

State of Connecticut

RFI-06DOC0001

Department of Correction

Request for Information

For

Electronic Deposit Service for the Inmate Trust Fund

Issue Date:

June 22, 2006

Question Deadline Date:

July 10, 2006, @ 3:00 p.m. EST

Response Deadline:

July 31, 2006, @ 2:00 p. m. EST

Issued by:

Department of Correction

24 Wolcott Hill Road

Wethersfield, CT 06109

OVERVIEW:

The Department of Correction is seeking information from vendors regarding electronic deposit services that would allow members of the public to make electronic deposits into an individual's account held within the Department of Correction's Inmate Trust Fund.

Written responses must be received no later than July 28, 2006. Responses may be mailed to:

State of Connecticut
Department of Correction
24 Wolcott Hill Road
Wethersfield, CT 06109
Attention: Cindy Butterfield

STATEMENT OF PURPOSE

The purpose of this RFI is to gather company and service availability information from vendors with the capabilities of providing electronic deposit services to depositors of the Inmate Trust Fund.

BACKGROUND

The State of Connecticut, Department of Correction (DOC), administers the Inmate Trust Fund. The DOC has an inmate population of approximately 18,000. The Inmate Trust Fund (ITF) is comprised of individual accounts for inmates in Department of Correction facilities. The DOC currently accepts deposits into the ITF through three sources:

1. Funds received directly from the inmate at the time of admission.
2. Funds received through the inmate payroll.
3. Deposits made on the behalf of inmates from individuals on the inmate's visiting list.

Inmates have the opportunity to put up to ten individuals on their visiting list. Deposits can only be accepted from individuals that are on the visiting list for the inmate. Deposits can not be accepted from individuals that are not on the visiting list.

Current Operational Practice for Accepting Deposits

Currently the Inmate Trust Fund (ITF) accepts deposits from individuals on an inmate's visiting list. ITF only accepts deposits in the form of money orders, requiring that the depositor go to a location that sells money orders. The money orders are then sent to ITF via the mail. The following is ITF's internal process for handling these receipts:

1. The mail is opened by ITF staff and the remitter forms and money orders are collected and readied for processing.
2. ITF verifies the depositor is on the inmate's visiting list.

3. If the depositor is not on the inmate's visiting list or has enclosed other contraband materials with the deposit, correspondence is prepared explaining the correct process and the money order is returned to the depositor.
4. If the depositor is on the visiting list, the money order is scanned for record keeping purposes.
5. The clerk posts the deposit on the Syscon system.
6. The clerk prepares a receipt and mails it to the inmate.
7. The money orders are prepared for deposit to the bank.

Requesting Information to Accept Electronic Deposits through a Vendor:

The Department of Correction is interested in being able to offer individuals on an inmate's visiting list the ability to make electronic deposits into the Inmate Trust Fund.

The Department of Correction is requesting proposals to provide the following service:

1. Vendor(s) would receive daily an automated file from the DOC database, "Offender Based Tracking System", listing inmate names, inmate numbers and the names of those approved on their visiting list. Individuals being added to an inmate's visiting list will be asked to indicate on the visiting list application whether the Department of Correction can release only their name and address in this file; names will only be released if the Department of Correction has written approval. This file could be a combination of fixed length and/or delimited format and will need to be set up in an FTP server.
2. An approved individual on the visiting list would have the ability to make deposits by visiting a service location that accepts cash or credit cards for electronic deposit, or by using a credit card via the telephone or Internet.
3. The vendor would check the DOC automated output file for the inmate's name and verify the individual making the deposit is on the visiting list for the inmate. The identification of the individual making the deposit would be verified. At the service centers this would be done via a visual check of a picture ID. Over the telephone or Internet the name on the credit card would have to match the name on the visiting list.
4. The vendor accepts the money to be deposited and a fee for the transaction.
5. The vendor inputs the deposit information, designating the depositor's name and the inmate's name and inmate number, and the amount of the deposit. DOC would receive an electronic file with this information that would be downloaded into the Syscon Justice system and the ITF bank account.

Special Requirements:

1. The selected vendor(s) must be able to provide DOC with an electronic file in fixed length and/or delimited format for downloading information into the Syscon Justice system software (Inmate Trust Fund Software) and be able to accept an electronic file from the "Offender Based Tracking System", at no cost to the State. The vendor will not rely on State manpower or resources to establish and maintain the files to be downloaded into the Syscon Justice system.
2. The vendor will input the deposit information, designating the depositor's name and the inmate's name and inmate number, and the amount of the deposit. DOC will

receive an electronic file with this information that will be downloaded into the Inmate Trust (Syscon) system.

3. The vendor must be able to accept the electronic file from the “Offender Based Tracking System” and the identity of the depositor must be verified.
4. The vendor will be required to ensure that the system will maintain privacy of personal information and be “hardened” against intrusion.
5. Vendors should consider the State of Connecticut, State Statute c.g.s. 42-133ff when developing fee structures and will abide by all relevant Federal and State of Connecticut laws governing these types of services and transactions.
6. The Vendor cannot sell or otherwise distribute or use the Visiting List information that is transferred to the vendor for identification purposes. The Visiting List is considered confidential information.

RESPONSE CONTENT

Responses to this RFI must include the following information relative to electronic deposit services for the Inmate Trust Fund:

1. Describe the type of services the vendor has available to accept electronic transfers, i.e., customer service locations, telephone service, and Internet service.
2. Outline the specific procedural process flow for each type of service to be provided i.e., customer services center, telephone service, internet service, from the point the customer initiates the deposit to the transfer of the information and funds to the DOC.
3. Describe the type and format of the electronic file that will be prepared to be inputted into the Syscon / Inmate Trust Fund database and the experience the vendor has had with preparing these types files.
4. Describe the experience the vendor has had with this type of service delivery including the names and contact information of other State Correctional Agencies currently utilizing the service and what types of services are currently offered in those States.
5. Describe the security safeguards that have been put in place to insure that the electronic information cannot be stolen or compromised.
6. Describe the resources and materials that would be required from the State of Connecticut, including the electronic file with the inmate name and number and the inmate’s visiting list, for the vendor to be able to implement this service for the State of Connecticut, Department of Correction.
7. Outline the fee structure and/or any minimum purchase requirements that would be charged to the visiting list members utilizing the electronic deposit service.
8. There will be no cost to the State. The vendor will not rely on State manpower or resources to establish and maintain the files to be downloaded into the Syscon system.
9. With an approved proposal in place, the Department of Correction will coordinate notification of inmates, new visitors and existing visitors to inform them of the new option.

PRESENTATIONS

RFI responses will be reviewed by the Department's staff. Respondents providing clear concise information may be invited to make oral presentations and product demonstrations to staff members. The Department will select examples that demonstrate functionality identified as being critical or important.

DISCLAIMERS

The Department is asking for responses to this RFI for informational purposes only and will not be obligated in any way to use any of the information received. Vendors responding to this RFI will not be compensated in any way. Also, responding to this RFI will not enhance any vendor's chances of receiving future work from the Department. Similarly, not responding to this RFI will not be a detriment to any vendor when competing for future work.

All RFI responses submitted by vendors, will become the property of the State of Connecticut.

QUESTIONS

Administrative questions should be directed to: David Barry at david.barry@po.state.ct.us. The deadline for questions will be June 30, 2006, @ 3:00 p.m. EST.