

STATE OF OHIO  
DEPARTMENT OF ADMINISTRATIVE SERVICES  
GENERAL SERVICES DIVISION  
OFFICE OF PROCUREMENT SERVICES  
4200 SURFACE ROAD, COLUMBUS, OH 43228-1395

REQUIRED USE CONTRACT FOR: Inmate Kiosks and Lock Box Services

CONTRACT No.: RS901913

EFFECTIVE DATES: 09/13/12 to 07/31/15

\*Renewal through 07/31/22

\*The State of Ohio Department of Administrative Services (DAS) agreed to participate in a cooperative contract for Inmate Kiosks and Lock Box Services with JPay, Inc. which is administered by the State of Nevada Purchasing Division, on behalf of National Association of State Procurement Officials (NASPO-ValuePoint) and the Multi-State Corrections Procurement Alliance (MCPA). The State of Ohio has accepted an offer submitted in response to the State of Nevada Request for Proposal No. 1901 that opened on 03/24/11. The State of Nevada Purchasing Division completed the evaluation of the proposal response(s). The Offeror listed herein was determined to be the highest-ranking Offeror by the State of Ohio. The respective Proposal, including the incorporated contract terms and conditions, standard contract terms and conditions, special contract terms & conditions, any bid addenda, specifications, pricing schedules and any attachments incorporated by reference and accepted by DAS, and the State of Ohio Standard Contract Terms and Conditions, and Supplemental Contract Terms and Conditions (Rev. 02/2011), become a part of this Requirements Contract.

This Requirements Contract is effective beginning and ending on the dates noted above unless, prior to the expiration date, the Contract is renewed, terminated or cancelled in accordance with the Contract Terms and Conditions.

This Requirements Contract is available to all State Agencies, State institutions of higher education and properly registered members of the Cooperative Purchasing Program of the Department of Administrative Services, as applicable.

Agencies are eligible to make purchases of the listed supplies and/or services in any amount and at any time as determined by the agency. The State makes no representation or guarantee that agencies will purchase any volume of supplies and/or services.

SPECIAL NOTE: State agencies may make purchases under this Requirements Contract up to \$2500.00 using the state of Ohio payment card. Any purchase that exceeds \$2500.00 will be made using the official state of Ohio purchase order (ADM-0523). Any non-state agency, institution of higher education or Cooperative Purchasing member will use forms applicable to their respective agency.

Questions regarding this and/or the Requirements Contract may be directed to:

Jennifer Dammeyer, CPPB  
Jennifer.Dammeyer@das.ohio.gov

This Requirements Contract and any Amendments thereto are available from the DAS Web site at the following address:

<http://www.ohio.gov/procure>

\*Denotes name change with amendment 2.

Signed: \_\_\_\_\_  
Robert Blair, Director Date

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STATE OF OHIO  
PARTICIPATING ADDENDUM  
FOR  
INMATE KIOSKS AND LOCK BOX SERVICES

NEVADA MASTER PRICE AGREEMENT NUMBER 1901

\*AS ISSUED ON BEHALF OF THE MULTI-STATE CORRECTIONS PROCUREMENT ALLIANCE (MCPA) OF THE  
NATIONAL ASSOCIATION OF STATE PROCUREMENT OFFICIALS (NASPO-VALUEPOINT):

<http://www.naspovaluepoint.org/#/current-contracts/search?term=jpay>

STATE OF OHIO CONTRACT NUMBER RS901913

## PARTICIPATING ADDENDUM

### I. SCOPE:

\*To provide Inmate Kiosks and Services in accordance with the Nevada Master Price Agreement Number 1901, that was issued on behalf of the Multi-State Corrections Procurement Alliance (MCPA) of the National Association of State Procurement Officials (NASPO ValuePoint). The Contractor shall establish a specialized scope and pricelist with each participating Agency or institution depending on their desired needs of services that the Nevada Master Price Agreement Number 1901 offers. Agencies may decide to only utilize a select few services from the Nevada Master Price Agreement and do not have to use each service being offered under the contract. Each Agency can utilize the awarded pricing under the Nevada Master Price Agreement Number 1901 or may negotiate the prices and commissions based off of their operational needs. The agreed upon prices and commissions will be signed by each individual Agency and Contractor. The signed agreements will be kept between the Agency and Contractor. The awarded pricing and commissions are available to view at the link provided below.

<http://www.naspovaluepoint.org/#/current-contracts/search?term=jpay1901>

### II. Participation:

COOPERATIVE PURCHASING CONTRACT. This Contract is open to all State Agencies and may be relied upon by Ohio institutions of higher education and Ohio political subdivisions. Ohio political subdivisions include any county, township, municipal corporation, school district, conservancy district, township park district, park district created under Chapter 1545 of the Revised Code, regional transit authority, regional airport authority, regional water and sewer district, port authority or any other political subdivision as described in the Ohio Revised Code. To qualify to use this Contract the political subdivision must be currently enrolled in the State's Cooperative Purchasing Program. Purchases made from this Contract by a political subdivision that is not properly registered with the State's Cooperative Purchasing Program will be a violation of law and may be contrary to the political subdivision's competitive bidding requirements. If a political subdivision or institution of higher education relies upon this Contract to issue a purchase order or other ordering document, the political subdivision or institution of higher education "steps into the shoes" of the State under this Contract. The political division's or institution of higher education's order and this Contract are between the Contractor and the political subdivision or institution of higher education. The Contractor must look solely to the political subdivision or institution of higher education for performance, including payment. The Contractor agrees to hold the state of Ohio harmless with regard to political subdivisions and institution of higher education's orders and political subdivision's and institution of higher education's performance. DAS may cancel this Contract and may seek remedies if the Contractor fails to honor its obligations under an order from a political subdivision or institution of higher education.

### III. Changes:

CONTRACTOR QUARTERLY SALES REPORT. The Contractor must report the quarterly dollar value (in U.S. dollars and rounded to the nearest whole dollar) of the sales, to include both state agencies and political subdivisions, under this Contract by calendar quarter (e.g. January-March, April-June, July-September and October-December). The dollar value of the sale is the price paid by the Contract user for the products and/or services listed on the purchase order or other encumbering document, as recorded by the Contractor.

The Contractor will receive an email with a User ID and password and must report the quarterly dollar value of sales to the Department of Administrative Services (DAS) via the Internet using the web form at the Ohio DAS Contract Management Contractor Portal, <https://cm.ohio.gov/>. If no sales occur, the Contractor must show zero. The report must be submitted thirty (30) days following the completion of the reporting period. The Contractor is responsible for emailing the Analyst listed on page one of the contract with any company contact changes.

The Contractor shall also submit a close-out report within one hundred and twenty (120) days after the expiration of this Contract. The Contract expires upon the physical completion of the last outstanding task or delivery order of the Contract. The close-out report must cover all sales not shown in the final quarterly report and reconcile all errors and credits. If the Contractor reported all contract sales and reconciled all errors and credits on the final quarterly report, then the Contractor should show zero "0" sales in the close-out report.

\*Denotes name change with amendment 2.

PARTICIPATING ADDENDUM

The Contractor must forward the Quarterly Sales Report to the following address:

Department of Administrative Services  
GSD Business Office  
4200 Surface Road  
Columbus, OH 43228

If the Contractor fails to submit sales reports, falsifies reports or fails to submit sales reports in a timely manner, DAS may suspend, terminate or cancel this Contract.

CONTRACTOR REVENUE SHARE. The Contractor must pay the Department of Administrative Services (DAS) a revenue share of the sales transacted under this contract. The Contractor must remit the revenue share in U.S. dollars within thirty (30) days after the end of the quarterly sales reporting period. The revenue share equals 0.75% of the total quarterly sales reported. Contractors must include the revenue share in their prices. The revenue share is included in the award price(s) and reflected in the total amount charged to ordering agencies which includes both state agencies and political subdivisions using this Contract.

The contractor must remit any monies due as the result of the close-out report at the time the close-out report is submitted to DAS. The Contractor must pay the revenue share amount due by check. To ensure the payment is credited properly, the Contractor must identify the check as a "Revenue Share" and include the Ohio Contract Management Remittance Report

The Contractor should make the check payable to: Treasurer, State of Ohio and forward the check to the following address:

Department of Administrative Services  
GSD Business Office  
4200 Surface Road  
Columbus, OH 43228

If the full amount of the revenue share is not paid within thirty (30) calendar days after the end of the applicable reporting period, the non-payment constitutes a contract debt to the State. The State may either initiate withholding or setting off payments or employ the remedies available under Ohio law for the non-payment of the revenue share.

If the Contractor fails to pay the revenue share in a timely manner, DAS may suspend, terminate or cancel this Contract.

Terms and Conditions. In addition to the Terms and Conditions listed in the Nevada Master Price Agreement Number 1901, the following requirements will apply to the state of Ohio. The Ohio Standard Contract Terms and Conditions and Supplemental Contract Terms and Conditions may be accessed through the following link:

<http://procure.ohio.gov/pdf/GPCTC2-2011.pdf>

This Contract will become effective 09/13/12 for the state of Ohio and will follow the expiration dates and renewals as set forth in the Nevada Master Price Agreement Number 1901.

The awarded Contractor shall abide by all Terms and Conditions set forth in this Contract and in the case of contradiction between the RFP document and the state of Ohio Terms and Conditions, the state of Ohio Terms and Conditions shall supersede.

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IV. Primary Contacts

The primary contact individuals for this Addendum are as follows (or their named successors):

Lead State (representing both Nevada state procurement and Nevada corrections)

Name: Dawn Rosenberg, Chief of Purchasing  
Nevada Department of Corrections  
Address: 5500 Snyder Ave, Carson City, NV 89702  
Telephone: 775-887-3219  
Fax: 775-887-3343  
E-mail: [drosenberg@doc.nv.gov](mailto:drosenberg@doc.nv.gov)

\*Contractor

Name: Michele Paige, Midwest Regional Account Manager  
Contractor: JPay, Inc  
Address: 10981 Marks Way, Miramar FL 33025  
Telephone: 954-863-6900, x 3013  
Cell: 786-390-2984  
E-mail: [dshapiro@jpay.com](mailto:dshapiro@jpay.com)

Participating State – State Purchasing Authority

Name: Jennifer Dammeyer, CPPB  
Address: 4200 Surface Rd, Columbus, OH 43228  
Telephone: 614-644-6762  
Fax: 614-644-1785  
E-mail: [jennifer.dammeyer@das.state.oh.us](mailto:jennifer.dammeyer@das.state.oh.us)

Participating State – State Corrections Authority

Name: Kevin Stockdale  
Address: 770 west Broad Street, Columbus, OH 43222  
Telephone: 614-752-1055  
Fax: 614-728-1578  
E-mail: [Kevin.Stockdale@odrc.state.oh.us](mailto:Kevin.Stockdale@odrc.state.oh.us)

V. Servicing Subcontractors: None

This Addendum and the Master Price Agreement together with its exhibits, set forth the entire agreement between the parties with respect to the subject matter of all previous communications, representations or agreements, whether oral or written, with respect to the subject matter hereof. Terms and conditions inconsistent with, contrary or in addition to the terms and conditions of this Addendum and the Master Price Agreement, together with its exhibits, shall not be added to or incorporated into this Addendum or the Master Price Agreement and its exhibits, by any subsequent purchase order or otherwise, and any such attempts to add or incorporate such terms and conditions are hereby rejected. The terms and conditions of this Addendum and the Master Price Agreement and its exhibits shall prevail and govern in the case of any such inconsistent or additional terms. This Addendum applies only in the jurisdiction of the Participating State which has executed this Addendum.

VI. Grievance Module: The State elects to utilize the Grievance Module tool at the mutually agreed upon design and build. The cost of the development, testing, and rollout will not exceed \$160,000.

Development Requirements:

1. System alteration to allow one reference number to follow one form throughout the entire grievance process and connect an ICR to a Grievance to an Appeal.
  - a. Additional Details
    - i. This requires the addition of timelines for each step in the process
      1. Filing of ICR to closing ICR
      2. Closed ICR to option to file a grievance
      3. Filing of grievance to closing grievance
      4. Closed grievance to appeal
      5. Response to appeal

\*Denotes update of contractor contact information.

- ii. Will need to add automatic deadlines for the next step in the process to be kicked off
        - iii. Requires additional settings on the Grievance Form Manager page within Staging
          - 1. Enable/disable each step in the process for each form type
          - 2. Input timelines and names for each stage
        - iv. May require some additional work to allow users within the access control page to only see one form type
      - b. Time Estimate
        - i. 2 months of development
        - ii. 1 month of QA
      - c. Total Cost
        - i. \$48,000
    - 2. Add a disposition when replying to or closing a Grievance
      - a. Additional Details
        - i. Will add a dropdown on the grievance details page that allows the current dispositions to be chosen as an option
          - 1. These dispositions will be a setting that is editable and can be updated as needed, but the initial dispositions are laid out below:
          - 2. Grievances
            - a. Granted
            - b. Denied
            - c. Withdrawn with Comments
          - 3. Appeals
            - a. Affirmed
            - b. Reversed
            - c. Modified with Comments
            - d. Withdrawn with Comments
        - ii. Will require the development of this setting within the Grievance Form Manager page on Staging
          - 1. Option to include/not include dispositions for each form type
          - 2. Need to input dispositions for each form type
        - iii. Will be able to sort by these dispositions within the reporting
      - b. Time Estimate
        - i. 2 weeks of development
        - ii. 2 weeks of QA
      - c. Total Cost
        - i. \$16,000
  - 3. Addition of a pop up option for each form type when an inmate first enters that form on the kiosk
    - a. Additional Details
      - i. Will provide new functionality to add a pop up that is displayed each time an inmate tries to create a new form on the kiosk
      - ii. Requires additional settings on the Grievance Form Manager settings page in Staging
        - 1. Option to enable/disable the pop up for each form type
        - 2. Ability to input the appropriate text to be displayed for each form type
    - b. Time Estimate
      - i. 1 week of development
      - ii. 1 week of QA
    - c. Total Cost
      - i. \$8,000
  - 4. Change the system to allow users with the correct access on Facility to see the full history of an inmate once they have changed facilities
    - a. Additional Details
      - i. Any user with access to communications for a certain facility should be able to search for an inmate and access their full communications history
        - 1. Will only be limited by their subject access (ie user with Medical access only will be able to access all Medical communications, but not others)
    - b. Time Estimate
      - i. 1 week of development
      - ii. 1 week of QA
    - c. Total Cost
      - i. \$0- this will be completed at no cost

5. Add the ability to restrict offenders from using the grievance process and/or all other JPay products besides the grievance process
  - a. Additional Details
    - i. Within facility a staff member, who has the access to do so, can set an offender to a status of restricted for the ICR/grievance process for a configurable number of days
      1. Similar to other products, should input inmate name, ID and set # of days to be restricted
    - ii. Within facility a staff member, who has the access to do so, can set an offender to a status of restricted for all JPay products, besides the ICR/grievance process for a configurable number of days
      1. Similar to other products, should input inmate name, ID and set # of days to be restricted
  - b. Time Estimate
    - i. 2 weeks of development
    - ii. 2 weeks of QA
  - c. Total Cost
    - i. \$16,000
6. Additions to the ad hoc reporting feature
  - a. Additional Details
    - i. Addition of overdue/late responses as a search option
    - ii. Addition of disposition options as a search option
    - iii. If specific reports are needed outside of the ad hoc reporting, it is available via the JPay reporting system; this can be emailed to staff at any regular time interval
  - b. Time Estimate
    - i. 1 week of development
    - ii. 1 week of QA
  - c. Total Cost
    - i. \$8,000
7. Creation of a daily text file with all grievance information for the last 24 hours to be sent to ODRC staff
  - a. Additional Details
    - i. File to be created in text format
    - ii. Will include all available information from the JPay grievance system
    - iii. Will include records from the last 24 hours and will run on a daily basis
    - iv. To be sent automatically to designated point/person TBD
  - b. Time Estimate
    - i. 1 week of development
    - ii. 1 week of QA
  - c. Total Cost
    - i. \$8,000
8. Development of a Grievance app for the JP5 mini, 7" and 10" tablets
  - a. Additional Details
    - i. Will include same functionality as grievance module on the kiosk
    - ii. Will include similar interface as grievance module on the kiosk
  - b. Time Estimate
    - i. 2.5 months of development
    - ii. 1 month of QA
  - c. Total Cost
    - i. \$56,000
- \*9. Grievance Module Enhancement
  - a. Total Cost
    - i. \$40,000

Additional Notes:

The comments gathered by ODRC staff on the mockups provided from JPay will be covered by the development outlined in this Statement of Work or covered through staff training of the product. See the attached document ([ODRC Staff Comments.docx](#)) which provides the comments included from ODRC staff and are addressed by JPay. Timelines begin running at the time the case is filed, not at the time that it is received/opened by a staff member.

1. ICR extensions – ICR's have an option for the Inspector to grant a 4-day extension which can be achieved in the following manner:
  - a. Set the response period at 7 days
  - b. The Inspector can go in and sort all ICR's by time remaining; they can then extend any ICR's for a period of 4 days as necessary
  - c. Train all other staff not to extend ICR's
  - d. Will be tracked in the Admin Log, in case any other staff member besides the Inspector tries to extend an ICR it can be detected and addressed



2. Access to grievances- the inspectors requested that they're able to see files from all of the facilities
  - a. Please note, this should be completed by #6 above, as this will allow an Inspector and others with the designated access to see an inmate's entire grievance/communications history, even if the inmate has moved facilities

VII. Debit Release Card Services: The State elects to offer debit release card services. The program will be provided at no cost, all fees shall be paid by the card holder in accordance with the below fee schedule.

1. Usage Requirements
  - a. Minimum age 18
  - b. Minimum load amount \$5.00
  - c. Unverified cards may be loaded a maximum of two (2) times.
2. Revenue Share
  - a. Revenue share does not apply to debit release card services.
3. Fee Schedule

TRANSACTION TYPE	FEE
Card, Card Materials & Activation	FREE
Purchase (PIN & Signature) Domestic	FREE
ATM Withdrawal Fee (in-network or out of network bank)*	FREE
ATM Decline Fee	\$0.50
ATM Balance Inquiry Fee	\$0.50
ATM Balance Inquiry (on-line or phone inquiry)	FREE
Inactivity Fee**	\$3.00
Replacement Card Fee	\$8.00
Monthly Service Charge***	\$1.00
Customer Service – Automated Support (per minute)	FREE
Customer Service – Live Agent Support (per minute)	FREE
Customer service – On-line Support	FREE
Cancellation Fee	\$5.00
Expedited Card Fee	\$30.00
Print Statement Fee	\$5.00

\* Though the cardholder will not be charged an ATM fee for using an out-of-network ATM, the ATM operator may choose to charge a usage fee for which the cardholder is responsible

\*\* After 30 days of non-use

\*\*\* After 30 days of the card's initial load

VIII. Email Services: The State elects to offer email services. Each inmate will have a free stamp account that is topped off to equal 8 per month. ODRC will compensate JPay \$0.20 per free stamp. Outbound inmate email only.

IX. Additional Equipment:

1. JPay will add 25 additional terminals at no cost to DRC.
2. JPay will add 29 color printers. Maintenance and consumables provided at no cost to DRC. Printing cost for inmates is \$0.10 per page and \$0.45 per attachment.

\* X. Charging Carts:

1. JPay will cover the cost, order, assemble, and deliver approved charging carts to DRC institutions.
2. DRC will cover the cost to repair or replace damaged charging carts.
3. The cost of the charging carts, dependent on size, is as follows:
  - a. 16 Count Charging Cart - \$400
  - b. 40 Count Charging Cart - \$500
  - c. 80 Count Charging Cart - \$800

\* Indicates the addition of Charging Carts (Section X) with Amendment 9, effective 09/10/20.

PARTICIPATING ADDENDUM

- \* XI. Tablets: As a result of the COVID-19 pandemic, supply of the JP5 tablets is limited. In place of the JP5 tablets, JPay will provide JP6 tablets at the current price of the JP5 tablets. Any open orders for JP5 tablets will be filled using the JP6 tablets. Going forward the only option will be the JP6 tablets.

\* Indicates a change in the tablets available (Section XI) with Amendment 10, effective 10/02/20.

\*

PRICE SCHEDULE

The following link contains the pricing that was awarded for JPay, Inc. on the Nevada Master Price Agreement Number 1901

<http://www.naspovaluepoint.org/#/current-contracts/search?term=jpay>

CONTRACTOR INDEX:

CONTRACTOR:

174553  
 JPay Inc.  
 12864 Biscayne Blvd Ste. 243  
 Miami, FL 33181

CONTRACT NO.: RS901913-1

CONTRACTOR'S CONTACT: Michele Paige

Telephone: (954) 862-6900 x 3013  
 Cell: (786) 390-2984  
 E-Mail: [mpaige@jpay.com](mailto:mpaige@jpay.com)

SUMMARY OF AMENDMENTS

Amendment Number	Effective Date	Description
10	10/02/20	This amendment is issued to indicate a change to the type of tablet offered and to repaginate, effective 10/02/20.
9	09/10/20	This amendment is issued to add charging carts (Section X) to the contract, effective 09/10/20.
8	05/08/19	This amendment is issued to add email service definitions (Section VIII) and additional equipment provisions (Section IX) effective 05/08/19.
7	11/02/18	This amendment is issued to add Email Services to the contract, effective 11/02/18.
6	08/16/17	To add Debit Release Card Services, and to make administrative changes.
5	06/15/17	To add Grievance Module enhancement.
4	04/13/17	Updated contractor contact information.
3	11/15/16	To add the design, development, and rollout of the Grievance Module.
2	06/19/15	Correction to agency email address and update of NASPO name to NASPO ValuePoint.
1	08/01/15	Contract renewal for seven years; in line with NASPO/WISCA. Also, update to contract analyst contact and update to vendor fax number.

\* Indicates repagination, effective 10/02/20.