



OFFICE OF THE
ARIZONA STATE TREASURER



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**RFP 25-03 ADC Card Account Solutions
 Questions and Answers**

Questions are listed in the order received. State's responses are in **RED**.

- 1. Question:** Can the State share the number of payments by year and the average amount of those payments?

| Row Labels | Inmate Count | Amount |
|-------------|--------------|------------------|
| 2020 | 14,392 | \$ 5,768,968.33 |
| 2021 | 13,513 | \$ 10,060,382.99 |
| 2022 | 11,547 | \$ 7,549,234.38 |
| 2023 | 8,139 | \$ 4,636,494.74 |
| 2024 | 12,319 | \$ 6,485,939.10 |
| 2025 | 9,873 | \$ 4,769,691.77 |
| Grand Total | 58,733 | \$ 39,659,076.60 |

- 2. Question:** Can the state share the number of immediate issued cards versus those scheduled release cards?

Refer to question #5 and page 56 of RFP 25-03.

- 3. Question:** Can the state share the number or percentage of cards that receive funding within 6 months of being originally funded and the average amount of the additional funding?

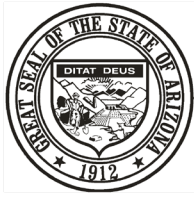
Information is not readily available.

- 4. Question:** To enable the bidder to provide an issuance plan, please provide the following metrics:
 - Frequency of inmate release
 - Average number of inmates released in a one-month time frame
 - Average amount of funds loaded to card per inmate

Please refer to our website for the current metrics in reference to the following questions.
<https://corrections.az.gov/data-reports>.

- 5. Question:** How soon in advance does the state know which inmates are being released?

Complexes receive a week in advance notice and a month's outlook.



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6. **Question:** Does the State of Arizona intend that the former inmates be able to load their own personal funds to the card or funds from other sources besides the State?

If the current card service provides this service, we intend that the card offers all the same services. Refer to page 56 of RFP 25-03.

7. **Question:** In what circumstances would the State of Arizona intend to be able to “unload” deposits from a card to which those deposits had been posted?

If the inmate’s release was changed at last minute, we are able to unload and cancel the card. Also, if excess funds or an incorrect amount was added to the card by mistake, the staff member is able to unload the amount necessary.

8. **Question:** What is the source of funding for the deposits that will be posted to the cards? Is there a separate budget appropriation for this program under Arizona law?

No. It comes from inmate deposits and other inmate generated fund sources.

9. **Question:** Our company is very familiar with NIST SP 800-53 as a standard for maintaining data security within government programs generally. But the payment card industry has adopted its own more specialized standards that are tailored for the payments industry in particular. Would the State consider allowing bidders to adhere to the requirements of the Payment Card Industry – Data Security Standard (PCI-DSS), and conduct an annual audit under the framework adopted by the American Institute of Certified Public Accountants (AICPA) for System and Organizational Controls 2 (SOC 2), instead of SP 800-53?

Unable to respond to the question at this time. If interested in this RFP, please complete and return all required documentation including the section regarding the AZRamp. This exception can be entered in Exhibit H Supplement 2: Exceptions to Scope of Work.

10. **Question:** What is the anticipated annual volume of this program, both in USD and number of Cardholders?

Please refer to our website for the current metrics in reference to the following question.
<https://corrections.az.gov/data-reports>.