

6. **COST**

Note: All Cost Proposals shall be submitted to the State as a separate, sealed package and clearly marked: “Cost Proposal in Response to RFP No. 1901”, please refer to the Submittal Instructions for further instruction.

The Vendor(s) shall report contract utilization and pay an administrative fee of .5% of the total kiosk spend to MCPA, paid quarterly. The MCPA/NASPO directors approved the level of the administration fee, and the fee is not negotiable. The administrative fee is to be paid quarterly within 60 days of the end of the quarter (See section 3.5 of the RFP for Reporting Schedule). In addition to the MCPA administrative fee, some NASPO and non-NASPO states may require that a fee be paid directly to the state on purchases made by procuring entities within that state. For all such requests, the fee level, payment method and schedule for such reports and payments shall be incorporated in a Participating Addendum that is made a part of the contracts. The Vendor(s) may adjust pricing accordingly for purchases made by procuring agencies within the jurisdiction of the state. Any such price adjustment shall not exceed the dollar value of the additional fee. All such agreements shall have no affect whatsoever on the MCPA fee or on the prices paid by the procuring agencies outside the jurisdiction of the state requesting the additional fee.

Vendors must provide detailed fixed prices for all costs associated with the responsibilities and related services. Clearly specify the nature of all expenses anticipated. Cost must be submitted on Attachment L. All pricing must be FOB destination regardless of state.

The State will not be liable for any costs in preparation of a proposal submitted in response to this RFP, in conduct of a presentation, or any other activities responding to this RFP.

Vendor shall report to the Lead State any price reduction, discount or other more favorable terms offered to any Purchasing Entity, and the awarded vendor agrees to negotiate in good faith to reestablish ceiling prices or other more favorable terms and conditions applicable to future orders.

As the nation's leading commissary services and technology provider to the corrections market, our experience with both the State of Nevada and across the country allows us to offer the absolute best combination of products, services and technology.

Keefe is the only company to design, assemble and support our own kiosks and write, support and maintain our own offender banking, inventory and commissary services software. Our Edge Housing Unit kiosk is the leading self service offender ordering system in the country. Keefe currently has deployed 850 kiosks at over 100 correctional facilities.

Additionally our MP3 program is the only proven correctional MP3 program currently operating in 8 state-wide DOC's with an additional two DOC awards currently starting. To date, we have delivered more than 2 million songs successfully to thousands of inmates nationwide. Our Secure Deposit and Email programs are proven and currently deployed throughout the country.

Below, Keefe Group has submitted two **NO COST** proposals in exchange for our industry leading services. Both proposals include hardware, software and installation of the kiosks offered. Keefe will be responsible for the replacement or repair of kiosks, servers and/or software. Additionally, there are no costs for 24 hour support, ongoing maintenance or software customizations that with other vendors may otherwise cost as much as \$200 per hour. We have provided summaries of both proposals, and have completed Attachment L, below.

In addition to providing hardware, software, installation and services at no charge to the state, our proposal will generate a substantial increase in revenue for the department and continue to build on what is already a successful partnership. The benefits to a proven turnkey solution are endless.

While the concept of our **NO COST** offers can be applied to any participating state, the cost and commission details of the two programs below are specific to the State of Nevada. Because each state is different in size and physical layout, has different existing service levels and are interested in implementing varying combinations of our services we respectfully reserve the right to negotiate these details with each of them individually through the outlined amendment process.

PROPOSAL ONE

		State	Nevada	Participating States
		No. of Inmates (Currently Incarcerated)	13,000	
Kiosks Requirements				
	3.1.1.1	Turnkey Kiosks		
		No. of Kiosks	100%	100%
		Lease, Purchase or No Cost	NO COST TO DOC	NO COST TO DOC
	3.1.1.2	Stand Alone Kiosk		
		No. of Kiosks	100%	100%
		Lease, Purchase or No Cost	NO COST TO DOC	NO COST TO DOC
	3.1.1.3	Outside Kiosk		
		No. of Kiosks	100%	100%
		Lease, Purchase or No Cost	NO COST TO DOC	NO COST TO DOC
	3.1.1.4	Hardware Only Kiosk		
		Specify type proposing:		
		No. of Kiosks	N/A	N/A
		Lease, Purchase or No Cost	N/A	N/A
	NOTE:	If Kiosk is leased, include all costs associated to include maintenance.		

Under Proposal One, Keefe has offered the State of Nevada a turnkey solution including 220 of our Edge Housing Unit kiosks and 8 of our Secure Deposit Lobby kiosks at no cost to the state. We believe 220 kiosks is likely more than needed to adequately address the needs of the state, but as a responsible vendor want to ensure that we accounted for physical layout or other variables that might increase the quantity needed.

The Edge Housing Unit kiosks will allow inmates to place and review commissary orders, download MP3 songs, receive and send Email/Secure Messaging, review account history and phone usage, request appointments and send grievances. The Edge Housing Unit kiosks are also used for video visitation. Of the 220 units a certain number could be installed in areas dedicated specifically to video visitation should the department wish.

The Secure Deposits kiosks will allow inmate family members and friends another avenue to deposit money to an inmate account. The eight (8) Secure Deposit Lobby kiosks will be located in the lobbies at each of your main correctional locations. Keefe will also provide a lock box program, website and 24 hour, toll free number to deposit funds to an inmate’s account.

			State	Nevada	Participating States
3.2	Technical Environment				
		3.2.1	Kiosk Application: User Fees Applied Per Service if applicable		
			Email/Secure Messaging	NO COST TO DOC -- SEE BELOW	
			Inmate Banking (deposits)	NO COST TO DOC -- SEE BELOW	
			Inmate Grievances	NO COST TO DOC	
			Video Visitation	NO COST TO DOC -- SEE BELOW	
			Inmate Scheduling	NO COST TO DOC	
			MP3 Download Information	NO COST TO DOC	
			MP3 Purchase Music	NO COST TO DOC -- SEE BELOW	
			Phone Time Usage	NO COST TO DOC -- SEE BELOW	
			Application Architecture	NO COST TO DOC	
			Interfacing	NO COST TO DOC	
			Communications	NO COST TO DOC	
			Scalability (No. of inmates per Kiosk; Maximum 250)	100	100
			Other Applications (Describe in detail)		

In addition to the hardware and software needed to implement the above listed applications, Keefe Group is proposing to provide our industry leading services. As a leader in the industry, we can provide our partners with all of these services and technologies. Having one point of contact streamlines daily operations and communication while also empowering future creation.

- Email/Secure Messaging:** The below proposed fee structure outlines the prices that inmates and their family and friends would pay for Email/Secure Messaging. There is no cost to the Department of Corrections. Additionally, a commissionable return to the department on transactions has been outlined later in this document.

Fees --

Email Package (# of Messages in Plan)

1	\$0.40
5	\$1.75
20	\$5.99
40	\$9.99

Photo Package (# of Photos in Plan)

1	\$0.40
5	\$1.75
20	\$5.99
40	\$9.99

- Inmate Banking (deposits):** The below proposed fee structure outlines the prices that inmate family and friends would pay to deposit money. There is no cost to the Department of Corrections. Additionally, a commissionable return to the department on transactions has been outlined later in this document.

DEPOSIT SERVICES FEE STRUCTURE					
Gross Amount Deposited	Web	Phone	Credit at Lobby	Cash	Lockbox Fee
\$0.01 - \$19.99	\$3.95	\$4.95	\$3.95	\$4.00	\$0.00
\$20.00 - \$99.99	\$6.95	\$7.95	\$6.95	\$4.00	\$0.00
\$100.00 - \$199.99	\$8.95	\$9.95	\$8.95	\$4.00	\$0.00
\$200.00 - \$300.00	\$10.95	\$11.95	\$10.95	\$4.00	\$0.00

- Video Visitation:** Keefe Group has proposed a fee of \$9.95 per 20 minute visitation session. This fee would be paid by inmate family and friends. There is no cost to the Department of Corrections. Additionally, a commission to be paid back to the department on transactions has been outlined later in this document.
- MP3 Program:** Keefe Group has listed the sale prices to inmates and their family and friends for our MP3 players and songs in the related equipment section outlined later in this document. There is no cost to the Department of Corrections. Keefe asks that the department not mark up the sale price of the MP3 player and songs, but has accounted for a commission to be paid back to the department on both. The commission is outlined later in this document.
- Phone Usage:** The Edge™ kiosk phone management feature allows the offender to browse both phone call history and call charge history. The feature also allows the offender to request the addition of personal allowed numbers (PAN) to his or her caller list. If Keefe’s inmate banking software is being used and the state is interested, we will request the phone vendor provide an integration to implement Direct Link Trust (DLT). DLT allows inmates to access their trust account to fund calling in real time. In Nevada specifically, CenturyLink/IC Solutions has agreed to provide the necessary integration for DLT should the state wish to use our inmate banking software. We have also discussed with CenturyLink /IC Solutions the ability to provide Nevada phone-order entry. This option can be used for all inmates, but has direct benefits to inmates in restricted areas. This method, if implemented will continue to uphold all ordering restrictions, and provide inmates the option of checking account balances and recent deposits.

			State	Nevada	Participating States
		3.2.2	Software Architecture		
			Specify applications proposing:	NO COST TO DOC -- SEE BELOW	NO COST TO DOC -- SEE BELOW
		3.2.3	System Architecture		
			Specify items proposing	NO COST TO DOC -- SEE BELOW	NO COST TO DOC -- SEE BELOW
		3.2.4	Customer Interaction Messages		
			Specify applications proposing:	NO COST TO DOC -- SEE BELOW	NO COST TO DOC -- SEE BELOW
		3.2.5	Remote Management		
			Specify applications proposing:	NO COST TO DOC -- SEE BELOW	NO COST TO DOC -- SEE BELOW
		3.2.6	Software Provisions		
			Specify applications proposing:	NO COST TO DOC -- SEE BELOW	NO COST TO DOC -- SEE BELOW
		3.2.7	Hardware Requirements		
			Specify items proposing	NO COST TO DOC -- SEE BELOW	NO COST TO DOC -- SEE BELOW
			Monitor		

As your partner, we make it our mission to understand the needs of your facilities and provide you with the easy-to-use solutions. We have a full-time software development team, completely dedicated to product advancement and are willing to discuss the specific needs of the state as they arise.

			State	Nevada	Participating States
3.3	Security Requirements				
			Describe all cost associated with this section.	NO COST TO DOC	NO COST TO DOC
3.4	Maintenance/ Service				
		3.4.1	Software Modification/Release Mgt		
				NO COST TO DOC – SEE BELOW	NO COST TO DOC – SEE BELOW
3.5	Reporting				
			List any cost associated with this section. If none, list N/A	NO COST TO DOC	NO COST TO DOC
3.6	Training and Support				
			Describe all cost associated with this section.	NO COST TO DOC -- SEE BELOW	NO COST TO DOC – SEE BELOW
3.7	System Warranty				
			List any cost associated with this section. If none, list N/A.	NO COST TO DOC -- SEE BELOW	NO COST TO DOC – SEE BELOW
3.8	DRC Security Requirement				
			Not Applicable		
3.9	Optional/Other Services				
			Describe all cost associated with this section.	NO COST TO DOC	NO COST TO DOC
3.10	Documentation				
			List any cost associated with this section. If none, list N/A.	NO COST TO DOC	NO COST TO DOC

Keefe Group proposes to provide all hardware and all wiring and installation of inmate ordering kiosks at NO COST to Nevada Department of Corrections. Keefe will provide all software, on-going training and 24-hour 365 days a year support.

Keefe Group has a dedicated Technical Specialist within our region and employs an entire department of technicians at our corporate office. We also have a dedicated Vice President and Account Manager based out of our Reno office to handle this

contract. Our turnkey solution offers you one point of contact should there be an issue with any of these services. Any and all upgrades of hardware and software and additional training to facility staff will be provided by Keefe Group at no cost to the State for the life of the Agreement. We have a strong working relationship with Shawntec Communications, Inc. Shawntec currently has employees cleared by Nevada DOC and already working in the field. This relationship provides us additional options should a need arise.

Keefe Group has no hidden fees or maintenance costs, no processing fees, and no installation fees.

	Commission		DRC Commission		
			Commissary Commission	3%	
			Email/Secure Messaging	\$0.20	
			Inmate Banking (deposits)	\$1.00	
			MP3 Player Sales	6.0%	
			MP3 Song Sales	\$0.25	
			Video Visitation	20.00%	

Under Proposal One:

- The Nevada Department of Corrections would continue to utilize Keefe as their primary commissary vendor, purchasing existing items and considering Keefe for new items, for the length of this partnership. Keefe offers to **maintain existing product pricing and** offers the department **an additional three (3) percent commission** on total commissary sales. Commission will be based on total dollars of commissary product purchased statewide and can be remitted on a monthly, quarterly or annual basis. **Keefe will not charge the inmate or the department any fees for placing commissary orders at the kiosk.** Keefe believes this offer will generate significant revenue for the department. **This 3% commission is only offered in Proposal One.**
- Keefe offers the Nevada Department of Corrections a \$.20 commission on each Email/Secure Messaging and Photo transaction. **This is \$.10 per transaction more than Proposal Two.**
- Keefe offers the Nevada Department of Corrections a \$1.00 commission on each Secure Deposits transaction, with the exception of those made through our lock box option. For convenience sake, Keefe has offered our lock box service at **no charge** to the inmate family and friends. Should the department wish to receive a commission on this service, Keefe will adjust pricing accordingly.
- Keefe offers the Nevada Department of Corrections a six percent (6%) commission on each MP3 player sold.

- Keefe offers the Nevada Department of Corrections \$.25 on each MP3 song downloaded. **This is \$.05 per transaction more than Proposal Two.**
- Keefe offers the Nevada Department of Corrections 20% of all video visitation revenue.

Should the department wish to negotiate rates and/or commissions, Keefe is willing to discuss.

			State	Nevada	Participating States
	Related Equipment				
			MP3 MINI MAXX PLAYER	\$49.99	
			MP3 MAXX PLAYER (4GB)	\$79.95	
			MP3 MAXX PLAYER (8GB)	\$99.95	
			MP3 MAXX TOUCH PLAYER (4GB)	\$99.95	
			MP3 MAXX TOUCH PLAYER (8 GB)	\$129.95	
			MP3 MAXX SLIDE PLAYER (8 GB)	\$159.95	
			MP3 MAXX SLIDE PLAYER (16 GB)	\$199.95	
			MP3 SONGS	\$1.80	

Keefe offers a wide selection of player options to the inmate population. We are the only proven MP3 provider, with eight (8) existing state DOC customers and another two (2) in implementation stage. Our players have been designed specifically for use in the correctional environment and therefore built to withstand the rigors associated. We have included samples of our Maxx MP3 player, along with a keyboard and the life skills programs on CD in all of the technical responses. Additionally, our MP3 player allows inmates to choose songs from the player rather than having to search from the kiosk. The significant additional time required for inmates to search from the kiosk (as opposed to on the player on their own time) can create disruption within the facility as well as puts an additional burden on the kiosk itself. Keefe's MP3 accessories include, but are not limited to, clear plastic keyboards and armbands.

PROPOSAL TWO

			State	Nevada	Participating States
			No. of Inmates (Currently Incarcerated)	13,000	
3.1	Kiosks Requirements				
		3.1.1.1	Turnkey Kiosks		
			No. of Kiosks	100%	100%
			Lease, Purchase or No Cost	NO COST TO DOC	NO COST TO DOC
		3.1.1.2	Stand Alone Kiosk		
			No. of Kiosks	100%	100%
			Lease, Purchase or No Cost	NO COST TO DOC	NO COST TO DOC
		3.1.1.3	Outside Kiosk		
			No. of Kiosks	100%	100%
			Lease, Purchase or No Cost	NO COST TO DOC	NO COST TO DOC
		3.1.1.4	Hardware Only Kiosk		
			Specify type proposing:		
			No. of Kiosks	N/A	N/A
			Lease, Purchase or No Cost	N/A	N/A
		NOTE:	If Kiosk is leased, include all costs associated to include maintenance.		

Under Proposal Two, Keefe has offered the State of Nevada a turnkey solution that includes 220 of our Edge Housing Unit kiosks and 8 of our Secure Deposit Lobby kiosks at no cost to the state. We believe 220 kiosks is more than needed to adequately address the needs of the state, but wanted to ensure that we were conservative in case physical layout or other variables increased the quantity needed.

The Edge Housing Unit kiosks will allow inmates to place and review commissary orders, download MP3 songs, receive and send Email/Secure Messaging, review account history and phone usage, request appointments and send grievances. The Edge Housing Unit kiosks are also used for video visitation. Of the 220 units a certain number could be installed in areas dedicated specifically to video visitation should the department wish.

The Secure Deposits kiosks will allow inmate family members and friends another avenue to deposit money to their loved ones inmate trust. The eight (8) Secure Deposit Lobby kiosks will be located in the lobbies at each of your main correctional locations. Keefe will also provide a lock box program, website and toll free number to deposit funds to an inmate’s account.

			State	Nevada	Participating States
3.2	Technical Environment				
		3.2.1	Kiosk Application: User Fees Applied Per Service if applicable		
			Email/Secure Messaging	NO COST TO DOC -- SEE BELOW	
			Inmate Banking (deposits)	NO COST TO DOC -- SEE BELOW	
			Inmate Grievances	NO COST TO DOC	
			Video Visitation	NO COST TO DOC -- SEE BELOW	
			Inmate Scheduling	NO COST TO DOC	
			MP3 Download Information	NO COST TO DOC	
			MP3 Purchase Music	NO COST TO DOC -- SEE BELOW	
			Phone Time Usage	NO COST TO DOC -- SEE BELOW	
			Application Architecture	NO COST TO DOC	
			Interfacing	NO COST TO DOC	
			Communications	NO COST TO DOC	
			Scalability (No. of inmates per Kiosk; Maximum 250)	100	
			Other Applications (Describe in detail)		

In addition to the hardware and software needed to implement the above listed applications, Keefe Group is proposing to provide our industry leading services. As a leader in the industry, we can provide the department with all of these services and technologies. Having one point of contact streamlines daily operations and communication while also empowering future creation.

- Email/Secure Messaging:** The below proposed fee structure outlines the prices that inmates and their family and friends would pay for Email/Secure Messaging. There is no cost to the Department of Corrections. Additionally, a commission to be paid back to the department on transactions has been outlined later in this document.

Fees --			
<u>Email Package (# of Messages in Plan)</u>		<u>Photo Package (# of Photos in Plan)</u>	
1	\$0.40	1	\$0.40
5	\$1.75	5	\$1.75
20	\$5.99	20	\$5.99
40	\$9.99	40	\$9.99

- Inmate Banking (deposits):** The below proposed fee structure outlines the prices that inmate family and friends would pay to deposit money. There is no cost to the Department of Corrections. Additionally, a commission to be paid back to the department on transactions has been outlined later in this document.

DEPOSIT SERVICES FEE STRUCTURE					
Gross Amount Deposited	Web	Phone	Credit at Lobby	Cash	Lockbox Fee
\$0.01 - \$19.99	\$3.95	\$4.95	\$3.95	\$4.00	\$0.00
\$20.00 - \$99.99	\$6.95	\$7.95	\$6.95	\$4.00	\$0.00
\$100.00 - \$199.99	\$8.95	\$9.95	\$8.95	\$4.00	\$0.00
\$200.00 - \$300.00	\$10.95	\$11.95	\$10.95	\$4.00	\$0.00

- Video Visitation:** Keefe Group has proposed a fee of \$9.95 per 20 minute visitation session. This fee would be paid by inmate family and friends. There is no cost to the Department of Corrections. Additionally, a commission to be paid back to the department on transactions has been outlined later in this document.
- MP3 Program:** Keefe Group has listed the sale prices to inmates and their family and friends for our MP3 players and songs in the related equipment section outlined later in this document. There is no cost to the Department of Corrections. Keefe asks that the department not mark up the sale price of the MP3 player and songs, but has accounted for a commission to be paid back to the department on both. The commission is outlined later in this document.
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			State	Nevada	Participating States
		3.2.3	System Architecture		
			Specify items proposing	NO COST TO DOC- SEE BELOW	NO COST TO DOC- SEE BELOW
		3.2.4	Customer Interaction Messages		
			Specify applications proposing:	NO COST TO DOC -- SEE BELOW	NO COST TO DOC- SEE BELOW
		3.2.5	Remote Management		
			Specify applications proposing:	NO COST TO DOC -- SEE BELOW	NO COST TO DOC- SEE BELOW
		3.2.6	Software Provisions		
			Specify applications proposing:	NO COST TO DOC -- SEE BELOW	NO COST TO DOC- SEE BELOW
		3.2.7	Hardware Requirements		
			Specify items proposing	NO COST TO DOC -- SEE BELOW	NO COST TO DOC- SEE BELOW
			Monitor		

As your partner, we make it our mission to understand the needs of your facilities and provide you with the easy-to-use solutions. Keefe's full-time software development team is completely dedicated to product advancement. If selected, Keefe is committed to remaining flexible throughout our partnership and are willing to discuss the specific needs of the state as they arise.

			State	Nevada	Participating States
3.3	Security Requirements				
			Describe all cost associated with this section.	NO COST TO DOC	NO COST TO DOC
3.4	Maintenance/ Service				
		3.4.1	Software Modification/Release Mgt		
				NO COST TO DOC -- SEE BELOW	NO COST TO DOC -- SEE BELOW
3.5	Reporting				
			List any cost associated with this section. If none, list N/A	NO COST TO DOC	NO COST TO DOC
3.6	Training and Support				
			Describe all cost associated with this section.	NO COST TO DOC -- SEE BELOW	NO COST TO DOC -- SEE BELOW
3.7	System Warranty				
			List any cost associated with this section. If none, list N/A.	NO COST TO DOC -- SEE BELOW	NO COST TO DOC -- SEE BELOW
3.8	DRC Security Requirement				
			Not Applicable		
3.9	Optional/Other Services				
			Describe all cost associated with this section.	NO COST TO DOC	NO COST TO DOC
3.10	Documentation				
			List any cost associated with this section. If none, list N/A.	NO COST TO DOC	NO COST TO DOC

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all upgrades of hardware and software and additional training to facility staff will be provided by Keefe Group at no cost to the State for the life of the Agreement. We have a strong working relationship with Shawntec Communications, Inc. Shawntec currently has employees cleared by Nevada DOC and already working in the field. This relationship provides us additional options should a need arise.

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			Email/Secure Messaging	\$0.10	
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			MP3 Player Sales	6.0%	
			MP3 Song Sales	\$0.20	
			Video Visitation	20.00%	

Under Proposal Two:

- Keefe would no longer offer the department an additional three (3) percent commission on total commissary sales.
- Keefe offers the Nevada Department of Corrections a \$.10 commission on each Email/Secure Messaging and Photo transaction.
- Keefe offers the Nevada Department of Corrections a \$1.00 commission on each Secure Deposits transaction, with the exception of those made through our lock box option. For convenience sake, Keefe has offered our lock box service at **no charge** to the inmate family and friends. Should the department wish to receive a commission on this service, Keefe will gladly adjust pricing.
- Keefe offers the Nevada Department of Corrections a six percent (6%) commission on each MP3 player sold.
- Keefe offers the Nevada Department of Corrections \$.20 on each MP3 song downloaded.
- Keefe offers the Nevada Department of Corrections 20% of all video visitation revenue.

Should the department wish to negotiate rates and/or commissions, Keefe is willing to discuss.

			State	Nevada	Participating States
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			MP3 MAXX TOUCH PLAYER (8 GB)	\$129.95	
			MP3 MAXX SLIDE PLAYER (8 GB)	\$159.95	
			MP3 MAXX SLIDE PLAYER (16 GB)	\$199.95	
			MP3 SONGS	\$1.80	

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