**State** of Nebraska NE Department of Correctional Services

## REQUEST FOR INFORMATION

RETURN TO:

NE Department of Correctional Services

Name: Kate Severin

Address: 801 West Prospector Place, Building #1

City/State/Zip: Lincoln, NE 68522

Phone: 402-479-5718

|  |  |
| --- | --- |
| SOLICITATION NUMBER | RELEASE DATE |
| RFI: Inmate Accounting and Canteen Software | September 24, 2018 |
| OPENING DATE AND TIME | PROCUREMENT CONTACT |
| October 24, 2018 2:00 p.m. Central Time | Kate Severin |

This form is part of the specification package and must be signed in ink and returned, along with information documents, by the opening date and time specified.

PLEASE READ CAREFULLY!

|  |
| --- |
| SCOPE OF SERVICE |

The State of Nebraska (State), Department of Correctional Services (NDCS) , is issuing this Request for Information RFI for the purpose of gathering information regarding COTS Inmate Accounting and Canteen Software systems currently commercially available.

Written questions are due no later than **October 4, 2018** and should be submitted via e-mail to kate.severin@nebraska.gov.

Bidder should submit **one (1) original and five (5) copies** of the entire RFI response. RFI responses should be submitted by the RFI due date and time.

Sealed RFI responses should be received in NDCS by the date and time of RFI opening indicated above.

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1. SCOPE OF THE REQUEST FOR INFORMATION

The State of Nebraska, Department of Correctional Services (NDCS) is issuing this Request for Information for the purpose of gathering information regarding Commercial Off the Shelf (COTS) Inmate Accounting and Canteen Software systems currently commercially available.

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**ALL INFORMATION PERTINENT TO THIS REQUEST FOR INFORMATION CAN BE FOUND ON THE INTERNET AT:** <http://das.nebraska.gov/materiel/purchasing.htm>l

* 1. SCHEDULE OF EVENTS

The State expects to adhere to the tentative schedule shown below. It should be noted, however, that some dates are approximate and subject to change

|  |  |
| --- | --- |
| **ACTIVITY** | **DATE/TIME** |
| 1 | Release Request for Information |  September 24, 2018 |
| 2 | Last day to submit written questions |  October 4, 2018 |
| 3 | State responds to written questions through Request for Information “Addendum” and/or “Amendment” to be posted to the internet at: <http://das.nebraska.gov/materiel/purchasing.html>  |  October 10, 2018 |
| 4 | RFI openingLocation: NE Department of Correctional Services801 West Prospector Place, Building #1, Purchasing DivisionLincoln, NE 68522 | October 24, 20182:00 PM Central Time |
| 5 | Conduct oral interviews/presentations and/or demonstrations (if necessary) | To Be Determined |

1. RFI RESPONSE PROCEDURES
	1. OFFICE AND CONTACT PERSON

Responsibilities related to this Request for Information reside with the NE Department of Correctional Services. The point of contact for the RFI is as follows:

Name: Kate Severin

Agency: NE Department of Correctional Services

Address: 801 West Prospector Place

 Lincoln, NE 68522

Telephone: 402-479-5717

E-Mail: kate.severin@nebraska.gov

* 1. GENERAL INFORMATION

A subsequent Request for Proposal (RFP) may not be issued as a result of this RFI. There will not be a contract as a result of this RFI and the State is not liable for any cost incurred by vendors in replying to this RFI. If an RFP is issued, the information provided will assist the State of Nebraska in developing the Request for Proposal. This RFI does not obligate the State to reply to the RFI responses, to issue an RFP, or to include any RFI provisions or responses provided by vendors in any RFP.

* 1. COMMUNICATION WITH STATE STAFF

From the date the Request for Information is issued and until RFI opening (as shown in the Schedule of Events), contact regarding this RFI between potential vendors and individuals employed by the State should be restricted to written communication with the staff designated above as the point of contact for this Request for Information.

The following exceptions to these restrictions are permitted:

* + 1. Written communication with the person(s) designated as the point(s) of contact for this Request for Information;
		2. contacts made pursuant to any pre-existing contracts or obligations; and
		3. State-requested presentations, key personnel interviews, clarification sessions, or discussions.

Violations of these conditions may be considered sufficient cause to reject a vendor’s response to the RFI. No individual member of the State, employee of the State, or member of the Interview Committee is empowered to make binding statements regarding this RFI. The State of Nebraska will issue any clarifications or opinions regarding this RFI in writing.

* 1. WRITTEN QUESTIONS AND ANSWERS

Any explanation desired by a vendor regarding the meaning or interpretation of any Request for Information provision should be submitted in writing to the NE Department of Correctional Services and clearly marked “RFI Number Inmate Accounting and Canteen Software Questions”. It is preferred that questions be sent via e-mail to kate.severin@nebraska.gov

It is recommended that Bidders submit questions sequentially numbered, include the RFI reference and page number using the following format.

|  |  |  |  |
| --- | --- | --- | --- |
| Question Number | RFI Section Reference | RFI Page Number | Question |
|  |  |  |  |

Written answers will be provided through an addendum to be posted on the Internet at <http://das.nebraska.gov/materiel/purchasing.html> on or before the date shown in the Schedule of Events.

* 1. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS

The State reserves the right to conduct oral interviews/presentations and/or demonstrations if required at the sole invitation of the State. The presentation process will allow the vendors to demonstrate their RFI offering, explaining and/or clarifying any unusual or significant elements related to their response.

Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the vendor and will not be compensated by the State

* 1. SUBMISSION OF RESPONSE

The following describes the requirements related to the RFI submission, handling and review by the State.

To facilitate the response review process, **one (1) original and five (5) copies** of the entire RFI response should be submitted. RFI responses should be submitted by the RFI due date and time.

**A separate sheet must be provided that clearly states which sections have been submitted as proprietary or have copyrighted materials.** RFI responses should reference the request for information number and be sent to the specified address. Please note that the address label should appear as specified on the face of each container. If a recipient phone number is required for delivery purposes, 402-479-5717 should be used. The Request for Information Title must be included in all correspondence.

* 1. PROPRIETARY INFORMATION

Data contained in the response and all documentation provided therein, become the property of the State of Nebraska and the data become public information upon opening the response. If the vendor wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska’s public record statutes. All proprietary information the vendor wishes the state to withhold must be submitted in a sealed package, which is separate from the remainder of the response. The separate package must be clearly marked PROPRIETARY on the outside of the package. Vendor may not mark their entire Request for Information as proprietary. Failure of the vendor to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other vendors and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. § 84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, vendors submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State’s definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

* 1. REQUEST FOR INFORMATION OPENING

The sealed responses will be publicly opened and the responding entities announced on the date, time, and location shown in the Schedule of Events.

1. PROJECT DESCRIPTION: RFI NDCS INMATE ACCOUNTING AND CANTEEN SOFTWARE
	1. PURPOSE AND BACKGROUND

The Nebraska Department of Correctional Services (NDCS) provides inmate accounting and commissary/canteen operations serving over 5200 inmates throughout the state. NDCS seeks to explore the market availability for COTS (Commercial Off-The-Shelf) software program(s) to support these functions in a more efficient and automated fashion.

This RFI is **not** a solicitation to procure product or service. The RFI is designed to help our agency gain familiarity with currently marketed COTS software suitable for inmate accounting and canteen systems.

The RFI requests preliminary information to serve as a platform to initiate discussion with the vendor community and enhance our understanding of the systems currently available in the marketplace.

The requirements in this RFI are in no way final and are in no way a representation of that which may be contained in a Request for Proposal (RFP), Invitation To Bid (ITB), or any other procurement vehicle. This RFI does not constitute a commitment to issue a request for bids, award a contract, or pay any costs incurred in preparation of a response to this request.

Oral Presentations/Demonstrations may be requested. NDCS will not pay travel expenses for any on-site presentations or demonstrations.

The RFI lists the current systems in use at NDCS and examples of the current functions performed. Please provide materials that demonstrate the functionality availability within your product or system.

NDCS is interested in all new functionality and systems available. We are interested in any overview of what is available within the market. NDCS is open to new business processes.

Correctional accounting and correctional canteen commissary operations present unique challenges for the level of fiduciary responsibility, security concerns, avoidance of contraband, and adherence to state and federal statutory requirements. NDCS requests that all respondents provide information and/or references showing that their system(s) have been, are capable and/or are being currently successfully used by state, federal or local correctional facilities, regional centers, or jails.

**Attachments to this RFI:**

A.R. 113.02, Inmate Accounting

A.R. 113.09, Inmate Accounting – Use of Funds

Accounting Selection Menu

Canteen Adjustment Codes

CIT Transaction Codes

* 1. CURRENT BUSINESS PRACTICES

This information is provided to give the respondent(s) examples of the current state. NDCS is interested in all methods, products or systems that improve and create efficiencies over our current system.

**Correctional Inmate Accounting Transaction Codes, Types, and Functions:**

|  |  |  |
| --- | --- | --- |
| **FUNCTIONS** | **ACCOUNT TYPES** | **TRANSACTION TYPES**  |
| Inquiry | Institutional | Receipts |
| Add/Update | Confiscated | Release Statement |
| Hold/Release | Maintenance | Savings interest |
| Print | Restitution | Receipts Electronic |
| Suspense | Savings | Indigent Debit Calling |
| Institutional Account Statement | Securities | Community Debit Card Enroll |
| Transaction Type Search | Suspense | Community Debit Card Transaction |
| Reset | Legal |  |
|  | Parole |  |

Charges against institutional accounts are currently allowed via paper institutional check. NDCS must have a mechanism to freeze or place accounts on hold as necessary.

**DEBT Accounts:**

Suspense

Restitution

Parole

Maintenance

**BALANCE Accounts:**

Confiscated

Savings (Any program or system must be able to calculate interest rates. Inmate Saving Accounts include both Regular and Release Savings. Release Savings are triggered at specific time in the incarcerated person’s sentence.)

Institutional (includes Inmate Payroll from paid work within NDCS, within the correctional industry program, and within private companies for those inmates working out in the community).

**NON-TRANSACTIONAL Accounts:**

Legal (includes Child Support, Court Orders, Court Fees,)

Securities

**FUNCTIONALITY - AUTO-DEDUCT:**

For Inmate Payroll, Legal and Court Orders, 5% Release Savings, Indigent Balance, Victim’s Compensation, and automatically deducts for other areas, due to NDCS’ s requirements to comply with court orders and other items. The ability to provide auto-deduct functionality is mandatory for new system. Auto-deduct functionality must be customizable to allow for current and future needs for the State of Nebraska.

 **FUNCTIONALITY** - **RECEIPTING**- (Creating, Releasing and Printing)

Inmate Trust Funds

Incoming Funds

**Interfaces with JPay**

Automatic Freeze/UnFreeze

**FUNCTIONALITY -FREEZE/UNFREEZE:**

Funds do not show up on inmate’s account immediately. The funds are suspended and released to the account (example: 21 calendar days hold on personal checks; $500 or over, 21 day on hold; cashiers’ checks are on hold for 21 days, as well).

**EXAMPLES OF STANDARD REPORTS and AUTO RUN SCHEDULE USED:**

|  |  |  |
| --- | --- | --- |
| **STANDARD** **REPORT TITLE/CATEGORIES** | **FUNCTIONALITY** | **SCHEDULE** |
| Transaction Code Reports | Used to balance | Daily and Monthly Summary |
| Amounts Remitted to Court | Used to balance and remit monthly court order payments | Monthly |
| Inmate Account Balance | Balance Inmate Trust account | Daily |
| Release Report | Prepare release statements for inmates | Daily |
| Store Escrow Report | Summary of sales by taxable/non-taxable; transfers funds on general ledger | Weekly |
| Freeze/UnFreeze Activity | Shows outstanding frozen amounts and balances | Weekly and Monthly |
| Released Inmates with Account Balances | Send out funds to released inmates | Monthly |
| CSV Monthly Transaction Report | Spreadsheet of every transaction; used for balancing; automated email | Monthly |
| Batch Balance Report | Used to audit CIT for posting of transactions | Daily |

|  |  |  |
| --- | --- | --- |
| **AD HOC** **REPORT TITLE/CATEGORIES** | **FUNCTIONALITY** | **SCHEDULE** |
| Maintenance Balance Over $800 for Work Release | Used to determine if inmates are turning their work release paychecks to the facility | On Demand |
| Transaction Code Reports | To query by specific date or by specific transaction codes | As Needed |
| Sold Phone Time | Run by item number to see how much phone time has been purchased in canteens | As Needed |
| Store Inventory | Run monthly inventory count | Monthly (Note: Currently an Ad Hoc report, but would be useful as a standard report) |
| Over $600 Savings Interest Earned | Listing sent to State Accounting for generation of 1099 forms per inmate | Annually |
| Debit Card Load $800 or Over | Used to track spending, review cash back  | On Demand |
| Receivables Collected | Reports to State Accounting for annual needs | On Demand |

Any new product must have the ability to create custom or ad-hoc reports.

**Correctional Canteen Functions:**

Canteens within NDCS facilities provide products for inmate purchase. There are two main types of canteens within NDCS – Cash Canteens in community correction setting and Institutional Account Canteens within the medium and maximum-security facilities.

1. Inmate workers are employed within most canteens. NDCS requires a method to segregate or restrict ability to view and modify by user ID. For example, Inmate Worker A must not be able to view the account balances of other inmates, but only ring up sales. Security Segregation by User ID
2. Connected to Inmate Balance
3. Weekly Limits for Inmate Sales- Varies by Facility
4. Separate Cash Canteen for Community Centers
5. Shows Location
6. Phone Time Limit
7. Inventory –Would like to establish Min/Max and Re-Order Points
8. Manual entry of inventory /Bar Code Scanner is currently used ; but staff must currently, enter in the number of items being sold. It would be more efficient if the item(s) could be scanned first and then the number changed if there is more than one being sold. Some items are not scannable and must be entered manually currently as well.
9. Adjustments Entered
10. Date/Time: The time and date currently prints on the receipt, but does not record the time of sale in the computer, only the date. We would like the time/date to be recorded in the system as well as on the actual printed receipt.

**Current Canteen Adjustment Codes**

|  |  |
| --- | --- |
| RC | RECEIVING |
| AA | PHYSICAL COUNT ADJUSTMENT |
| TI | TRANSFER OF INVENTORY IN |
| DG | DAMAGED GOODS |
| CI | CLUBS OR INSTITUTIONAL SALES |
| OT | OTHER |
| TO | TRANSFER OF INVENTORY OUT |

* 1. CURRENT SYSTEMS and ENVIRONMENT

|  |  |  |
| --- | --- | --- |
|  | CURRENT ENVIRONMENT & SYSTEMS | RELATIONSHIP TO A NEW SYSTEM  |
| 1. | NiCAMS (SQL Server) NE Inmate Case Management System  | NiCAMS remains as is. \*NDCS plans to convert CTS into NiCAMS |
| 2.  | Correctional Tracking System (CTS) | Interface with new Accounting and Canteen Software system as necessary\*  |
| 3.  | CIT (Accounting System used for both Inmate Accounting and Canteens ) | Goal is to replace with new Accounting and Canteen Software system |
| 4. | JPay | Inmate account balance is available on facility kiosks; Inmate media, email and photo system |
| 5. | GTL  | Interface between GTL and canteens Inmate Phone Use and Purchase of Phone Time |
| 6.  | US Bank | Community inmates use debit card File transfers must occur between NDCS system and US Bank |
| 7. | OBIEE | Internal query function |

The primary applications that support Inmate Case Management and Inmate Accounting include:

1. CTS – Corrections Tracking System: This application is the oldest application and was rewritten on a relational database on the mainframe around the year 2000. This version runs on DB2/CICS today and is the initial ‘starting point’ for entry of an inmate. CTS is not under consideration for replacement. Any new system would be required to integrate with CTS.

2. CIT – Corrections Information and Tracking system (CIT): This system was developed and then implemented on May 1, 1997. This system is crucial to the stability of maintaining accurate financial records for the inmate population. CIT is tightly integrated with, and highly dependent on, CTS. Inmates are not entered in CIT, they are entered in CTS and passed to CIT, which currently triggers all Inmate Accounts to be set up. This is a mainframe system that has reporting limitations from the start the system. Certain reports and data can only be obtained through Structured Query Language (SQL) which runs against the live production system. Since being developed almost 20 years ago, the advancement of technology and platforms has given us the opportunity to develop a more efficient, effective and supportable application.

\*NOTE: Canteen functionality is considered to be part of the CIT system. We are looking to replace that functionality in CIT.

3. NICaMS (previously ‘Websuite’) – the Nebraska Inmate Case Management System (NICaMS) was developed to replace applications developed by NDCS on the IBMs VM platform that was being ‘sunsetted’. These applications are web-based, written in Java and use a SQL-Server back-end. As this platform is more flexible, accessible and maintainable, all new application development was to be done on this platform. The platform has grown to over 200 screens and subsystems. Sentence Calculation was moved from CTS to NICaMS in 2016.

4. An Oracle Business Intelligence and Reporting product (OBIEE) that runs on the web platform is used for all the majority of NDCS’s reporting. Extensive dashboards of canned reports spanning a half a dozen business areas have been built in this tool. It also is used for ad hoc reporting as well. In order to include data that originates on the mainframe (in DB2), that data must be passed down to SQL Server tables.

The three systems are tightly dependent on each other, but require nightly downloads from the mainframe to the SQL Server platform to keep them synchronized. As a result, data that originates on the mainframe could be 24 hours behind when viewed from the NICaMS screens or when reported on through OBIEE.

In 2010, all Adult Parole data we moved off the mainframe into NICaMS, to a subsystem called PIMS. Then in March of 2015, the first large-scale effort to move significant modules from CTS on the mainframe to NICaMS was initiated. That project – the Sentence Calculation Rewrite Project (SCRP) moved all inmate sentence calculation functions from the mainframe to NICaMS. This NICaMS subsystem went live on 9/24/2016.

 What remains on the mainframe are portions of CTS and all of CIT. The admission process and all inmate movement tracking remain in CTS and will need to be moved to NICaMS.

* 1. INTEGRATION OVERVIEW

Respondents please provide listing of preferred technical architecture and environment, along with supported alternatives, (i.e., database and application servers, languages, browsers –including versions -etc.)

Any COTS system will need to be able to integrate with the following systems:

1. Interface with JPAY (inmates purchase media; inmate institutional balance is available on kiosk and/or tablet).Interface with CTS (Correctional Tracking System) (NDCS In House System) – for inmate demographics, current location, admission and release timing, parole hearing dates/eligibility
2. Interface with NICAMS for CIPS (Corrections Inmate Payroll System – NDCS In House System)
3. Interface with US Bank (Community Inmates’ Debit Cards) includes two file transfers
4. Interface with GTL to canteen (purchase of phone time)

 Table Maintenance – the ability to maintain system code tables and add new items

* 1. REQUESTED INFORMATION WITHIN RFI RESPONSE:

Please provide information on the following features/functionality:

1. Security Features: An overview of all security functionality and various security levels available.
2. Report Functionality – Standard Report Structure and Ad Hoc Capability
3. Standard Service Level Agreement Terms and Conditions – Including such things as:
	* + - 1. System Operational Requirements
				2. Response Times
				3. Escalation Procedures
				4. Terms and Conditions
4. NDCS uses Oracle Business Intelligence Enterprise Edition (OBIEE); can a new system’s data be to mapped to OBIEE?
5. Company Information. Please provide any information on participation in and established contracts with existing Government Purchasing Cooperatives, contracts established with GSA, and/or existing contracts with other States.
6. Solution Information

While **absolutely no** specific costing/pricing data is to be submitted with this RFI, respondents may provide general budgetary figures for modules or programs. General figures for budgetary planning purposes would be helpful to NDCS, but are not required with the RFI submission

* 1. EXAMPLES/POSSIBLE SCENARIOS:
1. Inmate Campbell purchases items at their canteen. Business Manager Jones must look up the balance at Campbell’s request – “How much money do I have on hand?”
2. What is Account Inactivity Parameters? Can those be set? Example: If there are three (3) months of inactivity, does the account close or can the account be closed?
3. Inmate Greene purchases items that NDCS is required to provide (i.e. postage or copies for legal needs) but the Greene’s account does not have the funds to cover the dollars. How does your system handle debt transactions?
4. How does your system handle the same inmate returning on a different ID? Our current system has a unique ID per admittance/occurrence/incarceration, not per PERSON. Example: Joe Smith, ID 555555 and 777744 are the same person, but came into the system at different periods of incarceration.
	1. DESIRED FUTURE STATE

INMATE ACCOUNTING

1. Additional modules for Inmate Pay System Functionality
2. Debit Cards and/or Ability to Interface with Current Contractors Who Provide Debit Cards/
3. Link Multiple Inmate Numbers
4. Receipt Only for the Facility Staff is located at
5. Interface with FusioN (the State of Nebraska’s proposed and upcoming Oracle Cloud system for integrated accounting, procurement and human resources; currently scheduled to go on line April 2019)

CANTEEN

1. Weekly Limits for Inmate Sales; Varies by Facility Living Location
2. Recent History
3. Notified Facility of Inmate Activity Shopped Once a Week
4. TWO (2) Separate Canteens – Cash and Non-Cash
5. Pop/Vending Machines – Card Use Instead of Token
6. Items by Sold To Inmate Number –Print the Days Sales
7. Ability to Sign Receipt via Finger pad
8. Min/Max Re-Order Quantity
	1. FUTURE SOLICITATION RECOMMENDATIONS

NE Department of Correctional Services requests respondents recommend metrics, documentation, and information that NE Department of Correctional Services should furnish bidders in any future solicitation. Respondents should indicate the significance or criticality of that information to the success of either the procurement itself or the subsequent implementation and operation of the solution.

Also, please provide any additional clarifications or recommendations that might be valuable to the NE Department of Correctional Services in developing and issuing a future procurement. All input is valued.

* 1. Form AVendor Contact Sheet

Request for Information Number Inmate Accounting and Canteen Software

Form A should be completed and submitted with each response to this solicitation document. This is intended to provide the State with information on the vendor’s name and address, and the specific persons who are responsible for preparation of the vendor’s response.

|  |
| --- |
| Preparation of Response Contact Information |
| Vendor Name: |  |
| Vendor Address: |  |
| Contact Person & Title: |  |
| E-mail Address: |  |
| Telephone Number (Office): |  |
| Telephone Number (Cellular): |  |
| Fax Number: |  |

Each vendor shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the vendor’s response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

|  |
| --- |
| Communication with the State Contact Information |
| Vendor Name: |  |
| Vendor Address: |  |
| Contact Person & Title: |  |
| E-mail Address: |  |
| Telephone Number (Office): |  |
| Telephone Number (Cellular): |  |
| Fax Number: |  |