Scooter McCray, LLC

Together With

Gray Hawk
Payment Technologies

Response to

Louisville Jefferson County Metro Government

Request for Proposal Number 1895

Paying Bonds Online

Presented by

Scooter McCray, LLC
and Subcontractor
Gray Hawk Payment Technologies, Inc.

October 6, 2009

ORIGINAL

Request For Proposal

Louisville/Jefferson Co Metro Government

Bid Number:	1895

Revision:	0
Date:	11-SEP-09

Sealed bids will be received until 3:00 PM and publicly opened and all bid prices read aloud at that hour on date specified and under following conditions:

Bids received after 3:00 PM on Reply By Date will not be opened.

Bids must be signed by individuals or firms making bid. Samples to be submitted if requested. The right is reserved to select the lowest and best bid, also to reject any or all bids or any part thereof.

On proposals amounting to $2000.00 or over, successful bidder may be required to execute and give performance bond for full amount of same by a Surety Company authorized to do business in the Commonwealth of Kentucky before order is issued.

All items quoted are considered F.O.B. Delivered, unless otherwise stated.

Mark envelope with Bid Number, Reply By Date and Address to:

Office for Management & Budget - Purchasing Division
611 West Jefferson Street
Mezzanine Level
Louisville, KY 40202

Reply By: 06-OCT-09

#	Description
1	**A Request for Proposals to provide the public with the ability to pay bonds online, per the attached specifications.**

DELIVERY TIME: _____
(# of days A.R.O.)

We guarantee all the above named goods to be first-class and equal in every particular to above specification. Delivery to be made immediately on advice of acceptance unless otherwise specified.

UNSIGNED BIDS WILL NOT BE CONSIDERED

FIRM NAME: _____
OFFICIAL'S SIGNATURE: _____
ADDRESS: _____
_____
_____
PHONE: _____
DATE: _____

Request For Proposal

Bid#: 1895

Louisville/Jefferson Co Metro Government

Standard Text

Please submit all factory literature and supporting documentation with each submitted copy of your Bid/RFP.
If you have any questions concerning the Purchasing Requirements of this solicitation please call Senora Ford at (502) 574-5767.
Any inquiries on this Bid/RFP after the opening date shall be addressed in writing to:

Director of Purchasing
Office for Management & Budget - Division of Purchasing
611 West Jefferson Street - Mezzanine Level
Louisville, KY 40202

The Successful Bidder will be required to furnish insurance coverage as stated in the specifications.

If you do not plan to sub-contract any of this work, you must complete and sign Form GFE-1 to indicate work will be self-performed.

SUBMIT BIDS WITH A COMPLETE ORIGINAL (please mark original) AND ONE COPY. The copy should be a complete copy of your original bid. Failure to submit ALL forms and information required in specifications may be reason for disqualification.

STANDARD TEXT

Please indicate your Louisville/Jefferson County Metro Government Revenue Commission Number [redacted] and your Federal Tax Identification Number [redacted]. If you are a Metro Government vendor or you are doing business in Metro Louisville, you should already be registered with the Revenue Commission and have all of your required taxes paid. If you become the successful vendor, you must be properly registered with the Revenue Commission and have all of your required taxes paid prior to the award of this contract. For further information please call Lisa Finegan of the Revenue Commission at (502) 574-4860.

Ordinance #214, Series 2005, concerning the requirement for an Affirmative Action Plan for contractors and vendors doing business with Louisville/Jefferson County Metro Government, shall apply to this Notice for Bids. Any questions concerning the ordinance should be directed to the Human Relations Commission at (502) 574-3631.
All parties hereto acknowledge any agreement is subject to Metro Government Ordinances, relating to the requirement of an affirmative action plan or other equal employeement criteria for contractors and vendors to do business with the Metro Government. Failure to comply with the terms of said ordinances will be cause for suspension, termination or cancellation of any agreement.

All prices quoted are to be F.O.B. Delivered to Destination.

BID PRICES ARE TO BE FIRM FOR A MINIMUM OF Ninty (90) DAYS FROM BID/RFP OPENING DATE

Please include your FAX number 502-774-2442.

Time discounts or cash discounts shall not be considered in award evaluation. Delivery time may be an evaluation factor in award of the Invitation for Bid/Price Inquiry/Proposal.

Metro Government is not responsible for any cost incurred by bidders/proposers in the preparation of bids/proposals.

(1) It shall be a breach of ethical standards for any employee with procurement authority to participate directly in any proceeding or application; request for ruling or other determination; claim or controversy; or other particular matter pertaining to any contract , or subcontract, and any solicitation or proposal therefore, in which to his knowledge:
a. He, or any member of his immediate family has a financial interest therein; or
b. A business or organization in which he or any member of his immediate family has a financial interest as an officer, director, trustee, partner, or employee, is a party; or
c. Any other person, business or organization with whom he or any member of his immediate family is negotiating or has an arrangement concerning prospective employment is a party. Direct or indirect participation shall include but not be limited to involvement through decision, approval, disapproval, recommendation, preparation, of any purchase request, influencing the content of any specification or purchase standard, rendering of advice, investigation, auditing, or in any other advisory capacity.
(2) It shall be a breach of ethical standards for any person to offer, give, or agree to give any employee or former employee, to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment, in connection with any decision, approval, disapproval, recommendation, preparation of any part of a purchase request, influencing the content of any specification or purchase standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling or other determination, claim or controversy, or other particular matter, pertaining to any contract or subcontract and any solicitation or proposal therefore.

(3) It is a breach of ethical standards for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier

subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.
(4) The prohibition against conflicts of interest and gratuities and kickbacks shall be conspicuously set forth in every local public agency written contract and solicitation therefore.
(5) It shall be a breach of ethical standards for any public employee or former employee knowingly to use confidential information for his actual or anticipated personal gain, or the actual or anticipated personal gain of any other person.

The mentioned manufacturer's names and model numbers are used only to indicate type and quality of merchandise needed and are in no way intended to limit bidding

Assignment of Contract: The bidder shall not assign or subcontract any portion of the contract without the express written consent of the Louisville/Jefferson County Metro Government. Any purported assignment or subcontract in violation hereof shall be void. It is expressly acknowledged that the Metro Government shall never be required or obligated to consent to any request for assignment or subcontract; and further that such refusal to consent can be for any or no reason, fully within the sole discretion of the Metro Government.

Payment Terms will be Net 30. Metro Government does not pay late fees or finance charges.

Submitted bids shall be for a firm, fixed price.

If the successful vendor agrees to extend the pricing for a twelve (12) month period additional items may be purchased from this bid by issuing a separate purchase order. The bid specifications must be met.

Inquiries on this Bid/RFP after the opening date shall be directed in writing to:
Director of Purchasing
611 West Jefferson Street - Mezzanine Level
Louisville, KY 40202

Louisville/Jefferson Co Metro Government CONDITIONS

1. Unless otherwise stated in the specifications, no bidder will be permitted to withdraw their bid until sixty calendar days after the opening date of this proposal.

2. Where this invitation covers two or more items for which unit prices are quoted, the Metro Government reserves the right to accept or reject any portion of the bid and to award purchase orders to the Metro Government's best advantage.

3. Prices quoted are to be exclusive of the State and Federal Excise Tax from which the Metro Government are exempt.

4. Explanation: Should a prospective bidder find discrepancy in or omissions from the specifications, or be in doubt as to their meanings, he/she shall at once notify the Metro Purchasing Director who shall send written instructions to all prospective bidders. The Metro Government will not be responsible for any oral instructions.

5. All commodities furnished are subject to inspection at the point of delivery by a representative of the Metro Government. All rejected supplies will be returned at vendor's expense.

6. By signature on the face of this bid the bidder expressly states that no fee/attorney's fee, commission, allowance, gratuity, reward, gift, promise or compensation of any kind has been made or paid or will be made or paid in connections with this transaction or any matters arising out of or pertaining to same.

7. The Bidder is requested to show both unit prices and lot prices. In the event of any error the unit price Bid shall prevail.

8. The Metro Purchasing Director reserves the right to waive any formality and/or technicality in any Bid if such waiver is to the Metro Government's advantage.

9. Bids shall be submitted on the forms provided and must be signed by the bidder or an authorized representative. Any corrections to entries made on bid forms should be initiated by the person signing the bid.

10. Bids must be submitted as directed in the Invitation for Bids.

11. Bids shall be submitted prior to the time fixed in the Invitation for Bids.

12. If more than one bid is offered on the same item by one party, or by any person or persons representating a party, all such bids shall be rejected.

13. The owner reserves the right to reject any and all bids.

14. The bidder to whom award is made may enter into a written contract with the Metro Government within the time specified in the Invitation. All insurance requirements including performance and payment bonds shall be furnished the time of signing the formal agreement.

15. The contractor agrees that in the performance of this agreement with the Metro Government, he/she will not discriminate against any workers because of race, creed, color, religion, national origin, handicap or sex and will comply with all applicable Federal, State or local laws and regulation prohibiting such discrimination. The aforesaid provision shall include, but not be limited to the following: Employment and upgrading, demolition or transfer, recruitment and recruitment advertising, lay-off or termination, rates of pay or other forms of compensation, selection for training including apprenticeship.The contractor agrees to post

thereafter in conspicuous places, available for employees and all applicants for employment, notices setting forth the provisions of the above non-discrimination clause. The contractor further agrees to insert the foregoing provision in all sub-contracts hereunder.

16. PATENT INFRINGEMENT - The supplier/contractor must indemnify the Metro Purchasing Department against all damages and expenses resulting from patent infringement.

LIVING WAGE PREFERENCE

Ordinance 91, Series 2003 establishes a preference for businesses, which provide their employees a minimum wage equal to or exceeding the minimum wage set forth in Section I of the ordinance as of July 1, 2003. That amount is currently **$9.00/hour for all full time employees.**

If supplies or services are to be purchased by competitive sealed bidding, or by competitive negotiation, and the supplies or services are available from a minimum wage business, the bid price or cost quoted by each minimum wage business shall be reduced by 5% for the purpose of determining the lowest bid price; however nothing in the ordinance prohibits the awarding of contracts by Metro Government on the basis of evaluated bid price.

In order to qualify for the 5% preference under Section II of the ordinance, if a contract is for services, and a bidder or offeror uses subcontractors to perform all or part of the work required under the contract, the bidder or offeror shall not subcontract more than 20% of the work to non-minimum wage businesses unless such services are not available from minimum wage businesses.

If a business holds itself out as a minimum wage business by indicating so below, and is subsequently awarded a contract, then it is later discovered that such information was falsely provided, such business will be liable to the Metro Government equal to 30% of the amount of the contract awarded.

If a minimum wage business is awarded a contract under this ordinance, then such business shall post a sign of the applicable minimum wage rate set forth in this ordinance in a conspicuous place and manner so as to inform employees and the public alike that such business pays its employees wages at least commensurate with the applicable minimum wage rate established by this ordinance.

If you meet the requirements of this ordinance and wish to claim certification as a minimum wage business for this bid please sign in the space below.

I certify that my business meets the requirements of Ordinance 91, Series 2003 and wish to be certified as a minimum wage business for this bid. (This page shall be included with bid submission)

Company Name Scooter McCray, LLC
Authorized Offical(Print) Carlton McCray
Signature of Authorized Official Carlton McCray
Title President and CEO
Date October 5, 2009

Request For Proposal

Bid#: 1895

Louisville/Jefferson Co Metro Government

RENEWAL OPTION:
Metro Government reserves the right to renew & extend contracts for a period of one (1) year and from year to year thereafter, upon the same terms and conditions, if such renewal or extension is agreed to by the contractor. Total contract period cannot exceed five (5) years. Written notice of Metro Government's intention to renew/extend will be sent prior to the expiration date.

Metro Government reserves the right to issue a separate bid for this product / service when it is in it's best interest.

Any Kentucky Public Procurement Agency will have the option of making purchases or establishing a Price Contract under the terms and conditions of this bid.

Contractor shall notify Louisville-Jefferson County Metro Purchasing of any change in their status within 30 days of the change.

The prices on the resulting contract shall be the maximum that will be charged for the covered products and/or services. Any requested increase of these prices shall be requested in writing to the Metro Division of Purchasing. The Division of Purchasing will either accept or decline the request. Increases shall not be effective until approval is received in writing.

PLEASE READ CAREFULLY

This Invitation for Bids contains a signature page at the end of the document. By signing the signature page, the Bidder agrees to be bound by the following terms and conditions:

Bidder agrees that this document shall become the final contract and shall be legally bound by the bid document including all terms, conditions and specifications contained in the Invitation for Bids.

Bidder acknowledges that the individual signing the bid document for the Bidder has the authority to contractually and legally bind Bidder to the bid document and all terms, conditions and specifications contained therein.

Once this Invitation for Bids document has been signed and received by the Purchasing Department of the Metro Government, Bidder will not be allowed to change, alter, amend or withdraw their bid except with the express permission of the Director of Purchasing or in accordance to law.

In accordance with Condition #2 attached to the Invitation, if the award is divided among or between vendors, written notification will be given to each vendor of the specific items covered on their respective contracts.

SIGNATURE PAGE

David M Walker

Contractor (Please sign here and type in company name on line immediately below. Please leave all other lines blank)

Gray Hawk Payment Technologies

Company Name

Craig A. Bowen

Director of Purchasing

Contract Term:

Effective: January 15, 2010

Expires: January 14, 2011

Items Covered:

All: _____

See Attached: ✓ * Primary *

The Invitation for Bid and response will become part of the contract

RFP
SUBMITTED BY:

By signing below you are agreeing to all Louisville Metro Government Terms & Conditions that are a part of this Request for Proposals.

Include this page in your response to this RFP

Firm: Scooter McCray, LLC

By: Carlton "Scooter" McCray

Title: President and CEO

E-Mail Address: [redacted]

Address: 3900 Cane Run Rd

Louisville, KY 40211

Telephone 502-774-3555

Fax: 502-774-2442

Date: October 6, 2009

Louisville/Jefferson County Metro Revenue Commission Number: [redacted]

Federal ID Number: [redacted]

Please include a copy of your W-9 with your submitted proposal. You cannot be awarded a contract until this is submitted.

I acknowledge receipt of the following Addendum:

Addendum #1: ____

Addendum #2: ____

Addendum #3: ____

Any Additional Addendum (list all numbers): _____

Carlton McCray

Vendor Signature (all items above have been read and completed)

Form GFE-1

LOUISVILLE METRO GOVERNMENT
GOOD FAITH EFFORTS ("GFE")
SUBCONTRACTOR AND SELF-PERFORM WORK LIST

DUE DAY AFTER BID OPENING BY 4:00 PM TO THE HUMAN RELATIONS COMMISSION

Bidder Name: Scooter McCray, LLC **Total Bid Amount:** - 0 -

☒ MBE ☐ FBE ☐ HBE **Email Address:** [redacted]

Bid Number: 1895 **Project Name:** Paying Bonds Online

Fax or mail this form to Louisville Metro Human Relations Commission • 410 W. Chestnut Street, Suite 300A • Louisville, KY 40202
502-574-3631 phone • 502-574-3190 fax • 502- 574-4332 TDD

DIVISIONS OF WORK (BIDDER WILL SELF-PERFORM)
Contract Management 10%
Customer Relations 10%
Community Relations 5%

DIVISIONS OF WORK (UNDETERMINED WHO WILL PERFORM)

LEGAL NAME OF ALL SUBCONTRACTORS	SUPPLIER	DIVISION OF WORK	SUBCONTRACT AMOUNT	% of Total Bid	CERTIFIED SUBCONTRACTOR MBE	FBE	HBE
Gray Hawk Payment Technologies	☒	Change Management	- 0 -	10%	☐	☐	☐
	☐	Product Installation	- 0 -	5%	☐	☐	☐
	☐	Training	- 0 -	5%	☐	☐	☐
	☐	Project Support	- 0 -	15%	☐	☐	☐
	☐	Payment Processing	- 0 -	40%	☐	☐	☐
	☐				☐	☐	☐
	☐				☐	☐	☐
	☐				☐	☐	☐
	☐				☐	☐	☐
	☐				☐	☐	☐
	☐				☐	☐	☐
	☐				☐	☐	☐
	☐				☐	☐	☐
	☐				☐	☐	☐
		Total	$0.00				

Signature of Company Official: Carlton McCray **Date:** October 6, 2009

Printed Name: Carlton McCray

Form GFE-2

LOUISVILLE METRO GOVERNMENT
GOOD FAITH EFFORTS ("GFE")
MFHBE SUBCONTRACTOR GFE LOG

DUE DAY AFTER BID OPENING BY 4:00 PM TO THE HUMAN RELATIONS COMMISSION

Bidder Name: Scooter McCray, LLC **Bid Total:** - 0 -

Bid Number: #1895 **Project:** Paying Bonds Online

Fax or mail this form to Louisville Metro Human Relations Commission • 410 W. Chestnut Street, Suite 300A • Louisville, KY 40202 502-574-3631 phone • 502-574-3190 fax • 502- 574-4332 TDD

NAME OF MFHBE SUBCONTRACTORS CONTACTED	DIVISION OF WORK	REQUEST FOR QUOTES (Attach)	BID ACTIVITY						Reason for Rejection
			No Response	Quote Received (Attach)	Quote Amount	% of Bid Total	Quote Used	Quote Rejected	
N/A		☐	☐	☐			☐	☐	
		☐	☐	☐			☐	☐	
		☐	☐	☐			☐	☐	
		☐	☐	☐			☐	☐	
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		☐	☐	☐			☐	☐	
		☐	☐	☐			☐	☐	
		☐	☐	☐			☐	☐	

Other Good Faith Efforts (Attach Supporting Documentation)

Scooter McCray, LLC is a certified minority owned business. Payment Automation is a small industry and no other companies that would bid with McCray could be found.

Carlton McCray is also a shareholder in Gray Hawk Payment Technologies, Inc, the subcontractor under Scooter McCray, LLC.

Signature of Company Official: Carlton McCray **Date:** October 6, 2009

Printed Name: Carlton McCray

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Letter from Carlton "Scooter" McCray ii

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Addendum A – *Product Brochures*

Addendum B – *Facility Payment Process Information and Report Guide*

Addendum C – *Correctional Facility Customer Service Information*

Addendum D – *Implementation Methodology and Change Management Consulting*

Addendum E – *Marketing Plan*

Addendum F – *Client Referrals for TouchPay Product Suite*

Addendum G – *Leadership and Experience*

October 6, 2009

Ms. Senora Ford
Director of Purchasing
Office for Management & Budget - Division of Purchasing
611 West Jefferson Street - Mezzanine Level
Louisville, KY 40202

Subject: Request for Proposal #1895, Paying Bonds Online

Reference: Scooter McCray, LLC Proposal, Dated October 6, 2009

Dear Ms. Ford,

Scooter McCray, LLC, a locally-owned Kentucky Corporation, is pleased to submit our proposal for *Paying Bonds Online*, Bid Number 1895, to the Louisville Metropolitan Department of Corrections for expanding bond and inmate payment services using improved technologies.

As President and CEO, I continually strive to strengthen and promote our community through operating strong businesses, encouraging civic leadership with our youth, and drawing attention to this vibrant City. I believe our company creates a unique opportunity by offering cutting-edge technology installed and maintained by industry leading professionals through a local business.

This proposal illustrates our innovative solution for bringing reliable products and professional services to LMDC. Our solution enables stronger operations and expanded functionality, gaining the following operational advantages for LMDC, at no cost:

- Reduces indigence on intake and release
- Increases ease of funding to jail inmates' trust accounts with new payment portals
- Simplifies deposits from their families/friends for paying bonds and trust deposits
- Provides higher commissary commissions paid to LMDC by increased funding
- Reduces fraud created by release warrants/checks paying gate monies

If awarded this contract, McCray will deliver a premium product assisting LMDC to achieve the highest levels of service effectiveness and budget efficiency for the LJCMG and our community. Our success is helping LMDC to achieve better results with our technology resources.

Sincerely,

Carlton "Scooter" McCray
President and CEO
Scooter McCray, LLC

Introduction

This response to Louisville Metropolitan Department of Corrections' (LMDC) request for proposal demonstrates that Scooter McCray, LLC ("McCray," the "Respondent," or the "Company") meets or exceeds all LMDC requirements as follows:

- Instructions to Proposers – Section I
- General Provisions - Section II
- Indemnification and Insurance Requirements - Section III
- Specifications Criteria - Section IV

McCray's products and services enable LMDC to expand its functionality and provide the following advantages at no cost to LMDC:

- Reduce indigency on intake and release
- Increase ease of funding to jail inmates' trust accounts
- Simplify deposits from their families/friends
- Provide higher commissary commissions paid to LMDC
- Reduce fraud created by release warrants/checks paying gate monies

The Respondent's products and services are currently installed in over 60 facilities in more than 20 States and bringing thousands of people these types of benefits every day. Should LMDC choose to expand its functionality with McCray, the Company firmly believes it would be the premier choice to achieve the highest levels of service for your facility.

Lastly, the Company wants to make LMDC aware of the truly unique opportunity to do business with a unique local company. Scooter McCray, LLC continues to have a vested interest in the Louisville Jefferson County Metropolitan Government and community. McCray is led by a man who continues to provide a lasting impact on the City and State representing them to the entire US through both business and athletics. Carlton "Scooter" McCray, President and CEO, demonstrates his commitment to this community through his civics and leadership in his varied roles. His work in the community is ongoing and award winning and stands as an example of the relationship LMDC would have with Scooter McCray, LLC in receiving the Company's financial services and customer support.

McCray knows that LMDC is working hard to make important choices among needed vendors to supply the Metropolitan Government and its constituents with helpful, convenient, efficient and effective services and simple tools that make these tasks easier. These are McCray's goals too. The Respondent takes them very seriously. Both of these groups are McCray's customers and the Company will deliver on its commitments. Scooter McCray, LLC believes Government and Citizens alike see improved services using McCray's solidly-built technologies delivered by the Company - driven to create success. If awarded this contract, the Company believes it will prove McCray's dedication to LMDC, its craft, and this community.

Section I - Invitation and Instructions to Proposers

The Respondent understands and agrees with Section I and represents it will comply with all qualifications and terms.

Section II - General Provisions

The Respondent understands and agrees with Section II and represents it will comply with all qualifications and terms.

Section III - Indemnification and Insurance Requirements

The Respondent understands and agrees with Section III and represents it will comply with all qualifications and terms.

Section IV - Specifications Criteria

Scooter McCray, LLC is subcontracting this section of work to Gray Hawk Payment Technologies, Inc. ("Gray Hawk"). Gray Hawk is an exclusive authorized service provider providing LMDC, through McCray, a product offering that meets or exceeds all six subsections under Section IV – Specifications Criteria. The product offering has been viable for over five years, is professionally crafted providing industry standard graphics, and is easily accessible from web browsers for all customers and constituents.

Also, Gray Hawk goes beyond stated requirements by providing interactive voice recognition ("IVR"). Gray Hawk's IVR solution allows anyone with telephone access to follow the same prompts as web users through voice prompts guiding users to make payments over the phone. The IVR option is essential to provide a full offering to all citizens served by LMDC, especially the elderly, visually impaired, disabled, and mobility challenged living in local and non-local addresses to LMDC who may not have access or capability to utilize the web for online bond payments. The Respondent completes this offering with state-of-the-art Kiosk for acceptance of all industry standard forms of payment, including cash.

Another key element facilitating bond payments rests in the ability for multiple people to contribute to a bond for the person of interest. LMDC places tremendous value on speedy releases from jail of any person not requiring detainment. Gray Hawk offers multi-person payment to speed releases and minimize incarceration time for bondable persons. By allowing four payment options to multiple payers to LMDC jail time is minimized and jail budgets are maximized. Amazingly, this also truly provides convenience for friends/families to provide timely releases for their person of interest from local and non-local residences. In reality, it may take five or six people to contribute to the payment of a bond for someone released. This reduces the total number of people in LMDC jails.

Below are detailed explanations of how Scooter McCray, LLC and Gray Hawk meet each criterion.

Subsection 1.

1. Below are detailed explanations of how Scooter McCray, LLC and Gray Hawk meet each criterion.

Gray Hawk provides a fully interactive suite of products that it re-sells and meet or exceed all of LMDC's criteria stated herein. These products were developed by and authorized for use to Gray Hawk from TouchPay Holdings, LP, a Texas-based company located in Dallas, Texas. As an authorized service provider of this entire product suite, Gray Hawk can offer LMDC products that are fully developed and deployed across the US in criminal justice facilities delivering exactly the services requested and specified in this RFP. Please refer to Addendums F - Client Referrals for TouchPay Product Suite and G – Leadership and Experience for customer referrals and to examine the qualifications of all people involved in this proposal.

This response describes four primary methods of accepting payments within the offered product suite:

- Web or Online payments made by accessing the internet through standard web browsers using credit/debit cards (in English and Spanish)
- Interactive Voice Recognition (IVR) payments made over any telephone connection using credit/debit cards(in English and Spanish)
- Kiosk payments made by walking to kiosk locations and using cash and/or credit/debit cards (in English and Spanish)
- Touchpad Terminal payments made by interacting with LMDC staff to pay by debit/credit cards at pay terminals usually located at public payment windows

Please refer to Addendum A - Product Brochures from Gray Hawk on each payment portal method in this list.

Gray Hawk goes beyond the requirements by providing Interactive Voice Recognition (IVR) for accepting payments. The IVR system allows anyone with telephone access to follow the same prompts as web users through voice prompts guiding users to make payments over the phone. The IVR option is essential to provide a full offering to all citizens served by LMDC, especially the elderly, visually impaired, disabled, and mobility challenged living in local and non-local proximity to LMDC who may not have access or capability to utilize the internet for online bond payments. We complete this offering with state of the art kiosks for accepting all industry-standard forms of payment including cash.

Another key element facilitating bond payments rests in the ability for multiple people to contribute to a bond for the person of interest. LMDC places tremendous value on speedy releases from jail of any person not requiring detainment. Gray Hawk offers multi-person payment to speed releases and minimize incarceration time for bondable persons. By allowing four payment options to multiple payers to LMDC jail time is minimized and jail budgets are maximized. Amazingly, this also truly provides convenience for friends/families to provide timely releases for their person of interest from local and non-local residences. In reality, it may take 5 or 6 people paying a bond to have someone released. This reduces the total number of people in LMDC jails.

1.a The person of concern is easily identified online or by phone to the user as being present in the system or not being present in the system through an active search of a live database, searchable file, or any other mechanism that would be provided. LMDC may choose the source and rate of refresh in the system. Gray Hawk recommends real-time processes as often as the client environments allow interfaces to be developed and customized. Interfaces are not required, but for obvious reasons, are preferred. The entire product suite works and functions in real time with customized interfaces to client's data. However, many competitor products do not operate with real-time interfaces but rather use comma delimited files known as .CSV files or other such files providing cumbersome, labor intensive, inaccurate processes that often encounter problems in usage and maintenance.

1.b Once the person of concern is identified and selected by the user, the bond amount and status are displayed with simple graphics and a high degree of usability, a standard index that measures the ease of use for software interactions. The identical process occurs in the IVR system over the phone with vocal prompts allowing the user to hear the information instead of being seen.

1.c Once the bond amount is confirmed, users are presented with payment options for the following:

- Credit Cards
- Debit Cards
- Online Checks

1.d Scooter McCray, LLC and Gray Hawk are very proud to offer LMDC one of the most unique and industry leading kiosks anywhere in the country today for bond and many other types of payments. McCray's kiosks take up very limited space, come extremely ruggedized, operate with a very high degree of reliability, and are secured in each location. They accept credit/debit cards and cash payments. The bill acceptor is equipped to detect counterfeit US currency while the user screen is tough enough to take a human punch and continue to operate normally.

See Addendum A – Product Brochures for a more detailed product specification.

Note: Per US Banking Regulations, money orders are not allowed to be accepted via kiosks, nor are money orders subject to "Check 21" – the Federal Statutes enacted as part of the Patriot Act. Therefore, no kiosk component technology in the industry has been built that could be mounted into a kiosk to accept them at this time. Gray Hawk in working with TouchPay Holdings does provide and offer a lock box solution for manually accepting money orders should LMDC require us to provide this service, additional transaction fees may apply. This service is available to other clients in the US. The Respondent believes it is in compliance with all of the banking laws and product offering requirements for this RFP in the above criterion.

1.e The web tool, kiosk, and IVR all provide access in English and Spanish

2. The TouchPay product suite licensed by Gray Hawk currently interfaces with Tiberone in other facilities. McCray and Gray Hawk will develop and integrate any other peripheral applications necessary. This assures LMDC a successful implementation and support required for all necessary data and files. Currently, more than 30 interfaces have been developed for this product suite.

LMDC shall offer its support for any third-party systems it may have purchased or licensed that would be required in integration. McCray is aware of legacy applications used by customers that attempt to preclude such interfaces from being built into their systems, in rare occasions. Since McCray did not advise, consent or control the purchase, maintenance, or licensing agreements purchased by LMDC, or other governmental units, McCray is therefore subject to the terms of those agreements and are bound not to violate such agreements where interfaces are concerned. Should this situation arise, McCray has been very successful at solving such interface problems

but the Company is ultimately subject to the terms and conditions of those pre-established contracts, which may supersede LMDC's request. Should any costs arise from software vendors as a part of the licensing agreements currently in place for LMDC the Respondent cannot have been expected to incorporate those costs into pricing and are therefore the responsibility of LMDC and its prearranged contractual obligations to complete interfaces under those contracts.

2.a Service and Maintenance Agreement

McCray, through its subcontractor Gray Hawk, provides full featured service and maintenance capabilities with local providers to ensure the payments can be made online, IVR, kiosk, or terminal pay 24 hours a day, 7 days a week or during kiosk lobby hours. Service and Maintenance is provided for this suite of products to over 60 customers in 20 states and meets all customer standards. Furthermore, since LMDC is receiving these TouchPay products at no cost, our entire business model is based on the amount of "up-time" experienced by all of our payment portals. Therefore, in addition to your criterion for service and maintenance, McCray and Gray Hawk are highly incentivized to reduce "down-time" to the lowest amount possible. We are fully compliant to this criterion.

Please refer to Addendum C – Correctional Facility Customer Service Information that accompanies our product suite.

2.b Support Agreement

Gray Hawk provides all of the necessary support and training to meet these criteria. Kiosk maintenance activities are scheduled and coordinated exclusively by the product suite provider, TouchPay. Typically, TouchPay is the first to recognize a kiosk problem exists due to real-time monitoring of all kiosks. Once an issue is detected, three levels of diagnostics are performed and an escalation process is followed to determine the cause of the problem and the prescribed actions are taken accordingly.

Additionally, LMDC staff can contact the TouchPay Project Manager to report issues or request service for lobby kiosks and terminals. McCray is responsible for any losses and/or repairs due to acts of vandalism or other loss and will not hold LMDC responsible for any uncollected monies. All monitoring and most software updates are completed remotely; however, cash management will require the kiosks to be visited by a TouchPay courier on a routine basis. Contractors who service equipment and collect money from the kiosks are bonded and insured. TouchPay contracts with third-parties at Company's expense for repairs, cash collection, bank deposits and any minor maintenance that the system may need. Again, contractors who service and collect money from the Kiosks are bonded and insured.

McCray and Gray Hawk are dedicated to providing the highest quality customer service support possible. The TouchPay support team is a group of highly trained individuals with a complete understanding of all payment portal processes and systems. TouchPay takes great pride in offering availability and quick resolution of all issues and concerns. Gray Hawk's expressed goal is to provide resolution to any problem as quickly as is feasibly possible. In most cases, all calls are returned within 30 minutes or less, all tickets are closed within 24 hours and all on-site

repairs requiring parts are shipped overnight to be swapped out within 24 hours of determination. In any case, the ticket will be closed within 3 business days.

When a call is placed, our customer service representative (CSR) gathers all pertinent information, opens a ticket, assigns a case number and sets a priority to every call. Our escalation operating procedure consists of three levels:

- Level I – Ticket creation and resolution - within 30min -1 hour of call logged by – Ticket Closed
- Level II – Escalation to expert - within 1-3 hours of call logged – Ticket Closed
- Level III – On-site escalation - within 1 business day of call logged - Ticket Closed

Please refer to Addendum C – Correctional Facility Customer Service Information that accompanies our product suite.

2.c Technical Disclosure

Gray Hawk Payment Technologies is an exclusively authorized service provider of TouchPay Holdings (TP), a corporation in Dallas, Texas, for the entire product suite, as stated above. As such, Gray Hawk is guaranteed the full support of its systems and maintenance for all its clients. This arrangement is comparable to local banks offering ATM services to its customers. In this case, the local banks may be buying the ATM kiosk from Diebold and the financial network services from a PULSE, neither of which are owned by the bank but are secured under a licensing agreement for the hardware, software and network service agreements.

Gray Hawk offers a better relationship than this local bank analogy because the hardware, software and network services originate from one company, TouchPay. This company provides these solutions through a proprietary electronic real-time transaction engine and network, customized application interfaces and a proprietary, patent-pending kiosk technology built and operated by TouchPay to facilitate the transfer of funds and deposits, just as a local bank would offer its customers ATMs. This is the power of the Gray Hawk, TouchPay relationship.

Furthermore, TouchPay's content delivery network is centrally managed controlling the sale and guaranteeing delivery of the various self-service products. It actively manages the devices attached to the network, independent of the depositing relationships being processed. Similar to an ATM provider network, our network controls the management of the devices within a hardware enclosure through open-software products that provide real or near real-time access to a variety of systems. A complete web-based, customizable reporting and statistical package reports all activity conducted through the network. All state-of-health parameters on the network are monitored and reports in various manners to the appropriate personnel at TouchPay.

Recommended Product Suite

Gray Hawk offers the TouchPay (TP) product suite that facilitates and manages electronic payment services utilizing five automated ways to access the system. The TP Web Payment Portal, Interactive Voice Response (IVR) system, and a facility based proprietary Kiosk ezPay

terminals, and Point-of-infraction mCommerce handheld device all of which provide consistent processes. Our methodology and ease of use are incorporated into all the access methods.

Internet Web Portal - ePay

The Web Payment Portal accepts online electronic personal checks, credit cards and debit cards for various deposit services. It provides traditional internet access and a hosted hyperlink solution to the TP secured web payment server. The existing web payment infrastructure easily allows additional agencies to be added to begin taking payments immediately and utilize the existing merchant account network and provides instant posting of transactions to back office reporting systems.

Through the use of the web log-in services or through real-time notification, TP will allow LMDC staff to confirm each individual inmate deposit transaction and only deposit confirmed transactions to agencies' bank accounts. TP has the ability to interface with agency legacy accounting and inmate management systems during the period of this contract to move transactional data from TP to LJCMG agencies and back, if so specified.

TP is responsible for maintenance and repair of website. Any repairs to the website will be made within 72 hours or less of notification and be done at no charge.

Web Portal features:

- Allows online electronic checks (ACH), credit card and debit card payments.
- Hosted solution is available 24 hours a day, 7 days a week, and 365 days a year.
- Bi-Lingual user interface (English, Spanish).
- For all transactional processing, adheres to the rules, regulations, and State and Federal laws as set forth by the National Automated Clearing House (NACHA) and Visa/MasterCard International. Compliance is strictly enforced by TP's main processing bank JP Morgan Chase and Chase Payment.

Interactive Voice Response System - telePay

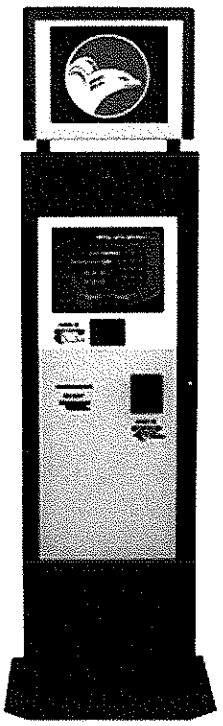
TP provides an Interactive Voice Response System (IVR), accessible by a toll-free telephone number that will accept online electronic personal checks, credit cards and debit cards. With over 20 years of experience in IVR payment transaction processing, TP is a leader in developing the most efficient, cost effective, risk free solution in the industry, and also allows for instant posting of transactions to back office reporting systems.

IVR Features:

- The IVR telephone portal is accessible by an 800 toll-free telephone number that will accept personal checks, credit cards and debit cards with instantaneous posting of transactions to back office systems.
- The TP IVR allows the acceptance and posting of transactions 24 hours a day, 7 days a week, and 365 days a year.
- Bi-lingual option available (English and Spanish).

Facility Based Payment Systems

TP's proprietary, patent-pending payment kiosk and recently introduced ezPay terminal provide a turn-key facility based solution for taking deposits. The kiosk, which is typically located in a public area of the facility such as the visitation area or courthouse lobby reducing foot traffic, accepts cash, credit card and debit cards.



kioskPay – Facility-based kiosk typically is in the visitation or courthouse lobby area for accepting cash, credit, and debit card transactions:

- Reaches the un-banked depositor
- Eliminates cash handling by the facility
- Drives facility cost down by closing the payment window and aiding the accounting process
- Contains rugged 10 Gauge Steel Designed for the Corrections Environment
- Provides Impact Resistant Tempered Glass Touch-Screen
- Displays a 15" Topper for additional information or customized messages

The ezPay terminal has all the functionality and logic of the larger kiosk in a small footprint unit typically placed in the booking and/or release area of the facility. The ezPay terminal is a pin pad and card reader device that accepts credit card and debit cards for deposits for inmates loading trust accounts to pay bonds.

ezPay - Small footprint countertop terminal primarily utilized in the smaller facilities accepting credit and debit cards.
• Can be used in the lobby areas in lieu of a kiosk at smaller facilities.
• Used at desktop locations or small payment offices it allows employees to assist in the payment by debit or credit card.
• Allows facilities to pre-fund trust accounts reducing indigency or offer self-bonding for faster release.

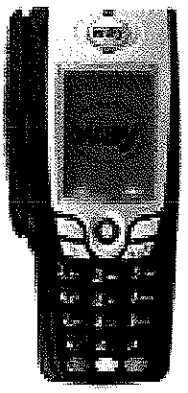
Kiosk and ezPay Features:

- The kiosk will consist of a touch screen interactive interface for users with advanced voice and facial biometrics available for extra security in fraud protection and identification.
- The ezPay terminal will consist of a pin pad based interactive interface for users.

- On-site convenience provides a fast reliable secure way to make payments 24 hours a day, 7 days a week, 365 days a year.
- Bi-Lingual user interface (English, Spanish).
- Reduces payment liability issues with facility staff.
- All data transactions between the .NET application, Web Services, NT Service, and SQL Database utilizes stored procedures, thus, allowing for an added layer of security in controlling access to the database stored transaction information.
- Real-time credit card processing alleviates the need for the storage of any credit card information on the kiosk or ezPay terminal. However, information related to the completed transaction is stored in the Central Kiosk Server database for reporting.
- Kiosk is wired for standard 110 volt capacity installed over a standard junction box.

Point-of-Infraction Payment Automation

Gray Hawk has added a new device to the TouchPay product suite that provides the ultimate in cash automation by enabling the collection of fines/fees via on-board systems placed directly in the LJCMG's patrol cars, during round-up events, on-site parking collection at the "boot" and many more not listed. Automating the collection of tickets and fines drives down the related costs and provides immediate positive impact on the LJCMG's finances by:



- Reducing the uncollected fines backlog
- Immediately increasing revenues
- Lowering collection expenses
- Relieving court docket bottlenecks
- Curtailing transportation costs
- Limiting the risks and costs of transporting citizens
- Curbing violence and conflicts associated with arrests
- Eliminating green-house gas emissions for unnecessary driving trips
- Improving Taxpayer satisfaction for providing easy pay options

Basic Features For all Transactions:

In addition to the above features, all transactions processed through TP payment processes and devices will include:

- Real-time Authorization and Capture of all credit and debit card transactions.
  Reporting of all transaction activity is available in real-time on the Central Server and the payment gateways, see Addendum B - Facility Payment Process Information & Report Guide
- Help desk support to facilities and depositors, available Monday through Friday from 7:00 am to 7:00 pm CST. Emergency support is available after hours. Please reference TP's Facility Customer Service Guide.
- On-site and remote training for key personnel in addition to user documentation.
- All funds collected will be transferred electronically by utilizing the Automated Clearing House Network (ACH). A transfer time for funding is done within 3 business days for ACH transactions.

As this information is confidential and constitutes trade secrets we have chosen to respond in the general case. The overall general technical specifications, programming environment and platforms are as follows:

Program Language – C, C++, Java, .Net, PHP, SQL
Operating Platforms – Unix, Microsoft Windows, Verix
Database – SQL, MySQL
Software – TouchPay v3.4, TouchPay ezPay v3.47, Site Kiosk, Asterisk
Hardware – Dell Servers, Proprietary Kiosk, VeriPhone VX 570
Peripherals – Raid Drives, MEI Card Reader, TelPar printer

General Illustration and Discussion of the Technical Environment Used by TouchPay
The following proposal will discuss several core components of the proposed ACH and Credit Card Payment Services for LMDC, including:

1. Payment processing functionality
2. Kiosk-integrated data processes
3. Downstream data processes
4. Reporting

Payment Processing Functionality
After retrieving the correct information for the person of interest from the LMDC host systems, the user begins the process of executing a payment, which allows the person paying the bond to use a variety of payment methods obtained through the Interactive Voice Response system, the Internet Web Portal and also through our proprietary kiosk/terminal. Payment methods currently include cash, credit card, signature debit cards and online check (also known as ACH or EFT). TouchPay supports MasterCard and Visa credit and debit products for payments.

For a card-based payment, the customer is prompted for the following information:

1. Card Account Number
2. Expiration Date
3. CVV2 or CVC2 value on the back of the card
4. Cardholder billing address (to facilitate Address Verification Services, a fraud management tool offered by the card issuers)
5. Consumer authorization for the amount being processed, including digital signature

The data is transmitted real-time to our merchant processor, Chase Paymentech Solutions, through a secure Internet gateway link. Using tools such as CVV2 and AVS assists TouchPay in mitigating the risk associated with a card transaction and is crucial in keeping our chargeback rates extremely low.

Upon successful approval and completion of the card authorization transaction, the kiosk will move to the required downstream data processes.

For an online check and Interactive Voice Response ACH transaction, the customer is prompted for different information:

1. Bank Routing Number (also known as ABA number)
2. Bank Account Number
3. Account Type (checking or savings)
4. Customer authorization stating they authorize a debit to their account for the amount of the payment and understand a returned item may be an additional fee.
5. Customer digital signature or recorded voice authorization.

The TouchPay online check and check by telephone processing complies with various regulations, including Regulation E and NACHA regulations.

For added risk management in an online check process, TouchPay will maintain a negative file or 'blocked file' of those payments returned for any number of reasons, including Insufficient Funds, Account Closed, etc. If a customer or inmate account becomes blocked, any future payments must be completed using a credit/debit card or cash.

TouchPay processes its online check payments with the largest ACH bank in the country, JPMorgan Chase. TP's solid and long-term relationship with JPMC enables TP to stay abreast of any changes in the ACH industry, especially regulations and new network initiatives.

Regardless of payment method, the final step in the payment process is to provide the customer with a receipt confirming their payment.

Kiosk-integrated data processes

The success of the LMDC and TouchPay interface will occur through a series of real-time links from the kiosk server to certain endpoints. The most important capability will be our real-time integration with the LMDC Inmate Management System and the Trust Accounting Systems.

The screen promptings will allow the TouchPay applications to capture the appropriate information to make a request to the IMS to facilitate a payment or transfer funds into an inmate trust account. Core components of this functionality include:

- Multi-lingual support, including online help
- 24x7x365 availability
- ADA-Compliant application

Downstream Data Processes

The last function in the TouchPay application utilizes the real-time links to the LMDC hosts and facilitates the updating of balances and any other required downstream updates in the Inmate Management System as required by LMDC.

As part of the downstream process and utilizing TP's experience with ACH network funding, the TouchPay system can easily route payments to the appropriate jurisdictional court using bank routing information provided by LMDC.

2.d Expansion Plans Provided by McCray and Gray Hawk

As an overview to a planned expansion by LMDC to increase payment automation, Gray Hawk

Payment Technologies, Inc. (Gray Hawk) proposes, at **NO CHARGE**, to implement the full suite of proprietary, patent-pending, automated payment management systems using our unique content delivery network that includes:

- Kiosks that accept US currency (from $.01-$100), debit and credit card deposits
- Website that enable online acceptance of debit/credit card and electronic checks in both English and Spanish
- Interactive Voice Recognition (IVR) system accepting debit/credit cards and check by phone in both English and Spanish
- Countertop terminals that accept credit and debit cards for payment transactions needing countertop terminals with pay-pads for pin number entry
- Portable/Wireless (mCommerce) transaction terminals enabling debit and credit card deposits in-person for delinquent payments during round-up collections at the home or place of business of the taxpayer
- Pre-Paid debit cards, either re-loadable or non-re-loadable, that transferring funds back to taxpayers, significantly reducing labor and fraud

McCray and Gray Hawk Systems will deliver the following:

- Collection of LJCMG-levied bails, fines, purges, restitution, court costs, child support payments, taxes, utilities/billed services, permits, building, construction and other fees, etc.
- Devices for each point of payment can deposit to an unlimited number of bank accounts by routing each payment transaction by agency and transaction type paid
- County Jail inmates' friends and family the ability to make payment for 100% of bail
- Interaction via touchscreen display (Kiosk only), receipt printing, data entry in English and Spanish
- All necessary interfaces with existing Court, JMS, County Agency Accounting, Commissary, etc. systems that enable real-time posting, daily automated reconciliation and account(s) finalization using customized reporting and delivery features
- Development and provision of on-site end user training and documentation
- Provision of 24/7 monitoring and technical post-deployment on-site service and support
- Professional on-site change management consulting to adequately plan for an effective and efficient implementation and financial resource allocation from resource savings post-implementation

Differentiating Factors for LJCMG Among Solution Providers

Due to the fact that several Louisville Jefferson County Metropolitan Government (LJCMG) agencies would be interfacing with single points of payments, Gray Hawk offers a very unique solution to the entire LJCMG. Gray Hawk provides a proprietary electronic network to facilitate the transfer of funds from single points to many agencies with multiple banking relationships for deposits providing comprehensive payment solutions. Gray Hawk is proposing the TouchPay product suite, a comprehensive deposit and payment solution, as described above in 2.c. McCray and Gray Hawk will provide every aspect of the expanded Scope of Work if selected, including many more value-added services, such as change management consulting needed for a comprehensive payment management solution implementation, provided at not cost, See Addendum D - Implementation Methodology and Change Management Consulting.

The TouchPay product suite provides these solutions through a proprietary electronic real-time transaction engine and network, customized application interfaces and a proprietary, patent-pending kiosk technology built and operated by TouchPay to facilitate the transfer of funds and deposits. This is the leading government premise-based payment solution, therefore McCray and Gray Hawk focus exclusively on Federal, State, County and City governments' needs and solutions. Many partnerships were developed in order to provide comprehensive horizontal solutions for taking multiple payment types on the same platform. This premise-based solution has also interfaced with over 30 different accounting and financial systems and this experience ensures timely and accurate interface developments.

TouchPay's content delivery network is a centrally managed network controlling the sale and guaranteeing delivery of the various self-service products. It is actively managing the devices attached to the network, independent of the depositing relationships being processed. Similar to an ATM provider network, this network controls the management of the devices within a hardware enclosure through open-software products that provide real or near real-time access to a variety of systems. A complete web-based, customizable reporting and statistical package reports all activity conducted through the network. TouchPay also monitors all state-of-health parameters on the network and reports them in various manners to appropriate personnel.

In addition, this unique hardware and software based solution is the first in the industry to provide a completely secure, turnkey process to transfer funds to debit stored value cards, completely removing the government entity from the liability of the funds transfer process. This complete solution provides LJCMG comprehensive solutions meeting the expansion requirements.

Gray Hawk's core competencies revolve around five distinct offerings needed most by government clients differentiating us from our competitors:

1. **Proprietary Kiosk** – TouchPay's product suite started development as a kiosk solution in 2003. This patent-pending process and hardware design is the result of over 2 years of field testing prior to bringing this solution to market in 2005. This kiosk is the only one designed specifically for the government environment, built of 10 gauge hardened steel and tempered glass. This has positioned this product suite as the industry leader in premise-based solutions with the largest installed base of payment kiosks in the corrections industry providing the most comprehensive and convenient funding solution. Recommendations are available upon request.

2. **Integrated Real-Time Payment System** – Since the entire system is designed to perform in real-time, every transaction is not only processed and posted immediately and every transaction scrutinized in real-time prior to authorization through the use of transaction business rule algorithms that prevent fraud. In addition, TouchPay systems provide real-time hardware and software diagnostics, customer service with in-process, and recently-complete transaction support.

3. **Interface Development** – Gray Hawk is completely flexible in providing custom

interfaces at no cost. We have learned the marketplace is highly unique and customized. So instead of using a standard API like most competitors, the TouchPay product suite interfaces to any specification required by the customer. This allows a short lead time to provide interconnection into the agencies' banking system.

4. **Highest quality of Customer Service** – Gray Hawk provides world-class support for all its valued customers. The support team is a group of highly trained individuals with a complete understanding of all systems to ensure customer's needs will be met in the areas of revenue recognition and payment clearing. For the depositing clients, customer support accepts calls and as well as online customer service inquiries in both English and Spanish for payment questions.

5. **Disbursement Payments -** Gray Hawk in combination with TouchPay and its product suite offers the most comprehensive solution in the industry, using hardware, software and implementation support to provide easy to use and convenient disbursement processes, and unprecedented security in the transfer of funds. The payee receives their monies through the issuance of a pin-based major brand prepaid debit card, e.g. Visa, Discover, or MasterCard, which means individuals being released can spend up to the value stored on the card at any ATM or anywhere major branded debit cards are accepted. The implementation also includes financial literacy programs and the ability for the payee to upgrade the card to a permanent re-loadable prepaid card. Gray Hawk is the only company that will obtain, through our ezPay hardware solution interfaced with LMDC, and transfer the payee ID, payee name, transfer amount, card number and encrypted pin number on every transaction to ensure that only the payee can be the person to access and use the transferred funds. Customers are urged to keep this in mind as an additional method for cutting costs, increasing efficiencies and speeding up the work flow.

2.e Fund Transactions

Basic Features For all Transactions:
In addition to the above features, all transactions processed will have features which include:

- Real-time Authorization and Capture of all credit and debit card transactions.
- Reporting of all transaction activity available in real-time on the Central Server and the payment gateways.
- Help desk support to facilities and depositors available Monday through Friday from 7:00 am to 7:00 pm CST.
- Emergency support available after hours. Please reference Addendum C – Correctional Facility Customer Service Information.
- On-site and remote training for key personnel in addition to user documentation.
- Collected funds will all be transferred electronically by utilizing the Automated Clearing House Network (ACH). A transfer time for funding is done within 3 business days for ACH transactions.

Guaranteed Delivery of Funds and Settlement
Once a deposit has been accepted, McCray absolutely guarantees the funds will be delivered to the facility as part of the "Payment Guarantee" policy. This guarantee allows the facility to be comfortable with the real-time use of funds, without any risk that funds will not clear the banking system or be declared invalid due to fraudulent activities. In essence, the Payment Guarantee turns all deposits into a prepaid funding model.

Gray Hawk will guarantee the delivery of all funds to LMDC on all authorized transactions typically within 3 business days as follows:

Day 1 – Depositor initiates the payment and chooses the form of payment. An Order ID is assigned to each transaction and stored in the database. All payments are guaranteed once authorized.
Day 2 – Internal audit is performed on all transactions received on Day 1.
Day 3 – ACH payment is initiated to receiving Bank Account for all transactions received.
Day 4 – ACH payment received for all transactions processed Day1. Please check with the bank for specific settlement times of ACH payments may vary depending on the financial institution.

McCray guarantee to the County can only be accomplished if we have a means to recover fraudulent transactions and collect bad debt. Thus, Gray Hawk will request cooperation in its collection and recovery procedures if a fraudulent or disputed transaction arises.

Upon receiving a charge back from the financial institution, with the cooperation of the account trustee, the following collection processes will be followed:

- Block the inmate trust account from future deposits.
- Recover any existing balance of funds that are in the blocked account up to the charge back amount.
- Use all remedies at McCray's disposal to pursue collection of fraudulent transactions directly from the depositor.
- The block can be removed from an account by either depositing cash into the kiosk or mailing a Certified check or Money Order to the TouchPay Customer Service department.
- All daily transactions will be sent to each agency's system as is required.

Various Types of Payments Accepted

Credit Card Payments
Gray Hawk provides several payment portals for electronic credit and debit card deposits, including the kiosk, web, IVR and ezPay terminal. All of the payment portal options provide easy to use prompts as well as user friendly reporting. See above descriptions in Section 1.a.

Kiosk - patent-pending kiosk accepts credit and debit card deposits. Each user follows simple on-screen instructions for making a credit/debit card deposit into the system. Receipts are generated for all kiosk transactions.

Web - ***ePay*** solution can be accessed via the TouchPay website at www.touchpaydirect.com . This payment method will prompt a depositor to create an account which will then allow them to use either their credit/debit card or an electronic check to fund an inmate's account or make any type of payment that has been specified. Gray Hawk's product suite captures and stores depositors IP addresses and is available for investigative purposes.

IVR - Interactive Voice Recognition (IVR) system (telePay) was originally designed for correctional customers and was the first IVR system to process correctional payments. As a result, payments made through the telePay system include the caller id information in the transactional record. The system is now used for a variety of payments from many sources.

Magnetic Strip Cards

TouchPay's magnetic strip card is a **major credit card branded, pin-protected, pre-paid debit card** developed specifically for the government market. The magnetic strip card is an All Access prepaid debit card usable for 60 sixty days which can also be upgraded to a re-loadable ***prepaid branded credit card***, e.g. Visa, Discover, etc. This strip card provides the option to reduce or eliminate the manual issuance of checks which will result in the reduction of loss, risk and fraud. The automation of this process will also assist with reallocation of labor intensive check writing and distributing resources.

Check Processing

Gray Hawk can provide the acceptance of personal checks electronically through the TouchPay web portal and IVR (ePay and telePay). The depositor must sign up for a user account designating that they would like to make electronic check payments through the payment system. The depositor will be required to provide personal checking account information which will be verified for authenticity with depositor's personal information and for availability of funds in order to make electronic checking account deposits. Caller ID is also recorded.

Cash

For Cash transactions, Gray Hawk will provide kiosks in all areas and locations as determined. Gray Hawk's patent-pending kiosk ("machine and process for making customer payments") will accept cash deposits in U.S. dollar denominations ($1,5,10,20,50,and 100). The **kioskPay** process is as easy as using an ATM. The TouchPay product suite Hawk is the industry leader at taking cash payments at the kiosk. This Kiosk provides "best in class" processes for cash acceptance, cash management, and cash handling services. Over 50% of all kioskPay customers' transactions are made in cash.

In addition, Gray Hawk offers the Green Dot MoneyPak® card as a remote cash option for depositors. A Green Dot MoneyPak® card is a way to convert physical cash to electronic cash. The electronic cash can then be used to reload a prepaid card, make a payment, pay a bill or fine. MoneyPak® can be found at over 50,000 retailers including Wal-Mart, Smith's Food, Kmart, King Soopers, Kroger, Rite Aid, CVS, Walgreens or RadioShack.

The TouchPay product suite accepts the MoneyPak® card through all of its payment portals including the Kiosk, Web, IVR, and ezPay. This allows cash only customers to make a deposit remotely. Converting cash depositors to remote locations reduces carbon emissions from

vehicles and relieves lobby congestion allowing for more throughputs in customer service lines. This ultimately allows many TouchPay users to close "payment windows" and provide assistance windows for processing necessary paperwork and providing assistance routing all payments to automated methods.

Secured Transaction Processing and Information Handling
TouchPay is PCI compliant, a member of SWACHA, and is well versed and totally operated within the strict guidelines of Visa and MasterCard regulations. TouchPay is required to securely retain all data in compliance to Visa, MasterCard, SWATCHA and PCI regulations. TouchPay securely stores all transactional data with redundant back-up for an infinite period guaranteed to exceed seven years. TouchPay encrypts all data transmitted and/or stored. In addition, we do not store credit card account information other than the final 4 digits of account numbers. Data posted to their reporting tools is always available. LMDC staff will be able to retrieve data using the standard reporting tools for all transactions from current to those taking place in excess of seven years prior.

Security Reporting Options are Robust
The TouchPay real-time processing engine provides reporting from the TouchPay web site login at **www.touchpaydirect.com**. Reports are generated from the real time on-line transactional database which captures all approved transactions. Transaction and Bank Deposit reports can be queried for any time interval the LMDC requires depending on the information needed. LMDC will have on-line access to the administration and reporting server to run reports, lookup individual transactions or historical data for audit purposes. The LMDC can assign as many users as needed to access to the system. An LMDC user administrator can issue user IDs and passwords with varying levels of permission and access to the database. Thus certain users can have access to all LMDC transactions, while others just have access to their individual facility. Since we use a relational database, specialized queries and reports can be developed upon request. Any reports can be automated to run at scheduled intervals and delivered to designated e-mail lists.

Through TouchPay's web site, authorized personnel have access to real-time transaction data initiated at the kioskPay, ezPay, telePay, and ePay solutions. Reports are formatted in a standard transaction record to provide consistency in the data. From this interface, the authorized user has the ability to download information into a variety of formats such as an excel spreadsheet. This allows the LMDC to know prisoners information, transaction details, who is depositing funds into an inmate's account and reconciles with the Bank Deposit report for transfer of funds to the appropriate specified bank account.

Since all transactions include biometric information collected at the point of transaction, this information is available for use by LMDC. The biometric data with each transaction comprises a photo of the depositor which can be viewed with each kiosk transaction, a voice signature of the depositor stating their name on each IVR transaction, and an IP address and e-mail address which can be viewed for each web deposit.

On the payer information, TouchPay can have this information listed for each transaction in the body of the report, or more efficiently design the report for those fields to only show up in a pop-

up window report from the data embedded and if the user clicks on the payer name, the payer information is then shown.

3. Gray Hawk provides financial reporting functionality for revenue generation and for reconciliation reporting of bond payments. For a complete illustration of the reporting system, please refer to Addendum B – Facility Payment Process Information and Report Guide.

The Gray Hawk reporting system allows designated LMDC employees to have access to all transactional information for the reconciliation of accounting information. The Transaction Report is a portal to a real-time online database which captures all approved transactions. This report can be queried for a single day, several days, weeks, or months, depending on the information needed. LMDC will have online access to the administration and reporting server to run reports, lookup individual transactions or historical data for audit purposes. LMDC can assign a single user or as many users as desired with varying levels of permission and access to the database. Thus certain users can have access to all LMDC transactions, while others just have access to their individual agency data under an expanded functionality role when combined with courthouse transactions, etc. Since we use a relational database, specialized queries can be developed upon request.

The following is a list of the default reports:

- View all Approved Transactions processed
- View Transactions Summarized
- View Transactions Detailed
- Search Button for Query within D-Base Report Fields
- Download Selected Query to Excel

All transactions also include biometric information collected at the point of transaction. The biometric data with each transaction comprises of a photo of the depositor which can be viewed with each Kiosk transaction, a voice signature of the depositor stating their name on each IVR transaction, and an IP address and e-mail address which can be viewed for each web deposit.

4. Scooter McCray, LLC and Gray Hawk Payment Technologies, Inc. provide an overview of its full and comprehensive online security and disaster recovery plans supporting the full suite.

Gray Hawk Payment Technologies, Inc. (Gray Hawk) an authorized service provider of the TouchPay product suite has licensed TouchPay to conduct all of its financial transaction processing for its licensed product suite resold by Gray Hawk. Therefore, below is a discussion of the contractually obligated service commitments that Gray Hawk re-sells to Scooter McCray, LLC as its subcontractor in this proposal. This description of security and disaster recovery is provided to LMDC as a part of contracting with Gray Hawk and comes at no additional cost. Below is a summary of the contractual obligations TouchPay has with Gray Hawk through its authorized agreements for providing services.

Disaster Recovery by Phase

TouchPay's normal business operations centers provide for redundancy within their Texas data center that is a co-location facility that consolidates the 4 major fiber lines that are the data backbone

for all of North Texas. Simultaneous remote site back up on processing in the data centers that are geographically located in Missouri and New Jersey. All data centers have a 48 hour battery back-up and a diesel generator back up for extended outages.

The disaster recovery strategy explained below pertains specifically to a disaster disabling the main data center. This functional area provides major server support to TouchPay's payment applications. Especially at risk are the critical applications those designated as Category I systems. The co-location's Operating and Systems Team Plan (O&S) provides for recovering the capacity to support these critical applications within 2 hours. Summarizing the provisions of the O&S Plan, subsections below explain the context in which TouchPay's Business Continuity Plan operates. The Business Continuity Plan complements the strategies for restoring the data processing capabilities normally provided by O&S.

This section addresses three phases of disaster recovery:

- Emergency
- Backup
- Recovery

Strategies for accomplishing each of these phases are described below. It should be noted that the subsection describing the emergency phase applies equally to a disaster affecting the main data center or other buildings that house TouchPay servers carrying LMDC data or information.

Emergency Phase
The emergency phase begins with the initial response to a disaster. During this phase, the existing emergency plans and procedures of TouchPay's IT staff direct efforts to protect life and property, the primary goal of initial response.

If the emergency situation appears to affect the main data center (or other critical facility or service), either through damage to data processing or support facilities, or if access to the facility is prohibited, the Duty Person will closely monitor the event, notifying TouchPay personnel as required to assist in damage assessment. Once access to the facility is permitted, an assessment of the damage is made to determine the estimated length of the outage. If access to the facility is precluded, then the estimate includes the time until the effect of the disaster on the facility can be evaluated.

If the estimated outage is less than 2 hours, recovery will be initiated under normal Information Systems operational recovery procedures. If the outage is estimated to be longer than 2 hours, then the Duty Person activates the Business Continuity Management Team, which in turn notifies TouchPay and the Business Continuity Plan is activated.

The recovery process then moves into the back-up phase. The Business Continuity Management Team remains active until recovery is complete to ensure that the Institute will be ready in the event the situation changes.

Back-up Phase
The back-up phase begins with the initiation of the appropriate Recovery Plan(s) for outages enduring longer than 2 hours. In the initial stage of the back-up phase, the goal is to resume processing critical applications. Processing will resume either at the main data center or at the designated hot site, depending on the results of the assessment of damage to equipment and the physical structure of the building.

In the back-up phase, the initial hot site must support critical (Category I) applications for up to 4 weeks and as many Category II applications as resources and time permit. During this period, processing of these systems resumes, possibly in a degraded mode, up to the capacity of the hot site. Within this 4 week period, the main data center will be returned to full operational status if possible. However, if the damaged area requires a longer period of reconstruction, then the second stage of back-up commences. During the second stage, TouchPay will move to a predetermined alternate, temporary processing facility that we have contracted to use for this purpose.

Recovery Phase
The time required for recovery of the functional area and the eventual restoration of normal processing depends on the damage caused by the disaster. The recovery process begins immediately after the disaster and takes place in parallel with back-up operations at the designated hot site. The primary goal is to restore normal operations as soon as possible.

As this information is confidential and constitutes trade secrets, LMDC can be provided more detailed information and have any questions answered if needed in the interview phase of this proposal process.

5. Revenue Expectations

No Costs to LMDC to Use Gray Hawk Systems
Gray Hawk provides this turnkey payment solution at no cost. All costs are recovered through a transaction fee charged to the depositor. This means there is no hardware, software, payment, internet, transactional or interface labor costs for installation of the Gray Hawk payment solution. By providing resource cost savings, the Gray Hawk solution turns a significant cost burden into a positive revenue stream with absolutely no capital costs to LMDC.

Gray Hawk, an authorized service provider of TouchPay, is responsible for assuring all maintenance, repair, cash management, cash courier service, and any losses due to acts of vandalism or other theft loss and will not hold LMDC responsible for any uncollected monies. All monitoring and most software updates are completed remotely however, cash management requires the kiosk to be visited by a TouchPay courier on a routine basis. TouchPay authorized contractors who service equipment and collect money from the kiosks are bonded and insured to assure safety and customer service for LMDC. These personnel are of no cost to LMDC; however, the costs are significant and are offset by the transactions fees charged. These costs are unpredictable for events such as vandalism, armored car services, cash boxes reaching deposit limits early for large deposits, and many more. This volatility greatly contributes to Gray Hawk's overall cost structure and resulting fees charged to LMDC.

These services soon provide their own dividends as Gray Hawk's ease of use and convenient funding solutions generate higher facility revenues and lower LMDC's cost structure. Revenues are increased due to commissions and increased deposits through the convenience of multiple, payment portals and payment type acceptance. By providing real-time deposit solutions, the deposit accounts are available for use a higher percentage of the time meaning lower lost revenue opportunity due to zero balance accounts. Gray Hawk drives incremental deposits by offering cash solutions to the unbanked which broadens the available depositors and increases deposits.

Transaction fees

Limited information exists about the transaction volume, types of payments, average bond payment amounts, mode of payment, and other qualifying data were not presented in this document. Therefore, Gray Hawk is making a generalized pricing quote and commission rate from Gross Revenues. Because costs are variable and subject to large swings McCray must take into consideration more information than was presented in this proposal.

Without further knowledge of payment and deposit statistics the Respondent is forced to quote a transaction fee to cover fixed and variable operating costs with an unknown volume of transactions. However, these fees could be negotiated if allowed to research and exchange confidential information during the interview process. These fees may be reduced given the size of the LMDC and the potential transaction volume from taking commissary deposits, phone and all other transactions. Additionally, there are more opportunities to automate payment solutions in an expanded use incorporating more transactions and potentially increasing commissions from transaction fees needed to subsidize LMDC operating costs. See also Addendum E – Marketing Plan.

5.a Scooter McCray, LLC and Gray Hawk Payment Technologies, Inc. agree that the commission rate will at no time be adjusted lower than the percentage rate agreed upon. This necessitates that LMDC, the courts, or any other municipal government entity may not force Scooter McCray, LLC to lower the transaction fees charged for the services offered.

It may be imprudent for transaction fees to be forced lower by LMDC or others while at the same time expecting the commissions paid to LMDC would remain unchanged. The unintended consequence could be that a transaction fee price adjustment downward, below the contract price or floor, could cause total costs to exceed total revenues. McCray would like an agreement equitable for all parties and believe this is the intention. The scenario cited above is to bring attention to conditions not directly addressed within this proposal that would have a damaging and negative effect to McCray if such hypothetical actions occurred.

Therefore, McCray seeks an understanding with LMDC in order to commit to the rate floor for the quoted commission rate above, before a final commission rate floor is set in an agreement that the transaction fee will not drop below the floor as well is requested. Apart from this requested agreement, McCray commits to never reduce the commission fees below the floor amount listed above.

5.b McCray is proposing a pricing matrix for transaction fees and a commission rate table for LMDC. These fees and rates are based only on Bond Payment amounts paid through LMDC

payment portals. There are two fee structures in this proposal for payment types; cash and credit/debit. The Base Fee for cash or credit is $7.00. For cash payments, a $5.00 Incremental Fee for each $100.00 unit of Bond Payment paid is added to the Base Fee only after the first $200.00 is exempted. Credit/Debit fee, or "Card Fee", uses a percentage amount of the Bond Payment being paid rather than an incremental fee. The percentage amount for credit/debit transactions is 8.5% of the Bond Payment amount added to the Base Fee. Please refer to the Pricing Matrix and Commission Table below. Additionally, we are able to take cash transactions in the kioskPay product up to $9,500 or online with e-Pay and over the phone on telePay for up to $2,500 per payment.

McCray and Gray Hawk also propose the commission be either 2 % or 25 cents per transaction, which ever is greater. Setting a price floor put LMDC in a stronger position to budget the commission payments and forecast payments. Please refer to the **OPTIONAL PRICING** in the section below for more details.

Pricing Matrix

Payment Type	Base Price per Cash Transaction ("Base Fee")	Incremental Price for Cash Transactions Over $200.00	Price per Debit & Credit Transaction ("Card Fee")	Total Fee Paid per Transaction
Cash	$7.00	$5.00	N/A	Base Fee + Incremental Price
Credit	$7.00	N/A	8.5% of Transaction Amount	Base Fee + Card Fee
Debit	$7.00	N/A	8.5% of Transaction Amount	Base Fee + Card Fee

Commission Table

Payment Type	Commission Rate Paid to LMDC	Gross Revenue Calculation	Payment to LMDC Calculation
Cash	2.00 %	Total Fee Paid per Transaction	Gross Revenue Calculation X Commission Rate Paid
Credit	2.00 %	Total Fee Paid per Transaction	Base Fee plus 8.5% of Transaction Amount

Debit	2.00 %	Total Fee Paid per Transaction	Base Fee plus 8.5% of Transaction Amount

The commission rate for this proposal is calculated using Gross Revenue; see the above Pricing Matrix and Commission Table. Gross Revenue is defined as the Total Fee Paid per Transaction. Therefore, the commission amount for LMDC is 2% of the Gross Revenue paid to LMDC monthly.

Two Examples:

A cash bond payment of $300.00 would generate a total fee of $12:

$12 Total Fee for this Transaction = $7 Base Fee + ($5 Incremental Fee X [($300 Fee - $200 Exemption) / $100 Increment Unit]), where $300 has been rounded up to a whole number of $100 units. Note: the Payment Amount must be rounded up to next $100 unit to calculate using this formula.

A credit/debit bond payment of $550.00 would generate a total fee of $53.75:

$ 53.75 Total Fee for this Transaction = $7 Base Fee + (0.085% Card Fee X $550 Bond Payment Amount)

Revenue Projection
At the present time, there is no established volume of people paying bonds through LMDC offices. It is known that approximately 800 people a month, on average, pay a bond to be released, according to the current year's report, see below, published in January 2009.

Because no historical data exists and the environment after installation may yield two groups accepting bond payments, it is very unclear how many payments may be captured. McCray would appreciate more data before any meaningful projections occur. Given the size of the institution, if all transactions were put through one system there would be enough volume to help support operations.

Clarification
McCray and Gray Hawk use the LMDC Annual Report for 2007-2008 published January 2009 as the basis for establishing the volume of persons making bond per year to be approximately 800 per month or 9,596 annually for 21% of the population. Gray Hawk was further informed of the Western Union arrangement for taking bond payments at the Courthouse facility. Given these two factors the above pricing and fees and commission rates were established to meet the requirements of this proposal. However, McCray and Gray Hawk request a more formal discussion of the scope of services and ability to service the potential expanded needs of LMDC as included in Subsection 2.d of this Section IV.

The fact that this proposal only focuses only on bond payments as the sole revenue significantly restricts a full proposal with multiple payment types.

OPTIONAL PRICING

McCray and Gray Hawk would like to propose an alternate pricing structure dependant on expanded services. The above price of 2% of Gross Revenue or 25 cents could possibly be increased to 5% and 50 cents per transaction. This increase would be the result of more detailed discussions of launching the entire project instead of just online bond payments. Given the effect on commission by having Western Union operate at the Courthouse, McCray would also propose initiating conversations to take over those deposits channeling all bond monies to LMDC. McCray can offer to make this optional pricing only if LMDC and LJCMG look for opportunities to increase the volume of transactions incorporated in this proposal. LMDC would have the benefit of increased volume, a high priced minimum transaction, and expanded services making operations more efficient. McCray and Gray Hawk look forward to opening these discussions for improving constituent services, LMDC effectiveness and new funding sources.

6. Scooter McCray, LLC and Gray Hawk Payment Technologies, Inc. agree that the development, integration and implementation of the web site, online bond payment tool, and any associated peripherals and the Company costs to develop associated interfaces shall come at no cost to the LMDC.

Implementation and Operating Costs

The budgetary costs of assigning personnel to help scope, plan, install, train, evaluate, and rate the system are the responsibility of LMDC and will not be paid for by Scooter McCray, LLC or Gray Hawk. Given the varied nature of each location and having a limited amount of data provided in the RFP document a total cost estimation is subject to some degree of change.

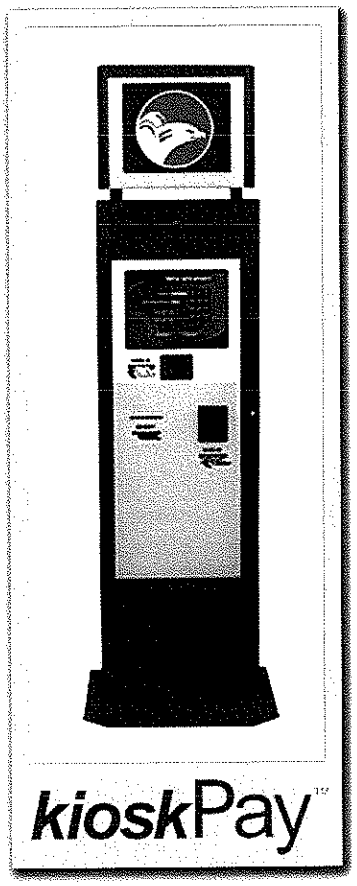
Additionally, we have outlined the need for power outlets and internet connectivity at reasonable speeds to be supplied to payment portal devices. Therefore, to the extent that such power and connectivity are present no additional costs will be incurred by LMDC. To that point, the operating costs of electricity and internet connectivity are the responsibility of LMDC and their costs cannot be ascertained.

Section V - Evaluation Criteria

McCray and Gray Hawk, in responding to this proposal, have followed the proposal instructions and believe the LMDC will be able to score this proposal fairly. The Respondent is available for any clarifications or questions that may arise during the scoring of this proposal.

Gray Hawk
Payment Technologies

Gray Hawk, an authorized service provider of TouchPay, is pleased to offer ***kiosk*Pay™**, a self-service kiosk that automates the collection of funds, making the process far more convenient, accessible and less expensive for both the depositor and the receipting institution. As a valuable component of TouchPay's proprietary product suite, ***kiosk*Pay** is easily installed in most locations to accept and post on-site transactions 24/7/365.



As easy to operate as a traditional ATM, ***kiosk*Pay** accepts cash, credit or debit to deposit funds.

***kiosk*Pay** utilizes a proprietary, multi-app architecture to support a variety of transactions such as commissary/trust account deposits, bail/self-bond, child support, parole/probation, taxes, licenses, permits, restitution and other court fines, dues and fees.

***kiosk*Pay Features:**

- Accepts CASH denominations from $1-$100 along with major credit and debit cards
- Collects and posts on-site transactions 24/7/365
- Available in multiple languages, serving diverse constituencies economically and efficiently
- PCI data compliant
- End-to-end 128 SSL encryption
- Rugged all-metal design with a secure, tempered glass touch screen for durability in most any location
- Secondary topper screen standard for advertising, educational, or general info
- Biometrics attached to each transaction provide added security
- Allows funding for all types of transactions, including self-bail/bond
- No setup or hardware costs, with minimum transaction requirements
- Turnkey solution with all monitoring, service, support and cash management
- Real-time account validation, transaction processing and posting, availability of funds, and customized on-demand reporting
- 100% Guaranteed payment policy for all deposited funds, regardless of type

***kiosk*Pay Benefits:**

- Convenient, reliable and secure way for consumers to make on-site deposits, improving overall customer service and reducing customer costs
- Allows unbanked constituents an on-site payment option
- Expands breadth and depth of payment options available to constituents
- Automated self-service option reduces administrative, accounting and customer service support costs, freeing up valuable resources
- Reduces payment liability issues with staff
- No-cost, guaranteed, turnkey solution allows for complete, easy, and risk-free back-office integration

Gray Hawk Payment Technologies
108 Wild Basin, Suite 250, Austin, TX 78746 Phone 512.437.2361 Fax 512.263.7042

Gray Hawk
Payment Technologies

Gray Hawk, an authorized service provider of TouchPay, is pleased to offer **ezPay**, a countertop unit providing facilities with a convenient, space-saving terminal that accepts credit and debit card deposits and payments. As a valuable component of TouchPay's proprietary product suite, **ezPay** incorporates all the functionality of our technology provider's industry-leading real-time automated funding and reporting systems.

The light, compact, "hand-over" terminal can easily be transferred to users for card swipe and PIN entry. The all-in-one design combines a magnetic stripe reader, PIN pad and thermal printer. The user-friendly ATM-style interface and large backlit display simplifies staff training and customer usage. **ezPay** is simple to install and keeps countertops clutter-free.

ezPay utilizes a proprietary, multi-app architecture to support a variety of transactions such as commissary/trust account deposits, bail/self-bond, child support, parole/probation, taxes, licenses, permits, restitution and other court fines, dues and fees.

ezPay Features:

- Accepts credit, debit payments
- Collects and posts on-site transactions
- Available in multiple languages, serving diverse constituencies economically and efficiently
- Convenient countertop terminal is simple to install and takes up minimal space
- PCI data compliant
- Allows funding for all types of transactions, including bail/self-bond
- No setup or hardware costs
- Turnkey solution with all monitoring, service, support and cash management
- Real-time account validation, transaction processing and posting, availability of funds, and customized on-demand reporting
- 100% Guaranteed payment policy for all transactions

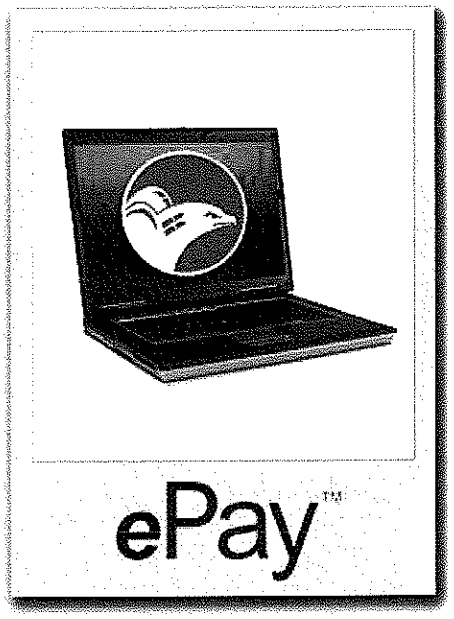
ezPay Benefits:

- Convenient, reliable and secure way for consumers to make on-site deposits and payments while improving overall customer service and reducing costs
- Affords unbanked constituents an on-site payment option
- Expands breadth and depth of payment options available to constituents
- Reduces administrative, accounting and customer service support costs, freeing up valuable resources that can be redeployed more efficiently elsewhere
- Reduces payment liability issues with staff
- No-cost, guaranteed, turnkey solution allows for complete, easy, and risk-free back-office integration

Gray Hawk Payment Technologies
108 Wild Basin, Suite 250, Austin, TX 78746 Phone 512.437.2361 Fax 512.263.7042

Gray Hawk, an authorized service provider of TouchPay, is pleased to offer, **ePay,** a web-based payment portal that provides a reliable, secure and convenient way for constituents to make credit, debit and eCheck deposits and payments anywhere, anytime via the Internet, reducing "visitation" traffic up to 50%.

As a valuable component of TouchPay's proprietary product suite, **ePay** includes a hosted hyperlink solution to our technology provider's secured web payment server that allows facilities to accept deposits and payments via merchant account network, providing instant transaction posting to your back office systems. In addition, with patent-pending fraud-detection technology, TouchPay confirms each individual transaction, guaranteeing payment of 100% of funds collected by **ePay**.



ePay utilizes a proprietary, multi-app architecture to support a variety of transactions such as commissary/trust account deposits, bail/sefl-bond, child support, parole/probation, taxes, licenses, permits, restitution and other court fines, dues and fees.

ePay Features:

- Accepts credit, debit and eCheck payments
- Collects and posts transactions 24/7/365
- Available in multiple languages, serving diverse constituencies economically and efficiently
- eCheck option allows constituents to make payments from personal checking accounts
- End-to-end 128 SSL encryption
- PCI data compliant
- Allows funding for all types of transactions, including self-bail/bond
- No setup or hardware costs, with minimum transaction requirements
- Turnkey solution with all monitoring, service, support and cash management
- Real-time account validation, transaction processing and posting, availability of funds, and customized on-demand reporting
- 100% Guaranteed payment policy for all collected funds

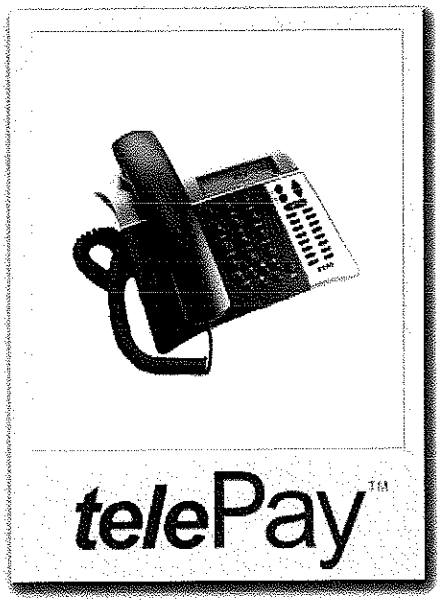
ePay Benefits:

- Convenient, reliable and secure way for consumers to make credit, debit and eCheck deposits anywhere anytime via the Internet reducing "visitation" traffic up to 50% while improving overall customer service and reducing customer costs
- Expands breadth and depth of payment options available to constituents
- Reduces administrative, accounting and customer service support costs, freeing up valuable resources
- Reduces payment liability issues with staff
- No-cost, guaranteed, turnkey solution allows for complete, easy, and risk-free back-office integration

Gray Hawk Payment Technologies
108 Wild Basin, Suite 250, Austin, TX 78746 Phone 512.437.2361 Fax 512.263.7042

Gray Hawk
Payment Technologies

Gray Hawk, an authorized service provider of TouchPay, is pleased to offer ***tele*Pay**, an Interactive Voice Response (IVR) telephone system that provides a reliable, secure, convenient and toll-free telephone service for constituents to make credit, debit and eCheck deposits/payments. As a valuable component of TouchPay's proprietary product suite, ***tele*Pay** reduces "visitation" traffic up to 50%. Pick up the phone and make a deposit - it's that simple.



***tele*Pay's** toll-free number supplies access to the IVR which then walks customers through a step-by-step process to complete their transaction. Users simply follow the voice prompts, and within minutes the transaction is complete. ***tele*Pay** accepts electronic personal checks, credit cards and debit cards for instant posting to back office systems.

***tele*Pay** utilizes TouchPay's proprietary, multi-app architecture to support a variety of transactions such as commissary/trust account deposits, bail/self-bond, child support, parole/probation, taxes, licenses, permits, restitution and other court fines, dues and fees. ***tele*Pay** was developed with over 20 years of experience in IVR transaction processing and remains one of the most efficient, cost effective, risk-free solutions in the industry.

***tele*Pay Features:**

- Accepts credit, debit and eCheck payments
- Collects and posts transactions 24/7/365
- Available in multiple languages, serving diverse constituencies
- Check-by-Phone option allows customers to make payments from checking accounts
- Leverages voice biometrics for an extra layer of security
- PCI data compliant
- Allows funding for all types of transactions
- No setup or hardware costs, with minimum transaction requirements
- Turnkey solution with all monitoring, service, support and cash management
- Real-time account validation, transaction processing and posting, availability of funds, and customized on-demand reporting
- 100% Guaranteed payment policy for all deposits/payments

***tele*Pay Benefits:**

- Reliable, secure, convenient and toll-free telephone service for constituents to make credit, debit and eCheck deposits/payments 24/7/365, while reducing "visitation" traffic up to 50%
- Expands breadth and depth of payment options available to constituents
- Automated self-service option reduces administrative, accounting and customer service support costs, freeing up valuable resources
- Reduces payment liability issues with staff
- No-cost, guaranteed, turnkey solution allows for complete, easy, and risk-free back-office integration

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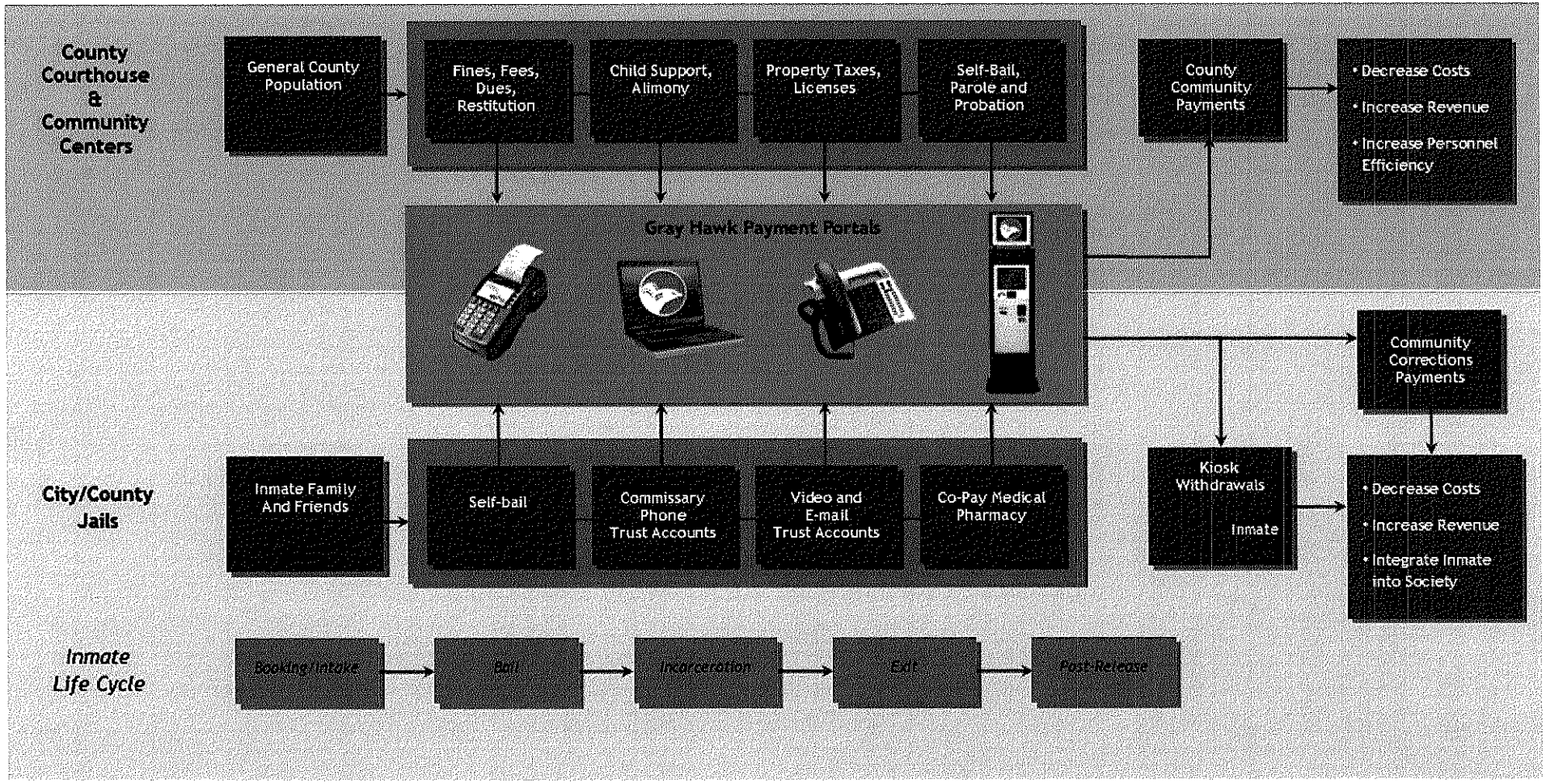
Gray Hawk
Payment Technologies

Cash Management Automation Opportunity



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TOUCHPAY
Payment Systems

Facility Payment Process Information & Report Guide

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Introduction

TouchPay provides an automated, electronic network to facilitate the transfer of funds to an inmates account.

TouchPay processes all transactions in **Real Time**, which provides the benefit of increased availability in transaction management and reporting, whereby the transaction is posted to the account in minutes. The TouchPay payment system accepts payments 365 days a year, 24 hours a day, 7 days a week. TouchPay has developed a web-based application to view all of these real-time transactions, run the necessary reports, and download the information needed by your Accounting Department to reconcile your daily deposits.

The first section of this guide covers the originating sources of transactions, various forms of payment accepted, TouchPay's Guarantee Payment Policy and an explanation of the timing involved with the TouchPay payment process. The second section will cover the reporting options and understanding the detail behind the reports.

Understanding the Basics

TouchPay provides a payment solution for the Depositing Customer (Inmate, Family or Friend) herein referred to as the "Customer" using several payment options. These payments are applied to the appropriate account (inmate trust, commissary, telephone, etc.) in **Real Time** and can originate from any of the following portals or sources:

- **Kiosk** – A Customer can make a payment using our Kiosk, placed at a physical facility location, like a jail or courthouse and each are distinguished by a unique Kiosk Name and a Kiosk ID. A Customer can either insert cash or use the card reader to swipe their credit/debit card and once approved, the money will post to their account.

- **IVR (Interactive Voice Response System)** – Through an automated key entry and menu system, a Customer can call our 1-800 number and make a payment using a credit/debit card or check (electronic check or check by phone) and once approved, the money will post to their account.

- **Web** – A Customer can access our Web Portal http://payments.TouchPaydirect.net and by filling in the inmate and facility information in the appropriate fields make a payment using a credit/debit card or check (electronic check) and once approved, the money will post to their account online.

- **EzPay** – A countertop pay-pad terminal that accepts credit and debit cards for account deposits and other deposit transactions, including pre-funding at booking and personal bail deposits.

In order to provide as much convenience and accessibility to our Customers, TouchPay has multiple accepted forms of payment to post money to an account:

1. **Cash** – US Dollar bills accepted at physical location of Kiosk, but **NO COINAGE.** The Kiosk is the only origination source accepting cash.

2. **Check** – Electronic Check and Check by Phone (Customer must know their 9-digit routing number and bank account number to use this method.) This payment method is accepted using the IVR and Web method for payments. The Kiosk does not accept check transactions.

3. **Credit Card** – TouchPay accepts credit card transactions from all three convenient payment sources. Visa and MasterCard are only major credit cards accepted at this time.

4. **Check Cards** – TouchPay accepts Debit cards with the Visa and MasterCard logo. These are accepted at the kiosk in addition to the IVR and Web portals.

TouchPay Guarantee Payment Policy

TouchPay will **guarantee** the delivery of all funds to the facility or service provider on all authorized transactions typically within a 96 hour period. TouchPay can only accomplish our guarantee, with a means to recover fraudulent transactions and collect bad debt, if the facility works with TouchPay by following the below Collection and Recovery process.

Collection & Recovery Process: TouchPay, with the cooperation of the account trustee, will use the following collection processes:

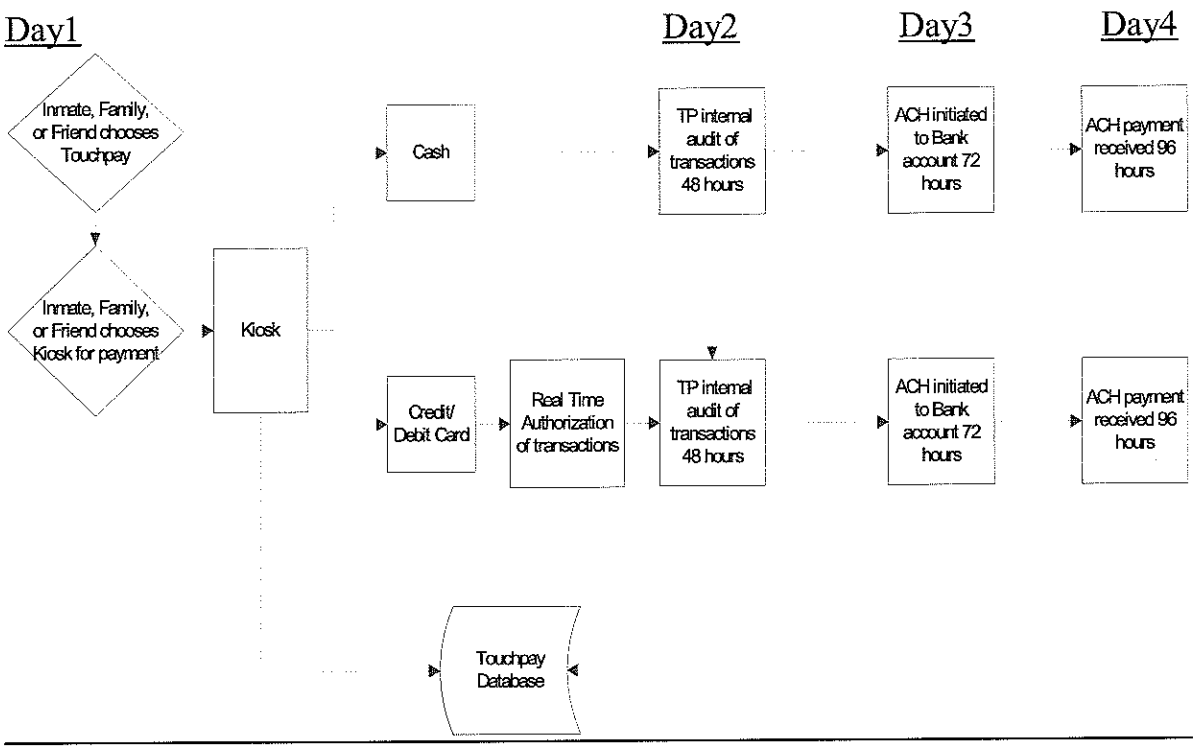
Upon receiving a charge back from the financial institution, TouchPay will:

- Block the trust, commissary or inmate telephone account.
- Recover any existing balance of funds that are in the blocked account up to the charge back amount.
- Use all remedies at our disposal to pursue collection of fraudulent transactions directly from the depositor.

The block can be removed from an account by either depositing cash into the kiosk or mailing a Certified check or Money Order to TouchPay Customer Service.

TouchPay Customer Service
PO Box 3182
Coppell, TX 75063

Kiosk Transaction Flow



Day1 – Inmate, Family or Friend chooses Kiosk for form of payment and either inputs cash or swipes credit/debit card into Kiosk. An Order ID is assigned to each transaction and stored TouchPay Database. **Real Time** authorization is obtained for all credit/debit card transactions. All payments are guaranteed once authorized.

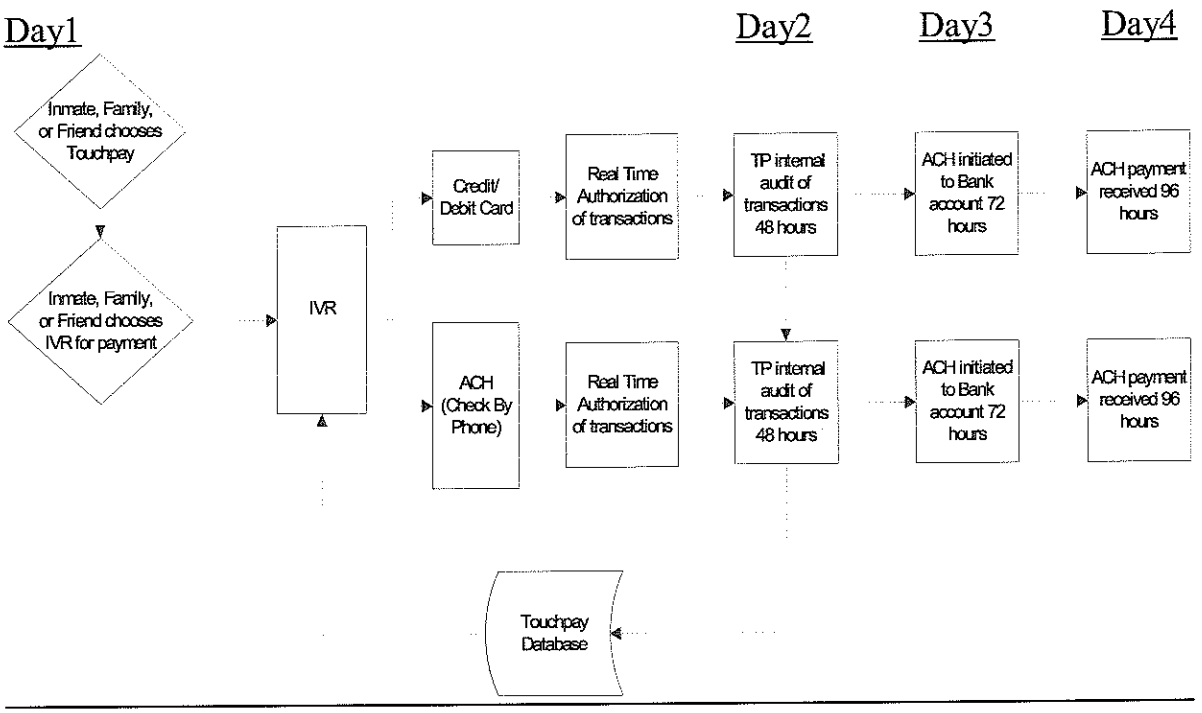
Day2 – TouchPay performs internal audit on all transactions received Day1.

Day3 – ACH payment is initiated to receiving Bank Account for all approved transactions received Day1.

Day4 – ACH payment received for all approved transactions processed Day1. Please check with your bank for specific settlement times of ACH payments may vary depending on the financial institution.

****NOTE – The above timeline is based on transaction activity Monday thru Thursday. All Transactions processed Friday-Sunday will be audited the following Monday.**

IVR Transaction Flow



Day1 - Inmate chooses IVR for form of payment and either uses their credit/debit card or electronic check. An Order ID is assigned to each transaction and stored TouchPay Database.
Real Time authorization is obtained for all credit/debit card & check by phone transactions payments are guaranteed once authorization approved.

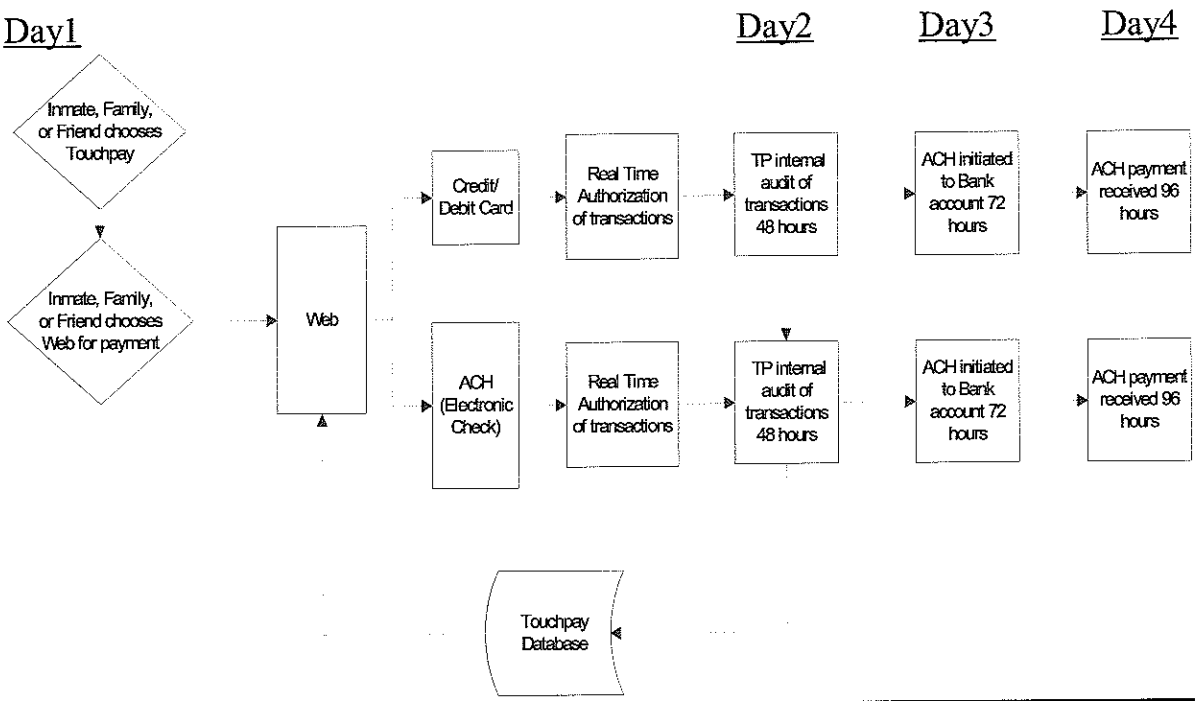
Day2 – TouchPay performs internal audit on all transactions received Day1.

Day3 – ACH payment is initiated to receiving Bank Account for all approved transactions received Day1.

Day4 – ACH payment received for all approved transactions processed Day1. Please check with your bank for specific settlement times of ACH payments may vary depending on the financial institution.

****NOTE – The above timeline is based on transaction activity Monday thru Thursday. All Transactions processed Friday-Sunday will be audited the following Monday.**

Web Transaction Flow



Day1 - Inmate chooses Web for form of payment and either uses their credit/debit card or electronic check. An Order ID is assigned to each transaction and stored TouchPay Database.
Real Time authorization is obtained for all credit/debit card & electronic check transactions. All payments are guaranteed once authorization approved.

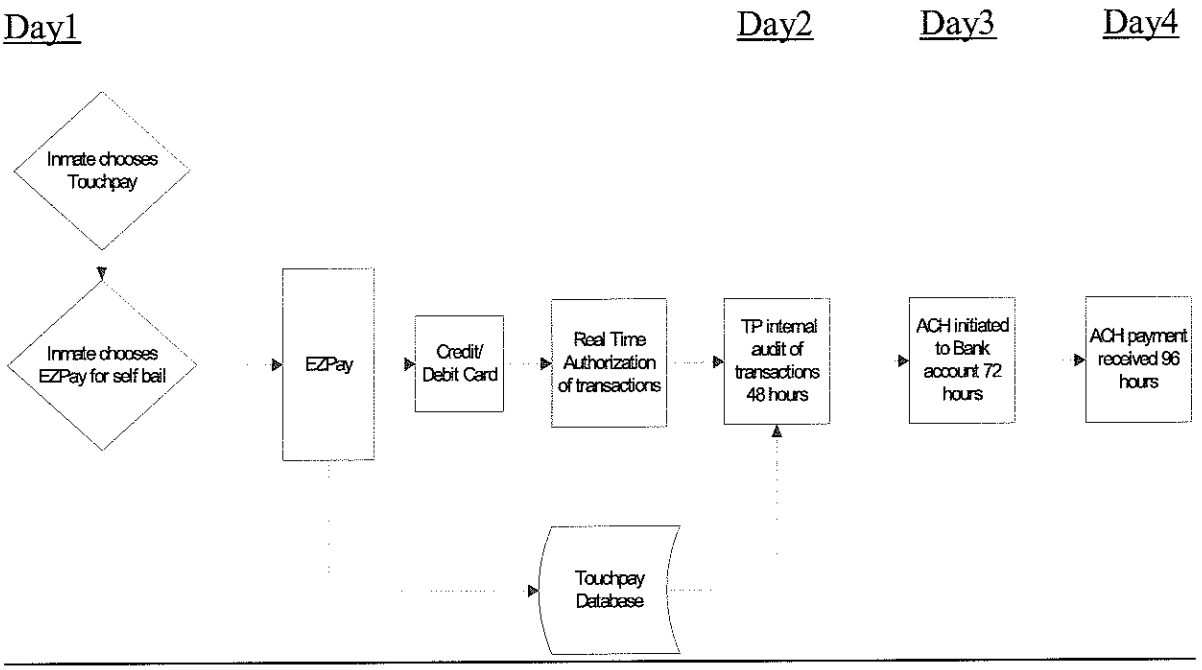
Day2 – TouchPay performs internal audit on all transactions received Day1.

Day3 – ACH payment is initiated to receiving Bank Account for all approved transactions received Day1.

Day4 – ACH payment received for all approved transactions processed Day1. Please check with your bank for specific settlement times of ACH payments may vary depending on the financial institution.

****NOTE – The above timeline is based on transaction activity Monday thru Thursday. All Transactions processed Friday-Sunday will be audited the following Monday.**

EzPay Transaction Flow



Day1 - Inmate chooses EzPay for personal bail and either uses their credit/debit card. An Order ID is assigned to each transaction and stored TouchPay Database.
Real Time authorization is obtained for all credit/debit card transactions. All payments are guaranteed once authorization approved.

Day2 – TouchPay performs internal audit on all transactions received Day1.

Day3 – ACH payment is initiated to receiving Bank Account for all approved transactions received Day1.

Day4 – ACH payment received for all approved transactions processed Day1. Please check with your bank for specific settlement times of ACH payments may vary depending on the financial institution.

****NOTE – The above timeline is based on transaction activity Monday thru Thursday. All Transactions processed Friday-Sunday will be audited the following Monday.**

Bail Payments

TouchPay now offers inmates the ability to fund their trust fund in order to release themselves, or "self bail", using the ezPay countertop terminal or family and friends can fund the trust account for the offender to post self bail using one of the automated payment solutions – Kiosk, IVR or Web. If a facility processes a bail payment using any of the TouchPay systems certain rules may apply.

- The maximum for a single credit/debit card deposit is $2300.
- For multiple deposits using credit/debit card greater than or equal to $5000, the depositor must sign a credit/debit card authorization form. This form requires the person to present a valid credit card and valid photo id with their current address.
- The maximum for cash deposits are $9995 including fee.
- For bail deposits greater than or equal to $10,000, the depositor must complete the appropriate form designated by the IRS – Internal Revenue Form 8300. This form requires the person to present a valid photo id with their current address, social security number, or tax identification number.
- Any authorization form obtained should either be faxed to our office at 817-230-4837 or maintained at the facility. If the facility decides to maintain all documents then we ask that if notice of a potential chargeback is received the facility must produce signed documentation to TouchPay within 48 hours of request. Time is of the essence when credit cards disputes are concerned.

Reporting System

The TouchPay reporting system allows for Correctional Facility employees to have access to transactional information for the reconciliation of accounting information. The reporting system uses the definitions and acronyms detailed on the following pages.

Understanding the Report Fields

1. **Order ID** – Unique identifier assigned by TouchPay database to each transaction for internal audit purposes.

2. **Account Number** – Number used to signify service being performed. For example a commissary or telephone account number provided to TouchPay for payment service arrangements.

3. **Amount Entered** – Amount to be posted to Customers' specified account – Commissary, Telephone, etc.

4. **Amount Payable** – Amount TouchPay will remit to Facility, Partner, etc. via ACH payment.

5. **Convenience Fee** – Fee charged to each transaction processed by TouchPay per contractual arrangement.

6. **Order Date –** Date and time transaction originated for processing (Real Time)

7. **Order Type** – Types of transactions processed by TouchPay.
   - **a.** ACOMM – Aramark Commissary
   - **b.** WCOM – Web Commissary
   - c. ICOM – IVR Commissary
   - d. EZBAIL – EzPay Bail
   - e. ABOND – Aramark Kiosk Bond
   - **f.** IABOND – IVR Aramark Bond
   - **g.** WABOND – Web Aramark Bond
   - h. AS – Account Setup
   - i. ASD – New Account
   - **j.** IPP – Inmate Prepay
   - **k.** AP – Advance Pay
   - **l.** GTLAP – GTL Advance Pay
   - **m.** DB – Direct Bill
   - **n.** IDB – IVR Direct Bill
   - **o.** WDB – Web Direct Bill
   - **p.** WDBS – Web Secure Direct Bill
   - **q.** ITR – Inmate Trust Account

r. IITR – IVR Inmate Trust Account
s. WITR – Web Inmate Trust Account
t. IT – Inmate Telephone
u. ITEL – IVR Telephone
v. WTEL – Web Inmate Telephone
w. EME – E-Messaging
x. IEME – IVR E-Messaging
y. WEME – Web E-Messaging
z. TTR – Traffic Ticket Restitution

8. **Form of Payment** – Payment methods accepted by TouchPay.
   a. Credit/Debit card (Accepted thru the Kiosk, or via IVR or Web)
   b. Check (Accepted via IVR or Web)
   c. Cash (Accepted thru the Kiosk only)

9. **Trans Status** – Unique Identifier assigned by Payment Gateways when a transaction is considered good. A 0 populated in this field signifies the transaction was declined will not post for payment.

10. **Kiosk ID** – ID used to identify the Kiosk Name.

11. **Kiosk Name** – Name assigned to Kiosk.

12. **Location ID** - ID used to identify the Location.

13. **Location** - Name assigned to Location.

14. **Contract ID** - ID used to identify the Contract.

15. **Contract** - Name assigned to Contract.

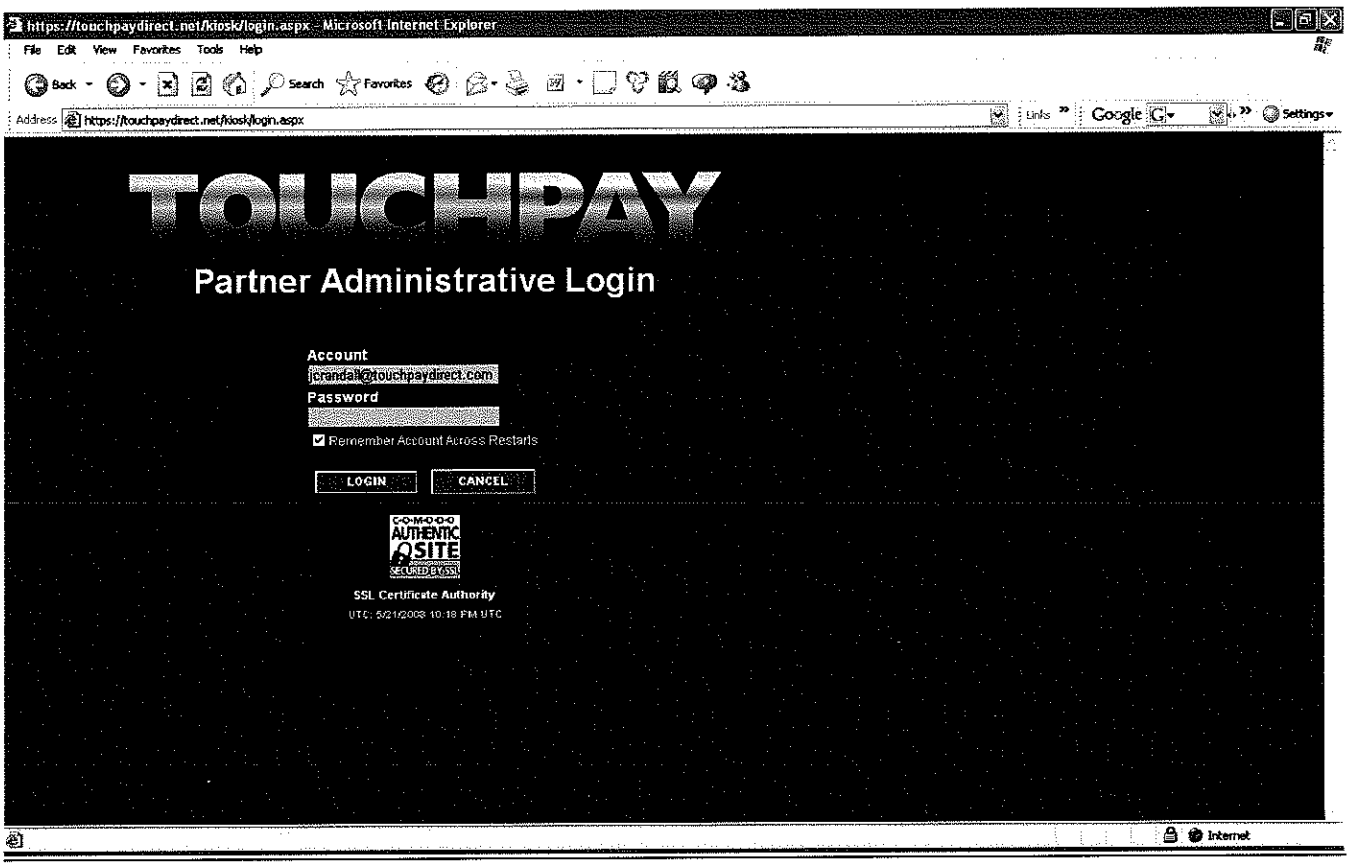
16. **Partner ID** - ID used to identify the Partner.

17. **Partner** - Name assigned to Partner.

Getting Started

1. To access TouchPay system please go to the following link –

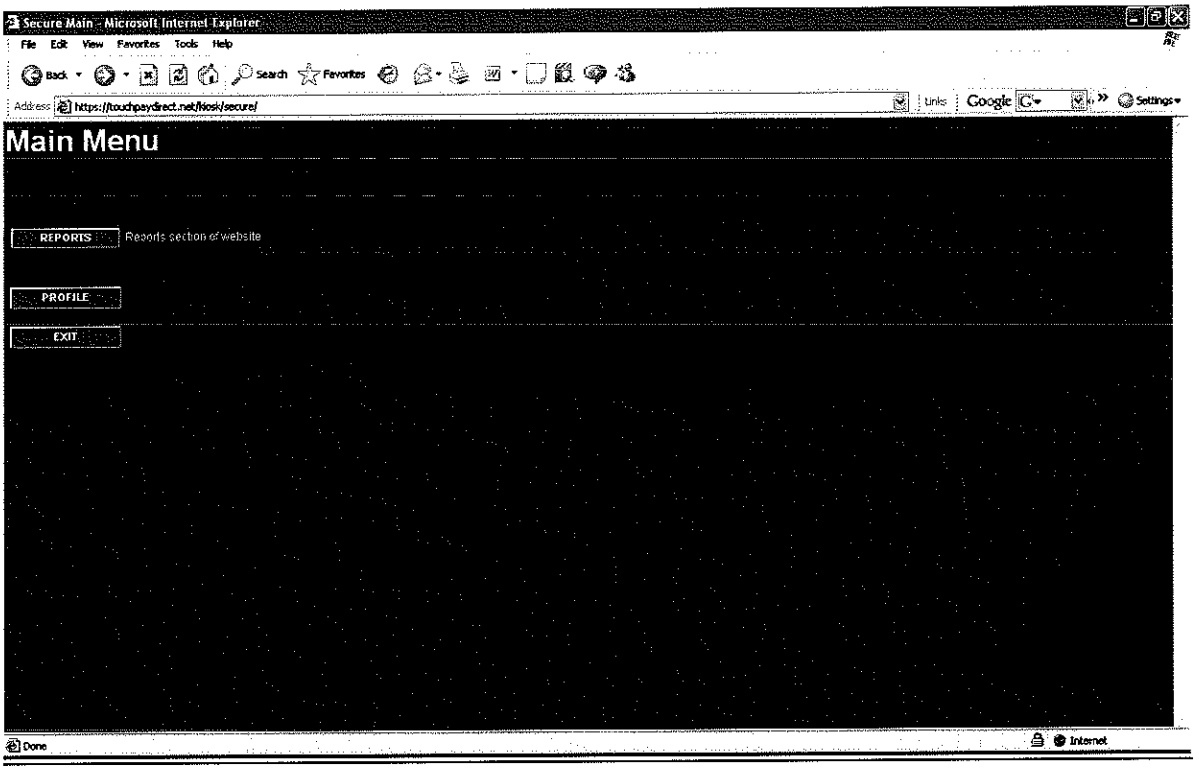
   https://TouchPaydirect.net/kiosk/login.aspx



2. Enter your Account and Password

3. Select Login to enter the TouchPay system.

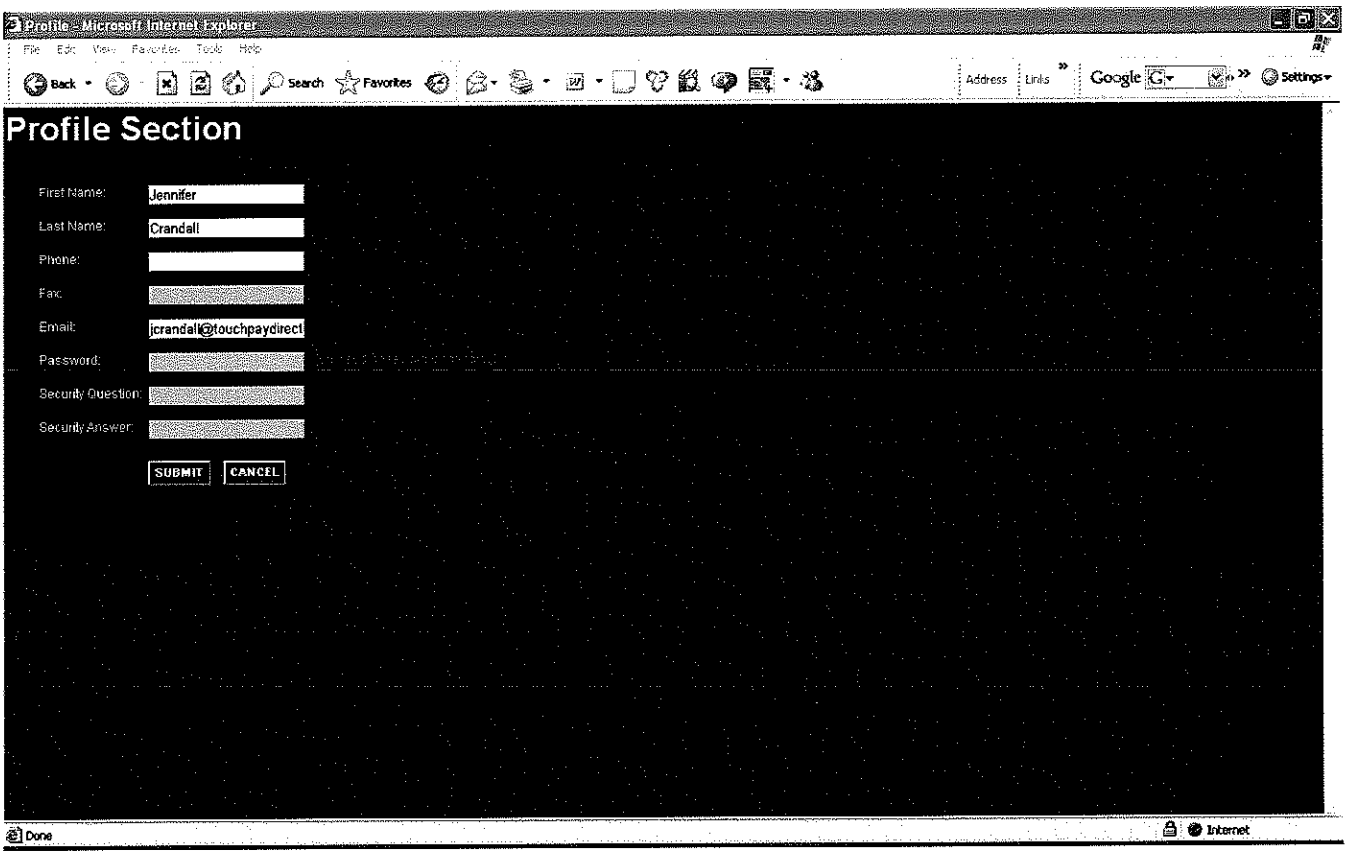
4. The Main Menu screen will be displayed.



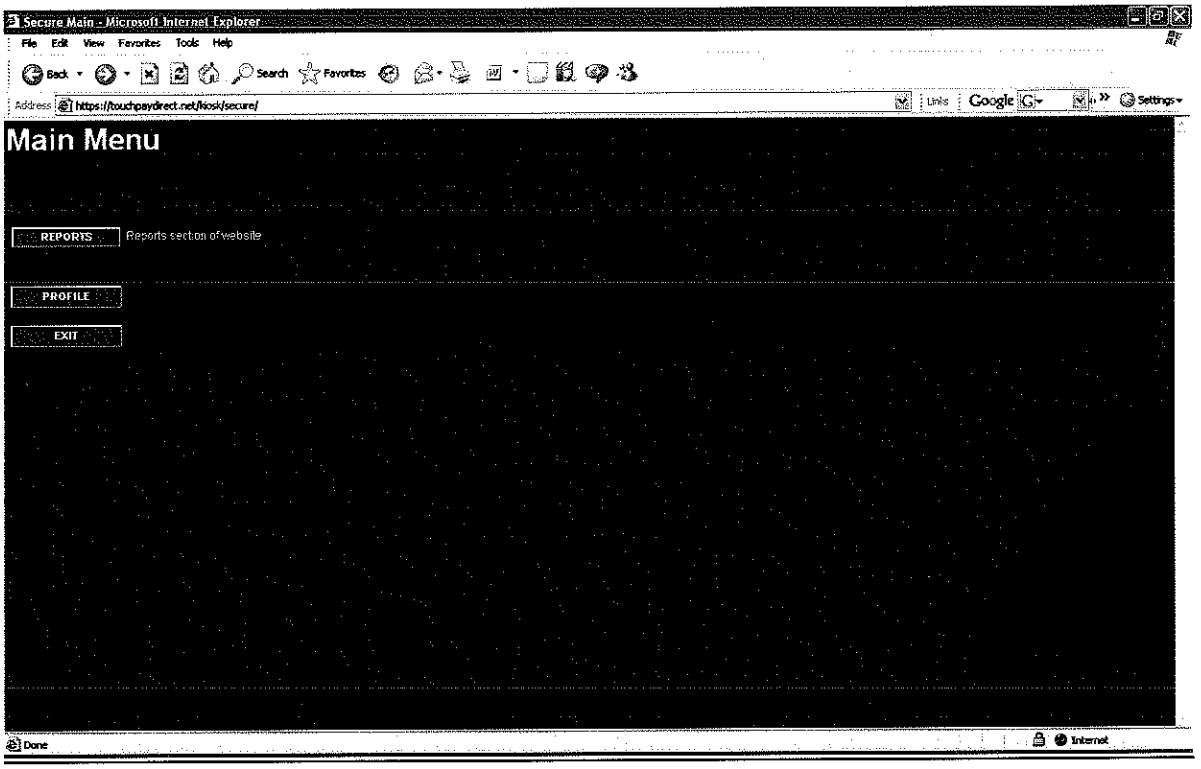
5. The Profile option on this screen does allow the user to see user account information and perform the following tasks:

- Change Password
- Create Security Question and Answer

Once the user has created their unique password they can select the Back button to return to the Main Menu.



6. From the Main Menu screen select the Reports option.

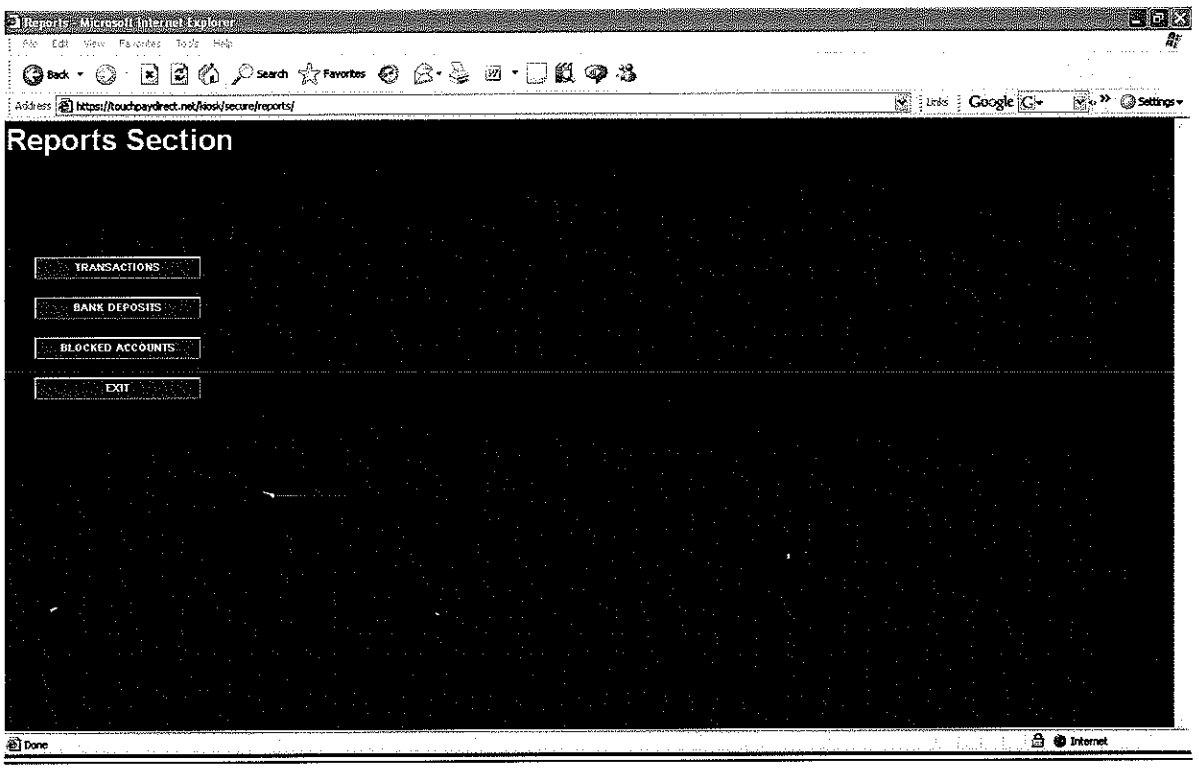


7. The Report section contains the following reports to choose from:

    a. Transactions

    b. Bank Deposits

    c. Blocked Accounts

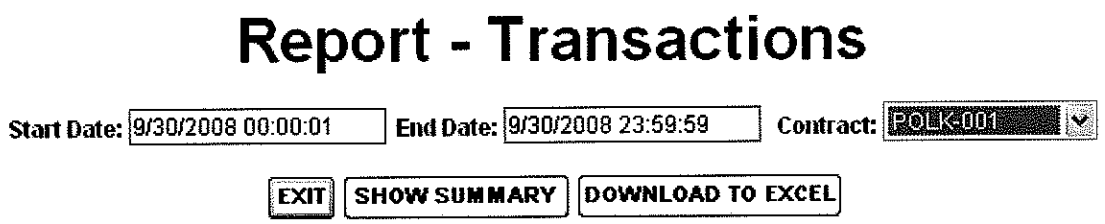


Reports - Transactions

The Transaction Report captures all transactions that originated and have been Approved. This report can be queried for a single day, several days, weeks, or months, depending on the information needed. This report will allow you to view the following:

- View Approved Transactions processed
- View Transactions Summarized
- View Transactions Detailed
- Download Selected Queries to Excel

Opening Page



- From the Reports section of the website, select Transactions and the above page is displayed. The Transaction Report will default to the previous day (24 hour period).
- Enter the Date and Contract for the specific date and time needed for your query, then select Show Summary, or you can select Show Details – See the next few examples for specifics.

Summarized Transaction Report

Report - Transactions

Start Date: 9/1/2008 00:00:01 End Date: 9/30/2008 23:59:59 Contract: POLK-001

EXIT | SHOW DETAILS | DOWNLOAD TO EXCEL

Partner	Contract	Payment	Application	Orders	Minutes Between Orders	Amount	Convenience	Total
Aramark-Polk	POLK-001	CC	Web Aramark Bail WABOND	3	533	$3,250.00	$226.25	$3,476.25
Aramark-Polk	POLK-001	CHECK	Web Commissary WCOM	1	0	$20.00	$5.70	$25.70
Aramark-Polk	POLK-001	CASH	Aramark Commissary ACOMM	30	1308	$1,087.00	$150.00	$1,237.00
Aramark-Polk	POLK-001	CC	Aramark Commissary ACOMM	8	3779	$395.00	$53.83	$448.83
Aramark-Polk	POLK-001	CC	Web Commissary WCOM	16	2601	$780.00	$107.31	$887.31
Aramark-Polk	POLK-001	CASH	Aramark Bond ABOND	35	1199	$27,664.00	$889.00	$28,553.00
Aramark-Polk	POLK-001	CC	Aramark Bond ABOND	33	1092	$37,257.00	$2,586.71	$39,843.71
Aramark-Polk	POLK-001	CC	IVR Commissary ICOM	15	2587	$759.33	$101.60	$860.93
Aramark-Polk	POLK-001	CC	EZPay Bail EZBAIL	14	2229	$18,676.03	$1,283.93	$19,959.96
Aramark-Polk	POLK-001	CC	IVR Aramark Bond IABOND	13	2698	$14,605.00	$1,014.33	$15,619.33

1. Above is an example of a Summarized Transaction Report.

Detailed Transaction Report

Report - Transactions

Start Date: 9/1/2008 00:00:01 End Date: 9/30/2008 23:59:59 Contract: POLK-001

EXIT | SHOW SUMMARY | DOWNLOAD TO EXCEL

Search Criteria

Account Number | Amount Entered | Order Type | Form of Payment

Search

Receipt Printing: Select the check boxes in the right hand column to print mutiple receipts, or the icon to print individual receipts.

You will need Adobe Acrobat Reader.

Check/Uncheck All | Generate Receipts

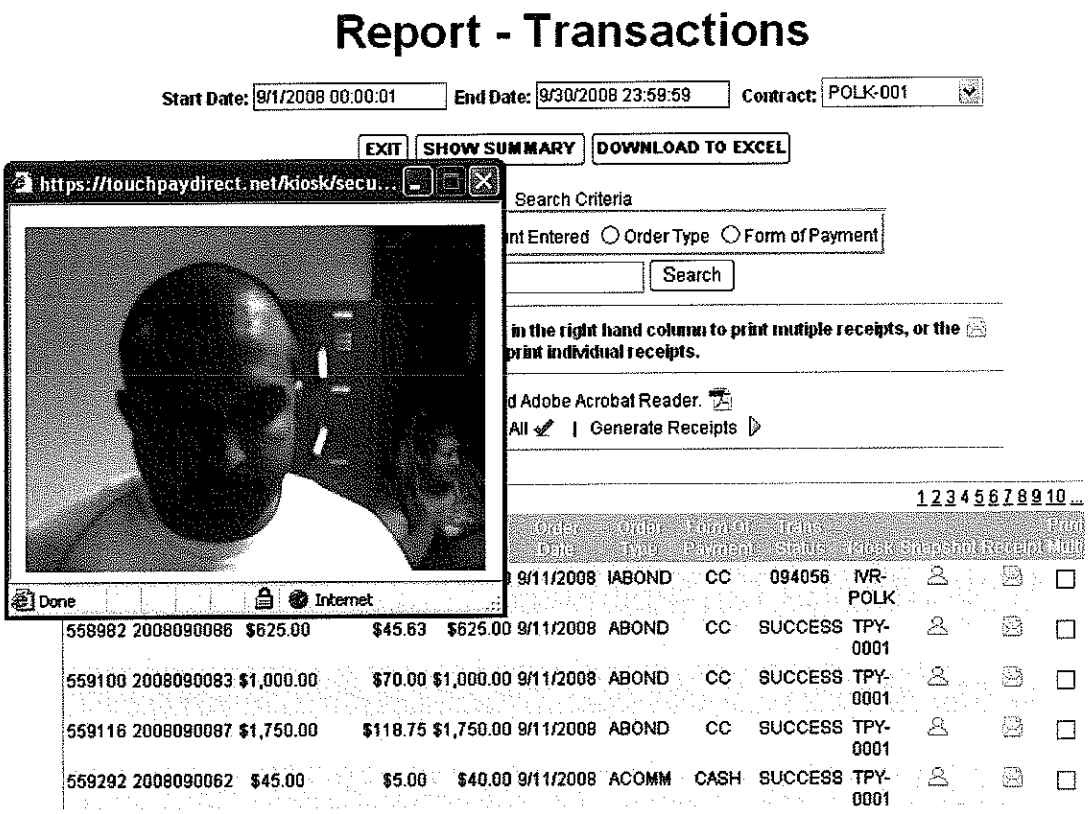
1 2 3 4 5 6 7 8 9 10 ...

Order ID	Account Number	Amount Collected	Convenience Fee	Amount Payable	Order Date	Order Type	Form Of Payment	Trans Status	Kiosk	Email Receipt	Print Receipt	Print Multi
558939	2008090084	$750.00	$53.75	$750.00	9/11/2008	IABOND	CC	094056	IVR-POLK			☐
558982	2008090086	$625.00	$45.63	$625.00	9/11/2008	ABOND	CC	SUCCESS	TPY-0001			☐
559100	2008090083	$1,000.00	$70.00	$1,000.00	9/11/2008	ABOND	CC	SUCCESS	TPY-0001			☐
559116	2008090087	$1,750.00	$118.75	$1,750.00	9/11/2008	ABOND	CC	SUCCESS	TPY-0001			☐
559292	2008090062	$45.00	$5.00	$40.00	9/11/2008	ACOMM	CASH	SUCCESS	TPY-0001			☐

- Above is an example of a Detailed Transaction Report. There are 15 records that are displayed per page and a page indicator to show how many pages total. So for example the above report has 7 pages with records.

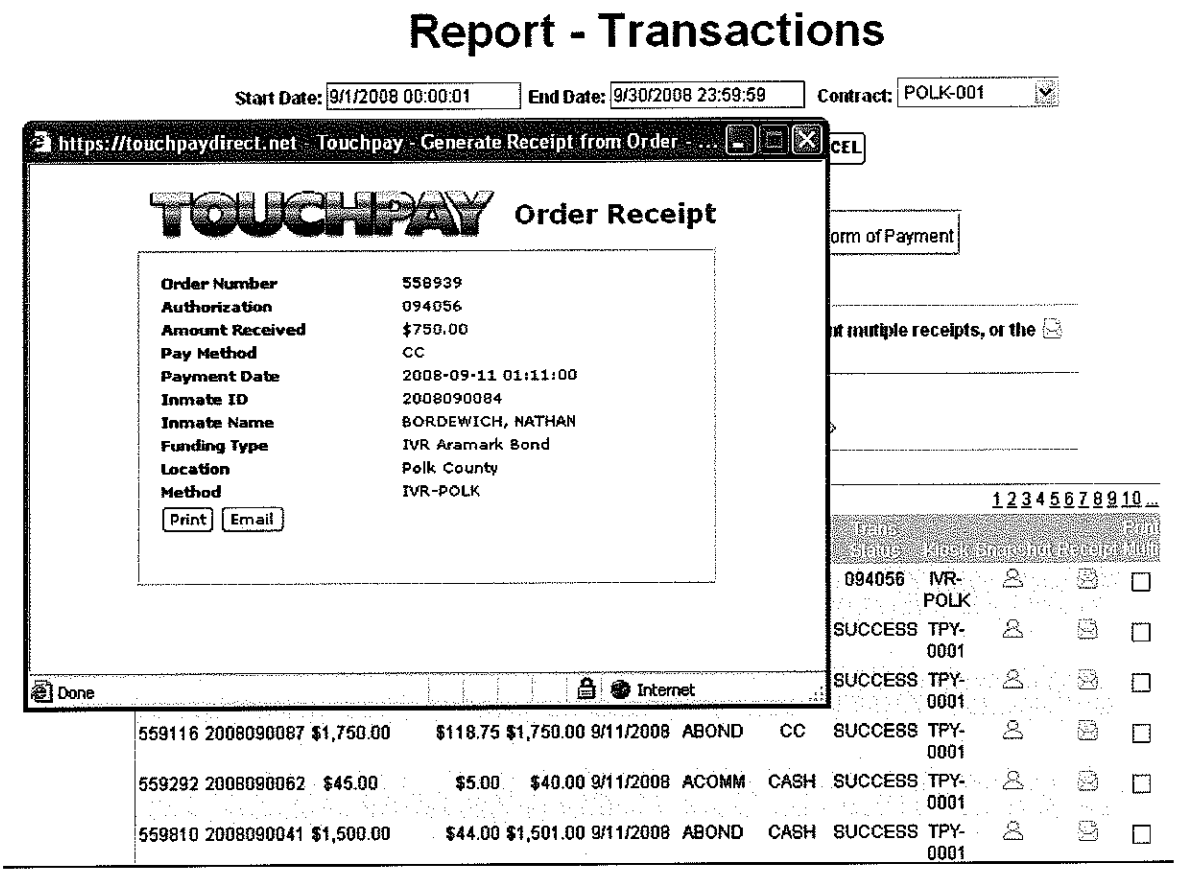
- Select Download to open or save this report in Excel. **Note-** You can select download at any time choosing either to download a report Summarized or Detailed.

Generate Snapshot



To generate a snapshot of the end user depositing money at the kiosk select the Snapshot icon within the row of the selected transaction detail.

Generate TouchPay Receipt



To generate a TouchPay order receipt select the Receipt icon within the row of the selected transaction detail.

Export to Excel – Open/Save

Report - Transactions

Start Date: 9/30/2008 00:00:01 End Date: 9/30/2008 23:59:59 Contract: POLK-001

EXCEL

Form of Payment

print mutiple receipts, or the

File Download

Do you want to open or save this file?

Name: Transaction.xls
Type: Microsoft Excel Worksheet, 1.54 KB
From: touchpaydirect.net

Open | Save | Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Order ID	Number	Collected	Fee	Payable	Date	Type	Payment	Status	Kiosk	Emails sent	Receipt	Edit
580217	2008090242	$20.00	$5.00	$15.00	9/30/2008	ACOMM	CASH	SUCCESS	TPY-0001			☐
580586	2008090237	$50.00	$6.75	$50.00	9/30/2008	WCOM	CC	060038	WEB-POLK			☐
580627	2008090107	$60.00	$5.00	$55.00	9/30/2008	ACOMM	CASH	SUCCESS	TPY-0001			☐
580897	2008090295	$2,750.00	$83.00	$2,767.00	9/30/2008	ABOND	CASH	SUCCESS	TPY-0001			☐

Detailed Report Displayed in Excel

	A	B	C	D	E	F	G	H
1	OrderID	AccountNumber	AmountEntered	Amount Payable	Convenience Fee	OrderDate	OrderType	FormOfPayment
2	549159	2008080175	750	757	23	9/1/2008 18:23	ABOND	CASH
3	549318	2007110200	100	100	8.5	9/1/2008 21:00	WCOM	CC
4	549381	2008080121	15	15	5.53	9/1/2008 22:16	WCOM	CC
5	550009	2008070047	57	57	7	9/2/2008 15:10	ICOM	CC
6	550095	2008090003	750	752	23	9/2/2008 16:23	ABOND	CASH
7	550544	2008080093	35.99	35.99	6.26	9/3/2008 0:59	ICOM	CC
8	550869	2008080127	100	95	5	9/3/2008 12:52	ACOMM	CASH
9	550873	2008080127	100	95	5	9/3/2008 12:54	ACOMM	CASH
10	550875	2008080127	100	95	5	9/3/2008 12:55	ACOMM	CASH
11	551782	2008090021	750	750	53.75	9/4/2008 10:41	ABOND	CC
12	551978	2008090015	1000	1000	70	9/4/2008 14:29	ABOND	CC
13	552082	2008080114	2000	2011	59	9/4/2008 16:05	ABOND	CASH
14	552093	2008080194	1085	1085	75.53	9/4/2008 16:14	ABOND	CC
15	552102	2008090025	1500	1501	44	9/4/2008 16:19	ABOND	CASH
16	552468	2008090008	40	40	6.4	9/4/2008 22:01	WCOM	CC
17	552637	2008080225	1000	1001	29	9/5/2008 12:15	ABOND	CASH
18	553099	2008090027	1100	1100	76.5	9/5/2008 16:35	ABOND	CC
19	553185	2008090020	250	252	8	9/5/2008 18:03	ABOND	CASH
20	553534	2008090040	2300	2300	154.5	9/6/2008 6:28	EZBAIL	CC
21	553535	2008090040	2300	2300	154.5	9/6/2008 6:29	EZBAIL	CC
22	553536	2008090040	2300	2300	154.5	9/6/2008 6:33	EZBAIL	CC
23	553537	2008090040	2300	2300	154.5	9/6/2008 6:35	EZBAIL	CC
24	553538	2008090040	800	800	57	9/6/2008 6:37	EZBAIL	CC
25	553749	2008090039	250	252	8	9/6/2008 11:18	ABOND	CASH
26	554013	2008090019	20	15	5	9/6/2008 14:39	ACOMM	CASH
27	554049	2008090026	60	55	5	9/6/2008 14:55	ACOMM	CASH
28	554053	2008090043	1000	1000	70	9/6/2008 14:57	EZBAIL	CC
29	554504	2008090032	20	15	5	9/6/2008 19:47	ACOMM	CASH
30	554765	2008090044	750	620	20	9/6/2008 22:55	ABOND	CASH
31	554768	2008090044	133	133	13.645	9/6/2008 23:00	ABOND	CC
32	554844	2008090046	1750	1750	118.75	9/7/2008 4:17	ABOND	CC
33	555050	2008080001	27	22	5	9/7/2008 11:32	ACOMM	CASH
34	555143	2008090045	1500	1500	102.5	9/7/2008 12:34	ABOND	CC
35	555147	2008090045	1000	1000	70	9/7/2008 12:35	ABOND	CC
36	555168	2008080121	15	15	5.525	9/7/2008 13:03	ACOMM	CC

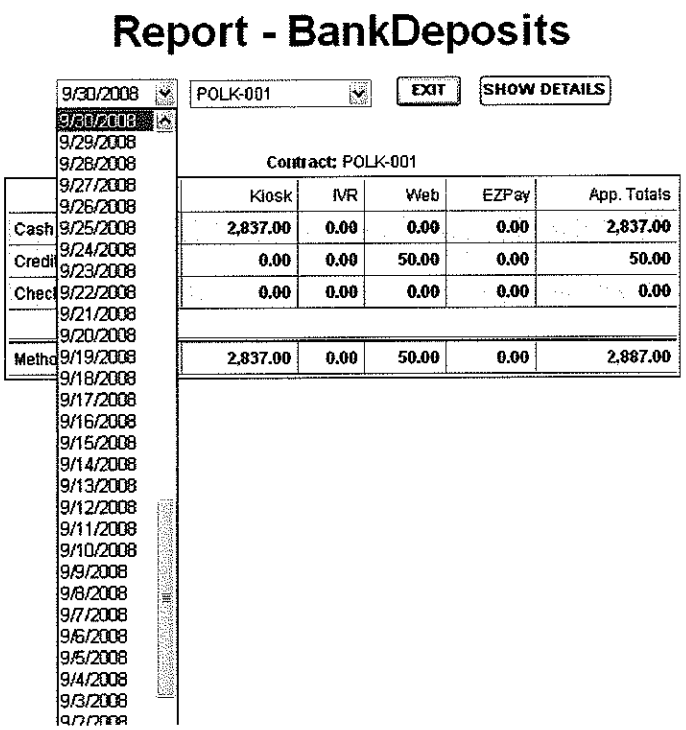
TransactionPolk

Reports - Bank Deposits

The Bank Deposit Report captures all transactions that have been approved for settlement that will deposit to receiving Bank. All Bank Deposits will consist of all the Approved Transactions for one day (24hour period). So from the Facility/Partner's perspective there will be no reconciliation process, what was processed and approved for one day (24hours) is what the deposit amount will be. So this report can only be queried for one single day at a time. This report will allow you to view the following:

- View Daily Bank Deposit Summary – (This Summary will break down the totals by IVR, WEB & Kiosk as well as Credit/Debit card, Check and Cash for 1 day)
- View Daily Bank Deposit Detailed
- Download Selected Queries to Excel

Opening Page



- From the Report Section of the Website, Select Bank Deposits and the above page is displayed.
- Select the Date and the Contract of the Bank Deposit. You can run this report Summarized or Detailed depending on your preference.

Summarized Bank Deposit Report

Report - BankDeposits

9/30/2008 | POLK-001 | EXIT | SHOW DETAILS

Contract: POLK-001

	Kiosk	IVR	Web	EZPay	App. Totals
Cash	2,837.00	0.00	0.00	0.00	2,837.00
Credit	0.00	0.00	50.00	0.00	50.00
Check	0.00	0.00	0.00	0.00	0.00
Method Totals	2,837.00	0.00	50.00	0.00	2,887.00

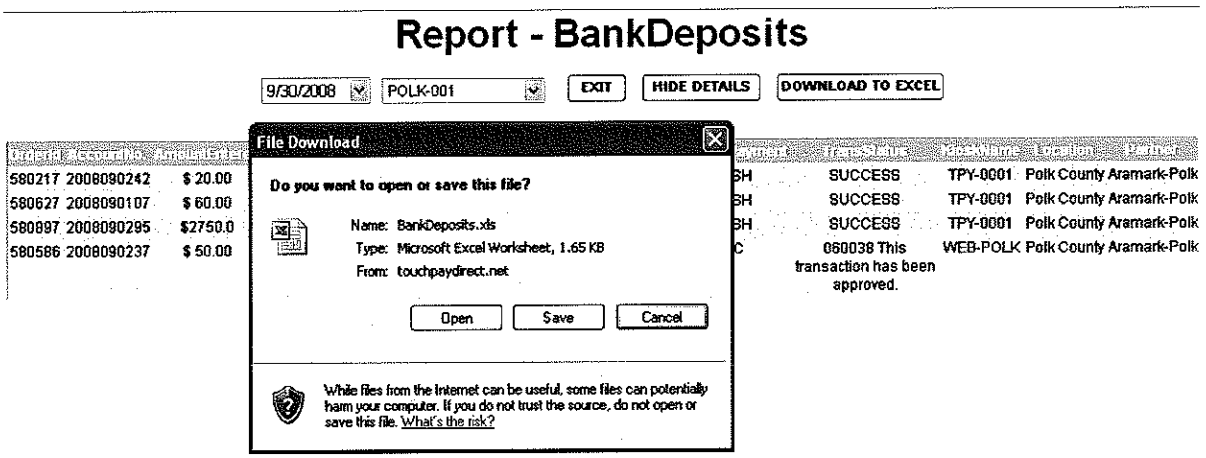
Detailed Bank Deposit Report

Report - BankDeposits

9/30/2008 | POLK-001 | EXIT | HIDE DETAILS | DOWNLOAD TO EXCEL

Order #	Reference No.	Total Amount	Convenience Fee	Sales Tax	Total Amount	Order Date	Type	Pay Method	Trans Status	User Name	Location
580217	2008090242	$ 20.00	$5.00	$0.00	$15.00	9/30/2008	ACOMM	CASH	SUCCESS	TPY-0001	Polk County
580627	2008090107	$ 60.00	$5.00	$0.00	$55.00	9/30/2008	ACOMM	CASH	SUCCESS	TPY-0001	Polk County
580897	2008090295	$2750.0	$83.00	$0.00	$2,767.00	9/30/2008	ABOND	CASH	SUCCESS	TPY-0001	Polk County
580586	2008090237	$ 50.00	$6.75	$0.00	$50.00	9/30/2008	WCOM	CC	060038 This transaction has been approved.	WEB-POLK	Polk County

Export to Excel – Open/Save



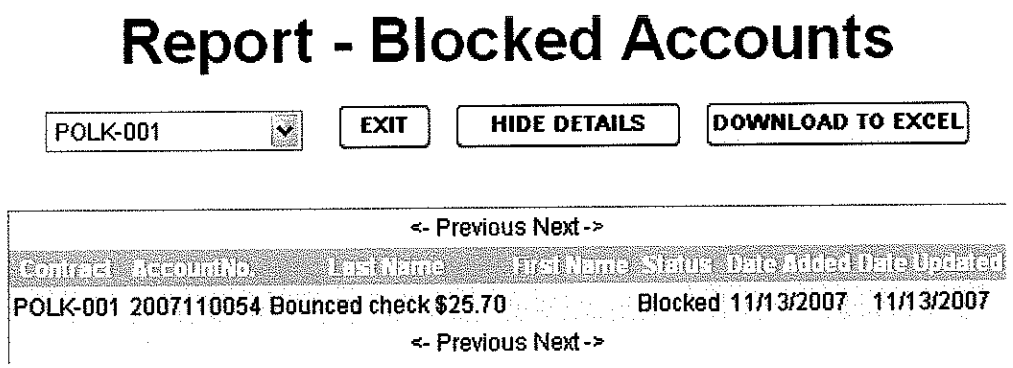
Detailed Report Displayed in Excel

A	B	C	D	E	F	G	H	I
OrderId	accountnumber	AmountEntered	ConvenienceFee	SalesTax	TotalAmount	Orderdate	OrderType	FormOfPayment
580217	2008090242	$20.00	5	0	15	9/30/2008 12:54	ACOMM	CASH
580627	2008090107	$60.00	5	0	55	9/30/2008 19:00	ACOMM	CASH
580897	2008090295	$2,750.00	83	0	2767	9/30/2008 22:09	ABOND	CASH
580586	2008090237	$50.00	6.75	0	50	9/30/2008 18:39	WCOM	CC

Reports – Blocked Accounts

The Blocked Account Report shows all inmate accounts that have been blocked due to **Returned** payments. TouchPay has a **No Tolerance Policy** when it comes to returned payments.
All payments are authorized and guaranteed to the facility/partner, but if charged back the account will be blocked from all future use thru TouchPay's automated systems. This block will remain until the original payment and returned fee have been satisfied.

- All Customer accounts that are blocked from TouchPay automated systems due to a returned payment.



The Blocked Account Report contains the following fields:

- Contract
- Account Number
- Last Name
- First name
- Status
- Date Added
- Date Updated

EXHIBIT - A

I, _____, hereby certify that I am the legal account holder of the Visa/Mastercard _____ and am authorized to make the following transaction:

Description:	**TouchPay Bail Payment**
Transaction Date:	
Order ID:	
Inmate ID:	
Card Number:	
Visa/ MasterCard:	
Expiration Date:	
$$ Amount:	
Billing Information:	
Name:	
Address:	
City/State/Zip:	
Telephone Number:	

Authorization
I, _____, do hereby understand and authorize TouchPay to charge my credit or check card for the amount entered plus a convenience fee.
By signing below, I hereby certify that I agree that the origination of this credit or check card transaction complies with the provisions of U.S. laws and Visa/Mastercard regulations. I agree to be held responsible to the fullest extent in the event that this credit or check card is rejected or charged back.

_____ Signature

_____ Date

_____ Printed Name

_____ Social Security Number

Please fax back completed form to #817-230-4837 including a front and back copy of the credit/check card and a copy of a valid photo id.

EXHIBIT - C

TOUCHPAY

Request for Reversal of Fraudulent or Insufficient Funds

Request

Touchpay is requesting that the following facility_____ remove funds deposited to the inmate accounts listed below due to fraudulent or insufficient funds.

Account/Transaction Information

Inmate ID:	_____	Transaction Date:	_____	Amount:	_____
Inmate ID:	_____	Transaction Date:	_____	Amount:	_____
Inmate ID:	_____	Transaction Date:	_____	Amount:	_____
Inmate ID:	_____	Transaction Date:	_____	Amount:	_____
Inmate ID:	_____	Transaction Date:	_____	Amount:	_____
Inmate ID:	_____	Transaction Date:	_____	Amount:	_____
Inmate ID:	_____	Transaction Date:	_____	Amount:	_____
Inmate ID:		Transaction Date:		Amount:	

Signature

Authorized Signature: _____ **Date:** _____

TOUCHPAY

Correctional Facility Customer Service Information

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Introduction

TouchPay is dedicated to providing the highest quality of Customer Service support possible for all our valued customers. Our support team is a group of highly trained individuals with a complete understanding of all TouchPay systems to ensure all our customer's needs will be met.

We pride ourselves on availability and quick resolution of all issues and concerns. Our support team can be contacted in several ways via the Telephone or email, whichever the customer prefers and the issue warrants.

The purpose of this guide is to provide customers and partners with a detailed process understanding of our support services, a list of our Customer Service contact information, along with TouchPay websites and escalation procedures should a situation arise. Please feel free to contact us with **ANY** questions or concerns or just to say hello. We are here to ensure total customer satisfaction, for that is truly our number one goal!

Customer Service Operating & Escalation Procedures

When a call is placed to TouchPay, and our CSR gathers all pertinent information, opens a ticket, assigns a case number and sets a priority to every call. Our escalation operating procedure consists of three levels:

- **Level I** – Ticket creation and resolution
- **Level II** – Escalation to expert
- **Level III** – On-site escalation

The goal is to provide resolution to the problem as quickly as feasibly possible. In most cases, all calls are returned within 30 minutes or less, all tickets are closed within 24 hours and all on-site repairs requiring parts are resolved within 36 hours.

Level I

1. Information Gathered
    a. Name
    b. Call Back Number
    c. Correctional Facility
    d. Issue – Kiosk down, Customer problem, Network outage, etc.
    e. Description
    f. Date/time
    g. Priority assigned (3, 2, or 1)
    h. Inquiry
        i. Inmate Deposit
        ii. TouchPay Process
        iii. Fee Schedule

2. Steps to Resolve – Determine root cause of issue
    a. User assistance
    b. Hardware failure
    c. Software problem
    d. Network availability

3. Resolve & Close Ticket
    a. CSR is able to handle Issue and close ticket.
    b. CSR unable to resolve – escalate to Level II

4. Feedback & Reporting
    a. Incident Reports (on-line lookups)
    b. Weekly Reporting
    c. Monthly Reporting

All Reports available upon request

Level II

1. CSR unable to resolve Issue, determine appropriate TouchPay personnel and notify Operations/Accounting within 30 minutes of call logged

    a. **Operations** will identify if the below items are failure points, then make determination if resolution can be made internally or escalation needed to Onsite Support
        1. Power
        2. Network
        3. Cabling
        4. Peripherals
        5. Software

    b. **Accounting** will identify record thru TouchPay Reporting and process accordingly depending on what the issue requires.

        1. Customer Deposit Not Posted
            a. CC/Check declined
            b. System Issue – Operations to Resolve
            c. System Issue – Service Provider (TSI) to Resolve

        2. Fraud
            a. Block account thru TouchPay
            b. Notify Facility to freeze funds and recover fraudulent money.

2. Resolve & Close Ticket
    a. Operations/Accounting able to handle Issue and close ticket.
    b. Operations/Accounting unable to resolve – escalate to Level III

3. Feedback & Reporting
    d. Incident Reports (on-line lookups)
    e. Weekly Reporting
    f. Monthly Reporting

All Reports available upon request

Level III

1. Operations unable to resolve remotely and must involve Onsite Support. A call is placed to TouchPay Representative when the appropriate individual arrives.

    a. Courier
        a. Check Bill Acceptor is Full
        b. Check if Receipt paper full/jammed
        c. Perform other required tests requested by TouchPay Representative

    b. Facility Representative
        a. Check Power supply
        b. Check Network connectivity

2. Resolve & Close Ticket
    g. Onsite Support able to handle Issue and close ticket.
    h. Onsite Support unable to resolve – escalate back to Operations

3. Feedback & Reporting
    i. Incident Reports (on-line lookups)
    j. Incident Report – Hardware failure on parts replaced
    k. Weekly Reporting
    l. Monthly Reporting

All Reports available upon request

Resolution Times

Level I - All resolved within 30min -1 hour of call logged – Ticket Closed

Level II - All resolved within 1-3 hours of call logged – Ticket Closed

Level III - All resolved within 1 business day of call logged – Ticket Closed

Posting Event Tracking & Analysis

a. Frequency

b. Uptime %

c. Common Problems

d. Monthly Review – If requested

Customer Service Escalation Matrix –(See Exhibit A)

Touchpay Customer Service Escalation Matrix			
Calls originate CS	Touchpay	Service Provider	Facility
General	800#		
Operations	Craig		
IT	Jon		
Accounting	Jennifer		

Emergency Contact

General /Operating Issues

Craig Bullard
Operations Department
P.O. Box 155337
Fort Worth, TX 76155

Toll Free: 800-720-6817 – Ext. 2001
Telephone : 817-204-0301 – Ext. 2001
Fax: 817-230-4837
Email: cbullard@TouchPaydirect.com

Technical difficulties -Kiosk, IVR, Web

Jon Mosier
IT Department
P.O. Box 155337
Fort Worth, TX 76155

Toll Free: 800-720-6817 – Ext. 2008
Telephone : 817-204-0301 – Ext. 2008
Fax: 817-230-4837

Email: jmosier@TouchPaydirect.com

Emergency Contact cont.

Accounting /Reporting Issues

Jennifer Crandall
Accounting Department
P.O. Box 155337
Fort Worth, TX 76155

Toll Free: 800-720-6817 – Ext. 2004
Telephone : 817-204-0301 – Ext. 2004
Fax: 817-230-4837
Email: jcrandall@TouchPaydirect.com

Common Questions & Answers - General

Q. Who is TouchPay?

A. TouchPay provides an automated method for Friends & Families to fund an Inmate's account via the Kiosk, Telephone IVR or Web.

Q. What are the different ways to fund an Inmate's account?

A. Kiosk, Telephone IVR or Web

Q. Are the Funds deposited immediately?

A. All deposits are funded in Real Time – Within minutes the money is available to the Inmate.

Q. Did my payment post or I didn't receive a confirmation number?

A. All good/authorized transactions are assigned a confirmation number. If a customer didn't receive a confirmation number the transaction was most likely declined. To verify a valid transaction login to https://TouchPaydirect.net/kiosk/login.aspx run Transaction Report or call Customer Service at 1-800-720-6817.

Q. Why is the inmate account Blocked?

A. An Inmate account will be blocked due to fraud, non sufficient funds, or a credit card Charge back. To verify a blocked account login https://TouchPaydirect.net/kiosk/login.aspx run Blocked Account Report or call Customer Service at 1-800-720-6817.

Q. How is a Block removed from an inmates account?

A. TouchPay must receive initial payment plus a return fee ($25). For Kiosk cash payment contact Customer Service at 1-800-720-6817. To mail a Certified Cashiers Check or Money Order. Please instruct customer to mail payment to:

TouchPay Customer Service
PO Box 155337
Fort Worth, TX 76155

Common Questions & Answers – General (cont.)

Q. Why can't I make a deposit into an inmate account?

A. Check the inmate ID and number format are correct.

Q. Why can't I proceed past the inmate validation screen?

A. Incorrect inmate ID is being entered.

A. The inmate status is not active in the Act Fas (Service Provider) system.

Q. How do I know if the money was deposited to the correct account?

A. Every transaction requires the customer to verify the inmate name and id number in order to complete the transaction.

Q. How can I find more information on TouchPay?

A. You can visit TouchPay's website at www.TouchPaydirect.com

Q. When I called my bank the transaction states it is pending, was it processed?

A. If a customer received a confirmation number then the transaction was approved and processed. Even though a bank might consider this transaction pending because it hasn't settled yet, Touchpay considers it a valid transaction. **There are no PENDING transactions, only approved or declined.**

Common Questions & Answers - Kiosk

Q. If I didn't get a receipt from the Kiosk, how do I know that my payment funded the inmate account?

A. Generally all good/authorized Kiosk transactions will generate a receipt. To verify login to https://TouchPaydirect.net/kiosk/login.aspx and run a Transaction Report.

Q. Why did I not receive a receipt from the Kiosk?

A. Incomplete transaction
A. Printer out of receipt paper
A. Receipt paper jam. Call Customer Service at 1-800-720-6817.

Q. Why is the screen black?

A. Check to make sure the electrical power cord is plugged into the electrical outlet on the wall and securely in place at the back of the kiosk.

Q. Why can't I get past the start screen?

A. Check the data cable and make sure it is securely connected to the wall outlet and to the back of the kiosk.

Q. Why can't I use my credit card to make a deposit?

A. Check for foreign objects obstructing the insert slot to the credit card reader.
A. Customer chose Cash at the payment screen, not Credit Card.

Q. Why can't I insert a bill into the kiosk?

A. Check for torn bills jammed in the intake slot of the bill validator.
A. Bill Validator unable to accept due to poor bill condition
A. Bill is counterfeit.
A. Customer chose Credit at the payment screen, not Cash.

Q. Why can't I get past the start screen?

A. Data cable isn't connected securely
A. Temporary network outage

Common Questions & Answers – Kiosk (cont.)

Q. Does the Kiosk give change?
A. No

Q. What forms of Cash are accepted at the Kiosk?
A. Bills no coinage. - $1, $5, $10, $20, $50, $100.

Q. What forms of Credit are accepted at the Kiosk?
A. Visa and MasterCard Credit/Check Cards

Common Questions & Answers – Telephone IVR & Web

Q. How do I make a payment on the web?

A. To make a payment on the web login
http://payments.TouchPaydirect.net/
You will need the Facility Locator No. – **St. Lucie 234901** & Inmate Id Number.

Q. How do I make a payment by phone?

A. To make a payment by phone use TouchPay Telephone IVR – **(866) 232-1899**.
You will need the Facility Locator No. – **St. Lucie 234901** & Inmate Id Number.

Q. Does the Telephone IVR & Web work the same as the Kiosk?

A. Yes, all deposits are funded in Real Time – Within minutes the money is available to the Inmate.

Q. How does a customer get help for an on-line transaction?

A. Please contact TouchPay Customer Service for assistance at 1-800-720-6817.

Q. How do I know the transaction was completed over the Telephone IVR?

A. All successful transactions receive a confirmation number.

Q. How do I know the transaction was completed via the Web?

A. All successful transactions receive a confirmation number or an email receipt.

Q. What forms of Credit are accepted over the Telephone IVR or Web?

A. Visa and MasterCard Credit/Debit Cards
A. Check by phone or electronic check

TouchPay Web Sites

TouchPay Main Web Site - http://www.TouchPaydirect.com/

TouchPay Reporting - https://TouchPaydirect.net/kiosk/login.aspx

TouchPay Web Portal - http://payments.TouchPaydirect.net/

Addendum D
Implementation Methodology and Change Management Consulting

Gray Hawk assigns a Project Manager for customer installations. This person will be responsible for the communication, service delivery, and coordination with the installation teams to install the system into each facility and location in accordance with the timeline agreed upon with LMDC. The Project Manager will work with LMDC on an initial site survey that would be provided for each facility and location, determining the location of the kiosk or ezPay terminal, electrical accessibility and internet connectivity. The following implementation overview summarizes a plan of well over 250 points that are customized to the clients' needs prior to installation. We spend the time early in the project to ask clients what is needed most and what the final solution must contain to be successful. We then apply Gray Hawk's experience in conjunction with the highly customizable product suite, tools and systems to deliver an implementation that meets the established success criteria.

Major Implementation Milestones:

1. General - Finalize contract, assign facility locator number, determine specifications on services and interfaces, project management plan complete, and transaction fees determined.
2. Interface – Complete and test interfaces to specific systems by agency, system and transaction type.
3. Change Management Services utilize client data, conduct interviews, meet with key stake holders to determine project goals and optimal resource allocations possible with large resource savings occurring
4. Transaction Services
    a. Kiosk – Site preparation, electrical outlet, internet connectivity, staging and delivery
    b. IVR - Have voice prompts recorded, business rules applied
    c. Web – Facility setup, link to LMDC website, interface into account sign up module
    d. mCommerce system menus customized and tested
    e. Keypad terminal setup confirmed for interfaces
5. Marketing Material – Submit marketing information sheet, order post cards, visitation brochures, posters and business cards, ship to LMDC
6. Back Office Account Reconciliation & Banking – Submit bank account authorization form. Set up accounting training, and run ACH test
7. Field Services – Set up courier and maintenance contracts, order deposit slips and bank bag, train courier for cash pick up (if GPHT is to manage armored car services apart from LMDC)
8. Installation, Training and Startup – On-site kiosk startup, operational training, system demonstration, and marketing launch

The entire system and hardware goes through a staging process prior to delivery to the LMDC. Gray Hawk will have all the components built, bought and tested prior to loading the specific software configuration at our staging center. The Project Manager will confirm the hardware,

software, setup, and testing for the system is all complete prior to delivery of the hardware to any of the facilities. Thus in many cases the systems are shipped, plugged in, immediately boot up and are operational. This allows the Gray Hawk installation crews to focus on troubleshooting, relationship management, change management, system demonstration and facility training at the time of installation.

The project plan will identify areas of concern or risk as an on-going process and review these with Seminole County systems as they are discovered. Several high risk areas of concern going into the project are as follows:

1. Internet: We need internet connectivity for each kiosk and ezPay unit installed. Gray Hawk usually works through the County LAN for this connectivity. Gray Hawk would require a secure tunnel from the Gray Hawk kiosk back to our server to authorize transactions. Also it might be necessary to interface into each system to access taxpayer information. All of this requires approval and assistance from the Seminole County IT Department to complete.
2. Electrical: Each Kiosk and ezPay terminal will need access to a 110 volt electrical outlet. If one is not available at the desired location of the kiosk or ezPay, this must be provided by the County.
3. Interface: Gray Hawk's IT department needs proper coordination and cooperation with the County and its IT partner(s) in order to complete interface with ITAG in an efficient and timely manner. The timeline of the interface is not in the complete control of Gray Hawk.
4. Fraud and Compliance: To minimize fraud, Gray Hawk has developed a Guaranteed Payment Policy. Gray Hawk can only accomplish our "Payment Guarantee" to Seminole County if we have a means to recover fraudulent transactions and collect bad debt. Thus, Gray Hawk will request some level of cooperation from the County in our collection and recovery procedures if a fraudulent or disputed transaction arises. Upon receiving a charge back from the financial institution, Gray Hawk, with the cooperation of the account trustee, will use the following collection processes.
    a. Block the taxpayer account from future Gray Hawk deposits
    b. Recover any existing balance of funds that are in the blocked account up to the charge back amount
    c. Use all remedies at our disposal to pursue collection of fraudulent transactions directly from the depositor
    d. The block can be removed from an account by either depositing cash into the kiosk or mailing a certified check or money order to Gray Hawk customer service

As these system have been installed in many premise-based payment solutions over the last 5 years, Gray Hawk does not believe there is any substantial risk to the solution rollout other than those mentioned above, most of which are out of our immediate control.

Addendum E
Marketing Plan

Gray Hawk spends significant resources implementing marketing programs to drive understanding of new systems. This creates knowledge of the new payment system and recommendations by LMDC staff and other agencies. Gray Hawk also helps drive incremental transactions for deposit services through convenience and ease of the deposit system.

The marketing effort is designed to focus on depositor awareness and education of using Gray Hawk payment services eliminating the transitional service questions. Marketing material is provided at no cost to LMDC and includes posters at the facilities and take-home brochures located at the kiosks, lobbies, courthouses and other key places identified.

Additional instruction and awareness for using Gray Hawk can be obtained through website links, a County IVR call link to Gray Hawk's IVR, and kiosk advertising. Marketing collateral is customized for each specific location. The Project Manager will assist each facility Business Manager as needed in completing Marketing Surveys in order for Gray Hawk to produce the proper quantities of instructional and marketing information.

LMDC is placed in a competitive position for traffic to its solution not Western Union. Every transaction conducted through Gray Hawk adds shared commission revenues; Western Union does not. The Gray Hawk service is superior to Western Union for many reasons. The most important, the ability to have multiple family members post payments for a single bond. Gray Hawk allows multiple people paying a single bond to get adjustments for multiple transaction fees reducing the total fee structure. Western Union charges each person paying the same bond the same transaction fee escalating percentages paid by 200% or more per bond. Additionally, Gray Hawk allows users to see persons of interest and remaining amounts before posting a bond payment. Western Union users post payments blindly with no person of interest information.

Gray Hawk therefore strongly recommends eliminating the Western Union method of payments for the above reasons. If selected for an interview, more can be discussed as to how these systems are not comparable and how Gray Hawk provides considerably more convenience to LMDC users not possible in other commercially available systems. Finally, to solidify our marketing efforts with LMDC specifically, these marketing actions are recommended. LMDC should undertake the following marketing initiatives to compete and drive incremental revenue:

- Change all references on the LJCMG website to only refer the Gray Hawk link
- Post signage at LJCMG Courthouse directing people that bonds may be paid in three ways:
    1. Online and list the website address
    2. By phone and list the phone number
    3. In person at the jail with debit/credit or cash
- Post signage in the lobby of the LMDC facilities directing people to the above list
- Request LJCMG Courthouse to cancel the Western Union contract and increase revenue
- Distribute Gray Hawk marketing literature in polices and sheriff's offices and similar places

Addendum F
Client Referrals for TouchPay Product Suite

The following references have all installed the TouchPay product suite and can provide a reference for the functionality of the system and their experiences as TouchPay users.

Comparable Reference for State with No Bail Bondsmen

Polk County Sheriff's Office
Keith Bowdle, Jail Commander, Polk County Jail
Business Phone: 971-241-0117
Mobile Phone: 503-831-1735
kbowdle@comcast.net

General References with TouchPay Comparable Automated Systems Installed

Collin County Sheriff's Office, 4300 Community Ave., McKinney, TX 75071
- Randy Clark, Deputy Chief, 972-547-5100

Davidson County Sheriff's Office, 5113 Harding Place, Nashville, TN 37211
- John Hudson, Chief of Administration, (615) 862-8238, jhudson@dcso.nashville.org
- Pete Lutz, Chief Financial Officer, (615) 862-8288, plutz@dcso.nashville.org
- Joan Sheffer, Director – IT, (615) 862-6829, jsheffer@dcso.nashville.org

Mecklenburg County Sheriff's Office, 700 E. 4th St., Charlotte, NC 28202
- Felicia H. McAdoo, Chief Deputy Sheriff, (704) 336-8512, Felicia.Macadoo@mecklenburgcountync.gov
- Rachel Vanhoy, Business Director, (704) 336-8512, Rachel.Vanhoy@mecklenburgcountync.gov

Maricopa County Sheriff's Office, 2939 W. Durango 201 S. 4th Avenue, Phoenix, AZ 85009
- Charles Johnson, Captain, (602) 876-180, Charles_Johnson@mcso.maricopa.gov

St. Lucie County Sheriff's Office, 4700 W. Midway Road, Fort Pierce, FL 34981
- F. Patrick Tighe, Major, Department of Detention, (772) 462-3396, TigheP@stluciesheriff.com

TouchPay Holdings – the following company representatives can confirm the licensing agreement and support contracts with Gray Hawk Payment Technologies, Inc.

TouchPay Holdings, LP, 8445 Freeport Parkway, Suite 150, Irving, Texas 76063

- Daniel B. Burgess, CEO & Managing Partner, (817) 204-0301 Ext.2003, db@touchpaydirect.com
- Ronny Park, EVP Sales and Marketing, (817) 204-0301 Ext.2002, rpark@touchpaydirect.com

Addendum G
Leadership and Experience

Scooter McCray, LLC
Scooter McCray, LLC, a Kentucky Corporation, doing business in Louisville KY was formed to provide a strong business model to capture needed products and services for the Louisville Metropolitan community. The company was started and is run by Carlton "Scooter" McCray or just Scooter as he is known to the community. The focus of the company has recently been narrowed in scope. Scooter is now a minority shareholder (less than 50% of shares outstanding) and Executive Vice President for Gray Hawk Payment Technologies, Inc., see below.

The business mission of both organizations is therefore coming to fruition in this proposal. Scooter's goal of building a company with the mission of benefiting Louisville Metro and his work representing and directing the direction of Gray Hawk culminate in this proposal to deliver industry-leading products to LMDC benefiting the community most valued by Scooter McCray.

Gray Hawk Payment Technologies, Inc.
Gray Hawk Payment Technologies, Inc. (Gray Hawk), a Delaware Corporation located in Austin, Texas, specializes in automating and customizing payment and disbursement management systems for Federal agencies, states, cities and counties. Gray Hawk accomplishes these specialty services by providing change management consulting, systems design and implementation, self-service software/hardware products for automating payments and disbursements, and delivery networks and maintenance. Gray Hawk is also an exclusively licensed value-added reseller for TouchPay Holdings, LP, a Texas Corporation located in Dallas, Texas. A sampling of the Gray Hawk team's relative accomplishments includes:

- Pioneered the US Department of Welfare's electronic benefits transfer ("EBT") system
- Developed and assisted in launching "Amex Blue" and "Verified by Visa"
- Winning Digital Image Marketing Association's Award for "Excellence in (Kiosk) Innovation"
- Implemented Texas' DOC Accounting System conversion and installation
- Converted and Installed state accounting systems in over 5 states converting 50+ legacy financial systems and +200 interfaces and numerous CAFR/GASB customized reports

Relevant Accomplishments of licensed technology and systems provider - TouchPay:

- Installed and operating the current suite of products in over 60 Federal, State and Local governments using this automated cash management system in more than 20 states since 2003
- CPI compliant and processing over $30 million annually in financial payments processing

Company Corporate Leadership

Scooter McCray, LLC

President and Chief Executive Officer **Carlton "Scooter" McCray**
Customer and Community Relations
Email: scooter@grayhawkpaytech.com

- President of McCray Enterprises, LLC
- Partner in BM&M Enterprise, Inc. DBA La-Z-Boy Furniture Galleries
- Board Member of BBB
- Assistant Coach at Indiana University Southeast (Wiley Brown head coach)
- Former Board Member of YMCA
- Former Board Member of Big Brother, Big Sister's
- Former Board Member of COPES
- Former Board Member of CAPS
- Former Assistant Coach at University Of Louisville (Denny Crum head coach)
- Former member of the Seattle SuperSonics (NBA)
- Former member of the Cleveland Cavs (NBA)
- Member of Green Castle Baptist Church
- Graduate of the University of Louisville School of Business (BS)

Gray Hawk Payment Technologies, Inc.

Chief Executive Officer **Michael Hall**
Executive Contact and Contract Negotiation
Email: michael@grayhawkpaytech.com

- Launched and led one of the "Top 10 Strategic (M&A) Electronic Banking Deals" of the year securing $40 million investment from CitiGroup and American Express to acquire technology that became "Amex Blue" & "Verified by Visa" marking the 1st and only time CitiGroup and American Express sat on the same Board
- Pioneered 1st electronic Cash Management System (eCMS) in U.S. for PepsiCo resulting in: $1B float elimination, 90% larceny decrease, 67% staff savings and 50% cut in banking fees
- Created marketable system/product at Trintech based on PepsiCo-specific system, making it universally applicable to the retail industry whereby eCMS is now used by ~300 retailers and served as the basis for the U.S. Welfare Dept.'s electronic benefits transfer (EBT) system
- Won DIMA Award for *Excellence in (Kiosk) Innovation* for closing the U.S.-exclusive import agreement with Altech ADS (TSE:9972). Altech later partnered with Dai Nippon (TSE:7912) to acquire controlling stake in Pixel Magic providing support of two companies with $13B in revenues

President and Chief Operating Officer **Zachary H. Lynde**
Operations and Change Management
zachary@grayhawkpaytech.com

- Led TX DOC Accounting System implementation and converted over 50 financial systems from legacy systems
- Converted for over 50 financial systems from legacy systems for KPMG clients
- Directed NASA database legacy system crosswalk
- Developed Management Consulting national practice with KMPG in State and Federal Accounting Systems development, implementation and technical documentation
- Developed new methodologies for Performance Auditing Standards in joint project with the State of Texas, Office of the State Auditor and the Federal Office of Management and Budget, Washington, D.C.
- Masters of Business Administration from Acton School of Entrepreneurship; rated most competitive MBA in America and 3rd Best faculty 2004 to 2008 – Princeton Review
- Bachelor of Liberal Arts with a Triple Concentration in Economics, Business Administration and Political Science

Executive Vice President **Carlton "Scooter" McCray**

See above reference under Scooter McCray, LLC

Chief Sales Officer **David Walker**
Customer Contact and Satisfaction
Email: david@grayhawkpaytech.com

- Initiated and directed U.S. sales operations of GE-backed Swedish company sold to Boeing for $350 million yielding a 5-year 55.2% IRR
- Started and managed U.S. sales operations for airline logistics optimization company funded in 1999; sold in 2002 yielding a 23.1% CAGR despite 9/11 industry related downturn

Director of Product Management **Angela Griffiths**
Product Development and Implementations
Email: angela@grayhawkpaytech.com

- Participated in legacy software interfaces to JD Edwards software for Forestar Real Estate, a subsidiary of Temple Inland.
- Coordinated of all AR activities nation wide with $1.2 million in collections
- Achieved MBA from Acton School of Business in Austin, Texas – Magna Cum Laude

TouchPay Holdings, LP

Chief Executive & Contract Manager **Dan Burgess**
Executive Contact and Contract Negotiation
Email: dburgess@*TouchPay*direct.com

- Managing Partner and CEO of *TouchPay* Holdings, LP has been employed with the company for over two years
- Managing Partner in Burgess Consulting Group, providing strategic planning and acquisition assistance for various industries focused on personal investment opportunities including building Going Bonkers, a Family Entertainment Center located in Lewisville, Texas
- Raising private equity via the Prodigy Private Equity, LP investment fund
- BS in Mechanical Engineering from Rice University
- MBA from Southern Methodist University

Operations & Installation **Craig Bullard**
Operations Executive – Installation & Training
Email: cbullard@*TouchPay*direct.com

- *TouchPay*'s Founder and President overseeing day-to-day operations
- More than 20 years in the electronic payments industry with his primary focus in the correction and government sectors
- Specialized in critical operational issues such as sales and new product development and deployment
- Accomplished marketing executive, having been involved in company start-ups, new product development and marketing for companies such as Aetna, New York Life, National Bank Drafting, Chexpedite and Pier1
- BBA in Marketing from the University of Texas at Arlington
- Currently works from the corporate office in Irving, Texas, he will be on-site for installations

Project Management Team **Ernan Patawaran**
Sales & Project Management - Project Manager
Email: epatawaran@touchpaydirect.com

- Recently joined the *TouchPay* team continuing a career in the financial services industry
- Held diverse positions in the Western Union Payment services division
- Worked the past 8 years, Ernan worked in Western Union's government sales division introducing Western Union's payment venues to various government agencies such as corrections, child support, as well as the courts and municipalities for fines and fees
- Accomplished over 13 years experience in the payments services industry, Ernan continues to focus on corrections agencies to optimize their electronic payment options to increase efficiencies and reduce costs

Project Management & Marketing **Ronny Park**

Executive – Project Manager & Direct Marketing
Email: rpark@*TouchPay*direct.com

- Collected a background that includes 18 years experience in Sales Management, Business Development, and Consulting Services
- Worked in consulting with companies that include Andersen Consulting, Zebra Technologies, Psion Teklogix, and LXE
- Specialized in the fields of manufacturing of data collection hardware, RFID, wireless infrastructure, and consulting services
- Succeeded in creating many multi-million dollar accounts, including American Airlines, Hertz, Boeing, McLane, and Sysco Foods
- Principal stockholder in RMR Products, Inc. a supply contractor to Wyndham International's managed hotel chain worldwide
- Principal stockholder in Techas Business Solutions, Inc., a supply contractor of Barcode and RFID hardware, supplies and consulting services related to data collection and supply chain automation
- Received a BBA in Marketing and Finance at the University of Texas

Chief Technologist

Jon Mosier
Executive – Information Technology
Email: jmosier@*TouchPay*direct.com

- Experienced over 20 years of diverse experience in entrepreneurial and technology based businesses
- Started his first company while studying Computer Information Systems at the University of Texas at Arlington
- Successfully engineered the development of three other multimillion dollar organizations: Mosier Print Services, Inc., Photo Digital Imaging, Inc. and Alternative Transportation, Inc
- Served previous clients including numerous Fortune 500 companies such as Zale's, Coca-Cola, 7-Eleven, Verizon, Schlotzsky's, and Carnival Cruise Lines

Accounting /Reporting

Jennifer Crandall
Accounting Department
- Administrative, Training & Reporting
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