Transaction Fund Work Order
For Montana Interactive, LLC (MI)
Self Funded Electronic Government Services
Term Contract

Tracking Number: 0121
Date Last Updated: March 26, 2010

Agency:	Department of Corrections (COR)
Division:	Director's Office
Project Name:	Inmate Banking
Project Description:	This service will allow approved members of the public to deposit money electronically to an inmate incarcerated within the Montana Prison System. A Department of Corrections Administrative service will also be built to allow approved COR staff to run simple reports associated with inmates and individuals approved to deposit money on behalf of inmates. This service will be built to accommodate multiple COR facilities; additional facilities can be integrated at any time.
Integrated System(s):	This service will be integrated with COR's database. MI must be granted read and write access to COR's database. MI will not support or maintain any code related to COR's database. MI must be made aware of any outages (planned and unplanned) or changes to COR's database that may affect this service. Outage notifications are to be sent to outages@egovmt.com. If changes to this service are required as a result of changes to COR's database, MI must be given a reasonable amount of time to make said changes. MI understands that it is COR's intent to integrate this service into COR's accounting system, CACTAS. MI will work with COR and the software vendor to explore integration options. COR is responsible for all costs associated with integration into CACTAS.
Security:	Login security for this service will be through ePass Montana. Both SSL and data encryption will be used to secure the transaction. A protected session will begin before the customer enters in any personal information and will continue to be secure during the entire process.
Impact on the Infrastructure:	This service will reside on the MI server in the ITSD Computer Center. COR's database resides in the DOC Central Office Data Center, but no significant impact to the infrastructure is anticipated. Testing will need to be done once the service is complete to confirm there will be no impact.
Deliverables:	A fully operational online service will be delivered that will include the following deliverables:

	• Provide a web-based interface for the Inmate Banking service • Allow authorized individuals to deposit money electronically for an inmate within the Montana prison system • Allow authorized individuals to identify the inmate for which they are approved to deposit money • Verify that the individual accessing the service is authorized to deposit money into the inmate's account; verification will be based upon information contained within COR's Oracle database – COR still needs to decide the process for this function • Provide error handling and front end data edits • Provide connection to the State approved payment portal for acceptance of credit and debit cards • Provide verification that the name of the authorized individual matches the name entered on the credit card page • Provide verification that the billing address, city, state and zip matches the billing address on file with the credit card company and/or financial institution • Provide verification of the 3-digit credit card verification value (cvv) located on the back of the credit and/or debit card • Build the web service in such a way to accommodate deposit limits identified by COR; limits may be based upon deposit amount, custody level and/or facility • Integration into COR's Offender Management System or Oracle database • Integration into COR's accounting system, CACTAS, if possible COR acknowledges that MI exercises no censorship or control over content furnished by COR for this service; that this service will be built by MI in accordance with the direction from, and with the purpose to achieve the functionality requested by, COR. COR will be asked to sign a statement that the service has achieved such purposes prior to deployment on mt.gov.
Development Schedule:	Following project initiation, the approximate schedule for each step is: **Data Gathering:** One month, includes work order **Prototyping:** Two weeks, a screen-by-screen layout and prototype sign-off document will be presented for accuracy and approval to COR; the document will be agreed to in writing before coding begins **Coding:** Eight weeks, the technical contact must be available during this time for periodic consultation **Testing:** Two weeks, includes a complete process test with a small sample group; COR will be asked to participate **Implementation:** One week, may include a press release and possible press event The above schedule is based on estimates and is subject to change. During the development process, it is common for unforeseen delays to occur. MI will notify COR immediately of any changes in

	projected dates. COR will notify MI of any changes in their ability to assist in this project. Ability for COR to meet timeline is contingent on the staff programming efforts that are yet to be determined for this project but understands that any delays caused by COR may have the affect of extending the development schedule.
Estimated COR Hours:	COR personnel will be needed for direction, clarification, testing and approval. Estimated Time: 65 Hours Estimated time does not include any internal changes to policy, business process, and the like that COR may incur as a result of this service.
Fees:	**Fee(s) paid by Customer:** Variable. Customer will pay the deposit amount plus $1.50 transaction fee and electronic processing fees Electronic processing fees calculation for credit cards: Purchase amount + [(purchase amount + convenience fee) X credit card percentage] + convenience fee + merchant bank fee The electronic payment processing fee associated with Mater Card and Visa is 2%. There is also a $0.25 merchant fee. Electronic payment processing fees are subject to change at any time. **Amount remitted to COR:** Variable. MI will remit the deposit amount to COR **Amount retained by MI:** $1.50 plus electronic processing fees COR is responsible for all charge backs related to credit cards. MI has a no refund policy; COR is responsible for all refunds.
Remittance Provisions:	All revenue for COR will be remitted to the State Treasury. An accounts receivable entry will be automatically created in SABHRS through MI's interface and will be located in Agency ID XXXX Revenue Account Code XXXX AR Business Unit XXXX Organization XXXX Fund XXXX SUB Class XXXX Project Grant (if applicable) XXXX. Remittance will occur on a daily basis.

	Prior to launch of this service, COR must contact the SABHRS Bureau and set up and interface Business Unit that will be acceptable for online transactions and identify MI as able to use this Business Unit for the online service.
MI Project Manager:	Cory Mabry, 449-3468 ext. 228, cory@mt.gov
COR Project Manager:	COR personnel will be needed for direction, clarification, testing and approval. The project manager will be the primary point of contact and responsible for communicating agency decisions. Lena Havron, 444-3913, lhavron@mt.gov
COR Technical Contact:	MI will require access to technical computer personnel during this project for reasonable technical assistance; the technical personnel must have a good working knowledge of COR's database and its structure and functionality. The technical contact will be the primary point of contact for technical issues. John Daugherty, 444-4469, jdaugherty@mt.gov
Customer Support:	MI will provide customer support for this service through the help desk for the State's eGovernment services. MI will pass issues beyond the scope of this service to designated person at Agency – Name, telephone number, name@mt.gov.
Additional Terms:	MI agrees (and is contractually bound) to follow all confidentiality requirements set by COR. MI will not charge COR for development or customer support of this service. COR must give MI a reasonable amount of time to update and support this service when changes are requested. This service is being developed as an enhancement to mt.gov and will be built following all requirements of the eGovernment Service Certification standard. All advertisements and promotion of this service will be done using mt.gov as the access point (or portal). COR will work in coordination with ITSD and MI on brochures, news releases, events, and promotions of this service throughout the life of the service.

S Miller

Sandi Miller, General Manager
Montana Interactive, LLC

4/30/10
Date

Mike Ferriter

Mike Ferriter, Director
Department of Corrections

4·26·10
Date

Barry Fox

Barry Fox, Acting Bureau Chief
Application Technology Services Bureau
Information Technology Services Division
Department of Administration

4/30/2010
Date