staff. The entire staff is located at the Keefe Group corporate office located in St. Louis, Missouri, 800.864.5986.***

2.3.6.3 The vendor shall maintain levels of service and machine installation at no cost to state.

***ATG Response: Keefe will provide and install all hardware and software at no charge to the State. All cabling, switches, routers, fiber connectors, ISP services are included in Keefe’s solution, and Keefe will provide, install, maintain, and replace its network infrastructure elements as required.***

***Keefe’s proposed cloud-based applications rely solely on an internet connection with a desktop computer.***

2.3.6.4 There shall be no additional installation cost to the DOC for changing out machines that need repair or replacement. The vendor shall be responsible for any expenses required for the repair or replacement of the equipment.

***ATG Response: Any and all upgrades or replacement of hardware will be provided by Keefe at no cost to the State for the life of the Agreement.***

2.3.6.5 The vendor will coordinate its service schedule in advance with the facility.

***ATG Response: Any maintenance action requiring downtime will be coordinated with the DOC and typically scheduled 72 hours in advance. Maintenance and service are typically scheduled during times of minimal customer impact, such as midnight on weekends.***

2.3.6.6 The vendor shall contact the facility for entry approval regarding maintenance and repairs.

***ATG Response: Keefe conducts periodic routine maintenance on systems during selected***



***times. Customers are notified 72 hours in advance of any planned outage. In the case of the need to take an emergency outage, Keefe would work with the Agency to determine an appropriate time to mitigate the impact of such an outage.***

2.3.6.7 The vendor shall provide the necessary labor, parts, materials, and transportation to maintain the hardware and software for the kiosks and/or tablets in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Contract. No charge will be made to the DOC for maintenance of the network infrastructure.

***ATG Response: ATG has read, understands and will adhere to this requirement.***

2.3.6.8 The vendor shall provide for continuous on-line diagnostics and continuous supervision as well as local remote offline control access for advanced programming and diagnostics of the tablet environment. Access to the built-in advanced diagnostics and program control will be accessible via network by service center personnel and will provide failure reports, service history and other diagnostics.

***ATG Response: Keefe Central Services staff are responsible for monitoring, logging, and alerting for security-related issues occurring within the Keefe network. External and internal security scans are conducted on a weekly basis at the Keefe central services site, and security findings are also addressed weekly.***

2.3.6.9 The vendor shall provide a sample service level agreement to detail their escalation plan, on-site repair time, method, and proposed level of services for the facilities. Vendors shall detail their ability to handle emergencies.

***ATG Response: Please see pages 9 and 10 for Keefe's Service Level Agreement.***

2.3.6.10 Vendors will provide support for all tickets as they are opened, updated and closed by the field technicians, providing detail to show the problem and final resolution of said problem.

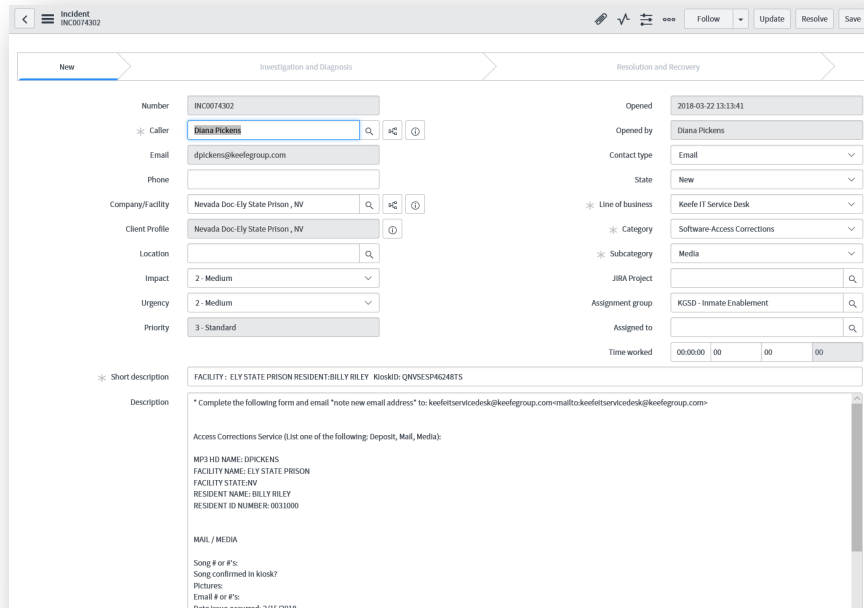
- A. Should the escalation plan as provided by the vendor not be followed explicitly, the vendor will be liable for lost commissions during times the kiosks and/or kiosk network infrastructure is in need of repair and not properly operating.
- B. The specific lost commission amount will be calculated by the State and the State will advise the vendor of all such amounts due.
- C. The vendor will pay the calculated lost commission with the next commission payment due the State.
- D. Vendor will be allotted time between the notification and the next commission payment due date to validate the lost commission. If the Vendor does not dispute in writing an amount due for commission loss and at the same time present written evidence of a different amount determined to be acceptable to DOC, the original amount calculated by DOC for the loss shall be considered



as accepted by the Vendor and payment shall be due as described above.

**ATG Response: Keefe will utilize their Help Desk and Service Now for Service tickets and to track cases. Keefe will provide information regarding all priority 1, 2, 3 and 4 tickets that are opened, updated and closed by the field technicians. Detail will be provided to show the problem and final resolution. Keefe has and will continue to work with the Agency to resolve any technical issues in a timely manner and with minimal disruption.**

**Sample Service Now ticket:**



2.3.6.11 The vendor must provide the authorized DOC staff with a complete list of office and cellular numbers for its Contractors/subcontractors, managers, administrators, technicians etc. The vendor’s management office and emergency telephone numbers must also be furnished.

**ATG Response: The Keefe Help Desk will have access to all the methods for contacting the correct person and/or the person on duty. The customer will simply need to call the Help Desk and from that point, it will be an internal, Keefe-managed issue.**

2.3.6.12 The vendor will provide a copy of the company’s current repair procedure policy for both normal maintenance and emergency outages as it relates to your proposal.

**ATG Response: Keefe conducts periodic routine maintenance on systems during selected times.**

**Customers are notified 72 hours in advance of any planned outage. In the case of the need to take an emergency outage, Keefe would work with the Agency to determine an**



***appropriate time to mitigate the impact of such an outage.***

2.3.6.13 Either party will report to the other party any misuse, destruction, damage, vandalism, etc. to the kiosks and/or kiosk environment infrastructure. The DOC shall not be liable for any such misuse, destruction, damage, or vandalism, etc.

***ATG Response: Upon request, Keefe will provide a report on any help-desk issues and the resolution for the case/issue. This will include any issues related to the electronic device network/devices. There will be a log kept for all devices replaced, destroyed, etc.***

***Additionally, inmates will be responsible for paying for any tablets that they damage. Tablets that are under warranty and have a manufacturer defect will be replaced at no charge.***

2.3.6.14 All issues surrounding the tablet environment will be reported by the vendor to the authorized DOC staff.

***ATG Response: Please see the response to 2.3.6.13 above.***

2.3.7 Provide the capability of producing reports, including but not limited to:

2.3.7.1 Use and statistical reports by function (e.g., banking, commissary orders, grievances, medical appointments, etc.);

***ATG Response: ATG/Keefe have read, understands, and will adhere with this requirement.***

2.3.7.2 Accounting reports;

***ATG Response: ATG/Keefe have read, understands, and will adhere with this requirement.***

2.3.7.3 Kiosk Operational Statistics to include:

- A. At minimum, internal operational software.
- B. Ability to look at up-time logging data and monitor kiosks.
- C. Full monitoring capabilities; KVM/Power.

***ATG Response: Please see the response for Remote Management starting on page 85.***

2.3.7.4 Touch screen buttons and font sizes large enough to be easily read by the vast majority of customers, and to DOC's satisfaction.

***ATG Response: ATG/Keefe have read, understands, and will adhere with this requirement.***

2.3.8 Vendors are to describe in detail the following:

2.3.8.1 Transaction processing messages;



***ATG Response: Keefe’s kiosk technologies show visual results of decisions made by inmates for creation of commissary orders, submission of requests, and communication with public through secure messaging. Results include expected receipt details for a commissary order, completed and reviewable message topic, subject, text, and response trail, completed and reviewable messages to/from and photos from friends and family, music request processing and download statistics and history.***

2.3.8.2 Message prompts relayed to the inmates during their usage of the kiosk;

***ATG Response: Music kiosk connections provide connection and transmission status for messages, photos, music. Commissary and request kiosks prompt the inmate for activities expected on each page visited by ‘big-button’ self-descriptive menu options and by time / logins available if the Department institutes kiosk time-used restrictions and/or inactivity time-outs.***

2.3.8.3 Error messages relayed, and whether or not the messages can be customized;

***ATG Response: Kiosk error messages are developed by Keefe software teams. Keefe retains User Experience advisors for each of its application platforms. Keefe regularly acts on customer feedback for use experience suggestions.***

***Existing SCORE functionality allows the authorized staff personnel to update operational messages displayed by the application using the designated screen within the SCORE admin app.***

2.3.8.4 Ability for DOC to input instructional prompts and/or messages.

***ATG Response: Existing SCORE functionality allows the authorized staff personnel to update the language for the operational messages displayed by the application using the designated screen of the admin app. New messages cannot be automatically added but ATG will work with the agency to add additional messages in case deemed necessary to improve the user experience.***

## 2.4 TABLET DEVICE

2.4.1 Tablet must be a corrections-grade device (e.g., tamper-proof seal to easily identify inmate alterations). The vendor is to provide detailed specifications for proposed tablet(s).

***ATG Response: ATG’s secure tablet devices are built specifically for the corrections environment, and secured with security screws and see through back, no “taper evident” seal.***

***Please see the following page for additional specifications.***



## TECHNICAL SPECS

HARDWARE & OS		NETWORK	
OS	Google Android 8.1 Purpose-built for correctional use	Wireless	2.4G/5G Wi-Fi, 802.11 b/g/n SIMO
CPU	Quad-core Mediatek 8167	Bluetooth	Bluetooth 2.1
GPU	Mali-400 MP2	<b>FEATURES</b>	
RAM	1GB	G Sensor	Yes
Storage	32GB	Front Camera	2MP
Screen	5 inch IPS or 7 inch TN	Video Formats	Supports MP4, 3GP, AVI, RM, etc. 1080P video playback @30fps max
Resolution	IPS 480*584 or TN 1024*600	Audio Formats	MP3, MP2, OGG, AAC, M4A, AMR, FLAC, APE, MAV
Touch Panel	Yes	Picture Formats	JPG, BMP, PNG
I/O ports	One microUSB One 3.5mm headphone/microphone jack	<b>ACCESSORIES</b>	
FM Radio	FM radio with RDS	Headphones	Included
Speaker	None	Charger	Available for purchase -- DC 5V 2A
MIC	None	Silicon Cover	Available for purchase -- custom fit
Battery Type	3.7V/4000mAh rechargeable lithium battery with NTC		
Casing	Transparent, double-thick back cover is firmly fastened with security screws to prevent breach/access.		

2.4.2 The tablet device shall be secure for all correctional environments to access a secure network within facilities and allow the use of DOC-approved applications.

**ATG Response: The inmate devices only communicate with Keefe provided Wi-Fi, similarly the Keefe Wi-Fi will only allow Keefe authorized devices to connect. Keefe provided inmate services network at the institution (includes aforementioned Wi-Fi) only connects to Keefe’s inmate services data center. Furthermore, the tablets only communicate with Keefe servers.**

2.4.3 Provide tablets with a minimum one-year warranty.

**ATG Response: ATG/Keefe will provide a one year warranty on the tablets. However, tablets that exhibit signs of damage or misuse will not be considered for warranty replacement.**

2.4.3.1 Vendor to provide detailed information regarding coverage under warranty:

- A. When is repair considered?
- B. When is tablet replaced?

**ATG Response: ATG/Keefe will provide a one year warranty on the tablets. However, tablets that exhibit signs of damage or misuse will not be considered for warranty replacement. Inmates will be responsible for paying for any tablets that they damage. Tablets that are under warranty and are found to have a manufacturer defect will be replaced at no charge.**

2.4.3.2 Vendor to provide any exclusions related to warranty.

**ATG Response: ATG/Keefe will not be liable for damage caused by improper use (including use in combination with products not manufactured or developed by Keefe for use with**



***the SCORE® Secure Device and not used in accordance with the instructions), or by misuse, neglect, improper installation, repair by someone not authorized by Keefe, alteration, natural disaster, modification, accident, water damage or damage to any of the following: screen, headphone port, power port and/or USB port. The SCORE® Secure device must not be used in applications where failure could threaten injury or life, such as life support systems.***

2.4.3.3 Vendor to provide turn-around time for repair/replacement.

***ATG Response: Returns will be processed and shipped back out within 15 business days of receipt of the device and all required paperwork.***

2.4.3.4 Vendor to provide if there is extended warranty coverage option.

***ATG Response: There is no option for extended warranty coverage.***

2.4.4 Provide tablets in multiple form factors and adaptive for the sensorial disabled, the wireless tablet will offer a solution that integrates with the offender phone system and other vendor's services such as mail, library, law library, commissary, grievances, documentation, education programs, vocational training, cognitive behavioral therapy, and entertainment.

***ATG Response: Tablets are available in either 5" or 7" screen sizes. If additional sizes are added in the future, they too will be available to all customers.***

***The tablet provides magnification gestures that allow for zooming in or magnifying of text as well as a text to speech output to help those that are visually impaired.***

#### **Applications**

***A full suite of interactive applications keep inmates engaged, informed, entertained and in touch with their family and friends. The Android-based operating system helps familiarize inmates with the technology they'll encounter when they are released.***

#### **List of Applications:**

- ***Media Player***
- ***PDF Reader***
- ***ePub Reader***
- ***Clock***
- ***Calculator***
- ***Scheduling***
- ***Media store***
- ***FM Player***
- ***Electronic Messaging***
- ***Staff Messaging/Grievances***
- ***Electronic Photo Viewer***
- ***Commissary ordering***
- ***Trust Fund look-up***



- **Games – Selection of free games that offer entertainment and cognitively challenging puzzles**
  - **additional games available for purchase**
- **Education – Edovo**
- **Life Skills**
- **Law Library – Fastcase**
- **Videos**

2.4.5 Provide personal cloud storage at no cost that holds offenders files such as email, photos, music, eBooks and other document content. This feature shall provide offenders with the ability to retrieve their digital content during their incarceration and after their release from DOC custody.

***ATG Response: Offenders own the rights to their purchased content. This means that if an offender gets a new device it can retrieve all owned data from the servers.***

***At time of release, inmate has to send their device along with requisite service fee to Keefe to be deinstitutionalized, all purchased content on the device is preserved and sent back to the inmate with the device that has been deinstitutionalized.***

## 2.5 WIRELESS TABLETS TECHNICAL ENVIRONMENT

2.5.1 The vendor shall provide its application(s) that will run on an operating system, mutually agreed upon by the vendor and the DOC, that is capable of being upgraded at no cost to the DOC.

***ATG Response: Windows Server 2019 will be installed at each facility on the server utilized for caching local content. All current patches and updates will be installed prior to initial installation, on a monthly cycle each windows server will receive the current released patches from Microsoft and install them overnight to avoid any service interruptions.***

***The ATG SCORE tablets run on the Android operating system and a custom firmware that ensures the stringent security protocols needed for the correction environment. The system (firmware, operating system and applications) is routinely updated over-the-air with no actions required by staff or inmate.***

2.5.2 Vendor must ensure that the operating system is no more than (N+2) revisions behind the publicly available kernel unless restricted by hardware capabilities or security gaps in newer versions

***ATG Response: Windows Server 2019 will be installed at each facility on the server utilized for caching local content. All current patches and updates will be installed prior to initial installation.***

***The ATG SCORE tablets are manufactured with current secure custom-built Android operating system (no more than one major version behind latest publicly available Android). These tablets will automatically get updates issued by ATG (via kiosks or over-the-air, but will remain at that major version of Android for their life.***





2.5.3 The vendor must provide following technical support services for all hardware equipment and software for services provided including, but not limited to:

2.5.3.1 Updates and upgrades;

2.5.3.2 Security-related updates to their proposed solution, which may be called updates, upgrades, patches, service packs, hot fixes, and/or workarounds.

***ATG Response: Windows Server 2019 will be installed at each facility on the server utilized for caching local content. All current patches and updates will be installed prior to initial installation, on a monthly cycle each windows server will receive the current released patches from Microsoft and install them overnight to avoid any service interruptions.***

***The ATG SCORE tablets are manufactured with current secure custom-built Android operating system (no more than one major version behind latest publicly available Android). These tablets will automatically get updates issued by ATG (via kiosks or over-the-air, but will remain at that major version of Android for their life.***

2.5.3.3 All upgrades, bug fixes, and enhancements to the software and/or hardware shall receive prior approval by the authorized DOC staff, if required by the DOC.

- A. If requested by the authorized DOC staff, the vendor will provide a test environment to allow the authorized DOC staff to verify the update, upgrade, fix and/or enhancement is compatible with the current operating environment.
- B. Vendor to describe how they will manage the transfer of any purchased media, including but not limited to, music and approved messages (e.g., text and photos) to new devices introduced during the life of the contract, if DOC moves from a purchased tablet model to a leased model, and/or if a new vendor is chosen upon contract termination. Vendor shall explain any size limitations in transferring data.

***ATG Response: ATG maintains a dedicated test environment for every customer. We are happy to enable authorized agency personnel to connect into our test environment to confirm that a particular update, upgrade, fix or enhancement is compatible with their current operating environment.***

***The system automatically transfers content to the new tablet once the device has been activated by the inmate. When inmate logs into the network, they hit the sync button to send/receive messages, get new catalogs, etc. The system is aware of the content an inmate is supposed to have and delivers the necessary content. The system knows when an inmate gets a new tablet, the sync button automatically delivers all the content. Due to licensing rights, we cannot transfer any purchased content to a new vendor. However, by providing a subscription service for accessing content, inmates do not own the rights to any content and therefore, there is no need to worry about transferring any content to a new vendor.***



2.5.4 The vendor shall provide over-the-air security-related updates to its device operating system in a manner similar to how such updates are provided for commercial Windows based computer systems and for operating systems on smart phones.

**ATG Response: The system does actively update the operating system (and applications) over-the-air. This is controlled by the SCORE system security and does not require (or allow) actions by staff or inmates.**

2.5.5 The system may or may not be deployed using a wireless network. The vendor shall detail plans to support their proposal both ways.

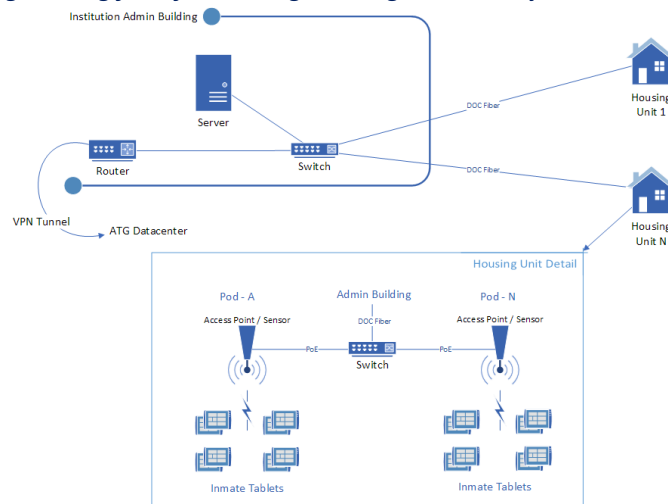
**ATG Response: ATG/Keefe’s provided institution network (including wireless network if allowed) will be totally independent of the state’s network and will be maintained by ATG/Keefe. It will not interfere with any wireless equipment currently operating in the DOC facilities. ATG/Keefe provided devices (kiosks and tablets) will only connect to ATG/Keefe’s provided network.**

**Where Wi-Fi is allowed, the tablets will get updates and content over-the air. Where Wi-Fi is not allowed, tablets are serviced by USB-connection to a kiosk.**

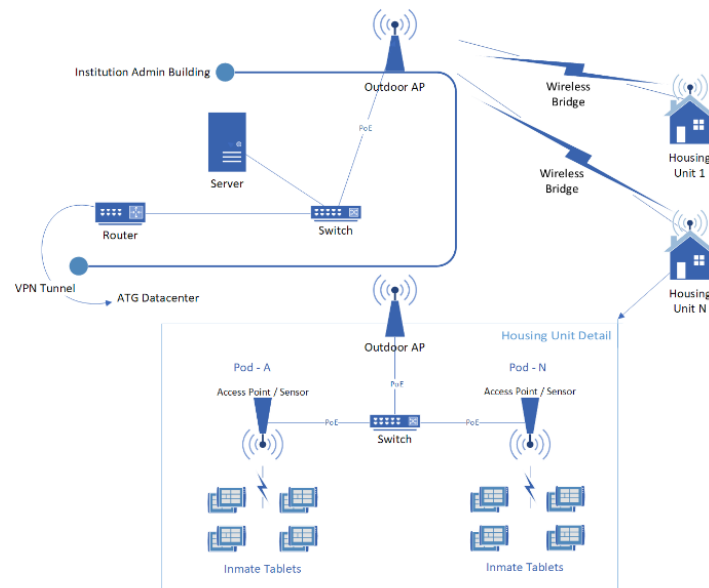
2.5.5.1 Tablets may or may not connect to DOC network infrastructure. The vendor shall detail plans to support their proposal both ways.

**ATG Response: The tablet network infrastructure can be either a separate vendor provided network or utilize the DOC network infrastructure – our strong preference is to provide our own independent network to host kiosks and tablets; this network would not have any connections to the DOC network. In this scenario, ATG/Keefe would provide all equipment necessary; switches, access points and building-to-building infrastructure to connect the housing units with the admin building. The three diagram below show the various implementation of the network, depending on whether inter-building fiber exists or inter-building Wi-Fi is being deployed.**

**Image 1 – LAN utilizing existing fiber for building-building connectivity on ATG/Keefe equipment:**

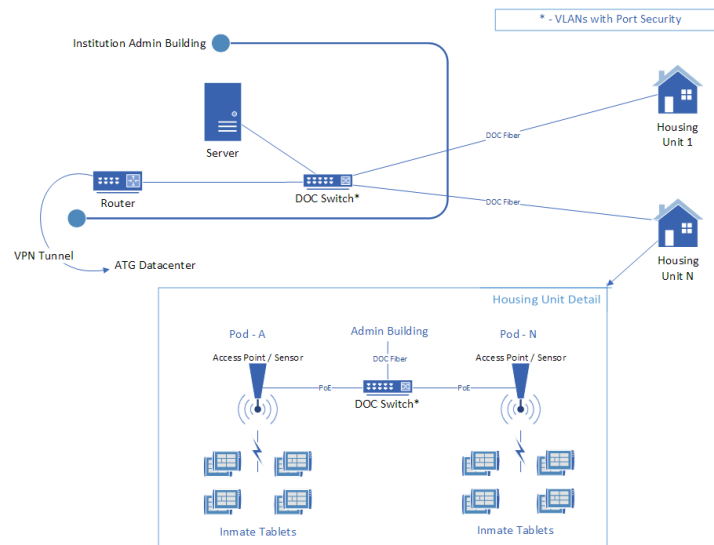


**Image 2 – LAN utilizing Point-to-Multipoint wireless backhaul:**



***In the scenario where the DOC is providing the network infrastructure, ATG/Keefe would work with the DOC network team to develop a secure infrastructure utilizing VLANs and switch port security to isolate the tablet infrastructure from the DOC network infrastructure. Access points would be provided by either DOC or ATG/Keefe in this scenario. If the DOC provides the Access Point, specific SSIDs and security configurations will be required.***

**Image 3 – LAN utilizing DOC network infrastructure – VLAN/Port Security**



2.5.5.2 The vendor shall provide a system that does not interfere with any wireless equipment (two-way radios, Wi-Fi equipment, etc.) already operating at a DOC facility.



- A. This includes but is not limited to two-way radio systems, telephone and data systems (other than applicable cellular devices), fire alarm systems, environmental control systems, lighting, motors, pumps, and electrical equipment.

***ATG Response: ATG/Keefe will work with agency to determine which Wi-Fi channels are used within the wireless infrastructure. The wireless tablet infrastructure will not interfere with radio or fire alarm systems.***

- B. The vendor shall be responsible for any repairs required should any damage occur.

***ATG Response: ATG/Keefe will work with the DOC to determine root cause of any issues, issues found to be caused by ATG/Keefe, will be the responsibility of ATG/Keefe to repair/resolve.***

***ATG/Keefe's provided institution network (including wireless network if allowed) will be totally independent of the state's network and will be maintained by Keefe. It will not interfere with any wireless equipment currently operating in the DOC facilities. ATG/Keefe provided devices (kiosks and tablets) will only connect to ATG/Keefe provided network.***

***Where Wi-Fi is allowed, the tablets will get updates and content over-the air. Where Wi-Fi is not allowed, tablets are serviced by USB-connection to a kiosk.***

- 2.5.5.3 The DOC shall have the authority to determine which channels are to be used by the vendor.

***ATG Response: ATG/Keefe will work with agency to determine which Wi-Fi channels are used within the wireless infrastructure.***

- A. The vendor shall allow DOC SNMP monitoring of these tablets devices, at a minimum.

***ATG Response: The security layers of the tablet will not allow any device to probe/ping it, so SNMP is not permitted.***

- B. The vendor shall allow DOC complete audit and read-only access to entire vendor infrastructure located on any DOC premises.

***ATG Response: DOC will have the ability to review logs of servers, workstations and access points located on DOC premises.***

***Please note, ATG is the only inmate tablet system that has not been compromised.***



2.5.6 The vendor shall provide all equipment and software necessary to provide tablet services including, but not limited to: hardware, wiring, network equipment, etc.

2.5.6.1 The vendor may utilize any existing hardware belonging to the DOC that is available, provided it is deemed to be suitable and approved by the DOC.

***ATG Response: ATG has read, understands, and will adhere.***

2.5.6.2 The vendor shall install and manage wireless networking equipment that will allow all offenders to obtain the services requested in all areas, grounds, and buildings designated by the DOC.

***ATG Response: ATG/Keefe have read, understands, and will adhere.***

- ***Our tablets download all content (music, movies, podcast, games, etc.) to its local storage before inmate can use the content, therefore our tablets do not rely on continuous Wi-Fi access. The Wi-Fi network will be installed in all housing units and living quarters so that the signal is available in facility's primary common area. We recommend against installing the additional access points in all other areas.***
- ***Keefe first implemented inmate kiosks in 2003. Since then we have implemented and managed over 13,000 kiosks nationwide. Similarly Keefe first implemented secure Wi-Fi over institutions in 2009. Since then, we have implemented Wi-Fi coverage in over 104 institutions nationwide. We are the only vendor who has not been hacked by inmates, there are national news articles covering such events with other suppliers. We respectfully recommend that the State pay close attention to the technical and implementation skills of the vendor.***
- ***Our technology is tested annually by the federal government's Vulnerability and Penetration Testing team, and they have never ever been able to break through our security layers.***

2.5.6.3 All equipment should be tamper resistant, of durable construction, and considered by industry standards as appropriate for a correctional environment.

***ATG Response: Any equipment with direct access to inmates will be made of durable construction and intended for correctional facilities. Items such as Access points will be installed at a minimum height of 10 feet or place on a ceiling depending on the layout of the living quarters. All equipment intended to be installed in data closets MDF/IDF will be standard IT equipment such as network switches, servers, UPS, etc..***

***The tablet features a rechargeable, lithium-ion battery and a transparent case, rounded edges and tamper-resistant screws. Constructed with high-impact polycarbonate, it withstands durability testing.***

***A multi-layered architecture ensures that the tablet only communicates with our network and all communication is encrypted.***



***The system requires users to log in, has a built-in mortality timer to prevent theft, and mechanisms that strictly control access to peripherals such as USB and all communications.***

2.5.6.4 The vendor shall maintain and repair all networking and wireless network hardware and software for the offender network for the services requested

***ATG Response: ATG has read, understands, and will adhere.***

2.5.6.5 The vendor shall be responsible for all charges related to the purchase, installation, repair, or maintenance of all hardware and software related to the offender network for the services requested. This responsibility includes, but is not limited to, all costs which may result from: (1) the provision of services to any newly constructed building(s) at an existing DOC facility; (2) the provision of services resulting from modifications made necessary by DOC changes at the correctional facility; (3) negligent or deliberate damage or loss; and (4) any other damage or loss related to theft, fire, explosion, water damage, electrical power incident(s), acts of God (such as earthquake or flood).

***ATG Response: ATG has read, understands, and will adhere.***

2.5.6.6 The DOC requires the vendor to provide reliable high speed fiber optic cabling at each facility, at no cost to the DOC. The fiber optic network will be used for inmate phone calls and wireless tablet services including but not limited to music downloads, secured messaging, commissary ordering, inmate scheduling, banking, e-books, learning and training.

***ATG Response: The infrastructure needed for tablet services does not require (or include) any fiber facilities. Our solution will utilize any existing fiber optic cabling that is made available for our solution. If no fiber optic cable is available, a new Point-to-multipoint network will be installed to provide the LAN backbone for connectivity between the housing units and the building where the WAN DMARC is located.***

2.5.6.7 Provide the DOC a percentage of the infrastructure solution (bandwidth) for the DOC to deliver shared applications and other educational content to offenders within the facilities for educational and reentry purposes. Besides the fiber optic strands that will be used by the vendor for inmate phone and wireless tablet services, the DOC seeks to have the vendor provide the DOC with additional fiber optic strands specifically for the DOC and managed by the DOC for educational and reentry purposes. The strands shall be terminated, tested, and ready for the DOC's use.

***ATG Response: The infrastructure needed for tablet services does not require (or include) any fiber facilities. We are happy to share portion of the Wi-Fi network bandwidth.***

2.5.6.8 Agree to transfer the vendor-provided network at no cost to the DOC upon expiration of contract. This shall include all applicable cabling and wireless



equipment.

***ATG Response: The networking equipment, except the caching servers installed in each institution, will be provided to DOC upon contract expiration.***

2.5.7 Vendor must describe in detail all of the security features built into their respective systems at the hardware, operating system, wireless infrastructure, network, and application layers.

2.5.7.1 The vendor shall detail its ability to disable devices such as FM radio, Bluetooth radio, etc. as required by the DOC.

***ATG Response: WAN Connectivity - IPsec VPN tunnels using 256 bit AES/RSA or MPLS for WAN's – all communication between client Institutions and the ATG data centers is conducted through either a private MPLS link or ipsec vpn tunnels using the latest encryption algorithms***

***Tablet Client Wi-Fi – Wireless AP's support WPA2-Enterprise and WPA2-PSK to provide wireless services inside buildings. All client kiosks utilize PEAP/EAP/TLS and use PKI infrastructure to secure authenticate and encrypt connections from kiosk computers. WPA2-PSK and 16 bit randomly generated passwords keep the tablet clients connections safe and secure.***

***Where wireless building-building backhaul is used when fiber is not available. Wireless bridging between buildings at client institutions – We use wireless equipment that supports WPA2-PSK/AES encryption and utilize 24 bit randomly generated passwords to support the authentication.***

***The system has the ability to disable Wi-Fi, FM, and Bluetooth. This is a public document, and the security processes will only be shared under a Non-Disclosure Agreement.***

2.5.7.2 In order to be classified as disabled, a device must be disabled in BIOS and have no installed operating system driver.

***ATG Response: When we state a component is disabled, it is disabled in the firmware and its device driver is excluded when building the firmware.***

2.5.8 The system at each DOC Facility must allow for designated DOC personnel located either at the facility or central administration to locally or remotely access each of the systems via a secure, password protected method.

2.5.8.1 Specified DOC personnel must have the ability to modify or view any data, privileges, accesses or restrictions pertaining to inmates based on DOC-defined administrative rights.

***ATG Response: Existing SCORE admin app functionality allows Designated DOC personnel will have the ability to modify or view privileges, accesses or restrictions pertaining to inmates based on DOC defined administrator rights.***



***The User Security screen allows the administrator to create or remove system access for DOC personnel. The administrator can also assign or remove screen rights for a specific user.***

***The Offender Information and Control screen allows the administrator to place an offender on restriction from any or all of the Offender Kiosk services. Additionally, offenders may be put on a temporary suspension from Public Messaging and/or Media for a designated period of time.***

***Administrators can remotely tell a tablet to disallow login and/or subsequently stop connecting into the network. Tablet's security does not allow any remote connection to it, all connections have to be initiated by the tablet and can only be web service calls to ATG servers. Nobody is able to remotely access a tablet or even send it commands.***

2.5.9 The system features shall include, but are not limited to:

- 2.5.9.1 Remote wiping and/or blocking;
- 2.5.9.2 Central and remote site network administration;
- 2.5.9.3 Centralized management of installed / accessible packages;
- 2.5.9.4 AP isolation or other technology to prevent unapproved communication between tablet devices and other networks;
- 2.5.9.5 Centralized management of authentication mechanisms; and
- 2.5.9.6 System reporting.

***ATG Response: Every kiosk and tablet application is designed by ATG to respond to our monitoring system. So rather than simply pinging the device to see whether it is up, we are able to actually query the status of specific applications allowing us to monitor its responsiveness as well.***

***Central monitoring servers periodically query the remote devices (kiosks, tablets, caching servers, routers) to ensure that they are functioning per design.***

***The SCORE admin app allows the user to flag devices for blocking/wiping which is then automatically executed on the device when it is next seen on the network.***

2.5.10 The vendor shall propose, provide, and describe their solution for change management.

These must include at a minimum:

- 2.5.10.1 Version number;
- 2.5.10.2 Description of the change;
- 2.5.10.3 How the change was initiated (e.g. user or system support);
- 2.5.10.4 Person requesting the change;
- 2.5.10.5 Person responsible for the change; and





2.5.10.6 Date and time of the change.

***ATG Response: Every rollout has a new unique version number, and agency approves the (list of) changes in advance. The date for rollout is typically scheduled one week in advance with consultation with the agency's point person.***

2.5.11 Training

- 2.5.11.1 The vendor will provide training to the authorized DOC staff personnel at the locations where the equipment is installed. Additional training will be provided to new authorized DOC staff assigned during the Contract period, at no cost to the DOC, at specific DOC facilities. Training conducted via Video conferencing and/or webinar are acceptable.
- 2.5.11.2 Training manuals will be provided to the authorized DOC staff at all training meetings at no cost to the DOC. All manuals will become the property of the DOC.
- 2.5.11.3 Informational pamphlets, in both hardcopy and electronic form, will be available for inmate's relatives to explain applicable features and functionalities of the tablet(s) when requested by the authorized DOC staff, at no cost to the DOC.

***ATG Response: Training manuals will be provided to DOC staff. We will also provide the necessary marketing via posters and buck slips to make inmate's relatives aware of the applicable features and functionalities. Agency will have the right to makes copies, but the intellectual and copyright for the posters, and manuals remain Keefe's exclusive property.***

***Keefe will host two webinars for the training of staff as a part of system implementation and will schedule more as needed. During contract agency annually can request up to 4 additional webinar-based training which will be delivered at no cost to the agency.***

***Additionally, SCORE admin application includes help files for every screen that is accessible online the application.***

2.5.12 Maintenance

- 2.5.12.1 Vendor to provide maintenance and service plan to include frequency and speed of maintenance. System downtime shall not extend beyond a 24-hour duration for any reason.

***ATG Response: All network maintenance is done without interfering with inmate access and is done only to deploy updated firmware where security maybe impacted. Server are patched monthly after hours so inmates are not impacted. All application rollouts are done in coordination with agency's point person, and these rollout are scheduled a week in advance and typically take less than one hour.***

***Every kiosk and tablet application is designed by ATG to respond to our monitoring***



*system. So rather than simply pinging the device to see whether it is up, we are able to actually query the status of specific applications allowing us to monitor its responsiveness as well.*

*Central monitoring servers periodically query the remote devices (kiosks, tablets, caching servers, routers) to ensure that they are functioning per design.*

*We have very sophisticated processes to ensure that there is no maintenance downtime (system is available 24x7) and that systems are robust and resilient. All customers will attest that ATG systems do not fail – we measure downtime in minutes per decade.*

2.5.12.2 The vendor must provide support for the equipment Monday through Friday 8:00 am to 5:00 pm in Participating State’s time zone. Vendor must provide the toll-free number for agency to call when service is needed.

- A. The vendor shall provide a detailed plan for customer support during non-business hours.

***ATG Response: Keefe Commissary Network staffs a centralized Technical Services support center including Help Desk, Configuration, Installation, Training, Systems Integration, and Software Development Services.***

***A staff of systems technicians acts as primary support for helps calls from around the country and as on-site project managers and trainers in support of regionalized staff. The entire staff is located at the Keefe Group corporate office located in St. Louis, Missouri, 800.864.5986. The help desk is available 24/7.***

***Keefe support teams include the following disciplines:***

**Project Services Team**

- ***Engage customer for initial implementation and upgrades***
- ***Create Training System for data migration and configuration***
- ***Modify Training Environment as per sheriff department requirements***
- ***Initialize integrations with partners***
- ***Supervise infrastructure upgrades as needed***
- ***Train staff on new system***
- ***Document system settings***
- ***Initialize monitoring and support settings***
- ***Receive incoming customer requests via phone and email***
- ***Provide first call resolution as applicable***
- ***Create associated service tickets and assign to IT Support Analyst(s) within appropriate technical team***
- ***Monitor receipt of customer backups***
- ***Conduct customer survey feedback***
- ***Resolve customer requests associated with online deposit, payment, release, email, and media services.***
- ***Manage all software updates, integrations, and hardware applicable to these services.***



### **Commissary and Integration Team**

- *Support on-site commissary software technical operations*
- *Support and trouble-shoot software integrations between Keefe and partner systems*
- *Assist with commissary invoicing/JMS reconciliation*
- *Trouble-shoot edge kiosk services*

### **Infrastructure Team**

- *Monitor and support all hardware/equipment supplied by Keefe (including servers, workstations, booking kiosks, pod kiosks, cart operations, various scanners, printers)*
- *Monitor and support maintenance items (such as data backups, anti-virus software/updates, Windows system updates),*
- *Provide mission critical server troubleshooting and recovery services*
- *Support networking/communication across Keefe technology implementations*

### **Accounting Analyst Team**

- *Conduct financial transition planning by working closely with the client's financial representatives during transitions to Keefe accounting systems*
- *Incorporate financial transition results into implementation analyst project plans for transition activities*
- *Conduct an initial accounting audit of all new technology/services that affect the customer's inmate accounting system*
- *Conduct annual client financial reviews*
- *Trouble-shoot financial service events escalated from the other service teams*

***KeepTrak Banking is hosted from St. Louis CoSentry data center with backup in the CoSentry Omaha Data Center. KCN staff monitor and manage the Banking platform on a 24 x 7 basis. KCN's Contact Services Team is available for call and mail support on a 24 x 7 basis.***

2.5.12.3 The vendor shall maintain levels of service and machine installation at no cost to state.

***ATG Response: ATG/Keefe have read, understands, and will adhere.***

2.5.12.4 There shall be no additional installation cost to the DOC for changing out machines that need repair or replacement. The vendor shall be responsible for any expenses required for the repair of the equipment.

***ATG Response: ATG/Keefe have read, understands, and will adhere.***

2.5.12.5 The vendor will coordinate its service schedule in advance with the facility.

***ATG Response: ATG/Keefe have read, understands, and will adhere.***

2.5.12.6 The vendor shall contact the facility for entry approval regarding maintenance and repairs.



***ATG Response: ATG/Keefe have read, understands, and will adhere.***

2.5.12.7 The vendor shall provide the necessary labor, parts, materials, and transportation to maintain the hardware and software for the tablets in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Contract. No charge will be made to the DOC for maintenance of the tablet environment infrastructure.

***ATG Response: ATG/Keefe have read, understands, and will adhere.***

2.5.12.8 The vendor shall provide for continuous on-line diagnostics and continuous supervision as well as local remote offline control access for advanced programming and diagnostics of the tablet environment. Access to the built-in advanced diagnostics and program control will be accessible via network by service center personnel and will provide failure reports, service history and other diagnostics.

***ATG Response: ATG/Keefe have read, understands, and will adhere.***

***The system has very sophisticated security specifically designed to meet correctional institution's security requirements, which we will share only under a NDA, not in a public document.***

2.5.12.9 The vendor will provide their on-site repair time, method and proposed level of services for the facilities. Vendors will detail their ability to handle emergencies.

A. Please provide an escalation plan.

***ATG Response: Please see Keefe's Service Level Agreement on pages 9 – 10.***

2.5.12.10 Vendors will provide support for all tickets as they are opened, updated and closed by the field technicians, providing detail to show the problem and final resolution of said problem.

A. Should the escalation plan as provided by the vendor not be followed explicitly, the vendor will be liable for lost commissions during times the tablet infrastructure is in need of repair and not properly operating.

B. The specific commission will be calculated by the State and the State will advise the vendor of all commissions due.

C. The vendor will pay the calculated lost commission with the next commission payment due the State.

D. Vendor will be allotted time between the notification and the next commission payment to validate the lost commission.

***ATG Response: Keefe will provide information regarding all tickets that are opened, updated, and closed by the field technicians. Detail will be provided to show the problem and final resolution. Keefe has and will continue to work with the Agency to resolve any technical issues in a timely manner and with minimal disruption.***



2.5.12.11 The vendor must provide the authorized DOC staff with a complete list of office and cellular numbers for its Contractors/subcontractors, managers, administrators, technicians, etc. The vendor's management office and emergency telephone numbers must also be furnished.

***ATG Response: ATG/Keefe have read, understands, and will adhere.***

2.5.12.12 The vendor will provide a copy of the company's current repair procedure policy for both normal maintenance and emergency outages as it relates to your proposal.

***ATG Response: Uptime for the Keefe Cloud platform is 24 x 7 with scheduled maintenance in a four-hour window on a monthly basis.***

***Multiple outages directly traceable to a Keefe failure of services are handled in the following manner:***

- 1. Keefe Production Engineers will send the facility an email communication when system maintenance and upgrades are to occur.***
- 2. Response time is immediate for general unplanned cloud service outages. 24 x 7 monitoring promotes early awareness of a system event, and triggers 24 x 7 data center operations staff to resolve or to escalate the event and to notify Keefe staff and customers or progress toward resolution.***
- 3. Response time is hourly for raised alerts from cash/credit collection devices. Ticketing and resolution of a raised alert from a cash/credit collection device is immediate upon recognition of a raised alert. Resolution timelines are assigned at ticketing based on analysis of the failure. Examples may include immediate remote resolution or dispatch of equipment or technician for repair / replacement.***

***Keefe does not anticipate outage impacts that would significantly impair ongoing operations for bonding purposes.***

2.5.12.13 Either party will report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the tablet environment.

***ATG Response: Upon request, Keefe will provide a report on any help-desk issues and the resolution for the case/issue. This will include any issues related to the electronic device network/devices. There will be a log kept for all devices replaced, destroyed, etc.***

***Additionally, inmates will be responsible for paying for any tablets that they damage. Tablets that are under warranty and have a manufacturer defect will be replaced at no charge.***

2.5.12.14 All issues surrounding the tablet environment will be reported by the vendor to the authorized DOC staff.



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***ATG Response: Please see the response to 2.5.12.13 above.***

## 2.6 ACCESSORIES

The vendor to provide a list and proposed pricing for all tablet accessories offered in the Cost Proposal.

***ATG Response: see Attachment C - Cost Proposal and Attachment C – Detailed Rates and Fees for pricing on all tablet accessories.***

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#### 4. DIGITAL MAIL SERVICES (DMS)

**ATG Response: ATG has read, understands, and will adhere to the requirements as noted within Category 4 – Digital Mail Services.**

##### 4.1 DMS GENERAL FUNCTIONALITY

4.1.1 The vendor will provide a DMS system fully supported by an infrastructure which has the capability to provide secure monitoring and review of inmate’s mail meeting DOC’s security requirements. In addition, the DMS will contain a secure database for received inmate mail and provide data feeds to the DOC’s official data repository.

**ATG Response: The existing SCORE functionality allows an authorized user to scan incoming mail and identify the inmate and their public contacts. The system controls scanner’s operations and presents the scanned document for the staff member’s view. Optionally, the staff member can annotate/edit the document before saving it. The saved document is flagged for the one-and-only-one inmate. The inmate is able to see the stored document on the kiosk or tablet.**

4.1.2 The DMS at or for each DOC Facility must allow for DOC investigative personnel located either at the facility or central administration to remotely access the system via a secure, password protected method. Specified DOC personnel must have the ability to modify or view any privileges or restrictions pertaining to inmates at their facility.

**ATG Response: The administrative staff can access the web based SCORE administrative application from anywhere on the authorized DOC network and use the existing screens to view data and manage inmate restrictions by logging in with their authorized credentials. The application has an inbuilt security module that allows the agency application admin to assign permissions to screens and reports to security groups/users based on the respective roles & responsibility.**

4.1.3 The system features should include, but are not limited to:

- 4.1.3.1 Secure digitization and delivery of all non-privileged physical mail sent to inmates;
- 4.1.3.2 Secure digitization and delivery of all privileged (e.g., legal, medical, etc.) physical mail sent to inmates. If not offered, the vendor shall provide secure tracking and delivery of all privileged physical mail sent to inmates;
- 4.1.3.3 Central and remote site network administration;
- 4.1.3.4 Investigative search features for inmates’ mail;
- 4.1.3.5 Tracking and logging receipt and delivery of all received mail,



privileged and non-privileged;

- 4.1.3.6 Storage of hard copy mail off-site from DOC;
- 4.1.3.7 Retention of digital copies of all received mail;
- 4.1.3.8 Reporting of received contraband to DOC and local law enforcement;
- 4.1.3.9 Handling policy for rejected mail; and
- 4.1.3.10 Policy for distribution of approved mail, privileged and non-privileged.

***ATG Response: ATG will adhere with the above requirements.***

***All mail is scanned in by an authorized user using the designated screen in the SCORE admin application. The saved document is stored in the database and displayed to the one-and-only-one inmate. The inmate is able to see the document on the kiosk or tablet.***

***Documents flagged by scanning personnel as privileged will \*not\* be visible to or monitorable by any staff member. Scanned documents not marked as privileged, can be reviewed by authorized staff members.***

***\*All records to be retained as per the agreed upon retention policy.***

- 4.1.4 Authorized DOC staff will be responsible for providing a daily “inmate location” and “inmate ID number” to the vendor. The authorized DOC staff will determine the type, format and transmission method of the daily “inmate location”. Authorized DOC staff will define the specifications of the requested data feed.

***ATG Response: ATG has read, understands, and will adhere with this requirement. Our proposed systems include sophisticated interface engines that accept agency data in any format and frequency preferred by the agency.***

- 4.1.5 The vendor will provide complete support of all DMS software necessary to ensure provision of services at all times throughout the duration of the Contract. In addition, the vendor will monitor changes to associated interfaced systems and accommodate changes in their DMS as needed to continue operations of the services and DMS as specified herein.

***ATG Response: ATG has read, understands, and will adhere.***

- 4.1.6 If required by DOC, vendor may install and/or provide any necessary printer equipment and consumable supplies related to the printing and distribution of physical copies of mail within DOC facilities including any related hardware and software/firmware without cost to the DOC.

***ATG Response: Existing SCORE administrative functionality allows the administrative staff to search for messages and print them to their existing network printer. No special***





*printers are needed to support this implementation.*

- 4.1.7 Vendor to describe the ability for inmate's to view approved mail using a DOC-approved portable device (e.g., tablet).

***ATG Response: Existing SCORE functionality allows inmates to sync their device either through authorized Wi-Fi or at the kiosk which then automatically downloads any new messages/documents for the inmate to be viewed using the appropriate screens both on the kiosks as well as tablets.***

- 4.1.8 Site visits, if necessary, shall be negotiated within each Participating State's Participating Addendum.

***ATG Response: ATG has read, understands and will adhere.***

## 4.2 REGULATORY REQUIREMENTS

- 4.2.1 The vendor will adhere to any and all municipal, State or Federal requirements for the handling and delivery of mail throughout the duration of the Contract. Should violation of codes, laws, statutes or ordinances occur relating to the digital mail system, the selected vendor shall correct the situation at no cost to the DOC, including payment of any fines or penalties associated with the violation.

***ATG Response: ATG has read, understands and will adhere.***

- 4.2.2 The vendor will be responsible for compliance with all regulatory requirements imposed by local, State and Federal regulatory agencies for all services provided throughout the duration of the Contract.

***ATG Response: ATG has read, understands and will adhere.***

- 4.2.3 The vendor will keep all mail processing data current and made available upon request by the authorized DOC staff.

***ATG Response: ATG has read, understands and will adhere.***

- 4.2.4 The vendor will ensure the timely processing of mail, equal to the highest level of quality offered to the general public and will meet all industry standards for service quality as defined by each DOC. The vendor will accept the authorized DOC staff's decision regarding determination of quality.

***ATG Response: ATG has read, understands and will adhere.***

***The proposed solution allows the authorized user to scan the mail as per their schedule and makes the document visible to the inmate per the system configurations managed by the agency staff through the SCORE admin screens.***



#### 4.3 VENDOR RESPONSIBILITIES IN INITIAL INSTALLATION AND ONGOING MAINTENANCE

4.3.1 The vendor will provide new equipment and/or software in current production and considered to be state-of-the-art at the time of installation necessary to provide the services as requested in this RFP. Vendor must maintain state-of-the-art level for the duration of the Contract. These services include but are not limited to:

4.3.1.1 Software systems;

4.3.1.2 Printers; and

4.3.1.3 Security and monitoring hardware.

***ATG Response: ATG has read, understands and will adhere regarding scanners and software. There are currently no printers or monitoring hardware envisioned.***

4.3.2 The vendor will be responsible for all equipment and printing consumables for the DMS in its entirety or its individual components if requested by DOC.

***ATG Response: No special printers are needed to support this implementation. If required, ATG/Keefe will provide the necessary hardware for printing and adjust the commission to allow the agency to manage the consumables themselves.***

4.3.3 The DMS and/or component replacement will be performed at no cost to the DOC and will occur immediately upon notification to the vendor of the DMS problem by the facility or authorized DOC staff.

***ATG Response: ATG has read, understands, and will adhere.***

4.3.4 For each facility installation, the vendor will submit, to authorized DOC staff, an implementation plan which will include an installation schedule. If agreed upon installation schedule is delayed beyond two (2) weeks from Contracted deadline date, the vendor will pay for any additional service costs as a result of the time delay.

***ATG Response: Upon award of the contract and/or agreement, ATG will work with DOC staff and the facility on a mutually agreed upon implementation plan/schedule.***

4.3.5 Weekly updates to the installation plan must be submitted to authorized DOC staff designated by each DOC.

***ATG Response: ATG has read, understands, and will adhere.***

4.3.6 The vendor agrees to assume responsibility for all installation of equipment in accordance with the specifications contained in the manufacturer's installation instructions.



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***ATG Response: ATG has read, understands, and will adhere.***

4.3.7 The vendor agrees that if any cabling work is required as part of any installation, all new cables will be used and marked clearly and legibly at both ends, and must meet all applicable Electronics Industries Alliance/Telecommunications Association (EIA/TIA) wiring standards for commercial buildings. All new cabling required by the vendor will be installed by the vendor at no cost to the DOC.

***ATG Response: ATG has read, understands, and will adhere.***

4.3.8 The authorized DOC staff reserves the right to add or delete facilities receiving service under the Contract upon thirty (30) days written notice. Such additions or deletions may be accomplished by letter and do not require a Contract amendment.

***ATG Response: ATG has read, understands, and will adhere.***

4.3.9 When a new facility is opened by the DOC, the authorized DOC staff will determine (in consultation with the vendor) a schedule for installation of services and equipment at that location to ensure service as soon as practicable at the new site.

***ATG Response: ATG has read, understands, and will adhere.***

4.3.10 The vendor will provide and install surge and lightning protection to protect their equipment. If outages are caused by surge and/or lightning, the vendor will assume responsibility.

***ATG Response: ATG has read, understands, and will adhere.***

4.3.11 Installation of all equipment will be accomplished during normal business hours at each facility or as directed by the facility's onsite authorized DOC staff.

***ATG Response: ATG has read, understands, and will adhere.***

4.3.12 The vendor will clean up and remove all debris and packaging material resulting from work performed.

***ATG Response: ATG has read, understands, and will adhere.***

4.3.13 The vendor will restore to original condition any damage to the DOC's property caused by maintenance or installation personnel associated with the vendor, including repairs to walls, ceilings, etc.

***ATG Response: ATG has read, understands, and will adhere.***

4.3.14 The vendor agrees to install, repair and maintain all vendor provided equipment at no cost to the DOC. Equipment must be maintained as current state-of-the-art.



**ATG Response: ATG has read, understands, and will adhere.**

- 4.3.15 Upon completion of initial installation and any additional changes as needed to the DMS, vendor must provide the authorized DOC staff with a list of equipment and locations of all equipment. Vendor will routinely provide updated lists containing this information to authorized DOC staff.

**ATG Response: ATG has read, understands, and will adhere.**

- 4.3.16 The vendor must indicate the physical size of any controlling equipment to be installed at the DOC's facilities.

**ATG Response: The following space will be required for the controlling equipment to be installed at the DOC facilities:**

- a) 12 inches of space in a rack (2' x 4' floor space) for local servers.**
- b) 2 ft sq for scanning machines on user desktops.**

- 4.3.17 The vendor must indicate any environmental conditions required for the proposed controlling equipment. This will include any air conditioning or heating requirements for the control room or area. The vendor will be required to supply the necessary heating or cooling system for the control room at no additional cost to DOC.

**ATG Response: One server to be installed in each facility which requires standard 110V/20A power outlet, drawing no more than 1,000 watts of power. Additionally, this hardware is temperature-tolerant and will operate flawlessly in environments ranging from 50-86 degrees Fahrenheit. It is recommended that the power source be clean and unencumbered with other devices. The solution will rely on the HVAC provided by the DOC.**

#### 4.4 NETWORK AND INFRASTRUCTURE REQUIREMENTS

- 4.4.1 The vendor will provide a DMS that includes a role-based monitoring component that is capable of being accessed through an authorized DOC staff log-in. The DMS will be capable of reviewing, approving, and monitoring received mail via secure, password protected internet access.

**ATG Response: The administrative staff can access the web based SCORE administrative application from anywhere on the authorized DOC network and use the existing screens to view data and manage inmate restrictions logging in using their authorized credentials. The application has an inbuilt security module that allows the agency application administrator to assign permissions to screens and reports to security groups/users based on the respective roles & responsibility.**

**The system allows an authorized user to scan incoming mail and identify the inmate and the public contact controls scanner's operations and presents the scanned document for the staff member's view. Optionally, the staff member can annotate/edit the document**



*before saving it.*

#### 4.5 SOFTWARE REQUIREMENTS

4.5.1 The vendor will provide all software required to support the DMS. At the time of installation and throughout the duration of the Contract, including any renewals, all software will be the current production and considered to be state-of-the-art including software for all equipment and monitoring terminals utilized in service delivery. The DOC will not be responsible for any licensing costs throughout the duration of the Contract.

***ATG Response: ATG has read, understands, and will adhere.***

4.5.2 Vendor must ensure that the operating system is no more than (N+2) revisions behind the publicly available kernel.

***ATG Response: ATG's customized operating system on the kiosk, is never more the N+2 behind current version of Windows Operating System. ATG has spent enormous hours and resources to both lock down the BIOS and operating system, as well as to add active security subsystem to the operating system the control activity.***

4.5.3 The vendor software installed on the DOC computers/servers must operate in the then current DOC hardware, software and security configuration. Vendor is responsible for maintaining capability as the DOC configuration changes, at no cost to DOC.

***ATG Response: ATG has read, understands, and will adhere.***

4.5.4 The DOC prefers Web based tools with no software installation requirements. Please describe all vendor software proposed to be installed on DOC computers and/or used by authorized DOC staff. Provide software product name, functional description, usage, and installation/configuration requirements.

***ATG Response: All staff/admin functions have been built into the SCORE admin application which is a web based application that does not require any installation on the PC. The scanning capability does require the PC to be equipped with standard Scanner and TWAIN drivers but require an install of the Dynamsoft control which will be provided.***

4.5.5 The vendor will provide all required/new software enhancements/upgrades to the DMS inclusive of service delivery for the DMS. Beta and Field Tested Software will not be provided unless specifically discussed with and approved by the authorized DOC staff.

***ATG Response: ATG has read, understands, and will adhere.***

4.5.6 All upgrades, bug fixes, enhancements to the software and/or hardware will receive



prior approval by the authorized DOC staff. If requested by the authorized DOC staff, the vendor will provide a test environment to allow the authorized DOC staff to verify the upgrade, fix and/or enhancement is compatible with the current operating environment.

***ATG Response: All system upgrades go through a rigorous testing process within the ATG test Environment. Updates are documented and presented to the agency and rolled out to production upon approval. Due to the nature of the network and the stringent security requirements there is no test environment for the agency staff.***

4.5.7 The vendor is responsible for resolving any problems identified by the authorized DOC staff in a timely fashion and at no cost to the DOC.

***ATG Response: ATG has read, understands, and will adhere.***

#### 4.6 DATABASE REQUIREMENTS

4.6.1 The vendor will provide a data record of all mail received through the DMS. The data record will be maintained in a database for monitoring and analysis of inmate mail. The data record is used to alert authorized DOC staff of possible trends with inmate communications that could jeopardize the security of inmates, staff, or facilities.

***ATG Response: All the requested features are included in the existing SCORE admin functionality. At time of document scan, the system requires user to enter sender information, as well identify recipient inmate. The system tracks all this metadata for each document scanned, including user performing the scan, and date/time.***

***Authorized staff use the search screen and pre-defined reports that to perform their oversight function. A key differentiator for Keefe solution, is that our system's analysis includes electronic messages sent/received by inmates with the scanned documents.***

4.6.2 The vendor will be responsible for the generation and creation of a centralized system database. The DMS will provide the capability for every incoming piece of mail to be logged with a transaction record that includes, at a minimum, a record of the inmate's name, inmate ID number, inmate housing location, sender information, and legible image or text of received correspondence in a format that may be exported as need by authorized DOC staff.

***ATG Response: As stated previously in 4.6.1, the system tracks multiple fields of meta data for every scanned document, including inmate demographics and housing, sender info, user id and timestamp at the time of document scan, sender information entered by user, etc. The meta data is exportable in Excel format, the document itself is always a PDF.***

4.6.3 The database will be maintained in such a manner as to allow authorized DOC staff the capability to review and monitor inmate correspondence data regardless of



which DOC facility is housing the inmate.

***ATG Response: Agency’s system administrators assign rights and locations to each staff member. Based on the rights assigned to each user, the system allows them to access named screens and reports. Plus, based on the locations assigned to the user either:***

- ***Named institution – system allows user to see transactions/data for only those inmates currently housed at the named institution (housing information comes from interface with agencies offender management system)***
- ***“DOC” – system allow user to see transactions/data for all inmates***

4.6.4 The database will contain multiple data fields. At a minimum, the database will contain all fields required to generate reports as indicated in Reporting Requirements and all information required to establish inmate access to correspondence. Final data elements to be collected will be subject to written approval by the authorized DOC staff.

***ATG Response: ATG has read, understands, and will adhere.***

***The system has a robust set of fields that store various metadata associated with every scanned document. The system ensures that only the named inmate is able to see a document scanned for that inmate.***

4.6.5 The DMS will provide the capability for authorized DOC staff to download reports from the database, through secured internet access.

***ATG Response: The system resides centrally at ATG’s data center which is established and secured for the specific purpose of hosting for inmate correspondence services for multiple agencies. Each State DOC’s data is in its own database only accessed by its own customized SCORE Admin system. Agency’s get to their system over a secure virtual private network (VPN) tunnel.***

***Depending on rights assigned, user is able to generate (and download) named reports for inmates whose information the particular user is authorized to see.***

4.6.6 In addition, the vendor will provide access to the database through secure methods to be defined by the authorized DOC staff. Authorized DOC staff will be able to retrieve defined data on an on-going basis (could be real-time, daily or other).

***ATG Response: By design all application data is stored in the database in a normalized fashion and the authorized DOC staff can view the data for all facilities using the designated screens and reports. For several security reasons, and especially to comply with privilege mail requirements, DOC staff will not have direct query access to the system.***



- 4.6.7 The vendor will provide requested data elements in a format to be determined by the authorized DOC staff. Data extracts will be downloadable, as needed, to a format of authorized DOC staff's choosing. The data will allow the authorized DOC staff to perform further analysis as/when needed. The authorized DOC staff will finalize the methods, processes and functions with the vendor.

***ATG Response: By design all application data is stored in the database in a normalized fashion and the authorized DOC staff can view the data for all facilities using the designated screens and reports. The users have the ability to export the report data either as excel or pdf directly from the SCORE admin app.***

- 4.6.8 The vendor must briefly describe how Section 4.6.6 will be accomplished with the proposed DMS for the DOC and what security measures are in place to ensure authorized DOC staff have access to only that information for which they are authorized.

***ATG Response: The DOC has the ability to manage access either at an institution level and/or the state level by using the Add User screen within the SCORE admin app. This allows the administrator to create user login information as well as the User Security (individual rights of each user). The administrator can assign the created user the ability to only see reports/screens for their particular institution or to allow them to see data for all institutions.***

- 4.6.9 The DMS proposed by the vendor must, at a minimum, allow authorized DOC staff to locate inmate correspondence in the following manners:

- 4.6.9.1 Search by inmate name or inmate ID number (approved by DOC);
- 4.6.9.2 Search by certain time period (date range);
- 4.6.9.3 Search by keyword;
- 4.6.9.4 Search by sender; and
- 4.6.9.5 Search by unit location.

***ATG Response: The DOC has the ability to search for scanned mail by using the designated screen in the SCORE admin application that allows searches by date range, inmate, housing unit and sender.***

***The system interfaces with agency's offender management system to get inmate number, demographics and housing information, and also track precisely when a document is scanned and other transactional information. All these fields are available as search criteria.***

***Presently, the system performs keyword search on all typed text (electronic messages, and staff entered data), scanned documents that contain typed text and have been flagged to convert to text. The system does not convert handwritten documents to text.***





***Upon award of a contract, Keefe will work with the DOC/facility on their requirements.***

4.6.10 The DMS must allow for the search criteria either individually or in combinations.

***ATG Response: The system has a very robust search screen that allows users to select any/all criteria concurrently. For performance reasons, the only required criteria is date range – however, the user can make the date range as wide as they see fit.***

4.6.11 The DMS vendor proposal will provide a search capability that allows authorized DOC staff to search inmate correspondence for certain key words or phrases. The vendor will provide a description of this capability. This feature will be commercially available at the time of the RFP submission in order to be compliant with this specification.

***ATG Response: System allows the agency to assign a “risk” value to each keyword. As documents are scanned, typed text on the document is converted to machine text. System automatically word indexes the readable text, and any computes a “rank” for the page which is a total of risk value of all instances of keywords found in the document.***

***The search screen has robust capabilities including ability to search by keywords/phrases and “rank”.***

***Please note, as described above, the system performs keyword search on all typed text (electronic messages, and staff entered data), scanned documents that contain typed text and have been flagged to convert to text. The system does not convert handwritten documents to text.***

***Upon award of a contract, Keefe will work with the DOC/facility on their requirements.***

4.6.12 The DMS vendor proposal will provide an alert capability that will notify authorized DOC staff with certain key words or phrases that are identified in inmate correspondence. This feature will be commercially available at the time of the RFP submission in order to be compliant with this specification.

***ATG Response: All messages (electronic messaging, and scanned documents containing typed text) go through keyword search process which computes a “rank” based on risk value associated with each of the keyword(s) found in the message/document.***

***“Rank” is one of the criteria available in the search screen, so user can find all messages/documents that exceed the specified risk value entered by user.***

***As responded to previously, handwritten text on scanned documents is not converted to searchable text.***

***Upon award of a contract, Keefe will work with the DOC/facility on their requirements.***



4.6.13 The vendor will provide a description of this capability.

***ATG Response: As stated previously, all messages (electronic messaging, and scanned documents containing typed text) go through keyword search process which computes a “rank” based on risk value associated with each of the keyword(s) found in the message/document.***

***“Rank” is one of the criteria available in the search screen, so user can find all messages/documents that exceed the specified risk value entered by user.***

***Handwritten text on scanned documents is not converted to searchable text.***

***Upon award of a contract, Keefe will work with the DOC/facility on their requirements.***

4.6.14 The security and confidentiality of data in the DMS is of critical importance. The vendor will recover all inmate correspondence data for all locations, to the point of full service operation using a data backup.

***ATG Response: All data is stored only on central servers - none is stored locally. Please see response to 4.7.2 for details.***

4.6.15 The vendor will perform all service and database back-ups and archiving. The vendor will provide all archival hardware, supplies, and network recovery procedures to ensure no data is lost at no cost to the DOC.

***ATG Response: All data is stored only on central servers - none is stored locally. Please see response to 4.7.2 for details.***

#### 4.7 DATA STORAGE

4.7.1 The vendor will perform all DMS database back-ups and archiving including all inmate correspondence records, DMS programming database, and physical mail storage. All archival hardware, supplies, network and recovery procedures, which ensure no data will be lost, will be provided by the vendor at no cost to the DOC.

***ATG Response: ATG has read, understands, and will adhere.***

4.7.2 The vendor will briefly describe how they will perform back-up or DMS redundancy of correspondence data.

***ATG Response: The central servers hosting the proposed system have multiple layers of redundancies, from component redundancy to server redundancy to entire data center redundancy. The system leverages all these capabilities to ensure uptime and data protection. Data is replicated between data centers in real-time using Microsoft Clustering Services and SQL Availability Groups. Veeam replication services are utilized for all virtual servers that support the environment.***

***All data is kept in three database servers that have totally independent and redundant***



**storage. Two database servers are in primary data center, one in geographically distant secondary data center. The three servers are kept in sync in real-time Microsoft Availability Group. Full database backups are performed on a nightly basis, and database logs are backed up every hour. These backups are done in both the primary and secondary data centers.**

4.7.3 The vendor will provide full DMS programming back-up on a daily basis including, but not limited to:

- 4.7.3.1 All received inmate correspondence;
- 4.7.3.2 DMS inmate ID numbers;
- 4.7.3.3 Inmate location data; and
- 4.7.3.4 Other DMS operating database information.

**ATG Response: DMS data enjoys all the redundancies and data protection described in response to 4.7.2.**

4.7.4 The vendor will provide full DMS programming back-up in real time including, but not limited to:

- 4.7.4.1 All received inmate correspondence;
- 4.7.4.2 DMS inmate ID numbers;
- 4.7.4.3 Inmate location data; and
- 4.7.4.4 Other DMS operating database information.

For example, when an Administrator updates an inmate's ID, the DMS automatically backs-up such changes immediately to the vendor's off-site location.

**ATG Response: ATG has read, understands and will adhere. All data is stored only on central servers, none is stored locally. Please see response to 4.7.2 for details.**

4.7.5 The vendor will provide full DMS inmate correspondence data back-up from each DOC location on a daily basis.

**ATG Response: ATG has read, understands and will adhere. All data is stored only on central servers, none is stored locally. Please see response to 4.7.2 for details.**

4.7.6 The vendor will provide full DMS inmate correspondence data back-up in real time. For example, when an inmate has received approved correspondence as recorded by the system, the vendor will back-up immediately to the vendor's off-site location.

**ATG Response: ATG has read, understands, and will adhere.**



4.7.7 The vendor will briefly describe how the local DMS databases at all DOC facilities will be kept current with the DMS back-ups at the vendor's off-site location in case of required re-programming or DMS recovery at the DOC facility. Should the vendor permanently lose correspondence data, vendor will be responsible to the DOC for reimbursement.

***ATG Response: ATG has read, understands, and will adhere. All data is stored only on central servers, none is stored locally. Please see response to 4.7.2 for details.***

4.7.8 The vendor must agree that the DOC retains ownership of all archived information, inmate records, correspondence data, etc. The vendor must agree that the DOC has the right to obtain all archived information, inmate records, correspondence data, etc. associated with the DMS regardless of the location of such information within the vendor's organization or site.

***ATG Response: ATG has read, understands, and will adhere. Keefe/ATG will provide the information to the DOC in an industry standard format.***

4.7.9 The DMS will store all correspondence data, including all approved and rejected mail. This data will be stored at the vendor sites throughout the duration of the Contract.

***ATG Response: All mail is scanned and by authorized user using the designated screen in the SCORE admin application. The saved document is stored in the database. All records to be retained as per the agreed upon retention policy.***

4.7.10 The vendor will provide authorized DOC staff with a "Certificate of Destruction".

***ATG Response: ATG has read, understands, and will adhere.***

4.7.11 The DMS will record all data with a historical transaction record. All data will be stored/archived for retrieval/backup in a database when requested by authorized DOC staff in accordance with the following:

4.7.11.1 All historical data will be centrally stored and accessible for reporting purposes.

4.7.11.2 This information must be available for reporting in a format of authorized DOC staff's choosing.

4.7.11.3 The vendor is required to store digital inmate correspondence data throughout the duration of the Contract and/or successful transfer of the data to the authorized DOC staff. Inmate correspondence data and detail will be available "on-line" for a minimum of twelve (12) months from the received date of the correspondence and records detail will be available "off-line" for an additional forty-eight (48) months, or a total of sixty (60) months from the received date of the correspondence.



“Off-line” records will be in a format readily accessible to the authorized DOC staff upon request.

- 4.7.11.4 The vendor is required to store hard copy originals of inmate correspondence for one (1) year from the date of receipt.
- 4.7.11.5 All data will remain the property of the DOC and the vendor will not use the data for any purpose other than as required in the Contract.

***ATG Response: All mail is scanned and by authorized user using the designated screen in the SCORE admin application. The saved document is stored in the database and displayed to the one-and-only-one inmate associated. The Inmate is able to see the document on the kiosk or tablet.***

***Existing SCORE admin functionality allows the admin staff to view the correspondence data through reports which can be extracted/saved.***

***All records to be retained as per the agreed upon retention policy and data purge to be implemented as per the agency rules and discussions during implementation.***

- 4.7.12 The vendor will have a written Disaster Recovery Plan and Continuity of Operations Plan and associated internal system equipment that will be capable of providing for support in case of failures in power, DMS data networking, and vendor’s equipment at its host site through the user-level equipment provided by the vendor, and for all natural or man-made disasters including flood or fire at the host facility. These plans and all updates will be reviewed and accepted by the authorized DOC staff and kept for reference purposes.

***ATG Response: The detailed plans will be made available to customer at time of contract. ATG has a detailed business resumption plan in place for its data centers, which is kept up-to-date, and tested periodically. These documents have followed Institute of Electrical and Electronic Engineers (IEEE) or Project Management Institute (PMI) template.***

***Central servers are located in two geographically distributed data centers which are kept in synch with each other (real-time) using Microsoft Clustering Services and SQL Availability Group replication, and Veeam replication for virtual servers.***

***If a ‘Disaster’ is declared, the replica servers located in the secondary data center are activated and use the database server node in the secondary data center.***

***These technologies will allow the Hot site to transition to a Production site within minutes. These steps will be fully detailed in the System Documentation and tested on an annual basis.***

## 4.8 SECURITY FEATURES

- 4.8.1 The DMS will allow multiple operators simultaneous access while maintaining adequate security to prevent unauthorized use and access.



***ATG Response: ATG has read, understands, and will adhere.***

4.8.2 The DMS will contain security features, which prevent unauthorized individuals from accessing any information held by the vendor. Secure access to the DMS and the database will be maintained at all times.

***ATG Response: ATG has read, understands, and will adhere.***

4.8.3 The vendor will describe how it detects and identifies contraband in correspondence.

***ATG Response: Keefe/ATG is responding to the option where DOC staff or contractor is scanning the documents at DOC centralized site. The system offers a field in the record for a scanned document to flag it if user finds any contraband, and the comments fields allows user to document relevant details.***

4.8.4 The vendor will describe its contraband reporting policies.

***ATG Response: The system has strict access controls that prevent unauthorized users from even accessing the system. It restricts authorized users to use only functions in the system that they have been explicitly assigned. Attempts to bypass or breach security are captured in logs which will be shared with the agency.***

4.8.5 The vendor will describe how it identifies approved correspondence.

***ATG Response: Keefe/ATG is responding to the options where DOC staff or a contractor is scanning the documents at DOC's centralized site/s. The user, DOC staff or contractor under the direction of DOC staff, determines approved correspondence before scanning it into the system.***

4.8.6 The vendor will describe how it identifies and handles non-privileged correspondence.

***ATG Response: Keefe/ATG is responding to option where DOC staff or contractor is scanning the documents at DOC centralized site for non-privileged mail only.***

***We are offering to develop an additional feature at no-cost, where system has a special privileged-document-scanning screen that is only accessible by staff allowed to handle privileged mail. Documents scanned using this screen will \*not\* be included in any search screens or reports, and will not be accessible to any staff including the staff who has access to the special privileged-document-scanning screen. There will however be one report, accessible to authorized staff, to list metadata of scanned privileged mail.***

***Like all documents scanned, the system ensures only the particular inmate is able to see the privileged mail. The inmate is informed which documents are privileged mail.***



4.8.7 The vendor will describe how it identifies and handles privileged (legal, medical, etc.) correspondence.

***ATG Response: As stated previously, Keefe/ATG is responding to option where DOC staff or contractor is scanning the documents at DOC centralized site for non-privileged mail only.***

***We are offering to develop an additional feature at no-cost, where system has a special privileged-document-scanning screen that is only accessible by staff allowed to handle privileged mail. Documents scanned using this screen will \*not\* be included in any search screens or reports, and will not be accessible to any staff including the staff who has access to the special privileged-document-scanning screen. There will however be one report, accessible to authorized staff, to list metadata of scanned privileged mail.***

***Like all documents scanned, the system ensures only the particular inmate is able to see the privileged mail. The inmate is informed which documents are privileged mail.***

***Agency determines the policy and process for managing scanning of privileged mail.***

4.8.8 The vendor will describe its process and policy related to rejected correspondence.

***ATG Response: The Agency determines the policy and process for managing rejected correspondence.***

4.8.9 The vendor will provide information on any additional or optional features, investigative or management systems or tools provided that may be of interest to the DOC (e.g. word recognition/keyword search, pattern analysis, digital forensics, etc.) Please ensure a complete description of the features application is included. Any cost associated with the additional or optional features described shall be included in the vendor's cost response Attachment C, Cost Proposal.

4.8.9.1 Vendor shall describe their ability to monitor a sample of inmate correspondence and provide monthly reports to the DOC.

***ATG Response: ATG has read, understands, and will adhere.***

***The system will work with agency to auto-generate (monthly, quarterly) any of the existing reports and provide them as email messages to named agency mailbox.***

4.8.10 The vendor may at the discretion of each Participating State:

4.8.10.1 Brand each correspondence with the name of the facility and the name of the offender corresponding.

4.8.10.2 Offer each facility or applicable DOC employees the capability of remotely reviewing and approving correspondence.

4.8.10.3 Offer a monitoring and tracking system that incorporates a Security



Threat Group (STG) component that will include but is not limited to: identification and tracking of STG member calls and their call patterns, reporting capabilities identifying all correspondence made by STG members and indicating STG affiliation by facility, and identify correspondence of STG members and report whether other offender are corresponding with the same parties.

- 4.8.10.4 Provide the capability of automatically receiving and digitizing all correspondence and the capability to track and retrieve received correspondence via offender ID number, name, sender information, date, or housing location. The system should also offer the ability to query based on specific words and/or phrases. The system should allow for storage of this information for a minimum of sixty months. The Vendor shall provide the necessary equipment to meet the required storage needs.
- 4.8.10.5 Include an accounting and reporting package that will provide detailed cost figures on all correspondence and provide accounting on a monthly basis.
- 4.8.10.6 Agree that in the event of a transition to another DMS vendor, all equipment will remain with the DOC until new equipment is installed by the new vendor. Provide the DOC and the new vendor assistance for transition to a new contract at the termination of the contract resulting from this RFP.
- 4.8.10.7 Provide a system that does not violate any federal, State, or local laws.
- 4.8.10.8 Obtain all required licenses or any other approvals needed to utilize the system at a DOC facility.

***ATG Response: ATG has read, understands, and will adhere.***

#### 4.9 SYSTEM RESTRICTION, FRAUD CONTROL AND NOTIFICATION REQUIREMENTS

- 4.9.1 The security and confidentiality of inmate correspondence is of critical importance. Security features, which prevent unauthorized access to any information held by the vendor, will provide for restriction to the DMS, fraud control for prevention purposes, and notification capabilities for attempted security violations or breaches. Secure access to the DMS will be maintained at all times. The DMS will have security capabilities that include, but are not limited to:
  - 4.9.1.1 The vendor will be able to detect, identify, and report contraband to local law enforcement and authorized DOC staff.
  - 4.9.1.2 Optional Requirement - Vendors will provide technology information on their ability provide investigative tools to collect and trace actionable intelligence contained in inmate non-privileged correspondence. This can be done through the vendor's company or in conjunction with a subcontractor. Provide a separate line in the proposal cost section Attachment C, Cost Proposal.





***ATG Response: Since ATG is planning to only offer services with the DOC opening the mail or on-site contractors hired to open the mail, Keefe will work with the DOC/participating states on the contraband policies to be followed and how to report to the DMS.***

***Separately, ATG has provided software licensing information for the Intelligence System specifically built for corrections and in use at several State DOC, all 126 facilities operated by Federal Bureau of Prisons and their Counter Terrorism Unit.***

#### 4.10 TRAINING

- 4.10.1 The vendor will provide training to the authorized DOC staff's personnel at the locations where the equipment is installed. Additional training will be provided to new authorized DOC staff assigned during the Contract period, at no cost to the DOC, at specific DOC facilities. Video conferencing and/or webinar are acceptable.
- 4.10.2 Training manuals will be provided to the authorized DOC staff at all training meetings at no cost to the DOC. All manuals will become the property of the DOC.
- 4.10.3 Informational pamphlets shall be made available for inmate's relatives to explain applicable features and functionalities of the DMS, when requested by the authorized DOC staff at no cost to the DOC.

***ATG Response: ATG has read, understands, and will adhere.***

#### 4.11 GENERAL MAINTENANCE

- 4.11.1 The vendor shall contact the facility for entry approval regarding maintenance and repairs.

***ATG Response: ATG has read, understands, and will adhere.***

- 4.11.2 The vendor will provide the necessary labor, parts, materials, and transportation to maintain all proposed equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Contract. No charge will be made to the DOC for maintenance of the DMS.

***ATG Response: ATG has read, understands, and will adhere.***

- 4.11.3 The vendor will have the ability to perform remote diagnostics to the DMS to determine any network problems.

***ATG Response: ATG has read, understands, and will adhere.***

- 4.11.4 The DMS will provide for continuous on-line diagnostics and continuous supervision, as well as local remote offline DMS control access for advanced programming and diagnostics. Access to the built-in advanced diagnostics and program control will be accessible via telephone or network by service center personnel and will provide failure reports, service history and other diagnostics.



**ATG Response: ATG has read, understands, and will adhere.**

4.11.5 The vendor will provide their on-site repair time, method and proposed level of services for the facilities. Vendors will detail their ability to handle emergencies.

4.11.5.1 Provide an escalation plan.

**ATG Response: ATG has read, understands, and will adhere. In terms of an escalation plan, ATG works with Keefe's Technical Services department and this information can be found in Keefe's Service Level Agreement on pages 9-10.**

4.11.6 Vendors will provide support for all tickets as they are opened, updated and closed by the field technicians, providing detail to show the problem and final resolution of said problem. Should the escalation plan as provided by the vendor not be followed explicitly, the vendor will be liable.

**ATG Response: ATG will utilize Keefe's Help Desk and Service Now for Service tickets and to track cases. Keefe will provide information regarding all priority 1, 2, 3 and 4 tickets that are opened, updated and closed by the field technicians. Detail will be provided to show the problem and final resolution. Keefe has and will continue to work with the Agency to resolve any technical issues in a timely manner and with minimal disruption.**

**Please see the sample of a Service Now ticket below:**

Incident  
INC0014302

Investigation and Diagnosis

Resolution and Recovery

Number: INC0014302

Caller: Diana Pickens

Email: dpickens@keefegroup.com

Phone: [Empty]

Company/Facility: Nevada Doc-Hy State Prison, NV

Client Profile: Nevada Doc-Hy State Prison, NV

Location: [Empty]

Impact: 2 - Medium

Urgency: 2 - Medium

Priority: 3 - Standard

Opened: 2018-03-22 13:13:41

Opened by: Diana Pickens

Contact type: Email

State: New

Line of business: Keefe IT Service Desk

Category: Software-Access Corrections

Subcategory: Media

JIRA Project: [Empty]

Assignment group: KCSD - Inmate Enablement

Assigned to: [Empty]

Time worked: 00:00:00

Short description: FACILITY: ELY STATE PRISON RESIDENT BILLY RILEY. KioskID: QN05SPHG2B1T5

Description: \* Complete the following form and email "note new email address" to keefeservice@keefegroup.com or multi.keefeservice@keefegroup.com

Access Corrections Service (at one of the following Deposit, Mail, Media)

MP3 HD NAME: DPICKENS  
FACILITY NAME: ELY STATE PRISON  
FACILITY STATE ID:  
RESIDENT NAME: BILLY RILEY  
RESIDENT ID NUMBER: 0033000

MAIL / MEDIA

Song # or #%:  
Song confirmed in kiosk?  
Picture:  
Email # or #%:  
Data Issue account# 21520018

4.11.7 The vendor must provide the authorized DOC staff with a complete list of office and cellular numbers for its Contractors/subcontractors, managers, administrators, technicians etc. The vendor's management office and emergency telephone numbers must also be furnished.

**ATG Response: The Keefe Help Desk will have access to all the methods for contacting the correct person and/or the person on duty. The customer will simply need to call the Help Desk and from that point, it will be an internal, Keefe-managed issue.**



4.11.8 The vendor will provide a copy of the company's current repair procedure policy for both normal maintenance and emergency outages as it relates to your proposal.

***ATG Response: Keefe conducts periodic routine maintenance on systems during selected times. Customers are notified 72 hours in advance of any planned outage. In the case of the need to take an emergency outage, Keefe would work with the Agency to determine an appropriate time to mitigate the impact of such an outage.***

4.11.9 Either party will report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the DMS.

***ATG Response: ATG has read, understands, and will adhere.***

4.11.10 All issues surrounding the DMS will be reported by the vendor to the authorized DOC staff.

***ATG Response: ATG has read, understands, and will adhere.***

#### 4.12 MAINTENANCE/SERVICE

4.12.1 Software Modification by the vendor and Release Management.

***ATG Response: ATG has read, understands, and will adhere.***

4.12.2 For DOC-initiated modification to the software; the vendor shall provide the following:

4.12.2.1 Timely cost estimates; and

4.12.2.2 Reasonable delivery date for enhancements, as mutually agreed upon.

***ATG Response: ATG has read, understands, and will adhere.***

4.12.3 The vendor will prepare software releases and stages for testing, validation and acceptance in a test environment. The DOC may require the ability to perform testing for authorization to proceed prior to migration to production environment.

***ATG Response: All system upgrades go through a rigorous testing process within the ATG test Environment. Updates are documented and presented to the agency and rolled out to production upon approval. Due to the nature of the network and the stringent security requirements there is no test environment for the agency staff.***

4.12.4 The vendor shall propose, provide, and describe their solution for change management. These must include at a minimum:

4.12.4.1 Version number;



- 4.12.4.2 Description of the change;
- 4.12.4.3 How the change was initiated (e.g. user or system support);
- 4.12.4.4 Person requesting the change;
- 4.12.4.5 Person responsible for the change; and
- 4.12.4.6 Date and time of the change.

***ATG Response: Each customer has a custom version of the software that addresses their unique requirements. ATG use Microsoft's DevOps subsystem to track change, as well as to ensure that rollouts are only done after requisite approvals have been received. Customer is informed of all changes at least a week before they are deployed to test environment, and then production deployments date/time is mutually agreed by customer and ATG.***

- 4.12.5 Vendor to provide maintenance and service plan to include frequency and speed of maintenance. Downtime shall not extend past a 24-hour period.

***ATG Response: ATG has read, understands, and will adhere.***

- 4.12.6 The successful contractor must provide support for the equipment Monday through Friday 8:00 am to 5:00 pm in Participating State's time zone. Vendor must provide the toll-free number for agency to call when service is needed.

- 4.12.6.1 The vendor shall provide detailed plan for customer support during non-business hours.

- A. The vendor shall provide detailed plan for customer support during non-business hours. Non-business hours are 5:00 pm to 8:00 am Monday through Friday, weekends and holidays.

***ATG Response: ATG has read, understands, and will adhere.***

- 4.12.7 Maintain levels of service and machine installation at no cost to the DOC.

***ATG Response: ATG has read, understands, and will adhere.***

- 4.12.8 No additional installation cost for changing out hardware that need repair or replacement.

***ATG Response: ATG has read, understands, and will adhere.***

- 4.12.9 The vendor will coordinate its service schedule in advance with the facility.

***ATG Response: ATG has read, understands, and will adhere.***



4.12.10 If ownership of equipment shall remain with the contractor, the state shall provide reasonable measures against loss by pilferage or destruction. The vendor shall be responsible for any expenses required for the repair of the equipment.

***ATG Response: ATG has read, understands, and will adhere.***

4.12.11 The successful vendor must provide following support services for equipment placed within state buildings that include but are not limited to:

- 4.12.11.1 Unlimited equipment support;
- 4.12.11.2 Updates and upgrades; and
- 4.12.11.3 Security-related updates to their proposed solution, which may be called updates, upgrades, patches, service packs, hot fixes, or workarounds.

***ATG Response: ATG has read, understands, and will adhere.***

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#### **4.13 VALUE ADD SOLUTION ITEM - DIGITAL MAIL SCANNING SERVICE OPTIONS**

4.13.1 Vendors to propose service options and pricing for mail scanning services.

- 4.13.1.1 Service option 1: Facilities to do their own scanning. Vendor to provide equipment and software needed.
- 4.13.1.2 Service option 2: Vendor to provide scanning at off-site facility.
- 4.13.1.3 Service option 3: Facility to have contracted staff facilitate scanning at DOC.

***ATG Response: ATG has read and understands.***

***ATG/Keefe will work with the DOC to provide services for Digital Mail Scanning Services for Options 1 and 3. Pricing has been provided in Attachment C and details have been provided in the responses to Category 4.***

***Keefe is willing to provide further information upon request.***



**SECTION V**  
**COMPANY BACKGROUND**  
**AND REFERENCES**



## COMPANY BACKGROUND AND REFERENCES

### Section V– Section 4 – Company Background and References

Vendors must place their written response(s) in **bold/italics** immediately following the applicable RFP question, statement and/or section. This section must also include the requested information in Subcontractor Information, if applicable.

***ATG Response: Advanced Technologies Group (ATG) has read, understands, and will adhere.***

#### 4.5.1 Offeror Profile

Provide the following information specific to your company:

- a. Your company's full legal name
- b. Primary business address
- c. Describe your company ownership structure
- d. Employee size (number of employees)
- e. Website
- f. Sales contact information
- g. Your client retention rate during the past 3 years
- h. A brief history of your company and the year it was founded
- i. Describe your company's growth during the past three years.

***ATG Response: ATG has read and understands. Please see the following information in response to 'a. through i.' of 4.5.1.***

- a. Your company's full legal name - ***Advanced Technologies Group, LLC***
- b. Primary business address  
***Advanced Technologies Group, LLC  
1601 48th Street, Suite 220  
West Des Moines, IA 50266***
- c. Describe your company ownership structure - ***Wholly owned by Keefe Group, LLC***
- d. Employee size (number of employees) – ***68 full-time employees***
- e. Website – ***www.a-t-g.com***
- f. Sales contact information - ***Ajit Kumar, Senior Vice President  
ajitk@a-t-g.com  
515-273-8559***





- g. Your client retention rate during the past 3 years – **100%**
- h. A brief history of your company and the year it was founded

*Advanced Technologies Group (ATG), founded in 1991 and acquired by Keefe Group in 2012, dedicated to developing, implementing and supporting enterprise software solutions specifically for large state and federal correctional agencies. The company’s software solutions are designed to support all aspects of managing offenders throughout the supervision continuum from pretrial, probation, incarceration, work release, parole and post-release. ATG’s Offender Management Suite includes case management, electronic health records, pharmacy administration, trust and restitution accounting, commissary operations, food service, inmate enablement, critical incident reporting and investigation, and intelligence systems. It helps state and federal correctional agencies to operate more efficiently and helps offenders prepare to re-integrate into society. To date, 15 statewide DOCs and all 126 Federal Bureau of Prisons institutions utilize ATG software solutions.*

- i. Describe your company’s growth during the past three years.

*ATG has always followed a strict policy of sustainable growth. We self-limit the number of the new deployments such the appropriate executive management person is dedicated to the project. That said, we have for the last 2019, 2020 and 2021 our revenues grew by 14, 18 and 33% respectively.*

#### 4.5.1a Subcontractor Information

Does this proposal include the use of subcontractors?

Yes	<b>X</b>	No	
-----	----------	----	--

If “Yes”, vendor must:

Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

**ATG Response: ATG has read and understands.**

If any tasks are to be completed by subcontractor(s), vendors must:

- Describe the relevant contractual arrangements;
- Describe how the work of any subcontractor(s) will be supervised, channels of communication will be maintained and compliance with contract terms assured; and
- Describe your previous experience with subcontractor(s).
- Vendors must describe the methodology, processes and tools utilized for:
- Selecting and qualifying appropriate subcontractors for the project/contract;
- Ensuring subcontractor compliance with the overall performance objectives for the project;







- Ensuring that subcontractor deliverables meet the quality objectives of the project/contract; and
- Providing proof of payment to any subcontractor(s) used for this project/contract, if requested by the State. Proposal should include a plan by which, at the State’s request, the State will be notified of such payments.

**ATG Response: For this agreement, ATG plans to utilize their affiliate companies within Keefe Group, LLC to subcontract with for the various categories for services.**

**Advanced Technologies Group will be the prime vendor for tablets and mail scanning services within Categories 2 and 4 respectively and work with Keefe Commissary Network for kiosks.**

**In addition, ATG will work through Keefe and subcontract with Cash Pay Today and Western Union for Retail Store Deposits and Rapid Financial Solutions (RFS) for Debit Release Cards.**

Provide the same information for any proposed subcontractors as requested in Section 4.5.1, Offeror Information.

**Subcontractor 1 -**

- a. Your company’s full legal name - **Keefe Commissary Network, LLC (herein “Keefe”)**
- b. Primary business address  
  
**Keefe Commissary Network, LLC (herein “Keefe”)**  
**10880 Lin Page Place**  
**Saint Louis, MO 63132**
- c. Describe your company ownership structure - **Keefe Commissary Network, LLC is a manager-managed Limited Liability Company wholly owned by Keefe Group, LLC.**
- d. Employee size (number of employees) – **2011 employees**
- e. Website – **[www.keefegroup.com](http://www.keefegroup.com)**
- f. Sales contact information  
**Terry Schroeder – Group Vice President, [terry.scroeder@keefegroup.com](mailto:terry.scroeder@keefegroup.com)**  
**800-411-0454**
- g. Your client retention rate during the past 3 years - **Keefe Commissary Network’s retention rate for the past three years is as follows:**

<b>2019</b>	<b>61.77%</b>
<b>2020</b>	<b>83.97%</b>
<b>2021</b>	<b>81.31%</b>
- h. A brief history of your company and the year it was founded – **Please see the following pages.**





*Keefe Group, LLC is comprised of six business units: Keefe Supply Company, Keefe Commissary Network, Inmate Calling Solutions, Access Securepak, Access Corrections, and Advanced Technologies Group. The Department will be able to contract with any one of these entities on an individual level or through a combination of services utilizing multiple business units. Keefe's services will be inclusive of all costs and provided at no cost to the Department, with exception of those provided by Advanced Technologies Group, which may be paid for individually or through partnerships with either Keefe Supply Company, Keefe Commissary Network, or Inmate Calling Solutions. Please see below for overviews on each business line offered.*

*Keefe Supply Company (Bulk Services) offers wholesale items for the Department to purchase and facilitate an in-house commissary operation. Keefe Supply can provide standardized menus with up to 5000 commissary products. Shipments to the facility will be made within a 48-hour delivery window.*

*Keefe Commissary Network (KCN) offers fully privatized commissary services with order fulfillment completed by KCN. KCN staff will pick and package individual resident orders, and through contract negotiations, is able to deliver completed orders to the detainee population. A portion of all sales can be returned to the Department in the form of a commission rate. KCN can customize its commissary operation to meet the specific needs of the Department through additional technologies.*

*Keefe Commissary Network is additionally able to provide Resident Vending, a vending machine program that offers detainees immediate access to select commissary items. Snacks and cold beverages will be made available to residents through cashless debiting of detainee accounts. Resident Vending can be managed by KCN or provided as a bulk service. When managed by KCN, KCN staff will fill and maintain vending machines and the Department will be provided a commission rate on all sales. With bulk vending, the Department will purchase product from KCN, stock and maintain Keefe provided vending machines, and determine resident facing pricing while retaining profits. Resident Vending may be provided independent of a privatized commissary operation or as a supplemental service.*

*Inmate Calling Solutions offers innovative telecommunications products and technologies to the correctional market. ICSolutions' advanced call-processing platform includes unique capabilities, features, and investigative tools that help facilities manage the flow of telephone communication between the detainee and their family and friends. A variety of payment plans and calling options, coupled with live customer service agents, translate to more call completions, greater customer satisfaction, and increased revenues for the facilities.*

*Access Securepak offers a comprehensive custom package program allowing friends and family the opportunity to order commissary for residents. Orders may be placed online, through the phone, or with pre-printed order forms. Securepak offers safe and secure packages to reduce the time spent by the Department searching packages for contraband and can be customized with weight and spending limits, as well as any other requested restrictions. A commission may be provided to the Department for all Securepak sales. Securepak acts as a supplemental revenue stream to standard commissary, as sales are derivative from funds outside of detainee accounts and therefore do not affect regular commissary ordering habits.*





*Access Corrections offers deposits services to securely accept detainee funds via phone, web, mobile app, lobby kiosk, and lockbox. Transactions rules and limits may be enforced. User information is validated against public and private data to deliver a pass/fail real-time decision. Keefe additionally employs an internal investigation team to monitor suspicious activity using software and databases to prevent fraud before transactions are completed. Access Corrections' Data Detective software will allow Department staff to search varying degrees of separation to establish links from resident to resident or end user to end user.*

*Advanced Technologies Group offers correctional software solutions through its Offender Management Suite, Unit Manager Dashboard, and Tablet program. ATG's Offender Management Suite includes the following individual modules: Intelligence System, Trust and Restitution Accounting, Commissary Operations (software & hardware), Inmate Enablement, Electronic Health Records, Pharmacy Administration, Inmate Telephone system, Food Service Management, Case Management, and Investigation System. The Unit Manager Dashboard software collects and presents actionable resident information when transitioning between shifts to reduce potential overtime wages and streamline the shift change process. ATG's tablet program offers residents access to educational and entertainment content as well as messaging services with friends and family and may be provided on 1:1 tablet to resident subscription model or through individual purchase. Each of ATG's software solutions may be contracted individually and/or negotiated as a value add to contracts with Keefe Supply Company, Keefe Commissary Network, or Inmate Calling Solutions.*

- i. Describe your company's growth during the past three years - **Keefe Commissary Network's growth rate for the past three years is as follows:**

<b>2019</b>	<b>Flat</b>
<b>2020</b>	<b>3.8%</b>
<b>2021</b>	<b>15.5%</b>

**Subcontractor 2 –**

- a. Your company's full legal name – **PayItToday, LLC/ ACH Payment Solutions Inc.**
- b. Primary business address – **320 Whittington Parkway; Suite 215; Louisville, KY 40222**
- c. Describe your company ownership structure – **Privately held sub-chapter S-Corporation**
- d. Employee size (number of employees) – **21**
- e. Website – **www.cashpaytoday.com**
- f. Sales contact information – **Bob Wallace, bob.wallace@achpsinc.com, (847) 406-6728**
- g. Your client retention rate during the past 3 years – **100%**
- h. A brief history of your company and the year it was founded – **see below**

***Cash Pay Today (ACHPS) founded in 2002 quickly established itself as a leader for bill payment and electronic check processing. By forging relationships and building products and services around an extensive network of companies ACHPS created "best in class" services that are not encumbered by a "one size fits all approach" like most competitors. In short, our suite of services allow our customers the advantage***





*of selecting the best payment methods and solutions to suit their business needs - not ours! Cash Pay Today/ACHPS, with its nationwide network of sales agents, offers the unique advantage of strategically establishing new pay stations targeted to the specific location, convenience and demographic of a company's client base. ACHPS has expanded its cash accepting sites to include over 20,000 real-time locations throughout the United States.*

- i. Describe your company's growth during the past three years. - *PayItToday with its "all-essential" premium retail locations for cash payments prospered during Covid and has exceeded the doubling of its business in the last three years.*

**Subcontractor 3 –**

- a. Your company's full legal name – **Rapid Financial Solutions (RFS)**
- b. Primary business address – **3065 N 200 W Suite #200 ~ North Logan, UT, 84341**
- c. Describe your company ownership structure – **S-Corporation**
- d. Employee size (number of employees) - **35**
- e. Website – **www.rpdfin.com**
- f. Sales contact information – **Stuart Long (stuart.long@rpd.fin.com)**  
**Daren Jackson (daren.jackson@rpd.fin.com)**
- g. Your client retention rate during the past 3 years – **98%**
- h. A brief history of your company and the year it was founded – **see below**

*Rapid Financial Solutions was established in 2005 as a prepaid card program manager and card processor for the Sport Officiating Industry under the auspice of RefPay.com. In 2008, Rapid sold a controlling interest in RefPay to the NCAA. Since then, Rapid has expanded into additional industries and applications. With expertise in banking, SW development and operations, Rapid works with businesses to provide complete end-to-end payment solutions. From the moment of engagement, your program will be assigned to a team of dedicated prepaid professionals whose goal is ensuring your business objectives are met, your expectations are exceeded and your cardholders are satisfied with their prepaid card product and service.*

- i. Describe your company's growth during the past three years. - **Year over year has been a consistent 23%.**

**Subcontractor 4 –**

- a. Your company's full legal name – **Western Union Financial Service, Inc.**
- b. Primary business address – **7001 E. Belleview Ave, Denver CO 80237**
- c. Describe your company ownership structure – **Publicly Held Corporation**
- d. Employee size (number of employees) – **11,500**
- e. Website – **www.westernunion.com**





- f. Sales contact information – **Daniel Dow, Daniel.dow@wu.com, +1 720 332-0740, Jeremy M. Cox – (303) 570-0481-jeremy.cox2@wu.com**
- g. Your client retention rate during the past 3 years - **All financial data and plans can be found at <https://ir.westernunion.com/investor-relations/default.aspx>**
- h. A brief history of your company and the year it was founded – **see below**  
**Western Union was founded in 1851. The Western Union Company (NYSE: WU) is a global leader in cross-border, cross-currency money movement and payments. Western Union’s platform provides seamless cross-border flows and its leading global financial network bridges more than 200 countries and territories and over 130 currencies. We connect consumers, businesses, financial institutions, and governments through one of the world’s widest reaching networks, accessing billions of bank accounts, millions of digital wallets and cards, and a substantial global network of retail locations. Western Union connects the world to bring boundless possibilities within reach. For more information, visit [www.westernunion.com](http://www.westernunion.com).**
- i. Describe your company’s growth during the past three years. - **Like many retail-dependent companies, COVID impacted revenue growth in 2020 and 2021. However, WU continues to grow its retail footprint with such relationships as Wal-Mart and Advanced America and current relationships like Kroger and Publix as well as digital. Our annual revenues have been stable. For specific information on our financials, please visit our Investor Relations data here: [WU Investor Relations](#)**

Business references as specified in Section 4.5.1b, Business References must be provided for any proposed subcontractors.

**ATG Response: ATG has read and understands. In section 4.5.1b below, ATG will list Business References and following will be references for their subcontractors.**

Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

**ATG Response: ATG has read, understands, and will adhere.**

Vendor must notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in Section 4.5.1a, Subcontractor Information. The vendor must receive agency approval prior to subcontractor commencing work.

**ATG Response: ATG has read, understands, and will adhere.**

No part of the resulting contract from this solicitation may be performed offshore of the United States by persons located offshore of the United States or by means, methods, or communications that, in whole or in part, take place offshore of the United States.

**ATG Response: ATG has read, understands, and will adhere.**





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#### **4.5.1b Business References**

Vendors should provide a minimum of three (3) business references from similar projects performed for private, state and/or large local government clients within the last three (3) years.

Vendors must provide the following information for every business reference provided by the vendor and/or subcontractor:

The “Company Name” must be the name of the proposing vendor or the vendor’s proposed subcontractor.

***ATG Response: ATG has read, understands, and will adhere.***

***Please see the following pages for Advanced Technologies Group, LLC’s references.***

***ATG has also provided references for each of the subcontractors listed above.***





<b>Reference # 1:</b>	<b>1</b>		
<b>Company Name:</b>	<b>Advanced Technologies Group, LLC</b>		
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>			
<b>X</b>	<b>VENDOR</b>		<b>SUBCONTRACTOR</b>
<b>Project Name:</b>	<b>Federal Bureau of Prisons - TRUFACS (Trust &amp; Restitution Accounting &amp; Commissary System) and TRULINCS (Inmate Enablement – messaging, music, video visit)</b>		
<b>Primary Contact Information</b>			
<b>Name:</b>	<b>Katie Jenkins</b>		
<b>Street Address:</b>	<b>320 First Street N.W.</b>		
<b>City, State, Zip:</b>	<b>Washington, D.C. 20534 (United States of America)</b>		
<b>Phone, including area code:</b>	<b>(202) 616-2007</b>		
<b>Facsimile, including area code:</b>	<b>(202) 260-0016</b>		
<b>Email address:</b>	<b>kjenkins@BOP.gov</b>		
<b>Alternate Contact Information</b>			
<b>Name:</b>			
<b>Street Address:</b>			
<b>City, State, Zip:</b>			
<b>Phone, including area code:</b>			
<b>Facsimile, including area code:</b>			
<b>Email address:</b>			
<b>Project Information</b>			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<p><b>The services provided to the Bureau were delivered over a 10-year period over multiple contracts and phases. Following is a listing of systems used at all 126 institutions across seven time zones. It manages records for 185,000 active inmates (plus 900,000 inactive) and supports over 32,000 staff users.</b></p> <ul style="list-style-type: none"> <li>• Trust and Restitution Accounting Commissary Administration</li> <li>• Inmate Telephone System</li> <li>• Inmate Enablement System</li> <li>• Warehouse Management System</li> <li>• Intelligence System</li> <li>• Investigation System</li> <li>• Unit Manager Dashboard</li> <li>• Food Service and Nutrition System</li> <li>• Electronic Health Records</li> <li>• Pharmacy Administration System</li> </ul>		
<b>Original Project/Contract Start Date:</b>	<b>5/3/2000</b>		
<b>Original Project/Contract End Date:</b>	<b>Original contract termination date 12/31/2004</b>		
<b>Original Project/Contract Value:</b>	<b>\$9,111,600 plus customization T &amp; M</b>		
<b>Final Project/Contract Date:</b>	<b>Original contract was renewed multiple times through Sept 30, 2017. Now FBOP issues annual renewal under ATG's GSA contract which expires in Sept 2024.</b>		
<b>Was project/contract completed in time originally allotted, and if not, why not?</b>	<b>Yes</b>		
<b>Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?</b>	<b>Yes</b>		





<b>Reference # 2:</b>	<b>2</b>
<b>Company Name:</b>	<b>Advanced Technologies Group, LLC</b>
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>	
<input checked="" type="checkbox"/> <b>X</b>	<b>VENDOR</b>
	<b>SUBCONTRACTOR</b>
<b>Project Name:</b>	<b>Michigan Department of Corrections - COMS</b>
<b>Primary Contact Information</b>	
<b>Name:</b>	<b>Jeff W. Anderson</b>
<b>Street Address:</b>	<b>Grandview Plaza Bldg. 4th Floor 206 E. Michigan Ave.</b>
<b>City, State, Zip:</b>	<b>Lansing, MI 48909</b>
<b>Phone, including area code:</b>	<b>517-241-5129</b>
<b>Facsimile, including area code:</b>	<b>n/a</b>
<b>Email address:</b>	<b>AndersonJ30@michigan.gov</b>
<b>Alternate Contact Information</b>	
<b>Name:</b>	
<b>Street Address:</b>	
<b>City, State, Zip:</b>	
<b>Phone, including area code:</b>	
<b>Facsimile, including area code:</b>	
<b>Email address:</b>	
<b>Project Information</b>	
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<p><b>Customize and implement following systems for all Michigan DOC institutions and community corrections facilities (~90,000 offenders). Implementation included train-the-trainer, data migration, and hosting the systems.</b></p> <ul style="list-style-type: none"> <li>• <b>Trust and Restitution Accounting</b></li> <li>• <b>Electronic Health Records Systems</b></li> <li>• <b>Pharmacy Operations</b></li> <li>• <b>Food Service and Nutritional Analysis System</b></li> <li>• <b>Case Management System</b></li> <li>• <b>Investigation System</b></li> </ul>
<b>Original Project/Contract Start Date:</b>	<b>Jun 2018</b>
<b>Original Project/Contract End Date:</b>	<b>Jun 2028</b>
<b>Original Project/Contract Value:</b>	<b>\$38 million</b>
<b>Final Project/Contract Date:</b>	<b>Unlimited 5 year renewals, No sunset</b>
<b>Was project/contract completed in time originally allotted, and if not, why not?</b>	<b>Project still underway and on schedule</b>
<b>Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?</b>	<b>Project still underway and within budget</b>







<b>Reference # 3:</b>	<b>3</b>
<b>Company Name:</b>	<b>Advanced Technologies Group, LLC</b>
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>	
<input checked="" type="checkbox"/>	<b>VENDOR</b>
<input type="checkbox"/>	<b>SUBCONTRACTOR</b>
<b>Project Name:</b>	<b>Iowa Department of Corrections – ICON</b>
<b>Primary Contact Information</b>	
<b>Name:</b>	<b>Sondra Holck</b>
<b>Street Address:</b>	<b>510 E 12th Street, Suite 4</b>
<b>City, State, Zip:</b>	<b>Des Moines, IA 50319</b>
<b>Phone, including area code:</b>	<b>(515) 725-5738</b>
<b>Facsimile, including area code:</b>	<b>(515) 725-5701</b>
<b>Email address:</b>	<b><a href="mailto:sondra.holck@iowa.gov">sondra.holck@iowa.gov</a></b>
<b>Alternate Contact Information</b>	
<b>Name:</b>	
<b>Street Address:</b>	
<b>City, State, Zip:</b>	
<b>Phone, including area code:</b>	
<b>Facsimile, including area code:</b>	
<b>Email address:</b>	
<b>Project Information</b>	
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<p><b>Customize and implement following systems for all Iowa DOC institutions and community corrections facilities (~32,000 offenders). Implementation included train-the-trainer, data migration, and hosting the systems.</b></p> <ul style="list-style-type: none"> <li>• <b>Case Management System</b></li> <li>• <b>Trust &amp; Restitution Accounting</b></li> <li>• <b>Electronic Health Records Systems</b></li> <li>• <b>Pharmacy Operations</b></li> <li>• <b>Food Service and Nutritional Analysis System</b></li> <li>• <b>Investigation System</b></li> <li>• <b>Intelligence System</b></li> <li>• <b>Inmate Enablement System</b></li> <li>• <b>Executive Dashboard</b></li> </ul>
<b>Original Project/Contract Start Date:</b>	<b>May 1998</b>
<b>Original Project/Contract End Date:</b>	<b>May 1999</b>
<b>Original Project/Contract Value:</b>	<b>\$1.2 million (initially only included Trust Accounting System)</b>
<b>Final Project/Contract Date:</b>	<b>Most recent agreement was signed on 7/1/2019 has 3-year base term with seven 1-year extensions (6/30/2029) for total value of \$20,500,734 plus customization T&amp;M.</b>
<b>Was project/contract completed in time originally allotted, and if not, why not?</b>	<b>Yes</b>
<b>Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?</b>	<b>Yes</b>





**Subcontractors:**

<b>Reference #:</b>	<b>1</b>		
<b>Company Name:</b>	<b>Keefe Commissary Network, LLC</b>		
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>			
	<b>VENDOR</b>	<b>X</b>	<b>SUBCONTRACTOR</b>
<b>Project Name:</b>	<b>Idaho Department of Corrections</b>		
<b>Primary Contact Information</b>			
<b>Name:</b>	<b>Rusty McNeill, Grants/Contract Monitor</b>		
<b>Street Address:</b>	<b>1299 N. Orchard St. – Suite 110</b>		
<b>City, State, Zip:</b>	<b>Boise, ID 83706</b>		
<b>Phone, including area code:</b>	<b>208.658.2176</b>		
<b>Facsimile, including area code:</b>	<b>208.658.2160</b>		
<b>Email address:</b>	<b>rmcneill@idoc.idaho.gov</b>		
<b>Alternate Contact Information</b>			
<b>Name:</b>			
<b>Street Address:</b>			
<b>City, State, Zip:</b>			
<b>Phone, including area code:</b>			
<b>Facsimile, including area code:</b>			
<b>Email address:</b>			
<b>Project Information</b>			
<b>Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:</b>	<p><i>Keefe's partnership with IDOC consists of a Keefe warehouse located at the ID state prison complex. This services all 15 DOC locations. Keefe has 13 on-site employees; 1 Account Manager, 1 Commissary Manager, 2 Supervisors and 9 Commissary Delivery Reps that oversee a group of female inmate workers provided by IDOC. Keefe reimburses IDOC for the use of the inmate labor at IDOC's rate proposed. The inmate labor pulls the orders and prepares them to be shipped out to each institution. The inmate labor force processes approximately 25,000 commissary and 2,500 family orders each month. Keefe delivery staff passes the orders out to the inmates. On each facilities designated Commissary delivery day; the orders are processed with ATG Commissary software via housing kiosk order entry then run through ATG Banking software provided to the IDOC by Keefe for all fiduciary management. In addition, Keefe also provides: Access Corrections Secure Deposits services and Secure Payments for Parole and Probation offender accounts. Keefe also provides a year round family ordering Securepak program. IDOC also utilizes ICSolutions Enforcer calling platform for all inmate phone call processing and investigative tools.</i></p>		
<b>Original Project/Contract Start Date:</b>	<b>August 2001</b>		
<b>Original Project/Contract End Date:</b>	<b>July 2004, then awarded 2 extensions through 2006</b>		
<b>Original Project/Contract Value:</b>	<b>\$1.2 million (for original project)</b>		
<b>Final Project/Contract Date:</b>	<b>7-10-2016 for current contract, extension through April 2025</b>		
<b>Was project/contract completed in time originally allotted, and if not, why not?</b>	<b>Yes</b>		
<b>Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?</b>	<b>Yes</b>		





Reference #:	<b>2</b>		
Company Name:	<b>Keefe Commissary Network, LLC</b>		
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>			
	<b>VENDOR</b>	<b>X</b>	<b>SUBCONTRACTOR</b>
Project Name:	<b>Massachusetts Department of Corrections</b>		
<b>Primary Contact Information</b>			
Name:	<b>Gary Temple, Director – Support Services</b>		
Street Address:	<b>50 Maple Street – Suite 3</b>		
City, State, Zip:	<b>Milford, MA 01757</b>		
Phone, including area code:	<b>508.422.3429</b>		
Facsimile, including area code:	<b>508.422.3420</b>		
Email address:	<b>gary.temple@state.ma.us</b>		
<b>Alternate Contact Information</b>			
Name:	<b>Tracey L. Rodriguez/ Deputy Director Support Services</b>		
Street Address:	<b>50 Maple Street – Suite 3</b>		
City, State, Zip:	<b>Milford, MA 01757</b>		
Phone, including area code:	<b>508.422.3457</b>		
Facsimile, including area code:	<b>508.422.3420</b>		
Email address:	<b>tracey.rodriguez@state.ma.us</b>		
<b>Project Information</b>			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<p><i>MA DOC utilizes its' state system to account for all incarcerated person's banking. Keefe provides a "funds level" integration between the Keefe system and the facility's incarcerated person's banking system, for servicing all state facilities. The facilities download from the state's system to the Keefe system; ID #s, locations, and available balances. Incarcerated person's place orders on housing unit kiosks which are processed through KCN's commissary software and fulfilled from Keefe's distribution center in Walpole, MA. Keefe staff packages the individual incarcerated person's orders and a separate Keefe staff member is in charge of scanning the contents of the order to ensure accuracy. The verified orders are then sealed for delivery to the incarcerated persons by Keefe staff. The sealed orders are transported to the facilities using Keefe trucks. During the delivery process, the incarcerated persons are responsible for inspecting their orders for completeness, under the supervision of Keefe staff. Other services utilized include Deposit Services, Secure Mail, Securepak and tablets with options for educational content, music, and games.</i></p>		
Original Project/Contract Start Date:	<b>May 2002</b>		
Original Project/Contract End Date:	<b>April 30, 2007, then renewed through April 30, 2012</b>		
Original Project/Contract Value:	<b>\$11,800,000 annually – so \$118 million for the 10 years</b>		
Final Project/Contract Date:	<b>May 2017 through May 2023 with 2 (24 month) Renewals</b>		
Was project/contract completed in time originally allotted, and if not, why not?	<b>Yes</b>		
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	<b>Yes</b>		





<b>Reference #:</b>	<b>3</b>		
<b>Company Name:</b>	<b>Keefe Commissary Network, LLC</b>		
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>			
	<b>VENDOR</b>	<b>X</b>	<b>SUBCONTRACTOR</b>
<b>Project Name:</b>	<b>Rhode Island Department of Corrections</b>		
<b>Primary Contact Information</b>			
<b>Name:</b>	<b>Wayne T. Salisbury Jr. - Assistant Director</b>		
<b>Street Address:</b>	<b>40 Howard Avenue</b>		
<b>City, State, Zip:</b>	<b>Cranston, RI 02920</b>		
<b>Phone, including area code:</b>	<b>401.462.3952</b>		
<b>Facsimile, including area code:</b>	<b>401.462.3953</b>		
<b>Email address:</b>	<b>Wayne.Salisbury@doc.ri.gov</b>		
<b>Alternate Contact Information</b>			
<b>Name:</b>			
<b>Street Address:</b>			
<b>City, State, Zip:</b>			
<b>Phone, including area code:</b>			
<b>Facsimile, including area code:</b>			
<b>Email address:</b>			
<b>Project Information</b>			
<b>Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:</b>	<p><i>Keefe supplies a multi-station LAN to Rhode Island DOC, which utilizes the entire KCN incarcerated person's banking system to maintain incarcerated persons funds. The Keefe system is integrated with the states JMS system via a booking and housing interface. In addition, the facility utilizes a real time general ledger in the KCN system. Keefe employs one full-time Manager, one full-time Assistant Manager and five full-time Commissary Representatives. The incarcerated person's population utilizes our housing unit kiosk technology to place commissary orders. The orders are then processed by our Keefe Group staff during the week and pulled and shipped from our Walpole MA, location. The contents of the orders are verified by Keefe staff as delivery is made to the incarcerated person. Keefe employees in Rhode Island are responsible for distributing the orders.</i></p>		
<b>Original Project/Contract Start Date:</b>	<b>January 2002</b>		
<b>Original Project/Contract End Date:</b>	<b>October 2008</b>		
<b>Original Project/Contract Value:</b>	<b>\$3,000,000</b>		
<b>Final Project/Contract Date:</b>	<b>Current contract through 8-31-22 with two 1-year extension options</b>		
<b>Was project/contract completed in time originally allotted, and if not, why not?</b>	<b>Yes</b>		
<b>Was project/contract completed within or under the original budget/cost proposal, and if not, why not?</b>	<b>Yes</b>		





<b>Reference # 1:</b>	<b>1</b>		
<b>Company Name:</b>	<b><i>PayItToday, LLC dba Cash Pay Today</i></b>		
<b><i>Identify role company will have for this RFP project (Check appropriate role below):</i></b>			
	<b><i>VENDOR</i></b>	<b><i>X</i></b>	<b><i>SUBCONTRACTOR</i></b>
Project Name:	<b><i>Alabama Department of Corrections</i></b>		
<b>Primary Contact Information</b>			
Name:	<b><i>Tom Seibert</i></b>		
Street Address:	<b><i>301 S Ripley St.</i></b>		
City, State, Zip:	<b><i>Montgomery, AL 36130</i></b>		
Phone, including area code:	<b><i>334-353-5522</i></b>		
Facsimile, including area code:	<b><i>N/A</i></b>		
Email address:	<b><i>tom.seibert@doc.alabama.gov</i></b>		
<b>Alternate Contact Information</b>			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
<b>Project Information</b>			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<b><i>Walk-in Cash Payments technical interfacing, etc. between the parties to allow for the delivery of the services and payment methods.</i></b>		
Original Project/Contract Start Date:	<b><i>10/1/2012</i></b>		
Original Project/Contract End Date:	<b><i>9/30/2015</i></b>		
Original Project/Contract Value:	<b><i>\$1,753,745.85</i></b>		
Final Project/Contract Date:	<b><i>Month to Month</i></b>		
Was project/contract completed in time originally allotted, and if not, why not?	<b><i>Yes</i></b>		
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	<b><i>Yes</i></b>		





<b>Reference # 2:</b>	<b>2</b>		
<b>Company Name:</b>	<b><i>PayItToday, LLC dba Cash Pay Today</i></b>		
<b><i>Identify role company will have for this RFP project (Check appropriate role below):</i></b>			
	<b><i>VENDOR</i></b>	<b><i>X</i></b>	<b><i>SUBCONTRACTOR</i></b>
Project Name:	<b><i>Wisconsin DOC</i></b>		
<b>Primary Contact Information</b>			
Name:	<b><i>Amanda Ditter</i></b>		
Street Address:	<b><i>751 County Road K</i></b>		
City, State, Zip:	<b><i>Fond du Lac, WI 54937</i></b>		
Phone, including area code:	<b><i>920-929-3825</i></b>		
Facsimile, including area code:	<b><i>N/A</i></b>		
Email address:	<b><i>amanda.ditter@wisconsin.gov</i></b>		
<b>Alternate Contact Information</b>			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
<b>Project Information</b>			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<b><i>Walk-in Cash Payments technical interfacing, etc. between the parties to allow for the delivery of the services and payment methods.</i></b>		
Original Project/Contract Start Date:	<b><i>4/21/2016</i></b>		
Original Project/Contract End Date:	<b><i>6/30/2022</i></b>		
Original Project/Contract Value:	<b><i>\$13,789,201</i></b>		
Final Project/Contract Date:	<b><i>6/30/2022</i></b>		
Was project/contract completed in time originally allotted, and if not, why not?	<b><i>Yes</i></b>		
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	<b><i>Yes</i></b>		





<b>Reference # 3:</b>	<b>3</b>		
<b>Company Name:</b>	<i>PayItToday, LLC dba Cash Pay Today</i>		
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>			
	<i>VENDOR</i>	<i>X</i>	<i>SUBCONTRACTOR</i>
Project Name:	<i>Utah Department of Corrections</i>		
<b>Primary Contact Information</b>			
Name:	<i>Brian Allgaier</i>		
Street Address:	<i>14717 S. Minuteman Dr.</i>		
City, State, Zip:	<i>Draper, Utah 84020</i>		
Phone, including area code:	<i>801-545-5545</i>		
Facsimile, including area code:	<i>N/A</i>		
Email address:	<i>ballgaier@utah.gov</i>		
<b>Alternate Contact Information</b>			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
<b>Project Information</b>			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<i>Walk-in Cash Payments technical interfacing, etc. between the parties to allow for the delivery of the services and payment methods.</i>		
Original Project/Contract Start Date:	<i>8/1/2014</i>		
Original Project/Contract End Date:	<i>7/31/2019</i>		
Original Project/Contract Value:	<i>\$2,314,683</i>		
Final Project/Contract Date:	<i>7/31/2022</i>		
Was project/contract completed in time originally allotted, and if not, why not?	<i>Yes</i>		
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	<i>Yes</i>		





<b>Reference # 1:</b>	<b>1</b>		
<b>Company Name:</b>	<b>Rapid Financial Services</b>		
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>			
	<b>VENDOR</b>	<b>X</b>	<b>SUBCONTRACTOR</b>
Project Name:	<b>Alabama Department of Corrections</b>		
<b>Primary Contact Information</b>			
Name:	<b>Tom Seibert</b>		
Street Address:	<b>301 S Ripley St.</b>		
City, State, Zip:	<b>Montgomery, AL 36130</b>		
Phone, including area code:	<b>334-353-5522</b>		
Facsimile, including area code:	<b>N/A</b>		
Email address:	<b>tom.seibert@doc.alabama.gov</b>		
<b>Alternate Contact Information</b>			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
<b>Project Information</b>			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<b>Debit Release cards as a value added service. The Keefe debit release card is provided through our partnership with Rapid Financial Solutions. Our debit card carries the MasterCard logo and can be used worldwide. Debit cards are a cost effective alternative to issuing traditional checks.</b>		
Original Project/Contract Start Date:	<b>10/1/2012</b>		
Original Project/Contract End Date:	<b>9/30/2015</b>		
Original Project/Contract Value:	<b>\$1,753,745</b>		
Final Project/Contract Date:	<b>Month to Month</b>		
Was project/contract completed in time originally allotted, and if not, why not?	<b>Yes</b>		
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	<b>Yes</b>		







<b>Reference # 2:</b>	<b>2</b>		
<b>Company Name:</b>	<b>Rapid Financial Services</b>		
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>			
	<b>VENDOR</b>	<b>X</b>	<b>SUBCONTRACTOR</b>
<b>Project Name:</b>	<b>Utah Department of Corrections</b>		
<b>Primary Contact Information</b>			
<b>Name:</b>	<b>Brian Allgaier</b>		
<b>Street Address:</b>	<b>14717 S Minuteman Dr.</b>		
<b>City, State, Zip:</b>	<b>Draper, Utah 84020</b>		
<b>Phone, including area code:</b>	<b>801-545-5545</b>		
<b>Facsimile, including area code:</b>	<b>N/A</b>		
<b>Email address:</b>	<b>ballgaier@utah.gov</b>		
<b>Alternate Contact Information</b>			
<b>Name:</b>			
<b>Street Address:</b>			
<b>City, State, Zip:</b>			
<b>Phone, including area code:</b>			
<b>Facsimile, including area code:</b>			
<b>Email address:</b>			
<b>Project Information</b>			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<b>Debit Release cards as a value added service. The Keefe debit release card is provided through our partnership with Rapid Financial Solutions. Our debit card carries the MasterCard logo and can be used worldwide. Debit cards are a cost effective alternative to issuing traditional checks.</b>		
<b>Original Project/Contract Start Date:</b>	<b>8/1/2014</b>		
<b>Original Project/Contract End Date:</b>	<b>7/31/2019</b>		
<b>Original Project/Contract Value:</b>	<b>\$2,314,683</b>		
<b>Final Project/Contract Date:</b>	<b>7/31/2022</b>		
<b>Was project/contract completed in time originally allotted, and if not, why not?</b>	<b>Yes</b>		
<b>Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?</b>	<b>Yes</b>		





<b>Reference # 3:</b>	<b>3</b>		
<b>Company Name:</b>	<b>Rapid Financial Services</b>		
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>			
	<b>VENDOR</b>	<b>X</b>	<b>SUBCONTRACTOR</b>
Project Name:	<b>Humboldt County Jail, CA</b>		
<b>Primary Contact Information</b>			
Name:	<b>Duane Christian</b>		
Street Address:	<b>825 5<sup>th</sup> St. 826 4<sup>th</sup></b>		
City, State, Zip:	<b>Eureka, CA 95501</b>		
Phone, including area code:	<b>707-441-5100</b>		
Facsimile, including area code:	<b>N/A</b>		
Email address:	<b>dchristian@co.humboldt.ca.us</b>		
<b>Alternate Contact Information</b>			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
<b>Project Information</b>			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<b>Debit Release cards as a value added service. The Keefe debit release card is provided through our partnership with Rapid Financial Solutions. Our debit card carries the MasterCard logo and can be used worldwide. Debit cards are a cost effective alternative to issuing traditional checks.</b>		
Original Project/Contract Start Date:	<b>7/1/2018</b>		
Original Project/Contract End Date:	<b>3/31/2023</b>		
Original Project/Contract Value:	<b>\$133,239</b>		
Final Project/Contract Date:	<b>3/31/2023</b>		
Was project/contract completed in time originally allotted, and if not, why not?	<b>Yes</b>		
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	<b>Yes</b>		





<b>Reference # 1:</b>	<b>1</b>		
<b>Company Name:</b>	<b>Western Union</b>		
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>			
	<b>VENDOR</b>	<b>X</b>	<b>SUBCONTRACTOR</b>
Project Name:	<b>Tri County Jail, OH</b>		
<b>Primary Contact Information</b>			
Name:	<b>Diane Hunt</b>		
Street Address:	<b>4099 State Route 559</b>		
City, State, Zip:	<b>Mechanicsburg, OH 43044</b>		
Phone, including area code:	<b>937-834-5054</b>		
Facsimile, including area code:	<b>N/A</b>		
Email address:	<b>dhunt@tricojl.com</b>		
<b>Alternate Contact Information</b>			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
<b>Project Information</b>			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<b>Western Union – Keefe has partnered with Western Union to provide friends and family many convenient low- cost options for walk-in cash payments. These locations will accept cash deposits for inmates on behalf of Keefe. Through this partnership, Keefe provides a network of convenient retail locations. Western Union has thousands of agents in a wide variety of business types, including eight (8) out of ten (10) of the nation’s largest supermarkets.</b>		
Original Project/Contract Start Date:	<b>5/1/2018</b>		
Original Project/Contract End Date:	<b>3/31/2023</b>		
Original Project/Contract Value:	<b>\$189,176</b>		
Final Project/Contract Date:	<b>3/31/2023</b>		
Was project/contract completed in time originally allotted, and if not, why not?	<b>Yes</b>		
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	<b>Yes</b>		





<b>Reference # 2:</b>	<b>2</b>		
<b>Company Name:</b>	<b>Western Union</b>		
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>			
	<b>VENDOR</b>	<b>X</b>	<b>SUBCONTRACTOR</b>
Project Name:	<b>St. Louis, MO County Jail</b>		
<b>Primary Contact Information</b>			
Name:	<b>Nathan Hemme</b>		
Street Address:	<b>100 S. Central Ave.</b>		
City, State, Zip:	<b>Clayton, MO 63105</b>		
Phone, including area code:	<b>314-615-4767</b>		
Facsimile, including area code:	<b>N/A</b>		
Email address:	<b>nhemme@stlouisco.com</b>		
<b>Alternate Contact Information</b>			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
<b>Project Information</b>			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<b>Western Union – Keefe has partnered with Western Union to provide friends and family many convenient low- cost options for walk-in cash payments. These locations will accept cash deposits for inmates on behalf of Keefe. Through this partnership, Keefe provides a network of convenient retail locations. Western Union has thousands of agents in a wide variety of business types, including eight (8) out of ten (10) of the nation’s largest supermarkets.</b>		
Original Project/Contract Start Date:	<b>1/9/2016</b>		
Original Project/Contract End Date:	<b>2/9/2019</b>		
Original Project/Contract Value:	<b>\$480,485</b>		
Final Project/Contract Date:	<b>9/18/2023</b>		
Was project/contract completed in time originally allotted, and if not, why not?	<b>Yes</b>		
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	<b>Yes</b>		





<b>Reference # 3:</b>	<b>3</b>		
<b>Company Name:</b>	<b>Western Union</b>		
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>			
	<b>VENDOR</b>	<b>X</b>	<b>SUBCONTRACTOR</b>
Project Name:	<b>GEO Rio Grande Detention Center Texas</b>		
<b>Primary Contact Information</b>			
Name:	<b>Celcilia Harper</b>		
Street Address:	<b>1001 San Rio Blvd.</b>		
City, State, Zip:	<b>Laredo, TX 78046</b>		
Phone, including area code:	<b>956-718-4700</b>		
Facsimile, including area code:	<b>N/A</b>		
Email address:	<b>ceharper@geogroup.com</b>		
<b>Alternate Contact Information</b>			
Name:	<b>Zackry Frost</b>		
Street Address:	<b>1777 NE Loop 410, Suite 1100</b>		
City, State, Zip:	<b>San Antonio, TX, 78217</b>		
Phone, including area code:	<b>210-804-4500</b>		
Facsimile, including area code:	<b>N/A</b>		
Email address:	<b>zfrost@geogroup.com</b>		
<b>Project Information</b>			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<b>Western Union – Keefe has partnered with Western Union to provide friends and family many convenient low- cost options for walk-in cash payments. These locations will accept cash deposits for inmates on behalf of Keefe. Through this partnership, Keefe provides a network of convenient retail locations. Western Union has thousands of agents in a wide variety of business types, including eight (8) out of ten (10) of the nation’s largest supermarkets.</b>		
Original Project/Contract Start Date:	<b>6/1/2014</b>		
Original Project/Contract End Date:	<b>11/30/2022</b>		
Original Project/Contract Value:	<b>\$1,227,338</b>		
Final Project/Contract Date:	<b>11/30/2022</b>		
Was project/contract completed in time originally allotted, and if not, why not?	<b>Yes</b>		
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	<b>Yes</b>		





Vendors must also submit *Attachment E, Reference Questionnaire* to the business references that are identified in Section 4.1.5b.

The company identified as the business references must submit the Reference Questionnaire directly to the State of Nevada Purchasing Division.

It is the vendor's responsibility to ensure that completed forms are received by the State of Nevada Purchasing Division on or before the deadline as specified in **Section 1.3, Schedule of Events** for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

The Lead State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

***ATG Response: ATG has read, understands, and will adhere.***

***Attachment E – Reference Questionnaires were sent to the following contacts for the vendor:***

- ***Federal Bureau of Prisons***
- ***Iowa Department of Corrections***
- ***Michigan Department of Corrections***

***Upon completion, these will be returned from ATG's references to Heather Moon.***

***In addition, Attachment E – Reference Questionnaires were sent to the following contacts for the subcontractors:***

- ***KCN/Keefe - Idaho Department of Correction***
- ***KCN/Keefe - Massachusetts Department of Corrections***
- ***KCN/Keefe - Rhode Island Department of Correction***
- ***Cash Pay Today – Alabama Department of Corrections***
- ***Cash Pay Today – Wisconsin County Jail, TX***
- ***Cash Pay Today – Utah Department of Corrections***
- ***Rapid Financial Solutions – Alabama Department of Corrections***
- ***Rapid Financial Solutions – Utah Department of Corrections***
- ***Rapid Financial Solutions – Humboldt County Jail, CA***
- ***Western Union - Tri County Jail, OH***
- ***Western Union - St. Louis, MO County Jail***
- ***Western Union – GEO Rio Grande Detention Center, TX***

***Upon completion, ATG asked that these be returned to Heather Moon as indicated.***

#### **4.5.1c Vendor Staff Resumes**

A resume must be completed for the vendor's key personnel responsible for administering the contract resulting from this RFP per ***Attachment F, Proposed Staff Resume***.





***ATG Response: ATG has read, understands, and will adhere.***

***Please see Attachment F – Proposed Staff Resume for resumes of the key personnel for Advanced Technologies Group and their affiliates responsible for administering any contract resulting from RFP # 99SWC-S1154.***

**A. Key Personnel**

Key personnel will be incorporated into the contract. The vendor’s proposed key personnel establish a standard of quality for replacements, as determined by the Lead State in its sole discretion. The vendor shall replace key personnel when needed with personnel having equivalent education, knowledge, skills and ability. Replacement of key personnel may be accomplished in the following manner:

- A representative of the contractor authorized to bind the company will notify the Lead State in writing of the change in key personnel.

***ATG Response: ATG has read, understands, and will adhere.***

***The representative that will notify the Lead State and be authorized to bind the company is:***

***Atul Gupta, President***

***[atul@a-t-g.com](mailto:atul@a-t-g.com)***

***515-221-9344***

- The Lead State may accept the change of the key personnel by notifying the contractor in writing.

***ATG Response: ATG has read, understands, and will adhere.***

- The signed acceptance will be considered to be an update to the key personnel and will not require a contract amendment. A copy of the acceptance must be kept in the official contract file.

***ATG Response: ATG has read, understands, and will adhere.***

- Replacements to key personnel are bound by all terms and conditions of the contract and any subsequent issue resolutions and other project documentation agreed to by the previous personnel.

***ATG Response: ATG has read, understands, and will adhere.***

- If key personnel are replaced, someone with comparable skill and experience level must replace them.

***ATG Response: ATG has read, understands, and will adhere.***





- At any time that the contractor provides notice of the permanent removal or resignation of any of the management, supervisory or other key professional personnel and prior to the permanent assignment of replacement staff to the contract, the contractor shall provide a resume and references for a minimum of two (2) individuals qualified for and proposed to replace any vacancies in key personnel, supervisory or management position.

***ATG Response: ATG has read, understands, and will adhere.***

- Upon request, the proposed individuals will be made available within five (5) calendar days of such notice for an in-person interview with Lead State staff at no cost to the Lead State.

***ATG Response: ATG has read, understands, and will adhere.***

- The Lead State will have the right to accept, reject or request additional candidates within five (5) calendar days of receipt of resumes or interviews with the proposed individuals, whichever comes later.

***ATG Response: ATG has read, understands, and will adhere.***

- A written transition plan must be provided to the Lead State prior to approval of any change in key personnel.

***ATG Response: ATG has read, understands, and will adhere.***

- The State reserves the right to have any contract or management staff replaced at the sole discretion and as deemed necessary by the State.

***ATG Response: ATG has read, understands, and will adhere.***

## 4.5.2 Customer Service

- a. What are your hours of operation and when are key account people available to us?

***ATG Response: ATG has read, understands, and will adhere. ATG will work with Keefe's help desk and Keefe's current hours of operation are 8AM to 5PM CST. There will be a 24/7/365 Technical Services Help Desk technical on call for kiosk and tablet concerns.***

- b. Describe how problem identification and resolution will be handled.

***ATG Response: All incoming customer requests as well as all customer proactiveness monitoring measures are tracked as incidents in an application called Service Now. Incidents are created, assigned to support staff, and used to track problem status along with resolution.***

- c. How will you service our account? Describe the system you will use to manage our account.

***ATG Response: All incoming customer requests as well as all customer proactiveness monitoring measures are tracked as incidents in an application called Service Now. Incidents are created, assigned to support staff, and used to track problem status along with resolution.***







- d. How do you respond to customer complaints and service issues?

***ATG Response: Please see pages 28 - 29 for Keefe's Service Level Agreement.***

- e. How do you assess customer satisfaction?

***ATG Response: In addition to the content within Keefe's SLA, customer surveys are sent to our customers upon incident closure. We encourage customer feedback to allow us to immediately address any customer concerns, issues and to in turn, extend any positive feedback along to our support staff.***

- f. What are your quality assurance measures and how are they handled in your organization.

***ATG Response: Please see pages 28 - 29 for Keefe's Service Level Agreement.***

### 4.5.3 Scope of Work

- a. Offerors shall demonstrate in their Proposal how they meet or exceed the requirements of each section of the ***Scope of Work - Attachment B***. Offerors shall show each requirement and its response in their Proposal.

***ATG Response: ATG has read, understands, and will adhere.***

***Please see Attachment B – Scope of Work.***

- b. No part of the resulting contract from this solicitation may be performed offshore of the United States by persons located offshore of the United States or by means, methods, or communications that, in whole or in part, take place offshore of the United States.

***ATG Response: ATG has read, understands, and will adhere.***





## Service Level Agreement:



**To:** Keefe Group Customers

**From:** Support Services Management Team

**Re: Support Services Incident Handling - Service Level Agreement**

To better serve our customers, the Support Services Management Team has instituted a Service Level Agreement approach to Service Desk incident handling. The goal of this approach is an improved line of communication with our customers and to provide superior customer service in meeting their expectations. All incidents logged will be categorized using the following levels:

### Level 1 – Urgent

- PLEASE NOTE: A phone call to the Support Services department is generally the quickest way to reach someone and explain the severity of the problem you are reporting. Since Urgent tickets generally impact operations of the agency, we prefer a phone call so that we can confirm the severity with you and give you a ticket number immediately. See contact info below for more information.
- Any issue compromising or preventing a facility from performing daily job functions related to commissary and/or inmate banking. Urgent issues are top priority and assigned out accordingly. The assigned Analyst will be responsible for replying to the customer within an hour of receiving the case and will work until the urgent issue has been resolved. Any follow up items stemming from the urgent issue will be handled as standard priority through resolution. Urgent issues include, but are not limited to the following services where the service is unavailable without a workaround:
  - o Sending/Ordering/Processing Commissary orders
  - o Sending/Ordering/Processing Trinity Take Out (TTO) orders
  - o Deposit Services – anything preventing deposit transactions from being applied onto the resident financial account for all inmates at an agency.
  - o Lobby Kiosks – hardware issues preventing family/friends from depositing funds onto the resident financial account
  - o Inmate phone time availability
  - o Direct Link Trust – anything preventing resident outbound calls
  - o Inmate Booking
  - o Inmate Release
  - o Facility server/hardware offline, database failure
  - o Creation of new resident accounts and/or updating existing resident accounts via manual entry or an integration.

### Level 2 – Escalated

- Any issue not immediately compromising or preventing facility from performing daily job functions related to commissary and/or inmate banking. Escalated issues are second level priority, behind active urgent cases. The assigned Analyst will be responsible for replying to the customer within two hours of receiving the case and will work through the escalated issue with the customer until resolution. Escalated issues could include, but are not limited to:
  - o Billing issues related to commissary sales/refunds
  - o Non-critical resident account related issues
  - o Bank reconciliation/check/deposit issues not immediately affecting business

### Level 3 – Standard

- Any longer term issue that does not immediately compromise daily job functions. Standard issues are third level priority, behind both active urgent and escalated cases, and may have potential resolution of 5 days or longer. The assigned Analyst will be responsible for replying to the customer within four hours of receiving the case and will work with the customer through resolution.
- The Analyst is also responsible for keeping the customer updated on progress as needed. Standard issues could include, but are not limited to:
  - o Bank reconciliations and/or general journal reconciliations not immediately affecting daily functions
  - o Report creations/modifications





**Priority Assignment:** In the event you are not satisfied with the assigned priority level or have not received a response to your inquiry within the anticipated response timeframes, please send an email to the Support Services escalation address [escalations@keefegroup.com](mailto:escalations@keefegroup.com) to let us know the urgency of the issue. The Support Services Management Team will escalate the ticket as required. An updated response will be sent to notify you that we have acknowledged and addressed the change request. If further clarification is needed, a representative from the Management Team will call the requestor.

**Contact Information:** There are two ways to contact the Support Services Department:

- 1) [KCNHelpdesk@keefegroup.com](mailto:KCNHelpdesk@keefegroup.com)
  - a. The Support Services email is actively monitored Monday through Friday, 8am – 5pm CST
- 2) 1.800.864.5986
  - a. The toll free phone number is available 24 / 7 / 365
  - b. During business hours, Analysts are available to assist customers Monday through Friday, 6am – 7pm CST.
  - c. On weekends, and outside of above mentioned business hours, on-call Analysts are available to assist customers. Customers will call the toll free number and be asked to leave a voicemail. An on-call Analyst will call the customer back within 30 minutes of them leaving a voicemail.

**Escalation Path:** If you are unable to reach the Analyst assigned to your case, you are not contacted in the defined timeframes, or feel that you need to escalate the situation, please send an email to the Support Services escalation address [escalations@keefegroup.com](mailto:escalations@keefegroup.com). A member from the Management Team will be in contact with you as soon as possible. If it's afterhours, the quickest way to escalate would be to call our toll free number 1.800.864.5986 to engage the support team, and if needed ask to speak with a manager.

For your reference, the following is a list of the Support Services Managers:

Tier 1 Support -

- Shohn Lorenz ([slorenz@keefegroup.com](mailto:slorenz@keefegroup.com)) - IT Manager for the Tier 1 support team
- Tier 1 team handles all incoming incidents for Keefe and Trinity phones and email submissions

Tier 2 Support -

- Ryan Lurk ([rlurk@keefegroup.com](mailto:rlurk@keefegroup.com)) - IT Manager for the Hardware/Infrastructure support team
  - Servers, client workstations, printers, scanners, vending machines, inmate edge kiosks, network/communication, etc.
- Rob Sanders ([rsanders@keefegroup.com](mailto:rsanders@keefegroup.com)) - IT Manager for the Inmate Enablement support team
  - Deposit services, email, release, media
- Justin Perry ([juperry@keefegroup.com](mailto:juperry@keefegroup.com)) - IT Manager for the Commissary/Integration support team
  - Processing orders/refunds, various interfaces, inmate edge kiosk software, TEX, etc.
- Christina Stuckey ([christina.stuckey@trinityservicesgroup.com](mailto:christina.stuckey@trinityservicesgroup.com)) – IT Manager for the Cobra Banker/Canteen Manager support team
  - Software, hardware, inmate POD kiosks, various integrations, etc.
- Hannah Wickers ([hwickers@keefegroup.com](mailto:hwickers@keefegroup.com)) - Financial Services Manager for the Customer Accounting support team
  - Daily work flows, cash drawers, balancing, bank reconciliations, etc.

Senior Management -

- Dan Delmore - Senior IT Manager for the Support Services Management Team
  - [ddelmore@keefegroup.com](mailto:ddelmore@keefegroup.com)
- Tricia Boucher – Vice President for the Support Services Management Team
  - [tboucher@keefegroup.com](mailto:tboucher@keefegroup.com)

10880 Lin Page Place • St. Louis, Missouri 63132-1008 • 314.919.4100 • 800.864.5986 • Fax: 314.919.4109

**Keefe Commissary Network • Keefe Group • Trinity Services Group**



**PROPOSED STAFF RESUME FOR RFP 99SWC~S1154**

*A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.*

<b>Company Name Submitting Proposal:</b>	<i>Advanced Technologies Group</i>
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<i>Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.</i>			
<b>Contractor:</b>	<i>X</i>	<b>Subcontractor:</b>	

<i>The following information requested pertains to the individual being proposed for this project.</i>			
<b>Name:</b>	<i>Ajit Kumar</i>	<b>Key Personnel: (Yes/No)</b>	<i>Y</i>
<b>Individual's Title</b>	<i>Senior Vice President</i>		
<b># of Years in Classification:</b>	<i>20+</i>	<b># of Years with Firm:</b>	<i>20+</i>

<p><b>BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE</b>  <i>Information should include a brief summary of the proposed individual's professional experience.</i></p>
---

*Responsible for delivering fiduciary solutions to large correctional agencies. Manage the team that develops and supports the following applications:*

*Trust Account and Restitution System - Advanced Technologies Group's (ATG) cloud enabled Offender Funds Administration (OFA) is specifically designed to manage offender funds and trust accounts for institutions, and community-based correction facilities. It incorporates sophisticated transaction automation that dramatically reduces the time needed to perform these functions while enforcing consistent accounting processes. At the same time its extensive transaction integrity and security system ensures that the system inherently meets auditor requirements, thereby eliminating many non-productive tasks such as printing and filing daily transaction journals. It supports real time integration with other systems such as commissary, medical, telephone and case management so that inmate accounts are always current. The extensive reports included with the system allow users to analyze information from any perspective and the system also supports use of third-party analytical software.*

*Commissary Operations -- Advanced Technologies Group's (ATG) cloud enabled Commissary Operations Module is a state-of-the-art commissary system specifically designed for the unique requirements of the corrections industry. It manages commissary operations and inventory for multiple correctional facilities. The system dramatically reduces personnel time needed to conduct business by automating all routine and tedious steps of performing purchasing, inventory and sales processes. At the same time it improves data accuracy and provides a comprehensive set of analytical tools to aid commissary operations and facility security.*

*Inmate enablement System – A key component in successfully reducing recidivism is to ensure that inmates are better prepared to assimilate into the society when they are released. Advanced Technologies Group (ATG) has developed a cloud enabled Inmate Enablement platform, a multi-faceted system that provides inmates with tools that will prove vital to their transition back into society. These tools not only expose inmates to living and work skills utilized in today's world, but also facilitate self-management skills that will prove important as they reintegrate into society.*

*Our Inmate Enablement platform allows offenders to electronically manage various aspects of their lives. This includes managing outgoing payments and account balances, communicating with family, friends and institutional staff, and accessing an electronic law library, the electronic media store and electronic messaging. This platform provides inmates with an opportunity to learn computer and keyboarding skills and keep up with technological trends, which make them more desirable to future employers upon release.*

*At the same time, the Inmate Enablement platform helps the Department of Corrections (DOC) become more efficient. As inmates become more proficient at using computers, they are able to look up much of the information that they previously requested of staff. Additionally, this reduces the amount of printed material that needs to be distributed. The system also enables staff to proactively gather information such as electronic surveys, grievance processing and commissary orders. Finally, the Inmate Enablement program has been remarkably successful at gainfully occupying inmate time.*

*Please see below the list of agencies that use these systems. Combined they represent over 400K inmates.*

#### **RELEVANT EXPERIENCE**

**Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.**

**Managed the deployments, and subsequent support of following projects at correctional agencies**

- **Trust and Restitution Account System**
  - *Federal Bureau of Prisons*
  - *California DOC*
  - *Iowa DOC*
  - *Idaho DOC*
  - *Michigan DOC*
  - *Nevada DOC*
  - *Oklahoma DOC*
  
- **Commissary System**
  - *Federal Bureau of Prisons*
  - *California DOC*
  - *Iowa DOC*
  - *Idaho DOC*
  - *Michigan DOC*
  - *Nebraska DOC*
  - *Oklahoma DOC*
  
- **Inmate Enablement System**
  - *Federal Bureau of Prisons*
  - *Iowa DOC*
  - *Idaho DOC*
  - *CoreCivic*
  - *Kentucky DOC*
  - *Massachusetts DOC*
  - *Maine DOC*
  - *Montana DOC*
  - *US Navy*
  - *Nevada DOC*
  - *Rhode Island DOC*
  - *Wisconsin DOC*

#### **EDUCATION**

**Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.**

*Master's in Science – Business Analytics - University Of Iowa - 2020*  
*Master's in Business Administration - University of Lucknow (India) - 1989*  
*Bachelor's in Commerce - University Of Lucknow (India) - 1986*

## **CERTIFICATIONS**

*Information required should include: type of certification and date completed/received.*

*Project Management Professional - Project Management Institute 2006*

## **REFERENCES**

*A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.*

**Reference #1 - Mr. Robert Dobroski - Deputy, Chief Trust Fund Branch  
Federal Bureau of Prisons**

**Email: rdobroski@bop.gov**

**Phone: (202) 616-7398**

**Fax: None**

**Reference #2 – Ms. Michele Gomez - Accounting Administrator II  
CDCR – Accounting Services Branch**

**Email: Michele.Gomez-Essex@cdcr.ca.gov**

**Phone: (279) 300-5679**

**Fax: None**

**Reference #3 – Mr. Gary C. Temple - Director, Support Services  
Massachusetts Department of Correction**

**Email: Gary.Temple@doc.state.ma.us**

**Phone: (508) 422-3429**

**Fax: None**

**PROPOSED STAFF RESUME FOR RFP 99SWC~S1154**

*A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.*

<b>Company Name Submitting Proposal:</b>	<i>Advanced Technologies Group</i>
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<i>Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.</i>			
<b>Contractor:</b>	<i>X</i>	<b>Subcontractor:</b>	

<i>The following information requested pertains to the individual being proposed for this project.</i>			
<b>Name:</b>	<i>Greg Eekhoff</i>	<b>Key Personnel: (Yes/No)</b>	<i>Y</i>
<b>Individual's Title</b>	<i>Vice President</i>		
<b># of Years in Classification:</b>	<i>20+</i>	<b># of Years with Firm:</b>	<i>20+</i>

<p><b>BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE</b>  <i>Information should include a brief summary of the proposed individual's professional experience.</i></p>
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*Responsible for delivering offender managements solutions to large correctional agencies. Manage the team that develops and supports the following applications:*

*Food Service and Nutrition System (FNS) - Providing nutritious, low-cost meals to ever-increasing numbers of offenders is a formidable challenge that Department of Corrections (DOC) face today. The Advanced Technologies Group's (ATG) cloud enabled Food Service Management System (FSMS) addresses this challenge in a manner that benefits offenders and agencies alike. The system incorporates features that help agencies reduce the cost of procurement and nutrition analysis. The FSMS also includes specific work processes that enable agencies to employ and train offender workers; this employment allows DOC agencies to reduce labor costs while providing the offenders with productive activity and skills that can be useful in gaining employment upon release. The system is a web/browser based solution, with a centralized database built on the latest technologies in the industry. This provides DOC agencies with the performance, scalability, and integration needed to feed large numbers of offenders in the most cost effective manner possible.*

*Successful food service programs require a high level of coordination between different sites and processes. FSMS achieves this coordination by integrating all of the key components of food services—meal planning, nutritional analysis, purchasing, and inventory management—into one easy-to-use system. Each component communicates automatically and seamlessly with the others, sharing data that drive decisions made by food service staff. FSMS users can create recipes and menus, track inventory in real-time, generate purchase orders, and complete other related tasks, all aided by information pulled from the integrated system.*

*Application Security Management System (ASMS) - Managing user credentialing, authentication and authorization for multiple applications is a big challenge for agencies, especially providing documentation of credentialing and authorization. ATG's Offender Management System includes ASMS, a centralized authorization system that all ATG applications trust for authentication and access control. Agency staff use ASMS to explicitly assign rights to users group and or users so that they are able to perform their tasks. ASMS has the capability to integrate with the agency's directory service, such as Microsoft's Active Directory or LDAP that defines user accounts and manages authentication. The ASMS optionally requires that users' rights are requested and approved by two separate individuals, and keeps an audit trail of all changes to users' rights. Extensive reporting is available to allow agencies to meet audit requirements.*

*Please see below the list of agencies that use these systems. Combined they represent over 200,400 inmates.*

## RELEVANT EXPERIENCE

*Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.*

*Managed the deployments, and subsequent support of following projects at correctional agencies*

- *Food Service Case Management System*
  - *Federal Bureau of Prisons*
  - *Iowa DOC*
  - *Michigan DOC*
  - *One Facility @California Dept of Corrections and Rehab.*
- *Application Security Management System*
  - *Federal Bureau of Prisons*
  - *Iowa DOC*
  - *Michigan DOC*

## EDUCATION

*Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.*

*Dordt University  
Sioux Center, IA  
Bachelor of Science, Computer Science (1994)*

## CERTIFICATIONS

*Information required should include: type of certification and date completed/received.*

## REFERENCES

*A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.*

### *Reference #1*

*Mr. Kevin Burtovoy, State Administrative Manager, Michigan Department of Corrections  
Email: BurtovoyK@michigan.gov  
Phone: 517-335-5949  
Fax: None*

### *Reference #2*

*Mr. Robert Dobroski, Deputy Chief Trust Fund Branch, Federal Bureau of Prisons  
Email: rdobroski@bop.gov  
Phone: 202-616-7398  
Fax: None*

### *Reference #3*

*Mr. Ronald Brown, National Food Service Program Coordinator, Federal Bureau of Prisons  
Email: rdbrown@bop.gov  
Phone: 202-514-5287  
Fax: None*



**PROPOSED STAFF RESUME FOR RFP 99SWC~S1154**

*A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.*

<b>Company Name Submitting Proposal:</b>	<i>Advanced Technologies Group</i>
--	------------------------------------

<i>Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.</i>			
<b>Contractor:</b>	<input checked="" type="checkbox"/>	<b>Subcontractor:</b>	<input type="checkbox"/>

<i>The following information requested pertains to the individual being proposed for this project.</i>			
<b>Name:</b>	<i>Mike Last</i>	<b>Key Personnel: (Yes/No)</b>	<i>Y</i>
<b>Individual's Title</b>	<i>Vice President</i>		
<b># of Years in Classification:</b>	<i>20+</i>	<b># of Years with Firm:</b>	<i>20+</i>

<p><b>BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE</b>  <i>Information should include a brief summary of the proposed individual's professional experience.</i></p>
---

*Responsible for delivering medical systems to large correctional agencies. Manage the team that develops and supports the following applications:*

*Electronic Health Records – Medical service providers in the corrections industry face unique challenges including a population with a greater need for health care, increased documentation requirements, need to transfer medical information quickly as inmates move between facilities and cater for different agenda inmates have when seeking medical services. Advanced Technologies Group's (ATG) cloud enabled Electronic Health Records (EHR) system was designed by nurses, doctors, pharmacists, counselors, and central office personnel experienced in the corrections industry to address these special challenges.*

*The cornerstone of our EHR is that it is designed to support the unique requirements of a correctional institution and address the special time sensitive processes such as medical intake, sick call, inmate movements, lockdowns, etc. Its unique multi-level scheduling system enables the Department of Corrections (DOC) to efficiently utilize scarce medical resources. It also raises the level of care by using "wizards" to direct users to consistently collect all necessary information needed to make more informed assessments and diagnoses.*

*Pharmacy Administration System -- Inmates tend to need more medical care than the average individual, making the corrections industry particularly vulnerable to the rapid rise in health care costs. In addition to tracking current prescriptions and providing patient education, corrections pharmacists have the extra burden of dispensing medications in an environment where security is paramount. These special challenges demand a custom-built system. Advanced Technologies Group's (ATG) cloud enabled Pharmacy Administration System was designed from the beginning with input from providers in the corrections industry to cater to its unique characteristics.*

*Pharmacy Administration elevates the quality of care while improving inventory accuracy and management, and reducing maintenance time. Its core functionality automatically provides a full Drug Utilization Review (DUR), patient profile information and formulary/non-formulary checks as orders are being filled to help pharmacists choose the right medications. It also increases efficiency by automating many of the routine processes involved in filling orders. Extensive searching and reporting capabilities assist pharmacy personnel in managing inventory effectively, complying with applicable regulations, responding quickly to events such as recalls and applying for grants. The entire system is designed to cater to the unique security requirements of a correctional institution.*



**PROPOSED STAFF RESUME FOR RFP 99SWC~S1154**

*A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.*

<b>Company Name Submitting Proposal:</b>	<i>Advanced Technologies Group</i>
--	------------------------------------

<i>Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.</i>			
<b>Contractor:</b>	<i>X</i>	<b>Subcontractor:</b>	

<i>The following information requested pertains to the individual being proposed for this project.</i>			
<b>Name:</b>	<i>Shane Every</i>	<b>Key Personnel: (Yes/No)</b>	<i>Y</i>
<b>Individual's Title</b>	<i>Vice President</i>		
<b># of Years in Classification:</b>	<i>20+</i>	<b># of Years with Firm:</b>	<i>20+</i>

<p><b>BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE</b>  <i>Information should include a brief summary of the proposed individual's professional experience.</i></p>
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*Responsible for delivering offender managements solutions to large correctional agencies. Manage the team that develops and supports the following applications:*

*Case Management - An offender typically interacts with multiple Department of Corrections (DOC) personnel during the different stages of a crime's adjudication: pre-trial interviewers, presentence investigators, counselors, correctional officers, etc. Advanced Technologies Group's cloud enabled Case Management software is unique in its capability to support the entire continuum (pre-trial, incarceration, parole and public safety) of correctional services in a single integrated system. At each stage, DOC personnel spend considerable time and resources collecting necessary information. The majority of information garnered is stored locally in paper files or incompatible systems that are inaccessible to other DOC personnel. The expense of repeated data collection may be incurred upward of ten times during the first 60 days of interaction with an offender. Further, considering that a typical offender passes through the judicial and corrections system multiple times during their lifetime, the amount of redundancy that can be eliminated by a well-crafted central information system capable of supporting the various corrections services becomes overwhelmingly evident.*

*DOC typically represents one of the largest discretionary spending line items of a state budget. With offender population as well as cost of administering an offender ever increasing, DOC needs a system that can help evaluate the effectiveness of various programs and help identify under-utilized resources. At the same time, correctional officers and counselors need detailed individual information presented in a context that will aid in their efforts to increase personnel safety and reduce offender recidivism. A central information system designed to support such analytics enables the DOC to make more informed decisions and be more responsive to the legislature and other agencies. OMS Case Management addresses all of these issues by enabling agencies to have a centralized system that provides a comprehensive view of offenders and dramatically improves employee effectiveness.*

*Investigation System -- Security and efficiency at correctional institutions require advanced methods of organizing and communicating all types of information. Advanced Technologies Group's (ATG) comprehensive cloud enabled Investigation System (IS) provides correctional agencies with the means to store, analyze and disseminate the massive amounts of data collected in institutions every day. Our IS replaces outdated methods of recordkeeping with a streamlined, highly-automated system that manages data in all of the following areas:*

- Security Threat Group membership and roles*
- Managing and protecting Confidential Informants*

- *Incidents Reporting and Tracking*
- *PREA and Use of Force documentation*
- *Evidence items and subpoenas for these items*
- *Mechanism to collect General Intelligence*
- *Cases (Investigative and non-investigative)*
- *Referrals of cases and incidents to other agencies*
- *Breathalyzer and Urinalysis management.*

*Intelligence System – Advanced Technologies Group’s (ATG) cloud enabled Intelligence System is designed to aid in detecting and preventing unlawful inmate activity. The system consolidates and organizes information from multiple disparate systems in a manner that facilitates the identification of inmate-inmate and inmate-outside person relationships that may not have otherwise been readily apparent.*

*Inmates interact with other inmates or outside persons in many different ways: sending and receiving of money, phone calls, exchanging mail, participation in visits, involvement with volunteers and contractors, etc. Records of such interactions including details of persons involved are almost always managed by different systems which specialize in the particular function: telephone system, banking, visitation, volunteer/contractor management, etc.*

*Identifying common participants across these different systems is virtually impossible without this innovative intelligence system.*

*Please see below the list of agencies that use these systems. Combined they represent over 310,000 inmates.*

#### **RELEVANT EXPERIENCE**

*Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.*

*Managed the deployments, and subsequent support of following projects at correctional agencies*

- *Case Management System*
  - *Iowa DOC*
  - *Michigan DOC*
- *Investigation System*
  - *Federal Bureau of Prisons*
  - *Iowa DOC*
  - *CoreCivic*
- *Intelligence System*
  - *Federal Bureau of Prisons*
  - *Iowa DOC*
  - *Massachusetts DOC*

#### **EDUCATION**

*Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.*

*Central College, Pella, Iowa  
Bachelor of Arts – May 1997, Summa Cum Laude  
Mathematics Major, Computer Science Minor*

## **CERTIFICATIONS**

*Information required should include: type of certification and date completed/received.*

## **REFERENCES**

*A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.*

### **Reference #1**

**Sondra Holck, Executive Officer III, Iowa Department of Corrections**

**Email: [sondra.holck@iowa.gov](mailto:sondra.holck@iowa.gov)**

**Phone: 515-725-5738, Fax: None**

### **Reference #2**

**Kevin Burtovoy, State Administrative Manager, Michigan Department of Corrections**

**Email: [burtovoyk@michigan.gov](mailto:burtovoyk@michigan.gov)**

**Phone: 517-648-0337, Fax: None**

### **Reference #3**

**Darren Elliot, Project Manager, Michigan Department of Corrections Contractor**

**Email: [elliottd6@michigan.gov](mailto:elliottd6@michigan.gov)**

**Phone: 248-839-9161, Fax: None**

## PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

*A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.*

<b>Company Name Submitting Proposal:</b>	<i>Keefe Commissary Network</i>
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*Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.*

<b>Contractor:</b>		<b>Subcontractor:</b>	<input checked="" type="checkbox"/>
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*The following information requested pertains to the individual being proposed for this project.*

<b>Name:</b>	<i>Terry Schroeder</i>	<b>Key Personnel: (Yes/No)</b>	<i>Yes</i>
<b>Individual's Title</b>	<i>Group Vice President</i>		
<b># of Years in Classification:</b>	<i>10</i>	<b># of Years with Firm:</b>	<i>21</i>

### BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

*Information should include a brief summary of the proposed individual's professional experience.*

*2012 - Present: Group Vice President, Keefe Group Western Region. Responsible for all aspects of management and sales in the nine-state region.*

*2004 - 2012: Regional Vice President, Keefe Group Texas Region. Responsible for all aspects of management and sales and operations in the three-state region.*

*1996 - 2001: General Sales Manager, WWL, KPNT, WVRV radio. Recruited, trained and managed sales staff to achieve sales goals.*

*1990 - 1996: Local Sales Manager, Account Manager KMOX Radio, KMOX/KMOV-TV. Broadcast Sales Manager for St. Louis Cardinals baseball broadcasts. Recruited and managed sales staff to achieve sales goals.*

### RELEVANT EXPERIENCE

*Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.*

*Manage Regional Officers and sales staff in all aspects of all Keefe Group product lines.*

### EDUCATION

*Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.*

*University Of Missouri St. Louis: Major: Communications*

### CERTIFICATIONS

*Information required should include: type of certification and date completed/received.*

### REFERENCES

*A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.*

*Caroline Haack, ASO III & Commissary Contract Liaison, Arizona Dept of Corrections - 602.542.4924, email: chaack@azadc.gov*

*Karen Dalton, President, Dalton Consulting - 562.652.0179, email: ksddrph@aol.com*

*Rocky Advani, Contracts and Procurement Program Manager, Maricopa Association of Governments - 602.452.5081, email: radvani@azmag.gov*

## PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	<i>Keefe Commissary Network</i>
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Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.

Contractor:		Subcontractor:	<i>X</i>
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The following information requested pertains to the individual being proposed for this project.

Name:	<i>Dennis Dempsey</i>	Key Personnel: (Yes/No)	<i>Yes</i>
Individual's Title	<i>Group Vice President</i>		
# of Years in Classification:	<i>12</i>	# of Years with Firm:	<i>18</i>

### BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

*1989-2003: Enterprise Rent A Car Regional Area Manager, San Francisco Bay area. Oversaw 6 locations in the San Jose, CA area. Responsible for training personnel, Sales, Customer Service/Customer Satisfaction goals, fleet growth.*

*2003-Present: Stared career with Keefe as an Account Manager  
Promoted to Regional Vice President in 2007.*

### RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

*Currently oversees Keefe's West Coast bulk commissary operations which includes a liaison/service relationship to Nevada DOC, Oregon DOC, Alaska DOC/General Sales, and California DOC. Other bulk customers include Federal, State and County bulk/commissary sales and service.  
I have directly managed Nevada DOC business since 2016.  
In addition, direct oversight for 4 Account Managers responsible for sales and customer satisfaction.*

### EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

*Graduated from CSU Sacramento CA in 1988: BA- Finance*

### CERTIFICATIONS

Information required should include: type of certification and date completed/received.

### REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

*Caroline Haack, ASO III & Commissary Contract Liaison, Arizona Dept of Corrections  
Phone number 602-542-4924, email: [chaack@azadc.gov](mailto:chaack@azadc.gov), Fax number – n/a*

**Anita Nelson, Statewide Distribution Manager, Oregon Department of Corrections**  
**Phone number: 503-932-8376, email: [Anita.M.Nelson@doc.state.or.us](mailto:Anita.M.Nelson@doc.state.or.us), Fax number – n/a**

**Charlotte Enriquez, BMAA-IWF, California Department of Corrections**  
**Phone number 916-255-1012, email: [Charlotte.Enriquez@cdcr.ca.gov](mailto:Charlotte.Enriquez@cdcr.ca.gov), Fax number – n/a**



## PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	<i>Keefe Commissary Network</i>
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Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.

Contractor:		Subcontractor:	<input checked="" type="checkbox"/>
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The following information requested pertains to the individual being proposed for this project.

Name:	<i>Michael Manning</i>	Key Personnel: (Yes/No)	<i>Yes</i>
Individual's Title	<i>Vice President</i>		
# of Years in Classification:	<i>12</i>	# of Years with Firm:	<i>12</i>

### BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

*20+ years of managing companies' overall sales and operations.*

### RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

*TKC Holding/Centric Group- 2003- Present- Currently VP of Access Corrections Payment Division, St. Louis, MO.  
Oversaw start-up and overall business for the following statewide DOC Deposit/Payment services*

*Utah DOC and AP&P                    2009 - Present  
Kansas DOC                            2010 - Present  
Oregon DOC                            2011 - Present  
Idaho DOC                              2011 - Present  
Al DOC                                  2012 - Present  
Nevada DOC                          2014 - Present*

### EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

*University Of Central FL, Orlando, FL – BS Business Administration August 1994*

### CERTIFICATIONS

Information required should include: type of certification and date completed/received.

### REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

*Utah DOC- Brian Allgaier, Financial Manager (810) 545-5541 - [ballgaier@utah.gov](mailto:ballgaier@utah.gov)  
Oregon DOC- Bob Culp, Central Trust Manager (503) 378-5872 - [Bob.A.Culp@DOC.State.OR.US](mailto:Bob.A.Culp@DOC.State.OR.US)  
AL DOC- Robert Brantley, Asst. Finance Director (334) 353-5561 - [robert.brantley@doc.alabama.gov](mailto:robert.brantley@doc.alabama.gov)*



**SECTION VI**  
**OTHER INFORMATIONAL**  
**MATERIAL**



## OTHER INFORMATIONAL MATERIAL MASTER AGREEMENT

### Section 4: Administrative and Technical Response Requirements

#### 4.1 Mandatory Minimum Administrative Proposal Requirements

This section contains the minimum requirements that must be met in order to be considered for the evaluation phase. All of the items described in this section are non-negotiable. All Offerors must state willingness and demonstrate ability to satisfy these requirements in the proposal submitted for consideration.

Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

Financial information and documentation to be included in Section 2.11.5, Part III – Confidential Financial Information.

- Dun and Bradstreet Number
- Federal Tax Identification Number

***ATG Response: ATG has read, understands, and will adhere.***

***Advanced Technologies Group, LLC (herein “ATG”) is willing to exceed all expectations as listed within this RFP.***

***ATG’s technical expertise and experience across the country provides us an understanding of each department’s specific needs and allows us to facilitate successful turnkey operations. As a leader in the industry, ATG can provide its partners with all of these services and technologies.***

***Please see the following pages for ATG’s company overview as well and information on its parent company, Keefe Group, LLC. ATG will partner with its affiliate Keefe Commissary Network, LLC for kiosks and services within this RFP.***





***Keefe Group, LLC is comprised of six business units: Keefe Supply Company, Keefe Commissary Network, Inmate Calling Solutions, Access Securepak, Access Corrections, and Advanced Technologies Group. The Department will be able to contract with any one of these entities on an individual level or through a combination of services utilizing multiple business units. Keefe’s services will be inclusive of all costs and provided at no cost to the Department, with exception of those provided by Advanced Technologies Group, which may be paid for individually or through partnerships with either Keefe Supply Company, Keefe Commissary Network, or Inmate Calling Solutions. Please see below for overviews on each business line offered.***

***Keefe Supply Company (Bulk Services) offers wholesale items for the Department to purchase and facilitate an in-house commissary operation. Keefe Supply can provide standardized menus with up to 5000 commissary products. Shipments to the facility will be made within a 48-hour delivery window.***

***Keefe Commissary Network (KCN) offers fully privatized commissary services with order fulfillment completed by KCN. KCN staff will pick and package individual resident orders, and through contract negotiations, is able to deliver completed orders to the detainee population. A portion of all sales can be returned to the Department in the form of a commission rate. KCN can customize its commissary operation to meet the specific needs of the Department through additional technologies.***

***Keefe Commissary Network is additionally able to provide Resident Vending, a vending machine program that offers detainees immediate access to select commissary items. Snacks and cold beverages will be made available to residents through cashless debiting of detainee accounts. Resident Vending can be managed by KCN or provided as a bulk service. When managed by KCN, KCN staff will fill and maintain vending machines and the Department will be provided a commission rate on all sales. With bulk vending, the Department will purchase product from KCN, stock and maintain Keefe provided vending machines, and determine resident facing pricing while retaining profits. Resident Vending may be provided independent of a privatized commissary operation or as a supplemental service.***

***Inmate Calling Solutions offers innovative telecommunications products and technologies to the correctional market. ICSolutions’ advanced call-processing platform includes unique capabilities, features, and investigative tools that help facilities manage the flow of telephone communication between the detainee and their family and friends. A variety of payment plans and calling options, coupled with live customer service agents, translate to more call completions, greater customer satisfaction, and increased revenues for the facilities.***

***Access Securepak offers a comprehensive custom package program allowing friends and family the opportunity to order commissary for residents. Orders may be placed online, through the phone, or with pre-printed order forms. Securepak offers safe and secure packages to reduce the time spent by the Department searching packages for contraband and can be customized with weight and spending limits, as well as any other requested restrictions. A commission may be provided to the Department for all Securepak sales. Securepak acts as a supplemental revenue stream to standard commissary, as sales are derivative from funds outside of detainee accounts and therefore do not affect regular commissary ordering habits.***





*Access Corrections offers deposits services to securely accept detainee funds via phone, web, mobile app, lobby kiosk, and lockbox. Transactions rules and limits may be enforced. User information is validated against public and private data to deliver a pass/fail real-time decision. Keefe additionally employs an internal investigation team to monitor suspicious activity using software and databases to prevent fraud before transactions are completed. Access Corrections' Data Detective software will allow Department staff to search varying degrees of separation to establish links from resident to resident or end user to end user.*

*Advanced Technologies Group offers correctional software solutions through its Offender Management Suite, Unit Manager Dashboard, and Tablet program. ATG's Offender Management Suite includes the following individual modules: Intelligence System, Trust and Restitution Accounting, Commissary Operations (software & hardware), Inmate Enablement, Electronic Health Records, Pharmacy Administration, Inmate Telephone system, Food Service Management, Case Management, and Investigation System. The Unit Manager Dashboard software collects and presents actionable resident information when transitioning between shifts to reduce potential overtime wages and streamline the shift change process. ATG's tablet program offers residents access to educational and entertainment content as well as messaging services with friends and family and may be provided on 1:1 tablet to resident subscription model or through individual purchase. Each of ATG's software solutions may be contracted individually and/or negotiated as a value add to contracts with Keefe Supply Company, Keefe Commissary Network, or Inmate Calling Solutions.*

*To provide the best service, Keefe has twenty-two (22) warehouse locations totaling nearly 1.7 million square feet, shipping over 20 million pounds of inventory per month and carrying over \$90 million in inventory daily. Our products are not sold in any other market. KCN manufactures and distributes commissary and canteen items specifically designed for the correctional industry.*

*In addition, Keefe offers toll-free 24 hour technical services support, seven days a week, 365 days a year. We understand the importance of a timely response to technical questions and staff our call center with highly trained technicians committed to delivering the highest level of customer service. We employ seasoned computer experts that dedicate their time to insure all systems are properly designed and maintained. Technical assistance is always available and we respond quickly to make sure your needs are addressed.*

*We have experience working with correctional facilities with inmate populations from 20 to over 80,000! Our support, customer relationships and overall performance have combined to produce one of the lowest attrition rates in the industry. Our long-tenured success with many of our client's is a testament to the service we provide. Our goal is to understand completely the needs of YOUR account and offer our experience to find solutions. We approach each account as a partnership and Keefe looks forward to working with NASPO on an award for RFP #99SWC-S1154 for Inmate Communications.*

*ATG's financial information has been provided in Part III of the RFP.*

## **4.2 NASPO ValuePoint Master Agreement Statement of Compliance**

NASPO ValuePoint Master Agreement(s) resulting from this RFP will constitute the final agreement except for negotiated terms and conditions specific to a Participating Entity's





## Participating Addendum.

The Master Agreement will include, but not be limited to, the NASPO ValuePoint Standard Terms and Conditions in Attachment A and Lead State specific terms and conditions required to execute a master agreement, the scope of work (Attachment B) and selected portions of the Offeror's Proposal.

This section highlights particular terms and conditions of NASPO ValuePoint Master Agreement Terms and Conditions, although Offerors will be bound to all the terms and conditions when executing a Master Agreement as shown in Attachment A. Offerors must include a statement in their Proposal that they have read and understand all of the terms and conditions as shown in the Master Agreement (Attachment A).

***ATG Response: ATG has read and understands all of the terms and conditions as shown in the Master Agreement (Attachment A) of this RFP.***

### **4.2.a Insurance**

To be eligible for award, the Offeror agrees to acquire insurance from an insurance carrier or carriers licensed to conduct business in each Participating Entity's state at the prescribed levels set forth in Section 13 of the NASPO ValuePoint Master Agreement Terms and Conditions.

Describe your insurance or plans to obtain insurance satisfying the requirements in Section 13.

***ATG Response: ATG has read, understands, and will adhere.***

***Please see Keeffe's response to Attachment K – Insurance.***

### **4.2.b NASPO ValuePoint Administrative Fee and Reporting Requirements**

To be eligible for award, the Offeror agrees to pay a NASPO ValuePoint administrative fee as specified in Section 5.2 of the NASPO ValuePoint Master Agreement Terms and Conditions.

Moreover, specific summary and detailed usage reporting requirements are prescribed by Section 5.3 of the NASPO ValuePoint Master Agreement Terms and Conditions.

Offeror shall identify the person responsible for providing the mandatory usage reports. This information must be kept current during the contract period. Contractor will be required to provide reporting contact within 15 days of Master Agreement execution.

***ATG Response: ATG has read, understands, and will adhere.***

***Upon award of the contract, ATG will provide the person responsible for providing the mandatory usage reports as noted in Section 5.3 of the NASPO ValuePoint Master Agreement.***





#### 4.2.c Promotion of the NASPO ValuePoint Master Agreement

The NASPO ValuePoint Master Agreement Terms and Conditions include program provisions governing participation in the cooperative, reporting and payment of administrative fees, and marketing/education relating to the NASPO ValuePoint Cooperative Procurement Program. Technical and management evaluation factors may include evaluation of: the likely effectiveness of the Offeror’s promotion of the Master Agreement; the Offeror’s understanding of and approach to administration of and reporting under the Master Agreement; the risk that Offeror’s contractual obligations to other procurement cooperatives’ may impede achievement of the objectives of the ValuePoint cooperative procurement program, in which case awards could be Lead-State-Only awards. In this regard,

- a. Briefly describe how you intend to promote the use of the Master Agreement.

***ATG Response: ATG will educate our Regional Officers as to the specifics of the Master Agreement and how to promote its use within each of their respective regions. We will hold a meeting with all Managers and salespeople to provide an overview of the program, its advantages and how it can effectively provide procurement solutions for our customers.***

- b. Knowing that state procurement officials (CPO) must permit use of the Master Agreement in their state, how will you integrate the CPO’s permission into your plan for promoting the agreement?

***ATG Response: ATG will develop and implement an internal approval procedure which includes written approval and inclusion of the CPO’s.***

- c. Public entities are sensitive to “scope” issues, that is, whether performance is within the intended scope of the solicitation as awarded. In the context of your method of promoting agreements of this nature, how would you clarify any questions regarding the scope the agreement with respect to any potential order?

***ATG Response: ATG will work with Keefe who is familiar with the nuances of NASPO contracts. Should a question arise, the Primary Contract from Keefe will communicate with NASPO personnel and Heather Moon, Purchasing Officer from Nevada State Purchasing to clarify and issues.***

- d. Through its Cooperative Development Coordinators and Education & Outreach team, NASPO ValuePoint assists Lead States by engaging contractor’s in strategies aimed at promoting master agreements. What opportunities and/or challenges do you see in working with NASPO ValuePoint staff in this way?

***ATG Response: ATG/Keefe will coordinate a Zoom meeting with the NASPO Outreach Team and the entire Keefe Officer, Management and Sales staff to educate and develop effective strategies to promote the NASPO program to a higher level of awareness and success with our customers.***





- e. Does your company participate in any other public procurement cooperatives? If yes, explain any restrictions or requirements that other cooperatives place on your company for participating with NASPO ValuePoint.

***ATG Response: Advanced Technologies Group (ATG) currently participates in the Federal GSA procurement agreement which by law mandates lowest pricing and MIDeal.***

#### **4.2.d Usage Fee and Reporting Plan**

Offerors shall include in their proposals a detailed plan for meeting the usage fee and reporting requirements of NASPO ValuePoint and Participating States. All information within the plan must be kept current, with NASPO ValuePoint and the Lead State Contract Administrator being notified of any changes to the usage fee and reporting plan immediately.

The plan shall include but not be limited to the following components:

- a. Offerors shall identify the person responsible for providing the mandatory usage reports.

***ATG Response: The person that will be responsible for providing the mandatory usage reports is John Shoemake at the Keefe Corporate office.***

- b. Offerors shall identify the method and frequency in which usage data will be collected from authorized distributors.

***ATG Response: ATG/Keefe does not use authorized distributors under our NASPO Master Services agreement.***

- c. Offerors shall identify the method in which usage fees will be distributed to NASPO ValuePoint and applicable Participating States.

***ATG Response: ATG/Keefe has established a plan for collecting and reporting required information as outlined in this document to follow NASPO reporting and fee payment requirements.***

***Summary sales data will be quantified quarterly for all NASPO participating contracts with accounting records used in the normal course of business and reviewed by management prior to being submitted to NASPO per the Master Services Agreement or as required by Participating State contracts. Sales by state will be loaded to NASPO's website (<http://calculator.naspo.valuepoint.rog>) on a quarterly basis within thirty days after each calendar quarter end. Related fees will be paid by check within sixty days of quarter end. Supporting detailed sales data will be quantified daily for all NASPO participating contracts with accounting records used in the normal course of business and reviewed by management prior to being submitted to NASPO per the Master Services Agreement or as required by Participating State contracts. The reports shall be submitted electronically in the form required by the solicitation and will be submitted to the Lead State and NASPO ValuePoint Cooperative Development Team within thirty days after the end of each calendar quarter end.***







***ATG/Keefe will provide the NASPO ValuePoint Cooperative Development Coordinator with an executive summary each quarter that includes a list of states with active Participating Addendum, states that Keefe is in negotiations with, and Participating Addendum roll out or implementation activities along with any issues. The executive summary will be submitted within thirty days after each calendar quarter end.***

- d. Offerors shall identify the method in which up-to-date information will be provided to NASPO ValuePoint and the Lead State Contract Administrator.

***ATG Response: ATG/Keefe has established a plan for collecting and reporting required information as outlined in this document to follow NASPO reporting and fee payment requirements.***

***Summary sales data will be quantified quarterly for all NASPO participating contracts with accounting records used in the normal course of business and reviewed by management prior to being submitted to NASPO per the Master Services Agreement or as required by Participating State contracts. Sales by state will be loaded to NASPO's website (<http://calculator.naspovaluepoint.rog>) on a quarterly basis within thirty days after each calendar quarter end. Related fees will be paid by check within sixty days of quarter end. Supporting detailed sales data will be quantified daily for all NASPO participating contracts with accounting records used in the normal course of business and reviewed by management prior to being submitted to NASPO per the Master Services Agreement or as required by Participating State contracts. The reports shall be submitted electronically in the form required by the solicitation and will be submitted to the Lead State and NASPO ValuePoint Cooperative Development Team within thirty days after the end of each calendar quarter end.***

***ATG/Keefe will provide the NASPO ValuePoint Cooperative Development Coordinator with an executive summary each quarter that includes a list of states with active Participating Addendum, states that Keefe is in negotiations with, and Participating Addendum roll out or implementation activities along with any issues. The executive summary will be submitted within thirty days after each calendar quarter end.***

### **4.3 Lead State Terms and Conditions**

The Lead State reserves the right to negotiate additional terms and conditions in its Participating Addendum. Offerors shall submit a statement that they understand they may be required to negotiate these additional terms and conditions when executing a Participating Addendum.

***ATG Response: ATG has read, understands, and will adhere.***

***ATG understands they may be required to negotiate additional terms and conditions when executing a Participating Addendum with the Lead State.***

### **4.4 Participating State Terms and Conditions**

For informational purposes only, some Participating State specific Terms and Conditions are





provided in Attachments to this solicitation and will be negotiated with other Participating States after award of the Master Agreement. Each State reserves the right to negotiate additional terms and conditions in its Participating Addendums. Offeror shall submit a statement that they understand they may be required to negotiate these additional terms and conditions when executing a Participating Addendum.

***ATG Response: ATG has read, understands, and will adhere with 4.4.***

***ATG understands they may be required to negotiate additional terms and conditions when executing a Participating Addendum with another Participating State.***

***In addition, please note ATG's response to 2.14 and 2.15 of the NASPO RFP.***

## **2.14 Offeror Exceptions to Terms and Conditions**

The Lead State discourages exceptions to contract terms and conditions in the RFP, attached Participating Entity terms and conditions (if any), and the NASPO ValuePoint Master Agreement Terms and Conditions. Exceptions may cause a proposal to be rejected as nonresponsive when, in the sole judgment of the Lead State (and its sourcing team), the proposal appears to be conditioned on the exception or correction of what is deemed to be a deficiency or unacceptable exception and would require a substantial proposal rewrite to correct.

Offerors should identify or seek to clarify any problems with contract language or any other document contained within this RFP through their written inquiries about the RFP using the process in **Section 2.1**.

Moreover, Offerors are cautioned that award may be made on receipt of initial proposals without clarification or an opportunity for discussion, and the nature of exceptions would be evaluated. Further, the nature of exceptions will be considered in the competitive range determination if one is conducted. In the sole discretion of the Lead State, exceptions may be evaluated to determine: the extent to which the alternative language or approach poses unreasonable, additional risk to the state; is judged to inhibit achieving the objectives of the RFP; or whose ambiguity makes evaluation difficult and a fair resolution (available to all Offerors) impractical given the timeframe for the RFP. Exceptions may result in a Proposal being rejected as nonresponsive and the Lead State is under no obligation to consider exceptions.

***ATG Response: ATG has read and understands.***

***Keefe requested in the first round of Questions and Answers to NASPO and answered January 21, 2022:***

Please clarify what NASPO defines “tangible media or products” to indicate.

Also, we anticipate that a number of deliverables under the Master Agreement will involve software and/or related intellectual property which is wholly comprised of Contractor’s Intellectual Property





created independent of the Master Agreement. These Contractor Intellectual Property deliverables would fall into one of three categories that will determine the type of license offered by Contractor:

- (1) software for use by the government client, not sale, licensed pursuant to a term license that runs concurrently with the term of the Master Agreement;
- (2) media players and content (i.e., songs, videos, games, etc.) available on said devices that will be made available under a subscription model or rental where the license to use the player and content will run concurrently with the subscription/rental purchased by the inmate/end user; or
- (3) media devices and content sold to the inmate/end user where the inmate/end user will receive a perpetual license to use the Contractor Intellectual Property in the device and content.

Therefore, because granting a blanket “perpetual license” for all Contractor Intellectual Property is not appropriate for all Contractor offerings, will the State consider amending the language in Section 11.3 to grant licenses based on which of the aforementioned categories the Contractor Intellectual Property falls? In all cases, only the right to use the intellectual property is granted, user cannot transfer the right or make derivative product(s).

***NASPO’s response was:***

Reasonable modifications to this section will be reviewed and considered following submission of proposals. Please submit proposed modifications via red-lines included with your proposal.

***ATG/Keefe requests the following edits to Section 11.3:***

**11.3 License of Pre-Existing Intellectual Property.** Contractor ~~grants to the Purchasing Entity a nonexclusive, perpetual, royalty free, irrevocable, license to use, publish, translate, reproduce, transfer with any sale of tangible media or Product, perform, display, and dispose of the Intellectual Property, and its derivatives, used or delivered under this Master Agreement, but not created under it (“Pre-existing Intellectual Property”).~~ The Contractor shall be responsible for ensuring that this license is consistent with any third-party rights in the Pre-existing Intellectual Property.

***Amended Section 11.3 to read:***

**Contractor will grant licenses based on which of the below categories the Contractor Intellectual Property falls:**

- (1) software for use by the government client, not sale, licensed pursuant to a term license that runs concurrently with the term of the Master Agreement;***
- (2) Any perpetual software license purchased by government client allows the client to use the Software at the named facilities in perpetuity pursuant to a terms the license which includes the government client to license all facilities within 24 months, and to acquire annual***





*maintenance for their software which computed to be 8% of all licenses purchased and paid customizations.*

- (3) media players and content (i.e., songs, videos, games, etc.) available on said devices that will be made available under a subscription model or rental where the license to use the player and content will run concurrently with the subscription/rental purchased by the inmate/end user; or**
- (4) media devices and content sold to the inmate/end user where the inmate/end user will receive a perpetual license to use the Contractor Intellectual Property in the device and content.**

**The Contractor shall be responsible for ensuring that this license is consistent with any third-party rights in the Pre-existing Intellectual Property.**

**2.15 Certification of Non-Debarment**

Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor’s ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed.

Does any of the above apply to your company?

Yes		No	<b>X</b>
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If “Yes”, please provide the following information. Table can be duplicated for each issue being identified.

Question	Response	
Date of alleged contract failure or breach:		
Parties involved:		
Description of the contract failure, contract breach, or litigation, including the products or services involved:		
Amount in controversy:		
Resolution or current status of the dispute:		
If the matter has resulted in a court case:	Court	Case Number
Status of the litigation:		

Each vendor must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigations pending which involves the vendor or in which the vendor has been judged guilty or liable. Failure to comply with the terms of this





provision may disqualify any proposal. The State reserves the right to reject any proposal based upon the vendor's prior history with the State or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures. Refer generally to NRS 333.335.

The Offeror certifies that neither the Offeror nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (Master Agreement) by any governmental department or agency. If the Offeror cannot certify this statement, attach a written explanation for review by the Lead State.

***ATG Response: ATG has read and understands 2.15 and has nothing to report.***





## OTHER INFORMATIONAL MATERIAL

### Section VI – Other Informational Material

Vendors must include any other applicable reference material in this section clearly cross referenced with the proposal.

***ATG Response: ATG has read, understands, and will adhere.***

***Please see the following pages for additional information on services within the proposal, as well as Value Add opportunities.***

#### **ATG's Offender Management Suite**

***Established in 1991, Advanced Technologies Group (ATG) is unique in that we focus solely on providing innovative solutions to large state and federal correctional agencies.***

***ATG's Offender Management Suite (OMS) provides solutions which address all the different aspects of managing offenders at a State DOC and each solution is designed to support the entire supervision continuum – pre-trial, pre-sentence, probation, incarceration, work release, parole, and post release. We have software that supports:***

- ***Case Management***
- ***Trust and Restitution Accounting***
- ***Commissary Operations***
- ***Electronic Health Records***
- ***Pharmacy Administration***
- ***Inmate Enablement***
- ***Critical Incident Reporting and Investigation System***
- ***Food Service and Nutrition Management***
- ***Intelligence System***

***Each of these systems can be licensed independently, allowing the State to select, procure and implement only those systems they need. The systems share a common platform, share a database system, and integrate seamlessly with each other should the DOC be interested in streamlining additional aspects at a later date. All systems are specifically designed to address the unique challenges faced by correctional agencies.***

***To ensure that our OMS addressed the needs of practitioners, we developed the systems by interviewing over 1,800 users from different areas of multiple correctional agencies. We also conducted in-depth interviews with DOC's sister agencies (Attorney General's Office, State Auditors, Citizen's Ombudsmen, Court Information Systems, Judges and Clerk of Courts, Public Safety, Legislative Bureau, etc.) so that the system would allow the DOC to benefit from***





*efficiencies through electronic interfaces with those other governmental entities. ATG's OMS is data driven and outcome focused, it enables DOC Executive Management to make more informed decisions on how to improve offender re-entry initiatives, reduce recidivism and improve operational efficiencies.*

*ATG is located in West Des Moines, IA and is a team of 68; led by a ten-person management team. Our management team has been together for, and each member has at least, 20 years of experience implementing solutions at correctional agencies. Our company wide average tenure is over ten years. Each member of our team assigned to this project has expertise in specific aspects of the correctional systems, truly understands the workflow details involved in supervising offenders: from intake, to assessment, to housing, to case planning, to time computation and related administration tasks such as transportation, grievance processing, appeals, etc. Having worked closely with multiple large correctional agencies has also imparted a deep appreciation for the mission of the correctional agencies. We understand the importance systems have on both officer safety and their work environment as well as its impact on the offender population.*

*Our experience working directly with the officers, our team grasps even the salient requirements when issues are described by the end-user. The result is a well-designed solution that addresses the agency's specific needs while improving officer efficiencies that will save the DOC both time and money. It will also consistently look for opportunities to help the officer's become more effective in changing offender behavior. As our existing customers will confirm, this not only provides the DOC with immediate, but also long term, benefits as DOC staff will have continued access to the ATG staff that were involved from the beginning of their specific project.*

*While ATG's success and reputation speaks clearly for itself, we are also a proud member of the larger Keefe Group. Since 1975, Keefe Group has serviced the correctional market exclusively.*

*Please see the following pages for ATG's informational brochure detailing its software solutions.*





**Advanced Technologies Group**  
A Keefe Group Company

**Innovative Solutions for Progressive  
Correction and Rehabilitation Agencies**







# OFFENDER MANAGEMENT SUITE

ATG is unique in that we focus exclusively on providing our innovative solutions to state and federal correction and rehabilitation agencies. Advanced Technologies Group's (ATG) Offender Management Suite (OMS) was developed by interviewing over 1,000 users from different areas of the Department of Corrections

(DOC), Attorney General's Office, State Auditors, Citizen's Ombudsmen, Court Information Systems, Judges and Clerk of Courts, Public Safety, Legislative Bureau and several other agencies. OMS facilitates efficient daily operations of the DOC and strategic management decisions.





Each system provides DOC central office and line staff with services that make tasks simpler. ATG made a very deliberate decision to design each system to be licensed, installed and operated independently. This allows DOC to procure only what they need and also ensures that changes to one system does not unknowingly impact another. Each of our systems is designed to work seamlessly with the others, providing customers with additional efficiencies. Having a common central database supporting institutions, community based corrections and field offices, allows Executive Management to make more informed decisions on how to improve offender re-entry initiatives, reduce recidivism and improve operational efficiencies. Furthermore, OMS is specifically designed to support sharing of information between agencies, such as Public Safety and Court Information Systems.

ATG's systems are delivered from a cloud with the client workstation using a standard browser to access the system. We share our deep knowledge of correctional operations and systems infrastructure with the agency's IT team to identify the best means of deploying the systems: leverage DOC's existing infrastructure, or utilize ATG's secure cloud or any combination of both. Our data center is monitored 24/7/365 and is audited annually using SSAE-16 SOC I Type II guidelines.

ATG continues to advance corrections software and processes. We have worked extensively to find ways to help correctional staff complete their work more efficiently by adding native support for handheld devices (PDAs and smartphones) allowing officers to access latest information directly from the cloud. This improves officer's decision making while away from their desk as well as safety for community corrections staff.



**TRUST & RESTITUTION ACCOUNTING**

Manage offender funds and automate debt collections using robust and secure financial transaction mechanisms.



**COMMISSARY OPERATIONS**

Manage institutional and centralized commissary sales and inventory, and support "earned incentive" programs.



**INMATE ENABLEMENT**

Inmate access to institution approved features such as secure tablets and MP3, Email, Commissary Ordering, Staff Correspondence, Grievance Tracking, Account Lookup, Contact Administration etc.



**ELECTRONIC HEALTH RECORDS**

Better leverage scarce medical personnel through online medical records, scheduling and use of process "wizards" to improve quality of care.



**PHARMACY ADMINISTRATION**

Assist pharmacists with dispensing prescriptions and managing pharmaceutical purchasing and inventory.



**INMATE TELEPHONE SYSTEM**

Provide a reliable, secure and scalable inmate phone system at a cost capable of generating revenue.



**FOOD SERVICE MANAGEMENT**

Administer meal plans, perform nutritional analysis. Automate procurement and provide oversight of critical control points.



**CASE MANAGEMENT**

Increase efficiency of corrections officers and counselors, and simultaneously equip Executive Management with strategic information needed to reduce recidivism, operate and fund the DOC.



**INVESTIGATION SYSTEM**

Coordinates intra-agency and public communication about incidents, manages inmate and staff investigations, and evidence control.



**INTELLIGENCE SYSTEM**

Incorporate information from various operations systems into a consolidated, linked view of all activities. Provide security personnel with a tool to rapidly identify patterns.



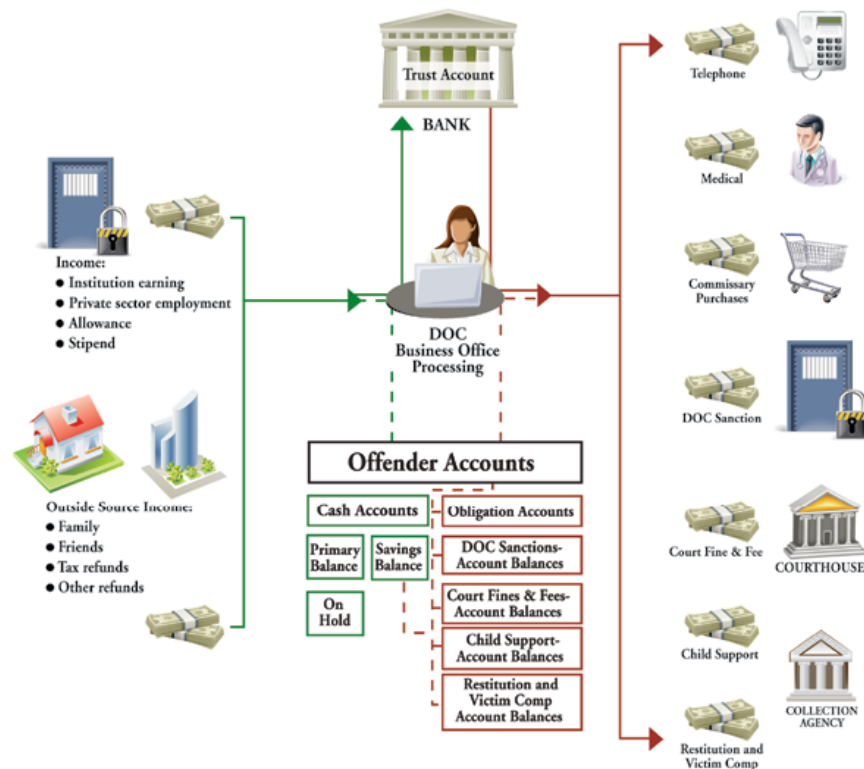


# TRUST & RESTITUTION ACCOUNTING

## Executive Overview

Advanced Technologies Group's (ATG) cloud enabled Trust & Restitution Accounting (TRA) is specifically designed to manage offender funds and trust accounts for institutions, and community-based correction facilities. It incorporates sophisticated transaction automation that dramatically reduces the time needed to perform these functions while enforcing consistent accounting processes. At the same time its extensive transaction integrity and security system ensures that the system inherently meets auditor requirements, thereby eliminating many non-productive tasks such as printing and filing daily

transaction journals. It supports real time integration with other systems such as commissary, medical, telephone and case management so that inmate accounts are always current. The extensive reports included with the system allow users to analyze information from any perspective and the system also supports use of third-party analytical software. An overview of the Trust & Restitution Accounting processes are pictured below:





## System Benefits

The Windows-based TRA system helps correctional operations realize several benefits including the following:

### Increase Accuracy and Information Timeliness

The system automatically updates all records associated with a particular type of transaction, thereby eliminating the common problem of users forgetting to fully update all their records. It also automates the complex calculations associated with determining collections for court-ordered obligations, making them error-free, faster to complete, consistently implemented and therefore increases total collections.

### Reduce Personnel Resources Required

Extensive use of customized automation routines reduces the amount of human resources required to accomplish offender and trust account management tasks.

### Increase Accessibility to Useful Information

The system's database was specifically designed for corrections to allow detailed analysis of offender transactional history from any perspective (e.g., date, location, agency, offender, item, etc.). There are numerous reports, as well as the flexibility to perform customized queries and create reports using third party business intelligence software.

ATG has developed a special transactional message-queuing technology to consolidate data. This technology allows Department of Corrections (DOC) to implement servers at individual sites and still enjoy the benefit of a consolidated database.

### Reduce Number of Checks Written and Reconciled

By consolidating payments made by multiple offenders to the same payee (e.g., clerks of county courts), the system dramatically reduces the number of checks written, thereby saving personnel time needed to write and reconcile bank statements. For each such check, it automatically prints a detailed roster of transactions that make up the check amount.

### Reduce Time to Implement Regulatory Changes

Its unique modular design, allows changes to be made quickly and easily to ensure compliance with regulatory or operationally driven changes.

### Increase Defensibility Against Lawsuits

TRA enables the DOC to enforce consistent processes at institutions and community-based facilities which can be remotely monitored and audited. This increases defensibility of any offender lawsuit alleging disparate and/or inappropriate financial processes and procedures between facilities.

### Scalability

The architecture provides scalability for a wide range of implementations. Whether used in a decentralized manner at each single location correctional facility or in a centralized manner at the entire Federal Bureau of Prisons with correctional facilities, complexes, and offices located across the country, TRA can scale to fit the size and the budget.

## System Features

System functionality is extensive and customizable. The key system functionality includes:

### Primary and Savings Accounts

Each offender can have a Primary account and a Savings account. The Primary account is used like a checking account for offender purchases and payments. The Savings account can be used to assist offenders in setting aside money, including "gate money" to be used after release. Optionally, agencies can earn interest on the savings account; the system will compute the inmate's share of the interest and will generate the necessary 1099 forms.

### Obligation/Debt Management

The system provides for the entry and accounting of offender obligations. Each offender can have multiple types of debts (restitution, fines, court fees, victim compensation, etc.) with unlimited instances of each type.

### Income Process

The system has the flexibility to implement different rules based on the type of income, such as the amount of time funds are held before they can be spent, the types of obligations that can be serviced, the amount of funds that can be used to service obligations. Furthermore, it can accept payroll in electronic format which eliminates errors and reduces the time and effort needed post income.

### Lockbox Processing

TRA supports having a central site to collect and process funds received on behalf of all offenders. The system will then intelligently post the funds to the appropriate institution and optionally provide a facsimile of the negotiable instrument associated with a particular transaction. This feature is valuable to large organizations where the processing and auditing cost associated with handling of funds is significant.





### **EFT Interfaces**

ATG has existing relationships with a variety of EFT vendors and has developed the necessary interfaces between TRA and these vendors' systems to enable centralized processing of deposits to offender's accounts.

### **Automatic Collections**

Deductions for obligation payments and savings are automatically computed and completed when income transactions are entered. Deductions can be applied differently to various types of income such as institution earnings versus outside employment. The offender's Primary, Savings and Obligation accounts are all simultaneously updated and checks are queued for printing. Should an income be entered erroneously and subsequently voided, all the deductions are automatically reversed and the appropriate accounts updated.

### **Global Deductions**

The system provides the capability to execute a Global Deduction to impact all offender accounts meeting user-defined criteria. This can be executed on demand or as a scheduled event.

### **Offender Budgets**

The system supports interactive creation of a budget between offender and the counselor. The system automatically populates the budget with the offender's unpaid obligations and known recurring expenses. The counselor simply enters the amount for each line item. The system allows the Business Office to maintain control over actual expenditures, as they "commit" the budget to actually implement the budgeted transactions.

### **Withdrawals Process**

TRA eliminates duplication of efforts and ensures consistent implementation of rules that govern the withdrawal process. It supports scheduling withdrawals in advance so that periodic withdrawals are automatically imposed. This flexibility extends to scheduling withdrawals for multiple offenders simultaneously. For example, a particular group of offender accounts can be automatically debited every month for cable TV fees. TRA has the capability to accept withdrawal requests in electronic or bubble-form format to automate this process even further.

### **Offender Transfers**

The system automates the process of transferring offender's accounts between institutions. It consolidates

the offender's accounts at the losing institution, depending upon DOC's rules this may include releasing held funds, retrieving money from other systems like telephone and debit cards, and paying all debt-collections made to date. It then creates the account at the gaining institution and transfers the offender's funds and also transfers records of unsatisfied obligations to the gaining institution. This eliminates transfer delays, ensures accurate movement of inmate funds, and preserves the offender's debt obligations.

### **Offender Releases**

The system records the offender's release address, consolidates the offender's account, satisfies all debts that can be legally collected, and disburses remaining funds. If in the future the institution receives additional funds for the inmate, the system will automatically collect unsatisfied debts and disburse remaining funds to the release address.

### **Rent Charges**

The system automatically assesses rent for selected offenders and tracks their rent balance. The system allows the customer to define any number of rental rates (OWI, federal offender, etc.) and apply them to an offender. Rent balances are considered an obligation and therefore can be serviced using any/all payment methods: Automatic Deductions, Global Deductions, Offender Budgets, or manual withdrawal.

### **Integration with DOC's General Ledger**

Every entry in TRA is linked to a transaction type to which business office personnel can assign general ledger codes. ATG will customize TRA's general ledger interface to electronically transfer necessary transactions to the DOC's general ledger.

### **Auditable Transactions**

All transactions entered in the system are stamped with date, time, user name, and location identifiers. Through combined use of transaction logging, on-line queries and built-in reports, the system provides a complete audit-trail for all transactions.

### **Bank Interfaces**

TRA has the capability to interface with the agencies central bank to implement the positive pay process and import electronic bank statements to facilitate the reconciliation process.



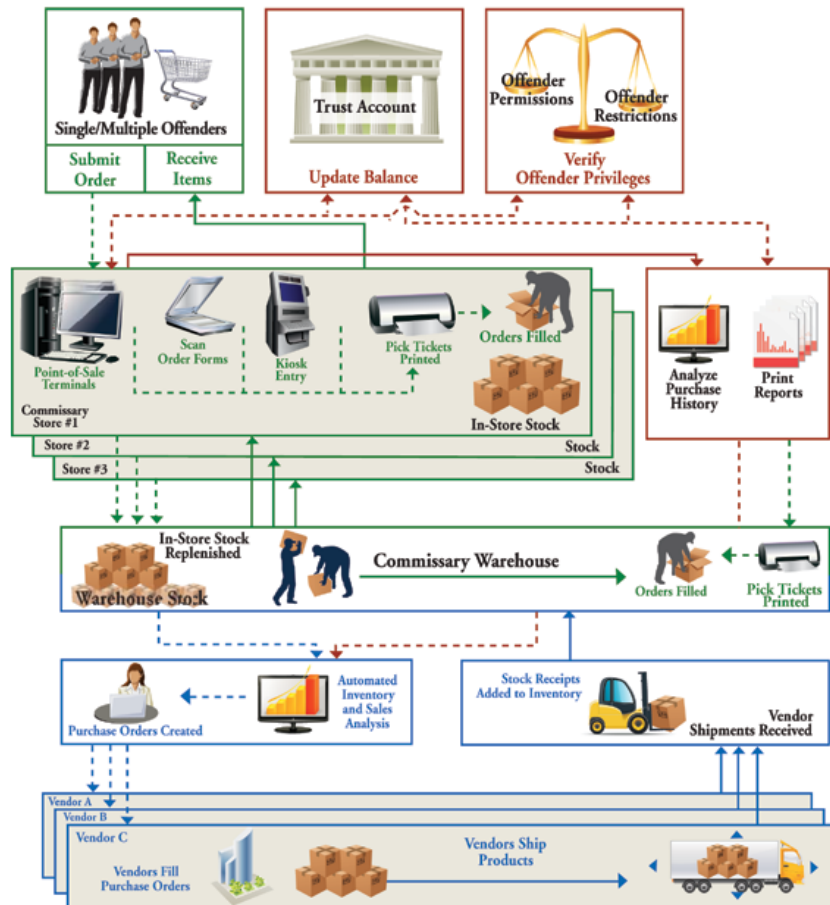


# COMMISSARY OPERATIONS

## Executive Overview

Advanced Technologies Group's (ATG) cloud enabled Commissary Operations Module is a state-of-the-art commissary system specifically designed for the unique requirements of the corrections industry. It manages commissary operations and inventory for multiple correctional facilities. The system dramatically reduces personnel time needed to conduct business by automating

all routine and tedious steps of performing purchasing, inventory and sales processes. At the same time it improves data accuracy and provides a comprehensive set of analytical tools to aid commissary operations and facility security. Pictured below is an overview of the application process:





## System Benefits

### Faster and More Accurate Commissary Transactions

The system automates all pre-sales checks needed to verify whether the offender is allowed to purchase a particular item, including implementing the Department of Corrections' (DOC) earned incentive programs such as spending limits, access to items, quantity limits, etc. Its real-time interface with the Trust & Restitution Accounting system ensures that offenders are not able to spend more than their available funds. By collecting these disparate functions into one cohesive activity, the system also ensures accuracy of information.

### Reduce Personnel Required For Commissary and Warehouse Inventory Management

Through the use of sophisticated software routines, UPC scanners and handheld devices, the system reduces the amount of human resources required to process commissary orders and manage warehouse inventory.

### Increased Accessibility to Useful Information

The Commissary system's database is specifically designed to allow detailed analysis of offender transactional history from virtually any perspective (e.g., date, facility, offender, item, etc.). There are numerous reports that enable warehouse, business office and security personnel to complete their responsibilities with ease. The Commissary Operations system supports the use of third-party statistical analysis software to access its database.

### Centralize Control and Program Review

Customers can choose whether to implement database servers at each individual site, or one database at a central site. The Commissary system employs a highly optimized custom transactional message queuing technology for data replication which allows customers to enjoy the benefits of a central server, even if they have independent servers deployed at each site.

The system uses the same technology to support a hierarchy of rules. At the central server, users can enter information such as policy changes and general ledger updates that are replicated to each institution. This allows central office to set the parameters which govern the application behavior and enforce organizational-wide rules. Similarly, each institution and housing unit can set their own parameters.

### Increase Efficiency in Purchase Order Processing

The Commissary Operations system incorporates very sophisticated inventory and sales analytics to determine optimal levels of inventory. The user has the option to use the system's recommendation to generate purchase orders, thereby freeing them from complex and time-consuming inventory calculations.

### Increase Commissary Profitability

With access to real-time information, sophisticated analytics and automated purchase ordering, users are able to better manage their inventory assets. The system has demonstrated its ability to simultaneously increase inventory turnover while also increasing fill rates. This reduces the capital needed to purchase inventory and personnel needed to manage inventory while maximizing sales by eliminating outages of fast moving and higher margin items, and reducing losses caused by product spoilage or expiration. All of these directly lead to increased profitability.

### Auditable Transactions

Each transaction entered in the system is stamped with date, time, user ID, and location ID. Transaction cannot be deleted or changed after it is written to the database. Changes can only be made by adding a new transaction to void previous entry. In combination, the system's transaction logging, on-line queries, and extensive reporting capabilities provide a complete audit-trail for all transactions.

## System Features

System functionality is extensive and is specifically designed to be customized. Key features of the Commissary Operations System are described below:

### Sales Process

The system offers multiple ways to execute commissary transactions ranging from point-of-sale terminals, to scanning bubble coded order forms, to batch processing of imported order files, or to enabling offenders to enter the order using kiosks or a phone system. All methods provide for validation of inmate privileges, real time debits to the offender account and real-time inventory update.

Each offender order that is processed goes through numerous checks to determine availability of funds, availability of inventory, and to verify whether the offender is permitted to purchase ordered items based on medical conditions and privilege levels. The following provides more detail on how the checks are established.

### Quantity Limits

Limits can be established in the following ways:

- unit or dollar amounts
- item, category and department levels





• per purchase or for an inmate's lifetime  
The system will compute and impose the most restrictive limit.

**Permitted & Limited Restriction Lists**

Lists of items that are allowed to be purchased can be created as "Permitted Lists". Quantities of items that are allowed to be purchased can be created as "Limited Lists". Both of these types of lists can be assigned to an offender, a living unit and/or an entire facility. Each list can contain multiple items and impose its own dollar limit. Multiple lists can be applied to an offender at the same time.

**Offender-Specific Limits**

In addition to the restrictions mentioned above, offenders can have specific limits assigned to them including:

- Purchase Dollar Limit - maximum dollars to be spent on a given order/time period.
- Restricted Items - specific items a given offender is not allowed to order.
- Item Quantity Limit - specific quantity limit for a Restricted Item.
- Restriction Reason Code - for each restricted item, a specific code can be assigned to provide clarification.

Examples are: Disciplinary, Drug Interaction, or Diabetic.

**Purchasing and Receiving Process**

The Commissary system tracks current rate of consumption and inventory levels for each item. This information combined with user determined shelf quantity and lead time for product delivery is used to determine appropriate inventory levels. The system suggests purchase order quantities and tracks the receipts to ensure proper accounting of payables.

To simplify this process and reduce costs, the system supports the purchase of items in bulk while sales are made in smaller denominations. For example, commissary may sell ramen noodles in packs while purchasing may be done in case or pallet level. All the cost accounting, inventory and markup calculations are automatically handled by the Operations System.

**Vendor Information**

Store and keep track of vendor information including: corporate address, billing address and multiple contacts for each vendor. There are also indicators for vendors who do partial shipments which tie into the backorder processing engine. The system tracks vendors' performance in terms of their ability to meet promised delivery dates.

**Inventory Management**

Users define values for parameters that system uses to manage inventory levels by automating purchases based on real-time sales, inventory movement and adjustments.

Some of the parameters controlled by the user are listed below:

- Historical Period - the time period used to determine daily averages.
- Lag Time - time period assigned to individual vendor to cater for delay in delivery of an order.
- Shelf Life - target number of weeks for inventory turnover for specific items or category of items.
- Reorder Lot - minimum unit quantity to be used when reordering specific items.

Each institution may have multiple inventory locations, as defined by person(s) responsible for the inventory. The system tracks inventory by location so that authority and responsibility are tied together. It allows for the inventory to move between locations through a formal inventory movement order. To facilitate physical count of inventory, users have the option of using the same handheld computers that are used to receive items at the warehouse.

**Inventory Item Information**

The system maintains many other item specifics such as description, UPC code, vendor and vendor-SKU, department and category classifications, markup, and other qualifiers. These are used to help the DOC have a better view of inmate's purchasing habits and trend analysis.

**Integration with DOC's General Ledger**

Every transaction in the Commissary System links to a transaction type; purchases, sales, inventory adjustment, etc. For each transaction type, business office personnel can assign general ledger codes. ATG will customize the Commissary System's general ledger interface to ensure that all necessary transactions can be electronically sent to the DOC's general ledger in a format the latter can handle.

**Biometrics Interface**

The system has the functionality built in to interface with a finger print reader and display the inmate's picture for a dual verification – speeding up the sales process.







# INMATE ENABLEMENT

## Executive Overview

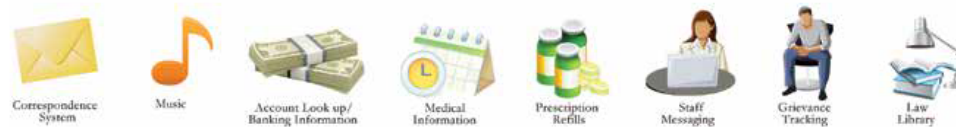
A key component in successfully reducing recidivism is to ensure that inmates are better prepared to assimilate into the society when they are released. Advanced Technologies Group (ATG) has developed a cloud enabled Inmate Enablement platform, a multi-faceted system that provides inmates with tools that will prove vital to their transition back into society. These tools not only expose inmates to living and work skills utilized in today's world, but also facilitate self-management skills that will prove important as they reintegrate into society.

This platform provides inmates with an opportunity to learn computer and keyboarding skills and keep up with technological trends, which make them more desirable to future employers upon release.

At the same time, the Inmate Enablement platform helps the Department of Corrections (DOC) become more efficient. As inmates become more proficient at using computers, they are able to look up much of the information that they previously requested of staff. Additionally, this reduces the amount of printed material that needs to be distributed. The system also enables staff to proactively gather information such as electronic surveys, grievance processing and commissary orders. Finally, the Inmate Enablement program has been remarkably successful at gainfully occupying inmate time.

Our Inmate Enablement platform allows offenders to electronically manage various aspects of their lives. This includes managing outgoing payments and account balances, communicating with family, friends and institutional staff, and accessing an electronic law library, the electronic media store and electronic messaging.

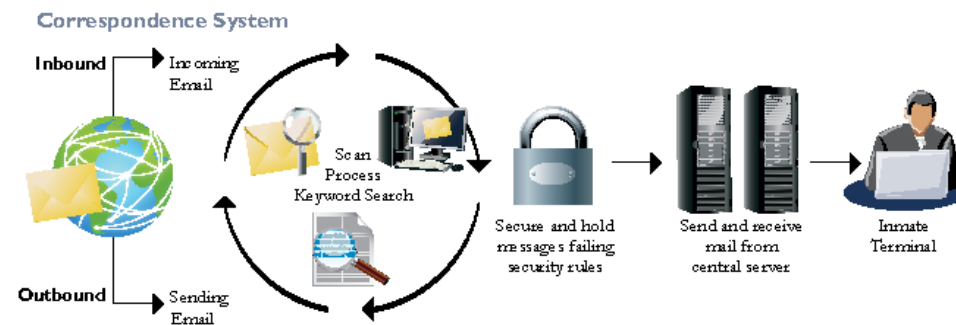
### Inmate Enablement



## Correspondence System

ATG's Correspondence System (CS) is designed to assist the DOC's inmate re-entry initiatives by providing inmates with a convenient and economical option to interact with family and friends. Ongoing communication has proven

to help inmates preserve and foster personal relationships; these relationships are critical to offenders' successful re-acclimation to public life later on. It also provides inmates with an opportunity to learn computer and keyboarding





skills. The Correspondence System teaches an inmate the basics of composing a message, managing an inbox and address book, and navigating an email account. The inmates use a very secure messaging application that tightly controls their correspondence; inmates can only send and receive "email" messages from approved addresses. Furthermore, they are not able to send or receive any attachments such as pictures or documents.

CS significantly reduces the amount of DOC personnel's time required to manage mail. First, its built-in keyword search capability automatically marks all emails for review that meet DOC's security criteria, thus eliminating time wasted reviewing benign messages. Second, CS reduces the amount of regular inmate mail that is handled by the institution, which in turn reduces opportunities for

introduction of contraband, and time spent reviewing contents and distributing mail. Finally, electronic correspondence can be retained in the system as long as the DOC wishes to store it. Messages can be searched, indexed and analyzed.

ATG developed CorrLinksSM as an environment for inmate families to conveniently and economically interact with their loved ones. The families utilize an Internet accessible website to pay for and use the service that accepts messages for delivery to inmates. CorrLinksSM enables inmates to have a quicker and more interactive alternative to postal mail while retaining the stated requirements of security and order in a correctional institution.

## Correspondence System Benefits

### Increased ability to retain correspondence records

Unlike postal mail, electronic correspondence can be retained within the system for as long as the DOC wants to store it. Furthermore, the messages are stored in a format that can be searched, indexed and analyzed in future investigations or to collect usage patterns and communication methods.

### Reduced personnel required for monitoring and distributing regular mail

CS reduces the amount of regular mail received by inmates which in turn reduces the time and effort required to review and distribute this mail. Reducing the volume of postal mail also has an ancillary benefit in that it reduces the opportunity for chemical or biological contraband to enter the institution.

### Increased security through reduction of "postal currency"

Since CS works without the need of paper stamps, which are often used as currency, the institution can more tightly control availability of postal stamps.

### Reduced Institutional Expenses

CS reduces DOC cost associated with providing supplies such as paper, envelopes and stamps.

### Authorized Privileges

CS provides DOC with another reward to promote good behavior. Inmates with this privilege have a productive way to spend time in a monitored area of the facility while learning new skills.

### Print Management

Inmates can purchase print credits to obtain paper copies of sent or received messages.

### Language Specification

CS allows inmates to select English or Spanish prompts.

## Correspondence System Security Features

### Pre-authorized Address Books

The system only allows incoming and outgoing messages from a pre-approved list of addresses. CS allows the DOC to place overriding controls to prohibit messages to specific addresses. It also allows recipients with a mechanism to proactively block emails from an inmate or the entire facility.

### Multi-levelled Rules and Control Parameters

The system allows control parameters such as message size, cost of print credits and keyword searches to be set at multiple levels. Currently, the system allows parameters to be controlled at an organization, institution, housing unit and inmate levels.

### Scrutiny Through Automation

The automated processing of security and delivery rules enables the system to scrutinize all messages for a constantly changing security landscape. These processes easily perform routine tasks to check every message for words or patterns. It marks those messages for review that meet the DOC's security criteria. By eliminating benign messages, the system makes the review process more efficient and effective.





**No Internet Access**

The security design model removes Internet access from inmates despite having access to messaging

Inmate workstations only run software designed for this proprietary message access and several layers of firewalls prohibit unauthorized activity.

**Music System**

The value and impact of music in a correctional environment is significant, as it offers a distraction and brings a degree of normalcy to an offender's life. The use of radios by offenders has long been an important way to stay connected with society and listen to music. Given the remote location and construction of many institutions, the radio provides few usable channels. Some facilities allow cassette or compact disc players, limiting the number of cassette tapes/CDs an offender can have in their possession. These audio devices are viewed as a security risk. The player's moving parts can be altered and the cassette tapes/CDs fashioned into weapons. Both can be easily stolen or traded and are a source of fights.

ATG's Music System (MS), by contrast, enables offenders to purchase and listen to music of their choice, while providing institutions with the ability to monitor usage. Offenders purchase specially secured MP3 music players through their institution's commissary operation. They can add songs by logging in to computer terminals and buying them through the electronic Media Store, while various safeguards protect against theft and misuse. Purchase of individual songs increases the amount and selection of music an inmate can possess.

This added source of entertainment and revenue improves institutional security by replacing cassette tapes/CDs. Corrections administrators can review all media purchases,

and can prohibit any song. The players are specifically designed for institutional use and contain no moving or weaponizable components, meaning they are much safer than the audio devices of the past. Customized firmware also ties each device to the offender who purchased it in order to prevent theft.

**Significant Source of Revenue**

MS provides a new and unique opportunity for generating revenue within institutions. The cost of ATG's songs and media players is extremely low relative to other comparable products; this allows agencies to set purchase prices that are both affordable for offenders and financially beneficial for institutions. The agency can control the sale price of the player as well as each song.

**Security**

Best of all, this added source of entertainment and revenue improves institutional security by replacing compact discs (CDs), which can be difficult to monitor from a quantity limit standpoint and potentially dangerous if broken. Corrections administrators can review all media purchases, and can prohibit the purchase of any song. The players are specifically designed for the correctional environment and contain no components that can be fashioned into a weapon, which provides an additional layer of safety within an institution. Customized firmware also ties each device to the offender who purchased it in order to prevent theft.

**Music System Features:**

**Media Players**

- The 8 or 16 GB player, which is custom-made for offender use, can hold approximately 1,800 songs or 3600 songs respectively and functions both as an MP3 player and as an FM Radio.
- The player comes with a pair of basic headphones, and is equipped with the following convenient features:
  - o Skip, back, pause and power buttons
  - o Repeat and shuffle settings
  - o Sleep timer
  - o Brightness controls
  - o English and Spanish language settings
  - o Clear plastic back to prevent storage of contraband inside the player
- Offenders can play music by artist, album, or song title, or they can create a Go Playlist from any of the songs on their device.
- The basic cost of the device is very low, and each agency may set its own purchase price, which can generate substantial revenue.
- Each player contains firmware that connects the device to a specific offender. Institutional staff can verify the ownership of the device at any time.
- As an additional safeguard against theft, offenders must use the inmate workstation to validate their players on a regular basis; the time required to perform the task is less than 15 seconds. If the deadline passes without revalidation, the players automatically shut down and become unusable.
- When an offender is released from incarceration, he or she can send the player to ATG to remove the firmware





that requires regular revalidation. The device can then be used as a normal MP3 player and radio.

**Managing and Purchasing Songs using inmate workstation**

- Inmates authenticate themselves and their device when they log into the system.
- The My Media screen allows offenders to view and manage their entire media library.
- The Media Store allows offenders to search for new songs by artist, song title, album title or genre. They are also able to listen to a brief clip of each song before purchasing to ensure that they are making the correct selection.
- Offenders can add songs to their Cart during their current session, or can place them on a Wish List, which flags them for future purchase. Items left in the Cart at the end of a session are automatically transferred to the Wish List if space permits. To purchase songs they simply press the purchase button that will deduct the

cost from available funds and immediately download available songs.

- Should the DOC wish, songs designated as explicit can be made unavailable for purchase, and administrators may prohibit any specific song. If a newly-prohibited song has already been purchased by an offender, the song is automatically removed the next time the player is validated and the offender is refunded the cost of the song.

**Reports**

- The system also allows administrators to view a variety of reports about the media players and purchased songs, including lists of expired devices, and media purchases by date and by inmate.
- System reports give institutional staff clear, up to the minute information about music access and purchasing in each facility.

**Add-on System Features**

**Banking Transactions**

Inmates can submit withdrawal requests, review incoming/outgoing transactions and manage their savings account.

**Contact Administration**

Inmates can also add and delete contacts to their phone, email, mail, visitor and video visitor lists.

**Medical Information**

Inmates can submit requests for medical appointments and request prescription refills.

**Staff Messaging**

Our staff messaging feature allows offenders to communicate with correctional staff regarding an array of topics such as housing, religious, visitation and commissary requests and/or inquiries. The process reduces the potential for miscommunication and expedites the response process. This communication can be preserved for the offender and staff to refer to in the future.

**Grievance Tracking**

Our paperless process allows offenders to initiate a formal grievance process electronically. Authorized correctional staff can review and reply to offenders. Each stage of this official communication is saved as long as the DOC wishes.

**Law Library**

Access to an electronic law library provides inmates with the legal resources they are entitled. ATG Inmate Enablement platform will integrate with DOC licensed law library product.



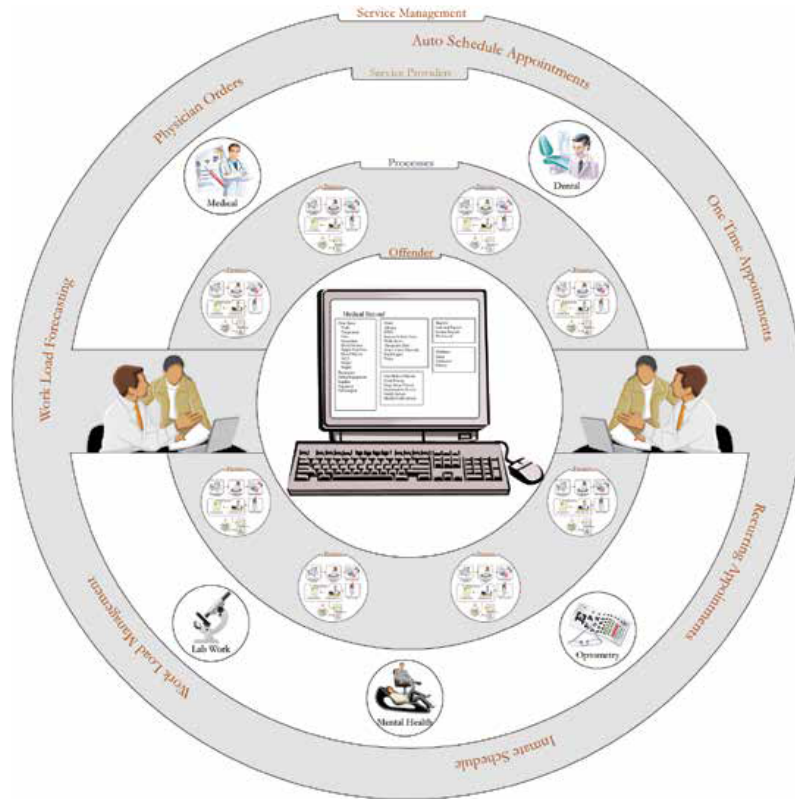


# ELECTRONIC HEALTH RECORDS

## Executive Overview

Medical service providers in the corrections industry face unique challenges including a population with a greater need for health care, increased documentation requirements, need to transfer medical information quickly as inmates move between facilities and cater for different agenda inmates have when seeking medical services. Advanced Technologies Group's (ATG) cloud enabled Electronic Health Records (EHR) system was designed by nurses, doctors, pharmacists, counselors, and central office personnel experienced in the corrections industry to address these special challenges.

The cornerstone of our EHR is that it is designed to support the unique requirements of a correctional institution and address the special time sensitive processes such as medical intake, sick call, inmate movements, lockdowns, etc. Its unique multi-level scheduling system enables the Department of Corrections (DOC) to efficiently utilize scarce medical resources. It also raises the level of care by using "wizards" to direct users to consistently collect all necessary information needed to make more informed assessments and diagnoses.



ELECTRONIC HEALTH RECORDS





## System Benefits

### Improve Accessibility of Medical Information

Over time, inmates' paper medical files become unwieldy to transport and nearly impossible to search. Through EHR online data store, providers have instant access to an inmate's complete medical history, giving them a more accurate picture of that inmate's health. This information is presented in tables, graphs and reports designed with provider input to maximize the usability of available information. Its carefully structured format ensures consistency and allows for easier scanning of detailed medical information.

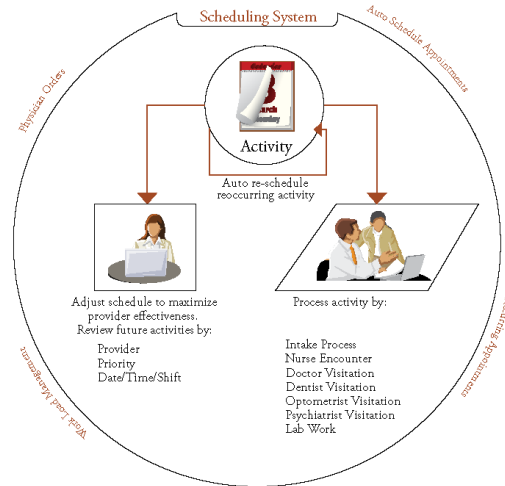
### Tighten Security of Sensitive Inmate Data

### Efficiently Leverage Medical Resources

Through the integrated scheduling system, administrative staff can manage appointment scheduling to minimize the personnel required while ensuring that required care is provided and follow-up visits are carried out. This automatically generated schedule can be viewed by institution, provider, activity and/or scheduled date. It gives staff the tools they need to review future schedules and balance workload with available resources and auto highlights activities that are past due.

### Analyze Data to Contain Outbreaks

The structure and centralization of medical data allows providers to easily search for trends. For example, medical



personnel can search for inmates recently complaining of nausea among the tens of thousands of encounters in the last month to help identify the geographic location of a flu outbreak. This significantly improves the staff's ability to detect and respond to infectious outbreaks.

Unlike users of paper-based systems, an EHR user has access to all inmate medical information on a need-to-know basis. The system's security controls the type of information and the facilities whose inmates are accessible to a given user. It also uses a screen-based security model that allows administrators to specify group and user-specific view, update and delete rights to each screen.

### Increase Quality and Consistency of Care

The system's wizards, created by carefully studying the actual procedures followed during medical visits, ensure that all essential steps are performed and that information is collected and stored in a uniform and readily accessible format. This ensures that policy and procedures are being followed, increasing the level of care while the automated record-keeping provides defensibility in case of lawsuits.

### Support Grant Applications and Other Reporting Needs

The structure of the database is designed to support grant applications, hypothesis testing, requirement forecasting and statistical reporting by allowing an authorized user to view summarized information on a wide variety of health problems over a given period of time.

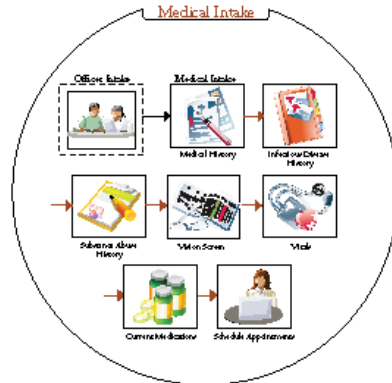


## System Features

### Medical Intake

The Medical Intake process wizard guides the nurse in the collection of information, which is then immediately available to the physician, reducing the need for repetitive questions during the physical examination. This has been shown to reduce the total physician contact time required for initial intake by over two thirds! Extensive information about the inmate is collected during this process, including:

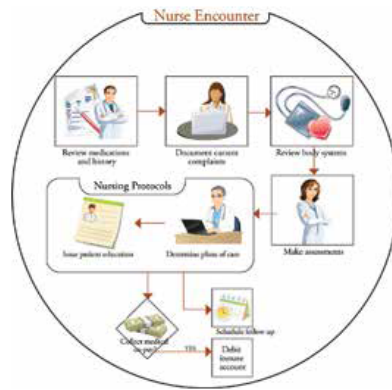
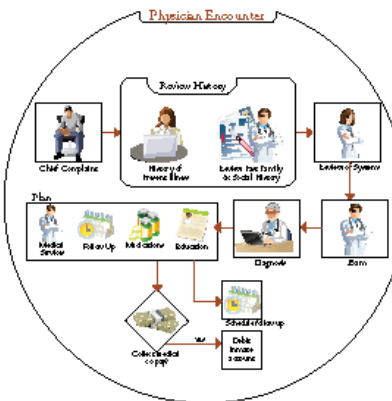
- Medical History
- Infectious Disease History
- Substance Abuse History
- Family History
- Vision Screen
- Vitals
- Immunization History
- Current Medications



### Nurse/Physician/Mental Health Encounter Process

These process wizards guide the medical staff through each part of the encounter process from history of present illness, past family and social history, review of body systems and physical exam to an assessment/diagnosis and eventual plan. Tools to help medical personnel during the encounter process include:

- Health Summary - This is a single point of reference giving detailed health information including an inmate's diagnosis history, allergies, encounters and prescriptions, and more.
- Patient Education Information - The system includes ready-to-print patient education information on a wide variety of topics in both English and Spanish.
- Electronic Forms - Many of the paper forms required can be accessed and filled out online, reducing overhead associated with storage, access and potential loss of paper forms.
- Flow Sheet Information - EHR maintains detailed information on each inmate including vitals, allergies, treatments, equipment, intake/output and immunizations. Where appropriate, these items can be graphed to show trends over time. For example, a physician can view a graph of a patient's blood pressure over a period of time to aid in a diagnosis or assess the effectiveness of a treatment.



### Activity Scheduler

The Activity Scheduler automatically schedules required follow-ups and recurring appointments and allows for the entry of one-time appointments. It also allows users to access a chronological listing of appointments that act



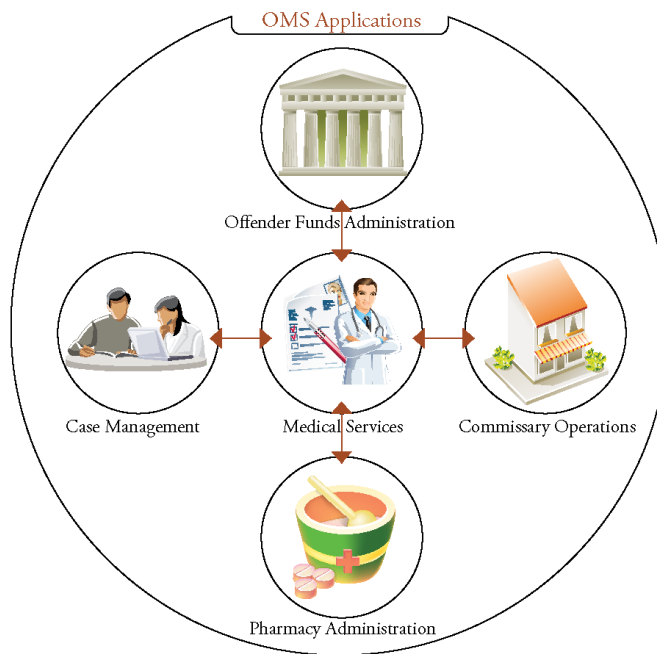
as a to-do list and access the necessary forms for each appointment simply by clicking a button.

**Reporting Capabilities**

Extensive reporting options allow providers to see important data quickly. Some examples of reports include: Diagnosed Problems, Diagnostic Impressions, Data Report (statistical information), Chart (an inmate's entire medical record) and Devices/Equipment. Many of the reports can be configured to show counts of inmates currently in the system or cases diagnosed within a user-specified interval to support internal analysis as well as legislative inquiries.

**Integration with Legacy Systems**

- Pharmacy Administration - Interfacing with ATG's Pharmacy module reduces overhead by giving the prescribing physician immediate feedback on contraindications, drug interactions and drug allergies so that prescriptions are correct the first time. It also cuts costs by immediately transmitting the prescription to the pharmacist instead of requiring a paper prescription to be physically transported to the pharmacy.
- Case Management - EHR is pre-configured to work seamlessly with ATG's Case Management to share relevant medical information with counselors. Using ATG's unique data transfer system, medical records are automatically transferred with an inmate from institution to institution.



ATG has extensive experience in customizing systems to ensure a perfect fit with the DOC's existing systems. For example, EHR can interface to the existing case management system so that the medical system will pass on work restrictions, limited activity notices, scheduled appointments and move inmate medical records based on inmate transfers recorded in the case management system.

**Integration with Cooperative Systems**

Several other ATG applications are designed specifically to interface with EHR to enhance its benefits, including:

- Trust & Restitution Accounting – EHR is designed to implement medical co-pay quickly and easily when interfaced with ATG's Trust & Restitution Accounting.
- Commissary - When interfaced with ATG's Commissary Administration module, EHR can enforce restricted access to certain commissary items based on physician orders.



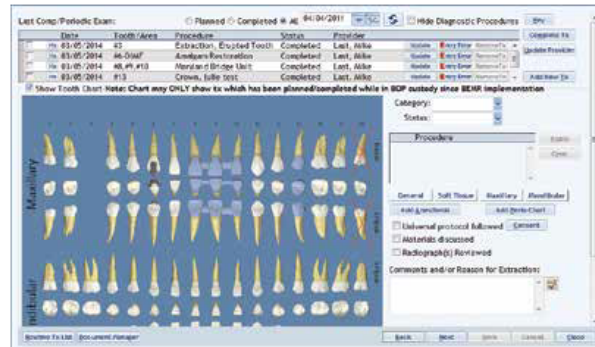




# OFFENDER DENTAL HEALTH MANAGEMENT for EHR

Advanced Technologies Group's (ATG) Offender Dental Health Management (DHM) module is an optional add-on to our Electronic Health Records System. It provides the specific functionality needed by dentists in correctional

prescriber order entry (CPOE) and management of offender transfers between institutions. The built-in document management system enables dentists to access bite-wing and panoramic X-rays online.



facilities to manage their case load. This module is specifically designed by dentists who have extensive experience working in correctional institutions and addressing the dental needs of offenders.

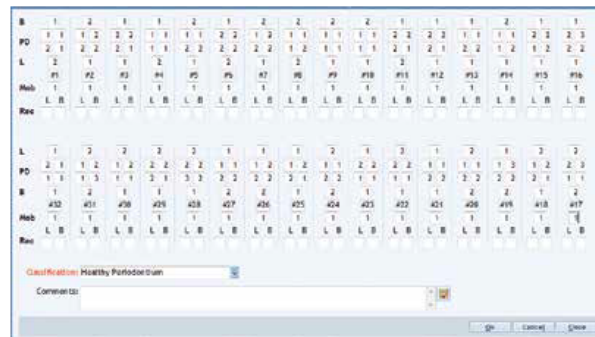
DHM enables dental health personnel to document the offender's current dental state.

The system visibly differentiates between missing teeth with cavities filling versus, crowns, root canals, bridges, etc. The chart also enables the dentist to record issues that are present and set the priority for their resolution.

DHM leverages many features in the Electronic Health Records System (EHR) such as scheduling, computerized

The module also supports the documentation of the offender's periodontal chart. The system's charts allow dentists to assign points to gum health and track the progress being made.

If the agency has ATG's Pharmacy Administration system, all prescriptions ordered are immediately checked for contra-indications and the screening's results are immediately provided to the prescriber. Having all the health issues tracked and managed in one location improves dental personnel's ability to better address the offender's dental needs.

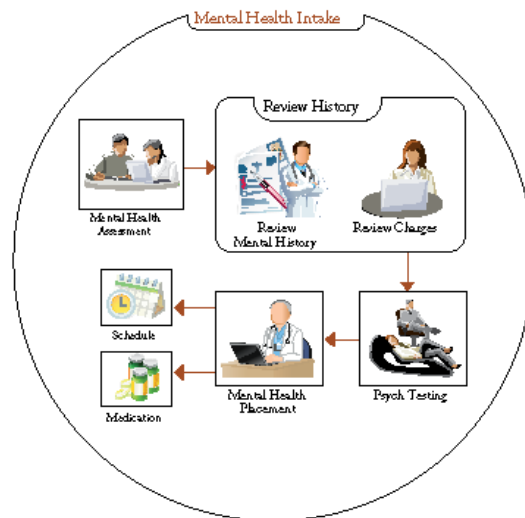




# OFFENDER MENTAL HEALTH MANAGEMENT for EHR

ATG's Offender Mental Health Management (MHM) module is an add-on to the Electronic Medical Records System. The offender population has a higher likelihood to suffer from mental health issues brought on by their environment and substance abuse. This module is specifically designed by career correction's mental health personnel to address the unique requirements of patients living in a correctional institution. Medical providers in

risk score, LSI-R, etc.) to help develop a full picture of the offender's criminogenic and psychiatric needs. MHM enables mental health professionals to track and address the offenders' substance abuse problems. It also captures, stores and reports the date and type of Mental Health Diagnosis, including AXIS I, AXIS II, AXIS III, AXIS IV and AXIS V mental health diagnosis.



the corrections industry face unique challenges including a population with a greater need for mental health care, increased documentation requirements, the need to transfer medical information quickly as inmates move between facilities, and the difference in the behavior and veracity of inmates as compared with typical patients.

If the agency has ATG's Pharmacy Administration System, all prescriptions ordered are immediately checked for contra-indications and the screening's results are immediately provided to the prescriber. Having all the health issues tracked and managed in one location improves mental health personnel's ability to better address the offender's mental health needs.

MHM leverages many features in the Electronic Medical Records System (EMR) such as scheduling, computerized prescriber order entry (CPOE), and interface to the agency's existing offender management and accounting systems. The system enables psychiatrists and psychologists to document their encounters using one of the preconfigured note processes or the universally versatile mental health encounter note process in a manner that it is usable by other service providers in the agency.

MHM enables mental health personnel to retrieve an offender's criminal history as well as assessments documented in the case management system (such as



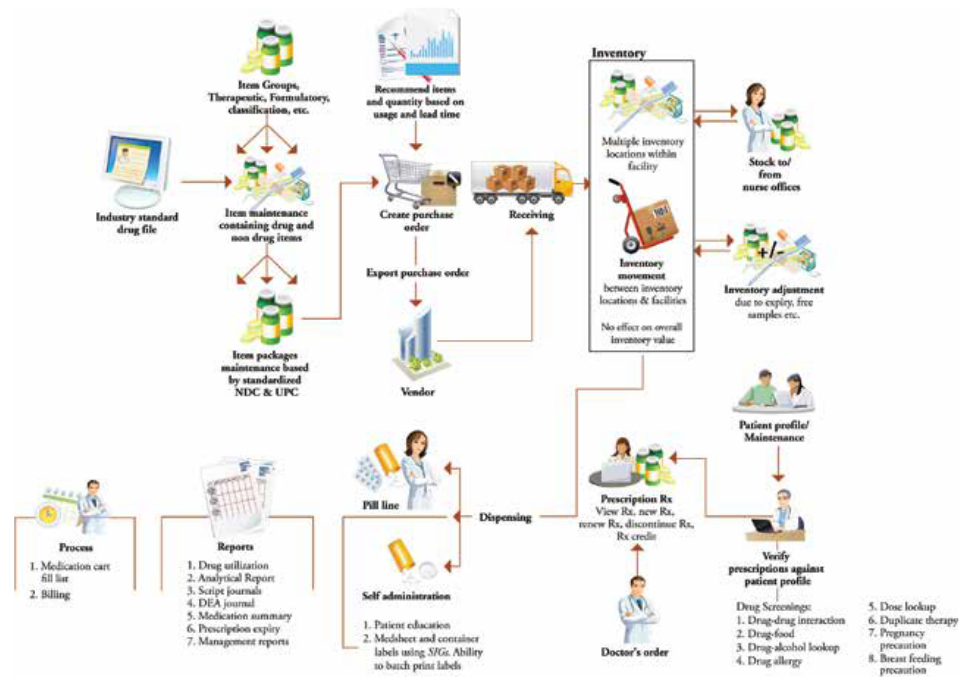


# PHARMACY ADMINISTRATION

## Executive Overview

Inmates tend to need more medical care than the average individual, making the corrections industry particularly vulnerable to the rapid rise in health care costs. In addition to tracking current prescriptions and providing patient education, corrections pharmacists have the extra burden of dispensing medications in an environment where security is paramount. These special challenges demand a custom-built system. Advanced Technologies Group's (ATG) cloud enabled Pharmacy Administration System was designed from the beginning with input from providers in the corrections industry to cater to its unique characteristics.

Pharmacy Administration elevates the quality of care while improving inventory accuracy and management and reducing maintenance time. Its core functionality automatically provides a full Drug Utilization Review (DUR), patient profile information and formulary/non-formulary checks as orders are being filled to help pharmacists choose the right medications. It also increases efficiency by automating many of the routine processes involved in filling orders. Extensive searching and reporting capabilities assist pharmacy personnel in managing inventory effectively complying with applicable regulations, responding quickly to events such as recalls and applying for grants. The entire system is designed to cater to the unique security requirements of a correctional institution.





## System Benefits

### Enhance Usability of Information

Users can see historical and demographic information from a variety of perspectives including prescriptions containing a particular medication, type of medication, controlled substance, etc. This improves the pharmacy staff's ability to respond to situations such as product recalls or lockdowns.

### Fill Orders Faster

With ATG's Pharmacy Administration System, a pharmacist can see and fill a prescription as soon as the order is entered by the physician, eliminating the need for paper prescriptions and the time required to physically transport them from the prescribing physician to the pharmacy. The system prints the Rx labels (container, warning, and MAR) as well as patient education for all initial fills.

### Reduce Time Spent Managing Inventory

Pharmacy Administration incorporates a very sophisticated perpetual inventory system that gives the pharmacist an accurate picture of actual drug availability. Tools within the system help pharmacy personnel make more timely and profitable ordering decisions resulting in more efficient inventory management.

### Lower Purchasing Costs

The system maintains detailed usage information to aid administrators during contract negotiations with suppliers. In addition, it uses complex algorithms that evaluate cost, discount incentives, packaging, current inventory and rate

of usage to make purchase quantity recommendations. This process is designed to substantially reduce acquisition costs and personnel time required to manage the purchasing process.

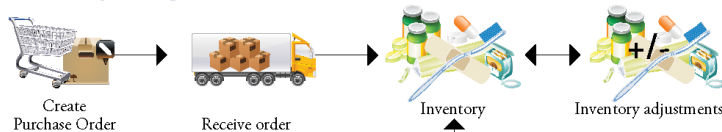
### Improve Security

With paper records, anyone who can access records can also edit and delete them, and there is no way to restrict access to just a portion of an inmate's record. The Pharmacy Administration application allows administrators to specify group and user rights to individual screens, thereby controlling the type of information accessed. Rights for a screen can be set to view, update, or delete data. In addition, all dispensed items are recorded under the technician and/or pharmacist name for auditability.

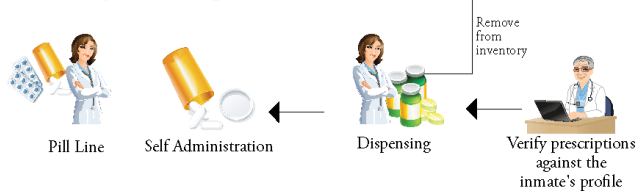
### Increase Data Accessibility

All prescription history information is available to authorized users electronically, reducing time spent hunting for and retrieving paper files. It also reduces information loss due to misplaced or misfiled papers and eliminates the cost of managing a paper data store. All information is kept in a standardized format developed with input from industry professionals to be as easy as possible to use.

#### Inventory Management



#### Prescription Management





## System Features

### Prescription Management

Whether using “pill-line”, “self-administration” or both, pharmacy personnel have a variety of tools at their disposal to make the order filling and maintenance processes more efficient and accurate, including:

- Full DUR, including drug allergy check, drug/drug interactions, min/max dosage check, drug/age conflicts, duplicate therapy, drug to food/alcohol interaction, and adverse drug effects and precautions.
- Non-Formulary enforcement and approval process.
- Ability to easily renew, refill and discontinue prescriptions.
- Electronic cart fill list with flexibility to Reverse, Update Cart Fill List.
- Return and credit of unused doses and refills.
- Flexibility to connect and dispense remotely from any institution.
- Ability to customize and build SIGs. Automatic translation to full text directions from abbreviations.
- Warnings are supported by full text monographs derived from primary pharmaceutical and medical literature.
- Ability to print patient education in both English and Spanish.
- Ability to print container and MAR labels including batch printing capability.

### Advanced Inventory System

The system’s real-time inventory tracks actual availability of drugs and determines when to reorder from suppliers. It also provides advanced administrative capabilities to help the pharmacist complete inventory management tasks quickly and accurately. Additionally, the system can:

- Allow multiple inventory locations per facility.
- Support inventory adjustment, movement and stock sale.
- Make bulk adjustments.
- Use industry standard ‘NDC’ and ‘UPC’ for ordering.
- Electronically interface with large suppliers such as AmeriSource, Cardinal, and McKesson.
- Recommend drugs to order based on past consumption and active prescriptions.
- Automatically suggest alternatives if a drug has a cheaper substitute available, helping the pharmacist.
- Reduce average cost per unit.

### Administrative Tools

Pharmacy Administration System provides a wide range of tools to assist the pharmacist in administrative tasks.

These tools provide reliable, automated processing of routine management activities and proactive storage of essential information including:

- Records NDC in case of self carry to facilitate product recalls.
- Maintains all medication on patients in a single easy to read profile.
- Complete drug data updates including drug utilization review and patient consultation.

### Extensive Searching and Reporting Capability

The system’s many reports give Department of Corrections (DOC) personnel the information they need to negotiate better terms with suppliers, answer Legislative inquiries and apply for grants and research opportunities. These capabilities include:

- Ability to search drugs by dosage form, route, generics/brand
- Flexibility to see data for any user-selected date range
- Ability to group drugs by different therapeutic, pharmaceutical categories (i.e. formulary, psychotropic, controlled substance drug)
- Drug Utilization Report
- Script Journal
- Drug Enforcement Agency (DEA) Journal
- Med Summary
- Prescription Expiry
- Prescriptions by Provider
- Inventory Report
- Billing report of medications by facility
- Drug File
- Non Formulary Requests
- Pill Line
- Rx Stats

### Integration with Other Systems

Since corrections pharmacy systems do not exist in a vacuum, Pharmacy Administration System is designed to integrate seamlessly with other ATG products as well as outside systems. Integration with ATG’s Electronic Health Records System provides instant access to a patient’s medical history and health information. This interface also gives prescribing physicians the most up-to-date information on drug, drug interactions, drug allergies, contra-indications, duplicate therapies and other factors to help them prescribe medications efficiently and safely.



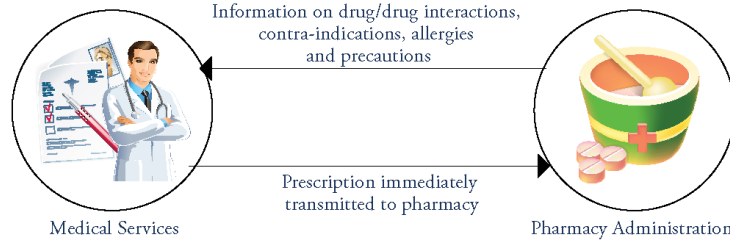


ATG will also customize Pharmacy Administration System to work with the DOC's existing systems, such as case management and banking, to provide additional benefits such as:

- Medical and pharmaceutical co-pay

- Immediate delivery of prescriptions from physicians to pharmacy personnel
- Transmission of pharmaceutical information such as food restrictions to inmate counselors

### Integration with OMS Medical Services



## Integration of Pharmacy Automation Equipment

### Handheld Devices

ATG's Pharmacy Administration interfaces with handheld devices. These devices allow a medical provider to operate away from the desk in instances such as a pill line in a lock down unit. Utilizing handheld devices allows documentation to be completed at the point of care, thus reducing the chance of an error. Additionally handheld devices can be utilized when receiving inventory. Staff can quickly scan incoming inventory to efficiently receive an order and update inventory in the pharmacy system automatically.

### Dispensing Robots

ATG's Pharmacy Administration interfaces with Robot Systems such as those manufactured by ScriptPro or Parata. As orders are completed in the pharmacy,

dispensing requests are sent in real time to the robot for fulfillment. Processing and verification information can be sent back to and recorded in the pharmacy system.

### Dispensing Cabinets

ATG's Pharmacy Administration interfaces with dispensing cabinets such as those manufactured by Pyxis and Omnicell. In these instances, new orders are immediately available for pill line administration. Utilizing these dispensing cabinets streamlines existing processes, while providing improved patient care and reducing negative outcomes.



# INMATE TELEPHONE SYSTEM

## Executive Overview

Advanced Technologies Group's (ATG) cloud enabled Inmate Telephone System (ITS) is designed to provide the Department of Corrections (DOC) with a scalable, robust, and secure platform. The system uses the latest technology and features to provide flexibility and consistency. With support for pre-paid collect and debit calling, the system allows the DOC to control costs and maximize revenue. ITS supports lockbox operations and links to inmate trust funds and commissary systems to support money collection and management.

allowing institutions to modify rules within the centralized parameters and controls. The system includes a wide array of reports to manage the operations at an institutional and agency level. The ITS software interfaces with many different hardware PBX platforms. Agency can choose different hardware providers to manage the telephony processes, and use ITS to impose the agency's business rules on the PBX hardware.

ITS architecture significantly reduces operational costs by enabling agency to centrally set control parameters,

A high level overview of the process is diagrammed below:

### Inmate Telephone System



## Inmate Phone System Benefits

### Support for Debit and Pre-Paid Collect Calls

The system has been designed as a debit calling system to support the current approach to inmate phone systems by various DOCs. It provides a pre-paid collect mechanism where a called party submits funds to the ITS and optionally designates the funds to be used by inmates for calls to only that party.

### Centralized Control and Reporting

ITS has been designed to be scalable to support institutions small and large. The servers can be configured to operate independently or through a centralized parameter set that can be optionally overridden by the individual institutions. Office reports are configurable by the user to provide key information and data that can be exported or directly linked for interaction with outside financial systems.

### Scalability

ITS has been designed with ATG's, unique inter-site communication technology to support many servers that can report their transactions, call recordings and control parameters to one or more central network centers. An

institution can be serviced from centralized or local phone server(s).

### Live and Mandatory Monitoring

ITS provides features to assign varying priorities to called parties, inmates and locations. The combined risk level of a call sets its priority for monitoring. The priority also determines if a system should automatically switch a monitoring station to monitor a high priority call over another. Mandatory monitoring refers to the system's ability to call and 'patch-in' a remote monitor on a phone.

### Digital Recording

Utilizing the concept of priorities, ITS can also monitor select or all calls to a standard file. Additionally, the system also captures key authenticity markers and can validate a call recording as original or modified.

### Accurate Call and Dollar Accounting

ITS follows other ATG modules, in that it has the ability to accurately deliver auditable and trustable data for both call accounting and revenue management. Financial and transactional reports ensure easy reconciliation.





**Links to Trust Fund and Commissary Systems**

ITS works with other ATG modules directly out of the box. It is configurable to work with a departments' existing technology to manage money transfers from inmate funds or lockbox operations.

**Language Specification**

ITS allows inmates to specify English or Spanish for both parties in order to control the language for titles and prompts for all interaction with the system.

**Inmate Phone System Security Highlights**

**Pre-authorized Phone Lists**

The system only allows outgoing calls to a pre-approved list of phone numbers. The phone numbers are provided by the inmate and can be entered manually or imported using a bubble form scanning technology or interfacing with inmate kiosks. The institutional staff authorize the phone numbers and may designate certain numbers for monitoring and recording.

**Scrutiny Through Automation**

The automated processing of monitoring and digital recording are controlled by pre-set priorities and actions set at the phone number, inmate, location or a combination of the three. The system can block calls based upon monitor availability and can even 'patch-in' a remote monitor on a cellular line.







# FOOD SERVICE MANAGEMENT SYSTEM

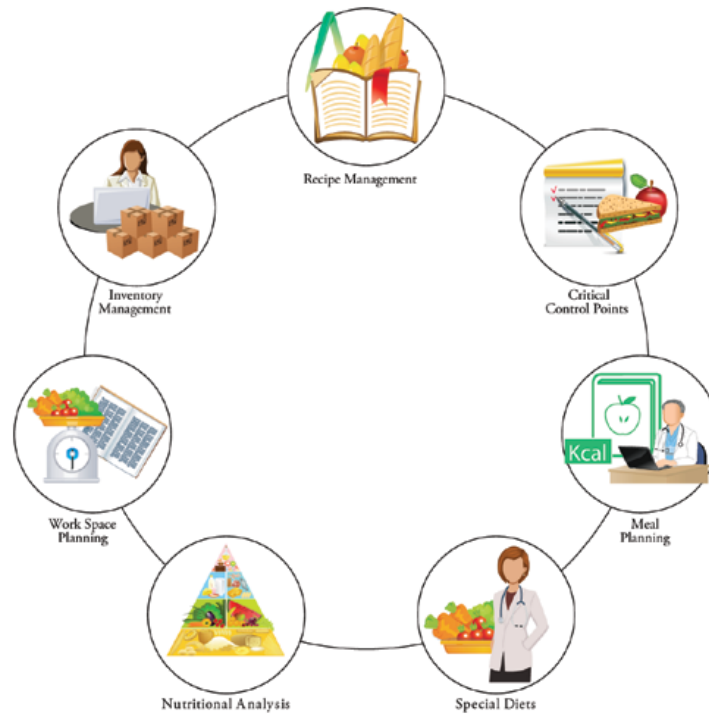
## Executive Overview

Providing nutritious, low-cost meals to ever-increasing numbers of offenders is a formidable challenge that Department of Corrections (DOC) face today. The Advanced Technologies Group's (ATG) cloud enabled Food Service Management System (FSMS) addresses this challenge in a manner that benefits offenders and agencies alike. The system incorporates features that help agencies reduce the cost of procurement and nutrition analysis. The FSMS also includes specific work processes that enable agencies to employ and train offender workers; this employment allows DOC agencies to reduce labor costs while providing the offenders with productive activity and skills that can be useful in gaining employment upon release. The system is a web/browser based solution, with a centralized database built on the latest technologies in the industry. This provides DOC agencies with the

performance, scalability, and integration needed to feed large numbers of offenders in the most cost effective manner possible.

### Integration

Successful food service programs require a high level of coordination between different sites and processes. FSMS achieves this coordination by integrating all of the key components of food services—meal planning, nutritional analysis, purchasing, and inventory management—into one easy-to-use system. Each component communicates automatically and seamlessly with the others, sharing data that drive decisions made by food service staff. FSMS users can create recipes and menus, track inventory in real-time, generate purchase orders, and complete other related





tasks, all aided by information pulled from the integrated system.

**Increased Efficiency**

FSMS saves money and reduces waste by generating more accurate food consumption projections and streamlining purchase order processes. The system's purchasing module analyzes upcoming menus and current inventory to automatically determine a list of items to order. These recommendations are not based on past data, but rather a projection of future consumption, which is more relevant.

The system has a unique methodology that eliminates the wastage that occurs when the same generic item has different packaging options. By enabling and encouraging users to set up recipes using generic items, the system is able to manipulate available packaging options so that the agency gets the best pricing possible.

**Reports**

FSMS includes numerous reports that quickly and succinctly present the information needed for business decision making. Authorized users can create a variety of reports on cost analysis, inventory control, special diets, menus, recipes and other subjects, within any date range. FSMS uses the current USDA Nutrient Database to provide nutritional information on the recipes and menus,

which helps administrators to plan complete meals that meet their operational requirements.

**Local Functionality and Central Oversight**

FSMS adapts to each user's job function. Power Users, typically central office staff, are named personnel designated to perform all necessary setup steps and define the controls that manage overall system operations. They can make changes to the system centrally that are then consistently enforced at all institutions.

Users at individual institutions find that there is virtually no duplication of effort; all the recipes and ingredients entered by the Power Users are automatically available to them. Furthermore, the system's workflow enables them to operate local kitchens in the most expedient way possible.

All data entered is then available for later analysis. Institutional users can run reports that provide detailed information about their local operations. Central office users can view data pertaining to all facilities under their supervision, enabling central office staff to perform their oversight responsibilities and to evaluate the progress and efficiency of field staff.

**System Features**

**Items and Item Packages**

- FSMS simplifies many components of food service through the system's distinction between Items and Item Packages:
  - o An "Item" is a generic food, supply, or ingredient, irrespective of its brand or the quantity in which it can be ordered.
  - o A single Item may be linked to multiple "Item Packages", which do specify package size and brand. For example, the Item "cheddar cheese" could be linked to the Item Packages "Sargento cheddar cheese 20 lb. case" and "Kraft cheddar cheese 40 lb. case".
- In FSMS recipes and menus reference the generic Items, as opposed to Item Packages, so that ingredients are defined without brand name or package size restrictions. The ordering and receiving processes automatically translate items to the Item Packages. This allows food service staff to purchase the most convenient and cost effective brands and package sizes without having to change any information in the menus or recipes. This distinction also prevents users from unknowingly purchasing or requisitioning ingredients when different versions of the same ingredient are already available.

- The inventory system recognizes all Item Packages as acceptable versions of the Item, which enables users to accurately issue inventory to necessary locations.
- In order to maintain consistency throughout the system, only agency identified power users can create new types of Items and Item Packages.

**Recipes**

- FSMS enables users to store recipes in the system.
- Local users print recipes and give them to kitchen staff.
- The system automatically scales recipes to produce the desired number of servings based on population, serving size and predictions of the recipes' popularity with consumers.
- Recipes include cooking, serving, and critical control point safety instructions, as well as a list of necessary cookware and utensils. As a result, kitchen workers have all the information needed to prepare and serve food readily at hand. The instructions are presented in sufficient detail that inmates can be trained to perform these tasks, giving them a useable skill and reducing agency labor costs.
- Recipes are usually created at the central level in order to streamline inventory and maintain consistency.
- When an authorized user creates a new recipe, it must be placed within certain pre-existing parameters, such as



food type, serving size, and pan size. Thus the system ensures that all kitchens have the means to make the recipe and that it will be included in system reports.

- Users select recipe ingredients from Items already registered in FSMS. This ensures consistency in data entry and also eliminates the potential duplication of ingredients and wasted purchasing

**Menus**

- FSMS allows users to build a multi-week menu cycle that details the contents of every meal that will be served each day.
- Menus include serving size and cost per serving of each food item or recipe, as well as quick links to recipe instructions.
- The system has the ability to run nutritional analyses of daily meals or parts of meals, which help institutions to fulfill their operational requirements.
- Menus also contain “acceptability” predictions of what percentage of eligible offenders will choose to eat each menu component. These predictions form part of the equation to recommend items for purchase.
- The system allows for an unlimited number of menu types for offenders with dietary restrictions. Offenders can be individually assigned snacks by medical staff as needed.
- Users can create a “special cycle” to include holidays and other events that necessitate menus outside of the normal multi-week cycle.

The menu screens enable institutional staff to view useful information about menu scheduling, nutrition, serving size, cost and popularity in one place.

**Purchase Orders**

- When the time comes to purchase items, FSMS makes purchase recommendations based on upcoming menus and projections about the consumption of each meal, to ensure that all necessary ingredients will be available in the kitchens.
- These recommendations are not based on past purchase orders and consumption, but instead on an advanced equation that creates a far more accurate order. Factors include:
  - o Recipe or item acceptability
  - o Projected population of consumers
  - o Ingredients already in inventory at the kitchen, storage area and warehouse
  - o Outstanding purchase orders
  - o Item Package units of measure
  - o Restrictions on purchase of items based on budget, vendor, etc.
- Users may review all items recommended in a purchase order and add, remove or adjust items manually
- Purchase orders can be based on pre-approved budgets, or created on a weekly or ad-hoc basis.

**Menus - HAZ**

Regular Menu  
Special Cycle Menu

Week 1  
Day 1  
Breakfast  
AM Snack  
Lunch  
Certified Diet  
Gluten Free (Celiac)  
Heart Healthy  
Mainline  
No Flesh  
Renal Diet  
PM Snack  
Dinner  
Evening Snack  
Day 2  
Day 3  
Day 4

Recipe: Home Fried Potatoes  
Serving Size Type: Medium  
Serving Size: 6.00 Ounces

Item: [Empty]  
Unit Of Measure: [Empty]  
Amount: [Empty]

Details: Diabetic Exchanges  
Acceptability %: 80  
Course: Starch  
Display On Posting Menu:   
Issue To Consumables:   
Per Inmate:   
Display Name: Home Fried Potatoes

Recipe/Item	Serving Size/Amount	Acceptability %	Cost / Serving	Status
Spanish Omelet	6.00 Ounces	65	0.0900	Active
Hard Boiled Eggs	4.00 Ounces	10	0.0100	Active
Home Fried Potatoes	6.00 Ounces	80	0.0600	Active
Breakfast Sausage	4.00 Ounces	50	0.2400	Active
Hot Grits	7.00 Ounces	90	0.0200	Active

Nutritional Information | Copy Menu | Save | Cancel | Close



- Once orders arrive at the warehouse or kitchen, the user electronically verifies that the purchase order is complete in order for the stock to become part of the tracked inventory.
- FSMS also has the capacity to manage partially complete and backordered purchase orders.

#### Inventory

- FSMS supports real-time inventory management and movement between multiple locations.
- The system can run up-to-the minute reports on inventory, by location or by item.
- In general, items remain part of the system's traceable inventory until they are issued to an individual facility or kitchen for use, at which time they are considered to be consumed.
- Inventory Adjustment: Users can also manually adjust inventory quantities in various instances, such as when a keying error occurs or based on physical counts. Users input either the new quantity on hand or the adjustment quantity and the system completes the calculations. FSMS has reports that track these adjustments.

#### Issuing

- FSMS is designed to have two different ways to issue items out of inventory:
  - As part of Recipe Consumption: The ingredients and items that make up the meals on the regular menu cycles. The system recommends these items based on upcoming menus.
  - As a separate Consumable: Items that are not part of a meal can be issued out of inventory manually. This can be used for things like condiments that are not tracked by the meal or for things like cleaning supplies. The user selects these for issue independently of system recommendations.
- Users can view reports on past issues to track the movement of any item in a given date range.

#### Cost Analysis

- FSMS has reports that provide financial analysis, such as the cost associated with specific menus, recipes, or food items.
- Every item is assigned to a food cost category, which enables users to assess how funds are being distributed across different categories.
- The system calculates a cost per offender for the actual population rather than the predicted population, producing more accurate and useful reports.
- This cost analysis is designed to enable agencies to compare different institutions or operations and identify those that have an operational efficiency advantage.

#### Nutrition

- FSMS uses the USDA Nutrient Database to provide current nutritional values of food.

- Users link Items to nutritional information; new Items cannot be added to the system without this step.
- Users can then run nutritional analyses on individual items or recipes, or on entire meals; the system will analyze the USDA database incorporated into the system to generate the necessary report.
- These reports enable dietitians to verify that meals meet accreditation standards and ensure that individual dietary needs are met.

#### Security

- Each user's security can be individualized so they only have access to pre-determined list screens and reports. Typically the administrator will create different "security groups", and assign screen and report rights to each group. The administrator then adds users to one or more security groups; the system automatically gives the user the combined rights of all the security groups to which the user belongs.
- FSMS can be configured to divide control in different ways between local and central systems, according to the preference of the correctional organization.
- Additions or changes to information that broadly impact system activities are made via maintenance screens that can be limited to a very select few users. Other users can view and use the data; this segregation of capability dramatically reduces the possibility of accidental changes or tampering.

#### Other Features

- FSMS can track staff and visitor food consumption separately from offender data.
- The system allows users to individually manage offenders with special diets and to run various related reports, including projections of how many offenders will eat each type of meal.

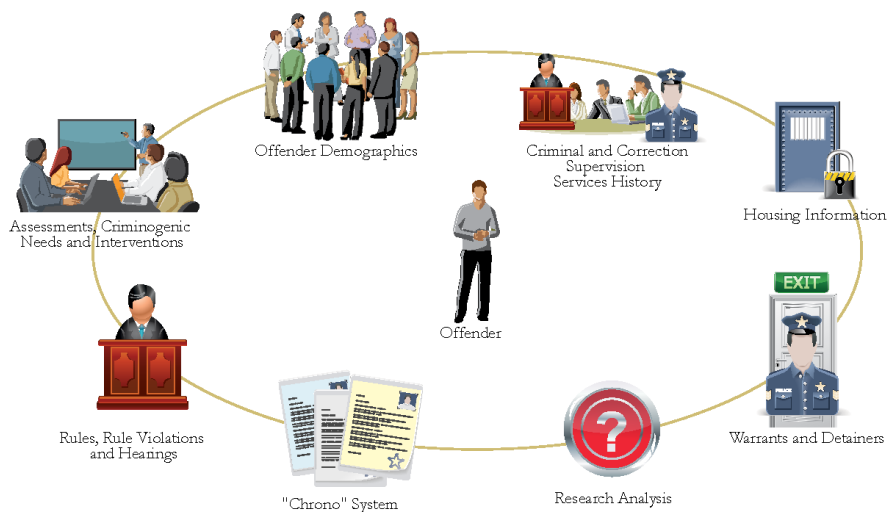


# CASE MANAGEMENT

## Executive Overview

An offender typically interacts with multiple Department of Corrections (DOC) personnel during the different stages of a crime's adjudication: pre-trial interviewers, pre-sentence investigators, counselors, correctional officers, etc. Advanced Technologies Group's cloud enabled Case Management software is unique in its capability to support the entire continuum (pre-trial, incarceration, parole and public safety) of correctional services in a single integrated system. At each stage, DOC personnel spend considerable time and resources collecting necessary information. The majority of information garnered is stored locally in paper files or incompatible systems that are inaccessible to other DOC personnel. The expense of repeated data collection may be incurred upward of ten times during the first 60 days of interaction with an offender. Further, considering that a typical offender passes through the judicial and corrections system multiple times during their lifetime, the amount of redundancy that can be eliminated by a well-crafted central information system capable of supporting the various corrections services becomes overwhelmingly evident.

DOC typically represents one of the largest discretionary spending line items of a state budget. With offender population as well as cost of administering an offender ever increasing, DOC needs a system that can help evaluate the effectiveness of various programs and help identify under-utilized resources. At the same time, correctional officers and counselors need detailed individual information presented in a context that will aid in their efforts to increase personnel safety and reduce offender recidivism. A central information system designed to support such analytics enables the DOC to make more informed decisions and be more responsive to the legislature and other agencies. OMS Case Management addresses all of these issues by enabling agencies to have a centralized system that provides a comprehensive view of offenders and dramatically improves employee effectiveness.





## Design Process

OMS Case Management software solution is specifically designed for the corrections industry. The design process included interviews with users representing all the different institution, residential, field, and central office services provided by the DOC. The representatives described in detail their operational processes and data collection needs.

The system was carefully crafted to support all workflows, screens and reports before the system was actually developed. Over the years, the system has incorporated feedback from thousands of users, further improving usability.

## System Features and Benefits

The system enhances efficiency by ensuring functionality follows user workflows. By consolidating all offender information into one cohesive system, Case Management eliminates duplication of data collection and entry, ensures that everybody has the most current information, and enables useful information to be widely and easily distributed. The system incorporates a remarkable mechanism to ensure all changes are logged so that end-users are able to see the precise history of each record.

The system incorporates numerous reports specifically targeting operations review, evaluating program effectiveness, and testing recidivism hypotheses. Additionally the system exposes its data to the user in a secure, simplified fashion for analysis with any standard statistic program. The system is designed to facilitate exchange of data by courts, attorneys, Department of Public Safety, Department of Transportation, Department of Human Services, etc.

The information collected is stored in a format conducive to generating reports, reducing the effort required for daily operations. For example, the effort needed to create a Pre-sentence Investigation (PSI) is significantly shortened, since the information collected during the Pretrial Interview (PTI) process is already stored in the system. A PSI writer need only verify the currency of information stored in the system and add PSI-specific information.

Case Management supports operational processes and collects information pertaining to:

### Offender Demographics

Includes identity, photographs, residential and employment information, familial and other relationships, gang affiliations, body markings, military service, financials, DNA processing, etc.

### Information Gathering



**Criminal and Correction Supervision Services History**

Includes arrest, charge and sentence details, along with behaviors demonstrated. Provides a flexible time computation engine to meet unique legislative sentencing guidelines. For each charge, the system records the history of services provided such as PTI, PSI, probation, prison, work release, parole, etc.

**Housing Information**

Manages availability of beds in residential facilities and prisons and supports the approval and scheduling of offender transfers between facilities. Tracks assignment considerations such as keep separate concerns, activity limitations, etc. Further considers inmate custody level as determined through integrated assessment tools. Many of the assessment criteria are automatically scored based on criminal history and past supervision behaviors maintained within the system. Manages offender sign out processes associated with residential facilities. Allows for the approval of passes and provides the mechanism to track ins/outs. Records security standards conducted including searches, drug testing, etc.

**Housing Information**

**Without OMS**



Information unknown or unavailable

**With OMS**



OMS can alert users when offenders with known animosity or rival STG affiliation are placed in close quarters

**Property**

Tracks offender property including adherence to specific property policy limits. Records property disposition history and manages supporting documentation.

**Assessments, Criminogenic Needs, Interventions, and Reentry Case Planning**

In addition to industry standard assessments such as LSI and Jessness, the system supports any number of state-specific offender assessment tools. The system links the results of assessments, such as criminogenic needs, with interventions undertaken. For each intervention, information pertaining to description, facilitator, dates, quality of offender participation, costs, etc. is collected. Includes the ability to manage case plans to record offender goals and progress. The case planning module allows DOC to identify and prioritize offender need. The module also provides the ability to monitor efforts to address offender need through individual progress meetings and group intervention involvement.

**Assessments, Criminogenic Needs and Interventions**

**Without OMS**



1. Are these programs applicable?
2. Has the offender completed this program before?
3. What is the offenders level of involvement?
4. Did the program attain its goals?

**With OMS**



- Reassessed to verify improvement
- Offender history of program participation & level of involvement



CASE MANAGEMENT

**Visiting**

Manages the maintenance of visiting lists and provides the mechanism to track visits.

**Rules, Rule Violations and Hearings**

Consolidates rules imposed by multiple sources such as court orders, housing and case manager requirements, hearing results, etc. The system supports generation of offender agreements and recording of rule violations. The system supports the administrative and judicial processes to conduct hearings, appeals and levy new penalties.

**Grievances**

Manages the grievance process including receipt, grievance officer response, and subsequent warden and Central Office appeals.

**Parole Board**

Integrates parole board processes including screening and interview scheduling. Allows for docket creation, voting and decision processing. Further integrates revocation processes. Allows for report of violation, notification, subpoena, hearing and appeal processing.

**Record Alerts**

The system provides a mechanism to prevent the release of an offender if a warrant or detainer is currently active. The system also tracks release notifications and facilitates victim notification.

**Document Management**

The system creates and stores a large variety of documents associated with offender supervision such as agreements, property receipts, disciplinary notices, etc. In addition, the system allows supporting documentation from outside sources to be uploaded and associated with an offender, eliminating the need for paper files or separate document management solutions.

**PDA Integration**

Integrates the use of handheld devices to facilitate the count and round processes. Allows officers real-time access to offender information and allows for data entry increasing the time that staff remain on the unit.

**Mobile Application**

The community corrections mobile application provides real-time access to alerts critical to staff safety. The application provides mobile access to information that is most needed by staff such as case notes, offenses, security standard results, contacts, etc. The application improves staff work flow and facilitates greater direct supervision and interaction with offenders.

**Kiosk Integration**

Integrates the use of Kiosks to allow inmates to view information, eliminating nuisance inquiries related to account balances, pass request status, etc. Further facilitates offender entry of monthly reports, pass requests, etc.

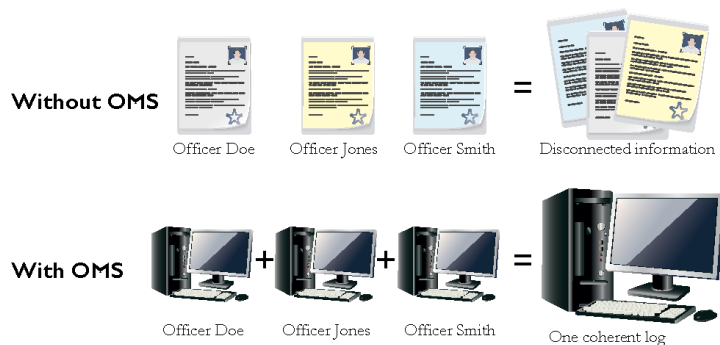
**Kiosk Application**

Allows for secure messaging between offender and staff, including case managers.

**"Chrono" System**

DOC personnel are used to maintaining a written log of notes ("chronos") detailing the day's activities at a facility. These notes serve as a communication tool between the officers and between shifts. OMS automates the entry of many "chrono" notes, while preserving the officer's ability to create additional notes that OMS automatically categorizes to simplify data retrieval.

"Chrono" System







# INVESTIGATION SYSTEM

## Executive Overview

Security and efficiency at correctional institutions require advanced methods of organizing and communicating all types of information. Advanced Technologies Group's (ATG) comprehensive cloud enabled Investigation System (IS) provides correctional agencies with the means to store, analyze and disseminate the massive amounts of data collected in institutions every day. Our IS replaces outdated methods of recordkeeping with a streamlined, highly-automated system that manages data in all of the following areas:

- Security Threat Group membership and roles
- Managing and protecting Confidential Informants
- Incidents Reporting and Tracking
- PREA and Use of Force documentation
- Evidence items and subpoenas for these items
- Mechanism to collect General Intelligence
- Cases (Investigative and non-investigative)
- Referrals of cases and incidents to other agencies
- Breathalyzer and Urinalysis management

Easy-to-use data entry screens ensure that collected information is both sufficiently detailed and uniform in structure. As soon as data is added to IS, it is instantly available to all authorized staff. These elements facilitate better information-sharing across the entire agency.

### Time-Saving Integration

One of the many advantages of IS is the level of integration between the system's different components. Cases, incidents, and items can be linked to each other to provide staff responsible for security and investigation (SIS) with all pertinent information in one place, even if the various components were added to the system at different times, by different people. Much of the linked data is automatically copied to the appropriate new fields, which reduces time spent adding redundant information to

the new forms. Additionally, because the system connects all facilities within the DOC, inmates' information travels with them when they are transferred from one facility to another. This not only ensures that staff at the new facility will be prepared to receive each inmate, but it also saves them the effort of reestablishing facts that have already been determined, such as offenders' involvement in Security Threat Groups.

IS also creates a place for data and intelligence that do not specifically pertain to existing investigations. The "Intelligence" template transforms information that would otherwise have gone unrecorded or been noted in an obscure location into searchable data that can be used in future investigations.

### Data in Real Time

IS allows authorized users at the institution or in the central office to view cases, incidents and other information as soon as they are entered into the system. This means that officials have up-to-the minute data on virtually all events within facilities as they unfold, which helps to maintain the security and efficiency of each institution and of the DOC as a whole. Users can also run system reports, which use real-time data to analyze institutional activity and identify trends.

### Secured Access

IS is designed to accommodate users with various levels of clearance throughout multiple facilities. The system grants users specific rights based on their job classification, and those rights can be further customized for each individual user. Generally, central office staff can view data at all locations while local users can only access information related to their own facility or situations involving offenders currently under their direct supervision. Additional safeguards maintain the integrity of system data by ensuring that closed cases and completed incidents cannot be changed retroactively without logging the change in the system.

## System Features

### Security Threat Group

- The Investigation System implements a centralized, accurate process of validating Security Threat Group (STG) assignments that allows assignments to travel from facility-to-facility with the inmates: Local SIS staff members submit claims to agency-designated experts, who make the ultimate decision about offender

STG involvement. This prevents the redundant and sometimes uncertain task of determining threat group membership at the institutional level.

- Local users input criteria of group involvement, which must include photographs or other documentation, into the system. The evidence is received and evaluated by agency-designated expert staff. Each validated criterion





is awarded a point value, and when the offender has accumulated the appropriate amount of points, he or she is assigned the role of associate or member of the STG. Because these assignments are validated by expert staff, they remain relevant at every facility under their jurisdiction.

- An offender's status as a leader or a dropout of an STG must also be determined by expert staff and subsequently trusted by all locations.
- Once an offender's membership in a threat group has been validated, institutional staff can autonomously evaluate that offender's place in the threat group's local structure using the Local Organization Chart. Users can organize offenders in a hierarchical chart that includes each offender's photograph, their centrally-determined assignment and their local rank as determined by institutional officials. Unlike official STG assignments, local designations do not remain with the inmate when he or she is transferred to a new facility. Rather, they are a means for local officials to analyze the structure of each STG within their own institution.
- IS can compile a variety of STG reports, including a roster of all validated offenders in a given institution. This and other reports save the time SIS staff spend collecting the information manually.
- One STG subtype, the Security Threat Profile, enables agencies to track other potentially threatening offender skills or characteristics. This categorization goes through the same central validation process as membership in organized threat groups.

**Confidential Informants**

- Using IS, authorized staff can electronically manage confidential informant identities securely and easily.
- IS uses an encoded numbering system to preserve anonymity of informants. Identities can only be viewed following an authorization process involving two separate users.
- Storing confidential informant information in the system is a much simpler and safer method than maintaining records on paper.

**Incidents**

- The Investigation System dramatically improves the process of creating and disseminating incident reports within the agency.
- Local staff members use a template that is specific to the type of incident that occurred, which improves quality of data collected and ensures consistency among incident reports and allows users to search for the incident in the system later on.
- The incident template requires users to fill in important information such as:
  - o The type of incident and its location.

- o Inmates and others involved, and any medical attention required.
- o A description of the incident.
- o Pertinent photos, videos or documents.
- o Lethal weapon discharge information, as applicable.
- Incidents are first held in a draft state, where authorized personnel can still view them, until they are submitted. Once an incident report is complete, it is automatically sent to prearranged recipients.
- Use of Force: When incidents involve use of force on an offender by institutional staff, the system requires users to complete additional review to provide key Use of Force documentation. This includes the reason for the use of force and information about any weapons, chemicals or other methods of control employed.
- The Use of Force template is designed to:
  - o Provide a checklist of important protocol steps.
  - o Identify opportunities for further employee education or training
  - o Form a vital part of defense, should any legal action arise from the incident.
- The system collects data in a form that can easily be reported to ASCA's Performance Based Measures System, which allows administrators to compare information with other institutions.
- Queues: Wardens can view a list of outstanding incidents that require their review.
- Through its use of electronic templates, IS enables users to record incidents faster and more thoroughly than ever before, while allowing central office staff to view data in real time.

**Items and Evidence**

- IS also allows institutional staff to log and track any unusual items discovered within the facility, whether or not they are definitively related to a case or incident. This enables agencies to maintain a thorough electronic record and to easily connect items to investigations, all without wasting time copying redundant information.
- Using the item template, staff record important information such as where each item was found, who found it, and it's new, secured location. Users must also state whether the item is contraband, a biohazard or excessively valuable.
- If an item is considered to be evidence, the user must indicate this, and he or she is required to provide additional information, including the item's current disposition and chain of custody forms. The item then receives a separate, searchable Evidence Control Number.





- Items can be linked to cases and intelligence reports at any point after the items have been added to the system. Certain basic information is then automatically transferred to both the item and case records, which makes it even more easily accessible and eliminates the need to re-enter important data into the system.
- The Item Search feature allows users to search for all items or evidence entered into the system within a given date range and can narrow the search by item type or item number. This allows staff to examine past data and investigate connections between objects and events.
- Subpoenas: IS also helps administrators track subpoena requests on any evidence stored inside each facility. The user completes the subpoena template, in which he or she adds the contact information of the requester, the names of any inmates involved, the items requested, and the result of the legal decision regarding the subpoena. The subpoena request appears automatically in the item record.
- Evidence Inventory: The system streamlines evidence inventories by generating an automated checklist of the evidence in each secured storage location. The checklist also contains a basic description of each item as well as the date it was originally placed in the secure location and the date on which its location was last verified. The inventory conductor and witness must verify the results separately, which maintains the integrity of the process.

#### **Intelligence**

- The system also contains Intelligence screens that manage any information that does not explicitly pertain to an existing incident or case, but may still be helpful.
- IS categorizes intelligence by type and prompts users to fill in information about the source and subject of the intelligence, as well as a summary of what was learned, and any inmates, items, outside entities or STGs involved. Users can search by these characteristics to find relevant intelligence at a later date.
- Intelligence Updates Notification: Users can also search for any intelligence added within a given date range, allowing officials to remain abreast of all new information as it is added to the system.
- Information unrelated to a preexisting case or incident no longer goes unrecorded or is lost in an obscure location. Instead, it becomes searchable information and potential future evidence.

#### **Cases**

- The Investigation System helps SIS staff consistently and thoroughly document cases from start to finish.
- IS contains a case template that requires users to input a high level of detail about each case, including:
  - Staff/offender involvement
  - Personal statements and summaries of the events
  - Supporting documents and/or photographs

- Crime scene information
- Follow-up actions and conclusions
- Each case, therefore, has a consistent, easy-to-view structure.
- Cases can be linked to one or more submitted incident report. The system then automatically fills in appropriate information taken from the incident into the case fields. This allows users to quickly access all relevant data, while reducing time wasted on copying redundant information.
- Cases can also be linked to any number of Evidence Items registered in the system. As with incidents, IS automatically fills in information received from the item record.
- When necessary, the system will open the required PREA template and ensure that users enter the additional relevant information. The system presents this information in a format that makes it easy to report to the national PREA database.
- Users can search for existing cases, open or closed, in any date range by case number, location, inmate, or incident type. This gives central office staff almost instant access to information about cases in any facility under their jurisdiction. For added convenience, users can view the cases in their original template format, or they can download or print streamlined PDF versions.
- The system replaces cumbersome paper files and makes cases viewable to all authorized users, even while cases are still in a draft stage. Once the investigation and case documentation is complete, the system will take the case information through a multi-step review by authorized personnel including Captains, Associate Wardens and finally the Warden.
- Once a case has been reviewed and approved, it can subsequently be viewed online but not edited.

#### **Referrals**

- IS facilitates easy incident and case referral from the DOC to other agencies.
- Institutional administrators input the referred agency, referral reason and referred contact information into the system. Submitting data with the referral is as simple as adding the case, incident and/or inmate registration numbers; the rest of the information is collected automatically.
- The referred contact receives all information in an automatically-compiled zip via email, eliminating the time-consuming process of manually gathering all of the data. The zip file contains all of the case information, including all attached documents and/or photographs, and everything from linked item or incidents records.





- The system also allows the administrator to track the status of every referral and contains a report that lists all referral requests made within a given date range, along with basic information about each one. This gives officials and central office staff an instant overview of referrals in each facility.

**Breathalyzer & Urinalysis**

- IS facilitates the management of Breathalyzer and Urinalysis testing.

**Other Features**

- Global Inmate Search: This search instantly compiles all information in the system pertaining to a given inmate, enabling easy viewing and quick links to other offender-related screens. Data within the search includes:
  - o Demographics and housing location
  - o Photograph
  - o STG Assignments
  - o Intelligence, Incidents and Cases involving the offender
  - o Referrals and Subpoenas connected to the offender

- Institutional Activity Report: The report replaces regular activity updates prepared by the SIS staff for the warden and other officials. Authorized users run the report in order to view all recent activity within the institution, including cases, incidents, intelligence, and items discovered. All of this information is automatically pulled from data within IS. This saves time for SIS, as they no longer need to spend hours manually compiling data.
- Maintenance Screens: Much of the information inserted in system templates must be chosen from preset options, which are managed within the maintenance screens. This both minimizes typing errors and ensures that the system is flexible and can incorporate all pertinent information when generating analyses.
- Individualized Access: Each user has individualized access to screens, so staff are only able to access those screens and reports to which they have been explicitly given rights. This preserves the security and integrity of the information contained within the system and allows IS to be useful at all levels of the correctional organization.





# INTELLIGENCE SYSTEM

Advanced Technologies Group's (ATG) cloud enabled Intelligence System is designed to aid in detecting and preventing unlawful inmate activity. The system consolidates and organizes information from multiple disparate systems in a manner that facilitates the identification of inmate-inmate and inmate-outside person relationships that may not have otherwise been readily apparent.

Inmates interact with other inmates or outside persons in many different ways: sending and receiving of money, phone calls, exchanging mail, participation in visits,

involvement with volunteers and contractors, etc. Records of such interactions including details of persons involved are almost always managed by different systems which specialize in the particular function: telephone system, banking, visitation, volunteer/contractor management, etc. Identifying common participants across these different systems is virtually impossible without an innovative intelligence system.

**Confidentiality of system details is critical and will be shared upon request.**



INTELLIGENCE SYSTEM





*Please see the following for additional information on the SCORE Secure Devices.*



**The SCORE Secure Devices put a host of entertainment, education, communication and self-service abilities in offenders' hands. Custom built on a secure Android platform, they're designed to integrate seamlessly with your facility.**



#### **Security**

The SCORE Secure Device system is fully encrypted, rigorously tested and thoroughly vetted. It's used in over 340 facilities operated by U.S. Departments of Defense, Justice and Homeland Security, and several State Departments of Corrections.



#### **Efficient Data Delivery**

All program content is cached locally at your facility, which means it's available to users immediately—they don't have to rely on a live WAN/broadband network that incurs lengthy download times.



#### **Learning Technology & Content**

Every Secure Device comes pre-loaded with education and enrichment tools offenders can use to improve themselves, including academic instruction modules, life skills tutorials and eBooks.





## SECURITY

As with every technology we develop, security is paramount. That's why both SCORE Secure Devices run on a customized Android 8.1 operating system locked down with layers of security features that include:

- Firmware that cannot be replaced by anyone—even the Secure Device manufacturer.
- A purpose-built Master Control app that enforces facility security rules.
- App source code which is vetted by Keefe personnel and changed as needed.
- Completely disabled peripherals (camera, microphone, Wi-Fi, Bluetooth, etc.).
- USB communication modified to proprietary protocol.
- User ID and password authentication requirement to operate.
- A mortality timer which ensures devices are synced at regular intervals.
- Regular OTA updates by Keefe servers.

The Secure Device security is never unlocked, and it can only communicate with Keefe's kiosks using a proprietary, encrypted communication protocol.

You also benefit from a system that was first deployed in 2004 and has been exhaustively battle-tested for 15 years at hundreds of county, state and federal facilities:

- We've deployed over 300,000 mobile devices used by offenders and 14,000 kiosks.
- More than 326,000 offenders use our devices.
- We handle over 1 million messages and several thousand video visits daily.
- We've delivered over 100 million songs.

In addition, our system undergoes annual U.S. government Vulnerability Assessment and Penetration Testing. Both SCORE Secure Devices are built specifically for the corrections environment, with rounded, transparent cases that are firmly fastened using security screws.

## EFFICIENT DATA DELIVERY

To create a more efficient, optimum user experience, we provide a local infrastructure that offers several significant benefits:

- Multiple Wi-Fi access points provide broad coverage inside housing units.
- A local caching server allows all content to reside in your facility—offenders will have immediate access to content they request, rather than having to wait (as much as 20 minutes!) for downloads from a live network.
- Since we download content directly to the devices when users request it, there is no competition for network access, no data bottlenecks and device batteries stay charged longer.
- The option to use charging stations or locked charging cabinets.
- Kiosks are only needed for activating Secure Devices or rebooting them when mortality timers expire.



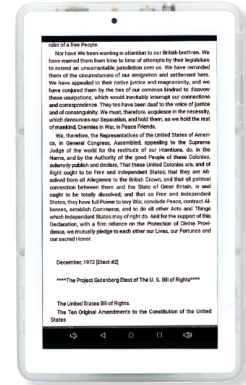


# LEARNING TECHNOLOGY AND CONTENT

Using SCORE Secure Devices, offenders have a wealth of options for occupying their time and enhancing their quality of life. Depending on which implementation model you choose, they can take advantage of many free and fee-based features:

## Educational Content

- Life Skills Videos – More than two dozen tutorials for personal growth and successfully transitioning to life outside the corrections institution.
- Project Gutenberg e-Books – More than 51,000 public-domain books in digital format.
- Khan Academy Lite – More than 7,000 instructional videos in 2,000 categories, and support materials, which cover a broad range of common-core subjects and provide a foundation for high school equivalency testing.
- Electronic Law Library – Access to legal research tools.



## Connection to the Outside

- Communication with loved ones using fee-based text, photo and video-gram messaging.
- ICS phone app.
- ATG video visitation app.

## Entertainment

- Music – Free FM radio and access to music purchase or subscription plans.
- Movies – Access to 200+ movies for rental.
- Games – A suite of free, pre-loaded games, as well as games that can be purchased.
- Curated Podcasts – Access to select podcasts like TED, NPR, etc.
- Curated Websites – Access to select websites like NPR, CNN, ESPN, USA Today, Reuters, etc.

Tablets have NO access to Internet. The selected podcasts and websites are reached through a secure portal which retrieves necessary data and sends it to SCORE Secure Devices. For security purposes, data may be delayed up to 60 minutes.

## Self Service

- The ability to place commissary orders.
- The ability to message staff using standardized forms.
- Access to agency documents.







## PROGRAM IMPLEMENTATION OPTIONS

Depending on your facility's needs, you can implement an ownership program that allows offenders to purchase and own a device, or a shared-device program through which offenders may rent a Secure Device for blocks of time that you determine.

In either case, we provide and install all the necessary infrastructure, including:

- Secure local area network (LAN) at your agency, with access points and a local cache server.
- WAN connectivity from your agency to Keefe's cloud-hosted offender services data center.
- Interface with your jail management and banking systems.

### Ownership Program

With the ownership program, offenders purchase Secure Devices for themselves. Their family members can also purchase a device for them. Upon release, offenders can ship the device back to Keefe and pay to have the security software removed. When they get it back, they can continue using the device and access any content they'd purchased.

### Shared-Device Program

The shared-device program is self-funded and offers multiple rental options to facilitate broad usability. We provide the Secure Devices and charging, if needed.

With this plan, SCORE devices are added to your commissary menu and the offender uses his account to pay for Secure Device rental time, electronic messaging to loved ones and movie rental. Your agency determines rental options and the hours the Secure Devices are accessible.

#### Rental Options

- Minute\* – unlimited usage by the minute.
- Weekly\* – unlimited usage for next 7 days.
- Monthly\* – unlimited usage for next 28 days.

*\*Subject to daily cutoff times.*

All Secure Device rentals are subject to a cutoff period at night (about seven hours) to ensure offenders have sleep time.





# TECHNICAL SPECS

## HARDWARE & OS

<b>OS</b>	Google Android 8.1 Purpose-built for correctional use
<b>CPU</b>	Quad-core Mediatek 8167
<b>GPU</b>	Mali-400 MP2
<b>RAM</b>	1GB
<b>Storage</b>	32GB
<b>Screen</b>	5 inch IPS or 7 inch TN
<b>Resolution</b>	IPS 480*584 or TN 1024*600
<b>Touch Panel</b>	Yes
<b>I/O ports</b>	One microUSB One 3.5mm headphone/microphone jack
<b>FM Radio</b>	FM radio with RDS
<b>Speaker</b>	None
<b>MIC</b>	None
<b>Battery Type</b>	3.7V/4000mAh rechargeable lithium battery with NTC
<b>Casing</b>	Transparent, double-thick back cover is firmly fastened with security screws to prevent breach/access.

## NETWORK

<b>Wireless</b>	2.4G/5G WI-FI, 802.11 b/g/n SIMO
<b>Bluetooth</b>	Bluetooth 2.1

## FEATURES

<b>G Sensor</b>	Yes
<b>Front Camera</b>	2MP
<b>Video Formats</b>	Supports MP4, 3GP, AVI, RM, etc. 1080P video playback @30fps max
<b>Audio Formats</b>	MP3, MP2, OGG, AAC, M4A, AMR, FLAC, APE, WAV
<b>Picture Formats</b>	JPG, BMP, PNG

## ACCESSORIES

<b>Headphones</b>	Included
<b>Charger</b>	Available for purchase -- DC 5V 2A
<b>Silicone Cover</b>	Available for purchase -- custom fit

To learn more about adding the SCORE Secure Device Program to your institution, contact your account representative.





**Keefe Commissary Network (KCN) Commissary & Technology Services**

*KCN is the nation’s leading provider of automated commissary management services and technologies to city, county, and state correctional facilities nationwide. We develop our technologies according to what our clients need and request. We write and support all our own software and provide our own, live 24/7 technical support.*

*Keefe offers two versions of its Trust Accounting and Commissary Management Applications.*

*The Keefe Cloud SaaS includes the following features as comparing its cloud application suite to its legacy application site:*

Feature	Keefe Cloud	Keefe Legacy
<b>Access from your Chrome or Edge browser</b>	Yes	Yes
No servers at your site – applications hosted at https://keefe.cloud	Yes	No
No additional software required on your computer	Yes	No
<b>Heightened Security for your Log-In</b>	Yes	No
Single Sign-on from your work account	Yes	No
Sign-on security for users and passwords enforced by your county or state	Yes	No
Easy search for inmate accounts	Yes	Yes
Last Name, ID, Active, Inactive	Yes	Yes
Paginated search results displaying balances and DOB	Yes	Yes
<b>Separate sub-accounts per inmate user-definable, customizable</b>	Yes	No
Track spending money separately from debts, bonding, and other accounts such as savings, payroll, or pre-paid phone	Yes	No
<b>Easy Access to Useful Features from the Inmate Management page</b>	Yes	Yes
Court Obligations Management	Yes	No
Schedules Review Automated Transaction Events	Yes	Yes
Commissary Order History	Yes	No
<b>Full lineup of user defined transaction types</b>	Yes	Yes
Deposits, Withdrawals	Yes	Yes
Collectible Debts, Automatic prioritized debt collection rules	Yes	Yes
Transfers, Abandoned Funds, Individual and Group Checks,	Yes	Yes





Feature	Keefe Cloud	Keefe Legacy
Cash Drawer Workflow	Yes	Yes
Bank Reconciling Items	Yes	Yes
User Defined Transaction Tags for collecting additional information about the transaction	Yes	No
<b>Dynamic Online Audit Trail for all transactions</b>	Yes	Yes
Transaction history review Hot links to associated accounts and transactions	Yes	Yes
Printable audit trail report for any transaction	Yes	Yes
<b>Account Locks</b>	Yes	Yes
User defined financial restrictions with expiration date and supervisor override	Yes	Yes
<b>Notes</b>	Yes	Yes
Open text entry for documenting additional information about an inmate account	Yes	Yes
<b>Expanded Inmate Classification Capability</b>	Yes	Yes
User defined fields for tracking security classifications, dietary constraints, exemptions, custody type	Yes	Yes
<b>Release Workflow</b>	Yes	Yes
Automated Pre-defined account settlement rules	Yes	Yes
Choice of disbursements Cash, Check, Debit Card, Bond-Out, Group Transfer, or split disbursement (when using two or more of these in combination).	Yes	Yes
<b>Inmate Property Inventory</b>	Yes	No
Describe and record inmate property at intake	Yes	Yes
Review, audit, release inmate property	Yes	Yes
<b>Customizable Reports</b>	Yes	Yes
Receipts, Releases	Yes	Yes
Balances	Yes	Yes
Deposit and Withdrawal Review	Yes	Yes
Outstanding Debts Receivable	Yes	Yes
Indigence Review	Yes	Yes
Ad Hoc Exports	Yes	No
Report on Inmate Status, Location, Balances, Obligations, and Transactions. Choose from more than than 50 columns, and more than 20 row filters in Excel.	Yes	No
<b>Rapid Entry in Preview Mode</b>	Yes	Yes
Transaction Batches – rapid lookup, transaction grouping, links to accounts payable	Yes	No





Feature	Keefe Cloud	Keefe Legacy
Group receipt printing, Group transaction reporting	Yes	Yes
<b>Bank Reconciliation</b>	Yes	Yes
Quick identification of cleared items	Yes	Yes
Bank-to-Book Auto-Calculated Bank Rec Summary	Yes	Yes
Convenient Reconciling Entries	Yes	Yes
<b>Real Time General Ledger</b>	Yes	Yes
Classified Balance Sheet Navigation	Yes	No
Quick reporting and audit	Yes	Yes
<b>Accounts Payable</b>	Yes	No
Organize payments to vendors & government agencies	Yes	No
Disburse accruals by fiscal period	Yes	No
Produce detailed disbursement advice	Yes	No
<b>Advanced Bank Transaction Search</b>	Yes	Yes
Use multiple search criteria to find bank entries of interest.	Yes	Yes
Easy reporting on search results	Yes	Yes
<b>Financial Statement Reporting</b>	Yes	Yes
Classified Balance Sheet	Yes	Yes
Trial Balance	Yes	Yes
Selective GL Account Time-Period Activity	Yes	Yes
Debt Collection Results	Yes	Yes
Ad Hoc Exports	Yes	No
<b>Online Deposit Reporting</b>	Yes	Yes
Bank Transfers	Yes	Yes
Depositor Information	Yes	Yes
Link Analysis – see relationships between depositors and recipients	Yes	Yes
<b>Advanced population-based purchasing restrictions</b>	Yes	No
Define inmate populations based on location, gender, classification, diet, privilege level, sanction, etc.	Yes	Yes
Define categories (tags) to group items in restriction bundles	Yes	Yes
Set restrictions for shopping privileges (frequency, spending limit)	Yes	Yes
Set restrictions per product or product category (tag) (qty, timespan)	Yes	Yes
<b>Multiple Modes for Commissary Purchases</b>	Yes	Yes
Kiosk/tablet	Yes	Yes
Phone	Yes	Yes





Feature	Keefe Cloud	Keefe Legacy
Scantron	Yes	Yes
Walkup (concession)	Yes	Yes
Mobile Cart	Yes	Yes
Vending	Yes	Yes
Real time direct debit from inmate account when item vends	Yes	Yes
Cloud based vending audit/refill/planogram service	Yes	Yes
Direct manual entry	Yes	Yes
Trinity Take-Out (hot meals kitchen service)	Yes	Yes
Securepak – family purchases	Yes	Yes
<b>Smart purchasing from multiple inmate sub-accounts</b>	Yes	No
Designate priority sub-accounts such as store credits, gift accounts, to be used for commissary purchases in addition to the primary spending account	Yes	No
<b>Review and Dispatch Commissary Orders</b>	Yes	Yes
Design Automatic Commissary Order Restrictions and Privileges	Yes	Yes
Create Itemized Commissary Refunds	Yes	Yes
<b>Auto-Credit for out of stock</b>	Yes	No
System-generated credits based on fulfillment outcomes at Keefe warehouse	Yes	No
<b>Indigent Assessment and Indigent Sales</b>	Yes	Yes
Automatic financial assessment over time, balance, transaction activity	Yes	Yes
Separate catalog, billing structure	Yes	Yes
Financial accounting for indigent accounts payable payment to vendor / accounts receivable reimbursement from County (welfare, other)	Yes	Yes
<b>Bill-Pay Auto-Reconcile</b>	Yes	No
Select delivery batches to auto-reconcile with inmate receipts	Yes	No
Auto-create reconciled Accounts Payable payment batch(es) for disbursement	Yes	No
Option to create split disbursement for Keefe / Tax / Commission	Yes	No
<b>Report Sales by Delivery Batch, Category, and Inmate Receipt details</b>	Yes	Yes
In-Line and drill down (retrospective) reporting with advanced filters	Yes	No





Feature	Keefe Cloud	Keefe Legacy
immediate export to Adobe, Excel	Yes	Yes
<b>Grievance Process – Judgment / Appeal Case Numbers and Case History</b>	Yes	No
Request / Grievance Initiate by Category	Yes	No
Request/Grievance Officer Initiate	Yes	No
Request/Grievance – Previewer – Previewer can resolve or dispatch (release) to specialist group	Yes	No
<b>Data Conversion</b>	Yes	Yes
Personal Information – IDs, Names, Locations	Yes	Yes
Closing Balances from spending and savings accounts	Yes	Yes
Unpaid Debts	Yes	Yes
Uncleared Checks	Yes	Yes
Inmate Account Statements in Adobe Format	Yes	Yes
<b>Interfaces with Partner Systems</b>	Yes	Yes
Inmate Information – JMS/OMS	Yes	Yes
Web Services – Real Time	Yes	Yes
File Exchange – Scheduled	Yes	Yes
Phone Services	Yes	Yes
Phone Time Purchases and Refunds Web Services – Real Time	Yes	Yes
Phone Time Purchased via Commissary – Scheduled by Staff User	Yes	Yes
Refunds at Release – Web Services – Real Time	Yes	Yes
<b>INVENTORY MANAGEMENT – Customer Manages Inventory</b>	<b>No – Keefe owns/ manages inventory</b>	Yes
PURCHASE ORDERS-CREATING A PURCHASE ORDER-RECEIVING A PURCHASE ORDER	No	Yes
TRANSFERS-CREATING A TRANSFER-PULLING A TRANSFER-RECEIVING A TRANSFER	No	Yes
ADJUST INVENTORY-PRINTING CYCLE COUNT REPORTS-ADJUSTING INVENTORY	No	Yes
PICK AREAS-ORGANIZING PICK AREAS-ADDING VENDOR ITEMS (FOR ITEMS NOT PRELOADED) - UPDATE RETAIL PRICE	No	Yes
NEW COMMISSARY ITEMS-ADDING VENDOR ITEMS-ADDING WAREHOUSE ITEMS-ADDING COMMISSARY ITEMS-ADDING KIOSK ITEMS	No	Yes
REMOVE COMMISSARY ITEMS-DELETING ASSOCIATED ITEMS-DELETING STORE ITEMS-	No	Yes





Feature	Keefe Cloud	Keefe Legacy
DELETING VENDOR ITEMS-HIDING OUT OF STOCK ITEMS		
CREATING PURCHASE ORDERS	No	Yes
CREATING PO FROM PA	No	Yes
RECEIVING FROM PO	No	Yes
RECEIVING PURCHASE ORDERS	No	Yes
INVENTORY ADJUSTMENTS	No	Yes
MANUAL SALES	No	Yes
POINT-OF-SALE ORDERS-ACCESSING COMMISSARY-PROCESSING AN ORDER WITH A HAND SCANNER-PROCESSING ORDERS WITHOUT A SCANNER-SEND ORDERS TO WAREHOUSE	No	Yes
CYCLE COUNTS	No	Yes
YEAR-END INVENTORY	No	Yes
COMMISSARY RESTRICTIONS	No	Yes
COMMISSARY ORDER SUBMISSION	No	Yes
ORDER FULFILLMENT	No	Yes
ORDER VERIFICATION	No	Yes
COMMISSARY REFUNDS	No	Yes
SALES AND USAGE REPORTING	No	Yes
VENDING PLANOGRAM	No	Yes
VENDING REFILL STATUS	No	Yes
VENDING MACHINE SALES	No	Yes

**Trinity Food Service**

*As a national leader in correctional food service serving over 210 million meals a year, we are also able to provide our partners with a multitude of food service solutions that maximize food budgets, maintain stability and safety and keep inmate populations satisfied. As is the case with our other services, our food service focus is strictly on corrections. Our team of industry-certified kitchen specialists, dietitians and managers are committed to creating and delivering a nutritionally balanced menu customized to meet your unique needs. Whether outsourcing your kitchen responsibilities completely or operating your own kitchen and looking for assistance with product procurement and sourcing, menu creation and management, dietitian support, inmate training and/or custom food service reporting, tracking and software capabilities, we can help.*







---

### **Secure Payments®**

*Access Secure Payments provides payees and their family and friends a fast, easy way to make court-ordered payments. By adding Secure Payments to your agency, you offer a convenient service that also helps reduce your workload and increase your collections. The best part is that it costs your agency nothing to implement the program.*

*The Secure Payments system can process a wide variety of transactions, including parole, probation and many types of court ordered payments. Users can make payments in many ways— via our toll-free number, online, through our app, at a kiosk, through our lock box service or at a walk-in location.*

#### **With Access Secure Payments:**

- *Staff no longer need to handle cash or money orders.*
- *Mail room and accounting staff workload is reduced.*
- *Payments are posted in real-time and are guaranteed. (Real time posting requires real time integration).*
- *Exposure to fraud/counterfeit money is eliminated.*
- *You can build in revenue-generating features to cover other expenses.*
- *We provide all the technology, hardware and supplies.*

*Access Secure Payments processes many financial obligation such as: supervision fees, program fees, drug screening, monitoring fees, child support, fees & fines, restitution, and more!*

---





**From municipal and county, to state and federal courts, CourtFunds is the contactless way to disburse payments to everyone accurately and on time, no matter what part of the transaction they play a part in – jury, restitution, child support, bonds, witness, poll workers, and more. With CourtFunds you will increase efficiencies through our contactless technology by eliminating issuing paper checks which create unclaimed funds, check fraud, replacing lost and damaged checks, hours spent reconciling the bank account, plus no more postage and envelops expenses.**



**▶ What is CourtFunds?**

From municipal and county, to state and federal courts, CourtFunds is the contactless way to disburse payments to everyone accurately and on time, no matter what part of the transaction they play a part in – **jury payments, restitution, child support, bonds, witnesses, and more.** With CourtFunds you can:

- Curtail unclaimed property, escheatment incidents
- Eliminate lost or stolen checks
- Reduce check fraud risk
- Increase efficiency through contactless technology
- Reduce disbursement customer service issues
- Slash disbursement costs
- Reduce bank account reconciliation time
- Provide instant access to funds for constituents
- Reduce cash handling on site
- Integrate directly with court/jury management systems
- Integrate directly with accounting and financial systems

“The ability to offer jurors payment within 24 hours of their service is a significant improvement in customer service. Most individuals have to take time from work to serve, so getting their payment to them quicker is an improvement to the system. It also helps reduce stress in our payment procedures. The savings was in the efficiency and the elimination of data entry of all the personal information in our account system.”

*Heidi Scheppe, County Treasurer, Grand Traverse County, MI*



**Become the next CourtFunds success story!  
Call 877-287-2448 • Visit [court funds.com](http://court funds.com)**

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Rev. 08/21





# Pay juror and court-related disbursements instantly and securely



## Direct Disbursements

- Make funds available to jurors immediately after a jury or trial via direct deposit or pre-paid debit card
- Avoid the time, hassle and cost of issuing paper checks and buying postage
- Provide payees access to payment info on mobile devices
- Card option is convenient if disbursement recipients don't have a bank account, or if they want to keep court payments separate



## Multiple Ways to Receive Funds

- ACH
- Bank transfer
- Pre-paid card (physical or virtual)
- Direct deposit
- Gift card
- PayPal

“The idea of converting from checks to a debit card system seemed a bit overwhelming and maybe just not worth the trouble. We couldn't have been more wrong. A short demonstration, a few signatures, and a small amount of banking information later, we were all set up. CourtFunds literally held our hands during the entire brief process. The jurors are happy, and we're happy. It's a win-win!

If we had any doubts about our conversion, those doubts took flight the next week. **Our checking account fell victim to fraudulent checks totalling thousands of dollars masterminded by a juror who had received a paper check from us prior to switching to CourtFunds! This wasn't the first time we had dealt with this, but thankfully, with CourtFunds handling all transactions from now on, we won't have to deal with it ever again.**

All in all, we have been beyond satisfied with the setup, the process, and the service. If you are considering switching to CourtFunds, take the plunge! We're glad we did.”

*Clerk of Superior Court, Clayton County, GA*



## Like what you see?

Learn more about how CourtFunds can help your state, county, or municipality solve its most complex pay disbursement challenges by scheduling a call with one of our payment technology experts.



## Types of Payment Disbursements

- Jury payments
- Child support
- Bond reimbursements
- Restitution
- Witness fees
- Poll workers

Call 877-287-2448 • Visit [courtfund.com](http://courtfund.com) Rev. 08/21





### Release Pay Overview

*In the last decade, correctional facilities have experienced a tremendous increase in costs associated with handling Inmate Trust Funds. In an effort to streamline and reduce costs associated with this obligation many facilities have replaced cash and checks with our debit card program. Debit cards are a cost-effective alternative to issuing traditional checks. All hardware needed to provide this service will be provided by Keefe at no cost.*

### Benefits of releasing inmates with a debit card include:

- *Reduces exposure to fraud and lost checks*
- *Eliminates uncashed checks*
- *Easy to use. Simplifies Bank Account Reconciliation*
- *Eliminates checks and cash handling*



*The Keefe debit release card is provided through our partnership with Rapid Financial Solutions. Our debit card carries the MasterCard logo and can be used worldwide. The card will be immediately activated at the time the funds are loaded on to the card and a PIN code will be provided to the cardholder. There are no extra steps required to activate the card. This provides the cardholder with immediate access to their funds.*

*Our debit card is also part of a national surcharge free network – Money Pass. This means that the cardholder can get cash via an ATM without paying additional surcharge fees, when using a participating MoneyPass ATM at such convenient locations as Credit Unions, National Banks, 7-Eleven ATMs, and Wal-Mart store ATMs.*

*The facility can load the card with as little as \$0.01 or as much as \$9,700.00. There is no fee to load the card. All funds are on deposit at an FDIC insured bank. Every inmate qualifies for this program and can be issued a debit card regardless of immigration status.*

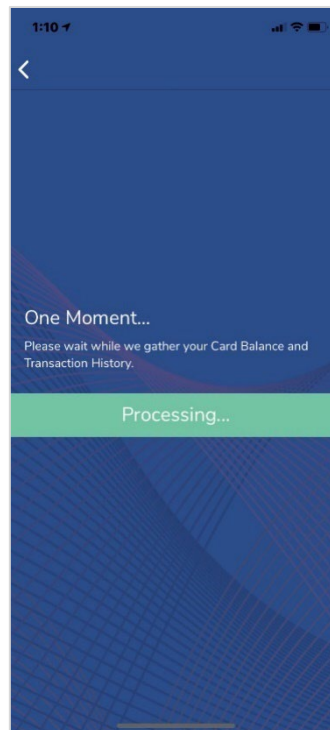
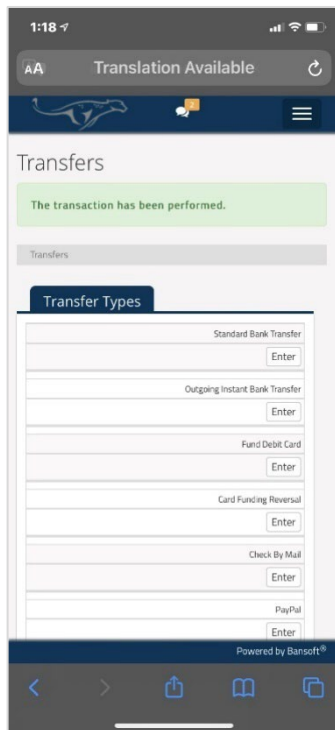
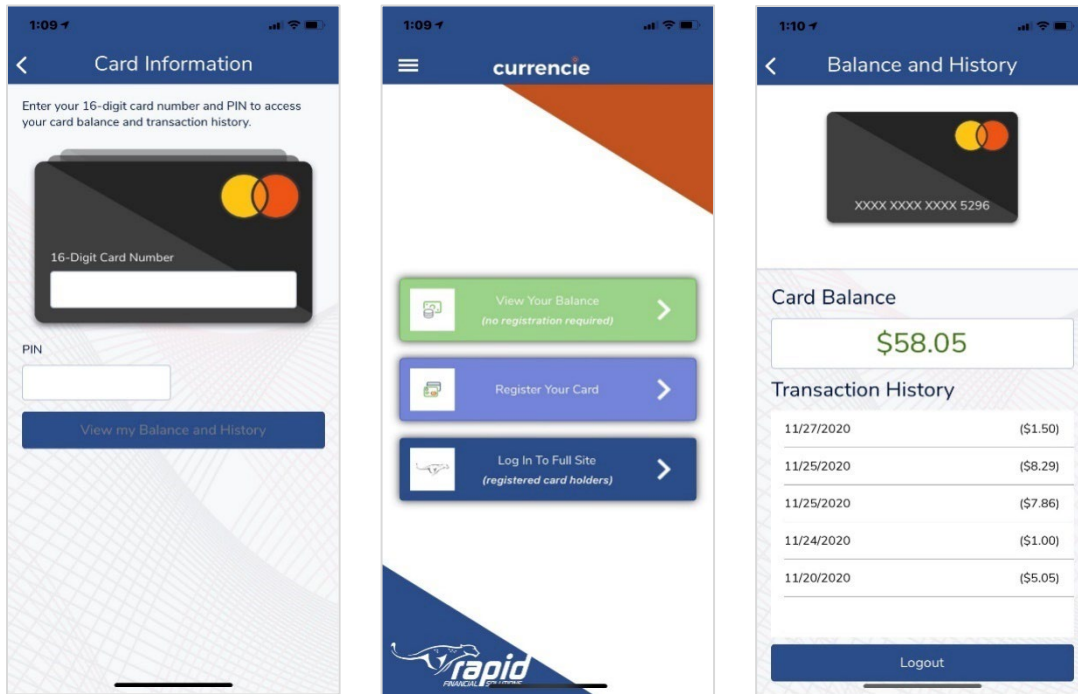
### Release Pay Debit Card Benefits

- *Eliminate Checks/Cash*
- *Immediate Funds Availability*
- *Reduces Lost Checks/Fraud*
- *Eliminates Check Cashier Fees*
- *Simplifies Bank Account Reconciliation*
- *Security of PIN Protected Card*
- *Worldwide Access to ATM's*
- *Real Time Transactions Account Info Available Online*
- *Mobile App*
- *Robust API for system to system integration*
- *Re-Loadable Card*
- *Allows for Direct Deposit to a US Bank Account*





**Debit Card Mobile App:**  
*Cardholders have the ability to easily track and see all account information easily from our mobile app.*





# RELEASEPAY

## HOW TO USE YOUR NEW RELEASEPAY DEBIT CARD

Start taking advantage of all the features  
the ReleasePay card has to offer.



Use your card anywhere MasterCard is accepted for Point of Sale purchases. Swipe your card at checkout and enter your PIN or run as credit.



Use your card to make purchases online. Just enter the card number, expiration date, and security code.



Check your balance and get cash at ATM's. Insert card and follow prompts. \*ATM's will charge usage fees.



Go into participating banks to receive cash back off your card.



At a Point of Sale purchase select cash back option to get funds off card FREE of charge.



Transfer money to a bank or PayPal account, or request paper check from ReleasePay.



Change PIN or hear account balance by calling 877-592-1118



**Use your card anywhere you see these logos.**





### **Release Pay Provides Options: How?**

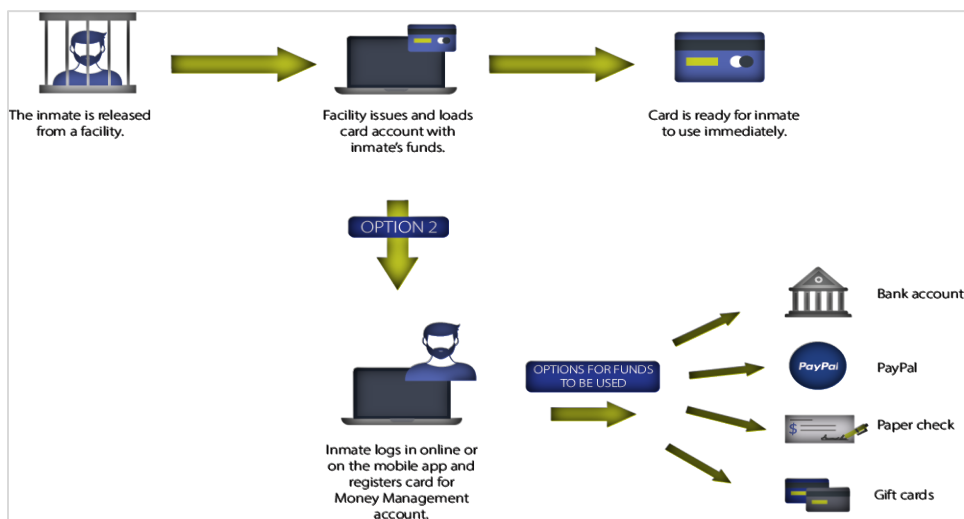
***Once the facility loads the inmate's money to the card/account, the inmate has many FREE options to receive their money.***

- ***Use cash advance to remove the entire balance at no charge by visiting any MasterCard principal financial institution bank.***
- ***Get cash back when making a debit transaction at point of sale***
- ***Move the money to a bank account***
- ***Transfer the money to PayPal***
- ***Buy gift cards***
- ***Request a paper check***

***Each individual released is also eligible to upgrade to a personalized reloadable debit card, which includes having their name imprinted on the card and the availability of being reloadable, at no cost.***

- ***No credit checks***
- ***Mobile App for complete banking experience***
- ***Reloadable from direct deposit from employer***
- ***Reloadable at Money Gram/ Western Union or from thousands of retail locations***
- ***MasterCard branded debit card that is accepted worldwide everywhere that accepts Mastercard.***
- ***See [www.mintcheetah.com](http://www.mintcheetah.com) for full program details.***

***While the inmate is deciding how best to receive their money there are NO fees incurring on the card for the first 100 days. If the inmate has not validated (used) the card or received their funds through one of the options mentioned above within the 100 days, the card/account will be accessed an inactivity fee. If the inmate realizes that these fees have occurred, they can call customer support and request a refund. Please see the program fee document for further details.***





### **Direct Debit Vending (for inmate population)**

***This unique service, only available to the corrections market through Keefe Commissary Network, will allow inmates to make purchases from vending machines directly and immediately from funds they have in their inmate trust account (in the facility's banking system, either KCN's or a 3rd-party). There is no cost to the county to implement this service and KCN will provide the county with the same commission percentage offered for commissary. We have seen an increase in sales of 50%+ when implementing this program.***

***For example: Please review the scenario below on a facility with an average daily population of 900 inmates. Example: Direct debit vending is offered to all inmates. Current inmate average spend is \$56.56/month on commissary items. With direct debit vending, assume inmates will spend an additional \$28.28/month. 900 inmates \* \$28.28 = \$25,452 in additional sales. The direct debit vending program is very successful due to the availability to purchase immediately, plus it captures sales from those inmates who get released before commissary is received once per week.***

#### **How it works:**

- *Inmate presents his/her card (containing the inmate's ID) to the card reader installed in the vending machine (card reader can also be programmed to allow the inmate's ID to be manually entered along with the inmate's PIN)*
- *Card reader displays the inmate's ID number and instructs the inmate to enter his/her PIN (same PIN used to access the kiosk)*
- *KCN system verifies this information, and if accurate, authorizes approval for a purchase to be made*
- *Once a selection has been made, the KCN system verifies the inmate's account balance (in facility's banking system), and if the account balance exceeds the price of the product selected, the inmate's account is charged for the amount of the purchase*
- *If the product vends successfully, the transaction is complete*
- *If the product does not vend successfully, the transaction is cancelled, and a credit matching the amount of the original charge, is posted to the inmate's account*
- *Process over- another selection will require all the above steps to be repeated*

***Please see the following pages for an informational brochure on Direct Debit Vending.***







# Direct-Debit Vending



With Keefe's Direct-Debit Vending, inmates can instantly access funds in their accounts to purchase products from a machine. Vending products are available 24/7/365, which leads to increased revenue.

## Facility Benefits:

- Increased sales and commissions
- Potential inmate labor programs
- Ability to remotely control/disable the machine
- Potential behavior modification tool
- Product selection different from regular commissary list
- Supplemental service to commissary
- Real-time financial transactions

## How it Works:

We will work with each facility to deliver and install the machines, and train staff on the program. Once the service is live, inmates will follow this process:

1. The inmate authenticates his/her identity and unique PIN at the vending machine.
2. Once verified, the inmate receives approval to proceed with purchase.
3. If the inmate's product selection is approved, his/her account balance is verified and a charge is applied.
4. If the product vends successfully, the transaction is complete and the account is immediately debited.
5. If the product does not vend successfully, the transaction is cancelled and a credit in the amount of the original charge is immediately applied to the inmate's account.

This inmate vending transaction requires little to no interaction from staff.





## Touchscreen Keypad:



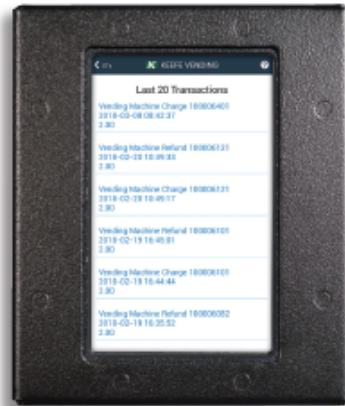
Each inmate will authenticate his/her unique ID and key in his/her unique PIN number. ID card barcode scanning is also an option.



Options on the touchscreen include Purchase, Account History, PIN management and Lock Account functions. It can also display inmate balance and spending limit.



An image of the item being purchased, along with its calorie count and price will appear before the purchase is confirmed.



The inmate's prior transactions can also be displayed to help him/her manage the account.

## Customer Experience:

Since incorporating Keefe's vending services into its inmate commissary program, the Greene County Sheriff's Office has seen inmate morale improve, tensions in the pods decrease and commissary sales increase. The additional revenue has also helped supplement the inmate security fund.

“The vending service provided by Keefe has given us an additional tool that helps save taxpayer money from being spent on inmate security needs.”

Sheriff Jim Arnott  
Greene County Sheriff's Office



# Specifications

## Enclosure:

Rugged, 14-gauge metal  
 Lexan glass front on all snack machines, tempered glass with Lexan front on all refrigerated machines  
 Front door access allows machine to be placed against the wall  
 Slide-out components allows for easy re-stocking  
 Four adjustable, leveling feet

## Network & System Connectivity:

Network cabling or wireless access points required in each housing unit  
 Integration to the facility's banking system, either KCN's or a third party's (via Live Funds Interface)

## Power Requirements:

Standard 20 amp/110 volt power  
 Optional uninterruptible power supply  
 Amperage used:  
 Snack Machines, 3.0 amps  
 Snack & Refrigerated Machine, 10.8 amps

## Dimensions & Weight:

**Snack Machine**  
 72"H x 39"W x 35"D  
 686 lbs.  
**Snack & Refrigerated Machine**  
 72"H x 35"W x 35"D  
 ~600 lbs.



For more information, contact your account manager or call 800.325.8998



### **Keefe's Vending Machines**

***Keefe's vending services present a unique way to offer on demand commissary goods to inmates in correctional facilities.***

***Keefe presents a solution that not only increases sales but provides additional opportunities for inmate labor in maintaining inventory and stocking each machine deployed.***

***Keefe has numerous methods to allow inmates the ability to utilize their trust funds to dispense snacks at a moment's notice when allowed accessibility to each machine. Whether that be through pre-loaded cards purchased through weekly commissary disbursement to integrated features to allow for automatic access to funds we have a solution that is one-of-a-kind.***

***This service could be implemented facility-wide or on a smaller scale to supplement the weekly bagged orders service. Examples would include adding this service to the honor dorms as a behavior modification tool, or in the booking area (or weekender's cells) to capture sales from inmates who get booked in and released between commissary cycles. In most cases facilities have experienced an increase of up to 50% return on commissions.***



#### **What Keefe Provides:**

- ***All equipment and hardware required***
- ***Network cabling needed in each housing unit, if a kiosk is not already present for each housing unit***
- ***Complete installation, training, on-going maintenance, and support for as long as the system is being used.***
- ***The ability to provide another avenue of inmate labor through the process of stocking machines located throughout each facility.***





## ATTACHMENT K - INSURANCE

### **Section 6: Insurance Schedule (Attachment K)**

Awarded Offerors will be expected to adhere to the insurance coverages outlined in Attachment K as part of the master agreement, unless otherwise negotiated in the master agreement and/or participating addendum.

***ATG Response: Advanced Technologies Group, LLC (herein "ATG") has read, understands, and will adhere.***

***Please see page 3 for a sample Certificate of Insurance that would be issued upon award of contract.***

***Per Attachment K as provided with RFP# 99SWC-S1154 for Inmate Communications, ATG asks that NASPO and/or the lead state of Nevada/participating states amend the language below as requested in the Questions and Answers submit on December 30, 2021.***

1) Per Attachment K – Insurance Requirements:

Contractor and subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods under this Contract are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

***Is there a way to amend the language to add the following to the end of the statement above to read "subject to insurance policy terms and conditions?"***

2) Per Attachment K - Insurance Requirements:

A. MINIMUM SCOPE AND LIMITS OF INSURANCE: Contractor shall provide coverage with limits of liability not less than those stated below. An excess liability policy or umbrella liability policy may be used to meet the minimum liability requirements provided that the coverage is written on a "following form" basis.

1. Commercial General Liability – Occurrence Form

Policy shall include bodily injury, property damage and broad form contractual liability coverage.

- a. The policy shall be endorsed to include the following additional insured language: "The State of Nevada shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor".

***For subsection "a." can the language be amended to read:***

***The policy shall be endorsed to include the State of Nevada as an additional insured.***

3) Per Attachment K – Insurance Requirements:

2. Automobile Liability - can be waived if contract does not involves use of motor vehicle.

Bodily Injury and Property Damage for any owned, hired, and non-owned vehicles used in the performance of this Contract.





- 
- a. The policy shall be endorsed to include the following additional insured language: "The State of Nevada shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor, including automobiles owned, leased, hired or borrowed by the Contractor"

***For subsection "a." can the language be amended to read:***

***The policy shall be endorsed to include the State of Nevada as an additional.***





# CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)  
04/08/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA		<b>CONTACT NAME:</b> PHONE (A/C No. Ex): (866) 283-7122      FAX (A/C No.): (800) 363-0105 <b>E-MAIL ADDRESS:</b>															
<b>INSURED</b> Advanced Technologies Group, LLC 1601 48th Street, Suite 220 West Des Moines IA 50266 USA		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: LM Insurance Corporation</td> <td>33600</td> </tr> <tr> <td>INSURER B: Liberty Mutual Fire Ins Co</td> <td>23035</td> </tr> <tr> <td>INSURER C: Liberty Insurance Corporation</td> <td>42404</td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: LM Insurance Corporation	33600	INSURER B: Liberty Mutual Fire Ins Co	23035	INSURER C: Liberty Insurance Corporation	42404	INSURER D:		INSURER E:		INSURER F:	
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INSURER D:																	
INSURER E:																	
INSURER F:																	

**COVERAGES**      **CERTIFICATE NUMBER:** 57009262828      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS shown as requested	
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:			EB2651291759061 SIR applies per policy terms & conditions	12/01/2021	12/01/2022	FACH OCCURRENCE	\$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
							MED EXP (Any one person)	\$5,000
							PERSONAL & ADV INJURY	\$1,000,000
							GENERAL AGGREGATE	\$10,000,000
							PRODUCTS - COMP/OP AGG	\$2,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS2-651-291759-071	12/01/2021	12/01/2022	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DFD <input type="checkbox"/> RETENTION			TH7651291759091	12/01/2021	12/01/2022	EACH OCCURRENCE	\$10,000,000
							AGGREGATE	\$10,000,000
							Includes/Completed U	\$10,000,000
A	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/OWNER (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N	WC5651291759041 SIR applies per policy terms & conditions	12/01/2021	12/01/2022	<input checked="" type="checkbox"/> OTHER STATE <input type="checkbox"/> OTHER F1 FACH ACCIDENT    \$1,000,000 E1 DISEASE-EA EMPLOYEE    \$1,000,000 F1 DISFAS-POLICY LIMIT    \$1,000,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101. Additional Remarks Schedule. may be attached if more space is required)  
The State of Nevada is included as Additional Insured in accordance with the policy provisions of the General Liability and Automobile Liability policies. General Liability policy evidenced herein is Primary and Non-contributory to other insurance available to an Additional Insured, but only in accordance with the policy's provisions. A waiver of Subrogation is granted in favor of The State of Nevada in accordance with the policy provisions of the Workers' Compensation policy. Should General Liability, Automobile Liability and Workers' Compensation policies be cancelled before the expiration date thereof, the policy provisions will govern how notice of cancellation may be delivered to Certificate Holders in accordance with the policy provisions of each policy.

<b>CERTIFICATE HOLDER</b>  State of Nevada Nevada State Purchasing Division Attn: Ronda Miller 515 E. Musser Street, Ste. 300 Carson City NV 89701 USA	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  <i>Aon Risk Services Central Inc.</i>
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ACORD 26 (2016/03)

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Holder Identifier :

Certificate No : 57009262828

