

# REQUEST FOR LEGISLATIVE ACTION

Completed by County Counselor's Office:

Res/Ord. No.: 18435

Sponsor(s): James D. Tindall

Date: March 18, 2014

<b>SUBJECT</b>	<p>Action Requested  <input checked="" type="checkbox"/> Resolution  <input type="checkbox"/> Ordinance</p> <p>Project/Title: <u>Awarding a Thirty-Six Month Term and Supply Contract, with Two Twelve Month Options to Extend, for the furnishing of Interactive Self Service Kiosks for the Department of Corrections and other departments as needed from General Payment Systems, Inc. dba: EZ Card &amp; Kiosk of Irvine, CA under the Terms and Conditions of Request for Proposal No. 3-14.</u></p>																								
<b>BUDGET INFORMATION</b> <i>To be completed By Requesting Department and Finance</i>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Amount authorized by this legislation this fiscal year:</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Amount previously authorized this fiscal year:</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Total amount authorized after this legislative action:</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Amount budgeted for this item * (including transfers):</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Source of funding (name of fund) and account code number:</td> <td></td> </tr> </table> <p>* If account includes additional funds for other expenses, total budgeted in the account is: \$</p> <p><b>OTHER FINANCIAL INFORMATION:</b></p> <p><input checked="" type="checkbox"/> No budget impact (no fiscal note required)  <input type="checkbox"/> Term and Supply Contract (funds approved in the annual budget); estimated value and use of contract:          Department: _____ Estimated Use: \$ _____</p> <p>This would be a no-cost contract for Jackson County; the recommended vendor would charge a transaction fee to the user of the system.</p> <p>Prior Year Budget (if applicable): _____          Prior Year Actual Amount Spent (if applicable): _____</p>	Amount authorized by this legislation this fiscal year:	\$	Amount previously authorized this fiscal year:	\$	Total amount authorized after this legislative action:	\$	Amount budgeted for this item * (including transfers):	\$	Source of funding (name of fund) and account code number:															
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<b>PRIOR LEGISLATION</b>	<p>Prior ordinances and (date): _____</p> <p>Prior resolutions and (date): _____</p>																								
<b>CONTACT INFORMATION</b>	<p>RLA drafted by (name, title, &amp; phone): Barbara Casamento, Purchasing Supervisor, 881-3253</p>																								
<b>REQUEST SUMMARY</b>	<p>The Department of Corrections requires a Term and Supply Contract for Interactive Self Service Kiosks in the jail area and other public areas of Jackson County, Missouri for the deposit of cash for inmates and bonding purposes. The contract includes an option to explore expanding the use of the Kiosks for other financial transactions such as payment of County fees, taxes and fines. The Purchasing Department issued Request for Proposal No. 3-14 in response to those requirements.</p> <p>A total of seven notifications were distributed with three responses received and evaluated as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Description</th> <th>EZ Card Irvine, CA</th> <th>Touch Pay Irving, TX</th> <th>Keefe Bridgeton, MO</th> </tr> </thead> <tbody> <tr> <td>Responsiveness to General Conditions – 5 %</td> <td style="text-align: center;">5</td> <td style="text-align: center;">4</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Proposed Method of Performance – 35%</td> <td style="text-align: center;">35</td> <td style="text-align: center;">30</td> <td style="text-align: center;">25</td> </tr> <tr> <td>Experience, Qualifications and References – 35%</td> <td style="text-align: center;">35</td> <td style="text-align: center;">25</td> <td style="text-align: center;">25</td> </tr> <tr> <td>Pricing/Costs – 25%</td> <td style="text-align: center;">20</td> <td style="text-align: center;">20</td> <td style="text-align: center;">15</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: center;"><b>95</b></td> <td style="text-align: center;"><b>78</b></td> <td style="text-align: center;"><b>67</b></td> </tr> </tbody> </table>	Description	EZ Card Irvine, CA	Touch Pay Irving, TX	Keefe Bridgeton, MO	Responsiveness to General Conditions – 5 %	5	4	2	Proposed Method of Performance – 35%	35	30	25	Experience, Qualifications and References – 35%	35	25	25	Pricing/Costs – 25%	20	20	15	<b>Total</b>	<b>95</b>	<b>78</b>	<b>67</b>
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This agreement is at no cost to the County and it is the County's intent to keep the public user fees for system use as low as possible. Below is a comparison of user fees from the responding vendors:

Description	EZ Card, Irvine, CA	Touch Pay, Irving, TX	Keefe, Bridgeton, MO
Cash to inmate account	Any amount = \$3.00	\$0.01 to \$20.00 = \$2.95 \$20.00 to \$100.00 = \$3.95	Any amount = \$3.00
Bail	\$10.00 plus 8% up to \$2,000.00. Over \$2,000.00 = 8%	\$5.00 for first \$200.00 \$5.00 per each \$100.00 thereafter for cash Debit or credit = \$5.00 plus 6.5% (see note below)	Nothing stated in fee structure

Note: Touch Pay's Kiosk proposed for the Intake Units will not accept Debit/Credit Cards, which precludes a New Admit from bonding out of jail with their own Debit/Credit Card unless a bonding company is hired. Bonding Companies typically charge fees of 20% for bonds under \$1,000.00 and 10% for bonds over \$1,000.00.

Pursuant to Section 1054.6 of the Jackson County Code, the Director of Finance and Purchasing recommends the award of a Thirty-Six Month Term and Supply Contract, with Two Twelve Month Options to Extend, for the furnishing of Interactive Self Service Kiosks for the Department of Corrections and other departments as needed to General Payment Systems, Inc. dba: EZ Card & Kiosk of Irvine, California as the lowest and best proposal received.



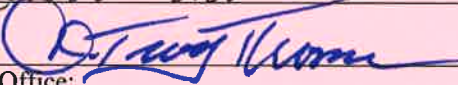
CLEARANCE

- Tax Clearance Completed (Purchasing & Department) N/A
- Business License Verified (Purchasing & Department) N/A
- Chapter 6 Compliance - Affirmative Action/Prevailing Wage (County Auditor's Office)

ATTACHMENTS

The Abstract of Bids, the Recommendation Memorandum from Ron Bearce, Department of Corrections and the pertinent pages of General Payment Systems proposal documents

REVIEW

Department Director: 	Date: 3/7/14
Finance (Budget Approval): If applicable 	Date: 3-7-14
Division Manager: 	Date: 3/13/14
County Counselor's Office:	Date:

Fiscal Information (to be verified by Budget Office in Finance Department)

- This expenditure was included in the annual budget.
- Funds for this were encumbered from the \_\_\_\_\_ Fund in \_\_\_\_\_.
- There is a balance otherwise unencumbered to the credit of the appropriation to which the expenditure is chargeable and there is a cash balance otherwise unencumbered in the treasury to the credit of the fund from which payment is to be made each sufficient to provide for the obligation herein authorized.
- Funds sufficient for this expenditure will be/were appropriated by Ordinance # \_\_\_\_\_
- Funds sufficient for this appropriation are available from the source indicated below.

Account Number:	Account Title:	Amount Not to Exceed:

- This award is made on a need basis and does not obligate Jackson County to pay any specific amount. The availability of funds for specific purchases will, of necessity, be determined as each using agency places its order.
- This legislative action does not impact the County financially and does not require Finance/Budget approval.





**JACKSON COUNTY  
DEPARTMENT OF CORRECTIONS  
Kansas City, Missouri**

## Memorandum

**To:** Barbara Casamento, Purchasing Supervisor  
**From:** Ron Bearce, Corrections Compliance Review  
**CC:** Kenneth Conlee, Director of Corrections  
**Date:** 03-05-2014  
**Re:** Review and Recommendation for RFP 3-14

Regarding RFP 3-14, the Corrections Review Committee has reviewed the submissions from the 3 qualifying vendors, EZ Card and Kiosk, Touchpay and Keefe. Below are our recommendation and comments. The scoring results are attached to this memorandum.

Listed in order of scoring, highest to lowest:

1. EZ Card and Kiosk
2. Touchpay
3. Keefe

It is the recommendation of the Corrections Review Committee that EZ Card and Kiosk be awarded the service contract. The agreement is at no cost to the County. In keeping with the County's intent to keep fees for the inmates and the general public as low as possible, there are no provisions for revenue sharing and EZ Card and Kiosk's user fees are equal to or lower than the other bidders for the most commonly used transactions.

### COMMENTS REGARDING EACH VENDOR BY COMMITTEE MEMBERS

#### EZ CARD AND KIOSK:

1. EZ PAY has numerous local (Missouri) contacts-Platte County, Buchanan County, and Greene County. All three contacts, as well as the three listed references gave superior recommendations regarding the efficiency of the product and customer service.
2. They can configure a secure printer to their kiosks for immediate use, as well as future growth.
3. Receipt copies can be immediately mailed to Criminal Records
4. When exit cards expire, the money returns to the County
5. Proposal was most comprehensive and contained easy to understand detailed responses

6. Method of Performance was detailed and included possible County expansion
7. No liability for County on charge backs
8. Check acceptor scanner-unique to only EZ PAY
9. Real time reports
10. Ability for inmate to send text messages to notify friends/family they are incarcerated
11. Pricing was straight forward and the least expensive in most categories

### TOUCHPAY

1. Have most of the needed features but lacks printers to produce purchased documents
2. Not as clear information as other vendor, as to servicing and maintenance – as well as money pick-up
3. Good references, one local, all others in Texas. Satisfactory recommendations given
4. No County risk for default funds
5. Voice alert message for inmate to contact family he/she is in custody
6. Intake kiosks will **not** accept debit/credit cards – this is highly needed for JCDC purposes
7. Pricing was least expensive in two of the categories

### KEEFE

1. Although Keefe has many years of experience in the Correctional field relating to Commissary, they have just recently entered the arena of accepting and processing bonds and other fees and fines. Other vendors have much more experience in this area.
2. Keefe has a "load maximum" which would not suit some of the higher bonds on state arrests
3. Timeline is very general and does not address specific times for implementation
4. Response times for service and maintenance has been slow at times (observed from past commissary kiosk issues)
5. Experience is lacking in credit card bonding procedure, which is an intricate portion of this service for Corrections
6. Pricing was lacking in some important areas and all areas not addressed to our satisfaction



**Jackson County MO**  
**Request for Proposal No. 3-14**  
**Interactive Self Service Kiosks**

**PRICING**

*The Successful Respondent will initiate, install and run the complete system at no cost to the County, to include possible reimbursement for initial placement of needed internet lines.*

**[Added per Addendum #1]**

*Please include with your proposal your Fee Structure for this project. Please note it is the County's intention to keep fees for inmates and the general public as low and reasonable as possible.*

**EZ Card & Kiosk Response**

EZ Card & Kiosk lists below all user fees proposed for our applications. Note that these fees have been refined through offering services nationwide since 2008.

***There is no cost to the County for any proposed services.***

**Cash - Inmate Money Load or Payments at Kiosk**

AMOUNT PAID:	TRANSACTION FEE:
ANY	\$3.00

**Credit/Debit Card or Check - Inmate Money Load or Other Payment Services at KIOSK**

AMOUNT PAID:	TRANSACTION FEE:
\$0.01-\$19.99	\$3.99
\$20.00 - \$49.99	\$5.99
\$50.00 - \$99.99	\$7.99
\$100.00 - \$199.99	\$9.99
\$200 and up	8% of payment

**Booking Kiosk**

USAGE:	TRANSACTION FEE:
Collect inmate cash	<i>No Charge</i>
Text Notification (1 <sup>st</sup> message)	\$2.99
Text Notification (subsequent messages)	\$1.99 each



**Jackson County MO**  
**Request for Proposal No. 3-14**  
**Interactive Self Service Kiosks**



**Credit/Debit Card - Inmate Money Load or Other Payment Services by WEB**

<b>AMOUNT PAID:</b>	<b>TRANSACTION FEE:</b>
\$0.01-\$19.99	\$3.99
\$20.00 - \$49.99	\$5.99
\$50.00 - \$99.99	\$7.99
\$100.00 - \$199.99	\$9.99
\$200 and up	9% of payment

**Credit/Debit Card - Inmate Money Load or Other Payment Services by PHONE**

<b>AMOUNT PAID:</b>	<b>TRANSACTION FEE*<sup>2</sup>:</b>
\$0.01-\$19.99	\$5.99
\$20.00 - \$49.99	\$7.99
\$50.00 - \$99.99	\$9.99
\$100.00 - \$199.99	\$11.99
\$200 and up	\$2.00 plus 9% of payment

**Cash, Credit/Debit Card or Check - Inmate Bail by KIOSK**

<b>AMOUNT PAID:</b>	<b>TRANSACTION FEE:</b>
Up to \$2000.00	\$10.00 + 8% of Bail
\$2000.01 and more	8% of Bail

**Cash, Credit/Debit Card or Check - Inmate Bail by WEB**

<b>AMOUNT PAID:</b>	<b>TRANSACTION FEE:</b>
Up to \$2000.00	\$10.00 + 8% of Bail
\$2000.01 and more	8% of Bail

<sup>2</sup> These fees reflect the added expense of providing service by live customer service agents.





**Jackson County MO**  
**Request for Proposal No. 3-14**  
**Interactive Self Service Kiosks**



**EZ EXIT Card**

<b>USAGE:</b>	<b>TRANSACTION FEE:</b>
POS purchase	\$0.99 (1 <sup>st</sup> transaction is free)
POS balance inquiry	\$0.99
POS decline	\$0.99
ATM withdrawal	\$2.99
ATM balance inquiry	\$1.99
ATM decline	\$1.99
Monthly Maintenance fee	First 30 days: <i>Free</i> After 30 days: \$4.95 / month
Card close out (check mailed)	<i>Free</i>
Customer Service (via IVR)	<i>Free</i>
Customer Service (live agent)	First three free/\$2.00 per call thereafter
Report lost/stolen (live agent)	<i>Free</i>
PIN change (via IVR)	<i>Free</i>
PIN change (live agent)	\$2.00
Paper statement	\$4.00
Replacement card	\$15.00
Research disputed item	\$20.00