



# Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System September 3, 2014

## **Submitted By:**

Global Tel\*Link Corporation 12021 Sunset Hills Road, Suite 100 Reston, VA 20190

## **Primary Contact:**

John C. Rogers

**Account Executive** 

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### **Alternate Contact:**

Kirk Vespestad, RFP Director

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August 26, 2014

Patricia M. Beasley Hanover County Purchasing Department 7946 County Complex Road Hanover, VA 23069

RE: RFP Item NO. 15-99-2436PB

Dear Ms. Beasley,

This letter accompanies GTL's response to your agency's RFP. We appreciate the opportunity to present our comprehensive solution for Hanover County's Inmate Telephone System needs.

In this RFP response we offer many compelling reasons why you should select GTL for your facility. These include our vision for proven correctional technology solutions, the value we offer by providing optimal efficiency and control, and the integrity and honesty of our employees.

The following proposal remains valid for 120 days or until a contract is fully executed. It demonstrates how we fully understand and meet the implementation requirements, service requirements, and overall operational goals that Hanover County is seeking as described in the RFP for Inmate Telephone System. After reviewing all responses, we be believe you will reach the conclusion that our comprehensive proposal is the best in terms of innovation, versatility, and value.

Our technology, unwavering commitment to exemplary customer service, and outstanding people are what make the difference and reaffirm why you should select GTL as your provider for Inmate Telephone System. Among the many reasons why GTL is the logical choice are the following:

- Industry-leading expertise and decades of experience nationwide
- Knowledgeable and capable team members who have very successful track record and who will be responsive to your needs
- Project management and implementation services to assure a timely execution of the Inmate Telephone System
- Technical solutions for Inmate Telephone System that meet and exceed all RFP requirements
- Attractive financial offerings

With over 25 years of experience, innovation and value, you can see why we are the leading provider of integrated corrections technology, offering single-vendor simplicity and accountability. We are ready to put our team to work for you!

Sincerely,

Jeffrey B. Haidinger

President and Chief Operating Officer



## Hanover County, Virginia Inmate Telephone System RFP No. 15-99-2436PB

# **Executive Summary**

The Global Tel\*Link (GTL) team is pleased to present a fully compliant proposal to Pamunkey Regional Jail for an Inmate Telephone System (RFP No. 15-99-2436PB). This Executive Summary illustrates our successful partnership of providing proven technology and exceptional service. We look forward to working together to better serve the Pamunkey Regional Jail.

On the following pages, we will demonstrate why we believe GTL is the best choice as your Inmate Telephone provider. The following points are a snap shot of GTL.:

- Industry-leading expertise and decades of experience nationwide
- Knowledgeable, capable, and responsive team members
- Proven track record at facilities of all sizes
- Project management and implementation services assure timely execution of the Inmate Telephone System<u>-exclusive to GTL!</u>
- Technical solutions for Inmate Telephone System that meet or exceed all RFP requirements
- Attractive financial offers

### Global Tel\*Link Corporation

Reston, Virginia www.qtl.net

### **Company at a Glance**

- We serve more than 2,200 facilities and over 1.1 million inmates in 48 states and over 800 counties.
- One of every two inmates nationwide places a call with GTL.
- We provide service to 84% of all Local and State Inmates in the Commonwealth of Virginia!

### Introduction

This executive summary offers highlights from the full RFP response, gives a brief overview of GTL, , highlights our productofferings and how we intend to deliver on our promises.

The following topics are covered in the sections below:

- About GTL
- Virginia Presence
- Service and Teamwork
- GTL's Commitment

### **About GTL**

For nearly 25 years, GTL has been the trusted, one-stop source for integrated technology solutions for the corrections market.

We started as a provider of correctional telecommunications services, offering facilities both control and a steady source of income to help augment budgets. Over time, we have expanded our vision and capabilities by identifying emerging trends in commerce (electronic debit, payment services, kiosks, etc.), control (facility management, investigative technologies, etc.), and communication (video visitation and visitation management), developing and integrating the most powerful solutions in each area.

Today, GTL is the leading provider of integrated corrections technology for facilities across North America.

- **Big Picture Visibility for Facilities.** We help correctional departments gain an unprecedented view into virtually every aspect of their inmate populations and facilities, driving higher levels of control and safety and enabling them to meet today's and tomorrow's operational challenges with confidence.
- Greater Options for Inmates and Families. We connect inmates with the people and services that help with their rehabilitation. Our solutions align with recognized corrections best practices, including those aimed at preparing inmates for successful reentry to society and reducing recidivism rates.
- **A Better Experience for Everyone.** We're committed to providing visionary technology, unmatched customer care and exceptional value to every corrections audience.

The numbers speak for themselves about our presence in the market:

2,200+ FACILITIES WITH 1.1M INMATES	800+ counties in 48 STATES AND THE DISTRICT OF COLUMBIA	50% SHARE OF INMATE TELEPHONE SERVICE MARKET	200M CALLS HANDLED IN 2013 (APPROX.)
14.5M+ CREDITCARD TRANSACTIONS IN 2013 WITHOUTA SINGLE BREACH	STATE DOC CONTRACTS INCLUDING  12  OF THE 20 LARGEST STATE DOC CONTRACTS	500+ EMPLOYEES IN 10 NORTH AMERICAN LOCATIONS	YEARS OF INNOVATION AND VALUE TECHNOLOGY PROVIDER TO THE FEDERAL BUREAU OF PRISONS

### Solutions

We are committed to pushing the envelope on how technology can help improve virtually every aspect of our customers' operations, including the day-to-day experiences of everyone in the corrections ecosystem: staff, inmates, family and friends. From the hardened exteriors of our kiosks, phones and other in-pod devices to the reliability and security of the software that powers our solutions, everything we provide is designed from the ground up with the rigors of the corrections environment in mind.

Our solutions align with recognized corrections best practices, including those aimed at preparing inmates for successful reentry to society and reducing recidivism rates. The illustration below shows how the products and services from each solution family collectively form a broad

range of offerings that meets the needs of correctional facilities.

## Inmate Communications Solutions – Enabling Connections Without Compromising Control

Connecting inmates to their friends and loved ones is an essential service with benefits for all involved. From secure telephones and in-pod kiosks to handheld devices, GTL is the trusted leader in helping correctional facilities leverage technology to enable connection without compromising control.





### **Investigative Solutions - Finding the Answers That Prevent and Solve Crimes**

GTL offers a suite of cutting-edge Investigative Solutions that effectively mines valuable data from mountains of recorded inmate telephone calls and creates actionable intelligence for investigative staff. Designed with input from leading investigators, our field-tested technology reveals previously hidden activities, identifies incriminating calls and helps investigators solve and prevent crimes.

### Facility Management Solutions - Driving New Levels of Efficiency, Control and Safety

Spanning the full spectrum of inmate/facility interaction, our Facility Management Solutions are engineered to provide correctional facilities of all sizes with enhanced levels of efficiency and greater control over the inmate population. From collecting and tracking inmate funds to having "one-stop" access to inmate data, facilities across the country rely on GTL's hardened and tested technology.

### Visitation Solutions - Improving the Visitation Process for Everyone

Smooth and efficient management of the visitation process is essential for maintaining security while providing meaningful opportunities for inmates to connect with their friends and loved ones. GTL Visitation Solutions make it easy to schedule and administer both on-premise and remote video visitation.

### Payment and Deposit Solutions - Ensuring the Quick, Accurate and Secure Processing of Funds

GTL's best-in-class Payment and Deposit Solutions offer correctional facilities an end-to-end system for the timely and secure processing of funds. From lobby kiosks and lockbox solutions to automated telephone payments, we help automate labor-intensive and time-consuming processes while providing seamless, real-time integration across accounts and transactions.

### **Content Solutions - Supporting the Rehabilitation Process**

Aligned with industry best practices aimed at reducing recidivism rates, our Content Solutions put pre-approved educational and entertainment programs and materials into the hands of inmates. This promotes self-reliance, self-esteem and a safer jail environment while preparing inmates for a more successful reentry to society.

### **Our Key Principles**

We have committed ourselves to essential core principles that drive our behavior:

• **Vision.** As the market leader in integrated correctional technology solutions, GTL offers a vision for the future of the industry. We know that you look to us to deliver solutions that provide higher levels of efficiency, control and safety while connecting inmates to the people and services that support their rehabilitation. That's why we have our eye on providing tomorrow's indispensable technology today.

- **Value.** Part of providing value and making customers' lives easier is serving as a one-stop shop where you can acquire integrated corrections technology solutions. We deliver value based on a proven methodology for determining how various technological components fit together for optimal efficiency and control.
- **Trust.** We work hard to build trusted, long-term relationships with our customers. We know nothing accomplishes this as effectively as keeping our promises. You can also count on us to operate with the highest levels of integrity, transparency and honesty.

By choosing GTL as your provider, you will benefit from our technology, unwavering commitment to exemplary customer service, and everything that our remarkable people have to offer.

### **Virginia Presence**

- GTL provides service for more inmates in Virginia than all other vendors combined. We
  provide services to numerous Sheriff's Offices and Regional Jails throughout the
  Commonwealth of Virginia. GTL's executive offices are located in Reston, VA with a service
  center located in Richmond, Virginia.
- In addition, GTL has a team of technicians and support personnel, unmatched in Virginia, which can respond quickly to the Pamunkey Regional Jail's training, installation and service needs.

### **Service and Teamwork**

GTL has more service personnel in Virginia than all competitors combined. Our Service and Teamwork has been a valuable resource and has allowed us to become responsive to more mission critical tasks in an effective and efficient manner. Other vendors will tout their experience, products, patent portfolio and other attributes. Long after the novelty of the 'new' inmate telephone system fades; it's the day-to-day interaction with the GTL Team, their positive 'can do' attitude and commitment to the client that defines GTL. A new feature may sound important during evaluation but are all features used every single day of the operation of the system? In our experience, the answer is no.

Here are some of the people who are making a difference on a day-to-day basis.

• **JC Rogers, GTL Account Executive**: JC has an extensive knowledge base in correctional automation and new system implementation. He works closely with the Field Service manager, Tom Zidar, and Tony Pellegrino and ensures that all obligations to the

Pamunkey Regional Jail are fulfilled. His positive attitude helps ensure tasks are accomplished quickly and effectively.

- Anthony Pellegrino, Vice President Mid-Atlantic Region Tony has been involved with
  the Correctional Automation business for over 20 years. He provides executive overview
  of all our accounts, ensuring all contractual commitments are met in a quick and timely
  matter. His tireless involvement provides subject matter expertise and insight into the
  operations of the facility.
- Tom Zidar, GTL Field Service Manager- Tom has vast, firsthand knowledge of the inmate phones and systems across the state from his background in telecommunications. Tom manages multiple technicians in his region which will provide service to the Pamunkey Regional Jail. He follows and understands policies and procedure established by the County of Hanover to address their requirements.

## **GTL's Commitment to the County of Hanover, Virginia**

GTL welcomes this opportunity to present to the County of Hanover a comprehensive solution for your for your Inmate Telephone System. We are confident our proposal is compliant with the RFP requirements and addresses the Pamunkey Regional Jail's goals and objectives in all key areas defined in the RFP. GTL has consistently demonstrated over the years, with different business partners with multiple contracts, our ability to deliver easy to use and time saving correctional technologies. We will



deliver new and innovative solutions for complex problems, and automation to improve daily operational processes, which benefit the inmates, friends and family members, and Pamunkey Regional Jail's staff.

As demonstrated throughout our proposal, GTL understands the technical and service requirements, implementation, and overall operational environment within the County of Hanover to deliver a successful solution.

Our Pamunkey Regional Jail Project Team truly exemplifies a "whatever it takes" attitude to ensure all systems are functioning properly. GTL is committed to providing the highest quality, most reliable services available, at affordable rates to inmates and family and friends, while meeting the requirements of this RFP.

## HANOVER COUNTY REQUEST FOR PROPOSALS # 15-99-2436PB

Issue Date: August 12, 2014

<u>Title</u>: Inmate Telephone System

<u>Commodity Code(s)</u>: 91577 – Telephone Services, Long Distance and Local

(Includes 800, Telex, Watts Services, and Offender Telephone Systems)

<u>Issuing Department</u>: Hanover County, Virginia

Finance and Management Services Department

Purchasing Division

P.O. Box 470

7496 County Complex Road Hanover, VA 23069-0470

<u>Location where work</u> Pamunkey Regional Jail Authority

<u>To be performed:</u> 7240 Courtland Farm Road

Hanover, VA 23069

Period of Contract: January 1, 2015 through December 31, 2017 (Renewable)

Sealed proposals will be received by the issuing department prior to 3:00 P.M., September 3, 2014 for furnishing the services described herein. All inquiries for information should be directed to: Patricia M. Beasley, Purchasing Officer, (804) 365-6061 or <a href="mailto:pmbeasley@hanovercountv.gov">pmbeasley@hanovercountv.gov</a> and must be received no later than seven (7) working days before the due date.

The proposal and all addenda returned by the Offeror must be signed. The original proposal must be signed in ink. The person signing the proposal must be a person authorized by the Offeror to sign proposals. Typewritten or stamped signatures are not acceptable. Failure to sign the face of the proposal in the space provided will result in rejection of the proposal unless the unsigned proposal is accompanied by other signed documents indicating the Offeror's intent to be bound.

Name and Address of Firm:

Date:

8/27/14

Signature in I

Global Tel\*Link, Incorporated By:

12021 Sunset Hills Road, Suite 100

12021 Sunset Hills Road, Suite 100

Name: Jeffrey B. Haidinger

Please Print

Reston, VA 20191 Title: President and COO

eVA Vendor ID

or DUNS No. eVA #: E52207 Telephone No. 703-774-3318

E-mail Address: kirk.vespestad@gtl.net FAX No. 703-889-5292

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia* § 2.2-4343.1 or against an Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

## REQUEST FOR PROPOSALS # 14-99-2436PB INMATE TELEPHONE SYSTEM ADDENDUM NO. 1 ISSUED AUGUST 19, 2014

This addendum is issued in response to questions received. If you need additional clarification, please submit your questions to Patricia M. Beasley, Purchasing Officer, at <a href="mailto:pmbeasley@hanovercounty.gov">pmbeasley@hanovercounty.gov</a>.

Please complete the following as acknowledgement of this addendum. Typewritten or stamped signatures are not acceptable. Failure to sign the face of the addendum in the space provided will result in rejection of the proposal unless the unsigned addendum is accompanied by other signed documents indicating the offeror's intent to be bound.

### Name and Address of Firm:

Globa Tel*Link Incorporated	Date: August 26, 2014
12021 Sunset Hills Road, Suite 100	By:
Reston, VA 20190	Signature in Ink
, , , , , , , , , , , , , , , , , , , ,	Name: <u>Jeffrey B. Haidinger</u>
	Please Print
	Title: President & CEO

What are your existing calling rates and would you like to keep them? *The current rates are as follows and yes, we would like to keep them:* 

Call Type	Collect per	Collect per	Prepaid per	Prepaid per	Debit per	Debit per
	call charge	minute	call charge	minute	call charge	minute
		charge		charge		charge
Local	\$1.50	\$.06	\$1.50	\$.06	0	\$.23
IntraLATA	\$1.55	\$.21	\$1.55	\$.21	0	\$.23
InterLATA	\$3.00	\$.50	\$3.00	\$.50	0	\$.23
Interstate	0	\$.23	0	\$.23	0	\$.23
International	NA	NA	NA	NA	\$1.14	\$.40

Can we have one year worth of call data broken down by local, intralata/intrastate, and interlata/intrastate? *Please refer to Attachment E in the RFP*.

Who is your current inmate telephone provider? *Pay Tel Communications, Inc.* 

## REQUEST FOR PROPOSALS # 14-99-2436PB INMATE TELEPHONE SYSTEM ADDENDUM NO. 2 ISSUED AUGUST 26, 2014

This addendum is issued in response to questions received. If you need additional clarification, please submit your questions to Patricia M. Beasley, Purchasing Officer, at pmbeasley@hanovercounty.gov. Please complete the following as acknowledgement of this addendum. Typewritten or stamped signatures are not acceptable. Failure to sign the face of the addendum in the space provided will result in rejection of the proposal unless the unsigned addendum is accompanied by other signed documents indicating the offeror's intent to be bound.

### Name and Address of Firm:

Global Tel*Link Incorporated	Date:	August 26, 2014
12021 Sunset Hills Road, Suite 100	By:	Shriffe
Reston, VA 20190		Signature in Ink
	Name:	Jeffrey B. Haidinger
		Please Print
	Title:	President & CEO

1. In order to provide our best possible offer, it is very important to have historical call volume information for all call types. Call volume data is necessary to estimate costs as well as potential revenues. The current vendor has access to this information, so distributing the information to other vendors in a timely fashion will ensure a level playing field for all bidders. Please provide as much data as possible from the following chart:

Information based off May 2014 Actual bill, `Total Revenue per month is for Gross Revenue, not Commission earned.

Call Category	# of Calls Per Month	# of Minutes Per Month	Total Revenue Per Month		
LOCAL – Collect	72	790	155.40		
INTRALATA – Collect	52	505	186.65		
INTERLATA – Collect	4	47	35.50		
INTERSTATE - Collect	0	0	0		
LOCAL – Debit	6,270	48,642	11,187.66		
INTRALATA – Debit	1,258	11,071	2,546.33		
INTERLATA – Debit	1,588	13,445	3,092.35		
INTERSTATE - Debit	1,527	12,337	2,837.51		
International - Debit	79	558	313.26		
LOCAL - PrePaid Collect	6,939	83,490	15,417.90		
INTRALATA - PrePaid Collect	684	7,971	2,734.11		
INTERLATA - PrePaid Collect	182	1,868	1,480.00		
INTERSTATE – PrePaid Collect	741	8,547	1,965.81		

2. Also, in order to help us evaluate call volumes and recognize additional revenue potential, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following information:

Call Category	Per Call Charge	Per Minute Charge	Other Charges
LOCAL – Collect	1.50	.06	NA
INTRALATA – Collect	1.55	.21	NA
INTERLATA – Collect	3.00	.50	NA
INTERSTATE - Collect	0	.23	NA
LOCAL – Debit	0	.23	NA
INTRALATA – Debit	0	.23	NA
INTERLATA – Debit	0	.23	NA
INTERSTATE - Debit	0	.23	NA
International - Debit	1.14	.40	NA
LOCAL - PrePaid Collect	1.50	.06	NA
INTRALATA - PrePaid Collect	1.55	.21	NA
INTERLATA - PrePaid Collect	3.00	.50	NA
INTERSTATE – PrePaid Collect	0	.23	NA

3. It is very important for vendors to be able to visit the site prior to submitting a bid to accurately determine the scope of the project. This ensures that we offer the County the best possible technological and financial package. Therefore, will the County schedule a formal site visit for all vendors? If so, we would like to request that an ICSolutions representative be allowed to attend. If not, will the County allow vendors to visit the site before the RFP due date?

A pre-proposal or site visit will not be held for this RFP as we feel we have provided all necessary information needed for offeror's to provide a response. Site visits will be entertained only during negotiations.

4. If a site visit is not allowed, can the County please provide a detailed description of the table top visitation boxes mentioned in the RFP?

The table top visitation boxes are standard to the industry.

5. In order to understand the thought process and the requirements of the facility, can the County please describe why the contract was not renewed with your current vendor?

The jail is desirous of receiving the most competitive contract arrangement possible for the inmate telephone system, including modest rates and quality service, while maximizing the commission to the facility.

6. Section 2.33 of the RFP requires initial installation within three (3) weeks after contract award. However, only the incumbent vendor can meet this requirement, since any new vendor will have to order new circuits from the Local Exchange Carrier, who usually requires a minimum of 30 days' notice to install circuits. Therefore, will the County allow a more realistic installation timeframe for all bidders, such as 45 days, with no negative impact to scoring of the Proposed Project Plan?

45 days is acceptable

- 7. Will the County please clarify whether the proposed rates and fees to the inmates and their friends and family will be a factor in the evaluation? YES Is there a specified limit on fees? NO Do you require that all the bidders describe the fees in the response? YES
- 8. What is the average daily population? 443 for May 2014
- 9. Please provide the commission percentage currently received on inmate telephone revenue, an average of monthly commissions received over the past year from the current vendor, and copies of commission statements (if available.) 69.4% Commission rate, Monthly Commissions of \$28,500.00
- 10. In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider. The new equipment requirement applies only to potential bidders. If selected, the incumbent will not be required to replace installed equipment with new. If selected, a potential bidder may make arrangements to acquire installed equipment from the incumbent, provided that the new equipment owner assume all responsibility and liability for the operation and maintenance of said equipment, conforming to specified uptime guarantees.
- 11. The RFP requires that inmate phone vendors provide Collect, Prepaid and Debit calling options, and that we provide rates and commissions for Collect, Prepaid and Debit calling for evaluation purposes. Please confirm that these are the only types of calls required or allowed by the County. Some providers may offer other types of phone calls, outside of the traditional options of Collect, Prepaid, and Debit calling. These non-traditional types of calls may include but not be limited to single-call payment by credit/debit card, and text message billing for a single call via wireless carrier. Because these billing options do not fall into the traditional categories of Collect, Prepaid and Debit calling, the calls are often billed at a much higher rate than the rates approved by the County, and the revenue is often excluded from the commissionable gross revenue amount. Please confirm that these types of billing options outside the required Collect, Prepaid and Debit options will not be allowed by the County:

These types of calls are the only three types of calls currently in place. Non-traditional types of calls as defined above may be included in the proposal under Section 2.27 as an "additional service".

- If these types of calls will be allowed, where in the RFP response are bidders required to disclose calling rates and commission rates associated with these calls, and how will they be evaluated?

  Refer to Section 2.27
- 12. Section 2.25 states that the County would like to have visitation phones recorded. Are the visitation phones wired to the inmate telephone system for recording and monitoring today?

  YES
- 13. With the questions due on August 22, 2014, this only leaves six (6) business days between the submittal of the questions and the date the RFP would need to ship. For this reason, we respectfully request that the due date of this response be extended by two weeks to give the County ample time to answer questions and all vendors ample time to respond.

  NO
- 14. Section 2.22 states "The Contractor shall provide all miscellaneous equipment such as recorders, computer, printer, modems and system software necessary to allow Jail officials to query display and print individual inmate telephone activity and maintain and record telephone conversations from at least two (2) discrete locations. The system should provide full record capabilities. A manual cutoff system should be integrated with touch screen." Who is the touch screen provider at Pamunkey Regional Jail?

  Simplex Grinnell
- 15. Would the Jail provide 12-months of call data with revenue broken down by type of call? *Included with solicitation*

16. Would the Jail please provide the current commission rate and minimum annual guarantee with the current vendor?

69.4% and \$342,000

17. Would the Jail provide the current rate structure along with a copy of the current contract?

See attached contract extension, the rates are explained throughout the RFP and addendums.

18. Will the existing wiring for visitation phones and the existing visitation phones be left if the County of Hanover chooses another vendor?

The new vendor will have to work that out with existing phone provider.

19. Will the Jail please provide minutes of usage for the visitation phones:

This information has been requested from the current provider.

20. Please confirm if the Jail is only seeking commissions based upon IntraState revenue:

Yes

- 21. Attachment G This form refers to Appendix B, however we did not find an Appendix B in the RFP document? There is no Appendix B in the RFP.
- 22. Attachment G This section specifies that commissions are to be paid on Interstate and call revenue as part of gross revenue. In September of 2013, the FCC adopted rules which confirm their long-standing position that facility commissions are not an acceptable cost of interstate phone service.

We are removing the Interstate calls from Attachment G as the FCC will not allow commissions on interstate calls.

### **BOARD OF SUPERVISORS**

SEAN M. DAVIS, CHAIRMAN HENRY DISTRICT

WAYNE T. HAZZARD, VICE-CHAIRMAN SOUTH ANNA DISTRICT

ANGELA KELLY-WIECER CHICKAHOMINY DISTRICT

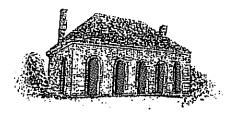
W. CANOVA PETERSON MECHANICSVILLE DISTRICT

AUBREY M. STANLEY
BEAVERDAM DISTRICT

G. E. "ED" VIA, HI ASHLAND DISTRICT

ELTON J. WADE, SR. COLD HARBOR DISTRICT

CECIL R. HARRIS, JR.
COUNTY ADMINISTRATOR



HANOVER COURTHOUSE

## HANOVER COUNTY

ESTABLISHED IN 1720

FINANCE AND MANAGEMENT
SERVICES DEPARTMENT

KATHLEEN T. SEAY, CPA, CISA Director

P. O. Box 470 7496 County Complex Road Hanover, VA 23069

SHELLY H. WRIGHT BUDGET DIVISION DIRECTOR

KARYN A. TANCREDI, CPA
ACCOUNTING DIVISION DIRECTOR

STEVEN K. RUSCH PURCHASING DIVISION DIRECTOR

> PHONE: 804-365-6015 FAX: 804-365-6100 WWW.CO.HANOVER.VA.US

### **CONTRACT EXTENSION**

CONTRACT: DATE:

Request For Proposals No. 11-032803-2175KM Inmate Telephone Services

May 28, 2014

NAME: ADDRESS: Pay Tel Communications, Inc. 4230 Beechwood Drive

Greensboro, NC 27419

**EFFECTIVE DATES:** 

July 1, 2014 through December 31, 2014

This Contract Extension is being issued in accordance with Request for Proposals No. 11-032803-2175KM, Section 6 General Terms and Conditions, Clause 16.24 Extension of Contract Term. This action is necessary as the County cannot accept the recommended renewal terms submitted by PayTel. By issuing this extension, it will become necessary for the County to re-solicit for these services. All other terms and conditions of the contract and renewals shall remain in effect and unchanged.

Should you have any questions, please contact Patricia M. Beasley, Purchasing Officer, <u>pmbeasley@hanovercounty.gov</u> or (804) 365-6061. The signatures of the parties or their authorized representatives are set out below in acknowledgement of the extension.

PAY TEL COMM	AUNICATIONS, INCORPORATED
Ву:	Unicent Toursend
Printed Name:	VINCENT TOWNSEND
Title:	PRESIDENT
Date:	MAY 28, 2014
HANOVER COU By:	Steven Musel
Printed Name:	Steve Rusch
Title:	Purchasing Division Director
Date:	5/29/14

Hanover: People, Tradition and Spirit

CALL TYPE	MINUTES	# OF CALLS
COLLECT		
Local	1,029,332	84,000
IntraLATA	113,223	10,147
InterLATA	30,233	2,899
Interstate	36,058	3,250
International	0	0
TOTAL COLLECT	1,208,846	100,296
DEBIT		
Local	500,048	70,271
IntraLATA	118,297	15,789
InterLATA	203,462	26,207
interstate	110,244	13,489
International	6,637	831
TOTAL DEBIT	938,688	126,587
TOTAL COLLECT & DEBIT	2,147,534	226,883

and all American and American and American

Current rates - Through 6/30/13			Minin	Minimum Annual Guarantee - \$342,000	ee - \$342,0	00		69.40%
			MINUTES X	#OF			TOTAL GROSS	
CALL TYPE	<b>MINUTES</b>	RATE	RATE	CALLS	RATE	CALL5 X RATE	REVENUE	COMMISSION
		7			1			
Local	100,458	\$0.04	\$4,018.32	8,062	\$1.25	\$10,077.50	\$14,095.82	\$9,782.50
IntraLATA	6,182	\$0.21	\$1,298.22	623	\$1.55	\$965.65	\$2,263.87	\$1,571.13
InterLATA	1,822	\$0.50	\$911.00	194	\$3.00	\$S82.00	\$1,493.00	\$1,036.14
Interstate	1,030	\$0.75	\$772.50	97	\$3.00	\$291.00	\$1,063.50	\$738.07
International		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00
DEBIT								
Local	38,166	\$0.20	\$7,633.20	5,689	\$0.00	\$0.00	\$7,633.20	\$5,297.44
IntraLATA	9,585	\$0.20	\$1,917.00	1,358	\$0.00	\$0.00	\$1,917.00	\$1,330.40
InterLATA	21,008	\$0.20	\$4,201.60	2,574	\$0.00	\$0.00	\$4,201.60	\$2,915.91
Interstate	7,511	\$0.20	\$1,502.20	918	\$0.00	\$0.00	\$1,502.20	\$1,042.53
International	175	\$0.40	\$70.00	19	\$1.14	\$21.66	\$91.66	\$63.61
TOTALS	185,937		\$22,324.04	19,534		\$11,937.81	\$34,261.85	\$23,777.72
ANNUAL PROJECTED TOTALS	אֿ						\$411,142.20	\$285,332.69

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\$336,426.05	\$484,763.76						ED TOTALS	ANNUAL PROJECTED TOTALS
\$28,035.50	\$40,396.98	\$13,736.50		19,397	\$26,660.48		182,480	TOTALS
\$32.90	\$47.40	\$11.40	\$1.14	10	\$36.00	\$0.40	90	International
\$1,484.47	\$2,139.00	\$0.00	\$0.00	1,032	\$2,139.00	\$0.23	9,300	Interstate
\$3,297.27	\$4,751.11	\$0.00	\$0.00	2,728	\$4,751.11	\$0.23	20,657	InterLATA
\$1,616.63	\$2,329.44	\$0.00	\$0.00	1,379	\$2,329.44	\$0.23	10,128	IntraLATA
\$5,739.62	\$8,270.34	\$0.00	\$0.00	5,443	\$8,270.34	\$0.23	35,958	Local
								DEBIT
\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		International
\$417.44	\$601.50	\$165.00	\$3.00	55	\$436.50	\$0.75	582	Interstate
\$1,479.96	\$2,132.50	\$792.00	\$3.00	264	\$1,340.50	\$0.50	2,681	InterLATA
\$1,980.45	\$2,853.67	\$1,212.10	\$1.55	782	\$1,641.57	\$0.21	7,817	IntraLATA
\$11,986.78	\$17,272.02	\$11,556.00	\$1.50	7,704	\$5,716.02	\$0.06	95,267	Local
								COLLECT
COMMISSION	REVENUE	CALLS X RATE	RATE	CALLS	RATE	RATE	MINUTES	CALL TYPE
	TOTAL GROSS			# OF	MINUTES X			:
69.40%		000	ntee - \$342,(	Minimum Annual Guarantee - \$342,000	Minim			Current rates - effective 7/1/13
			ENTS	N PAYM	INMATE PHONE COMMISSION PAYMENTS	<b>JE CO</b>	PHON	INMATE
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Current rates - effective 7/1/13	wa na si		Minimu	Minimum Annual Guarantee - \$342,000	ee - \$342,0	00		69.40%
-				# OF			TOTAL GROSS	
CALL TYPE	<b>MINUTES</b>	RATE	MINUTES X RATE	CALLS	RATE	CALLS X RATE	REVENUE	COMMISSION
COLLECT		100 mm m						
Local	82,338	\$0.06	\$4,940.28	6,716	\$1.50	\$10,074.00	\$15,014.28	\$10,419.91
IntraLATA	10,318	\$0.21	\$2,166.78	979	\$1.55	\$1,517.45	\$3,684.23	\$2,556.86
InterLATA	2,350	\$0.50	\$1,175.00	252	\$3.00	\$756.00	\$1,931.00	\$1,340.11
Interstate	773	\$0.75	\$579.75	67	\$3.00	\$201.00	\$780.75	\$541.84
International		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00
DEBT								
Local	36,132	\$0.23	\$8,310.36	5,516	\$0.00	\$0.00	\$8,310.36	\$5,767.39
IntraLATA	8,990	\$0.23	\$2,067.70	1,261	\$0.00	\$0.00	\$2,06 <b>7</b> .70	\$1,434.98
InterLATA	16,650	\$0.23	\$3,829.50	2,139	\$0.00	\$0.00	\$3,829.50	\$2,657.67
Interstate	6,972	\$0.23	\$1,603.56	886	\$0.00	\$0.00	\$1,603.56	\$1,112.87
International	98	\$0.40	\$39.20	22	\$1.14	\$25.08	\$64.28	\$44.61
TOTALS	164,621		\$24,712.13	17,838		\$12,573.53	\$37,285.66	\$25,876.25
ANNUAL PROJECTED TOTALS	TOTALS						\$447,427.92	\$310,514.98

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TOTALS	International	Interstate	InterLATA	IntraLATA	Local	DEB	International	Interstate	InterLATA	IntraLATA	Local	COLLECT	CALL TYPE		effective 7/1/13
159,501	416	8,401	15,873	9,672	33,306			853	2,706	8,675	79,599		MINUTES		
	\$0.40	\$0.23	\$0.23	\$0.23	\$0.23		\$0.00	\$0.75	\$0.50	\$0.21	\$0.06		RATE		i
\$24,224.80	\$166.40	\$1,932.23	\$3,650.79	\$2,224.56	\$7,660.38		\$0.00	\$639.75	\$1,353.00	\$1,821.75	\$4,775.94		RATE	MINUTES X	Min
17,295	57	953	2,095	1,303	5,187			99	270	778	6,553		CALLS	#OF	Minimum Annual Guarantee - \$342,000
0.	\$1.14	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$3.00	\$3.00	\$1.55	\$1.50		RATE		rantee - \$342,00
\$12,207.38	\$64.98	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$297.00	\$810.00	\$1,205.90	\$9,829.50		CALLS X RATE		ŏ
\$36,432.1	\$231.38	\$1,932.2	\$3,650.7	\$2,224.5	\$7,660.3		\$0.00	\$936.75	\$2,163.0	\$3,027.6	\$1 <b>4</b> ,605.4		REVENU	TOTAL GR	
14.	\$160.58	3 \$1,340.97	9 \$2,533.65	6 \$1,543.84			\$0.00	\$650.10	0 \$1,501.12	5 \$2,101.19			E COMMISSION	oss	69.40%
					_						w				
	159,501 \$24,224.80 17,295	tional 416 <b>\$0.40</b> \$166.40 57 <b>\$1.14</b> \$64.98 \$231.38 159,501 \$24,224.80 17,295 \$12,207.38 \$36,432.18	te 8,401 \$0.23 \$1,932.23 953 \$0.00 \$0.00 \$1,932.23 tional 416 \$0.40 \$166.40 57 \$1.14 \$64.98 \$231.38	TA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$3,650.79           te         8,401         \$0.23         \$1,932.23         953         \$0.00         \$0.00         \$1,932.23           tional         416         \$0.40         \$166.40         57         \$1.14         \$64.98         \$231.38           159,501         \$24,224.80         17,295         \$12,207.38         \$36,432.18	TA         9,672         \$0.23         \$2,224.56         1,303         \$0.00         \$0.00         \$2,224.56           TA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$3,650.79           te         8,401         \$0.23         \$1,932.23         953         \$0.00         \$0.00         \$1,932.23           tional         416         \$0.40         \$166.40         57         \$1.14         \$64.98         \$231.38           159,501         \$24,224.80         17,295         \$12,207.38         \$36,432.18	33,306       \$0.23       \$7,660.38       5,187       \$0.00       \$0.00       \$7,660.38         FA       9,672       \$0.23       \$2,224.56       1,303       \$0.00       \$0.00       \$2,224.56         FA       15,873       \$0.23       \$3,650.79       2,095       \$0.00       \$0.00       \$3,650.79         te       8,401       \$0.23       \$1,932.23       953       \$0.00       \$0.00       \$1,932.23         tional       416       \$0.40       \$166.40       57       \$1.14       \$64.98       \$231.38         159,501       \$24,224.80       17,295       \$12,207.38       \$36,432.18	33,306       \$0.23       \$7,660.38       \$,187       \$0.00       \$0.00       \$7,660.38         ATA       9,672       \$0.23       \$2,224.56       1,303       \$0.00       \$0.00       \$2,224.56         ATA       15,873       \$0.23       \$3,650.79       2,095       \$0.00       \$0.00       \$3,650.79         rate       8,401       \$0.23       \$1,932.23       953       \$0.00       \$0.00       \$1,932.23         ational       416       \$0.40       \$166.40       57       \$1.14       \$64.98       \$231.38         S       159,501       \$24,224.80       17,295       \$12,207.38       \$36,432.18	ational         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$7,660.38         \$1,660.38         \$1,873         \$0.00         \$0.00         \$7,660.38         \$1,660.38         \$1,303         \$0.00         \$0.00         \$2,224.56         \$2,224.56         \$1,303         \$0.00         \$0.00         \$2,224.56         \$2,224.56         \$2,224.56         \$3,650.79         \$0.00         \$0.00         \$3,650.79         \$3,650.79         \$3,650.79         \$0.00         \$0.00         \$3,650.79         \$3,650.79         \$1,932.23         \$1,932.23         \$1,932.23         \$1,932.23         \$1,932.23         \$1,932.23         \$23,138         \$23,138         \$3,650.79         \$3,650.79         \$3,14         \$64.98         \$231.38         \$3,632.18           S         159,501         \$24,224.80         17,295         \$12,207.38         \$36,432.18         \$36,432.18	tate ational         853         \$0.75         \$639.75         \$639.75         99         \$3.00         \$297.00         \$936.75           ational         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.60.38         \$0.60.38         \$0.00 <td>ATA         2,706         \$0.50         \$1,353.00         270         \$3.00         \$810.00         \$2,163.00           tate         853         \$0.75         \$639.75         \$99         \$3.00         \$297.00         \$936.75           ational         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00           ATA         3,306         \$0.23         \$7,660.38         \$1,303         \$0.00         \$0.00         \$7,660.38           ATA         9,672         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$7,660.38           ATA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$3,650.79           tate         8,401         \$0.23         \$1,932.23         953         \$0.00         \$0.00         \$1,932.23           ational         416         \$0.40         \$166.40         57         \$1.14         \$64.98         \$231.38           \$15,501         \$24,224.80         17,295         \$12,207.38         \$36,432.18</td> <td>ATA         8,675         \$0.21         \$1,821.75         778         \$1.55         \$1,205.90         \$3,027.65           ATA         2,706         \$0.50         \$1,333.00         270         \$3.00         \$810.00         \$2,163.00           rate         853         \$0.75         \$639.75         99         \$3.00         \$297.00         \$936.75           ational         853         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00           ATA         3,306         \$0.23         \$7,660.38         5,187         \$0.00         \$0.00         \$7,660.38           ATA         9,672         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$7,660.38           ATA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$7,660.38           ATA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$3,650.79           Satistical         \$0.40         \$1,66.40         \$1         \$0.00         \$0.00         \$0.00         \$1,932.23           Satistical         \$0.40         \$1,66.40         \$1,205         \$1.14         \$64.98         \$23,432.18     <!--</td--><td>79,599 \$0.06 \$4,775.94 6,553 \$1.50 \$9,829.50 \$14,605.44 8,675 \$0.21 \$1,821.75 778 \$1.55 \$1,205.90 \$3,027.65 \$2,706 \$0.50 \$1,333.00 \$270 \$3.00 \$853 \$2,700 \$2,700 \$2,000 \$2,163.0</td><td>79,599     \$0.06     \$4,775.94     6,553     \$1.50     \$9,829.50     \$14,605.44       8,675     \$0.21     \$1,821.75     778     \$1.55     \$1,205.90     \$3,027.65       2,706     \$0.50     \$1,353.00     270     \$3.00     \$810.00     \$2,163.00       853     \$0.75     \$639.75     99     \$3.00     \$297.00     \$298.75       853     \$0.00     \$0.00     \$0.00     \$0.00     \$0.00       33,306     \$0.23     \$7,660.38     5,187     \$0.00     \$0.00     \$7,660.38       9,672     \$0.23     \$2,224.56     1,303     \$0.00     \$0.00     \$7,660.38       15,873     \$0.23     \$3,650.79     2,095     \$0.00     \$0.00     \$3,650.79       8,401     \$0.40     \$166.40     57     \$1.14     \$64.98     \$231.38       159,501     \$24,224.80     17,295     \$12,207.38     \$36,432.18</td><td>LITYPE         MINUTES         RATE         RATE         CALLS         RATE         CALLS X RATE         CALLS X RATE         CON           CT         79,599         \$0.06         \$4,775.94         6,553         \$1.50         \$9,829.50         \$14,605.44           ATA         8,675         \$0.21         \$1,821.75         778         \$1.55         \$1,205.90         \$3,027.65           ATA         2,706         \$0.50         \$1,353.00         270         \$3.00         \$810.00         \$2,163.00           ational         \$833         \$0.75         \$639.75         99         \$3.00         \$297.00         \$936.75           ational         \$0.23         \$7,660.38         5,187         \$0.00         \$0.00         \$7,660.38           ATA         9,672         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$7,660.38           ATA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$7,660.38           ATA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$3,650.79           3100         \$0.00         \$0.00         \$0.00         \$3,650.79         \$3,650.</td><td>  MINUTES   RATE   RATE   CALLS   RATE   CON   REVENUE   CON   S.0.00   S.0.0</td></td>	ATA         2,706         \$0.50         \$1,353.00         270         \$3.00         \$810.00         \$2,163.00           tate         853         \$0.75         \$639.75         \$99         \$3.00         \$297.00         \$936.75           ational         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00           ATA         3,306         \$0.23         \$7,660.38         \$1,303         \$0.00         \$0.00         \$7,660.38           ATA         9,672         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$7,660.38           ATA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$3,650.79           tate         8,401         \$0.23         \$1,932.23         953         \$0.00         \$0.00         \$1,932.23           ational         416         \$0.40         \$166.40         57         \$1.14         \$64.98         \$231.38           \$15,501         \$24,224.80         17,295         \$12,207.38         \$36,432.18	ATA         8,675         \$0.21         \$1,821.75         778         \$1.55         \$1,205.90         \$3,027.65           ATA         2,706         \$0.50         \$1,333.00         270         \$3.00         \$810.00         \$2,163.00           rate         853         \$0.75         \$639.75         99         \$3.00         \$297.00         \$936.75           ational         853         \$0.00         \$0.00         \$0.00         \$0.00         \$0.00           ATA         3,306         \$0.23         \$7,660.38         5,187         \$0.00         \$0.00         \$7,660.38           ATA         9,672         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$7,660.38           ATA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$7,660.38           ATA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$3,650.79           Satistical         \$0.40         \$1,66.40         \$1         \$0.00         \$0.00         \$0.00         \$1,932.23           Satistical         \$0.40         \$1,66.40         \$1,205         \$1.14         \$64.98         \$23,432.18 </td <td>79,599 \$0.06 \$4,775.94 6,553 \$1.50 \$9,829.50 \$14,605.44 8,675 \$0.21 \$1,821.75 778 \$1.55 \$1,205.90 \$3,027.65 \$2,706 \$0.50 \$1,333.00 \$270 \$3.00 \$853 \$2,700 \$2,700 \$2,000 \$2,163.0</td> <td>79,599     \$0.06     \$4,775.94     6,553     \$1.50     \$9,829.50     \$14,605.44       8,675     \$0.21     \$1,821.75     778     \$1.55     \$1,205.90     \$3,027.65       2,706     \$0.50     \$1,353.00     270     \$3.00     \$810.00     \$2,163.00       853     \$0.75     \$639.75     99     \$3.00     \$297.00     \$298.75       853     \$0.00     \$0.00     \$0.00     \$0.00     \$0.00       33,306     \$0.23     \$7,660.38     5,187     \$0.00     \$0.00     \$7,660.38       9,672     \$0.23     \$2,224.56     1,303     \$0.00     \$0.00     \$7,660.38       15,873     \$0.23     \$3,650.79     2,095     \$0.00     \$0.00     \$3,650.79       8,401     \$0.40     \$166.40     57     \$1.14     \$64.98     \$231.38       159,501     \$24,224.80     17,295     \$12,207.38     \$36,432.18</td> <td>LITYPE         MINUTES         RATE         RATE         CALLS         RATE         CALLS X RATE         CALLS X RATE         CON           CT         79,599         \$0.06         \$4,775.94         6,553         \$1.50         \$9,829.50         \$14,605.44           ATA         8,675         \$0.21         \$1,821.75         778         \$1.55         \$1,205.90         \$3,027.65           ATA         2,706         \$0.50         \$1,353.00         270         \$3.00         \$810.00         \$2,163.00           ational         \$833         \$0.75         \$639.75         99         \$3.00         \$297.00         \$936.75           ational         \$0.23         \$7,660.38         5,187         \$0.00         \$0.00         \$7,660.38           ATA         9,672         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$7,660.38           ATA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$7,660.38           ATA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$3,650.79           3100         \$0.00         \$0.00         \$0.00         \$3,650.79         \$3,650.</td> <td>  MINUTES   RATE   RATE   CALLS   RATE   CON   REVENUE   CON   S.0.00   S.0.0</td>	79,599 \$0.06 \$4,775.94 6,553 \$1.50 \$9,829.50 \$14,605.44 8,675 \$0.21 \$1,821.75 778 \$1.55 \$1,205.90 \$3,027.65 \$2,706 \$0.50 \$1,333.00 \$270 \$3.00 \$853 \$2,700 \$2,700 \$2,000 \$2,163.0	79,599     \$0.06     \$4,775.94     6,553     \$1.50     \$9,829.50     \$14,605.44       8,675     \$0.21     \$1,821.75     778     \$1.55     \$1,205.90     \$3,027.65       2,706     \$0.50     \$1,353.00     270     \$3.00     \$810.00     \$2,163.00       853     \$0.75     \$639.75     99     \$3.00     \$297.00     \$298.75       853     \$0.00     \$0.00     \$0.00     \$0.00     \$0.00       33,306     \$0.23     \$7,660.38     5,187     \$0.00     \$0.00     \$7,660.38       9,672     \$0.23     \$2,224.56     1,303     \$0.00     \$0.00     \$7,660.38       15,873     \$0.23     \$3,650.79     2,095     \$0.00     \$0.00     \$3,650.79       8,401     \$0.40     \$166.40     57     \$1.14     \$64.98     \$231.38       159,501     \$24,224.80     17,295     \$12,207.38     \$36,432.18	LITYPE         MINUTES         RATE         RATE         CALLS         RATE         CALLS X RATE         CALLS X RATE         CON           CT         79,599         \$0.06         \$4,775.94         6,553         \$1.50         \$9,829.50         \$14,605.44           ATA         8,675         \$0.21         \$1,821.75         778         \$1.55         \$1,205.90         \$3,027.65           ATA         2,706         \$0.50         \$1,353.00         270         \$3.00         \$810.00         \$2,163.00           ational         \$833         \$0.75         \$639.75         99         \$3.00         \$297.00         \$936.75           ational         \$0.23         \$7,660.38         5,187         \$0.00         \$0.00         \$7,660.38           ATA         9,672         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$7,660.38           ATA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$7,660.38           ATA         15,873         \$0.23         \$3,650.79         2,095         \$0.00         \$0.00         \$3,650.79           3100         \$0.00         \$0.00         \$0.00         \$3,650.79         \$3,650.	MINUTES   RATE   RATE   CALLS   RATE   CON   REVENUE   CON   S.0.00   S.0.0

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78.23%

Oct-13

ANNUAL PROJECTED TOTALS	TOTALS	International	Interstate	InterLATA	IntraLATA	Local	DEBIT	International	Interstate	InterLATA	IntraLATA	Local	COLLECT	CALL TYPE		effective 7/1/13	Current rates -
TED TOTALS	172,483	501	9,110	19,414	10,030	40,766			1,241	2,645	10, <b>1</b> 64	78,612		MINUTES			
		\$0.40	\$0.23	\$0.23	\$0.23	\$0.23		\$0.00	\$0.75	\$0.50	\$0.21	\$0.06	A C. 1	RATE			
	\$27,548.41	\$200.40	\$2,095.30	\$4,465.22	\$2,306.90	\$9,376.18		\$0.00	\$930.75	\$1,322.50	\$2,134.44	\$4,716.72		RATE	MINUTES X	Minim	
	18,539	49	<b>1</b> ,125	2,329	1,399	5,949			119	250	910	6,409		CALLS	#OF	Minimum Annual Guarantee - \$342,000	
		\$1.14	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$3.00	\$3.00	\$1.55	\$1.50		RATE		e - \$342,00	
	\$12,186.86	\$55.86	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$357.00	\$750.00	\$1,410.50	\$9,613.50		CALLS X RATE		8	
\$476,823.24	\$39,735.27	\$256.26	\$2,095.30	\$4,465.22	\$2,306.90	\$9,376.18		\$0.00	\$1,287.75	\$2,072.50	\$3,544.94	\$14,330.22		REVENUE	TOTAL GROSS		
\$330,915.33	\$27,576.28	\$177.84	\$1,454.14	\$3,098.86	\$1,600.99	\$6,507.07		\$0.00	\$893.70	\$1,438.32	\$2,460.19	\$9,945.17		COMMISSION		69.40%	

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Nov-13

Current rates -								
effective 7/1/13			Minimum Annual Guarantee - \$342,000	າual Guarant	tee - \$342,0	00		69.40%
			MINUTES X	# OF			TOTAL GROSS	
CALL TYPE	MINUTES	RATE	RATE	CALLS	RATE	CALLS X RATE	REVENUE C	COMMISSION
COLECT								
Local	82,932	\$0.06	\$4,975.92	6,748	\$1.50	\$10,122.00	\$15,097.92	\$10,477.96
IntraLATA	8,251	\$0.21	\$1,732.71	729	\$1.55	\$ <b>1</b> ,129.95	\$2,862.66	\$1,986.69
InterLATA	1,941	\$0.50	\$970.50	190	\$3.00	\$570.00	\$1,540.50	\$1,069.11
Interstate	1,577	\$0.75	\$1,182.75	156	\$3.00	\$468.00	\$1,650.75	\$1,145.62
International		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00
DEBI								
Local	40,520	\$0.23	\$9,319.60	5,604	\$0.00	\$0.00	\$9,319.60	\$6,467.80
IntraLATA	8,674	\$0.23	\$1,995.02	1,268	\$0.00	\$0.00	\$1,995.02	\$1,384.54
InterLATA	16,750	\$0.23	\$3,852.50	2,051	\$0.00	\$0.00	\$3,852.50	\$2,673.64
Interstate	9,639	\$0.23	\$2,216.97	1,191	\$0.00	\$0.00	\$2,216.97	\$1,538.58
International	1,008	\$0.40	\$403.20	108	\$1.14	\$123.12	\$526.32	\$365.27
TOTALS	171,292		\$26,649.17	18,045		\$12,413.07	\$39,062.24	\$27,109.19
ANNUAL PROJECTED TOTALS	ED TOTALS						\$468,746.88	\$325,310.33

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Current rates - effective 7/1/13 Minimum Annual Guarantee - \$342,000

COLLECT Local IntraLATA InterLATA Interstate International	83,391 7,822 2,850 711	\$0.06 \$0.21 \$0.50 \$0.75 \$0.00	\$5,003.46 \$1,642.62 \$1,425.00 \$533.25 \$0.00	6,838 \$ 683 \$ 260 \$ 82 \$	\$1.50 \$1.55 \$3.00 \$3.00 \$0.00	\$10,257.00 \$1,058.65 \$780.00 \$246.00 \$0.00	\$15,260.46 \$2,701.27 \$2,205.00 \$779.25 \$0.00	\$10,590.76 \$1,874.68 \$1,530.27 \$540.80 \$0.00
DEBIT	41,398	\$0.23	\$9,521.54	\$ 5,938	9	\$0.00	\$9,521.54	\$6,607.95
IntraLATA	8,215	\$0.2 <b>3</b>	\$1,889.45		\$0.00	\$0.00	\$1,889.45	\$ <b>1</b> ,311.28
InterLATA	15,068	\$0.23	\$3,465.64	2,080 \$	0.00	\$0.00	\$3,465.64	\$2,405.15
Interstate	8,401	\$0.23	\$1,932.23		0.00	\$0.00	\$1,932.23	\$1,340.97
International	1,295	\$0.40	\$518.00		1.14	\$191.52	\$709.52	\$492.41
TOTALS	169,151		\$25,931.19	18,347		\$12,533.17	\$38,464.36	\$26,694.27
ANNUAL PROJECTED TOTALS	TOTALS						\$461,572.32	\$320,331.19

of which represents a problem on the letter and to

# INMATE PHONE COMMISSION PAYMENTS

ANNUAL PROJECTED TOTALS	TOTALS 163,624 \$25,594.19 17,403 \$11,94	\$424.80 123 <b>\$1.14</b>	\$1,468.55 850 <b>\$0.00</b>	<b>\$0.23</b> \$3,302.11 2,059 <b>\$0.00</b>	\$1,977.08 1,187 \$0.00	\$9,507.97 5,657 <b>\$0.00</b>		720 \$0.75 \$350 OZ. \$350	2,152 <b>\$0.50</b> \$1,076.00 223 <b>\$3.00</b>	13,046 <b>\$0.21</b> \$2,739.66 1,062 <b>\$1.55</b>	<b>\$0.06</b> \$4,558.02 6,160 <b>\$1.50</b>	CALL TYPE MINUTES RATE RATE CALLS RATE CALLS	MINUTES X #QF	7/1/13 Minimum Annual Guarantee - \$342,000
			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3.00	\$3.00		\$1.50		#OF	num Annual Guarantee - \$342,000
\$450,426.12	\$37,535.51	\$565.02	\$1,468.55	\$3,302.11	\$1,977.08	\$9,507.97	Ş0.00	\$7.00.UV	\$1,745.00	\$4,385.76	\$13,798.02	REVENUE	TOTAL GROSS	
\$312,595.73	\$26,049.64	\$392.12	\$1,019.17	\$2,291.66	\$1,372.09	\$6,598.53	Ų0.00	£0.00	\$1,211.03	\$3,043.72	\$9,575.83	COMMISSION		69.40%

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Feb-14

Old rates before 2/11/14	i i kana ka		7	Minimum Annual Guarantee - \$342,000	ee - \$342,(	000		69.40%	
-			MINUTES X	# OF			TOTAL GROSS		
CALL TYPE	MINUTES	RATE	RATE	CALLS	RATE	CALLS X RATE	REVENUE	COMMISSION	
COLLECT					7. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.				
Local	25,927	\$0.06	\$1,555.62	2,078	\$1.50	\$3,117.00	\$4,672.62	\$3,242.80	
intraLATA	4,166	\$0.21	\$874.86	349	\$1.55	\$540.95	\$1,415.81	\$982.57	
InterLATA	885	\$0.50	\$442.50	84	\$3.00	\$252.00	\$694.50	\$481.98	
Interstate	368	\$0.75	\$276.00	43	\$3.00	\$129.00	\$405.00	\$281.07	
International		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	
DEB					1				
Local	13,304	\$0.23	\$3,059.92	1,817	\$0.00	\$0.00	\$3,059.92	\$2,123.58	
IntraLATA	3,363	\$0.23	\$773.49	445	\$0.00	\$0.00	\$773.49	\$536.80	
InterLATA	4,519	\$0.23	\$1,039.37	637	\$0.00	\$0.00	\$1,039.37	\$721.32	
Interstate	2,246	\$0.23	\$516.58	290	\$0.00	\$0.00	\$516.58	\$358.51	
International	242	\$0.40	\$96.80	28	\$1.14	\$31.92	\$128.72	\$89.33	
TOTALS	55,020		\$8,635.14	5,771		\$4,070.87	\$12,706.01	\$8,817.97	
ANNUAL PROJECTED TOTALS	OTALS						\$152,472.12	\$105,815.65	

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24.30%

INMATE PHONE COMMISSION PAYMENTS

ANNUAL PROJECTED TOTALS	TOTALS 125,828	DEBIT  29,794  Local  10,836  Inter:ATA  10,071  Interstate**new fcc no chg  6,938  International  368	CALL TYPE  MINUTES COLLECT  Local  IntraLATA  InterLATA  InterState**new fcc no chg  A,380  International	CURRENT RATES thru 6/30/14 - NO COMISSION
	œ	\$0.23 \$0.23 \$0.23 \$0.23 \$0.23 \$0.23	ES RATE  50.06  50.21  \$0.50  \$0.75  \$0.75	
	\$22,324.06	3 \$6,852.62 3 \$1,572.28 3 \$2,316.33 \$1,595.74 0 \$147.20	MINUTES X  F. RATE  6. \$3,339.12  1. \$1,939.77  0. \$1,276.00  5. \$3,285.00  0. \$0.00	Minimum
	12,979	3,882 942 1,362 844 50	# OF CALLS 4,496 774 228 401	Minimum Annual Guarantee - \$342,000
		\$0.00 \$0.00 \$0.00 \$0.00 \$1.14	RATE \$1.50 \$1.55 \$3.00 \$3.00	ıtee - \$342,
	\$9,887.70	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	CALLS X RATE \$6,744.00 \$1,199.70 \$684.00 \$1,203.00 \$0.00	000
\$386,541.12	\$32,211.76	\$6,852.62 \$1,572.28 \$2,316.33 \$1,595.74 \$204.20	TOTAL GROSS REVENUE \$10,083.12 \$3,139.47 \$1,960.00 \$4,488.00 \$0.00	
\$268,259.54	\$18,132.85	\$4,755.72 \$1,091.16 \$1,607.53 \$0.00 \$141.71	COMMISSION \$6,997.69 \$2,178.79 \$1,360.24 \$0.00	69.40%

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ANNUAL PROJECTED TOTALS	TOTALS	DEBIT  Local  IntraLATA  InterLATA  Interstate**new fcc no chg  International	COLLECTI  CALL TYPE  COLLECTI  Local IntraLATA Interstate ** new foc no chg International	CHIPDENIT DATEC +h C/20/4 A NO COMICCION
	215,439	53,026 11,089 19,569 12,213 354	MINUTES 95,534 91,080 11,080 4,243 8,331	
		\$0.23 \$0.23 \$0.23 \$0.23 \$0.23 \$0.40	RATE \$0.06 \$0.21 \$0.50 \$0.23 \$0.00	
	\$34,294.38	\$12,195.98 \$2,550.47 \$4,500.87 \$2,808.99 \$141.60	MINUTES X  RATE  \$5,732.04 \$2,326.80 \$2,121.50 \$2,191613 \$0.00	Minimum Annual Guarantee - \$340 000
	22,100	6,918 1,430 2,462 1,422 1,422	# OF CALLS 7,775 979 363 702	iial Gilarani
		\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$1.14	RATE \$1.50 \$1.55 \$1.55 \$3.00 \$0.00	10 C7E\$ - 4¤.
	\$14,324.81	\$0.00 \$0.00 \$0.00 \$0.00 \$55.86	CALLS X RATE \$11,662.50 \$1,517.45 \$1,089.00 \$0.00 \$0.00	3
\$583,430.28	\$48,619.19	\$12,195.98 \$2,550.47 \$4,500.87 \$2,808.99 \$197.46	TOTAL GROSS  REVENUE ( \$17,394.54 \$3,844.25 \$3,210.50 \$1,916.13 \$0.00	
\$404,900.61	\$30,462.48	\$8,464.01 \$1,770.03 \$3,123.60 \$0.00 \$137.04	COMMISSION \$12,071.81 \$2,667.91 \$2,228.09 \$0.00	69 40%

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ANNUAL PROJECTED TOTALS	TOTALS	CURRENT RATES -thru 6/30/14 - NO COMISSION  CALL TYPE  COLLECT  Local InterIATA InterIATA Interstate**new fcc no chg International  DEBIT  Local InterIATA InterIATA InterIATA InterIATA InterIATA InterState***new fcc no chg International
	192,887	MINUTES 89,375 7,989 1,491 6,945 47,697 12,048 16,081 10,791
		RATE \$0.06 \$0.21 \$0.23 \$0.23 \$0.23 \$0.23 \$0.23
	\$29,492.95	Mir MINUTES X RATE \$5,362.50 \$1,677.69 \$745.50 \$1,597.35 \$0.00 \$10,970.31 \$2,771.04 \$3,698.63 \$2,481.93 \$188.00
		Minimum Annual Guarantee - \$342,000 # OF E CALLS RATE 7,450 \$1.50 763 \$1.55 135 \$3.00 606 \$0.00 \$0.00 50.00 1,391 \$0.00 1,321 \$0.00 1,321 \$0.00 1,321 \$0.00 1,321 \$0.00
	20,239	# OF CALLS 7,450 7,63 135 606 6,401 1,391 2,103 1,321 6,9
		RATE RATE \$1.50 \$1.50 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$1.11
	\$12,841.31	CALLS X RATE  \$11,175.00 \$1,182.65 \$405.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$78.66
\$508,011.12	\$42,334.26	TOTAL GROSS REVENUE \$16,537.50 \$1,597.35 \$0.00 \$1,0970.31 \$2,771.04 \$3,698.63 \$2,481.93 \$266.66
\$352,559.72	\$26,548.96	69.40%  COMMISSION  \$11,477.03 \$1,985.08 \$798.45 \$0.00 \$0.00 \$0.00 \$7,613.40 \$1,923.10 \$2,566.85 \$0.00 \$185.06

May-14

CURRENT RATES -thru 6/30/14 Minimum Annual Guarantee - \$342,000

69.40%

TOTALS	OEBIT Local IntraLATA InterLATA Interstate**new fcc no chg International	CALL TYPE COLLECT Local IntraLATA InterLATA Interstate**new fcc no chg International
189,271	48,642 11,071 13,445 12,337 558	MINUTES 84,280 8,476 1,915 8,547
	\$0.23 \$0.23 \$0.23 \$0.23 \$0.23 \$0.40	RATE \$0.06 \$0.21 \$0.50 \$0.23 \$0.00
\$29,647.12	\$11,187.66 \$2,546.33 \$3,092.35 \$2,837.51 \$223.20	MINUTES X  RATE  \$5,056.80 \$1,779.96 \$957.50 \$1,965.81 \$0.00
19,396	1,588 1,588 1,577 1,588 1,527 79	# OF CALLS 7,011 736 186 741
	\$0.00 \$0.00 \$0.00 \$0.00 \$1.14	RATE \$1.50 \$1.55 \$3.00 \$0.00
\$12,305.36	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	CALLS X RATE \$10,516.50 \$1,140.80 \$558.00 \$0.00 \$0.00
\$41,952.48	\$11,187.66 \$2,546.33 \$3,092.35 \$2,837.51 \$313.26	TOTAL GROSS  REVENUE CO \$15,573.30 \$2,920.76 \$1,515.50 \$1,965.81 \$0.00
\$25,781.52	\$7,764.24 \$1,767.15 \$2,146.09 \$0.00 \$217.40	COMMISSION \$10,807.87 \$2,027.01 \$1,051.76 \$0.00 \$0.00

**ANNUAL PROJECTED TOTALS** 

\$503,429.76

\$349,380.25

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### 1. GENERAL INFORMATION

### 1.1 OPERATIONAL ENVIRONMENT:

A. The Pamunkey Regional Jail Authority (herein referred to as Jail) is a local adult detention facility housing pre-trial and convicted inmates for the Counties of Hanover, Caroline, and the Town of Ashland, all located in Virginia. In addition, the Jail houses United States Marshall Service (USM) prisoners through an agreement with the USM Service and holds state-responsible inmates waiting transfer to other Virginia Department of Correction facilities.

**GTL** Response: GTL Understands and Complies.

B. The Jail opened March 1, 1998, and is comprised of 127,000 square feet and has a housing capacity of 469 inmates. In addition to the 11 male & 3 female housing units, the Jail has a 6-cell medical infirmary, administrative section, central control section, general library, kitchen, barbershop, laundry and separate classrooms for staff and inmates. The Jail has 131 sworn and civilian employees, who operate all aspects of the facility. Security staff operates two 12-hour shifts running from 6:00 A.M. – 6:00 P.M. and 6:00 P.M. – 6:00 A.M. There are six inmate headcounts in every 24-hour period.

**GTL Response:** GTL Understands and Complies.

### 1.2 PURPOSE AND INTENT:

A. The purpose of this Request for Proposals (RFP) is to ensure a fully operational, secure and reliable inmate telephone system designed to improve the management and control of inmate telephone usage. The objectives are to ensure inmate telephone usage is appropriately restricted and monitored, while being provided at a reasonable cost; telephone harassment of victims and witnesses is prevented; staff time required to administer the system is kept to a minimum; information is maximized and commission revenue to the Jail is increased.

Response: GTL Understands and Complies.

B. The County on behalf of the Jail is soliciting proposals from all interested and qualified firms to install, operate, maintain and service an Inmate Telephone System. The County has determined to issue a Request For Proposals, rather than an Invitation For Bid, because it is neither practical nor fiscally advantageous to the County to use competitive sealed bidding, both due to the fact that it is difficult to write specifications for the inmate phone system and appropriate maintenance is an important part of this contract. The Jail is seeking a single prime contractor with end-to-end responsibility for inmate telephone services. Subcontractor relationships will be permitted. The Jail shall bear no responsibility for any costs associated with the system.

**GTL Response:** GTL Understands and Complies.



C. The selected Contractor shall provide inmate telephones (i.e., wall mounted, pedestal, and portable) based on the Statement of Needs below. The Contractor shall also provide one (1) TTY non-portable telephone for the facility. The equipment shall be local, intraLATA and interLATA service capable, with line concentration allowed, provided the Contractor can guarantee 100% dial tone availability. The Contractor shall recommend the total number of inmate phones needed based on the statistics below.

<b>Housing Unit</b>	Existing Phones / Stub Ups / Wall Boxes
A	2 Wall Boxes
В	2 Wall Boxes
С	1 Wall Box; 3 (x 2) Tabletop Visitation Boxes
D	1 Wall Box
Е	3 Wall Boxes; 3 (x 2) Tabletop Visitation Boxes
F	8 Wall Boxes; 6 (x 2) Tabletop Visitation Boxes
G	8 Wall Boxes; 6 (x 2) Tabletop Visitation Boxes
Н	3 Wall Boxes; 3 (x 2) Tabletop Visitation Boxes
I	2 Wall Boxes
J	2 Wall Boxes; 3 (x 2) Tabletop Visitation Boxes
K	7 Wall Boxes; 3 (x 2) Tabletop Visitation Boxes
L	3 Wall Boxes
M	3 Wall Boxes
N	2 Wall Boxes; 2 (x 2) Tabletop Visitation Boxes

<b>Support Units</b>	Existing Phone / Stub Ups / Wall Boxes
Intake	6 Wall Boxes on a Pedestal
Medical	2 Roll aways
Pro-V	4 (x 2) Tabletop Visitation Boxes
Facility Total	53 Wall Boxes; 2 Roll aways; 66 Tabletop
	Visitation Boxes (33 x 2)

Response: GTL Understands and Complies.

All equipment shall be capable of local, intraLATA, interLATA, Interstate, and out-of-country service. The system will NOT make use of line concentration and will provide dial tone availability to 100% of all inmate phones at the same time. The current number of phones that Pamunkey Regional has in place now, based off of industry statistics, should easily meet the inmate demand. GTL will, over the course of the contract, monitor phone usage and make suggestions to enhancements as appropriate.



### 2. STATEMENT OF NEEDS

2.1 <u>LICENSING, CERTIFICATION AND OTHER STATUTORY REQUIREMENTS</u>: The Contractor shall be subject to all applicable Federal and State licensing and certification requirements. This shall be accomplished at the Contractor's expense, with no expense to the Jail. All applicable Federal and State laws, rules and regulations of all local authorities having jurisdiction over telecommunications service contracts shall apply to the Contract throughout the contract term, including all renewal periods. They are deemed to be incorporated into the Contract.

Response: GTL Understands and Complies.

Please see Section 7, Pamunkey Regional Jail Required Attachments, for GTL's State Corporation Commission Registration Information and additional Virginia license and registration documentation located behind the required form.

2.2 <u>INSTALLATION AND DISCONNECTION</u>: Jail officials will determine the locations of initial installation, as well as the need for future installations and disconnections. The Contractor shall be responsible for all costs associated with the installation and disconnections throughout the term of the Contract. The Contractor shall not be entitled to an adjustment in the quoted commission rate due to an increase or decrease in the number of stations during the term of the Contract.

Response: GTL Understands and Complies.

### 2.3 <u>SYSTEM</u> GENERAL DESCRIPTION:

A. The system shall be a turnkey, coinless telecommunications service.

Response: GTL Understands and Complies.

GTL is pleased to propose our feature-rich **Inmate Calling Manager (ICMv) System**. ICMv is currently deployed and meeting the telephony needs of County, State, and Federal corrections facilities throughout the United States. Inmate Calling Manager's demonstrable past performance in meeting or exceeding the functionality, security requirements, call controls and monitoring unique to the correctional environment makes it an ideal Inmate Telephone System Solution for Regional facilities.

GTL's ICMv is a Web-based, centralized, turnkey system that comes complete with all equipment, hardware, and software—including the telephone network, circuits, recording system, call-control system, telephones, workstations, printers, and associated software. ICMv provides:

- Collect, prepaid, and debit calling options
- Flexible call account system
- Extensive call blocking capabilities at various levels and times at Pamunkey Regional Jail's discretion
- Differentiation between privileged (legal) and personal calls
- Various prerecorded branding messages for different types of calls
- Digital recording of personal calls
- Time-synchronized network for all equipment in the system
- ADA compliance

Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System RFP#: 15-99-2436PB



### SYSTEM GENERAL DESCRIPTION 2.3 A CONTINUED

- English and Spanish language prompts
- No secondary dial tones and safeguards against third party/conference calls.

GTL will provide a seamless combination of hardware and software, service and training to efficiently meet Pamunkey Regional Jail's needs. Because GTL is the developer and manufacturer of our proposed system, the team that supports the Jail throughout the term of the contract will include the same experts that design and build the system and maintain and upgrade the software.

### The GTL ICMv Solution is characterized by:

- **Open architecture** for easy interfacing with Pamunkey's jail management and/or commissary/inmate trust systems
- **Specialized and highly configurable** call-processing and recording system designed and built for use by correctional facilities.
- Extensive reporting capabilities for administrators and investigators.
- Flexible payment options for inmates and their families and friends.
- Easy-to-use Graphical User Interface and password-protected access.
- **Dedicated network** that securely links your facility to GTL's offsite data centers, the Public Switched Telephone Network (PSTN), and makes all ICMv features and information available to authorized users from **anywhere there is an Internet connection.** 
  - B. The system shall be capable of completing station-to-station collect calls only from inmates to both touch and rotary dial type phones. Person-to-person calls shall not be acceptable.

**CGIL** Response: GTL Understands and Complies.

The ICMv System shall not permit person to person calling. Station-to-station collect calls can be made to both touch tone and rotary dial called-party telephones.

All calls placed through the ICMv system are processed through an automated attendant. By default, ICMv requires every called party to actively indicate acceptance of an inmate's call by pressing a specified digit on the phone's keypad. In those cases where passive acceptance (meaning the answered call is automatically accepted and connected) is needed, the ICMv system can easily accomplish this on a per number basis. .



### SYSTEM GENERAL DESCRIPTION 2.3

C. The telephones shall not require any electrical outlets at the actual telephone locations.

Response: GTL Understands and Complies.

GTL's inmate telephones are entirely line-powered and do not require electrical outlets or power for phone operation.

D. The system shall have on and off-site monitoring and recording capabilities.

GTL Response: GTL Understands and Complies.

GTL's proposed inmate calling solution, ICMv, allows authorized staff to log into the system from anywhere that offers Internet access. Once the user has securely logged-in using a valid user name and password, he or she will be able to access all tools and reports allowed by their login credentials. By design The ICMv System automatically records all calls, with the exception of those marked as "Private," such as calls protected under the attorney/client privilege. Calls from all phones will be recorded simultaneously. Monitoring of calls does not interfere with the recording of calls.

Remote access to the system requires authorized users to log into the County's private system via the Public Internet. The ICMv exchanges data with offnetwork users through a Secure Sockets Layer (SSL) exchange. SSL is a protocol developed for transmitting private documents via the Internet. SSL uses a cryptographic system that uses two keys to encrypt data.



Like most inmate phone systems, ICMv allows investigators to replay recorded conversations. Unlike other systems, ICMv gives the investigator a wide variety of tools for working with the audio files and several ways to access and replay call recordings, including:

- **Download** and save the entire audio file to the computer's hard drive
- Add notes and mark significant points within a recording
- **Copy recordings** to a CD, DVD, or other removable media
- **Email recordings** to other investigators



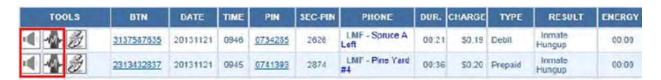
### SYSTEM GENERAL DESCRIPTION 2.3 D CONTINUED

• **Live Monitoring** - GTL's Inmate Calling Manager system provides live-monitoring capability via a line indicator at a central location with which facility personnel, and other Law Enforcement Agencies as authorized by the County. Calls-in-progress are displayed on the Live Monitoring screen.



Live Monitoring – selected call is green highlighted

- o Allows the user to manually select (click) and listen to a particular call for any length of time.
- o Allows the user to activate **Scan**, which causes the system to sequentially select and "play" the live conversion of each active call for a specified interval (e.g. 30 seconds), before scrolling to the next active call listed on the Live Monitoring screen. When the last active call is scanned, the system cycles back to the beginning. At any point, the user may stop the scan and listen to a conversation of particular interest for any length of time.
- Allows the user to disconnect (end) any call in which the conversation is inappropriate or threatening.
- o Allows the user to forward a call of interest to a designated number.
- Multiple options for playing call recordings Users have two options for playing the recorded conversation associated with each call record: Call Playback and Call Analyzer.





## SYSTEM GENERAL DESCRIPTION - 2.3 D CONTINUED:



**Call Playback** is accessed by clicking the speaker icon.

- Call Playback is the routinely-used listening option.
- Playback begins immediately while the recording is streaming.
- Investigators may add a case number, investigator ID, mark significant points, and add or read attached notes while listening to the playback.





**Call Analyzer** is accessed by clicking the analyzer icon.

- Call Analyzer is used to closely study recordings of investigative significance.
- The recording is fully downloaded to your computer before replay and analysis begins
- Separately Analyze the Two Sides of a Conversation

Call Analyzer separates the inmate's side of the conversation from the called-party's side of the conversation and displays their waveforms on different channels for separate analysis. Clicking and dragging the mouse across any segment on one or both channels selects the segment for replay.



### Clarify Speech and Sounds

To help clarify words spoken by the inmate or called party or to better hear background voices or sounds, the *tempo*, *speed*, and *pitch* of either side of the conversation can be varied to reveal additional intelligence.

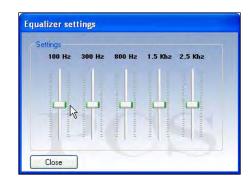
• Screen-Out or Enhance Background Voices or Sounds



## SYSTEM GENERAL DESCRIPTION 2.3 –D CONTINUED

The EQ (Equalizer) button on Call Analyzer opens controls that allow you to turn up or down each segment of either Waveform.

By playing back any part of either side of a recording and turning up and/or down different audio bands, you can identify background speech and noises and screen them out to make a conversation clearer, or focus on the background speech and noises themselves.



 Add Notes and Mark Significant Points - When analyzing the recording the investigator can add a case number, investigator ID, and notes and use the Auto Time Stamp option to mark significant points in the inmate's conversation.



Additionally, Inmate Calling Manager's Report Builder allows investigators to build custom reports incorporating call detail information with more advanced tools for selecting, sorting, and combining data. Report Builder's audio Player includes immediate access to ICMv's powerful audio file tools, including the Call Analyzer (described above).

A. The system is not required to provide video visitation.

Response: GTL Understands and Complies.

B. All material and/or equipment furnished shall be new. Used, recycled or remanufactured equipment shall not be acceptable.

Response: GTL Understands and Complies.



2.2 <u>SYSTEM INTEGRITY</u>: The Contractor shall be responsible for ensuring that the system operation includes any and all necessary interfaces with the regulated common carrier and the availability of required central office facilities. Notwithstanding the details presented in this RFP, the Contractor shall verify the completeness of the requirements and their suitability to meet the intent of this RFP. Any additional services required by the Contractor to meet these requirements shall be provided by the Contractor at no extra cost or decrease in commission to the Jail. By submitting a proposal, the Contractor agrees that they are familiar with the local conditions under which this inmate telephone system must perform; possesses the capabilities, hardware and personnel necessary to provide an efficient and successful inmate telephone system; and shall be solely responsible for all services proposed.

Response: GTL Understands and Complies

2.3 <u>EQUIPMENT COMPATIBILITY</u>: The Contractor shall be solely responsible for the compatibility of the offered equipment, with any and all circuits and facilities as provided by the local telephone company and all other inter-exchange carriers to meet the requirements of the Statement of Needs, as well as the contracted commissary vendor, the jail management system, and the contracted inmate accounting software vendor, if requested. The Contractor shall be solely responsible for any and all costs associated with such compatibility.

Response: GTL Understands and Complies

2.4 INSTRUMENTS AND INMATE STATIONS: The Contractor shall install new inmate stations constructed of heavy gauge steel construction with armored keypad and Lexan type handset. The new equipment requirement applies only to potential bidders. If selected, the incumbent will not be required to replace installed equipment with new. If selected, a potential bidder may make arrangements to acquire installed equipment from the incumbent, provided that the new equipment owner assume all responsibility and liability for the operation and maintenance of said equipment, conforming to specified uptime guarantees. All units shall be provided with a handset cord 24" capable of withstanding up to 800 pounds of tension. Each station shall be secured with special security type screws. Keyed locks shall not be acceptable. Phones shall be in full compliance with the Americans with Disabilities Act (ADA). Offerors shall provide catalog cut sheets of phone instruments and catalogs of equipment to be provided; this should be included with your proposal response. Inmate telephone sets shall be wall mounted (on wall or multi-sided floor pedestal), constructed of stainless or equivalent tamper- resistant durable construction. Phones shall be equipped with face plate(s). Bolts securing pedestal to the floor shall be welded for security. Six (6) portable inmate telephone sets shall be provided to the Jail for use in lock- down units or special circumstances at the facility. Specifications for portable telephones shall be the same as stationary telephones. Cables may be up to 34" - 36".

Per Addendum no.2

Response: GTL Understands and Complies

The equipment and services provided with our ICMv Inmate Telephone System are in full compliance with all applicable standards and regulations, including FCC, Public Utility Commission, and the Americans with Disabilities Act.



## INSTRUMENTS AND INMATE STATIONS 2.4 CONTINUED

## **GTL Inmate Telephones**

Constructed with heavy-duty stainless steel, GTL's inmate phone is a totally secure unit, ideally suited for prisons and jails. The telephone housing is seamless stainless steel with no exposed screws, bolts, metal or other hard substance fasteners. The housing is tamper and water resistant to the highest degree, and can only be opened with a special security tool. Telephones are flush mounted to the wall. Each is equipped with a stainless steel, braided security lanyard inside the armored cord designed to handle up to 1,000 pounds of pull resistance - extremely resistant to stretching and breaking. Phones will be equipped per Pamunkey Regional Jail specifications with 24" handset cords.



## **WINTEL 7010SSE Cord Out the Top Inmate Telephone**

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements). Includes raised bump on "5" digit key.
- 180° rotating swivel elbow with at least 1,000# pull strength.
- Heavy 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed & built for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS)and DuraClear® Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254





## **INSTRUMENTS AND INMATE STATIONS 2.4 CONTINUED**

#### **Portable Phone Cart**

GTL's portable, cart-mounted inmate phones. These phones are connected to the ICMv call-processor and can be of varied heights to easily allow a handset to be passed through the security doors in segregation areas. The cart-mounted phones can be configured so that the handset fits through a standard cell food slot. The phones can also be fitted with a covering that locks over the touch-tone pad. This covering will allow corrections personnel to lock the keypad once the initial call has been placed.

The equipment and services provided with our ICMv Inmate Telephone System are in full compliance with all applicable standards and regulations, including FCC, Public Utility Commission, and the Americans with Disabilities Act.

Please see Section 8 - GTL Exhibits, Exhibit I - Product Cut Sheets and Specifications for cut sheets and detailed specifications regarding ICMv equipment.

## 2.5 ACCESS:

A. Telephones located in inmate units shall be available for use daily at varying times depending on housing unit. Phones located in Intake shall be available for use twenty-four (24) hours per day and provide two (2) free five-minute calls.

**GTL Response:** GTL Understands and Complies

GTL will configure the ICMv system at Pamunkey Regional Jail to allow two free five minute calls from the Intake area. Intake phone can be set to allow calling 24 hours a day. All call recording, monitoring, and tracking features apply to calls from the booking phones just as they would to other inmate calls from the facility.

ICMv's **Call Times Editor** allows calls from specified inmate phones to be limited to specific times during the day and/or on particular days of the week. Authorized staff can control calling times by inmate phone, outside number, PIN, POD, and system-wide. The calling-time window can be edited by selecting the inmate phone or outside phone (BTN) on the System Control screen. The calling schedule for the selected phone is hyperlinked in the **Call Times** column on the System Control screen.



#### **ACCESS 2.5 CONTINUED:**



**System Control - Individual Phone Settings** 

Clicking the Call Time ID hyperlink (indicated above) opens the Call Times Editor (shown below) where the current schedule can be viewed and changed as needed.



**Call Times Editor** 

Authorized ICMv users can also use the *PIN Specific Call Limits* section on the **PIN Detail** screen (for any inmate PIN) to set call permissions for individual PINs that over-ride the limits placed on phones or PODs, or to set PAN-limits to exempt certain outside numbers from these limits.

With ICMv Inmate telephones in the Jail intake area can be set to allow free local calling.



B. Telephones shall have outgoing collect-only service to all toll free and premium area codes. No incoming calls shall be allowed. Officials at the Jail shall retain the capability of turning off or blocking service to any individual telephone or group of telephones from a central location inside the Jail.

Response: GTL Understands and Complies

### **No Incoming Calls**

ICMv permits outgoing calls only. Incoming calls to inmate phones will not be possible. GTL employs several methods to ensure there will be no incoming calls to inmate telephones.

- GTL will use MPLS circuits to connect each facility to the data center and will not have any POTS lines connected to our system. It is not possible to make an inbound call to our system through an MPLS circuit.
- Trunks in the ICMv are engineered for one-way outbound calling only.
- The inmate telephones have no ringer or other means of signaling an incoming call.

The actual phone number for the circuit is never displayed; therefore, end users will never have knowledge of a phone number to call an inmate at a facility even if the system allowed it.

Before installation, a "Call Blocking" file is loaded into the ICMv database that prohibits inmates from making calls to specific numbers, including "411", "911", and long distance carriers. In addition, the system provides "wild card" capabilities which allow blocks on a range of numbers by prefix, area-code etc. even if individual numbers aren't specified. These blocks are in effect facility-wide.

## Typically, access is denied to the following:

- Direct Dialing (1+)
- Operators (0-, 00-, 1-0-XXX-0)
- Information (411, 1-411, 555-1212, 1-555-1212)
- Talk Lines (900, 976 Exchanges)
- Toll Free Lines (1-800, 1-888, 1-877, and the like)
- IXC Access (950, 10-XXXX, 10-10-XXX)
- Correctional facility telephone numbers
- Correctional facility employees' home numbers
- Judges' and prosecutors' home numbers
- Emergency Numbers (911, Police, Fire, Poison, and the like)



### ACCESS 2.5 -B CONTINUED:

#### **Turn Phone Service On or Off**

GTL's Inmate Telephone System is quite flexible in its ability to temporarily disable service and shutdown individual phones and groups of phones within a facility and globally. From any ITS workstation or Internet connection, users with appropriate authorization may access **System Control** and modify the service Status of inmate telephones. Phone Status has three possible settings:

- **Recording** This means, calling service is ON and all non-private calls are recorded. This is the standard default setting.
- No Recording This means, calling service is ON without recording
- Off This means, calling service is turned OFF

For example, to shut down service for a group of telephones the default Global Phone Status is changed from "Recording" to "Off", as shown below.

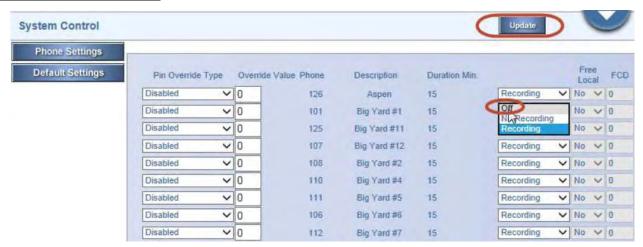


Global On/Off Phone Control

Calling service may also selectively be turned off for individual telephones. Settings for individual phones are accessed by clicking the hyperlink to the desired Phone Group. To shut down service to a telephone, change the phone's status from "Recording" to "Off" as shown below.



### ACCESS 2.5 -B CONTINUED:



**Telephone Status - Individual Phone Settings** 

C. Any dialed numbers that start with 0 shall automatically terminate.

Response: GTL Understands and Complies

Any inmate-dialed number that begins with 0 will cause the system to automatically terminate the call attempt.

D. All phones shall be able to dial the Jail's Prison Rape Elimination Act (PREA) hotline at no charge to the inmate or Jail.

Response: GTL Understands and Complies

GTL will establish a speed dial number to connect to the Jail's PREA hotline from any inmate telephone. Inmate calls to the Jail's PREA line will be at no charge to the inmate or the Jail.



### ACCESS 2.5 -D CONTINUED:

E. All software-programming changes shall be the responsibility of the Contractor and shall be made at no extra cost to the Jail. The Contractor shall inform the Jail within thirty (30) days of any and all new software features that become available during the term of the Contract and shall make these features available at no extra cost to the Jail. Should programming changes be required or requested by the Jail, these changes shall be the responsibility of the Contractor.

Response: GTL Understands and Complies

PRJA will receive notification within (30) days of any new software releases for the ICMv. New software features will be available at no charge to the Jail for the term of the contract. GTL typically releases software upgrades and new features two or three times a year. Most of our new feature development is driven directly by requests from client facilities.

Our Engineering and Product Development Group tests each upgrade extensively before releasing them to clients. Planned system changes or software upgrades are first installed and beta tested in our test environment which is essentially a test facility in our Texas Research & Development center. Calls are placed with the new software or hardware installed; impact on circuits and processor capacity measured, and potential bugs in software identified and fixed. The new features or upgrades are then rolled out to select client facilities for further validation and comments before being released to all customers.

F. The system should be designed to allow the Contractor to remotely upload changes in tariff rates, speech or programming changes.

Response: GTL Understands and Complies

The system is designed to allow GTL to remotely upload changes in tariff rates, speech (e.g. voice prompts), and programming changes.



## ACCESS 2.5 CONTINUED:

G. All telephones shall be Federal Communications Commission (FCC) registered and the Offeror's current FCC number shall be provided as part of the proposal response. Offerors should submit a detailed description of all specific features meeting these specifications. If the telephones are microprocessor controlled, the Offeror should submit a backup plan to detail operation in the event of processor failure.

Response: GTL Understands and Complies

## **FCC Telephone Compliance Information**

The equipment and services provided by GTL are in full compliance with all current applicable standards and regulations, including FCC and ADA. GTL; FCC registration number for the telephone model we use is US: 1DATE05BITC-254, IC: 3267A-ITC254



# WINTEL 7010SSE Cord Out the Top Inmate Telephone

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements). Includes raised bump on "5" digit key.
- 180° rotating swivel elbow with at least 1,000# pull strength.
- Heavy 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed & built for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered
   US: 1DATE05BITC-254, IC: 3267A-ITC254



### **Back-up System Operation**

The ICMv Solution is a centralized non-premise system that is configured with built-in redundancy and security measures. All calls are delivered over a private, firewall-protected Wide Area Network (WAN). Should the centralized system experience a catastrophic failure for any reason, the inmate telephone system will route to a backup server with no loss of function in call processing.



## ACCESS 2.5 G CONTINUED:

The database for the system is maintained at our Primary Data Center located in Texas. The off-site data center automatically replicates call records on an on-going basis to our Secondary Data Center located in Texas so that each center holds a complete and up-to-date database of the call records from the facility.

The system uses the central database for all calling applications. When an inmate lifts the receiver to make a telephone call, the on-site ICMv hardware immediately requests information from the data-center (the controlling computer), which instructs the call processor at every stage of the call. Should the primary computer fail for any reason, the on-site call processor automatically reroutes the query to the backup computer at the Primary Data Center.

H. The system shall be designed to use automated operators only. The system shall provide clear voice prompts to complete calls without the use of an operator. Offerors should provide a clear description of all automated operator services that will be used for inmate calls.

Response: GTL Understands and Complies

ICMv provides fully automated operator services for all call types with customizable prompts. The automated operator gives dialing instructions, call-type and language options, error prompts, makes initial contact with the called party and provides information about the call, including the inmate's name and the name of the correctional facility.

ICMv's clear voice prompts assist and instruct an inmate from the time he or she lifts the receiver (off-hook) until the call is completed and disconnected. The inmate never has access to a live operator. ICMv requires that all calls return to the equivalent of a primary dial tone before another call can begin. Following are the default prompts and events that occur during an inmate call. Wording of prompt messages may be changed at Pamunkey Regional Jail's request.

- 1. The inmate lifts the receiver and hears the automated prompt: (in English) "Press 1 For English," (in Spanish) "Press 2 for Spanish" and so on, through each language currently available in the system, until the inmate makes a language selection. GTL's ICMv supports prompts in up to ten (10) languages.
- 2. The automated operator instructs the inmate to dial the area code and the destination number.

Any number that is disallowed by the facility will initiate a voice prompt that states, "This is an invalid number," and the call is disconnected.

- 3. The automated operator instructs the inmate to specify the type of call:
  - To place a collect call, press '1'.
  - To place a person-to-person call, press '2'.
  - To place a prepaid debit call, press '3'.



## ACCESS 2.5 H CONTINUED:

If any other number is pressed or no number is pressed, the call is placed as collect, station-to-station. If the call type is prepaid, the automated operator reports the balance in the inmate's debit account. The minimum amount required in a prepaid or debit account for a call attempt is a configurable option. By default the system is configured such that an inmate's attempted prepaid or debit call will be processed if the applicable prepaid or debit account has a **balance sufficient to cover the cost of a one minute call**, based on call type, approved call rate and anticipated regulatory taxes and fees. If the balance is not sufficient to fund a one minute call to the called party then the call is disallowed and the inmate receives an automated prompt such as "your call cannot be completed due to insufficient funds." The prompt would be repeated and the line disconnected.

- 4. The automated operator obtains the inmate's name.
  - a. When PINs are in use, the automated operator instructs the inmate to enter his or her PIN, and then the inmate's pre-recorded name is retrieved from the individual's PIN file.
  - b. When PINs are not in use, the automated operator says, "At the tone, state your name." The name is stored in temporary memory. By default, the inmate has a two (2) second window in which to state his/her name. The time window is programmable for longer or shorter periods.
- 5. The inmate is placed on hold while the destination number is checked. number validation, which normally takes less than 10 seconds, is described below:
  - a. The destination number is checked first against ICMv's facility-wide Call Block, Call Schedule, and Call Allow lists. If PINs are used, the number is also checked against the inmate's personal Call Block, Call Schedule, and Call Allow lists.
  - b. The destination number is passed to the contracted Line Information Database (LIDB) hub where it is checked for fraud/bad debt attributes, operational status, and billable status (e.g. payphones are not billable). If the destination number is valid, a signal is returned to the phone to authorize the call. If the destination number is not valid, the automated operator will inform the inmate of this and terminate the call.
- 6. When the call is answered, the ICMv System's automated operator will instruct the called party with a message such as the following:

"You have a collect call from [INMATE NAME], an inmate at [FACILITY NAME]. This call may be monitored and/or recorded. (in the instance of "Private" or privileged calls, such as attorney-client, the call would not be recorded and the notification of monitoring and/or recording would not be included in the announcement.)



## ACCESS 2.5 H CONTINUED:

- "If you wish to accept this call, press zero and hold."
- "To deny the call, press 5 and hang up."
- "If you wish to block future calls of this nature, press 7."
- "To hear costs for this call, press 9 and hold for rate information."

If the called party fails to respond appropriately, the message repeats three times and if no appropriate response is made within 30 seconds of the last repeat, the call is terminated.

The exact wording of automated prompts will vary with call type. The wording of default messages can be modified to exactly match Pamunkey Regional Jail preferences.

7. Billing begins when the called party positively accepts the call and the connection is made, allowing the inmate to talk with the called party.

When an inmate's call cannot be completed, the automated operator will notify the inmate using a message similar to one of the following:

"The called number was busy; please try your call later."

"The called party did not answer; please try your call later."

"The called party did not accept your call."

"The called party has placed a block on this number."

I. System shall be restricted to use by authorized personal identification numbers assigned for each inmate.

Response: GTL Understands and Complies

Personal Identification Number (PIN) technology is a standard feature in GTL's Inmate Calling Manager system. GTL will work with Interact Public Safety Systems, PRJA's JMS provider and MyTech Friends to automate the PIN process. The PIN system is active and available as soon as the ICMv is installed. The ICMv can assign PINs at random, or create PINs as a combination of the facility-assigned inmate ID number plus a 4-digit security code assigned by the ICMv during booking that can be changed by the inmate the first time they place a call. The PIN for each call is recorded for tracking purposes, regardless of whether a call is or is not subject to monitoring or recording PINs also facilitate the use of inmate pre-paid debit calling accounts.

Different parts of a facility can be set up to operate with or without PINs. For example, the booking area phones may be designated as a no-PIN area, while the rest of the facility requires a PIN for every call. All PINs may be created at the time of booking and eliminated at the time of discharge. The ICMv can also retain specific inmate PINs where the inmate is booked or incarcerated in absentia due to, for example, trial or hospitalization at a separate location.



## ACCESS 2.5 - I CONTINUED:

When PINs are in use, the ICMv's automated operator guides each inmate through the process of recording their name the first time they place a call. The ICMv thereafter uses the recorded name to announce the inmate's identity to each called party. Using pre-recorded names linked to each inmate's PIN eliminates fraudulent message passing during the three-second space where the name is announced.

**Open PIN**: In this scenario, PINs would be assigned and all calls that are not blocked by the Jail would be allowed for all inmates. Using the PIN feature will provide more extensive investigative capabilities, but in this case no called numbers would be restricted to an individual inmate, unless they were blocked by the facility.

**Restricted PIN**: This scenario would have call restrictions placed on the individual inmate which can be controlled through the system. The number of calls may be restricted, the days or time of day for allowed calls may be restricted, or call length may be restricted. All of these variables are established within the individual inmate's profile with the use of the PIN.

**Closed PIN**: In this scenario, the inmate could be placed under a facility-initiated embargo from calling – possibly due to disciplinary infractions. The inmate's PIN can be set to disallow any calls during the timeframe designated by the Jail.



# ACCESS 2.5 - I CONTINUED:

# Features Available When PINs are Implemented

Feature	Description
Blocking of Individual Inmate by Called Party	A called party can block calls from a specific inmate, but still allow other inmates to call them.
Limit the Number of Refused Calls	Limits an inmate's ability to continue making calls after a specified number of called parties have refused a call in a specified period of time. This reduces attempts at hacking, as well as harassment.
Pre-Recorded Inmate Name Announcement	Prevents inmates from misidentifying themselves to make unwanted or harassing calls. Eliminates the opportunity for inmates to make free calls by delivering short messages when prompted to state name.
Instant Identification of Inmate on Three-way Call Detection	ICMv automatically flags the complete call detail record for follow-up when a three-way call attempt is detected.
Monitoring Calls in Progress by Inmate	Investigators listening to calls in progress can quickly identify the inmate caller.
Send an Alert When a Particular PIN is Used	Notifies investigators by phone, email, or on their workstation when a particular inmate's PIN is being used to place a call. The conditions for triggering the alert can be further limited to the inmate calling a particular number or group of numbers, group of phones, or during a specified time of day.
"DO NOT RECORD" Calls by Inmate	Protects the inmate's legal right to privacy by identifying numbers specific to that inmate that are not to be monitored or recorded such as attorneys, physicians, and clergy. While global numbers can be set up for the use of the general inmate population (e.g., public defender's office), some numbers (e.g., an out-of-state attorney) may be specific to certain individual inmates.



Feature	Description
Play Back Recorded Conversations of Specific Inmates	Investigators can retrieve recorded conversations by inmate PIN and listen to them or download them to CD/DVD for use as evidence.
Call Reporting by Inmate	It is critical for investigators to be able to track calls by individual inmates and to see who made a particular call.  PINs make it possible to identify the caller on screen and on printed reports.
Exceptions to Globally Allowed Number List	Globally Allowed Numbers are numbers that inmates are allowed to call even though they may not be on any inmate's Personal Allowed Number list (e.g., public defender's office). In some cases, individual inmates may lose this privilege.
PIN Limitation Overrides	Exempts individual inmates from otherwise globally set restrictions on call duration, frequency, or minutes per day/week/month.
Limit PIN by Location	Restricts an inmate's PIN to making calls from a particular location.
Call Duration Limit by Combination of Factors	Allows for setting of individual call duration limits for inmates. Limits can also be flexible, depending on the location from which the inmate is calling (e.g., infirmary, solitary confinement, work areas). Extended durations can be permitted for certain calls (e.g., attorney, clergy, physician, or other).
Individual Number Blocking	Prevents calls to certain numbers and groups of numbers for certain inmates. Usually used to stop harassing or abusive calls.
Individual Exceptions to Group Number Blocking	Allows certain inmates to call numbers not otherwise permitted to the general inmate population.
Inmate Calling Privileges Suspension	Suspend any inmate's calling privileges beginning and ended at any time or date administrator chooses.



Feature	Description
Limit Completed Calls	Limits the number of completed calls an inmate is allowed to make to any one number in a single day. This prevents inmates from monopolizing the phones by repeatedly calling the same number after their call duration has elapsed. It also helps families keep costs down.
Individual Inmate Hours Restrictions	Provides additional restrictions for individual inmates to limit the number of hours and times of day when they are allowed to place calls.
Personal Allowed Numbers (PANs)	Restrict an inmate to allowing calls only the numbers on their pre-approved Personal Allowed Number list. This makes stealing another inmate's PIN of little value.
Self-Learning Option for PANs	Simplifies the administration of PANs by allowing inmates to set up their own calling lists. Usually this is done from designated phones during a specified period of time (e.g., booking area phones within the first 24 hours).
Track Inmate by Phone Usage	Allows users to track the phones, phone trunks, cell blocks, etc. from which each PIN makes calls.
Language Selection	When inmates are enrolled in the system, they have the option to select the language in which they want to hear voice prompts. They can also select the language in which their called party will hear voice prompts. These choices will be stored in the ICMv and automatically used for that inmate and called party in the future. This eliminates the number of steps an inmate has to go through in order to place a call.
Free Calls for Inmates	Allows facilities to designate specific telephone numbers that individual inmates are allowed to call for free. This can be used to allow inmates to call tip lines, public defenders' offices, or other special numbers.



Feature	Description
Individual Speed Dialing Numbers	Inmates often feel the need to keep the telephone numbers of their friends and families private from other inmates.  Speed dialing enables them to dial a two- to four-digit speed dial code in place of the actual number; this code will only work in combination with their PIN.

#### **ACCESS 2.5 CONTINUED:**

J. System may offer a form of voice biometrics or voice patterning feature to supplement investigations of a Personal Identification Number (PIN) and telephone funds theft. The Offeror shall indicate if and how this type of feature will alter the costs.

Response: GTL Understands and Complies

2.6 <u>CALLING INSTRUCTION</u>: Each telephone shall be equipped with a faceplate that includes calling instructions for the types of calls allowed. In addition, voice type calling instructions shall be provided to the inmate. Instructions and faceplates shall be bi-lingual, using English and Spanish languages.

Response: GTL Understands and Complies

Written dialing instructions in both English and Spanish will be permanently and prominently displayed on each inmate telephone. Additionally, the inmate telephone system provides auditory instruction to the inmate as they attempt to place a call. A sample call instruction placard is shown below:

#### Listen for instruction in English and Spanish.

Espere a escuchar las instrucciones en Ingles y Espanol.

### Dial Area Code + Number

Area code must be entered for all calls, including local calls.

#### Marque el código de área + el número telefónico:

Se debe ingresar el código de área para todas las llamadas, incluyendo las llamadas locales.

These calls will be subject to recording and monitoring. Any use of this telephone will constitute implied consent.

Estas llamadas estaran sujetads a la supervino y seran grabadas. Cualquier uso de este telefono constitira consentimiento implicado.

For billing or blocking questions the called party should call (877) 650-4249 or (877) 650-4250.

Para preguntas de facturación o para el bloqueo de llamadas el partido llamada debe llamar (877) 650-4249 o (877) 650-4250



2.7 <u>PROBLEM REPORTING CAPABILITIES</u>: The telephones proposed shall have automatic problem reporting capabilities and provide automatic notification to the Contractor that the telephone is out of service. Contractor shall notify the Jail within 24 hours of any equipment failure or shutdown.

Response: GTL Understands and Complies

## **Remote Diagnostics**

The ICMv allows technicians in our Network Operations Centers to place remote test calls to determine the source of a reported problem. Maintenance reports are available that help to isolate marginal inmate phones and trunks. For instance, GTL routinely tracks:

- The number of calls and attempts by individual phone, trunk and by day for the most recent 7 days.
- Average number of calls per day by individual phone and trunk for the previous week and the previous 4
  weeks.
- The average conversation time for individual phones and trunks for the previous day.
- The percentage of deviation in usage by individual phone and trunk between the 1 week average and the 4-week average.
- Number of call attempts and completions by call and tariff type over any user-selected time period.

These reports allow GTL Technical Services Department to proactively anticipate or identify potential sources or service degradation or interruption and initiate a service call before problems occur.

#### **SNMP Monitoring**

All GTL equipment at the site will have **Simple Network Management Protocol** (SNMP) capability enabled. SNMP, illustrated below, allows equipment at the site to be polled and errors trapped when appropriate. Polling results go directly to our central data centers and are monitored by GTL professionals. The functionalities of hardware components such as routers, switches, servers, IADs, and other SNMP-enabled devices are monitored and analyzed in real-time. The SNMP poll interval is programmable. By default, polling occurs every five (5) minutes.

The SNMP tool provides statistics for Bandwidth Usage, Latency, Jitter, Packet-loss, and Interface functions. An historical log of all statistics enables graphic views of specified daily, monthly, and yearly statistics.

Errors and alarms indicate the site involved and the system function that has failed. Real-time email notifications are sent to a GTL NSS notification group from these applications. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, dispatching of service personnel to the site if appropriate, and progress reports to the site. Ticket escalation occurs if the issue is not resolved within the expected time-frame.



### PROBLEM REPORTING CAPABILITIES 2.7 CONTINUED:

Upon failure of a network element or local loop, GTL will open a trouble ticket with the carrier or dispatch a local technician to replace failed hardware elements. The network management tool also provides email alert notification to technical staff members.



The SNMP User Interface displays current network statistics and provides access to historical statistical data.

### **System Self-Diagnostics**

GTL's inmate calling platform performs continuous on-line self-diagnostics. Connectivity of system elements and functionality of key programs in the system's controller are checked. Should a system component fail a diagnostic test, the ICMv system automatically alerts GTL's Technical Support Center. Diagnostic and restoration of service begins upon notification. In most cases, problems are diagnosed and resolved before they are noticeable at the facility.

## **Daily Performance Level Monitoring**

Changes in call traffic that might indicate subtle problems are identified through daily performance level reports. These reports measure items such as number of completed calls, number of call attempts, daily revenue and number of validation attempts. Historical data gathered form GTL's extensive installed customer base has allowed us to build a sophisticated measurement model. This model is used to compare actual data from anticipated data.



### PROBLEM REPORTING CAPABILITIES 2.7 CONTINUED:

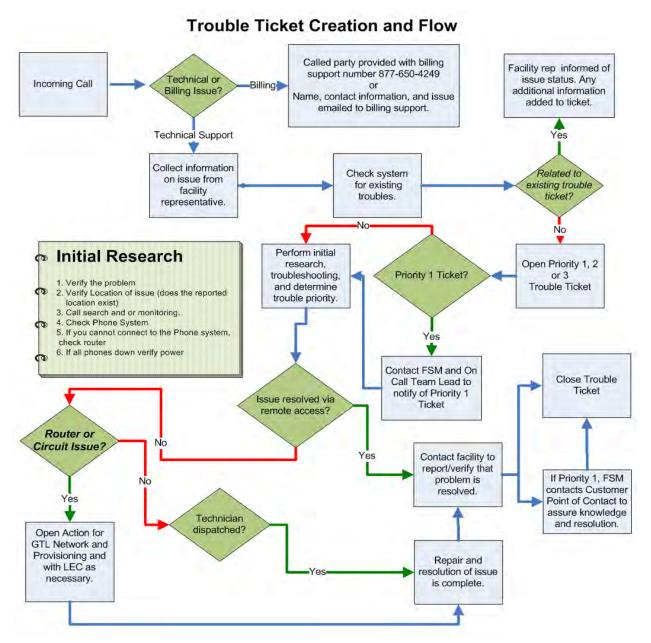
Thresholds that are exceeded or fall short of expectations are reported daily to our Customer Service Department. GTL is capable of adjusting the measurement model on an installation-by-installation basis to ensure accurate problem reporting. In most cases, a problem is detected and resolved before the facility is aware that a problem has occurred.



PROBLEM REPORTING CAPABILITIES 2.7 CONTINUED:

#### **TROUBLE TICKETS**

Troubles are tracked as tickets in the GTL's Trouble Ticket Tracking System. Any ticket opened due to a report or request from the site is a reactive ticket. All activity is documented in detail in the ticked as soon as possible, including any work performed remotely or on-site and details discussed with the customer. The ticket owner is responsible for tracking the ticket through closure. All reactive tickets require customer acceptance before closure.





PROBLEM REPORTING CAPABILITIES 2.7 CONTINUED:

#### **WORK ORDER TIMEFRAMES**

## **Non-Emergency Work Orders:**

In general, a non-emergency is any need or situation relative to the ICMv system that does not impact the usability of multiple inmate telephones or facility personnel's access to the ICMv control program. Examples of non-emergency orders include:

A problem with one telephone, in a pod that contains mulitple phones.

The failure of an individual PIN account, Allow List, etc..

Requests for training.

# **Emergency Work Orders:**

In general, an emergency is any situation that directly impacts the usability of multiple inmate telephones or facility personnel's access to the ICMv control program. All emergency work orders are subject to escalation. GTL has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is defined as the duration between GTL's first awareness of the problem and the first step taken to resolve the problem. The duration before response is used for problem evaluation and response planning. Levels of emergency are described below.

## **Work Order Updates:**

For each priority (P) level, the minimum frequency at which progress updates are normally provided are indicated in the table below. Upon Jail request, progress notifications can be provided with greater or lesser frequency and will be customized to the Jail.



## PROBLEM REPORTING CAPABILITIES 2.7 CONTINUED:

# **Jail Notification and Trouble Ticket Updates**

	50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.
	Response time is less than one (1) hour.  Resolution time is less than three (3) hours without site visit.  Resolution time is less than six (6) hours with a site visit.
	25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the sites ability to conduct normal business
Priority 2	Response time is less than two (2) hours.  Resolution time is less than six (6) hours without site visit.  Resolution time is less than ten (10) hours with a site visit.
co	0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business
	Response time is less than two (2) hours.  Resolution time is less than six (6) hours without a site visit.  Resolution time is less than fourteen (14) hours with a site visit.
Priority 4	Items that are on a software fix list or related to administrative issues that are informational or non-service affecting conditions or not business critical.
	Response time is less than four (4) business hours.  Resolution time is less than twenty-four (24) business hours w/o site visit.  Resolution time is less than twenty-four (24) business hours with site visit.



2.8 <u>CALL BLOCKING</u>: The system shall be capable of blocking at least 1,000,000 individual numbers, area codes or exchanges, as well as automatically blocking calls to a number after collect charges have been denied for a pre-programmed number of attempts.

Response: GTL Understands and Complies

The ICMv offers sophisticated blocking capabilities including destination number blocking after a certain number of inmate call attempts have been declined by the called party. The quantity of denied calls allowed before an automatic block is placed is configurable.

Calls can be blocked and parameters can be set by individual inmate (when PINs are in use) and/or facility wide. **Authorized Jail staff may block an unlimited number of destination numbers** by accessing the ICMv dashboard and selecting the Number Management button. The ICMv utilizes SQL database and is capable of blocking virtually an infinite number of BTNs making the capability of blocking 1,000,000 numbers easy to achieve.



Number Management allows you to apply specialized call restrictions to outside numbers including blocking calls and setting alerts for when any number or area code is dialed.



ICMv's Number Management screen provides options for authorized personnel to add new numbers (BTNs) to the database and set restrictions, edit restrictions for an existing number, and perform a reverse lookup to find the billing name and address for specific numbers.

#### **Number Management Screen Options**

Destination numbers may be added, blocked, and otherwise restricted on the Number Management screen. The basic restrictions/privileges that may be assigned to an existing telephone number include:

- **Blocked** Prevents inmate calls to this number
- Private Inmate calls to this number will not be recorded or subject to monitoring
- Free Inmate calls to this number are entirely cost-free
- **Hot** Inmate calls to this number will send an alert to designated personnel



## CALL BLOCKING 2.8 CONTINUED:

- **Secure Block** When checked this indicates that the party at the displayed number has exercised the right to block all future inmate calls
- **Restrict Playback** Recorded conversations of inmate calls to this number will be inaccessible for replay by anyone except, for example, the Sheriff or a person designated by the Sheriff. This unique feature helps ensure that highly sensitive intelligence is not overheard and leaked to news media or used in any other way that might compromise an investigation.

## **Blocking Individual Numbers**

<u>Existing Number</u>: An existing number in the facility's Number database can also be quickly blocked by entering the number on the Search for BTN screen, clicking Search and then the Edit BTN button to open the existing Number file. A click of the Blocked box followed by clicking Save blocks all future inmate calls to that number.

<u>New Number</u>: A new number can be added and blocked within a matter of seconds. The authorized ICMv user would click the Add New BTN number, enter the number that is to be blocked, and click to check the Blocked box.

## **Blocking Multiple Numbers**

In addition to blocking individual telephone numbers, authorized ICMv users have the option of using the system's "Wildcard" capabilities which allow a range of numbers to be blocked at one time, by area-code, prefix/exchange, et cetera. For example: to block all calls to area code 310 and prefix code 945, an authorized user would type 310945 in the Enter BTN field and check both Blocked and Wildcard as shown below.



For added convenience, prior to installation GTL will load a "Call Blocking" file to PRJA's ICMv database prohibiting offenders from making calls to specific numbers, including "411", "911", and long distance carriers. These blocks are in effect facility-wide.



### CALL BLOCKING 2.8 CONTINUED:

## Typically, access is denied to the following:

- Direct Dialing (1+)
- Operators (0-, 00-, 1-0-XXX-0)
- Information (411, 1-411, 555-1212, 1-555-1212)
- Talk Lines (900, 976 Exchanges)
- Toll Free Lines (1-800, 1-888, 1-877, and the like)
- IXC Access (950, 10-XXXX, 10-10-XXX)
- Correctional facility telephone numbers
- Correctional facility employees' home numbers
- Judges' and prosecutors' home numbers
- Emergency Numbers (911, Police, Fire, Poison, and the like)
- Numbers where collect charges have been denied after set number of attempts
- 2.9 <u>CALL BRANDING</u>: All collect calls placed from the Jail on inmate telephones shall be capable of being identified to the called party as stated below and in addition, the system shall have the capability to inform the called party at selected intervals during the conversation that they are speaking with an inmate.

... "This is a collect call from (inmate speaks name) from the Pamunkey Regional Jail."

Response: GTL Understands and Complies

# **Called Party Notification**

The content of the branding message that will be heard by recipients of inmate calls will reflect Pamunkey Regional Jail Authority preferences. By default, the branding portion of ICMv's opening message to called parties is delivered in the inmate's or called party's preselected preferred language (e.g. English or Spanish). When required, the system can be configured to deliver the branding message in both English and Spanish. Except for calls to legal counsel, the branding message includes a disclosure that the call is subject to recording and monitoring.

**Example Call Branding:** "Hello, this is a collect call from [inmate name], an inmate at [facility name]. This call is subject to recording and monitoring."

### **Additional Called Party Notification at Selected Intervals.**

Voice overlays during inmate calls are a standard feature of the GTL ICMv inmate telephone system. The automated operator can play any message to the called-party either at set times, or randomly throughout the call (so that inmates who know that these messages are played cannot anticipate them and attempt to mask them by shouting). These voice announcements can be custom recorded or a standard message such as, "This call is from a correctional facility and is subject to monitoring and recording." All overlays and announcements can be customized to the Jail's preference during system installation.



#### CALL BRANDING 2.9 CONTINUED:

Overlay announcements are an effective fraud and harassment prevention tool. If an offender attempts to fraudulently access outside numbers, voice overlays limit abuse of the general population and provide an indication of where the call originated. The called party is made aware of the origin of the call at all times, which is especially important if the called party accepts the call in error. Any inappropriate calls can be easily reported to facility personnel.

Typically, the message is programmed to repeat every five minutes, resulting in three announcements during a 15-minute call. GTL will work with Pamunkey Regional Jail to establish these settings for maximum effectiveness and minimal call intrusion.

2.10 ANSWER AND TERMINATION DETECTION: The telephone system shall record the method in which the call was accepted or denied. Further, the system shall record the method in which the call was terminated. This information shall be contained within the Station Message-Detail Recording (SMDR) and be included in reports as requested by the Jail.

Response: GTL Understands and Complies

GTL's call-management software monitors every call and records either acceptance or the cause for termination of each call. GTL uses several standard techniques including loopback signals, supervisory signals, and line-side answer supervision to distinguish the different call outcomes depending on whether a call is being completed over a traditional copper line or through a soft switch. The nature of termination for each call is then recorded in the CDR.



Search for Call Records by Termination Type

The ICMv displays call disposition or call fate in the Result field of call detail reports, for both completed and attempted calls.



#### ANSWER AND TERMINATION DETECTION 2.10 CONTINUED:



Call Disposition/Call Fate

RFP#: 15-99-2436PB



- 2.11 <u>CALL DETAIL RECORDS</u>: The inmate telephone system shall provide separate full call detail records for use in administrative and investigative purposes and traffic management reports. The inmate telephone system shall be capable of retaining up to twenty-four (24) months of completed call records. The term call detail records means specific particulars of every call placed as well as a recording of the call itself. All call detail records shall be collected and stored in real time either on-site at the jail in a central secure location or remotely at a data center owned, operated, and maintained by the vendor. If call detail records are stored on-site at the jail, the records shall be backed up to the vendor no less than once per day. It is the intent of this RFP to assure a redundancy of the stored data. All information collected shall be available for management analysis in report format. Samples of management reports shall be provided and should be included with the proposal response. The system shall provide the Jail with the capability of accessing, displaying and printing both real time and historical call detail records on all outgoing calls:
  - A. Time of day originated
  - B. Station number originating call
  - C. Trunk group and trunk number call routed
  - D. Time of day call terminated
  - E. Duration of call in minutes and seconds
  - F. Called number and duration
  - G. Specific date or range of dates
  - H. Disposition of call
  - I. All calls placed from a specific telephone or group of telephones
  - J. Call history
  - K. Cumulative call progress statistics
  - L. Method of call acceptance and denial

Response: GTL Understands and Complies

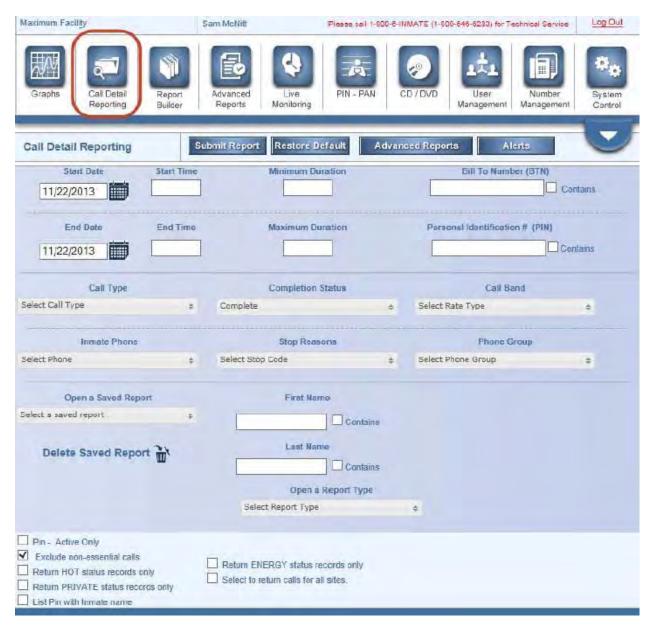
Please see Section 8 – GTL Exhibits, Exhibit II - Sample Reports, in addition to the information provided below.

ICMv's call detail records will be readily available to the Pamunkey Regional Jail on a real time basis via the ICMv on-site terminal, Pamunkey Regional Jail PCs or remote PCs. The system's **Anytime Anywhere** access feature allows properly authorized users to also access ICMv call records remotely from any compatible PC running Microsoft Internet Explorer and from other Internet-enabled devices.



### CALL DETAIL RECORDS 2.11 CONTINUED:

On the Call Detail Reporting screen the administrator or investigator specifies the desired selection criteria for call records and/or recordings, opens a previously saved report template or a Report Type predefined by GTL.



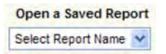
Call Detail Reporting - Selection Criteria

An authorized user may select or click-to-check one or any combination of multiple selection criteria listed on the Call Detail Reporting screen; customizing the report to meet the particular investigative (or administrative) need.



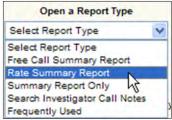
#### CALL DETAIL RECORDS 2.11 CONTINUED:

ICMv's Call Detail Reporting function can generate more than 1,600 different reports based on parameters defined by the user. After a report has been created, it can be saved with a unique name and reused as a template in the future to generate the same or similar reports (e.g. same selection criteria except for timeframe).



To choose a previously saved report the investigator selects the name of the desired report from the "Open a Saved Report" drop list.

## **Use a GTL-Defined Report Type**



**Open Report Type** 

ICMv is preconfigured with a set of report templates that are commonly used. Upon request, at the time of system implementation GTL can configure and save additional Report Types that Pamunkey Regional Jail Authority anticipates needing. The investigator selects these custom report templates from the *Open a Report Type* drop list on the Call Detail Reporting screen.

When the Submit Report button is pressed, ICMv generates and displays the report on the **Call Detail Results** screen.





#### CALL DETAIL RECORDS 2.11 CONTINUED:

#### Standard Call Detail Report

From the on-screen call detail report the investigator can:

- See the destination number (BTN) for every call or call attempt
- Click a BTN (activating Reverse Lookup) to see the published name and address associated with that number.
- Identify the inmate who placed each call by PIN (if applicable)
- Click a PIN to open an inmate's detailed file.
- View other call details (date and time, inmate phone and trunk line used, duration, the charge for the call, payment type, fate of the call; if applicable, reason for block, reason for disconnect, et cetera).
- Listen to a call's recorded conversation
- Download and perform an in-depth analysis of a recorded conversation using ICMv's advanced Call Analyzer
- Add investigative notes to call records/recordings.
- Copy calls to portable media (CD, DVD, USB device, Flash Drive)
- Save the report to a file (for later retrieval in ICMv or to be used as a template for similar reports)
- Save the report in Excel format for use outside ICMv
- Print the call detail report with or without the search parameters used displayed at the top of the printed report





#### CALL DETAIL RECORDS 2.11 CONTINUED:

**Call Detail Record Storage:** Each time a recording is stored on the dedicated RAID, a call record is also stored to accompany that recording. Because the recording function is an integrated feature of the GTL Solution, both call-processing and call-recording operate off the same clock and will have the same date and time "stamp."

For this project, GTL will configure the ICMv system such that archived call detail records will be stored and accessible on-line by authorized Pamunkey Regional Jail personnel for the duration of the Contract.

ICMv operates automatically in a dynamic, real-time environment. As inmate calls are placed and completed, call records are created and stored in our secure, enterprise level "cloud" storage pillar at our Primary Data Center in Texas, which utilizes dedicated Redundant Array of Independent Disks (RAID) disk drives. Data replication associated with RAID storage automatically creates redundancy. An exact copy of each call detail record is immediately sent to GTL's Data Center in Mobile, AL for archiving and bill processing. These initial events create two (2) identical copies of each call record.

Call records at each GTL Data Center are backed up periodically to separate storage locations within each center, making a total of <u>four (4) identical copies</u> of each and every call detail record. All data centers are lightning and surge-protected and have UPS and back-up power generators. All of the facility's ICMv inmate call records remain archived off-line at the GTL Data Centers should the Jail need them.

Every Call Detail returned in response to any search will list the phone station and location and phone group/trunk the call was placed from, the number dialed, the PIN and name of the inmate who placed the call, the call type, band, duration, date, time, termination type, charge, and whether the call was recorded or not.





2.12 <u>CALL LENGTH CONTROL</u>: Officials at the Jail shall be given total flexibility to limit the length of calls placed by inmates, not to exceed fifteen (15) minutes, based on the day of the week, type of call and the inmate's privilege level. The inmates shall be signaled prior to disconnecting that the call duration time limit has expired.

**GTL** Response: GTL Understands and Complies

## **Limiting Call Length**

The ICMv allows the Jail to impose the same duration limit for all inmate calls or to adjust call time limits by phone group, by individual phone, or for individual inmates. The system can be set to announce the time remaining at specific intervals, such as one or five minutes prior to the call expiration. Should Pamunkey Regional Jail desire or require a hold on the PIN before allowing another call, the ICMv System is capable of providing a delay before next PIN use. This functionality prevents inmates from making back-to-back calls; limiting opportunities for other inmates to make calls.

<u>Call Duration Facility-Wide or by Smaller Phone Group:</u> ICMv allows the assignment of a call duration limit to all or selected inmate phones. The inmates in one POD or area of the facility may be restricted with a different time limit than inmates in another area.

As illustrated in the image below, to adjust the call duration limit for inmate phones, an authorized ICMv user opens the System Control screen, enters the new duration limit in minutes for the desired phone group, and clicks the Update button.



System Control - Set the default Call Duration



## CALL LENGTH CONTROL 2.12 CONTINUED:

<u>Call Duration by Individual Phone</u>: The Jail may wish to limit the duration of inmate calls from particular inmate telephones or to particular outside phones (BTNs). For instance, the Jail might choose to set a longer allowed duration for inmates calling from a TDD phone or a shorter limit for inmates using a phone in Booking.

To alter the default Duration limit on inmate calls from an individual inmate phone or to a particular outside phone (BTN), in the Phone Group column of System Control, the authorized ICMv user clicks the desired Phone Group's hyperlink to bring up a screen listing individual inmate or outside phones. After changing the Duration setting for the desired phone, the user clicks Update.



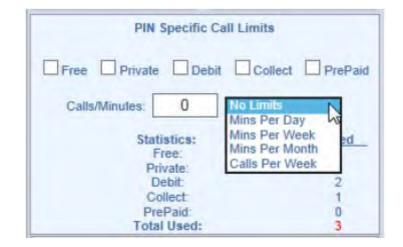
Override Default Call Duration for a Specific Inmate Telephone

<u>Call Duration by Individual Inmate</u>: GTL's ICMv System's PIN/PAN functions give authorized users the ability to customize restrictions for any inmate by **duration**, **call type**, and **total minutes per time period**.

Unique call durations may be assigned to numbers on an inmate's Personal Allowed Number (PAN) list.

Using PIN Specific Call Limit options the authorized ICMv user can also assign calls per time period limits for all of the inmate's calls and/or for specific types of calls.

For example, by checking the box labeled "Private" and then altering the call duration limit in the Calls/Minutes box, a user might permit an inmate to make calls up to an hour long to numbers marked Private (e.g. an attorney) while retaining the usual limit for all other calls.



PIN Detail/ PIN Specific Call Limits



## CALL LENGTH CONTROL 2.12 CONTINUED:

The ICMv System allows you almost unlimited flexibility to set any policies regarding inmate calling, because only you know what is best for your facility.

## **Signal Inmate Prior to Disconnecting**

The ICMv system can optionally play an announcement or tone when the call is approaching maximum duration. The announcement or tone is programmable to occur at a specific point in time prior to end of call. When the maximum call duration is reached, the call will then be terminated.

2.13 <u>CALL SUPERVISION</u>: The system shall provide line-monitoring capability via a line indicator at a central location. Jail officials shall have the ability to select any access line by pressing a single button or issuing a simple keystroke command. No audible indicator shall be detected by the caller that would warn them that theline is being monitored. The Contractor shall supply and install all equipment needed to provide this function. The Contractor shall be responsible for all wiring and conduit between the telephone room and the location of the call monitoring equipment. Monitoring and recording should be real or live time. Call recordings shall be maintained for a period of no less than two (2) years. Call detail records shall be maintained for the life of the contract.

Response: GTL Understands and Complies

## **Live Call Monitoring**

GTL's Inmate Calling Manager system provides live-monitoring capability via a line indicator at a central location with which facility personnel, and other Law Enforcement Agencies as authorized by the Jail. Calls-in-progress are displayed on the Live Monitoring screen. Live monitoring does not interfere with on-going recording operations and is not detectable by the inmate or called party.



Live Monitoring - selected call is green highlighted



#### **CALL SUPERVISION 2.13 CONTINUED**

## **Live Monitoring Functions:**

- Allows the user to manually select (click) and listen to a particular call for any length of time.
- Allows the user to activate Scan, which causes the system to sequentially select and "play" the live
  conversion of each active call for a specified interval (e.g. 30 seconds), before scrolling to the next active
  call listed on the Live Monitoring screen. When the last active call is scanned, the system cycles back to the
  beginning. At any point, the user may stop the scan and listen to a conversation of particular interest for
  any length of time.
- Allows the user to disconnect (end) any call in which the conversation is inappropriate or threatening.
- Allows the user to forward a call of interest to a designated number.

## **System Access for Call Monitoring**

Properly authorized Pamunkey Regional Jail users may access the system and all of its features and tools from a workstation provided by GTL; Jail-owned PCs running Microsoft Internet Explorer 6.0 or higher; and from other Internet-enabled devices. Following is the default configuration of workstations provided by GTL.

**Computer:** Dell Optiplex 3020 Desktop Workstation; Intel Core i3 (4130) 3.4 GHz Processor w/ 3MB Cache; 4.0 GB DDR3 1600MHz SDRAM - 1DIMM; 16X DVD+/-RW SATA



Drive; 500GB Serial ATA Hard Drive 7200RPM; Windows 7 Professional Operating System.

**Peripherals (from Dell):** 19" Flat Screen LCD Monitor Black; USB two button Mouse Black; USB Standard Keyboard Black; Speakers (Internal Chassis Dell)

**Peripherals – (Other):** Hewlett Packard OfficeJet 6100 ePrinter; 2 Blank CDRW Media (starter media); Tripp Lite Internet Office UPS 300 VA; UPS unit; Mouse Pad with GTL Logo.



#### **CALL SUPERVISION 2.13 CONTINUED**

**Remote Access:** The ICMv software allows investigators and other authorized staff to log into the system from anywhere that offers Internet access. Once the user has securely logged in, using a secure user name and password, he or she will be able to use all the tools the system has to offer from any location.

Remote access to GTL's virtual private network (VPN) and the ICMv data-center is done with one click of a mouse from the Log-in screen. The ICMv exchanges data with off-network users through a Secure Sockets Layer (SSL) exchange. SSL is a protocol developed for transmitting private documents via the Internet. SSL uses a cryptographic system that uses two keys to encrypt data.



This is the same security system that is successfully used by many Web sites to obtain confidential user information, such as credit card numbers, without compromising security. These systems provide a triple layer of protection to ensure that only authorized users can access the network and that the data cannot be intercepted.

There is no need for specialized computers installed with special software. Authorized users at any PC that is capable of running Microsoft Internet Explorer 8.0 or greater, and that has a connection of sufficient bandwidth, may conveniently use all of the ICMv's features, including live monitoring and playback of call recordings.

Furthermore with GTL's system, inmate calls can be forwarded offsite, live-monitored from remote locations, and recordings or alert notices can be emailed—all over a highly secure and firewall-protected WAN. No other system unchains investigators from the workstations at their correctional facilities or allows access privileges to be freely assigned to and used by as many users from as many locations as the GTL Solution does.

Remote access to the system is through a Secure Sockets Layer (SSL) exchange, the same security system that is successfully used by many major financial institutions to obtain confidential user information, such as credit card numbers, over the web without compromising security.



**CALL SUPERVISION 2.13 CONTINUED** 

## **Call Recording Storage**

GTL's ICMv is a centralized non-premise system that is configured with built-in redundancy to reduce interruption of service and prevent data loss. The recording for each inmate call will be digitally transmitted *in real-time* as inmate calls complete and stored in our secure, enterprise level "cloud" storage pillar at our Primary Data Center in Texas, which utilizes dedicated Redundant Array of Independent Disks (RAID) disk drives. Data replication associated with RAID storage automatically creates redundancy.

The RAID for the Pamunkey Regional Jail facility will have the capacity to store all call recordings on-line for immediate access for (2) full years.

Each time a recording is stored on the dedicated RAID, a call record is also stored to accompany that recording. Because the recording function is an integrated feature of the GTL Solution, both call-processing and call-recording operate off the same clock and will have the same date and time "stamp."



<u>For the entire duration of the contract</u> all call detail records (for all calls for Pamunkey Regional Jail) will be immediately available on-line for review and printing from ICMv workstations, or other authorized computers. All of Pamunkey Regional Jail's ICMv inmate call records remain archived off-line after the end of this contract at the GTL Data Centers should the Jail need them.



2.14 <u>CALL VALIDATION</u>: All calls shall be validated on a real time basis to eliminate access to blocked numbers pay phones or other non-billable numbers. The system shall be designed to eliminate any and all access to a live operator.

Response: GTL Understands and Complies

GTL's call-validation incorporates in real-time, validation responses from Local Exchange Carriers; compliance with carriers who do not permit collect calls; and managerial restrictions such as blocked-number lists entered by the Pamunkey Regional Jail Authority or GTL.

GTL subscribes to the Local Exchange Carrier (LEC) Line Information Data Base (LIDB). This database is maintained by phone companies globally and contains complete and always up-to-date records of all valid telephone numbers. This will ensure that all blocked number payphones and other non-billable numbers never pass validation ensuring that the inmate cannot call that number.

At no time can an inmate reach a live operator as the system is designed to prevent such access.

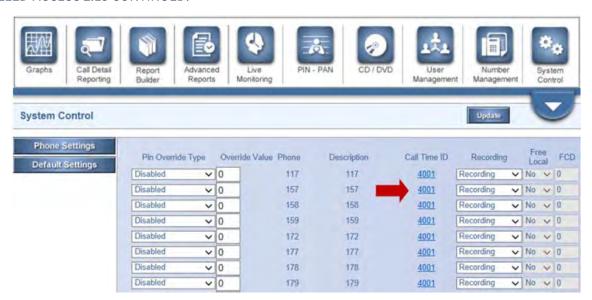
2.15 <u>CONTROLLED ACCESS</u>: The inmate telephone system shall provide officials at the Jail with a means of controlling general access to telephone facilities. The system shall provide the capability to set telephones and groups of telephones in or out of service at pre-determined times. Officials at the Jail shall have the capability of shutting down all telephones in a housing unit or all telephones in the entire facility upon demand.

Response: GTL Understands and Complies

Inmate Calling Manager's **Call Times Editor** allows calls from specified inmate phones to be limited to specific times during the day and/or on particular days of the week. Authorized staff can control calling times by inmate phone, outside number, PIN, POD, and system-wide. The calling-time window can be edited by selecting the inmate phone or outside phone (BTN) on the System Control screen. The calling schedule for the selected phone is hyperlinked in the *Call Times* column on the System Control screen.



#### CONTROLLED ACCESS 2.15 CONTINUED:



System Control - Individual Phone Settings

Clicking the Call Time ID hyperlink (indicated above) opens the Call Times Editor (shown below) where the current schedule can be viewed and changed as needed.



**Call Times Editor** 

Authorized ICMv users can also use the *PIN Specific Call Limits* section on the **PIN Detail** screen (for any inmate PIN) to set call permissions for individual PINs that over-ride the limits placed on phones or PODs, or to set PAN-limits to exempt certain outside numbers from these limits.

The ICMv has the ability to shutdown individual phones and groups of phones within a facility and globally. From any workstation or Internet connection, users with the appropriate access <u>can turn the entire phone system on or off</u> with a couple of clicks of the mouse. From this screen, phones and recording can be turned On or Off by group. Simply change phone setting from "Recording" to "Off", as shown in the sample screen below.



#### CONTROLLED ACCESS 2.15 CONTINUED:

To shut down service for a group of telephones the default Global Phone Status is changed from "Recording" to "Off", as shown below.



**Global On/Off Phone Control** 

Calling service may also selectively be turned off for individual telephones. Settings for individual phones are accessed by clicking the hyperlink to the desired Phone Group. To shut down service to a telephone, change the phone's status from "Recording" to "Off" as shown below.



**Telephone Status - Individual Phone Settings** 



2.16 <u>FRAUD CONTROL</u>: Aid in controlling fraudulent use of the telephone network shall be provided by interference with secondary call patterns, termination of calls if a second dial tone is detected, and prohibition of hook switch dialing. The Jail shall bear no responsibility for the loss of revenue as a result of fraudulent use of the telephone service. Fraudulent calls shall be the sole responsibility of the Contractor. The system shall have the capability to establish a credit limit per billed number. This should include weekly, monthly and daily volume maximum dollar amounts allowed to be charged prior to calls being automatically blocked until payment is made.

Response: GTL Understands and Complies

GTL's Inmate Calling Manager ITS solution provides the most advanced, automated security features in the industry; saving Jail staff time and labor. Features designed to automatically thwart inmate criminal activity and prevent violations of the Jail's rules and policies for extortion and fraud include, but are not limited to:

### **Fraud Prevention Features**

GTL's Inmate Calling Manager confirms the identity of inmates placing calls, performs real-time number validation at the beginning of every call attempt, detects attempts to bridge a call-in-progress to a third party, and has many other features that directly or indirectly assist with fraud prevention.

**Voice Biometric Inmate Identification:** GTL's voice biometric solution is a unique text-dependent biometric speaker verification system that enables verification and identification of a Jail inmate <u>in real time</u>, using a simple spoken pass phrase.

Totally language and accent independent, The GTL voice biometric feature provides a secure, efficient and extremely convenient method to initially verify an inmate's identity. Our voice biometric solution fully integrated and is easy to deploy within Jail facilities. Designed exclusively to meet strict global security standards, GTL's voice biometric solution has successfully passed independent security audits. Our state-of-the-art voice biometric accuracy is used to secure access to the ICMv system phones, effectively combating identity fraud and enhancing the customer experience. GTL's voice biometric solution has been selected as the verification platform of choice by leading correction industry and security organizations.

#### **Features**

- Language and accent independent
- State-of-the-art accuracy
- Fully Integrated with ICMv
- Straightforward deployment
- Integrated security
- Convenient and non-intrusive (no personal information required)
- Secure multi-factor authentication



#### FRAUD CONTROL 2.16 CONTINUED:

**Call Validation:** Among other things, real-time number validation ensures that inmates cannot call facility-prohibited numbers and prevents inmate collect calls from going to numbers that are not credit worthy.

**Three-Way Call Detection:** The system's three-way detection is accomplished by identifying multiple call characteristics typically associated with fraudulent activity. GTL's fraudulent call detection algorithms constantly monitor the signals coming from each inmate phone; scanning the live stream for:

- Hook-flashing 0.8 second clicking sound associated with switching lines or adding a third party to a call.
- Dual Tone Multi-Frequency (DTMF) tones of dialing or open line being added to a conversation
- Spikes in energy usage if the inmate dials additional digits during the call

In addition to GTL-developed algorithms we have licensed and implemented additional 3-way detection technology often used in the industry to ensure that GTL detects 3-way calling with the highest level of accuracy possible.

## **Example Fraud Prevention Features - Always Active**

- No live-operator access by inmates during calls (calls fully controlled by auto operator)
- No incoming calls to inmate phones
- No chain-dialing
- Continuous system monitoring of active lines for indicators of fraudulent activity (3-way, forwarding, secondary dial tone, et cetera)
- Prerecorded inmate names to prevent message passing before call acceptance
- Positive call acceptance required
- Branding message (inmate and facility name) prior to call acceptance



#### FRAUD CONTROL 2.16 CONTINUED:

## **Example Fraud Prevention Features - Active at Jail's Discretion**

- Random overlay announcements (branding or otherwise) during an inmate's conversation
- Inmate identification by PIN
- Restriction of calls to an approved list (PAN) assigned to inmate PINs
- Hot Number Alerts assignable to inmate PINs and destination numbers

## Fraudulent calls shall be the sole responsibility of GTL

GTL bears full responsibility for any losses due to fraudulent or uncollectible call charges. Since Pamunkey Regional Jail's commission percentage is based on gross revenue from <u>ALL completed calls</u> through the ICMv system, the Jail's <u>commission revenue is not affected by fraudulent of un-collectable telephone charges</u>.

## **Credit Limit per Billed Number/ Call Threshold**

To help families and friends of inmates budget their inmate collect calls and minimize bad debt for families and friends of inmates, GTL maintains variable dollar limit thresholds for all called parties who accept inmate collect calls. Thresholds are based upon a proprietary algorithm that evaluates potential fraud while still keeping inmates and their family and friends connected.

Usage limits (caps) apply only to collect calls billed through the customer's local telephone service provider and really should be of no concern to Pamunkey Regional Jail as well over 50% of your current calling is either prepaid or debit. Additionally, GTL's Prepaid and Debit calling options give inmates and their families tools to set monthly limits for themselves, avoid hidden fees that their phone carriers may pile on for collect calls, and manage their budgets responsibly while maintaining contact with their loved ones.

2.17 <u>CRITICAL COMPONENT REDUNDANCY</u>: The system shall be engineered to ensure no more than four (4) phones will be out of service at any given time due to a single component failure.

Response: GTL Understands and Complies

GTL is offering Pamunkey Regional Jail a centralized, state of the art, web-based inmate telephone system. With the current technology in the inmate telephone industry, single analog lines are no longer used. GTL uses T1 circuits which are highly stable and are used in our centralized network design.

Our network solution is cloud based where all devices have redundancy built in. In addition, GTL will construct multiple cross connections from the inmate telephones to our network components such that no single pod will ever have more than (4) phones down because of a single network component failure. In pods that have 4 or less phones GTL will construct our system so that no one pod should have all phones fail because a single component failure.



2.18 <u>MAINTENANCE DIAGNOSTICS</u>: The system software shall be designed to interrogate the system to perform self-test diagnostics. A complete system test shall be completed at least every twenty-four (24) hours. Errors detected shall be stored in memory for at least forty-eight (48) hours and be transferred to the remote computer.

**GTL** Response: GTL Understands and Complies

## **Remote Diagnostics**

## **System Self-Diagnostics**

GTL's inmate calling platform performs continuous on-line self-diagnostics. Connectivity of system elements and functionality of key programs in the system's controller are checked. Should a system component fail a diagnostic test, the ICMv system automatically alerts GTL's Technical Support Center. Diagnostic and restoration of service begins upon notification. In most cases, problems are diagnosed and resolved before they are noticeable at the facility.

## **Extensive Diagnostic Support**

The ICMv allows technicians in our Network Operations Centers to place remote test calls to determine the source of a reported problem. Maintenance reports are available that help to isolate marginal inmate phones and trunks. For instance, GTL routinely tracks:

- The number of calls and attempts by individual phone, trunk and by day for the most recent 7 days.
- Average number of calls per day by individual phone and trunk for the previous week and the previous 4
  weeks.
- The average conversation time for individual phones and trunks for the previous day.
- The percentage of deviation in usage by individual phone and trunk between the 1 week average and the 4-week average.
- Number of call attempts and completions by call and tariff type over any user-selected time period.

These reports allow GTL Technical Services Department to proactively anticipate or identify potential sources or service degradation or interruption and initiate a service call before problems occur.

## **SNMP Monitoring**

All GTL equipment at the site will have **Simple Network Management Protocol** (SNMP) capability enabled. SNMP, illustrated below, allows equipment at the site to be polled and errors trapped when appropriate. Polling results go directly to our central data centers and are monitored by GTL professionals. The functionalities of hardware components such as routers, switches, servers, IADs, and other SNMP-enabled devices are monitored and analyzed in real-time. The SNMP poll interval is programmable. By default, polling occurs every five (5) minutes.

The SNMP tool provides statistics for Bandwidth Usage, Latency, Jitter, Packet-loss, and Interface functions. An historical log of all statistics enables graphic views of specified daily, monthly, and yearly statistics.



## MAINTENANCE DIAGNOSTICS 2.18 CONTINUED:

Errors and alarms indicate the site involved and the system function that has failed. Real-time email notifications are sent to a GTL NSS notification group from these applications. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, dispatching of service personnel to the site if appropriate, and progress reports to the site. Ticket escalation occurs if the issue is not resolved within the expected time-frame.

Upon failure of a network element or local loop, GTL will open a trouble ticket with the carrier or dispatch a local technician to replace failed hardware elements. The network management tool also provides email alert notification to technical staff members.



The SNMP User Interface displays current network statistics and provides access to historical statistical data.

## **Daily Performance Level Monitoring**

Changes in call traffic that might indicate subtle problems are identified through daily performance level reports. These reports measure items such as number of completed calls, number of call attempts, daily revenue and number of validation attempts. Historical data gathered form GTL's extensive installed customer base has allowed us to build a sophisticated measurement model. This model is used to compare actual data from anticipated data. Thresholds that are exceeded or fall short of expectations are reported daily to our Customer Service Department.



#### MAINTENANCE DIAGNOSTICS 2.18 CONTINUED:

GTL is capable of adjusting the measurement model on an installation-by-installation basis to ensure accurate problem reporting. In most cases, a problem is detected and resolved before the facility is aware that a problem has occurred.

#### **Error Detection and Transfer**

As shown above, GTL has multiple layers of testing and detection. As polling and testing occurs, and when errors are found, these are flagged and trapped to be evaluated by our technical staff. GTL will hold these instances within a 48 hour window and will in turn be transferred remotely to our technical support staff remote workstations at the GTL Technical Support Center.

2.19 <u>NETWORK ACCESS</u>: The Offeror shall describe specifically how the network will be accessed to complete calls dialed by inmates. The Offeror shall identify whether a switched network or a T- I will be used. The Jail has no preference whether analog or digital access is used. The Offeror shall describe in detail the process a phone call would follow including voice prompts, validation, process, acceptance/denial process and cost accounting process.

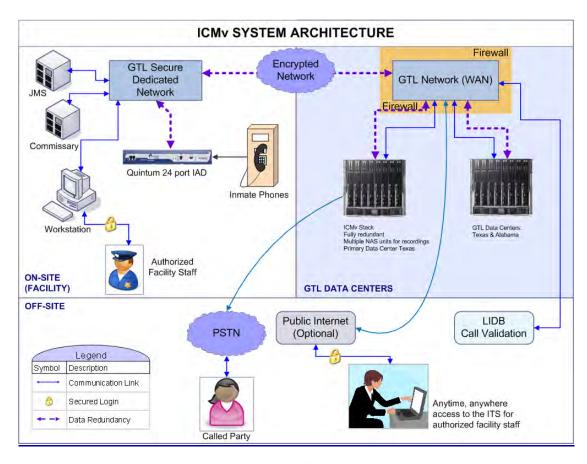
Response: GTL Understands and Complies

#### **Network Access**

GTL's unique ICMv solution includes not only the physical call-processing hardware, but also the corresponding network hardware and circuits, designed specifically for the needs of each correctional facility. With this true end-to-end solution, GTL is able to transmit data over a packet-switched network to continuously back up all call records to our offsite data centers, stream live calls directly to remote investigators, and access phone company databases for highly detailed call validation of each and every call. The ICMv system uses a T 1 or better in its network operation.

In addition to remote access, the ICMv solution also offers the ability to setup a firewalled network-to network interface (NNI) with the customer's local area network (LAN) to allow a physical network connection to the GTL private secure network. Connecting in this way allows for high-speed access for live monitoring and the playback of call recordings without burdening the client's network. GTL has extensive experience in setting up fast and flexible NNIs and uses this architecture in a number of facilities to interface and integrate with other service providers, such as the Commissary, OMS/JMS, and Inmate Banking.





GTL's ICMv solution truly combines the reliability and reach of the PSTN; the security and high-speed throughput of a dedicated, secure WAN; the ease-of access of the public Internet, and the flexibility of a fully programmable server. Further, and as a point of pride for GTL, the team that designs and builds the ICMv is the same team responsible for the ongoing support of the solution.

#### **Call Process**

#### **Voice Prompts**

ICMv provides fully automated operator services for all call types. The automated operator gives dialing instructions, call-type and language options, error prompts, makes initial contact with the called party and provides information about the call, including the inmate's name and the name of the correctional facility. The call is not connect until it has been positively accepted by the called party.



ICMv's clear voice prompts assist and instruct an inmate from the time he or she lifts the receiver until the call is completed and disconnected. The inmate never has access to a live operator. ICMv requires that all calls must return to the equivalent of a primary dial tone before another call can begin. Following are the default prompts and events that occur during an inmate call. Wording of prompt messages may be changed at Pamunkey Regional Jail's request.

- 1. The inmate lifts the receiver and hears the automated prompt: (in English) "Press 1 For English," (in Spanish) "Press 2 for Spanish" and so on, through each language currently available in the system, until the inmate makes a language selection. (ICMv supports prompts in up to ten (10) languages.)
- 2. The automated operator instructs the inmate to dial the area code and the destination number.

Any number that is disallowed by the facility will initiate a voice prompt that states, "This is an invalid number," and the call is disconnected.

- 3. The automated operator instructs the inmate to specify the type of call:
  - To place a collect call, press '1'.
  - To place a person-to-person call, press '2'.
  - To place a prepaid debit call, press '3'.

If any other number is pressed or no number is pressed, the call is placed as collect, station-to-station. If the call type is prepaid, the automated operator reports the balance in the inmate's Debit account and disallows a prepaid call if the balance is insufficient.

- 4. The automated operator obtains the inmate's name.
  - a. If PINs are in use, the automated operator instructs the inmate to enter his or her PIN, and then the inmate's pre-recorded name is retrieved from the individual's PIN file.
  - b. If PINs are not in use, the automated operator says, "At the tone, state your name." The name is stored in temporary memory. By default, the inmate has a two (2) second window in which to state his/her name. The time window is programmable for longer or shorter periods.
- 5. The inmate is placed on hold while the destination number is checked. Number validation, which normally takes less than 10 seconds, is described below:
  - a. The destination number is checked first against ICMv's facility-wide Call Block, Call Schedule, and Call Allow lists. If PINs are used, the number is also checked against the inmate's personal Call Block, Call Schedule, and Call Allow lists.



- b. The destination number is passed to the contracted Line Information Database (LIDB) hub where it is checked for fraud/bad debt attributes, operational status, and billable status (e.g. payphones are not billable). If the destination number is valid, a signal is returned to the phone to authorize the call. If the destination number is not valid, the automated operator will inform the inmate of this and terminate the call.
- 6. When the call is answered, the ICMv System's automated operator will instruct the called party with a message such as:

"You have a collect call from [INMATE NAME], an inmate at [FACILITY NAME]. This call may be monitored and/or recorded.

- If you wish to accept this call, press or say zero and hold.
- To deny the call, press 5 and hang up."
- If you wish to block future calls of this nature, press 7.
- To hear costs for this call, press 9 and hold for rate information.

If the called party fails to respond appropriately, the message repeats three times and if no appropriate response is made within 30 seconds of the last repeat, the call is terminated.

The exact wording of automated prompts will vary with call type. The wording of default messages can be modified to exactly match Pamunkey Regional Jail preferences.

All prompts will be repeated twice. If there is no response, the call will be disconnected and no charges will be assessed for the call.

Billing begins when the called party positively accepts the call and the connection is made, allowing the inmate to talk with the called party.

When an inmate's call cannot be completed, the automated operator will notify the inmate using a message similar to one of the following:

- "The called number was busy; please try your call later."
- "The called party did not answer; please try your call later."
- "The called party did not accept your call."
- "The called party has placed a block on this number."

All notification prompts will be repeated twice. The call will then be disconnected and no charges will be assessed for the call.



## **Call Validation Process**

GTL's call-validation incorporates in real-time, validation responses from Local Exchange Carriers; compliance with carriers who do not permit collect calls; and managerial restrictions such as blocked-number lists entered by the Pamunkey Regional Jail Authority or GTL.

GTL subscribes to the Local Exchange Carrier (LEC) Line Information Data Base (LIDB). This database is maintained by phone companies globally and contains complete and always up-to-date records of all valid telephone numbers. This will ensure that all blocked number payphones and other non-billable numbers never pass validation ensuring that the inmate cannot call that number.

#### Call Acceptance/Denial Process

By default, ICMv requires every called party to actively indicate acceptance of an inmate's call by pressing a specified digit on the phone's keypad. Similarly, the called party may deny the call. Once the called party picks up the line and the announcement is played ("You have a collect call from [INMATE NAME], an inmate at [FACILITY NAME]. This call may be monitored and/or recorded), the called party his given several options including call acceptance, denial, blocking, and rate information as shown below.

- If you wish to accept this call, press or say zero and hold.
- To deny the call, press 5 and hang up."
- If you wish to block future calls of this nature, press 7.
- To hear costs for this call, press 9 and hold for rate information.

All prompts will be repeated twice. If there is no response, the call will be disconnected and no charges will be assessed for the call.

Should the called party deny or block the call the inmate will be notified via the automated system with a notification such as the following.

- "The called party did not accept your call."
- "The called party has placed a block on this number."

All notification prompts will be repeated twice. The call will then be disconnected and no charges will be assessed for the call.

#### **Cost Accounting Process**

GTL is a fully authorized inmate telephone service provider in the State of Virginia and as such will have complete responsibility for rating and routing call traffic for all call types. We maintain multiple billing and routing agreements with major carriers in order to insure that calls are routed in the most efficient manner.



#### **NETWORK ACCESS 2.19 CONTINUED:**

When an inmate places a call, our validation system will determine the call type (Local, IntraLATA, InterLATA, Interstate, or International). Once the called party actively indicates acceptance of an inmates' call, the inmate telephone system begins the billing process by recording the cost of the call, based on the agreed upon rates for the call type.

GTL is authorized to handle all calls originating from this contract. GTL is responsible for billing for all calls either through the local telephone company or direct bill from GTL. Billing does not begin until the called party positively indicates willingness to accept the call. Upon acceptance, the billing period begins and it ends when either the inmate or called party hangs up; or the call is terminated by the system (e.g. fraudulent activity detected). The total cost of the call is recorded in the call detail record that is saved in real-time to ICMv's database and automatically transmitted in near real-time to the GTL Billing Center. The details, including both the duration and cost of every inmate call, are available for review by authorized Pamunkey Regional Jail staff in reports generated through Inmate Calling Manager's Call Detail Reports feature.

2.20 <u>MISCELLANEOUS TELEPHONE EQUIPMENT</u>: The Contractor shall provide all miscellaneous equipment such as recorders, computer, printer, modems and system software necessary to allow Jail officials to query display and print individual inmate telephone activity and maintain and record telephone conversations from at least two (2) discrete locations. The system should provide full record capabilities. A manual cutoff system should be integrated with touch screen. Recording or monitoring should commence from the time the handset is picked up. Equipment shall be supplied with system software necessary to interface with the inmate telephone system to perform such functions as traffic management, system administration, call blocking and maintenance diagnostics. System software shall be security level based and password protected. Location of miscellaneous equipment shall be determined by the Jail. System software shall include on-site ability by the Jail to change, modify, add or delete blocking numbers from being called and maintain records of the date, time, number entered or changed, and individual making the change.

Response: GTL Understands and Complies

## System Equipment - Workstation\*

Properly authorized users may access the ITS and all of its features and tools from an in house ITS workstation provided by GTL; Pamunkey Regional Jail Authority PCs running Microsoft Internet Explorer 6.0 or higher; and from other Internet-enabled devices.

Following is the default configuration of workstations provided by GTL.

**Computer: Computer:** Dell Optiplex 3020 Desktop Workstation; Intel Core i3 (4130) 3.4 GHz Processor w/ 3MB Cache; 4.0 GB DDR3 1600MHz SDRAM - 1DIMM; 16X DVD+/-RW SATA Drive; 500GB Serial ATA Hard Drive 7200RPM; Windows 7 Professional Operating System.





MISCELLANEOUS TELEPHONE EQUIPMENT 2.20 CONTINUED:

**Peripherals (from Dell):** 19" Flat Screen LCD Monitor Black; USB two button Mouse Black; USB Standard Keyboard Black; Speakers (Internal Chassis Dell)

**Peripherals – (Other):** Hewlett Packard OfficeJet 6100 ePrinter; 2 Blank CDRW Media (starter media); Tripp Lite Internet Office UPS 300 VA; UPS unit; Mouse Pad with GTL Logo.

## **System Access-Locations**

The ICMv is entirely web-based, so easy and reliable remote access is a standard feature for our clients. This allows facility personnel to view and track call activity, including call monitoring and playback of call recordings, anytime, from any PC (GTL-supplied workstations, Pamunkey Jail PCs, any off-site PC with internet access and Explorer 6.0 browser or newer). The system is accessed remotely via our web-based Inmate Calling Manager (ICMv) software. The ICMv provides access to our database through a browser-based HTML interface, but the site is private (like iTunes) rather than residing on the public Internet. Because the GTL system is entirely web-based, all of its features will be accessible by your staff—based on their user permissions—whether they are onsite or accessing the system remotely.

Remote access to the system is through a Secure Sockets Layer (SSL) exchange, the same security system that is successfully used by many major financial institutions to obtain confidential user information, such as credit card numbers, over the web without compromising security.

## **Call Recordings and Call Records**

By default, all inmate conversations are recorded and subject to monitoring except those between inmates and approved legal counselors. Authorized facility personnel have the option of turning monitoring and recording on or off as needed for other numbers. For any non-legal call, recording and monitoring may be activated while the call is in progress. the ICMv system will begin recording immediately with call initiation by the inmate or can be configured to delay the onset of recording until the call is routed to the destination number and picked-up.

When call recording is set to commence when the inmate picks up the handset, the digital recording will capture all sounds (both DTMF tones and spoken words) from off-the-hook to call termination and will include:

- All voice prompts heard by the inmate; any additional automated messages to the inmate due to events such as failed validation, busy destination number, et cetera; and any words spoken by the inmate during call setup (e.g. inmate name if applicable)
- The tones of all digits dialed by the inmate during call setup (e.g. for language selection, PIN entry, destination number entry, et cetera)
- (If destination phone is answered) the **branding message** heard by the called party including the **inmate's name**, the name of the facility and the announcement that the call will be recorded and monitored.
- All voice prompts, options, and automated messages heard by the called party
- The tones of all digits dialed by the called party in response to automated prompts and options (e.g. for language selection, rate quote, call acceptance, et cetera)



## MISCELLANEOUS TELEPHONE EQUIPMENT 2.20 CONTINUED:

- (If call is accepted) the **entire conversation** including any voice overlays played during the conversation
- If the call is terminated for any reason by the system: any termination message delivered before the connection is broken.

The call detail record (CDR) for each inmate call will be digitally transmitted as the inmate goes off hook, automatically, for storage on a secure, dedicated Redundant Array of Independent Disks (RAID) at the GTL Data Center in Texas.

#### **Manual Cut-Off**

Authorized staff controls override the scheduled on/off phone times. The phones can be shut down quickly and easily by using either ICMv software controls or manual shutdown switches.

#### a. ICMv Software Manual Phone Shut Down

Phone Status has three possible settings:

- 1. **Recording** Calling service is ON and all non-private calls are recorded. This is the standard default setting.
- 2. **No Recording** Calling service is ON without recording
- 3. OFF Calling service is turned OFF

For example, to shut down service for a group of telephones the default Global Phone Status is changed from "Recording" to "Off", as shown below.



**Global On/Off Phone Control** 

Calling service may also selectively be turned off for individual telephones. Settings for individual phones are accessed by clicking the hyperlink to the desired Phone Group. To shut down service to a telephone, change the phone's status from "Recording" to "Off", as shown below.



#### MISCELLANEOUS TELEPHONE EQUIPMENT 2.20 CONTINUED:



**Telephone Status - Individual Phone Settings** 

#### b. Mechanical Switch Phone Shutdown

In addition to the ability for software to manually shut down phones from any workstation, GTL will also provide mechanical cut-off switches, located wherever the Jail chooses. GTL is able to provide integration between the ICMv system and the Jail's Simplex Grinnell touch screen manual phone shut down devices to allow Jail staff to shut down various groups of phones with one remote device.

Manual phone shut down configurations are not limited to discrete phone locations. For example, inmate phones located in several different areas of the facility, even if connected to different trunk lines, can be controlled by a manual shut down device that allows all of them to be shut off at once.



2.21 OPERATOR SERVICES AND VOICE PROMPTS: Automated operator services for this proposal shall provide a minimum of two (2) languages in each phone: English and Spanish. If additional languages are required, each telephone shall be capable of providing automated operator voice prompts in up to four (4) languages at no extra cost to the Jail. Modification or addition of languages shall be made at no extra cost to the Jail for the duration of the Contract. Any voice prompt required during the operation of the inmate telephone shall be clear and concise. Contractor shall also provide these instructions in written format for posting in the inmate housing units.

Response: GTL Understands and Complies

ICMv's clear voice prompts assist and instruct an inmate from the time he or she lifts the receiver until the call is completed and disconnected. ICMv is initially configured to provide voice prompts in English and Spanish. GTL will consult with the Regional Jail's project manager prior to adding new languages. Modification or addition of languages will be made at no charge to the Jail for the duration of the contract. The automated operator can be loaded with up to ten languages for inmate voice prompts as well as called-party voice prompts. Besides English and Spanish, GTL currently supports Arabic, Mandarin, Navajo, French, Polish, Vietnamese, Portuguese and other languages.

When an inmate initiates a call, GTL's automated operator prompts the inmate to select the preferred language via the phone's keypad (for example, "For English, press 1; para Español, marque 2", etc...). That language will then be used for any voice prompts used during the call.

The called party selects their preferred language in a similar way. The prompt to the called party states: "Hello, this is a collect call from (inmate name), an inmate at the (facility name). To hear acceptance options in English, press 1, para Español, marque 2." This option is repeated twice; if no language is selected, the acceptance prompts begin in English.

PIN-based facilities using PAN (Personal Allowed Number) lists can set different language preferences for each phone number on an inmate's PAN list. When the PAN number is dialed, the system will automatically use the language attached to that number.

Calling instructions will be posted at each inmate phone stations.



#### OPERATOR SERVICES AND VOICE PROMPTS 2.21 CONTINUED:

#### Listen for instruction in English and Spanish.

Espere a escuchar las instrucciones en Ingles y Espanol.

## **Dial Area Code + Number**

Area code must be entered for all calls, including local calls.

## Marque el código de área + el número telefónico:

Se debe ingresar el código de área para todas las llamadas, incluyendo las llamadas locales.

These calls will be subject to recording and monitoring. Any use of this telephone will constitute implied consent.

Estas llamadas estaran sujetads a la supervino y seran grabadas. Cualquier uso de este telefono constitira consentimiento implicado.

For billing or blocking questions the called party should call (877) 650-4249 or (877) 650-4250.

Para preguntas de facturación o para el bloqueo de llamadas el partido llamada debe llamar (877) 650-4249 o (877) 650-4250

Sample Call Instruction Placard Provides dialing instructions and other important information.



2.22 <u>SURGE PROTECTION AND UNINTERRUPTED POWER SUPPLY (UPS)</u>: The Contractor shall provide an Uninterruptible Power Supply (UPS) with surge protection for use with the inmate telephone system at the Jail. The UPS shall prevent potential problems in the telecommunications system caused by power surges or spikes. The UPS shall also ensure there is no interruption of service due to loss of commercial power. If requested, the Contractor shall provide technical data detailing the type of system and installation requirements of the UPS system. A minimum of one (1) hour backup at full load is required.

**GTL** Response: GTL Understands and Complies

## **Surge Protection**

GTL provides station-side surge protection and equipment grounding at all facilities. For facilities that have station wire going outside the primary building, GTL installs additional protection. The protection blocks used in single-building installs will be mounted and punched next to the connector blocks. The ICMv controller and all protection blocks will be connected directly to a local earth ground in the equipment room.

## **Uninterrupted Power Supply (UPS)**

GTL will provide an Uninterruptible Power Supply (UPS) that is designed to meet the runtime requirements for each individual facility. Rather than suggest a single unit for all sites, GTL matches the UPS to the hardware and network design for each facility to ensure that the unit is of the proper size to support the on-site hardware for the time required. An example of a UPS that may be used in a centralized network model for a small-to-medium sized facility would be the Smart-UPS 1000VA from APC, which offers more than an hour and a half of runtime on a power draw of 100W. In the absence of an emergency generator at the facility, upon expiration of the UPS, the system performs a safe shutdown to protect data. Once power is restored the system will reboot without human intervention and resume normal operations.





Intelligent, line-interactive network power management system with Remote Management Capability



2.23 <u>INMATE VISITATION TELEPHONES</u>: The Contractor shall provide inmate stations at each inmate personal visitation booth. The stations will conform to all the features and specifications outlined in this RFP, and shall provide for the recording and archival of inmate visits.

Response: GTL Understands and Complies

GTL will provide the Jail with the ability of connecting, controlling and recording inmate communications through the facility's visitation telephones. In addition, GTL offers the Jail with the implementation of inmate PINs for added security and investigative capability to identify specific inmates during visitations.

GTL can install DTMF touchtone key visitation phones on the inmate side of all visitation stations which are able to allow all PIN capabilities in the GTL Inmate Telephone System to be applied to the visitation conversations.

2.24 <u>TELEPHONE DEBIT PROCESSING SYSTEM</u>: The Contractor shall successfully integrate with third party vendors (inmate accounting, jail management system, commissary, etc.) as specified in APPENDIX H to allow individuals to purchase pre-paid telephone time for inmates to use on the installed system. The Contractor shall bear all costs associated with the installation and maintenance of said integration and operation. The Contractor shall receive information from third party vendors on purchased debit calling time. The Contractor will then credit such time to the inmate's debit account on the call processing equipment. The Contractor shall access a computer system maintained by third party vendors, which can communicate via an internet/intranet connection over TCP/IP via FTP on a designated port, HTTP on a designated port, or SMB. The Contractor shall provide a standard mechanism by which refunds of unused time can be returned to individuals.

Response: GTL Understands and Complies

## GTL has more correctional interface experience than any other vendor in the corrections marketplace.

GTL has installed its proposed software application at sites that require zero to upwards of forty separate interfaces. Using an architected interface approach, GTL will ensure that our proposed solution is integrated as necessary with all third party vendors, including but not limited to My Tech Friends for debit calling.

GTL has a standing, working and positive relationship with Keefe Commissary Networks. GTL has developed, in partnership with Keefe Commissary Network, to allow for automated *real time debits for phone time* to transact from inmate trust accounts in multiple GTL customer sites. This interface allows inmates to easily transfer any amount in their inmate trust funds to ICMv inmate Debit Phone accounts as well as simplify any refunds upon release. In cooperation with Keefe Commissary Network and the County, GTL is capable and has proven reliability of utilizing Keefe's Direct Link systems. These methods allow for inmates to order Phone Debit time directly through the use of an inmate phone. This process further streamlines the release process allowing GTL to readily push funds back to the inmate's trust account prior to release. This allows the Jail to perform a single and simple release of an inmate whether a check, cash or release debit card is issued to the inmate upon release.



#### TELEPHONE DEBIT PROCESSING SYSTEM: 2.24 CONTINUED

**How it works:** To fund their debit account, the inmate completes a transfer by simply accessing the system via any standard inmate telephone and inputting the amount of funds they wish to transfer from their trust fund. Transferred funds are applied to the applicable inmate debit account <u>in real-time</u>. Inmates will have the option to review debit account balances at any time from any standard inmate telephone station.

Once funds purchased are applied to each inmate's debit account, inmates can use the inmate debit system to perform debit calls charged to their debit account. The total cost of the call will be decremented from the inmate's account at the conclusion of each call (i.e. the debit account balance will be accurate after each call). This assures that the inmate does not complete calls that will result in charges exceeding their account balance and assures that funds necessary for payment of the calls has been collected from each inmate. The inmate has the option to confirm his/her debit account balance prior to each call.

Inmate Debit balances are maintained on a network-wide basis; debit account information is automatically transferred with the inmate when the inmate is transferred to another facility utilizing GTL inmate telephones. Additionally, when the inmate is released, all the funds remaining on the inmate's debit phone balance are purged and his/her account is automatically deactivated upon release.

2.25 <u>ADDITIONAL SERVICES/INFORMATION</u>: The Offeror may provide related additional services, technical features, enhancements or options that may be included as part of this proposal at no cost to the Jail. Include the effect of such enhancements or customized services on the commission and/or guaranteed minimum to the Jail. Any such additional services, features, enhancements or options will not be included in the evaluation process, but may, at the option of the Jail, be included in the contract for services resulting from this RFP. The Offeror shall provide, by telephone type, the normal installation interval the Jail should expect for additions. The Offeror shall describe the process the Jail would use to request subsequent additions/deletions. Offerors shall include in the Proposal a description of any significant task not listed in the Statement of Needs which they know to be necessary either as reimbursable expenses under the Contract or as a service to be contracted for separately by the Jail.

**GTL** Response: GTL Understands and Complies

GTL is the market-leading provider of integrated technology solutions for the corrections industry, offering customers a one-stop shop and unmatched value. More than an inmate telephone provider. GTL is a correctional technology, infrastructure and consumer payment applications provider that understands the importance of broadening Pamunkey Regional Jail's communications capabilities and the need for facilities to find creative ways to cut costs. With input from correctional professionals and strategic partners GTL develops and delivers cuttingedge services and solutions that help prisons, jails and other facilities operate better and gain higher levels of control and safety. This includes everything from telephones and processing equipment to an overall Offender Management System that gives corrections staff a single view into every aspect of their inmate populations and facilities.



As the largest provider of inmate communications products in the nation, GTL's experience, infrastructure, partners and economies of scale provide Pamunkey Regional Jail with unique opportunities regarding special value-added features. To summarize, we've provided a simple checklist to show some of the features, products and services that GTL can offer.

No Cost Additional Value Added Offerings						
Investigative/Security	✓	Integrated Voice Biometrics - Initial Inmate Identification				
Features	✓	Unlimited Reverse Number Lookup (BNA)				
Family & Friend Services	✓	ConnectNetwork® Deposit Kiosks				
	✓	ConnectNetwork® Web Payment Portal				
	✓	ConnectNetwork® Electronic Messaging				
	✓	ConnectNetwork® Web & IVR Payment Services				
	✓	Connect2Talk™ Program				
	✓	Android and Apple iOS Mobile Payment Apps				
Inmate Services	✓	Commissary Ordering by Phone				
	✓	Debit Release Cards				
Administrative Commisses	✓	JMS Interface for Inmate Information/PIN Transfer				
Administrative Services	✓	Interagency Communication				
Negotiable Cost Additional Value Added Offerings						
	<b>√</b>	GTL Voice IQ - Continuous Voice Biometrics				
	✓ ✓	GTL Voice IQ - Continuous Voice Biometrics GTL Data IQ™ Advanced Investigative Data Analysis				
	<b>√</b>	GTL Data IQ <sup>™</sup> Advanced Investigative Data Analysis				
Investigative/Security	✓ ✓	GTL Data IQ <sup>™</sup> Advanced Investigative Data Analysis GTL Data IQ <sup>™</sup> Complete 3 <sup>rd</sup> Party Integration Data Analysis				
Investigative/Security Features	✓ ✓ ✓	GTL Data IQ <sup>™</sup> Advanced Investigative Data Analysis GTL Data IQ <sup>™</sup> Complete 3 <sup>rd</sup> Party Integration Data Analysis Integrated Keyword Search				
	✓ ✓ ✓	GTL Data IQ <sup>™</sup> Advanced Investigative Data Analysis GTL Data IQ <sup>™</sup> Complete 3 <sup>rd</sup> Party Integration Data Analysis Integrated Keyword Search Cellebrite Mobile Forensic Device (UFED)				
	✓ ✓ ✓ ✓	GTL Data IQ <sup>™</sup> Advanced Investigative Data Analysis GTL Data IQ <sup>™</sup> Complete 3 <sup>rd</sup> Party Integration Data Analysis Integrated Keyword Search Cellebrite Mobile Forensic Device (UFED) Cellsense® Cell Phone Detection				
	✓ ✓ ✓ ✓	GTL Data IQ <sup>™</sup> Advanced Investigative Data Analysis GTL Data IQ <sup>™</sup> Complete 3 <sup>rd</sup> Party Integration Data Analysis Integrated Keyword Search Cellebrite Mobile Forensic Device (UFED) Cellsense® Cell Phone Detection GTL Called Party IQ <sup>™</sup> Inmate to Inmate Call Detection				
Features	✓ ✓ ✓ ✓ ✓	GTL Data IQ <sup>™</sup> Advanced Investigative Data Analysis GTL Data IQ <sup>™</sup> Complete 3 <sup>rd</sup> Party Integration Data Analysis Integrated Keyword Search Cellebrite Mobile Forensic Device (UFED) Cellsense® Cell Phone Detection GTL Called Party IQ <sup>™</sup> Inmate to Inmate Call Detection GTL Location IQ <sup>™</sup> Location Based Services				
	<ul><li>✓</li><li>✓</li><li>✓</li><li>✓</li><li>✓</li><li>✓</li></ul>	GTL Data IQ <sup>™</sup> Advanced Investigative Data Analysis  GTL Data IQ <sup>™</sup> Complete 3 <sup>rd</sup> Party Integration Data Analysis  Integrated Keyword Search  Cellebrite Mobile Forensic Device (UFED)  Cellsense® Cell Phone Detection  GTL Called Party IQ <sup>™</sup> Inmate to Inmate Call Detection  GTL Location IQ <sup>™</sup> Location Based Services  GTL Phone IQ <sup>™</sup> Phone Type Identification				



	✓	Voicemail
Inmate Services	✓	ConnectNetwork® Intake/Booking Kiosks
	✓	Genesis® In-Pod Inmate Kiosks
Administrative Services	✓	Offender Management System
	✓	Accounting/Inmate Banking Software
	✓	OMS Sick Call - Medical Scheduling
	✓	Digital Imaging Capability

## No Cost - Additional Value Added Features

## **INVESTIGATIVE/SECURITY FEATURES**

# **Integrated Voice Biometrics - Initial Inmate Identification**

GTL will provide Pamunkey Regional Jail our voice biometric solution which is a unique text-dependent biometric speaker verification system that enables verification and identification of a Jail inmate *in real time*, using a simple spoken pass phrase.

Totally language and accent independent, the GTL voice biometric feature provides a secure, efficient and extremely convenient method to initially verify an inmate's identity. Our voice biometric solution fully integrated and is easy to deploy within the Jail facilities. Designed exclusively to meet strict facility security standards, GTL's voice biometric solution has successfully passed independent security audits. Our state-of-the-art voice biometric accuracy is used to secure access to the hosted inmate telephone system phones, effectively combating identity fraud and enhancing the customer experience. GTL's voice biometric solution has been selected as the inmate identification solution of choice throughout the corrections industry.

#### **Features**

- Language and accent independent
- State-of-the-art accuracy
- Fully Integrated with hosted inmate telephone system
- Straightforward deployment
- Integrated security
- Convenient and non-intrusive (no personal information required)
- Secure multi-factor authentication



#### **How It Works**

GTL's voice biometric solution is an integrated component of GTL's hosted inmate telephone solution which provides secure access to initiate the verification process. The inmate's pass phrase is acquired and sent to GTL's voice biometric solution in order to verify a claimed identity. A verification result is then returned to confirm the inmate's identity.

#### **Enrollment**

Enrollment in GTL's voice biometric solution is carried out by an inmate stating three consecutive renderings of the selected pass phrase, creating a unique voiceprint.

#### Verification

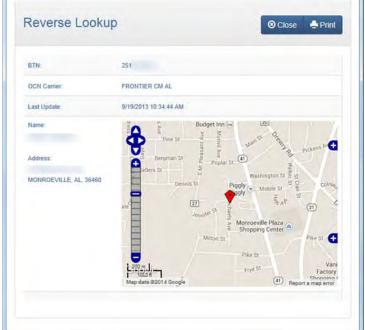
GTL's voice biometric solution verifies the inmate by comparing a single repetition of the enrolled pass phrase to the voiceprint stored in the system's voiceprint repository.

# **Unlimited BNA Reverse Number Lookup**

GTL's Reverse Number Lookup feature is included standard and is fully integrated with our Inmate Calling Manager software. No other vendor offers this investigative tool as a standard part of their calling system at no additional cost. Reverse Lookup searches a large industry database for the billing name and address (BNA) of a specified phone number and displays the name and address along with a street Map or Satellite image.

Reverse Number Lookup Reverse Lookup is available for numbers entered or viewed in GTL's inmate telephone system **Number Management** module.

Reverse Number Lookup is also available for inmatedialed numbers during live Call Monitoring and from Call Detail Reports. The authorized user simply clicks any Billed to Number (BTN) displayed on the Call Monitoring screen or listed on a call detail report to instantly view the name and address associated with the selected number.





## **FAMILY AND FRIENDS SERVICES**

# **ConnectNetwork® Deposit Kiosks**

Convenient Deposit Service for Correctional Facilities

GTL will provide Pamunkey Regional Jail a variety of methods by which funds may be deposited for inmate debit or prepaid collect calling, one of which is our

ConnectNetwork® Deposit Kiosk offering which allows the families and friends to deposit money to their prepaid GTL AdvancePay accounts or to Inmate Debit accounts.

One of the greatest challenges facing correctional officers today is the constant barrage of requests that take time away from mission critical tasks. The ConnectNetwork Deposit Kiosk is an innovative product that can help alleviate some of these tasks that can be handled quickly and easily without having to burden your staff. Now you can accept deposits for all the accounts at your facility with one convenient service; no need to process payments from multiple sources. The ConnectNetwork Deposit Kiosk can accept deposits for commissary accounts, inmate trust, prepaid telephone accounts, and Offender phone accounts (PIN Debit), all without Jail staff interaction.



The ConnectNetwork Deposit Kiosk is the perfect complement to the online services provided by ConnectNetwork.com. The kiosk allows friends and family of inmates to make deposits to various accounts when they come for scheduled visitations, or any time that Jail facility is available to the public.

## Accept deposits to all accounts- Commissary, Trust, and Phone

Friends and family of inmates can conveniently make deposits into any of the available accounts using the ConnectNetwork Deposit Kiosk. A single kiosk can process thousands of deposits to commissary accounts, inmate trust accounts, and prepaid telephone accounts each month without long lines or tying up Jail facility staff. With no cash to handle and or money orders to process, Jail facilities can reduce liability and increase efficiency, simply by adding a ConnectNetwork Deposit Kiosk!

## Set up telephone accounts

Depending on your configuration, the ConnectNetwork Deposit Kiosk also allows visitors to your facility to create their prepaid telephone account directly from the kiosk. This eliminates the time spent during the first call for account creation, allowing inmate friends and family members to speak to their incarcerated loved one longer.



ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

## Make deposits with cash, credit or debit

The kiosk is a great option for friends and family of inmates who do not have access to a computer, or who only have cash to use to make deposits. The ConnectNetwork Deposit Kiosk can accept cash, and MasterCard® or Visa® branded credit and debit cards. All deposits are subject to your facility guidelines, so you control how much money can be deposited per person, per day, per month- the service is configured to conform to your facility rules. Depending on your system configuration, deposits may be available for use in as little as five minutes.

# **ConnectNetwork® Web Payment Portal**

Through the use of the ConnectNetwork® web site, inmate friends and family members can deposit money into an inmate's debit or trust account from anywhere that they can gain an internet connection. By navigating this simple, yet powerful web site, the users can create their own account to be used for that deposit as well as any future deposits. Once they have completed the account setup, they simply select the facility that their loved one is located in, choose their name and finally select the amount of money that they wish to place on their loved one's phone or commissary account. The user pays by credit or debit card and the transaction appears on the inmate's account quickly, efficiently, and accurately.

# **ConnectNetwork® Electronic Messaging**

GTL is able to offer an **electronic mail communication service** to allow friends and family members of inmates to send emails from any PC.

The ConnectNetwork® Electronic Messaging solution provides a convenient solution for friends and families looking to correspond with their loved one, while helping to ensure safety and security in your facility. Recent news articles highlight how drugs can be smuggled into facilities using the mail system to deliver them into the hands of inmates. With ConnectNetwork email, you can avoid the possibility of contraband entering into your facility!

GTL's email feature uses a state-of-the-art web portal within our ConnectNetwork feature to allow account holders to send email messages to inmates within your facility. These messages are then screened by facility staff and approved messages can then be printed and given to inmates. Our email feature can provide Jail investigators with another source of intelligence for your facility. All incoming emails can be screened prior to delivery so that investigators can identify correspondence that might be useful in preventing or prosecuting crime.

The GTL email system is great for facilities where letters to inmates are handwritten. No longer will Jail officers have to try to decipher handwritten letters; messages are all typed, making them easy to read.



## ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

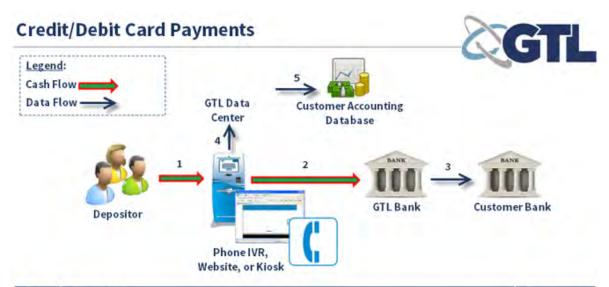
Jail email administrators can quickly and easily log onto the management portal with their user ID and password from any computer with a secure internet connection. Once in the system, it is easy to screen email for acceptance or rejection, and to print copies of emails. Senders can be automatically notified that their email has been approved or rejected without any further interaction with your staff. The entire process has been designed to be simple to operate and convenient for both facility staff and inmate friends and family members.

# **ConnectNetwork® Web and IVR Payment Services**

Visitors to GTL's ConnectNetwork® web site may set up and fund AdvancePay accounts to prepay for inmate collect calls. In the comfort of home, office, or other place that affords internet access, an inmate's relatives or friends can go to ConnectNetwork.com, set up personal accounts, make deposits, and/or check balances and view previous transactions in their existing accounts. On the web site the user pays by credit or debit card and each transaction amount is immediately credited to his or her AdvancePay account.

Electronic deposits using credit or debit cards can also be made via telephone using GTL's *interactive voice response (IVR)* system. After a ConnectNetwork account is established, additional funds may be added to an AdvancePay or designated offender account at any time.





Step	Description	Time Real Time	
1	A depositor deposits funds via automated IVR phone deposit system, OffenderConnect Website, or OffenderConnect kiosk.		
2	Credit card transactions are processed through GTL credit card processing services and deposited into GTL merchant account.	Real Time	
3	On each business day funds are transferred via ACH from GTL Bank Account to Customer's Bank account.	Daily	
4	Transactional detail is sent from payment application to the GTL data center.	Real Time	
5	GTL data center tranmits transactional data to our Customer's accounting software.	Near Real Time	



# **Connect2Talk™ Program**

Keeping Families Connected By Completing More Calls!

GTL's **Connect2Talk™** program is available through a strategic partnership that connects more calls from offenders to their family and friends. The continuing growth of cell phones can make it difficult for offenders to communicate with the people who are important to them. Our new program is not only designed for cell phone users, but this convenient calling option can also be extended to landline users. Connect2Talk offers two ways for family and friends to accept that important first call made from a newly incarcerated offender -- Collect2Phone™ and Collect2Card™:

- **Collect2Phone** enables the called party's to accept a call on a cell phone without setting up a prepaid calling account.
- **Collect2Card** enables anyone to accept a call on a landline or cell phone with a credit/debit card without having to set up a prepaid calling account.

#### **How It Works**

#### Collect2Phone:

When a call placed by an offender to a cell phone number that is blocked for billing associated issues, lack of an established prepaid account or insufficient funds in a prepaid account, GTL will identify the mobile phone number receiving the call and offer Collect2Phone. The called party will opt into the program via IVR for the call to be connected, followed by the called party receiving an SMS text message receipt. Any charges from our third party service provider associated with completing the call will appear on the called party's mobile phone bill. All facility policies regarding call recording, monitoring, and allowed lists will still apply.

#### Collect2Card:

This option will be offered to the called party when an offender's call is blocked due to the number being unbillable, insufficient funds on their prepaid account, lack of an established prepaid account or the call cannot be charged to a mobile phone bill. The called party will be able to talk and pay our third party provider for this service via a credit / debit card on a per call basis. This is ideal for family and friends who prefer not to set up a long-term prepaid account. The process is quick and hassle free. It's especially attractive for calls that need to be connected right away.

Our Connect2Talk program, which includes the Collect2Phone and Collect2Card options, will be available at the Jail if the Jail should decide to implement them. This new and exciting feature can be implemented with no manpower investment from the facility.



# **Android and Apple iOS Mobile Payment Apps**

With over 50% of payments originating from mobile phones, GTL is enhancing the customer experience with 'apps' specifically designed for Android and Apple iOS mobile phones. This new functionality will provide our customers with improved capabilities to manage their account with GTL when using their mobile phones providing customers with real time capabilities to manage their account. Below is a partial list of app functionality that will be available to our customers.

The following images display the easy to navigate app and functionality.

Create and Manage Offender
Connect Account

Deposit to AdvancePay, Debit and Trust Accounts

Store and manage Credit
Card/Debit Card #

**Low Balance Alert** 

View recent transaction history

Browser, links in text message and emails also enable access to mobile web functionality

GTL's mobile app enables quick access to important functionality

Customers will be able to access and manage their account via the mobile browser, text message links and emails.



Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System RFP#: 15-99-2436PB



ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

GTL's mobile app will be available in both English and Spanish.

#### ConnectNetwork® Website

Additionally, our website will be enhanced for consumers who view the site from their mobile phone and/or tablet device. With similar functionality as our new mobile phone app, consumers will be able to manage their account without the need to download the ConnectNetwork app.

#### **INMATE SERVICES**

# **Commissary Ordering By Phone**

GTL is able to offer the Jail "Commissary Ordering over the Phone", eliminating the need for inmates to use bubble sheets. The GTL inmate telephone system is able be configured to provide a speed dial number for inmates to dial into the Jail facility's commissary system using the standard inmate telephones for ordering items or to take advantage of other services provided by the commissary system. The Jail commissary provider must have available a telephone line and dial in number. This setup relies on the ability of the commissary system to provide download capabilities of inmate orders as well as the ability to debit inmate accounts. We are currently providing similar setups in various accounts within the GTL installed base. This simple speed-dial access to commissary systems has helped streamline operations and fulfill requirements for various GTL contracts.

## **Debit Release Cards**

GTL's Release Card program will provide a solution for inmate fund disbursements through debit cards. Our release card program is administrated by a partner company with requisite federal and state credentials and authorization to transmit funds. Unused funds of inmates about to be released from Jail facilities or transferred out of Jail jurisdiction can be determined then electronically transferred to media acceptable to the Jail. The means by which this occurs may vary but GTL understands the Jail's primary motivation is to minimize cash transactions while maintaining control and fiduciary responsibility for incarcerated inmates' funds. GTL will make every effort to tailor a release card program that satisfies both Jail objectives and the self-interests of program providers. Inmates can use either a pin number or their signature to complete debit card transactions.



## **Release Debit Card Benefits**

Facility Benefits	Inmate Benefits
Eliminate Checks/Cash	Immediate Funds Availability
Reduces Lost Checks/Fraud	Eliminates Check Cashier Fees
Simplifies Bank Account Reconciliation	Security of PIN Protected Card
Capable of Integrating with OMS	Worldwide Access to ATM's
Real Time Transactions	Account Info Available Online
Robust API for system to system integration	Re-Loadable Card
	Allows for Direct Deposit

GTL will provide MasterCard Pin based debit cards to the Jail at no cost. These cards can be loaded from \$.01 up to \$9,700.00.



## **ADMINISTRATIVE SERVICES**

## JMS Interface for Inmate Information/PIN Transfer

A JMS interface for inmate information or PIN transfer is able to be implemented with the GTL inmate telephone system. When GTL's inmate telephone system PIN transfer interface is active, new inmate PIN information is electronically sent into the inmate phone system from the Jail Management System (JMS). GTL has the capability for software components and scripts written in open format to provide easy integration with many of today's inmate management systems. This open architecture type of programming provides Jail facilities with integration solutions, which assist in automating many functions that traditionally require manual system entry and additional staff time to maintain. With the use of simple text scripts, written in universal programming language, JMS system vendors can quickly install GTL's automatic inmate information/PIN interface.

When the PIN interface is implemented within the Jail JMS, the scripts are set so that at predetermined intervals new inmate data such as PIN, inmate name, and inmate location is sent via server to the GTL Inmate Telephone System. New inmate information is received and stored in our database in near real time and ready for use by the



inmate at any designated station. Changes to inmate information once electronic transfers are complete, are performed with simple PIN changes at the system workstation and take effect in real-time. With the GTL inmate information/PIN Transfer Interface, there is no need for Jail personnel to do any work during the implementing of the interface or any of the daily processes.

## **GTL Interagency Communication**

GTL is capable of offering the Jail Information Sharing with other GTL Correctional ITS Agencies. The GTL inmate telephone system platform can allow authorized Jail personnel to access the login screen of the neighboring facility's system control program using Microsoft's Internet Explorer and the user interface application. Jail personnel will need individual authorization, including a letter signed by the sheriff allowing us to provide access and what type of access is to be given, in addition to a username (login) and password for each of the surrounding facilities. Any investigative functions can be performed, which are permitted by the approved security clearance level, just as if the person were sitting at that facilities system workstation.

**Negotiable Cost - Additional Value Added Features** 

# **INVESTIGATIVE/SECURITY FEATURES**

# **GTL Voice IQ - Continuous Voice Biometric Inmate Identification**

GTL Voice IQ is GTL's latest addition to our powerful Voice Biometrics toolset for inmate identification and fraud prevention. Using one of the most comprehensive, natural language speaker verification tools in the industry, GTL Voice IQ enrolls the inmate voice print and builds a voice print profile for comparison in future calls. During the inmate call, GTL Voice IQ will continuously compare snippets of the live inmate calls to the recorded voice print to verify the inmate's identity. GTL Voice IQ is the Jail solution for inmate and called party phone swap control and prevention. GTL Voice IQ will be used in conjunction with GTL's initial Voice Verification feature.

The GTL Voice IQ continuous voice biometric solution is a fully integrated, state-of-the-art component of the GTL hosted inmate telephone system. This feature is able to be deployed in conjunction with GTL's initial inmate voice verification biometric feature.





- > Operates in <u>Real-Time</u> as opposed to other voice biometric products which are strictly post production.
- Resides as an integral component of the hosted inmate telephone system and does not require 3<sup>rd</sup> party software to be opened outside of the hosted inmate telephone system user interface.
- > Technology is working throughout the call and will prevent fraudulent handover of the handset to a different inmate.
- In addition, as we have described below, this will utilize our state-of-the-art technology to positively identify all additional voice prints for each and every call.

With this feature enabled, line monitoring modules continuously and independently track the voices on both the inmate side and the called party side during the conversation.



Once system detects a 'Speaker Change' event on either side, it triggers an alert. Alerts are capable of performing any combination of the following actions:

- ➤ Alert both parties that a "Speaker Change" event has occurred.
- > Terminate the call.
- Store 'Speaker Change' event information in the hosted inmate telephone system (ITS) database. This is a 'stealth mode' no indication is given to call parties about detection. The inmate's identity is shown for each Speaker Change event on each call.
- Alert designated Jail personnel (email or text message).



GTL Voice IQ continuous inmate identification compares the voice prints of inmates which have been enrolled in the system with the voices on the call. With this the software can identify the inmate who is attempting to use another inmate's PIN number.

Actions discussed for the continuous voice analysis are triggered in *real time*, which is a *GTL exclusive feature*. After call completion, the Speaker Change Events collect during the call are stored in the ITS database. All Speaker Change Events for all inmate calls at the Jail facilities are stored collectively in the ITS database for further search and retrieval.

With GTL's Voice IQ solution, investigators will be able to efficiently identify calls of interest and virtually eliminate the time it takes to search for and listen to calls pertaining to inmate phone fraud.



#### **Additional Features:**

- ✓ Speaker Change Events are stored separately, not altering the original recording.
- ✓ Currently captures up to 10 speaker change events per recording.
- ✓ Speaker Change Events are not exported to CD/DVD during call recording export. This function can be added per request.
- ✓ The feature can be enabled for inmate or called party audio only.
- ✓ The system requires 20 to 40 seconds, which is configurable, after speaker change to determine an event.

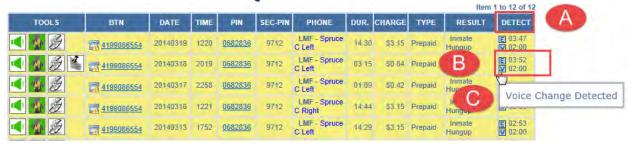
  This buffer is intentional to protect against false positives caused by a laugh, cough, cry or emotional speech.

#### Voice IQ Call Detail Reporting Filter:

From the Call Detail Reporting Screen, users can chose the "Return VIQ Detect Status Records" box. When checked, search results will be limited to call records where Voice IQ has detected possible changes in the inmate speaking during the call.



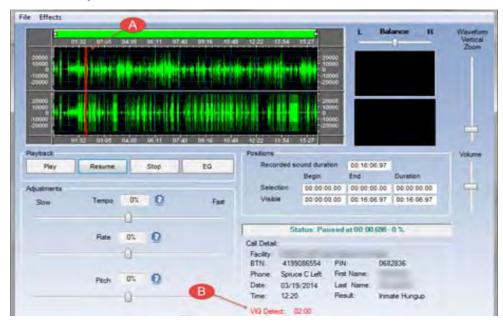
#### **Voice IQ in the Call Detail Results Screen:**



- A. Voice IQ detection is shown in the column headings of the Call Detail Results Screen.
- **B.** Any call records where three-way calling activity (Energy) or Voice IQ speaker changes have been detected will be highlighted in yellow. For calls where Energy activity has been detected, an **E** icon will be displayed with a time stamp (MM:SS) where the Energy activity was detected. For calls where Voice IQ speaker change activity has been detected, a **V** icon will be displayed with a time stamp (MM:SS) where the Voice IQ speaker change activity was detected.
- **C.** When a user hovers the cursor over the E or V icons, a tool tip will display whether an Energy or Voice Change was detected.



## Voice IQ in the Call Analyzer:



- **A.** When a red bar has been is seen in the Call Analyzer it indicates where Called Party IQ activity was detected during the call.
- **B.** A Voice IQ Detect time stamp (MM:SS) shown under the Call Detail section of the Call Analyzer indicates where Called Party IQ activity was detected in the call.

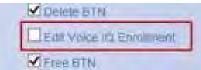
#### **Voice IQ PIN Details:**

When the **VIQ Trained** checkbox has been checked in the **PIN Detail** screen this allows users to assure an inmate's Voice IQ Enrollment has been verified. The VIQ Trained checkbox will remain unchecked until a PIN voice print has been verified as trained.





*User Management Edit Voice IQ Enrollment:* When enabled, authorized administrators can allow a user to have the **Edit Voice IQ** permission. This allows the user to be able to uncheck the VIQ Trained checkbox in order to allow a PIN to re-enroll in Voice IQ on the PIN Detail screen.



# GTL Data IQ<sup>™</sup> – Advanced Investigative Data Analysis

Turn Raw Data into Actionable Intelligence

Have a problem determining how contraband is entering Jail facilities? Do you find value in identifying associations between Jail offenders and the outside world? Are you interested in identifying individuals who are funding multiple jail offenders?



**GTL Data IQ™** offers pre-built search queries and easily understood link

diagrams by bringing simple solutions to complicated challenges, not only for Jail facilities, but to law enforcement partners. "A picture is worth a thousand words" is never more evident than when presenting a case to the prosecuting attorney, who can easily follow the explanation while reviewing a visual diagram of activities.

Continue reading for a detailed explanation of how we accomplish this with our best of breed intelligence solution, GTL Data IQ.

Correctional facilities generate tremendous amounts of unanalyzed, raw data, not only critical to the safety and security of a facility, but also critical to the successful rehabilitation of offenders. This un-mined data could be used reactively by investigators to solve current crimes or proactively by investigators and administrators to help predict and prevent crimes before they actually occur.

Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System RFP#: 15-99-2436PB



### ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

Whether reactive, or proactive, the challenge for facilities nationwide is how to harness the power of data sources maintained by partners such as GTL AND incorporate disparate data sources from within the facility.

GTL provides a portfolio of solutions readily available to be digested within **GTL Data IQ**, providing the Jail's facility with a state-of-the-art safety and security intelligence solution. Utilizing GTL's industry leading Inmate Telephone Solution, Visitation Scheduler, and Payment Services package, Jail facilities will be well on their way in linking the communication channels and flow of money between incarcerated offenders and the outside world.

Investigative Data Sources					
Information Source	GTL Data IQ	Others			
Inmate Phone Calls	<b>Ø</b>	0			
Billing Name and Address	<b>Ø</b>	<b>Ø</b>			
Visitation Data	<b>Ø</b>	69			
Financial Transaction Data	<b>Ø</b>	8			
Jail Management System	<b>Ø</b>	69			
Kiosk Data	<b>Ø</b>	8			
Security Threat Groups	<b>Ø</b>	8			
Incident Reports	<b>Ø</b>	6			
Cell Phone Forensic Data	<b>②</b>	0			
Public Information Data	<b>Ø</b>	8			
Data Sources Unique to Facility	<b>②</b>	69			

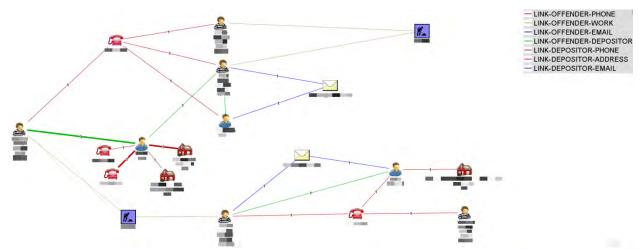
## **Reactive Analysis**

From a reactive approach, **GTL Data IQ** allows

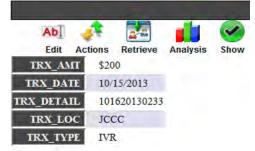
investigators to condense what has historically taken hours or days of critical intelligence gathering and link analysis, into a matter of seconds or minutes. With a few clicks of a mouse investigators quickly have a 360° view of an offender by bringing together data warehoused by GTL, and an infinite number of external disparate data sources provided by the facility through GTL's secure web portal.

For example, the image below depicts the result of an offender found in possession of heroin within a facility. The possession case aside, the bigger question posed to investigators is where the breach in security is located that allowed for the trafficking of the narcotics into the facility. With **GTL Data IQ** investigators are quickly able to identify the suspected offender's network; providing investigators with calls to be monitored, subjects to be interviewed, and cells to be searched. Not only does this aid investigators in identifying additional suspects, but it is also critical for administrators to identify if they have an isolated incident within the facility, or are they faced with an epidemic that may require additional resources or varying strategies.





As an investigator reviews the resulting diagram, the need often arises to review the details that lead to the association. With **GTL Data IQ** the details of an association between two objects are easily obtained by clicking the line connecting the objects. For example, clicking the green line connecting an offender to a depositor displays the financial transaction data that resulted in the association.

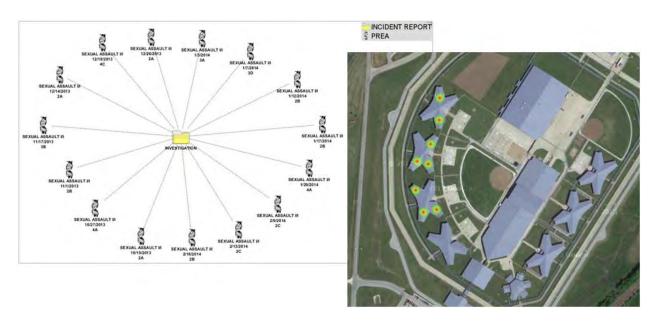


## **Proactive Analysis**

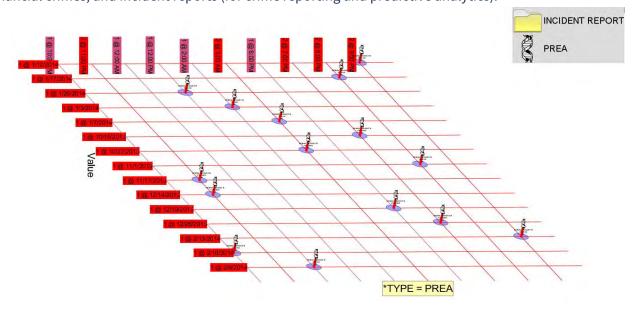
Holding to the adage that "the best defense is a good offense", **GTL Data IQ** provides both investigators and administrators with the tools necessary to proactively deter or halt activity that would otherwise put at risk the facilities security, and the safety of its' staff and offenders.

Consider the scenario below where the facility has had several PREA related incidents reported in the last 6 months. With **GTL Data IQ** investigators are able to quickly locate and map the geo-encoded incident locations, allowing administrators to readily identify patterns and "hotspots" and make the staffing changes necessary to combat future incidents.



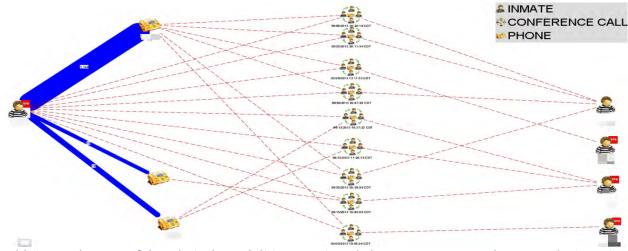


In addition to the geographical location of incidents, investigators and administrators can also plot the data on a 2-diminesional or 3-dimensional timeline to identify patterns of behavior. While the image above may depict a concentration of incidents within a particular housing unit, the temporal display below displays the time of the day of each incident. The X,Y values are easily modified to reflect different dimensions including hour-of-day, day of week, day-of-month, week-of-year, and so forth. This approach is used heavily in law-enforcement intercepts, financial crimes, and incident reports (for crime reporting and predictive analytics).





Monitoring communication between offenders can reveal a vast amount of intelligence for investigators and administrators. **GTL Data IQ** provides functionality to identify cross communication between offenders. The link diagram below depicts instances where a member of a Security Threat Group (STG), denoted by the red icon behind the offender, is engaging in conference calls with other offenders to include other STG offenders. Identifying and monitoring these conference calls (calls wherein two offenders call the same destination number and the connect times overlap) provide significant intelligence value for the facility.



In addition to the powerful analytical capabilities mentioned above, **GTL Data IQ** also eases the investigative burden by allowing investigators to schedule searches to be conducted at specified points in time. Consider an investigator wishing to be notified if there is an instance where a visitor is visiting more than one offender, or instances where an offender has contacted a phone number that has been reported as a staff telephone number. With **GTL Data IQ** investigators have the capability of <u>setting scheduled queries to receive notifications</u> via email or to any push-device for faster notifications, allowing them to take swift action to combat illicit activity.

#### **Permission Levels**

Knowing there is often a need to limit certain data sources based on the "right to know, need to know" philosophy, **GTL Data IQ** provides Access Control List (ACL) controls to each individual model, allowing facilities to establish different models for different groups within their facility(s). For example, a facility may have an internal affairs group that wishes to incorporate staff data, while the STG investigators may have limited interest or lack the right to know of this data source. This functionality allows various groups to get the most value from an analytics solution such as **GTL Data IQ**.



#### **Ease of Use**

Recognizing the varying degrees of user experience and desired functionality, **GTL Data IQ** provides a user friendly configurable GUI interface, designed to meet the needs of today's corrections professionals. Included within the application are configurable user profiles that can meet the needs of the basic user with a simplified toolbar, as well as the needs of the experienced analyst desiring to utilize full functionality.



In addition to managing profiles, GTL will set up the user interface with pre-established analysis and reporting queries based on the facility requirements. These pre-established queries are in the form of a **'easy buttons'** so that investigators will only need to select the button once and the powerful analytics will begin immediately making it easy for the Jail to retrieve critical information for analysis.









These models established based on the Jail's specific needs and what the Jail wants to see. This easy button process is created at the time of implementation and throughout the life of the contract as new buttons are required.

Have data sources that need to be manually updated such as Cellebrite forensic cell phone data? The data from the Cellebrite UFED device forensic report is easily imported into GTL Data IQ by using the Data Load Desktop. Through the Data Load Desktop feature, an investigator can perform analysis on the data in these data files. The Data Load Desktop will digest the records exported by the Cellebrite device in a text (.csv) or MS Excel (.xls or xlsx) format. GTL Data IQ will also be able to handle other external data source formats if needed by the Jail.

Additionally, the Data Load Desktop resource can be shared among Jail users. By default, all Jail users can access any resource loaded and stored in the "All User desktop" and only the specific user will be able to access resources that they load into their desktop. Individuals may share resource loads into their personal desktop with all other users or specific users.



#### **Benefits**

The benefits the Jail may realize through implementation of the proposed **GTL Data IQ** solution include:

- ➤ Generate actionable intelligence from vast amounts of raw data
- Reduction in valuable time spent investigating suspicious activities
- Discovery and disruption of inmate-based criminal ventures
- > Identification of richer corrections intelligence information to inform internal and external investigations
- Assimilation of valuable information to support successful inmate re-entry
- Expose virtually any type of pattern or connection can be exposed in the collected data including
  - ✓ Suspicious patterns
  - ✓ Tight networks (discrete)
  - ✓ Calls between inmate
  - ✓ Third party calls
  - ✓ Three-way calls
  - ✓ Local calls
  - ✓ Intra-correctional calls
  - ✓ Calls to correctional officers
  - ✓ Calls to other inmate families
  - ✓ Calls to known Security Threat Group members
  - ✓ Calls to legal representation and many more.

GTL Data IQ is offered exclusively by GTL which no other provider can offer to the Jail. This GTL data only version of our investigative solution is offered as a negotiable cost option to the Jail and provides vast capabilities unmatched by any other provider.

# GTL Data IQ<sup>™</sup> - Complete 3<sup>rd</sup> Party Integration Investigative Data Analysis

Turn Raw Data into Actionable Intelligence

**GTL Data IQ™** offers pre-built search queries and easily understood link diagrams by bringing simple solutions to complicated challenges, not only for Jail facilities, but to law enforcement partners. "A picture is worth a thousand words" is never more evident than when presenting a case to the prosecuting attorney, who can easily follow the explanation while reviewing a visual diagram of activities. Continue reading for a detailed explanation of

**GTL** DATA

how we accomplish this with our best of breed intelligence solution, GTL Data IQ.

Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System RFP#: 15-99-2436PB



### ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

This version of our exclusive GTL Data IQ contains all the power of integrating with GTL data sources <u>PLUS</u> the ability to integrate with any and all customer provided data sources that originate outside of GTL. In other words, this feature will allow Jail authorized investigators to gather information from whatever source the Jail wishes to integrate with.

Whether reactive, or proactive, the challenge for facilities nationwide is how to harness the power of data sources maintained by partners such as GTL AND incorporate disparate data sources from within the facility.

Investigative D	ata Sources		
Information Source	GTL Data IQ	Others	
Inmate Phone Calls	<b>Ø</b>	<b>Ø</b>	
Billing Name and Address	<b>Ø</b>	<b>Ø</b>	
Visitation Data	<b>Ø</b>	8	
Financial Transaction Data	<b>Ø</b>	8	
Jail Management System	<b>Ø</b>	8	
Kiosk Data	<b>Ø</b>	8	
Security Threat Groups	<b>Ø</b>	8	
Incident Reports	<b>Ø</b>	8	
Cell Phone Forensic Data	<b>Ø</b>	<b>Ø</b>	
Public Information Data	<b>Ø</b>	8	
Data Sources Unique to Facility	<b>Ø</b>	8	

GTL provides a portfolio of solutions readily available to be digested within **GTL Data IQ**, providing the Jail's facility with a state-of-the-art safety and security intelligence solution. Utilizing GTL's industry leading Inmate Telephone Solution, Visitation Scheduler, and Payment Services package, Jail facilities will be well on their way in linking the communication channels and flow of money between incarcerated offenders and the outside world.

**GTL Data IQ** is offered exclusively by GTL which no other provider can offer to the Jail. This <u>GTL full 3<sup>rd</sup> party</u> integration version of our investigative solution is offered as a negotiable cost option to the Jail and provides vast capabilities unmatched by any other provider.

# **Integrated Keyword Search**

GTL is able to provide fully integrated word data-mining capabilities along with our ICMv solution. The need to analyze data gathered from inmate telephone conversations, in multiple languages, is mission critical for corrections facilities and we know that our solution will exceed the Jail's expectations in this area. Our fully *Integrated and Intelligent Keyword Search* application, which allows the recorded conversations of inmate calls to the outside world to be scanned automatically for specified keywords; alerting investigators of recordings that contain the words or phrases of interest.

Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System RFP#: 15-99-2436PB



## ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

#### The Problem

A considerable amount of audio recorded is being analyzed using only metadata that is often incomplete or unreliable. This leads to a very inefficient search process where significant times spent listening to audio data that isn't relevant. Jail staff responsible for identifying and assessing current and future threats understand that the information they uncover is time sensitive and loses its value if it takes too long to extract. Traditional audio search methods translate audio content to a text file for review. The effectiveness of these text-based systems is low, and relies on several factors, including: accuracy of the speech-to-text translation, extensive dictionaries for each language, exact spelling of search terms, standard vocabulary limitations such as proper names and slang

#### **The Solution**

GTL will enable Jail investigators to tap into the massive amounts of recorded audio communications at the fastest speeds, highest accuracy and with the most flexible deployment options. Jail staff can now index large amounts of recorded audio from phone calls or computer voicemail making content instantly searchable. By eliminating the need to translate speech to text, and then mining that text, GTL provides indexing speeds never before imagined. GTL's fully Integrated and Intelligent Keyword Search can instantly search any spoken word, enabling the timely identification of relevant threats and trends, and empowering agencies to immediately respond with preventative, protective action. The patented phonetic search technology enables searches on proper names, inexact spellings, industry terms, jargons, slang and colloquialisms—all without extensive training, large dictionaries or vocabulary updates. Extensive language capabilities leverage the linguist by delivering highly accurate results regardless of the speakers' gender, age, dialect or accentor speaking style.

#### **Extensive Language Capabilities**

Our Keyword Search solution supports more than 35 languages and dialects. Language models are created with representative audio that provides a robust language recognition capability out of the box. Language support can also be further refined using extensible language tuning framework. Because the technology does not require a dictionary, new language capabilities can be developed relatively quickly.

#### **How Phonetic Search works**

This technology is based on phonetics—the systematic study of the sounds of human speech. In all the languages of the world, there are about 400 distinct sounds (known as "phonemes") though most languages use only a fraction of that total. By using these tiny components of language, GTL is able to capture a true record of what is being said in an audio track, which can be searched more quickly, accurately and flexibly than with any other technology.

The process works in two phases. In the first phase, recorded audio is input into the system and a time-aligned phonetic index is created. Because phonemes are simply uttered sounds, the indexing is not affected by factors such as background noise, languages, dialects or speaking styles.



The second phase begins when a search is requested. Searches can be done directly on words or phrases, or using special operators such as Boolean strings or time-based proximity to other content. GTL's proprietary search engine identifies and matches the phonetic equivalent of the search string and returns relevancy-ranked results.

The result is a process that not only creates the truest representation of spoken audio, but also enables the fastest, most accurate access to the information contained within the audio files. Process improvements and advantages that GTL can deliver and no other technology can match:

- Tagging of audio for syndication
- Perform ad hoc searching for audio discovery and evidence
- Alert personnel when key words or phrases are located during search of recordings
- Analysis and reporting on large volumes of call data

## **Key Benefits**

**Greater Speed:** Phonemes are the tiniest building blocks of language. Using these small bits enables faster processing of audio and the ability to find words and phrases within context without requiring complex and difficult-to-maintain dictionaries.

**Greater Accuracy:** New words, industry terms, blended words, proper names, slang, code words, brand names, and even the non-standard mixing of different languages are all easily processed with the phonetic approach. **Greater Flexibility:** Because this technology is not dictionary-based, there is no need to train the system for dialects or accents. Additionally, GTL's fully integrated and intelligent Keyword Search is unaffected by unique speaking styles, jargon and even audio quality that can impact the performance and accuracy of text-to-speech methodologies, so you get what you need faster and with less impact on your resources.

**Cellebrite UFED System Real-Time Mobile Forensics** 



GTL is able to offer the Jail Cellebrite UFED system devices. The Cellebrite UFED Forensic System is the ultimate standalone mobile forensic device, ready for use out in the field or in the lab.

The UFED system extracts vital information from 95% of all cellular phones on the market today, including smart-phones and PDA devices (Palm OS, Microsoft, Blackberry, Symbian, iPhone, and Google Android). Simple to use even in the field with no PC required, the UFED can easily store hundreds of phonebooks and content items onto an SD card or USB flash drive.



Cellebrite UFED supports all known cellular device interfaces, including serial, USB, infrared, and Bluetooth. Extractions can then be brought back to the forensic lab for review and verification using the reporting/analysis tool. **Cellebrite works exclusively with most major carriers worldwide** including Verizon Wireless, AT&T, Sprint/Nextel, T-Mobile, Rogers Wireless – Canada, Orange France and Telstra Australia, as well as 140 others. This ensures that future devices are supported prior to retail launch.

#### SECURE EXTRACTION, COMPLETE CONTENT

The UFED allows you to extract a wide variety of data types including:

- Contacts
- SMS text messages
- Deleted text messages (SOM/USIM)
- Call history (Received, Dialed, Missed)
- Audio
- Video
- Pictures and images
- Ringtones
- Phone details (IMEI/ESN, phone number)

#### **REPORTING CAPABILITIES**

The Cellebrite UFED system comes complete with a user-friendly PC reporting and analysis software application. Concise, easy to analyze report logs can be generated in HTML, XLS, CSV, and XML formats, providing organized printouts for use as a reference and in the courtroom.

#### PROVEN USER-FRIENDLY INTERFACE

The Cellebrite UFED system is extremely user-friendly, with an intuitive interface that has been proven and field tested for over 11 years with hundreds of thousands of users.

## **UFED Physical Pro**



#### Recover hidden and deleted data from mobile phones and GTS devices

The Cellebrite UFED Physical Pro is an optional add-on module to enhance your existing UFED hardware. The UFED Physical Pro expands your current device capabilities to extract deleted mobile device data, user passwords, file system dumps, and physical extraction from GPS devices.

Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System RFP#: 15-99-2436PB



### ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

Utilizing UFED's simple and field-proven user interface, a complete high-speed hex dump of the phone memory is delivered without the need of cumbersome PC drivers. Critical data such as user lock codes, and deleted information such as text messages, call history, pictures, and video are sorted and retrieved by Cellebrite's Physical Pro engine. The UFED Physical Pro also includes robust search tools for manual hex dump analysis, as well as an expert mode, which allows advanced capabilities for researchers.

#### **UNPARALLELED ACCESS TO PHONE MEMORY**

UFED Physical Pro provides access to data inaccessible by logical methods:

- Phone user lock code
- Deleted data including: deleted call history, text messages, images, phonebook entries and videos
- Access to internal application data
- Phone internal data including: IMSI history, past SIM cards used, past user lock code history

#### INTELLIGENT SOFTWARE FOR DEEPER INVESTIGATIONS

The memory dump from each phone is a complex data structure. But the UFED Physical Pro software tool makes navigating this data easy. Leveraging Cellebrite's comprehensive knowledge base of each phone's unique memory structure, the UFED PA application focuses the user's attention on the most critical portions of phone memory first.

#### Features include:

- Built-in knowledge-base of each phone's memory structure for automated retrieval of relevant data
- Hierarchical "tree" view for efficient navigation
- Advanced search capabilities both to novice and expert users
- Customizable parsing and search functions



## **Cellsense® Units (Cell Detection)**

GTL has also has a strong relationship with Cellsense<sup>®</sup>. Cellsense offers a relatively mobile device that detects cell phones from as far as (3) feet away. The device

appears like a metal detector but uses different technology to detect cell phones via non-ferrous metals which greatly reduces the amount of false positives.

Cellsense detects all cell phones even when the unit is turned off. The unit is completely portable so deployment is possible at any place in each Jail facility.

#### Cellsense Features:

- Detects all cell phones and much more.
- Full body scan with single walk by
- Large numbers of prisoners scanned quickly (> 40 inmates/minute)
- Body cavity detection

#### Covert screening option

As with all cell phone detection technology, Cellsense's does have a limitation that the cell phone must be moving in order to be detected. Therefore the best deployment is one that has the element of surprise and has inmates walk by it such as the cafeteria line, as visitors enter your facility, as officers enter your facility, etc. As with all cell detection technology, Cellsense is not the sole solution yet as part of our GTL multi-faceted solution, it is an extremely effective tool.

## **GTL Called Party IQ - Inmate to Inmate Call Detection**

GTL's **Called Party IQ** brings state-of-the-art investigation capabilities to the Jail for detection of inmate to inmate telephone calls via a centralized multi-way call detection technology. Because GTL services over 50% of the inmate population in the United States, any and all calls processed by that population would be required to validate through our Centralized Universal Call Validation Software. This validation step affords GTL's clients the ability to identify, in *near <u>Real-Time</u>*, any call that is already in progress to the same phone number or BTN being dialed by their resident/inmate. Should an event occur, the validation environment sends a token to the 1<sup>st</sup> Dialing Platform and to the 2<sup>nd</sup> Dialing Platform so that both Call Detail Records are flagged. Subscribers are able to view the name of the other agency from where the 2<sup>nd</sup> call was placed.

A Called Party IQ search filter is able to be set by authorized users in the CDR Reporting screen when looking for calls placed simultaneously to the same BTN.



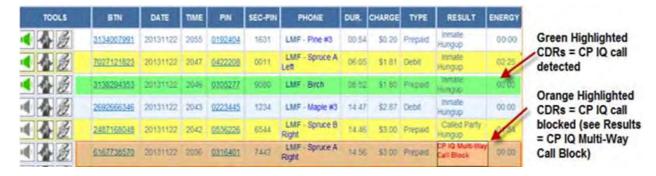


Pin - Active Only	Return ENERGY Detect status records only
✓ Exclude non-essential calls	Select to return calls for all sites.
Return HOT status records only	Return Called Party IQ records only (Multi-Way)
Return PRIVATE status records only	Return Cell Phone records only
List Pin with Inmate name	Return VIQ Detect status records only

Calls flagged by Called Party IQ are then displayed as green in the CDR search results screen.



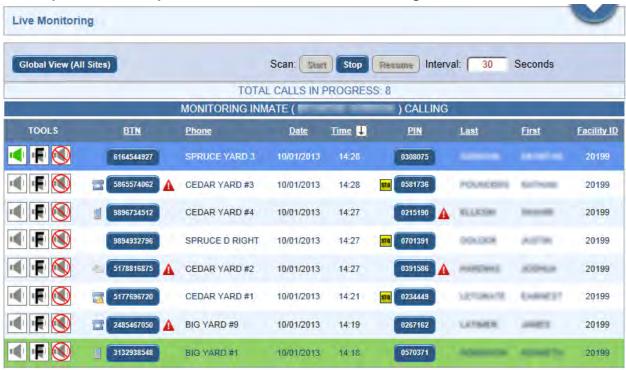
GTL strives to provide solutions that enhance security and promote investigative results. Although finding calls made from multiple client locations is important, it is vital to provide the safety and security of your staff by ensuring that the calls from within the same facility are not processing. These internal calls are more indicative of security threats as well as potential organizational efforts to communicate within the facility. To combat these threats, GTL includes the capability to completely deny calls to phone numbers that already have a call in process to them, while still identifying those attempts for further review by investigative staff.



The Called Party IQ process is a *Live Call Event* tool used to analyze call records and recordings when two or more inmate calls are made simultaneously to one destination number. Unlike Called Party IQ, similar products of 3<sup>rd</sup> party applications are post call production based forcing investigators to wait as much as a day for results. GTL



Called Party IQ has the ability to see these events in the Live Monitoring screen.



If the Jail is interested in Called Party IQ, GTL is able to provide our exclusive and multi-faceted call detection feature to identify, alert, and block inmate to inmate calling.



## **GTL Location IQ™ – Location Based Services**

Using powerful and accurate Carrier Tower and GPS location based services GTL Location IQ<sup>™</sup> can access a consumer's location regardless of the network or device type. Using carrier network-based location and GPS, GTL Location IQ<sup>™</sup> can help you locate cell phone users through latitude/longitude coordinates or proximities. Investigators within our ITS reporting application can select a 'Get Location' button which will provide the user a map with the location of the cell phone when the user accepted the call.

#### **Features Include:**

- GEO Coding and Mapping
- User Defined Adjustable GEO Fencing
- Notifications
- Court order may be required for on-demand cell phone locations

#### **Location Based Services**

Through the use of Location Based Services, when an end user accepts a call, the location of the phone where the end user accepted the call will be reported back to GTL. If that call is within a pre-established perimeter, the call will not be allowed to process.

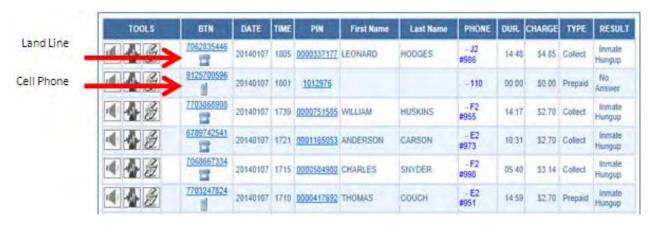
The accompanying image is a facility with approximately 400 yards around the perimeter set to be blocked. Naturally, the perimeter is customized for each facility.





#### **CDR Search Results**

In call detail records, a distinctive icon clearly indicates either Land Line or Cell Phone.



## **GTL Phone IQ**

With GTL Phone IQ, an indicator is shown revealing the device type used to receive the call. The device type receiving the call is indicated in the BTN fields when viewing the *Call Monitoring* and *Call Detail Records* screens. The indicator shown on each of the screens will show the device as a cell phone, land line or unknown device type.

Phone Type Icons

lcon	Phone Type						
<b>3</b>	<b>Unknown</b> – The system could not determine the phone type.						
<b>3</b>	<b>Landline</b> – The system detected the BTN number as a landline.						
F	<b>Cell Phone</b> - The system detected the BTN number as a cell phone.						

When searching for call recordings in the Call Detail Records screen the authorized user is able to apply a checkbox at the bottom of the screen. When checked, the Call Detail Results will only return CDRs where the Bill to Number has been indicated as a Cell Phone.

Pin - Active Only	Return ENERGY Detect status records only
✓ Exclude non-essential calls	Return VIQ Detect status records only
Return HOT status records only	Return Called Party IO records only (Multi-Way)
Return PRIVATE status records only	Return Cell Phone records only
List Pin with Inmate name	☐ Select to return calls for all sites.



**Call Detail Reporting:** Phone type icons will only be displayed on the Call Detail Results screen. The Phone Type indicator will not be displayed on the printed CDR report.

TOOLS	BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE	1
■ ● 多	3135238448	20140212	1014	0475010	1012	LMF - Spruce B. Right	01:24	\$0.40	Prepaid	
■ ● 多	139578435	20140212	1012	0374601	8017	LMF - Spruce A Left	02:23	50.58	Debit	,
	1137283475	20140212	1012	0783378	2816	LMF - Unassigned - 109	02.52	\$0.60	Prepaid	+
	265630789	20140212	1012	0383099	6852	LMF - Pine Yard #1	02.57	\$0.58	Debit	+
■ ● 多	136477750	20140212	1010	0151749	0601	LMF - Pine Yard #3	05:33	\$1.20	Prepaid	1

**Live Monitoring:** The Phone Type indicator will be displayed on the left-hand side of the BTN number on the Live Monitoring screen.





## **FAMILY AND FRIENDS SERVICES**

## **External Auto-Attendant/Facility Services IVR**

We are pleased to be able to offer our *Facility Services Secretary*. GTL's Facility Services Secretary is an automated attendant system that allows families and friends of inmates to easily interact and access, through a single number, facility information, inmate status and other available services. Along with the installation of your new GTL Inmate Telephone System, we can install the *Facility Services Secretary* and configure it to access currently available information and services. As information or services expand over time, the "Secretary" can be updated with new prompts and connection options.

## **Video Visitation**

GTL is able to provide the Jail our complete, secure Video Visitation System (VVS) Solution to facilitate offender communications with their families, friends, and attorneys. For nearly a decade this comprehensive visitation management software has been a leading solution for the corrections industry. Since the introduction of the world's first IP-based video visitation system in 2003, over 100 correctional facilities have used this innovative and comprehensive set of software tools to manage, schedule, and automate their inmate visitation environments.

Inmate and visitor hardware stations are constructed of 12 gauge steel and are detention grade in all aspects.

Whether your solution includes on-premise video visits, internet video visits or simply scheduling and managing face-to-face visits, this modular-based platform will equip you with the tools to effectively manage your visitation environment. By allowing you to add features and functionality over time, the modularity and hardware neutrality of this software helps protect investments and prevent technology obsolescence.

GTL's VVS Solution is designed to help you effectively manage and anticipate the changing complexities of your visitation environment. Our VVS Solution's flexible, scalable, easy-to-use interface allows you to deliver exceptional service to the community while cutting the chaos out of visitation.



#### **Enclosure Features**

- Off-the-shelf components
- High resolution cameras
- Corrections-grade handsets and lanyards
- 17" standard monitors (minimum)
- Corrections-grade hardened steel
- Liquid and vandal resistant
- Optional features including: mobile enclosures, dual handsets, and hardened keyboards.

## **Visitation Scheduling & Automation**

Inmate visitation management should not be one-size fits all – visitation management software must address your unique policies, challenges, and requirements. GTL's video visitation solution is designed to let you to create specific policies, quotas, and restrictions that allow for effective and accurate visitation scheduling – reducing costs, crowds, and conflicts.



#### **Face-to-Face Visits**

- Eliminate long lines during peak hours
- Visitors register and schedule online
- Enables Revenue
   Generation



#### On-Premise Video Visits

- Eliminate officers from escorting inmates
- Reduces vehicle transportation
- Reduces contraband
- Enables Revenue Generation



#### Internet Video Visits

- Eliminate officers from escorting inmates
- Reduces vehicle transportation
- Eliminate "Public" and contraband in the facility
- **Enables Revenue Generation**

#### **Facility Registration and Scheduling**

Corrections staff can easily register visitors using an ID card reader, which reduces errors and saves time. Once registered, visitation staff can effortlessly schedule a visit for the future – with the system automatically taking into account scheduling policies, quotas, restrictions, and visitation schedules.



### **Public Web-Based Registration and Scheduling**

The multilingual public cloud-based scheduling interface allows you to offer online visitor registration and scheduling. Visitor information is then confirmed at the time of check-in. With this module, the public is responsible for registration and scheduling visitations – freeing up staff to perform more mission critical tasks.

#### **Professional Web-Based Registration and Scheduling**

The multilingual professional cloud-based scheduling interface allows those registered visitors you deem as a "professional" to schedule visits with an inmate. In addition, you can set up unique professional visitation polices that enable professional visitors to enter their station preferences and select visitation times appropriate to their needs.

### **Walk-In Visitation Appointments**

GTL's video visitation solution enables visitation staff to set up visits for walk-in visitors with the same policies, quotas and restrictions as prescheduled. Not only can you set visitation durations, you can also set up start delays to allow inmates and visitors time to reach their stations.

### **Automated Inmate Updates and Cancellation Notices**

Inmate bookings, movements, and releases are immediately propagated throughout the system, providing up-to-date visitation schedules, with visibility across the facility. When an inmate's housing unit or status changes, the Video Visitation System automatically reschedules affected visits. If visits cannot be rescheduled, they are cancelled and visitors are notified via email and automated phone messages – eliminating the need for your visitation staff to manually notify visitors.

## **VVS Features and Functionality Summary**

- Comprehensive inmate visitation management platform
- Public and facility scheduling interfaces
- Automated rescheduling and cancellation notices
- Visitor warrant check management
- Quota management for both inmates and visitors
- Global and housing unit policy management
- Restriction management at both inmate and visitor level
- Approved visitor list management
- Visitation display showing current and upcoming visits
- Special event management

#### **Internet Video Visitation**

Reduce Costs... Reduce Crowds... Simplify visitation.



Video chat is nothing new, but effectively managing the complexities of inmate visitations via the Internet requires an Internet visitation environment that accurately accommodates the increased need for security and tracking associated with inmate visitation. GTL's VVS Solution provides the restrictions, quotas, billing rules, warrant checks, and video check-in functionality that are specific to Internet video visits with incarcerated offenders.

With one simple, easy-to-use website, visitors can register, schedule, and complete visits from their PC, laptop or tablet PC (iPad and Android). Most importantly, when an Internet video visit is not an option for the visitor, your staff can use the system to schedule and manage both Internet and on-premise visits using the appropriate quotas, restrictions, schedules, monitoring, and recording rules.

#### **Video Visitation Features**

- Manage Internet and on-premise visitation with one solution
- Officer video check-in prior to visitation start
- No additional software required
- Live monitoring and remote control
- Unique internet video visitation quotas
- Custom internet video visitation charges
- Revenue generation options
- Minimal bandwidth requirements
- Integrated into public web scheduling interface
- Visitor can visit via PC, laptop and/or tablet (iPad and Android)

•

## **Revenue Generation**

While the demands of your staff and facility continue to grow, budgets continue to shrink. As a result, correctional facilities have sought out ways to generate revenue to offset costs. Services such as inmate phones, commissary, and inmate deposits have helped to defray costs; but until now, there has not been an effective system to generate revenue from inmate visitation.

GTL's VVS Solution can generate revenue, for example, by charging for additional visits; visits beyond the number permitted at no cost during a time period. You might select specific days, times of day, or locations for which to charge. Whether you offer on-premise video visitation, Internet video visitation, face-to-face visitation or a combination of these, our VVS Solution's advanced revenue generation module gives you the ability to generate revenue.



#### **VVS Revenue Features**

- Generate revenue from internet, on-premise video visitation and/or face-to-face visitation
- Charge for visits in excess of inmates' "free visit" quotas
- Charge during specific days or times of the day
- Charge for specific locations (i.e. downtown visitation center)
- Set up unique fee structures
- Create override and refund polices
- Generate billing reports
- Automated refunds for inmate releases, movements, etc.

## **Video Conferencing Device**

With the pace of technology, it is necessary for you to select hardware and software that allows your facility to easily transition to new technologies over time – nowhere is this more relevant than video visitation technology. GTL's VVS Solution's video conferencing device, specifically designed for the corrections market, is equipped with two powerful video technologies that allow you to communicate with standards-based H.264 and H.323/SIP video conference devices and Adobe Flash enabled devices, such as a home computer. This approach allows you to deploy both on-premise and Internet video visitations while still communicating with other devices such as Polycom and Cisco codecs that may already be in use at your facility.

No other solution offers this dual approach to video visitations. It is this approach that allows you to easily transition to new technologies without having to change hardware.

## **Managed Hosting**

## Industry leading visitation management without added expenses of servers and IT staff.

GTL's hosted VVS Solution eliminates many of the financial barriers that can keep you from implementing a visitation management solution. Managed hosting gives you the same advanced functionality as our best-of-breed visitation management solution. Through managed hosting, you can dramatically reduce your up-front capital investment and in-house resource requirements.

### **Managed Hosting Advantages**

- Fast implementation gets you up and running quickly
- Officer, public, and inmate interface hosting
- Off-site or on-site recording storage options
- Software release management



## **Hosting Location Features**

- One of the largest internet hubs in the country
- Redundant internet connections
- Automatic, triple-redundant power back up
- Security controlled facility, with additional room and server security controls
- Flood, water, and fire protection systems



#### Installations

GTL's Video Visitation Solution has been installed at over 110 facilities nationwide. This solution will empower you to streamline your visitation processes and, through increased efficiency, achieve a maximum return on your investment.

Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System RFP#: 15-99-2436PB



ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

# **Visitation Scheduling Management**

GTL provides "best in class" Visitation Scheduling Management Software. With over 110 extremely satisfied county and state clients across the country, the Jail will join an elite group of facilities using this solution- one that's been tested and proven time and again. From ADP's of 200 to 17,000, and references from Los Angeles County, Weber County, and Orange County, FL, facilities will share stories of improved predictability in scheduling from choosing this system.

It is important to mention that our Visitation Scheduling Management Software goes beyond managing quotas and facility policies but it allows for the public to schedule visits online, from a lobby kiosk, or on a smart phone-reducing parking lot congestion, reducing public visitor conflicts, reducing staff stress and overall, automating all aspects of visitation scheduling and public communication. This system notifies friends, families, and professionals via email that visits are confirmed, and if needed, cancelled. Also, within this system is the ability for the Jail to mass email any notifications to all active users in the public visiting system.

Here are some other unique features:

### **Public Web-Based Registration and Scheduling**

The multilingual public web scheduling interface allows you to offer online visitor registration and scheduling. Visitor information is then confirmed at the time of check-in. With this module, the public is responsible for registration and scheduling visitations – freeing up staff to perform more mission critical tasks.

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Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System RFP#: 15-99-2436PB



ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

#### **Installations**

GTL's Video Visitation Solution has been installed at over 110 facilities nationwide. This solution will empower you to streamline your visitation processes and, through increased efficiency, achieve a maximum return on your investment.

## **Voicemail**

GTL is able to provide the Jail an easy to use Voicemail feature that enables increased communication between inmates and their family and friends along with facility personnel via two-way Voicemail. The GTL Voicemail system is completely configurable to allow messaging for; *outbound only* - where inmates leave messages for attorneys, friends and family, *inbound only* - where friends and family leave messages for inmates or *two way* - where the inmate can leave messages for their attorney or friends and family and receive a response by Voicemail. GTL's Voicemail system provides a secure PIN-protected account for inmates to use this feature. Voicemail benefits inmates and other involved parties because it allows communication even when the called party isn't at the phone to receive the call.

All messages are recorded and subject to playback by Jail investigative personnel. Jail investigators can obtain at any time a complete record of all messages left and retrieved.

As part of our Voicemail solution described above, the *two-way* messaging system is able to be utilized internally within Jail facilities. GTL will work with the Jail to determine the specific needs of Jail personnel for implementation of this feature. Facility personnel are then provided with a convenient method of receiving their own messages to inmates and having those messages verified that the intended recipient has played the message. Inmate Voicemail may also be used as an announcement system for dispersing messages from the facility to all inmates or a single inmate.

**System Flexibility:** The Voicemail feature allows for outgoing, incoming or both types of messaging as well as internal facility capability creating complete flexibility in configuration. The length of the voicemail is configurable and typically set up to 60 seconds. Voicemail is a useful feature for inmates, friends and family to leave a message regarding such information as when to call them or news about the family, etc. without the need to contact staff. **Message Security:** Since messaging runs on the GTL Inmate Telephone System, Jail facility staff have the same control of recording and monitoring as with the Inmate Telephone System. Only the inmate, the sender, and approved facility personnel can access Voicemail messages.



#### **INMATE SERVICES**

# **ConnectNetwork® Intake/Booking Kiosk**

The ConnectNetwork® Intake/Booking Kiosk is a corrections-hardened unit that has a small form factor – recognizing that space in booking areas can be at a premium. The kiosk is completely flexible in mounting – it can be wall-mounted, mounted on a counter, or floor-mounted using an optional pedestal that allows a freestanding floor mounted unit. The unit is powered by standard 110V AC power and requires only a standard Ethernet connection.

The intake/booking kiosk, at a minimum, will securely collect all money on person from the incoming inmate, freeing personnel from the need to manually collect, count, receipt, and register the inmate's money. However, our kiosk also allows for inmates to self-fund their inmate trust account at booking using a branded credit or debit card.



Our ConnectNetwork intake/booking kiosk solution will eliminate cash handling by agency personnel in the following areas:

- 1. Upon booking, acceptance of initial deposits for an inmate's account;
- 2. During incarceration, allowing friends and family to make deposits to an inmate's account, either remotely or via kiosks in public visitation lobbies at Jail facilities; and
- 3. Upon release, providing a solution for the use of branded debit/credit cards (or any other form of disbursement other than direct cash handling by agency personnel) to release funds to inmates or their families.



The intake/booking kiosk provides the maximum security and convenience for the agency in cash collection, accepting:

- Change coins can be dumped in basket and counted.
- Cash cash can be placed in bill acceptor.
- Credit/debit card Incoming inmate can self-fund their trust account using credit or debit cards that they possess at booking.

The input devices for the kiosk are illustrated below. The kiosk's cash loader has the ability to accept \$1, \$2, \$5, \$10, \$20, \$50, and \$100 bills.



ConnectNetwork® Intake/Booking Kiosk - Inputs

The coin and cash acceptors perform an accurate count of all money input by the incoming inmate, and issues <u>itemized</u> receipts for both the inmate and the Jail. The kiosk can issue as many receipts as required; this will be determined by the Jail.

The kiosk application can be interfaced with the Jail's Jail Management System (JMS). The interface includes the following information transfers:

- Get inmate ID/booking number for the incoming inmate to associate with transaction records.
- Record cash and self-load credit funds to be added to the inmate's trust account.

The ConnectNetwork Intake/Booking Kiosk includes an optional biometric identification feature to tie to each transaction record, using a fingerprint scanner included in the input area. The Intake/Booking Kiosk can include a barcode scanner that will record the barcode information from wrist bands or other sources as required.

**Support:** GTL can provide for a service technician to support the intake kiosk. GTL provides all services required to maintain the kiosk in high working order.

- Routine maintenance of the kiosk units, including cash collection on regular intervals.
- Emergency service to maintain functionality.
- On-demand collection of cash should unit capacity be reached prior to regular collection.

Service employees will be fully cleared for entry into the Jail booking area and to withdraw cash from the kiosks.



**Summary of Advantages:** ConnectNetwork Intake/Booking Kiosk provides efficiency and convenience for the Jail:

- Saving staff time money does not have to be manually counted.
- Ending disputes money is accurately counted by the machine so there is no concern for miscounts.
   Itemized receipts are issued for both the inmate and the Jail so that both parties understand the exact cash amount.
- Opportunity for inmate to self-fund trust account using credit or debit card.
- <u>Accuracy of automation</u> collected cash is automatically reported to the agency jail management system rather than having this manually entered.
- Computerized records all transactions maintained in database.

GTL is responsible for the collection of intake money and providing reconciliation records to the Jail.

## **Genesis® Full Service In-Pod Inmate Kiosk**

GTL is able to offer the Jail our state-of-the-art **Genesis®** full service inmate in pod kiosk feature. The inmate telephone industry has witnessed a rapid advancement of technology applications in the past two years. The most recent advancement is the Full Service Inmate Kiosk, which bundles a variety of applications into one unit. GTL's full service or in-pod kiosk is designed not only for the rigors of the correctional environment but also for easy deployment of future applications. The underlying software application is fully integrated with GTL's back office functionality and is easily modified to support future applications.



Inmate Kiosk Hardware: The GTL Genesis® In-pod Kiosk solution offers a rugged correctional grade in-pod inmate kiosk utilizing a touch screen within a steel enclosure. This fully integrated self-service touch screen kiosk offers interactive services to facilities inmates utilizing a very secure and cost effective solution. The GTL Genesis® In-pod Kiosk is designed as a rugged kiosk that provides an impact resistant construction that is resistant to liquids and tampering. The 17" touch screen is protected by chemically strengthened bonded glass making it an impact resistant class covering.

The GTL Genesis® In-pod Kiosk is designed for growth as the Jail may want to expand in the In-Pod Kiosk's functionality in the future. Inmates have no access to the internet or other

restricted information and systems.



#### **Benefits of GTL Full Service Kiosk**

- ✓ Provides single secure platform for offenders to access all provided applications and services
- ✓ Enhances administration, monitoring and reporting capabilities for staff through a single platform
- ✓ Securely launches third party applications and services
- ✓ Increases security by 'locking down' functionality of keyboard, mouse and browser
- ✓ Allows staff monitoring of all offender activity on PC/ kiosk
- ✓ Modular structure so establishments only have the applications and services they want
- ✓ Open design allows Core to offer and launch any third party applications and services
- ✓ Security, single logon, biometric logon, audit event recording

Jail approved content will be available to inmates through the touch screen software interface of the Genesis In-Pod inmate kiosk. The applications are completely configurable and some common applications available to the Jail include:

- > **GTL Visitation Link** (Video Visitation)
- > GTL Commissary Link (commissary ordering)
- GTL Message Link (Inmate Electronic Mail)
- > GTL Inmate Request Link (Inmate Information and Program Requests)
- > GTL Media Link (Media and Music Catalog)
- ➤ **GTL Education Link** (Facility Program Tools)
- > GTL Law Library Link
- > GTL Grievance Link (Inmate Concerns)
- ➤ **GTL Account Link** (Account History)
- ➤ **GTL Health Link** (Inmate Sick Call)
- > GTL Spiritual Link (access to religious items)

**Video Visitation** – GTL <u>Visitation Link</u> provides the best in visitation management and video visitation. The combination of the GTL Genesis In Pod Kiosk and the GTL VVS system create a unique "2-in-1" solution for the Jail. Whether the Jail desires scheduling software (to manage how visitation is conducted today), or wishes to expand to on-premise video visitation or "at-home" video visitation, GTL offers the most robust and well-respected solutions, with the largest footprint in the corrections industry. This system includes all web cams, handsets and codec for both onsite and remote "at-home" video visitation.





## ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

**Commissary Ordering** – With GTL <u>Commissary Link</u> inmates can use the kiosk touch screen to select and order items to be filled directly by the commissary vendor at the Jail facility. Product images make the electronic store easy to navigate and correctly select the desired items. Purchases through the kiosk are automatically deducted from the inmate's account. Prisoner access rules to the commissary application can be applied individually by offender and by offender group.

Inmate Electronic Mail Service – GTL <u>Message Link</u> inmate email application for two-way electronic communication between inmates and their friends, family, and legal advisors. Electronic messaging removes the potential for weapons, contraband, or drugs from entering the facility. Keyword notification within the GTL Message Link system alerts officers to potential safety risk that may exist within message.

Message Link allows inmate friends and family to attach photographs to incoming electronic messages. The messages and the attached photographs must pass through the scanning process built into the Message Link solution before being approved for inmate access.

**Inmate Requests** – GTL <u>Request Link</u> allows inmates to electronically make requests to meet with clergy, legal counsel, friends and family, or other persons or organizations approved by the Jail.

**Media Downloads & MP3 Player** - GTL <u>Media Link</u> enables offenders to access approved digital media content to use within correctional facilities through secure, "corrections-grade" handheld MP3 players. Digital media content include the entire music library from the four major music labels, e-books, education, self-help, rehabilitation, and other approved content as deemed acceptable by the Jail. The handheld media devices are also capable of viewing approved pictures (received through GTL Message Link), video and other programs and services. The GTL Media Link provides an easy to use and secure service for offenders to receive approved media by purchasing it themselves, or having it purchased by family, friends or other sources.

**Music catalog** that contains over 6 million songs that allows offenders to search by genre, artist, song name and album title on the handheld media player. Offenders have unlimited access on their handheld media players to select and then after connecting the player to the GTL Genesis® In-pod Kiosk, purchase and download songs which are stored in the local digital media library.

Examples of the many features of the GTL MP3 players:

- ✓ Secure login
- ✓ Tamper proof software
- ✓ Download of approved content only
- ✓ Designed for corrections environment



## ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

Offenders can easily access and store music, video, e-books and photos on supported devices. The GTL MP3 Player has an intuitive interface that makes it easier for illiterate or non-English speaking offenders to independently and successfully use available services.

**Educational Content** – GTL *Education Link* lets inmates select various educational materials required and approved by the Jail.

**Access to Virginia Law Library** – GTL *Law Library Link* brings requested state law information to inmates via the touch screen inputs.

**Grievance Requests** – GTL <u>Grievance Link</u> allow inmates to report grievances and request solutions or intervention.

**Account History** – GTL <u>Account Link</u> lets inmates access their account balances and transaction histories.

➤ **Debit Phone Time Management** - Inmates can manage phone time at the kiosk by designating an amount of money in their trust fund accounts to be allocated to their Debit accounts to fund calls through the Inmate Telephone System.

**Medical Requests** – GTL <u>Health Link</u> allow inmates to report illnesses and request solutions or intervention, including medical examination or treatment.

If desired and approved by the Jail, the Genesis in-pod inmate kiosk includes other applications available to help manage inmate communication and operations. These additional applications include:

**Facility and Inmate Information** - Information posted at the discretion of the Jail can be made available for access by all inmates or only by specific inmates or inmate groups, including the Jail's inmate handbook.



## **ADMINISTRATIVE SERVICES**

## **Offender Management System (OMS)**

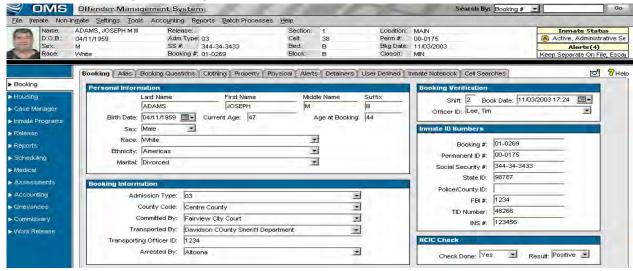
GTL is able to offer the Jail our state of the art inmate management system, *The Evolution™ OMS*. GTL's Offender Management System (OMS) builds on years of Jail Management software experience. From intake to release, information on all aspects of an inmate's incarceration is maintained.

**The Evolution** version of OMS is the most recent of our Jail Management products. This system is built on Open Architecture to allow integration with other systems. This provides a single point of entry while allowing individual ownership of data. OMS Evolution was constructed on a modern web based platform allowing the user to access the system from any network attached workstation with proper authorization.

For increased security, OMS utilizes *digital biometrics* to positively identify inmates, increasing accuracy in inmate movement, housing, release and other inmate identity related areas.

When used in conjunction with the GTL inmate telephone system, OMS will seamlessly provide account balances, schedules, commissary and medical information.

The <u>more than one hundred modules in OMS Evolution</u> cover the complete range of jail management needs and fall into four basic categories aiding in the care, custody and control of inmates.



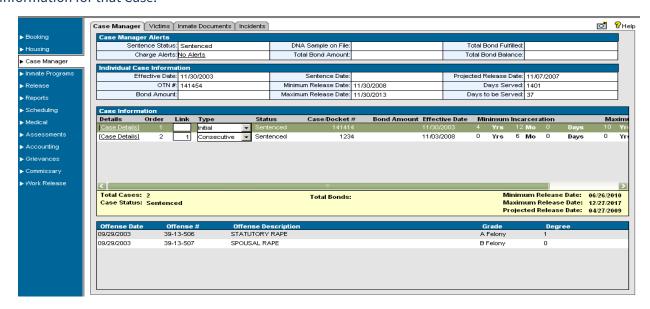


- The **Inmate Modules** address those functions pertaining to a specific Inmate. From Booking to Release, all aspects of an inmate's activity in the facility can be followed.
- The **Non-Inmate or Facility Modules** address those functions pertaining to the Facility. This would include the activities which affect all Inmates or specific groups of Inmates.
- The **Administrative Modules** address those functions and tools which make the OMS system run efficiently. This would include default lists, initial settings and other operational settings.
- The Accounting Modules address those functions pertaining to the Bookkeeping functions of the facility.

All aspects of an inmate's incarceration are maintained – including initial intake, charges, day to day activities, housing, medical, meals, location and count.

Through accurate Classification and Housing assignments, inmates can be tracked and placed correctly. The Keep Separates module can then flag any inmates who may conflict, or conspire, if they are grouped in the same housing areas and in-house programs.

The *Main Case Manager* screen contains all the most commonly used information about an Inmate's Case. Selecting a case from the Inmate's case list will display Case Status, Balance, Bond, Time, Type and Offense information for that Case.





## ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

Between the one Main screen, the additional three Case Information screens and the six Case Detail screens, all aspects of an inmate's incarceration can be tracked, maintained and reviewed.

The *Incidents module* tracks and maintains all inmate related incidents in the facility. When viewing a specific inmate, the read-only Incidents information displays all incidents pertaining to that inmate. The more general Non-Inmate Incidents module shows all facility incidents, and tracks them through their process at the Jail facility.

Each of the eleven tabs in the Incidents module deals with a specific type of Incident activity. Included are Initial Report, Notifications,



Disciplinary, Investigation, Evidence, Medical, Use of Force, Hearings, Sanctions, Sanctions Appeal, and Sanctions Review. Once an Incident Statement is made and recorded it becomes non-editable and time stamped, allowing it to be used for legal purposes if needed.

All areas of *Inmate Accounting*, Facility Accounting and Billing Agencies are handled in the various modules of OMS. Through the use of High Medium and Low priority deductions, Cost Recovery can take place along with the standard accounting of inmates' deposits, withdrawals, holds, freezes and restrictions.

Between the Temp Release, Work Release and Transfer modules, the movement of inmates outside the facility can be accurately tracked. By utilizing the Inmate Location, Inmate Movement and Inmate Count modules, the movements of inmates within the facilities can be accurately tracked. Scanning devices may also be employed in inmate movement modules for convenience and expedience.

**OMS is configurable** with the appearance of the screens, tabs and menu options at the discretion of the Jail. Code Tables are employed to define the contents of drop down menus and System Parameters define the way the many possible options OMS will be used in a specific facility.

From Case Manager to Commissary, from Incidents to Inmate Accounting, <u>OMS Evolution™ provides the complete</u>
Jail Management solution for the Jail.



ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

## **Inmate Accounting System**

GTL is pleased to be able to offer our Accounting System which was specifically designed to meet the needs of correctional facilities large or small. Unlike standard off the shelf accounting systems, our Accounting System can offer you the exact modules that will help you complete all of your correctional facility's accounting activities. The Accounting System was also designed based around Generally Accepted Accounting Principles (GAAP). The Accounting System can be integrated as a part of GTL's Offender Management System (OMS) or implemented separately.

## **Highlights**

- Automatically generate checks
- Set up multiple accounts per inmate
- Customized cash drawers
- Design accounts for inmate co-pays and work release payment
- Perform bank reconciliations
- Unlimited cost recovery metrics
- Multiple customizable reports
- Specialized commissary functions
- Manage inventory and purchasing

The Accounting System covers all the processes involved in tracking and maintaining the money flow for the inmates in a facility. The Inmate Accounting process consists of several activities found in various global accounting, general ledger administration and individual offender accounting modules.

# **OMS Sick Call - Medical Scheduling**

GTL is able to offer our OMS Sick Call feature.

Every day judges around the country issue consent orders for facilities regarding their medical services. The GTL "SICK CALL" by phone system is a great way to help the facility avoid these types of orders. One of the most important facts on this fielded product is that it has already been tried and tested in numerous facilities including Orange County Florida, a 4,500-bed multi-facility operation. Our system is the most powerful and flexible tool available in the market place today, it allows inmates to place their sick call requests by using the readily available inmate telephone located in their housing units. This system does **NOT** need phones that are dedicated to this functionality like other vendors may propose. The same phone that the inmate uses to place a collect call, place a debit call, order commissary, check their balance and all other features is the same phone that they use to make their sick call requests.



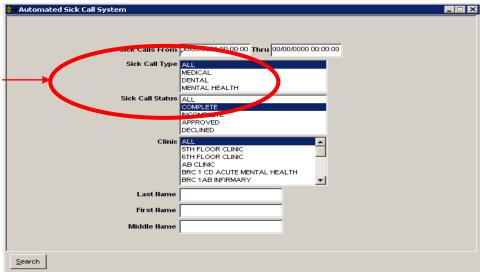
We know that one of the biggest advantages of this system is the elimination of paper work involved in the process of Medical Sick Call. The GTL Sick Call system is another step in the process of eliminating paper and the burden placed upon your detention staff to facilitate the current process. Forms are no longer required and the manual process of picking up each form and answer each request is eliminated. The phones in your facilities will become an even more powerful tool to the staff and inmates.

This system, detailed below, is directly integrated at the database level with your jail management system.

# GTL SICK CALL BY PHONE: Detailed Features Set

## **Appointment Types Handled**

The GTL Sick Call by phone system has the ability to handle up to nine (9) different Sick Call / Appointment Requests through the system. The facility has the ability to define these requests and will not be forced into accepting ones that do not meet their needs. These requests correspond to the "Sick Call Types" code table. Based upon the inmate selected response, menu prompts which are detailed below, adjust around the type of appointment / sick call that the inmate is requesting. As an example, the facility may elect to define their Sick Call / Appointment requests similar to that of Orange County Florida, "Medical, Dental, or Mental Health". The system is yours to customize and match your unique requirements. A proven application with customizable features allows your facility total control.



## Control the Number of Appointments Per Day & Avoid Paper Trail Confusion.

Our extensive history and experience in the industry gives unparalleled insight into system designs so that we can provide practical solutions. As we all know, inmates tend to abuse privileges when they can and will attempt to cause havor by submitting multiple, useless request forms. For this reason, the facility has complete control of the number of Sick Call / Appointment requests that can be placed by an inmate per Sick Call / Appointment type per day. As an example, the facility can limit the inmate's request capability to one (1) Sick Call Request per day; One



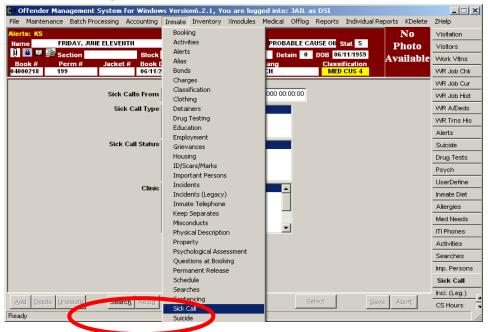
(1) Dental Appointment request per day; and three (3) Mental Health Appointment requests per day. This will hopefully cut down on frivolous requests and demands on your staff to respond to every request.

## Facility Defined Menus and Prompts.

Briefly mentioned above, all questions that the inmate will be asked to respond to are specific to the type of Sick Call / Appointment request that they select from the main Sick Call menu. These questions, like the Sick Call types, are all facility defined and customizable to meet your unique needs. As questions are answered by the inmate, these answers can lead to additional answer-based questions. The system is designed to "drill down" to the purpose of the sick call and prioritize the medical need for the medical staff. Once the inmate has completed the menu of questions based upon their initial request type the information from this call will automatically populate the GTL OMS Sick Call Screen. The system is an automated triage program for the medical staff.

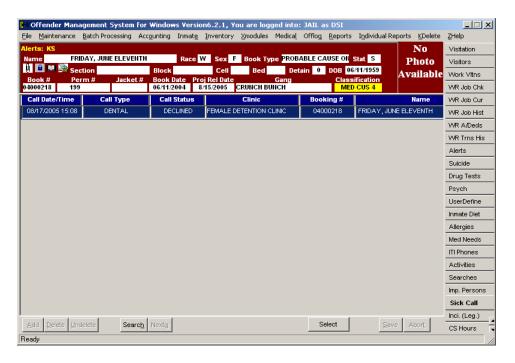
## **Inmate Level Results**

It is very useful from a medical management and correctional management perspective to be able to determine the number, type and details for all sick calls that were placed via the inmate telephone system for a specific inmate. The user can perform this action by simply selecting "SICK CALL" from the Inmate Menu (see below).

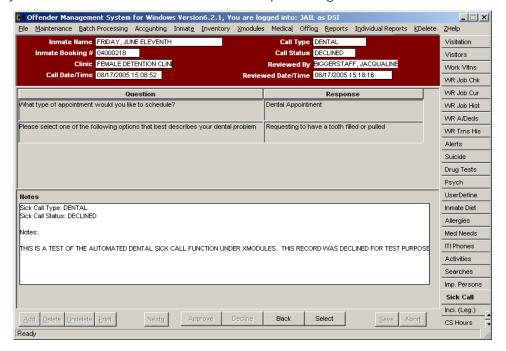


Once the user has selected this option they will be presented with filtering options. These filtering options include a date and time range, sick call type, sick call status and clinic assigned. This search screen is very similar to previous illustration. Once the user has defined their search criteria, the user will be presented with a set of data for that inmate meeting their filtering request. This information is presented in the normal "Browse Screen" format.





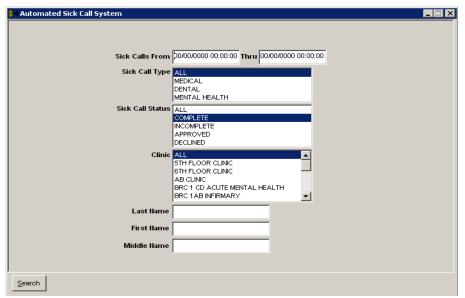
The user can then simply double the record to see the information pertaining to that call.





#### Sick Calls Tracked and Handled in the OMS

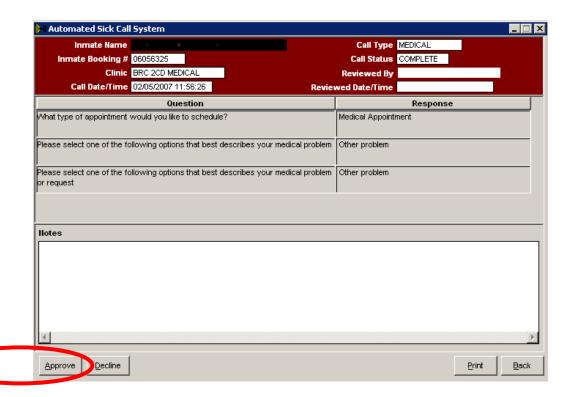
Once the inmate has finished placing their Sick Call / Appointment Request through the GTL Sick Call by phone System, the information obtained from the inmate's phone call automatically populates the "Automated Sick Call Request" screen in your current JMS. This "Automated Sick Call Request" screen contains all of the information that was entered by the inmate and is searchable in a variety of different ways. User can simply display all open sick call / appointment requests or filter by Date and Time Range, Sick Call Type, Status Call Status, Clinic or the inmate making the request (See Below).



The user simply has to click on the search screen or selected all open sick calls and they will be presented with the sick call list. This list will display all summary information at a glance. This summary information contains the Date and Time the request was entered, the Call Type, the Call Status, the Clinic Location, the Inmate's Booking Number, and the Inmate's Name.

At any point the user can simply double click on a specific record that the user was presented with and then will be presented with a screen that contains all of the information that was entered along with the ability to place notes on the request.





At this point, the user has the ability to either approve or decline the request.

No more paperwork in the facility! The entire program is customizable, proven and truly your application to use to eliminate the tedious manual process currently in place. We are excited to have the Jail as a showcase account for this technology. We are dedicated to working closely with your staff to initiate all parameters and features so that this process is seamless and beneficial from the first day of operations.

# **Dynamic Imaging**

GTL is pleased to be able to offer a compliment of digital imaging and inmate identification features through Dynamic Imaging Systems. The suite of features provide software solutions designed to add functionality to an agency's existing Jail Management applications environment using state of the art imaging and biometric technologies. The compliment of software features include biometric ID solutions for facial and fingerprint inmate identification and image capturing for facility booking systems.

#### **Positive ID+**

Positive ID+ is an innovative biometric identification solution that enables officers to quickly perform a search and view accurate immediate results from any location.



Using highly sophisticated matching algorithms for both facial recognition and fingerprint identification,

PositiveID+ provides your officers with flexible options to accurately identify subjects.

- Includes facial recognition and fingerprint identification matching capabilities
- Automatically enrolls fingerprints and faces from LiveScan systems
- Supports enrollment of mug-shots from your existing RMS/JMS or mug-shot application
- Mobile Version extends fingerprint matching capabilities to field officers
- Provides facial recognition in the field with photos captured using a Blackberry, Android, iPhone or digital camera
- Fully integrates with the Jail's existing RMS/JMS and network infrastructure
- Expandable and scalable architecture supports speed and growth
- Fast and accurate one-to-one and one-to-many searches
- Returns search results with access to arrest history and mug shots
- Match capabilities for flat and rolled fingerprints
- Supports major biometric standards (ANSI/NIST ITL-1-2000 and ANSI/INCIST 378 2004)

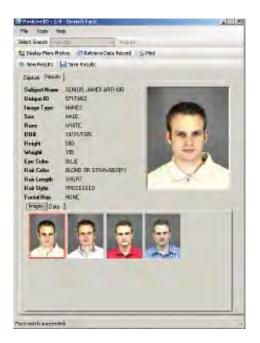
#### **Picturelink**

Picturelink isn't just another mug-shot system. It's the most effective way to capture, store, manage and integrate mug-shots and images within the Jail's Records or Jail Management application environment.

PictureLink is Dynamic Imaging Systems' flagship product designed specifically for the needs of law enforcement and correction agencies. For almost two decades, our sole focus has been on developing imaging solutions which are unmatched in the law enforcement community. With robust features, such as, auto image capture, investigative tools and



custom forms design, users spend less wasted time on their software and more productive time working cases and locking up criminals.





- Auto Capture provides the easiest and most efficient means of capturing mug-shots
- Quality Assurance uses advanced facial evaluation algorithms to ensure consistent, high-quality mug-shots
- Scars, Marks and Tattoos are easily captured by lassoing the area of interest
- Images can be imported from virtually any image capture source
- Fully-integrated Disguise Module and Image Enhancement Tools allow investigators to standardize mug-shots for lineups
- Lineup Manager uses a step-by-step process to guide investigators through the creation of an electronic lineup
- Witness Manager produces an electronic "mug-book" for witnesses to review in an unsupervised session
- User friendly Forms Design Module makes it easy to create custom forms including ID cards, wristbands and a variety of booking and arrest forms
- DataLink offers a completely configurable user interface that produces customized screens for retrieving, displaying and editing data
- Administrative functionality includes user-based and role-based security for application access
- Advanced systems features include record sealing, expungement, auditing, event logging and image transfer

## **Customer Requested Additions or Deletions**

Because of the modular design the ICMv system is completely expandable and will serve Pamunkey Regional Jail's needs now and well into the future. GTL's ICMv can easily accommodate additions or deletions The system's open architecture provides maximum system availability; efficiently accommodating system enhancements and additional future functionality; resulting in the best value over the life of the ITS contract.

#### **Procedure**

When a minor hardware change is needed such as the addition of one or more new telephones or workstations for an existing facility, or deletion of equipment, the Jail submits a written request to GTL's Technical Support Department. GTL opens an action ticket, orders the new equipment if an addition is requested, and notifies the Field Service representative who will be performing the work required to complete the request. A simple addition or deletion may take less than a week.



## ADDITIONAL SERVICES/INFORMATION 2.25 CONTINUED:

When the Jail anticipates major expansion of an existing facility or the addition of a new facility to the ICMv network, the Jail submits a written request to GTL's Account Manager. GTL opens an action ticket and schedules a meeting with the Jail to discuss and clearly define the needs and solutions of the expansion project. In the instance of a major expansion a clearly defined timeline of events will be submitted to the Jail for approval prior to work commencing. A complicated addition of multiple phones, where additional hardware may be required could take two weeks. Each situation will be thoroughly discussed by GTL and the Pamunkey Regional Jail to establish an agreed upon timeline for the installation.

2.26 <u>INSPECTION AUDIT AND MAINTENANCE OF REPORTS</u>: For the purpose of examination, the Jail, or their authorized representatives, shall have access to any books, documents, papers and records of the Contractor as they may relate to this Contract. The Contractor shall maintain books, records and documents in accordance with generally accepted accounting practices that sufficiently and properly reflect all gross revenues generated. The Contactor shall make available to the Jail upon request, within ten (10) working days, audit records that document, by telephone, all activity of each phone. This shall include, but not be limited to, the designated Billing Agents Monthly Report. The Jail, at the Jail's sole discretion and expense, shall have full audit rights of all records maintained by the Contractor that affect the resultant Contract. The Jail may terminate any resultant Contract, without penalty, for refusal by the Contractor to allow access to all documents, papers or other materials originated or received by the Contractor in conjunction with this Contract, and provide the Jail with cause to terminate the Contract due to noncompliance or fraud.

Response: GTL Understands and Complies

2.27 <u>BILLING</u>: All call records shall be downloaded daily directly to the billing company. The Contractor shall respond to all billing complaints with other phone companies within three (3) business days.

Response: GTL Understands and Complies

As inmate calls are placed and completed, call records are created and downloaded to GTL's central processing center in real time. Each incoming call record is electronically evaluated, rated, and formatted immediately for billing (not batched for later processing), then re-checked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. Our MIS department frequently places "test calls" and tracks the resulting call records through the entire automated process to insure they are properly routed, rated, formatted, processed, and billed.

Most billing issues can be addressed and resolved during initial contact with a call center representative; however, any issue that cannot be readily resolved is quickly brought to the attention of a Billing Department Supervisor. Escalated issues or billing complaints that cannot be quickly resolved by Billing Supervisors are passed to a Priority Billing Customer Service group for handling. The Priority Billing Customer Service group targets resolution of 95% of issues within 48 hours. Severe issues are passed to the Billing Services management team for immediate resolution.



## ADDITIONAL SERVICES/INFORMATION 2.27 CONTINUED:

2.28 PRICE SCHEDULE: The Contractor shall be required to respond to ATTACHMENT G to calculate and project the commission payable to the Jail based on call volume, mileage and call length information provided in ATTACHMENT F for the period of June 2013 through May 2014. Response to this paragraph shall include a copy of the Offeror's current State of Virginia Public Service Commission (PSC) approved tariff schedules and predominant carrier schedule. The Offeror shall include in this response a statement whether the tariff used to calculate projected revenue is PSC approved or pending approval, and shall state any applicable time of day discounts intended to be used. Offerors shall calculate and project the commission payable to the Jail requested in ATTACHMENT G based on both a flat rate and a measured service tariff for all local calls.

Response: GTL Understands and Complies

Please see Section 7-PRJA Required Attachments, Attachment G -Proposed Pricing and Commission Schedule, for projected commissions payable based on the information provided by Hanover County for the Pamunkey Regional Jail in Attachment F. In addition

The State of Virginia, in April of 2011, deregulated and de-tariffed. Therefore, the State of Virginia State Corporation Commission (SCC) approved tariff schedules and predominant carrier schedules are not available. GTL is a current State of Virginia telecommunications vendor and has provided state business registration and licensing documentation as part of Section 7 – PRJA Required Attachments, Attachment B Virginia State Corporation Commission Registration Information.



2.29 <u>COMMISSION PAYABLE</u>: The proposed commission payable shall be based on the Contractor's gross revenue for <u>all</u> calls. For the purpose of this RFP, gross revenues shall be defined as all revenue, monies, credits or other things of value <u>received</u> by Contractor, (or by any person or entity having an ownership, management, or beneficial interest in Contractor), from whatever source, as a result of inmate calls, including, but not limited to, revenues received by the Contractor as a result of services charges and/or surcharges charged to the called party as a result of inmate calls. The determination of gross revenue received does not allow for the deduction of any expenses, allowances or other deductions of any nature. The determination of gross revenue received does include billed calls which are collected and which do not result in the receipt of revenue by Contractor.

Response: GTL Understands and Complies

## **Commission Payable**

Global Tel\*Link (GTL) pays commissions based on the gross revenue charged for ALL intrastate and, if applicable, international inmate calls from all phones covered by the Agreement. For each allowed call type (local, IntraLATA, InterLATA, or international; collect, debit or prepaid) gross revenue is defined as the product of total billable minutes times the agreed upon rate for all completed calls – meaning those accepted by the called party.

Gross revenue on which monthly commission will be paid does not include: (i) taxes and tax-related surcharges; (ii) credits; (iii) account transaction fees; (iv) interstate revenue and (v) any amount GTL collects for, or pays to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by GTL in connection with such programs.

There are no deductions of any kind taken from the gross revenue from inmate calls prior to the calculation of the County's commission amount. The Jail's commission check is in no way impacted if a phone bill for inmate calls proves un-collectable. All billed calls within a billing period, contribute to the totals reported on the Jail's monthly commission and call summary sheets.

The County's commission amount is calculated by multiplying the total gross amount charged at the agreed upon rates for the number of billable minutes, for all completed inmate calls during the billing period, by the County's agreed upon commission percentage.

Total Gross Revenue X Commission Percentage = Commission Amount



#### COMMISSION PAYABLE 2.29 CONTINUED:

## **Call Charges and Fees**

GTL will charge the calling rates approved by the County. Federal, state and local taxes apply to all telecommunications services. Taxes on collect calls are assessed by the local exchange carrier or billing agent that bills the call recipient for the collect call. Taxes on prepaid calls such as, Advance Pay, PIN Debit or Prepaid Cards, are assessed and collected by GTL and remitted to the taxing authority. Tax calculations are based upon the mandated tax rate in effect at the time of call and vary by call origination and destination. Tax collections are rendered to the appropriate taxing entity and are never retained in whole or in part by GTL. All other charges and fees associated with inmate calls are disclosed below.

## **Collect Billing**

Each Call: Per-minute charges based on approved rate for the call type.

#### **Inmate Debit Account**

Each Call: Per-minute charges based on approved rate for the call type.

#### **Inmate GTL Calling Card**

Each Call: Per-minute charges based on approved rate for the call type.

## **Family or Friend Advance Pay Account**

Each Call: Per-minute charges based on approved rate for the call type. Transaction fee if applicable (see table below)

## **Additional Fees when Applicable**

Following is a description of additional fees that are only applicable as indicated in the table. These fees are cost recovery in nature and are not considered revenue by GTL therefore no commission is paid on these fees.



#### COMMISSION PAYABLE 2.29 CONTINUED:

No Cost Deposit Options	When Applied	Amount
Certified Check mailed to GTL	Per Transaction	\$0.00
Money Order mailed to GTL	Per Transaction	\$0.00
Deposit sent to GTL via Western Union <sup>1</sup>	Per Transaction	\$0.00

A person who sends money to GTL for a prepaid account via Western Union pays Western Union's fee for that service. GTL does not charge an additional fee for payments via Western Union.

Convenience Deposit Fees					
Account Deposit Fees	When Applied	Amount			
Web Site Deposits	Per Transaction	\$7.25			
Automated IVR Deposits	Per Transaction	\$8.25			
Live Operator Deposits	Per Transaction	\$9.25			
Federal, State and Cost Recovery Fees	When Applied	Amount			
Federal Universal Service Fund (FUSF) <sup>2</sup>	Monthly per invoice of Interstate Calls	Currently 15.7%			
Federal and State Carrier Administrative Cost Recovery Fee	Intrastate and Interstate Prepaid Collect calls	Up to 8.0% of Cost of Call			
Validation Fee	Calls to non-LEC billed calls and Wireless Phones	Up to 4% of Cost of Call			

<sup>2</sup> Federal Universal Service Fund percentage changes quarterly as prescribed by the FCC.

Federal, State and Cost Recovery Fees – Only When Customers Choose Paper Invoice	When Applied	Amount
Federal Administrative Cost Recovery Fee	InterState Collect calls billed via LEC invoice	\$3.49 per Invoice
State Administration Cost Recovery Fee	IntraState Collect Calls billed via LEC invoice	\$1.95 per invoice
Single Bill Cost Recovery Fee	Monthly - Collect Calls	\$3.49

All fees, currently tariffed and prospectively tariffed, are subject to change from time to time as prescribed by the FCC, tax authorities or by GTL and at the discretion of the entities charging those taxes, charges and/or fees.



2.30 <u>COMMISSION CHECKS</u>: Commission Checks shall be submitted to the Jail on a monthly basis and shall be accompanied by a report, which itemizes by facility, minutes of usage, and number of calls, gross revenue received and commission for each telephone. Commission payments shall be made within thirty (30) days after the closing of the billing cycle. Full documentation, including records of billing companies, shall be provided monthly detailing how the gross revenue received was determined. Such documentation shall be sufficient to allow the Jail to determine, for each billing cycle, the amount of revenue, which was not received by Contractor as a result of calls that were billed but were not collected.

Response: GTL Understands and Complies

GTL's ability to accurately report the Jail's commission is greatly enhanced by the fact that our Inmate Telephone System operates automatically in a dynamic, real-time environment. As inmate calls are placed and completed, call records are created and downloaded to GTL's central processing center in real time. Each incoming call record is electronically evaluated, rated, and formatted immediately for billing (not batched for later processing), then rechecked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. Our MIS department routinely places "test calls" and tracks the resulting call records through the entire automated process to insure they are properly routed, rated, formatted, processed, and billed.

Billing statements for inmate calls are issued monthly. The Jail's commission percentage is in no way impacted if a phone bill for inmate calls proves un-collectable. All billed calls within a billing period, contribute to the totals reported on the Jail's monthly commission and call summary sheets.

The Jail will be able to verify call traffic, call revenue, and commission accuracy using reports provided by GTL and/or generated from the Inmate Telephone System.

• **Standard Monthly Commission Reports**: With each monthly commission check, the Agency will receive a set of reports detailing call traffic and total gross revenue. Reports will distinguish collect, prepaid collect, and inmate debit calls (if applicable) by Local, IntraState IntraLATA, IntraState InterLATA, InterState InterLATA\*, and International (if applicable) call types.

\*GTL does not pay commissions on interstate revenue, however the commission report will reflect the interstate calls and minutes for reporting purposes.

Summary Commission Report	Calls, minutes, revenue, commission, and percentages with details and totals for individual call types and grand totals for all call types in the report.
Monthly Revenue by Phone	Calls, minutes, and revenue with details and totals for individual inmate telephones and grand totals for all telephones in the report.



#### COMMISSION CHECKS 2.30 CONTINUED:

• **Custom Monthly Commission Reports:** When required or desirable, GTL also provides revenue data and reports at our secure **Internet FTP Site** which can be accessed by authorized Jail staff from on-site system workstations or from authorized computers at remote locations. These data/reports can be formatted in one of three formats, depending on the Jail's preference: comma separated value text files, Excel worksheets, or portable document formatted (.pdf) files.

**Inmate Telephone System Reports**: The Jail will be able to access the facility's original call data on-line via the Inmate Telephone System's password protected interface program to request and generate reports detailing total gross revenue for the specified billing period by such criteria as: inmate telephone, call type, inmate PIN, destination number, or virtually any combination of criteria that the Jail desires to use to audit detail or summary information contained in monthly commission reports.

#### **Revenue Assurance Team**

GTL maintains a Revenue Assurance Team whose purpose is to review call activity for each facility on a monthly basis. Each month's activity is compared to that of previous months. Should a review reveal any dramatic changes in activity, a more detailed review of that facility is conducted. If necessary, changes will occur to insure that the maximum amount of revenue possible is generated by that facility. This review includes an analysis of traffic engineering to determine if there is a need to provision additional lines or circuits due to increases in inmate population or call activity. Our Revenue Assurance Team will work with the Jail in making these determinations.

GTL commits to full compliance with FCC and state-tariff rates. GTL's rates will not exceed FCC or PSC authorized rates for long distance station-to-station or person-to-person calls. GTL currently is certified to provide inmate phone service in the State of Virginia.



2.31 <u>IMPLEMENTATION PLAN</u>: Once a contract has been finalized, the Contractor shall submit a detailed implementation plan to the Jail for approval prior to the commencement of any work. This plan shall include coordination with the local telephone company (TELCO). The Contractor shall cooperate fully with any scheduling requirements issued by the Jail. The Contractor shall be responsible for keeping the Jail informed of progress at all times. All software and hardware, as proposed, should be installed and be fully operational per manufacturer's specifications for such equipment within three (3) weeks forty-five (45) after contract award. Per Addendum No.2

**GTL** Response: GTL Understands and Complies

#### **ICMv Implementation Plan**

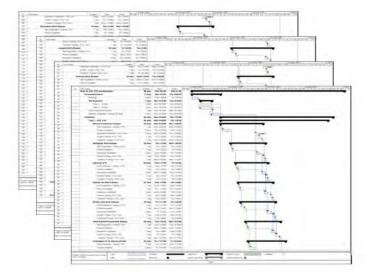
Once a contract has been finalized, GTL will submit a detailed implementation plan to the Jail for final approval prior to the commencement of any work. Our plan includes coordination with the local TELCO.

GTL's implementation process is based on a long history of installing inmate telephone systems. Our implementation plan includes contingency planning with complete redundancy to ensure the continuous operation of all services. GTL's project team will be headed by Tim Lowe, GTL's Implementation Manager, a veteran of many systems and service deployments. Mr. Lowe will manage the entire installation project, ensuring that every detail of the plan is precisely implemented. He will be assisted by GTL's Richmond-based Field Service Manager, Tom Zidar. Tom will be the onsite point-of-contact.

# Project Management and Schedule

Upon contract finalization, GTL will submit for review and approval a detailed implementation plan and schedule.

GTL's project team will provide weekly progress reports to Pamunkey Regional Jail throughout the implementation phase. All aspects of the systems and services implementation will be precisely planned and executed to avoid service disruptions to operation of the existing phone system.



A Gantt chart is used to for Implementation Planning and Scheduling



#### **IMPLEMENTATION PLAN 2.31:**

GTL will work with Pamunkey Regional Jail staff to confirm the best start and work dates for each step in the implementation process and will submit a final Project Plan for Pamunkey Regional Jail Authority's approval following contract award.

All software and hardware, as proposed, should be installed and be fully operational per manufacturer's specifications for such equipment. A preliminary schedule has been provided on the following pages.







2.32 <u>LIABILITY</u>: The Contractor shall be responsible for all equipment, material and supplies during installation. The Jail shall have no liability to the Contractor for fraud, theft, damage or loss from whatever cause to the Contractor's Stations and System, including without limiting the foregoing, vandalism/damage inflicted by the inmates on the inmate stations or the Contractor's system. All sites shall be maintained in clean, working order at the end of each business day. Any damage to existing utilities, equipment or finished surfaces resulting from the performance of the work shall be repaired to the satisfaction of the Jail at the Contractor's expense.

**GTL** Response: GTL Understands and Complies

GTL assumes total responsibility for all installation and maintenance activities pertaining to the proposed inmate telephone system.

2.33 <u>SINGLE POINT OF CONTACT</u>: The Contractor shall appoint a single point of contact, or Project Manager, that will be accessible to the Jail during the installation and who will be responsible for all coordination between the Contractor, the designated representative of the Jail and the TELCO representative.

**GTL** Response: GTL Understands and Complies

Tom Zidar Field Service Manager 6900 Atmore Dr Richmond, VA 23225 Office 804-674-1536 Cell 804-221-6809 Fax 804-674-1599

Mr. Zidar has over 25 years experience in installing and managing the operations of inmate and public telephones.

2.34 <u>TELCO COORDINATION</u>: The Contractor shall be responsible for all coordination with the local telephone company regarding installation and maintenance of lines. However, the Contractor shall not order or place in service any equipment which would result in charges to the Jail without prior written authorization from the Jail.

Response: GTL Understands and Complies

2.35 <u>EQUIPMENT COMPATIBILITY</u>: The Contractor shall be responsible for the compatibility of the offered equipment with any and all circuits and facilities as provided by the local telephone company and all other interexchange carriers to meet the requirements of these specifications, as well as the contracted commissary vendor and the Jail Management System, if required. The Contractor shall be solely responsible for any and all costs associated with such compatibility.

**GTL** Response: GTL Understands and Complies



2.36 <u>EXISTING EQUIPMENT REPLACEMENT</u>: If required, removal of existing TELCO equipment belonging to the current service provider shall be coordinated by the Contractor. Such removal shall be at no cost to the Jail.

Response: GTL Understands and Complies

2.37 <u>ACCEPTANCE</u>: The Jail reserves the right to test the equipment and service for satisfactory performance for a period of ninety (90) days. After the first sixty (60) days of testing, the Contractor shall perform an inspection with the Jail to ascertain system compliance. In the event that the equipment and/or service is not acceptable, the Jail will notify the Contractor in writing and give the Contractor thirty (30) days to bring the equipment and service to a satisfactory level. If the equipment and service remains unsatisfactory, the Jail reserves the right to terminate the Contract without penalty.

Response: GTL Understands and Complies

GTL's commitment to proactive service begins the day a system is installed. The project manager for the installation works with our Technical Services department to monitor ITS performance during the first thirty days to be sure everything is operating as planned, and to measure and record the normal functioning of the system: when it is on and off, what phones are used and how often, what the mix of call types is, how long call set-up takes, variation in calling patterns, et cetera. These observations are used to establish customized thresholds which are programmed into our remote network monitoring programs and will continue monitoring the client's system 24/7/365 for the duration of the contract. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls for instance, or suddenly shows a shorter average length of call which might indicate some are being disconnected prematurely) our software will automatically notify a Technical Services staff member so that detailed diagnostics may begin. GTL often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

#### **Remote Diagnostics**

The ICMv inmate calling solution allows technicians in our Network Operations Centers to place remote test calls to determine the source of a reported problem. Maintenance reports are available that help to isolate marginal inmate phones and trunks. For instance, GTL routinely tracks:

- The number of calls and attempts by individual phone, trunk and by day for the most recent 7 days.
- Average number of calls per day by individual phone and trunk for the previous week and the previous 4
  weeks.
- The average conversation time for individual phones and trunks for the previous day.
- The percentage of deviation in usage by individual phone and trunk between the 1 week average and the 4-week average.
- Number of call attempts and completions by call and tariff type over any user-selected time period.



## ACCEPTANCE 2.37 CONTINUED:

These reports allow GTL Technical Services department to proactively anticipate or identify potential sources or service degradation or interruption and initiate a service call before problems occur.

In addition to the standard post installation protocols detailed above, GTL agrees to inspect the system after 60 days with the Jail to ascertain system compliance.

2.38 <u>MAINTENANCE SUPPORT</u>: The Contractor shall provide 24-hour telephone access with a local or 1-800 telephone number for full maintenance support for all stations. The Contractor shall be responsible for providing coordination of repairs on local/intra LATA/inter LATA services. Any and all repairs shall be performed at the Contractor's expense during the term of the Contract. The Offeror's proposal shall include information regarding parts availability. A record of downtime by telephone should be retained as to the frequency, type and duration of downtime.

Response: GTL Understands and Complies

## **Accessing Technical Support**

Our toll-free technical support line is answered *twenty-four (24) hours a day, three hundred sixty-five (365) days a year* by a full-time GTL Service Representative. Requests for service or reports of malfunctions go directly to GTL's ICMv Service Center Hotline (toll-free 877-856-3184), where service personnel determine the best course of action. Many system problems can be resolved remotely through software diagnostics and remediation. When problems or requests cannot be handled remotely, GTL's technical service team will dispatch the local technician to the site and for regarding all major service outages response time is less than four (4) business hours.

#### **No Cost Repairs**

GTL's proposal is for a no cost turnkey solution that includes repairs and maintenance.

## **Parts Availability**

GTL provides a spare-parts inventory either at the site or with the local technician who services the site. The number of spare telephones and other parts kept in the local inventory is adjusted as needed. Broken or damaged phones are replaced from the cache of spares. At the time of telephone replacement, an RMA is issued to replenish the inventory. Any part that is needed, but is not currently in the local spare parts inventory, will be shipped by overnight carrier from GTL's headquarters in Mobile, AL.

#### **Downtime Records**

GTL maintains a real-time ticketing system used to track all ICMv or other customer service issues from opening to close-out. This system provides a unique ticket number; links any new ticket to the specific facility's service record; maintains priority, status and due date; and records in real-time all updates and notes made to the ticket.



#### MAINTENANCE SUPPORT 2.38 CONTINUED:

The methods by which service issues are identified include a call from the facility, feedback from ICMv's self-diagnostics routines, event-driven network and system alerts, and proactive monitoring procedures performed by GTL's Technical Support team.

Troubles are logged and tracked in GTL's Ticket Tracking System. All activity is documented with details added to the ticket, as soon as possible; including any work performed remotely or on-site and details discussed with the customer. The ticket owner is responsible for tracking the ticket through closure. Any ticket opened due to a report or request from the site is a "reactive ticket". All reactive tickets require customer acceptance before closure.

#### **Trouble Tickets**

Troubles, whether reactive or proactive, are tracked as tickets in the GTL's Trouble Ticket Tracking System. Any ticket opened due to a report or request from the site is a reactive ticket. All activity is documented in detail in the ticked as soon as possible, including any work performed remotely or on-site and details discussed with the customer. The ticket owner is responsible for tracking the ticket through closure. All reactive tickets require customer acceptance before closure.

If desirable, GTL can make monthly trouble ticket reports available to authorized facility staff from our Secure FTP Internet Web site.



## MAINTENANCE SUPPORT 2.38 CONTINUED:

## Sample Monthly Trouble Ticket Report

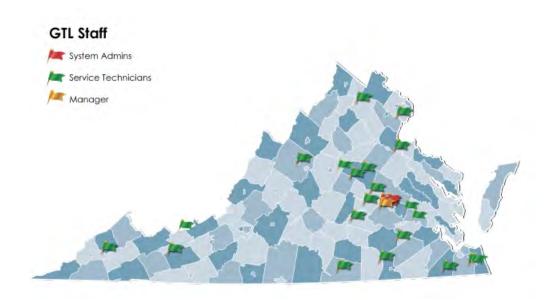
GTL North Correctional Facility Monthly Trouble Ticket Report (MTTR)											
Ticket ID	Company	Record Date&Time	Complete Date	Manual Hours to Resolve	Cust2	Status	ProdCat	Area	Туре	Úrgency	Notes
	North Correctional Facility	2/7/2008 6:50 PM	2/7/2008	0.25	T Router is Down	Closed	Telco (Site)	Internal	Work Order (Reactive)	2-High	Noticed that this site was not on the frame and not DBU. Request time out to the router. Site is validating though.
9006990	North Correctional Facility	2/7/2008 9:41 AM	2/7/2008	6.00	Inmate Cannot Call Number	Closed	ICMv Hardware (S)	External	Work Order (Reactive)	3-Med	Inmate is not able to place call to 555-2741
9007037	North Correctional Facility	2/8/2008 4:14 PM	2/8/2008	0.75	Workstation Issue	Closed	Workstation (S)	External	Work Order (Reactive)	2-High	Facility contact- Nick Smith of Internal Affairs- #555-5161 - trying to listen to recorded calls and keeps getting errors. Needs the system asap to do some very important investigative work. They are about to crack a case.
9007529	North Correctional Facility	2/20/2008 10:01 AM	2/21/2008	1.00	Add Attorney Number	Closed	GTL Segments- All (M)	External	Work Order (Reactive)	3-Med	Add attorney Mary R. Mott to the attorney database. Her information has been verified by her Kentucky Bar Code and her company letterhead. Her phone number is 555-1122.
9007899	North Correctional Facility	2/27/2008 8:00 AM	2/27/2008	2.00	Customer Can't Receive Calls	Closed	Billing (MO)	External	Work Order (Reactive)	3-Med	Customer Sharon Wallis, 555-0520, trying to get set up on Inmate's list, she gets to the prompt that tells her to say her name and then it says they can not hear her name clearly. Please check prompts to make sure everything is ok



2.39 <u>MAINTENANCE FORCE PROFILE</u>: The Offeror shall provide a profile of the maintenance force responsible for service to the Jail. The Offeror shall describe the location and staffing of the maintenance center to be utilized during the term of the Contract and how service will be handled after normal business hours. Normal business hours are defined as Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding legal holidays.

**GTL** Response: GTL Understands and Complies

GTL, through its Richmond service office, will manage and be responsible for all aspects of the Jail Project. A GTL Site Administrator will be provided to the Pamunkey Regional Jail for a minimum of 12 hours per week. Our field repair staff, beginning with the on-site technician, are factory trained and certified technicians, capable of maintaining and repairing the ICMv system, offender telephones and computer systems. Additionally, our field repair staff possesses the required level of knowledge relating to telco network, electronic circuits and wiring standards. They are trained to diagnose, repair and adjust telephone and ancillary equipment to ensure optimal performance and minimal down time. Our field repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of GTL network technical support, they perform indicated module or card exchanges and/or replacements. They are trained in the fabrication and testing of LAN interconnecting cables and has the proper equipment to repair and test them.





2.40 RESPONSE FOR SERVICE ON FAILURES: The Contractor should respond within four (4) hours of notification, with all repairs completed within 48 hours. The Jail shall assess the Contractor a fee for any telephone failure not corrected within 48 hours, not to exceed \$1,000 per day, per occurrence. Such a fee shall be outside of, and in addition to, any agreed upon commission rate and/or guaranteed minimum.

**GTL** Response: GTL Understands and Complies

## **GTL Service Priority Levels and Response Times**

Priority 1	50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.
	Response time is less than one (1) hour.  Resolution time is less than three (3) hours without site visit.  Resolution time is less than six (6) hours with a site visit.
	25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the sites ability to conduct normal business
Priority 2	Response time is less than two (2) hours. Resolution time is less than six (6) hours without site visit. Resolution time is less than ten (10) hours with a site visit.
Priority 3	0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business  Response time is less than two (2) hours.  Resolution time is less than six (6) hours without a site visit.  Resolution time is less than fourteen (14) hours with a site visit.
Priority 4	Items that are on a software fix list or related to administrative issues that are informational or non-service affecting conditions or not business critical.  Response time is less than four (4) business hours.  Resolution time is less than twenty-four (24) business hours w/o site visit.  Resolution time is less than twenty-four (24) business hours with site visit.



2.41 STAFFING: The Contractor shall provide, at a minimum, one on-site employee to oversee telephone operations for the Jail on Monday, Wednesday and Friday, four (4) hours each day, fifty-two (52) weeks per year. Most work can be done from the Jail, but the on-site employee is responsible for overseeing inmate telephone operations for the facility. The on-site employee shall have a minimum of one (1) year experience in operation of correctional telephone operations. The Contractor shall provide adequate relief staff to continue operations as scheduled without interruption. Prior to working in the Jail, all employees of the Contractor shall be approved by the Superintendent or his designee. All employees of the Contractor shall successfully complete the training and orientation provided by the Contractor. This training shall comply with all training standards required by Virginia Department of Corrections (VADOC) and the Jail. The Contractor shall document all employee training and provide a copy of training to the Jail's authorized designee, within five (5) business days from request. All employees shall be able to effectively communicate in English. Bilingual employees are encouraged. The complement of staff, beyond the minimum staffing required herein, is the decision of the Contractor. However, the Contractor shall ensure the complete terms and conditions of the Contract are satisfied. All Contractor employees shall be required to wear professional attire when in the Jail. Any clothing/uniform costs for contract employees shall be borne by the Contractor.

**GTL** Response: GTL Understands and Complies

GTL uses various methods to recruit new staff. Depending on the nature of positions to be filled, methods may include: posting job descriptions and required qualifications on our Company Website, enlisting the services of a professional recruiter, posting to recruiting websites, and publishing job opportunities in appropriate newspapers.

Our applicant qualification process involves: resume review with verification of provided references and experience, verification of educational information if crucial to the position; personal interviews; background checks, United States E-Verification checks, and drug testing.

The types of background check services used by GTL to screen potential new employees and subcontracted personnel include:

Background Check	Employee Type			
State Criminal Databases	All employees/subcontractors			
Credit Reports	Employees/subcontractors handling money or high cost equipment			
Motor Vehicle Reports	Employees/subcontractors driving company vehicles			
Education Verifications	Managers, directors, vice presidents, executives, and other select positions			

GTL ensures that all our employees understand the constraints and unique challenges of the corrections environment as well as the integrated technologies offered by GTL. Our *Corrections Boot Camp* is one of the ways we prepare our employees to deliver the best possible service to you.



#### STAFFING 2.41 CONTINUED:

*GTL's Boot Camp instructor is a former Corrections Officer.* Upon hire, new GTL employees, especially those who will have occasions to visit your facilities, must complete the training class *Introduction to Corrections*. This training educates the employee on:

- Corrections terminology
- Security procedures and processes
- Proper conduct within a correctional facility
- Background checks
- Tool safety and security

At the end of the class, the employee must pass a test that evaluates comprehension of the material. After successfully completing this first course, the employee is eligible to receive job-specific training for the position for which he or she was hired.

Global Tel\*Link is responsible for maintaining a safe and efficient working environment. Employees who work while under the influence of drugs or alcohol present a safety hazard to themselves and their co-workers. Moreover, the presence of drugs or alcohol in the work place limits our ability to produce high quality products and provide high quality service and solutions to our customers.

The unlawful manufacture, distribution, dispensation, possession, or use, or being under the influence of a controlled substance or alcohol is prohibited in the work place, and may be subject to disciplinary action up to and including termination of employment.

Employees in possession of, or are using legal prescription drugs, may be asked to provide medical certification from their health care provider verifying the possession and/or use.

Employees who are deemed unfit to perform their jobs, or who have the potential for interfering with their own safety or that of their co-workers, may be subjected to disciplinary action up to and including termination of employment.



2.42 SECURITY/JAIL RULES: In consideration of the security responsibility of the Jail, the Superintendent or his designee reserves the right to observe the Contractor's operations and inspect assigned work areas. Moreover, the Contractor agrees to abide by any and all of the Jail's rules and regulations, procedures and general orders, as well as any directives by the Superintendent regarding Contractor's performance under the Contract. The Contractor shall agree to provide the names of employees assigned to work at the Jail, for the purpose of a criminal background record check. The Jail reserves the right, upon the showing of probable cause, to search the employees of the Contractor. All Contractor employees shall comply with the Jail's written policy and procedures relating to Jail security. Any unusual occurrences shall be reported immediately by the Contractor's employees to the Superintendent or his designee. The Contractor shall review the Jail's "contraband" policies with employees to familiarize them with prohibited items. The Contractor shall immediately bring to the attention of the Superintendent or his designee any employees with outstanding felony or misdemeanor warrants. The Contractor and Jail agrees to provide for their employees, a drug free workplace. The Superintendent or his designee shall possess the sole discretion to deny any person access to the Jail.

Response: GTL Understands and Complies

GTL and its contractors are highly experienced in serving the needs of the inmate and corrections market and are keenly aware of the sensitive nature of the environment in which they operate. The number of personnel assigned to perform work at any facility is limited to only those individuals that are required to execute the work specified in the contract. All field personnel are required to obey all rules and regulations that are imposed by the facilities in which they work and, as a condition of continued employment, are also required to obtain and maintain all applicable security clearances. This condition includes, but is not limited to, tool control, inmate contact and dress code. All personnel are required to attend any facility sponsored introductory security meetings and obtain all necessary security clearances and identification tags prior to their commencement of any work at a facility.

2.43 CONFIDENTIALITY AND RETURN OF RECORDS: The Contractor agrees that all findings, memoranda, correspondence, documents or records of any type, whether written or oral, and all documents generated by the Contractor or its subcontractors as a result of the Jail's request for services under this Contract, are confidential records ("Record" or "Records"), and neither the Records nor their contents shall be released by the Contractor, its subcontractors, or other third parties; nor shall their contents be disclosed to any person other than the Superintendent or designee. The Contractor agrees that all oral or written inquiry from any person or entity regarding the status of any Record generated as a result of the existence of this Contract shall be referred to the Superintendent or his designee, including "hard copies" of computer records, and at the Jail's request, shall destroy all computer records created as a result of the Jail's request for services under this Contract. The Contractor agrees to include the provisions of this section as part of any Contract or Agreement the Contractor enters into with subcontractors or other third parties for related work pursuant to this Contract. No termination of the Contract shall have the effect of rescinding, terminating or otherwise invalidating this section.

**GTL** Response: GTL Understands and Complies



#### 2.44 JAIL'S RESPONSIBILITY:

A. The Jail shall be responsible for security of the inmates at all times.

**GTL** Response: GTL Understands and Complies

B. The Jail shall provide the Contractor with ample space for inmate telephone stations, maintain and repair the facility and Jail equipment in the area assigned to the Contractor, including necessary painting, maintenance of water, steam, sewer and electrical lines, ventilation, air conditioning, lighting, heating, duct work and other similar fixtures. The Contractor shall bear the expense of the repairs to these same items as necessary due to the negligence of the Contractor (excluding damage caused by inmates).

Response: GTL Understands and Complies

C. The Jail shall have no liability to the Contractor for fraud, theft, damage or loss from whatever cause to the Contractor's stations and systems. This shall include without limiting the foregoing, vandalism and damage inflicted by inmates on the inmate stations or Contractor system.

Response: GTL Understands and Complies

D. The Jail shall provide pest control for all areas assigned to the Contractor.

Response: GTL Understands and Complies

E. The Jail shall provide for trash disposal if required or necessary.

Response: GTL Understands and Complies

F. The Jail shall provide adequate ingress and egress, including reasonable use of existing corridors, passageways, driveways, loading platforms and storage space. The Contractor's personnel will be allowed to park in an area to be designated by the Jail.

Response: GTL Understands and Complies

G. The Jail shall provide the Contractor with all information in possession of the Jail, which relates to the Jail's requirements for the Services or which is relevant to the Contract.

Response: GTL Understands and Complies

H. The Jail shall designate representatives with respect to the Services to be performed under the Contract. Such person(s) shall have the authority to transmit instructions, receive information, interpret and define local policy and decisions pertaining to the Contractor's services.

Response: GTL Understands and Complies



## 3. PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS

- 3.1 GENERAL INSTRUCTIONS:
  - A. <u>RFP RESPONSE</u>: In order to be considered for selection, Offerors must submit a complete response to the RFP as follows:
    - 1. One (1) original, so marked, and five (5) copies of each proposal.
    - 2. A digital version of the proposal in PDF or DOC format on a CD or USB.
    - 3. A digital version of the redacted proposal in PDF or DOC format on the same CD or USB, if possible.

**GTL Response:** GTL Understands and Complies

- B. Proposal Preparation:
  - 1. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Purchasing requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the Jail. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

**GTL Response:** GTL Understands and Complies

2. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

Response: GTL Understands and Complies

3. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub-letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub-letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross-references the RFP requirements. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

Response: GTL Understands and Complies



4. As used in this RFP, the terms "must", "shall", "should" and "may" identify the criticality of requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or "may" are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and "shall" items may not be fully satisfied, but it is the intent to satisfy most, if not all, "must" and "shall" requirements. The inability of an Offeror to satisfy a "must" or "shall" requirement does not automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offerors proposal.

Response: GTL Understands and Complies

5. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.

**GTL Response:** GTL Understands and Complies

6. Ownership of all data, materials, and documentation originated and prepared for the Jail pursuant to the RFP shall belong exclusively to the Jail and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of § 2.2-4342F of the *Code of Virginia*, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.



C. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the Jail. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The Jail will schedule the time and location of these presentations. Oral presentations are an option of the Jail and may or may not be conducted.

Response: GTL Understands and Complies

- 3.2 <u>SPECIFIC PROPOSAL INSTRUCTIONS</u>: Proposals should be as thorough and detailed as possible so that the Jail may properly evaluate your capabilities to provide the required services. Offerors are required to submit the following items as a complete proposal:
  - A. Return the RFP cover sheet and all addenda acknowledgments, if any, signed and filled out as required.
  - B. Complete and return Attachments listed in Section 7.
  - C. A written narrative statement to include the names, qualifications and experience of individuals to be assign

Response: GTL Understands and Complies

This proposal contains the RFP cover sheet signed and filled out as required, and all completed PRJA required attachments in Section 7, PRJA Required Attachments. A written qualifications and experience narrative, including the names of and capacity of the individuals to be assigned to and involved with provision of this contract should it be awarded to GTL is included behind Attachment A, Vendor Data Sheet.

D. Specific plans for providing the proposed services.

## **Implementation Overview**

GTL has vast experience transitioning facilities from a previous inmate calling system to GTL's platform. GTL's collective experience learned from supporting large correctional accounts since 1989 will contribute significantly to our ability to minimize the impact of transition on corrections staff and daily operations at inmate facilities.

Our Transition Plan is carefully designed to mitigate disruption of the current environment as we address the needs of each distinctive inmate telephone system "user", including Jail Staff, Inmates, and the families and friends of inmates.

Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System RFP#: 15-99-2436PB



## PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS GENERAL INSTRUCTIONS 3.1-D CONTINUED:

Prior to installation activities at any site, GTL will review with the Hanover County and Pamunkey Regional Jail facility staff the site-specific Project Management Plan. This plan will address the changes to existing equipment and the installation of new equipment, as applicable to each site.

Each plan will identify the timeframe for the installation activities and define the specific responsibilities of the Jail staff and the GTL Team. This careful planning combined with GTL's strict adherence to the established timelines will help ensure an efficient transition with minimal problems.

Equally important as the timeline is the ability to minimize the "change factor" on all constituents of GTL's offering including:

- O **Daily Facility Operations**: GTL's experience and overall familiarity with the security and daily operations of inmate facilities will expedite activities during site surveys and new equipment installation. To the degree possible equipment preparation and configuration are accomplished off site. On-site activities are carefully planned and scheduled with facility staff to minimize disruption of daily operations.
- PRJA Staff: GTL provides comprehensive training for PRJA Administrative and Investigative personnel.
   ICMv's friendly Web-based interface program is intuitive and easy to learn. Following training,
   Administrative and Investigative staff can move into the new contract period with a sense of confidence in both GTL and the ICMv system.
- o **Inmates:** The transition from the previous platform to the ICMv platform will cause little or no downtime of telephone service to inmates. Printed instructions on GTL-provided telephones will explain the dialing procedure and clear automated voice prompts will assist inmate callers from off-the-hook to hang-up.
- Family and Friends: To minimize the impact of transition on family and friends, when the last few weeks of call records can be obtained from the previous vendor, GTL conducts a calling campaign to numbers of parties who may have an existing prepaid account (with the previous provider) and/or who will need or may wish to establish a prepaid account with GTL. Family and friends who receive inmate collect call charges on their normal LEC bills will see, prominently displayed on future bills, GTL's name and toll free Customer Service number.



#### GTL'S EXPERIENCE MAKE THE DIFFERENCE

Many companies will claim they have the experience to lead an implementation of this magnitude. No other company has successfully implemented as many large statewide Correctional and multi facility County facilities as GTL. A natural byproduct of this extensive experience is the expertise on the GTL team who have successfully led these initiatives and who will be part of the team to lead the successful implementation of the infrastructure and inmate telephone system for the Jail.

A critical program such as the Inmate Payphone Equipment and Services demands that the successful bidder have a comprehensive plan for managing all aspects of the resulting contract. We understand the importance of having a locally based, proven, reliable, and stable program team that is capable of providing superior service to the State of Maryland, the public, and the inmates and their friends and families. Our program team will refine these plans in concert with feedback received from the Jail to ensure successful execution of all program activities.

While GTL is proposing an aggressive implementation timeline, GTL has demonstrated throughout our history of executing on our commitments. Many vendors promise a short installation but GTL has the experience to make it happen. As evidenced below, GTL delivers on its commitments.

### MINIMAL COUNTY & JAIL RESPONSIBILITIES DURING IMPLEMENTATION

GTL is keenly aware of the many demands on Regional Jail staff time. Our implementation procedures are designed for maximum efficiency of implementation while minimizing County and Jail staff involvement. Our implementation team members are knowledgeable of installation locations and facility policies and procedures prior to arrival at the facility, minimizing the need to involve Jail staff when they are on site.

Dependencies of Jail personnel are stated below.

- The Jail will assign a Project Manager as primary point of contact for GTL in order to ensure streamline information associated with the contract.
- The Jail will provide security clearances for GTL personnel after receipt of all required personal information.
- The Jail will provide adequate space in a suitable environment for the GTL ITS hardware at the facility. We anticipate that the space that is being used for the current ITS will be sufficient but this will be determined after site inspections.
- The Jail will provide access to the Local Exchange Carrier (LEC) for delivery of circuits and lines associated with the platform. GTL will provide as much notice as possible as to when the LEC is planning the service delivery at each location.
- The Jail will provide GTL with correctional officer escorts to facilitate access to populated areas for the purpose of exchanging phones and mapping the new inmate phone system.



## 1. INTRODUCTORY KICK-OFF MEETING

One of the most important meetings after contract award is the initial kickoff meeting between the Pamunkey Regional Jail Authority and GTL. GTL's Account and Project Management team will attend this face-to-face meeting with our respective counterparts from the Jail. During the kickoff meeting, it will be our collective opportunity to reaffirm our understanding of Pamunkey Regional Jail Authority's priorities and policies and our mutual expectations resulting from the RFP. This is the ideal forum to communicate expectations about the transition from the current provider to GTL's solution.

Prior to or during the kickoff meeting, the Jail will provide GTL with a final and complete list detailing all inmate telephones and telephone types located throughout the Pamunkey Regional Jail Facility Once a contract has been finalized, GTL shall submit a customized implementation plan to the Pamunkey Regional Jail Authority for approval prior to the commencement of any work

## **Kickoff Topics**

During the Kickoff meeting GTL will personally present and review our proposed plans for implementation, discuss proposed timelines, major milestones and possible impediments to the installation. The kickoff meeting will provide a venue to discuss needs of the Jail as well as a forum for tailoring the implementation plan taking into consideration the following:

- > Jail and GTL staff introductions with contact information, roles and responsibilities
- ➤ GTL's Implementation Plan
- Escalation information
- Facility coordinator contact and information
- Unique elements of each facility
- > Reporting requirements and distribution methods
- Weather considerations
- Telephone and wiring condition
- Security clearances including system passwords for Jail staff
- Site survey schedules
- > Inmate database information including PIN and allowed calling lists
- > Review install schedule for any value add services selected
- Review Jail policies and regulations
- Review training methods for staff, inmates and friends and family members



## 2. PLANNING - SITE PLAN

GTL requests the Pamunkey Regional Jail Authority identify an individual at each inmate facility with whom GTL's Project Manager can interface for planning, updating, and reporting purposes.

GTL will work with Jail and staff at each facility to schedule the Go Live and cut-over time that will cause minimal to no disruption of service and will not risk security at the facility. GTL's experience suggests the best time for cut-over is early in the morning while call traffic is very low or during the daily count times for inmates.

The ICMv system at each site will be thoroughly tested and certified by trained technicians. Facility training will be performed to ensure authorized staff at each facility understands the operation of the system, features and functions relative to their respective roles.

## **Site Plan for Each Inmate Facility**

Following in-depth surveys, GTL will provide PRJA with a detailed site plan for each location with preliminary drawings and other documentation outlining our proposed implementation and defining any information, materials, or decisions we need from the PRJA

Given the work environment, the amount of labor, machinery and tools required, GTL must work closely with facility staff and security personnel to ensure work progresses without major impediment and in accordance with security guidelines of Jail facilities.

## **General Site Implementation Steps**

A detailed Implementation **Gantt Chart**, showing specific implementation steps, is inserted following this subsection. Note that this proposed plan uses an arbitrary start date, the actual start date of the schedule is of course dependent on the Jail's schedule. The project of installing the new enhanced inmate calling system throughout the facility involves several critical paths. The schedule shows examples of the activities and milestones for several critical paths for typical installations and cutovers. The initial actual critical paths for the cutover will be developed after the first implementation planning meeting.

New equipment and system components for the ITS will be ordered immediately upon contract award, and will be assembled, tested, and shipped to the installation teams six calendar weeks after contract award. GTL will assume the risk of loss and/or damages during shipment, unloading, and installation for all the proposed equipment. GTL's service and installation technicians will be responsible for the removal of all packing crates, boxes, paper, packing materials, and all other extraneous materials at GTL's expense.

As part of the site surveys, GTL Project /Implementation Manager will verify and address any requirements of possible new and upcoming requirements the facility or county foresees. GTL will analyze traffic usage at the

Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System RFP#: 15-99-2436PB



PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS GENERAL INSTRUCTIONS 3.1-D CONTINUED:

individual units to determine high volume areas that will require additional inmate telephones. The GTL account team will present recommendations for resolving high and low volume traffic areas to the Jail as they arise.

The proposed inmate call control systems and all other related hardware, software, inmate telephones, and wiring necessary will be installed in a manner and under a time frame designed to minimize disruption of the normal functioning of the Jail's facilities. It is agreed that any delay in the schedule caused by Jail personnel will increase GTL's time allowed to cutover by the length of such a delay.

The usual process for gaining PIN, block lists, free numbers, and speed dial information from the current vendor's databases, for importation into our ITS system, is for the Jail to request the information in file-format from the exiting vendor. It is then passed to GTL. Due to proprietary formats and potential differences in basic information, GTL does not load existing call records into our ITS call record database. However, it is standard procedure for facilities that want to retain previous call records, to make arrangements for this through negotiations with the exiting vendor.

## 3. INFRASTRUCTURE PROCUREMENT AND INSTALLATION

GTL will provide all hardware, software, and services needed to meet PRJA requirements, including but not limited to the required number of the following to be installed at locations designated by the Jail:

- ICMv Inmate Telephone System
- ICMv Workstations
- Inmate Telephones
- Telephone booths, enclosures, and pedestals
- Cabling and wiring as needed
- Cut-off switches
- TDD/TTY devices

GTL has well-established ordering and inventory processes that ensure timely delivery and tracking of all equipment required for implementation. As soon as possible after contract award GTL will order all required equipment. Inventory lists will be compiled, maintained, and updated as needed throughout the term of the contract.

Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System RFP#: 15-99-2436PB



## PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS GENERAL INSTRUCTIONS 3.1-D CONTINUED:

GTL will make arrangements for an authorized site surveyor to revisit each site to review and augment the site survey with new information from the original site surveys performed during the pre-bid surveys. The site survey will include a detailed facility review of current location of the inmate phone system and housing units for placement of all inmate phones and any proposed new equipment such as kiosks, enclosures, pedestals, cut-off switches, TDD/TTY devices, etc.

GTL will provide both inside and outside plant cabling as needed to support the ICMv Inmate Telephone System (ITS) at existing or new facilities added during the term of the contract. Cabling and infrastructure components will be secured to prevent unauthorized access and abuse.

All inside cabling will meet the Jail's specifications. All inside cabling provided from distribution closets will be, at a minimum, category 3, 4 pair, 24 AWG plenum (white) inside cable for voice applications and category 6, 4 pair, 24 AWG, plenum, (blue) for data applications. All work area outlets will be RJ11 for voice applications and RJ45 for data applications.

GTL will be responsible for providing cabling for the ITS for new buildings added to each facility and any changes in housing units. As appropriate, GTL will use either PVC or Plenum rated insulation as outlined by the National Electrical Code and National Fire Protection Association.

GTL will be responsible for replacing, restoring, or bringing to at least original condition any damage to floors, ceilings, walls, furniture, grounds, pavements, sidewalks, etc., caused by vendor's personnel and operations, subject to final approval of PRJA.



## **Provisioning of WAN/Telco for Site**

Based on the information provided by the RFP and our extensive industry knowledge, GTL Voice and Network Engineers will work with our network provider to determine the best connectivity requirements for the facility. This digital-provisioned network will provide the backbone for the system.

GTL Project Management team will order these provisions to coincide with the readiness of the facilities. Each local loop and circuit will be tested by the LEC before being accepted and scheduled for activation by GTL.

## 4. DATABASE MANAGEMENT

## **ICMv Database Setup**

At the time of installation GTL configures the ICMv system with Pamunkey Regional Jail Authority's preferred:

- Facility-wide Settings
- Global Call Restrictions

GTL also populates system databases with other appropriate and available data, for example:

- Existing blocked numbers on the current inmate telephone system
- Existing privileged numbers (e.g. approved attorneys) on the current inmate telephone system

GTL will work with the State to define PIN format and the most expedient method to gather and input information for existing inmates:

- Existing inmate PIN information
- Existing inmate Allowed Call Lists

Optional automated methods for database input are described on the following page.



## **GTL Database Management**

*ICMv Program Databases*: GTL Engineering maintains the program specific databases required for all ICMv systems to perform properly.

*Validation Databases*: GTL's MIS database administrators manage the databases required for Validation. Validation includes all site-specific data such as: Inmate PINs, Allowed Calling Lists, Privileged (attorney) Numbers, Blocked numbers, as well as all real-time information polling of the Line Information Database (LIDB) for billing and general blocking of numbers. Validation data are stored in Plano TX, for immediate access in time of need.

**Site-Specific Settings**: GTL Technical support maintains the system settings or contract specific databases for all locations. These databases deal with contract or site configurable data. Examples include phone on / off times, Speed Dial, Hot Number Alert, Class of Service and station specific restrictions.

All three sources of the databases must perform in harmony for the system to complete calls. Each type of database is backed-up with redundant copies available upon need. When multiple facilities exist, Technical Support can copy basic database parameters from another location or restore from GTL's ticket and tracking system information for each site. All Engineering source code is stored, maintained and backed-up in GTL's Source Safe.

### 5. UPDATING

**Updating Implementation Documentation:** At the time of implementation, Pamunkey Regional Jail will receive a complete set of Implementation Documents. Several of the initial implementation documents, such as station maps, facility user lists, et cetera are subject to revision over the life of the contract. When any aspect of the system architecture is changed or components added or removed, GTL will update all relevant documentation.

**Software Version Updates:** Updates for the ICMv system software are made available based on (a) general availability of new features, (b) development of custom features requested by customers, (c) updates of 3<sup>rd</sup> party content, and (d) error corrections.

All ICMv software updates and new versions are available to the Jailat no cost. GTL will notify the Jail of any software updates or new versions within 30 days of general availability of the validated software, and provide the software at no cost to the facility. GTL will present updates and new versions to the Jail for review, consideration and to determine if such updates are required or desired by the Jail. The updates can be installed immediately as they are released, or can be installed on a periodic schedule at the discretion of the Pamunkey Regional Jail Authority.

Hanover County, VA Pamunkey Regional Jail Authority Inmate Phone System RFP#: 15-99-2436PB



Software updates are installed remotely GTL. These updates are performed during low- or no-usage periods (e.g. 00:00 – 07:00). The local ITS system administrator will be on site during every update to assist in verification and resolution of any issues.

Note that antivirus software is a special case. Very frequent software updates are required due to continuous updates in pattern files, etc. With the explicit permission of the Jail, GTL proposes to automatically download antivirus updates without formal approval required for each update. An antivirus administrator server downloads the antivirus updates from AVG. When the antivirus update has been approved for distribution by GTL it is automatically distributed to all GTL ICMv servers and ICMv workstations.

## **6. SYSTEM MANAGEMENT**

GTL sets up and manages for the life of contract the critical databases for system operations. These include:

*ICMv Program Databases*: GTL Engineering maintains the program specific databases required for all ICMv systems to perform properly.

*Validation Databases*: GTL's MIS database administrators manage the databases required for Validation.

Validation includes all ICMv site-specific data such as: Inmate PINs, Allowed Calling Lists, Privileged (attorney)

Numbers, Blocked numbers, as well as all real-time information polling of the Line Information Database (LIDB) for billing and general blocking of numbers.

**Site-Specific Settings**: GTL Technical support maintains the system settings or contract specific databases for all ICMv locations. These databases deal with contract or site configurable data. Examples include phone on / off times, Speed Dial, Alerts, Class of Service and station specific restrictions.



E. Price to include all acquisition, installation and start-up costs plus annual support and maintenance costs for a period of five (5) years following acceptance.

**GTL Response:** GTL Understands and Complies

## 1. EVALUATION AND AWARD

4.1 <u>EVALUATION CRITERIA</u>: Proposals shall be evaluated by the Jail using the following criteria:

#### Criteria

#### Offeror

- Contract language and agreements required, including exceptions to the Jail's standard contract form and General Terms and Conditions
- Information supplied by references
- Overall qualifications and experience of the firm, project team and any subcontractors, including previous experience in providing these services
- Quality and specificity of proposal response
- System proposed and its functionality to meet the Jail's requirements

## Methodology

- Availability of support services (e.g., phone support, meetings) when needed
- Proposed methodology for completion of the project
- Proposed Schedule

## **Price**

- Indicate percentage of gross revenue payable to the Jail

**GTL** Response: GTL Understands and Complies

4.2 <u>AWARD</u>: Following evaluation of the written proposals as submitted, selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the RFP, including price if so stated in the RFP. Negotiations shall then be conducted with each of the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the Jail shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror, or to multiple Offerors should the Jail decide this to be in its best interest. Should the Jail determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror.

Response: GTL Understands and Complies

Please see Section 8, GTL Exhibits, Exhibit V-Sample Inmate Telephone Service Agreement for a GTL's sample contract.

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## 2. GENERAL TERMS AND CONDITIONS

5.1. <u>ACCEPTANCE OF GOODS/SERVICES</u>: Goods/services delivered shall remain the property of the Contractor until a physical inspection or actual usage of the goods/services is made and thereafter accepted to the satisfaction of the Jail. The goods/services must comply with the specifications and terms and conditions of the RFP and be of the highest quality. In the event the goods/services supplied to the Jail are found to be defective or not to conform to specifications, the Jail reserves the right to cancel the contract upon written notice to the Contractor and return products to Contractor at the Contractor's expense.

Response: GTL Understands and Complies

5.2. <u>ANNOUNCEMENT OF AWARD</u>: Upon the award or the announcement of the decision to award a contract as a result of this solicitation, the County will publicly post such notice on the DGS/DPS eVA VBO website (<u>www.eva.virginia.gov</u>) for a minimum of 10 days.

Response: GTL Understands and Complies

- 5.3. <u>ANTI-DISCRIMINATION</u>: By submitting their proposals, Offerors certify to the Jail that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the *Virginia Public Procurement Act (VPPA)*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body (*Code of Virginia*, § 2.2-4343.1E). In every contract over \$10,000 the provisions in A and B below apply:
  - A. During the performance of this contract, the Contractor agrees as follows:
    - 1. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
    - 2. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
    - 3. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
  - B. The Contractor will include the provisions of (A) above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.



5.4. <u>APPLICABLE LAWS AND COURTS</u>: This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of Hanover County. The Contractor shall comply with all applicable Federal, State and local laws, rules and regulations.

Response: GTL Understands and Complies

5.5. <u>ASSIGNMENT OF CONTRACT</u>: A contract shall not be assignable by the Contractor in whole or in part without the written consent of the Jail.

Response: GTL Understands and Complies

5.6. <u>AUDIT</u>: The Contractor shall retain all books, records and other documents relative to this contract for five (5) years after final payment, or until audited by the Jail, whichever is sooner. The Jail or its authorized representative shall have full access to and the right to examine any of said materials during said period. The Contractor shall include the provisions above in every subcontract or purchase order, so that the provisions will be binding upon each subcontractor or vendor.

**GTL** Response: GTL Understands and Complies

5.7. <u>AVAILABILITY OF FUNDS:</u> It is understood and agreed between the parties herein that the Jail shall be bound hereunder only to the extent of lawfully appropriated funds.

Response: GTL Understands and Complies

5.8. <u>BID PRICE CURRENCY</u>: Unless stated otherwise in this solicitation, Offerors) shall state offer prices in US dollars.

Response: GTL Understands and Complies

5.9. <u>BIDDER, OFFEROR AND CONTRACTOR COMPLIANCE</u>: All Bidders, Offerors and Contractors shall comply with the *Virginia Public Procurement Act*, (*Code of Virginia* § 2.2-4300, et seq.), and all applicable County and Jail policies, regulations and procedures adopted pursuant thereto.

Response: GTL Understands and Complies

GTL is in compliance with the Virginia Public Procurement Act and all applicable County and Jail policies, regulations and procedures pursuant thereto as evidenced in Section 7 – PRJA Required Attachments, Attachment B Virginia State Corporation Commission Registration Information



5.10. <u>CONTRACT CHANGES</u>: Any changes to the contract must be approved through issuance of a written contract addendum or change order. The County of Jail will not assume responsibility for the cost of any changes made without issuance of a written contract addendum or change order.

Response: GTL Understands and Complies

## 5.11. CONTRACTOR'S PERFORMANCE:

- A. The Contractor agrees and covenants that its agents and employees shall comply with all County, State and Federal laws, rules and regulations applicable to the business to be conducted under the Contract.
- B. The Contractor shall ensure that its employees shall observe and exercise all necessary caution and discretion so as to avoid injury to person or damage to property of any and all kinds.
- C. The Contractor shall cooperate with Jail officials in performing the Contract work so that interference with normal operations will be held to a minimum.

**GTL** Response: GTL Understands and Complies

5.12. CONTRACTUAL CLAIMS: Contractual claims, whether for money or other relief, shall be submitted in writing no later than sixty (60) days after final payment; however, written notice of the Contractor's intention to file such claim shall have been given at the time of the occurrence or beginning of the work upon which the claim is based. Any notice or claim shall be delivered to: Superintendent James Willett, Jail, 7240 Courtland Farm Road, Hanover, VA 23069-0470 and shall include a description of the factual basis for the claim and a statement of the amounts claimed or other relief requested. The Superintendent will render a decision on the claim and will notify the Contractor within thirty (30) days of receipt of the claim. The Contractor may appeal the decision of the Jail Superintendent or to the Jail's Board by providing written notice to the Superintendent, within fifteen (15) days of the date of the decision. The Board shall render a decision on the claim within sixty (60) days of the date of receipt of the appeal notice and such decision shall be final unless the Contractor appeals the decision in accordance with the Virginia Public Procurement Act. Invoices for all services or goods provided by the Contractor shall be delivered to the Jail no later than thirty (30) days following the conclusion of the work or delivery of the goods.

Response: GTL Understands and Complies

5.13. <u>DEBARMENT STATUS</u>: By submitting their proposals, Offerors certify that they are not currently debarred by the County or Jail from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.



5.14. <u>DEFAULT</u>: In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Jail, after due written notice as required by the NOTIFICATION clause, may procure them from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Jail may have.

**GTL** Response: GTL Understands and Complies

5.15. DRUG-FREE WORKPLACE: During the performance of this contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor. For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a Contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana during the performance of the contract.

Response: GTL Understands and Complies

5.16. <u>ETHICS IN PUBLIC CONTRACTING</u>: By submitting their proposals, Offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

Response: GTL Understands and Complies

See Section 8 – GTL Exhibits, Exhibit IIX-Non-Collusion Statement



5.17. 5.17FINANCIAL STATEMENTS: All Offerors, by submission of a response to this solicitation, agree to provide the Jail, within ten (10) calendar days of the Jail's request, a copy of its most recent audited financial statement(s), and those of any of its parent companies and/or subsidiaries having material influence on the goods/services provided, or to be provided, under the resultant contract with the Jail. The financial statement(s) shall be accompanied by a letter signed by, as applicable to the type of business, a corporate officer, partner, or owner, stating that the accompanying financial statement(s) is/are complete and is/are the most recent audited financial statement(s) available. The financial statement(s) shall be provided at no charge to the Jail, and the Jail shall be under no obligation to return the financial statement(s). The Contractor chosen as a result of this solicitation shall include this same provision in the contracts of all subcontractors and any other entity providing goods or services related to the Jail contract, so as to guarantee the Jail's rights to obtain financial statements. Should the Contractor fail to ensure the Jail's rights under this section, the Contractor shall be liable to the Jail for all reasonable costs and expenses the Jail may incur in obtaining financial statements which would have otherwise been available under the provisions of this section.

Response: GTL Understands and Complies

GTL agrees to supply within ten (10) calendar days of the Jail's request, a copy of its most recent audited financial statement with an accompanying letter at no cost to the Jail. Additionally GTL will provide the same information for any subcontractors or other entities providing goods or services as part of the awarded contract.

5.18. <u>IMMIGRATION REFORM AND CONTROL ACT OF 1986</u>: The Contractor certifies that they do not, and shall not during the performance of the contract knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986.

Response: GTL Understands and Complies

5.19. <u>INDEMNIFICATION</u>: To the fullest extent permitted by law, the Contractor, for itself, heirs, representatives, successors and assigns agrees to save, defend, keep harmless and indemnify the County and Jail, and all of its officials, agents and employees from and against any and all claims, loss, damage, injury, costs (including court costs and attorney's fees), charges, liability or exposure, however caused, resulting from, arising out of or in any way connected with the Contractor's performance (or nonperformance) of the agreement terms or its obligations under this agreement.

**GTL** Response: GTL Understands and Complies

5.20. <u>INDEPENDENT CONTRACTOR</u>: The Contractor is an independent Contractor and nothing contained in the contract shall constitute or designate the Contractor or any of its agents or employees as employees of the Jail.



5.21. <u>LICENSES AND PERMITS</u>: The Contractor shall secure and pay for all permits, governmental fees and licenses necessary for the proper execution and completion of the Contractor's work which are legally required prior to and during the work, including software licenses or other intellectual property permissions, unless otherwise specified by the Jail.

**GTL** Response: GTL Understands and Complies

5.22. MANDATORY USE OF COUNTY FORM AND TERMS AND CONDITIONS: Failure to submit a proposal on the official County form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the County reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

Response: GTL Understands and Complies

5.23. NOTIFICATION: Any notice required by the contract shall be effective if given by registered mail, return receipt requested, to the Contractor in the name and at the address given in their proposal; provided that change of address shall be effective if given in accordance with this paragraph. Unless otherwise specified, any notice to the Jail shall be given to: Pamunkey Regional Jail, Attn: Superintendent James Willett, 7240 Courtland Farm Road, Hanover, VA 23069. The Contractor agrees to notify the Jail immediately of any change of legal status or of address.



## 5.24. PAYMENT:

## A. To Prime Contractor:

- 1. Invoices for items ordered, delivered and accepted shall be submitted by the Contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the contract number and/or purchase order number; social security number (for individual Contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- 2. Any payment terms requiring payment in less than thirty (30) days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than thirty (30) days, however.
- 3. In those cases where payment is made by mail, the date of postmark shall be deemed to be the date payment is made (*Code of Virginia*, § 2.2-4353).
- 4. Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, Contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Jail shall promptly notify the Contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A Contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve the Jail of its promptpayment obligations with respect to those charges which are not in dispute (*Code of Virginia*, § 2.2- 4363).

## Response: GTL Understands and Complies

#### B. To Subcontractors:

- 1. A Contractor awarded a contract under this solicitation is hereby obligated:
  - a. To pay the subcontractor(s) within seven (7) days of the Contractor's receipt of payment from the Jail for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
  - b. To notify the Jail and the subcontractor(s), in writing, of the Contractor's intention to withhold payment and the reason.
- 2. The Contractor is obligated to pay the subcontractor(s) interest at the rate of one percent (1%) per month (unless otherwise provided under the terms of the contract) on all amounts owed by the Contractor that remain unpaid seven (7) days following receipt of payment from the Jail, except for amounts withheld as stated in (b) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub tier Contractor performing under the primary contract. A Contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Jail.



C. The Jail encourages Contractors to accept electronic and credit card payments.

Response: GTL Understands and Complies

5.25. PRECEDENCE OF TERMS: The following General Terms and Conditions; ANTI-DISCRIMINATION, APPLICABLE LAWS AND COURTS, ETHICS IN PUBLIC CONTRACTING, IMMIGRATION REFORM AND CONTROL ACT OF 1986, DEBARMENT STATUS, MANDATORY USE OF COUNTY FORM AND TERMS AND CONDITIONS, PAYMENT shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

Response: GTL Understands and Complies

5.26. QUALIFICATIONS OF OFFERORS: The Jail may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services/furnish the goods and the Offeror shall furnish to the Jail all such information and data for this purpose as may be requested. The Jail reserves the right to inspect Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capabilities. The Jail further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy the Jail that such Offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

Response: GTL Understands and Complies

## 5.27. ROYALTY AND LICENSE FEES AND COPYRIGHT, TRADEMARK AND PATENT PROTECTION:

- A. By submitting their proposal, Offerors certify that there will be no violation of copyrights or patent rights in manufacturing, producing, or selling the commodities or services to be ordered as a result of this solicitation.
- B. Unless specified otherwise in the contract, the Contractor shall pay all royalty and license fees relating to the items covered by the contract.
- C. In the event any third party shall claim that the manufacture, use and sales of these goods offered hereby constitutes an infringement of any copyright, trademark, or patent, the Contractor shall indemnify and hold harmless the Jail from any cost, expense, damage or loss incurred in any manner by the Jail on account of such alleged infringement.

- 5.28. <u>SEVERABILITY</u>: Each paragraph and provision of the resultant contract will be severable from the entire agreement and if any provision is declared invalid, the remaining provisions shall remain in effect.
- Response: GTL Understands and Complies



5.29. STATE CORPORATION COMMISSION IDENTIFICATION NUMBER: In accordance with *Code of Virginia* § 2.2-4311.2 subsection B, a Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 is required to include in its proposal the identification number issued to it by the State Corporation Commission. Any Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law shall include in its proposal a statement describing why the Offeror is not required to be so authorized. Indicate the above information on the SCC Form provided. Contractor agrees that the process by which compliance with Titles 13.1 and 50 is checked during the solicitation stage (including without limitation the State Corporation Commission Form provided) is streamlined and not definitive, and the County's use and acceptance of such form, or its acceptance of Contractor's statement describing why the Offeror was not legally required to be authorized to transact business in the Commonwealth, shall not be conclusive of the issue and shall not be relied upon by the Contractor as demonstrating compliance.

Response: GTL Understands and Complies

See Section 7 – PRJA Required Attachments, Attachment B Virginia State Corporation Commission Registration Information

5.30. TAXES: The Jail is exempt from Federal Excise and State Sales and Use Tax on all tangible personal property purchased or leased by it for its use or consumption. The Contractor shall pay all County, City, State and Federal taxes required by law enacted at the time proposals are received and resulting from the work or traceable thereto, under whatever name levied. Said taxes shall not be added to the contract price between the Jail and the Contractor, as the taxes shall be an obligation of the Contractor and not of the Jail, and the Jail shall be held harmless for same by the Contractor. Exemption certification will be supplied upon request.

Response: GTL Understands and Complies

5.31. <u>TERMINATION FOR CONVENIENCE</u>: Unless otherwise stated, any resultant contract may be terminated, in whole or in part, whenever the Jail determines that such a termination is in its best interests. Any such termination shall become effective on the date stated in a written notice of termination to the Contractor sent at least five days prior to the stated termination date. The notice of termination shall state the extent to which performance shall be terminated. The Contractor shall be paid for all goods delivered or services successfully completed prior to the termination date.

**GTL Response:** GTL Understands and Complies

5.32. <u>TESTING AND INSPECTION</u>: The Jail reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.



## 3. SPECIAL TERMS AND CONDITIONS

6.1 <u>CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION</u>: The Contractor assures that information and data obtained as to personal facts and circumstances related to inmates will be collected and held confidential, during and following the term of this agreement, and will not be divulged without the individual's and the County's written consent and only in accordance with federal law or the Code of Virginia. Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the County of any breach or suspected breach in the security of such information. Contractors shall allow the County to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.

**GTL Response:** GTL Understands and Complies

## 6.2 CONTINUITY OF SERVICES:

- A. The Contractor recognizes that the services under this contract are vital to the County and must be continued without interruption and that, upon contract expiration, a successor, either the County or another Contractor, may continue them. The Contractor agrees:
  - 1. To exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor;
  - 2. To make all County owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the contract to facilitate transition to successor; and
  - 3. That the County shall have final authority to resolve disputes related to the transition of the contract from the Contractor to its successor.
- B. The Contractor shall, upon written notice from the County, furnish phase-in/phase-out services for up to ninety (90) days after this contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the County's approval.
- C. The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract. All phase-in/phase-out work fees must be approved by the County in writing prior to commencement of said work.

**GTL** Response: GTL Understands and Complies

6.3 <u>FINAL INSPECTION</u>: At the conclusion of the work, the Contractor shall demonstrate to the authorized owner's representative that the work is fully operational and in compliance with contract specifications and codes. Any deficiencies shall be promptly and permanently corrected by the Contractor at the Contractor's sole expense prior to final acceptance of the work.



6.4	<u>IDENTIFICATION OF PROPOSAL ENVELOPE</u> : If a special envelope is not furnished, or if return in the
	special envelope is not possible, the signed proposal should be returned in a separate envelope or package,
	sealed and identified as follows:

From:		<u></u>	
	Name of Offeror	Due Date	Time
	Street or Box Number	—— RFP #15-99-2436PB	
	City, State & Zip	RIT #13 99 24301 B	

The envelope should be addressed as directed on Page 1 of the solicitation. If a proposal not contained in the special envelope is mailed, the Offeror takes the risk that the envelope, even if marked as described above, may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

RFP#: 15-99-2436PB



6.5 <u>CONTRACT TERM, RENEWAL, PRICE ESCALATION AND TERMINATION</u>: The initial term of this contract shall be for three (3) years, commencing January 1, 2015, with the option to renew for an additional two (2), one-year (1) periods, upon mutual consent of the parties to the contract. Prices submitted by the Offeror shall remain firm for the initial term of the contract. **For future contract periods**: The final negotiated percentage commission payable to the Jail shall not decrease during the initial contract term and subsequent renewals. Rates charged to the inmates for telephone services shall be firm for the initial contract term.

Response: GTL Understands and Complies

6.6 <u>SUBCONTRACTS</u>: The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.

**GTL** Response: GTL Understands and Complies

6.7 <u>WARRANTY (COMMERCIAL)</u>: The Contractor agrees that the goods or services furnished under any award resulting from this solicitation shall be covered by the most favorable commercial warranties the Contractor gives any customer for such goods or services and that the rights and remedies provided therein are in addition to and do not limit those available to the County by any other clause of this solicitation. A copy of this warranty should be furnished with the proposal.

Response: GTL Understands and Complies

6.8 <u>WORK SITE DAMAGES</u>: Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this contract shall be repaired to the County's satisfaction at the Contractor's expense.

Response: GTL Understands and Complies

## 4. <u>ATTACHMENTS</u>

Attachment A – Vendor Data SheetGTL

Attachment B – Virginia State Corporation Commission Registration Information

Attachment C – Contractor Certification (renewed annually)

Attachment D – Proprietary/Confidential Information Identification

Attachment E – Deviations Exceptions Exhibit

Attachment F – Call History

Attachment G – Proposed Pricing and Commission Schedule

Attachment H – Third Party Vendors

**GTL** Response: GTL Understands and Complies

Please refer to Section 7 – PRJA Required Attachment for completed Attachments A thru H.

## **ATTACHMENT A**

## VENDOR DATA SHEET

Note: The following information is required as part of your response to this solicitation.

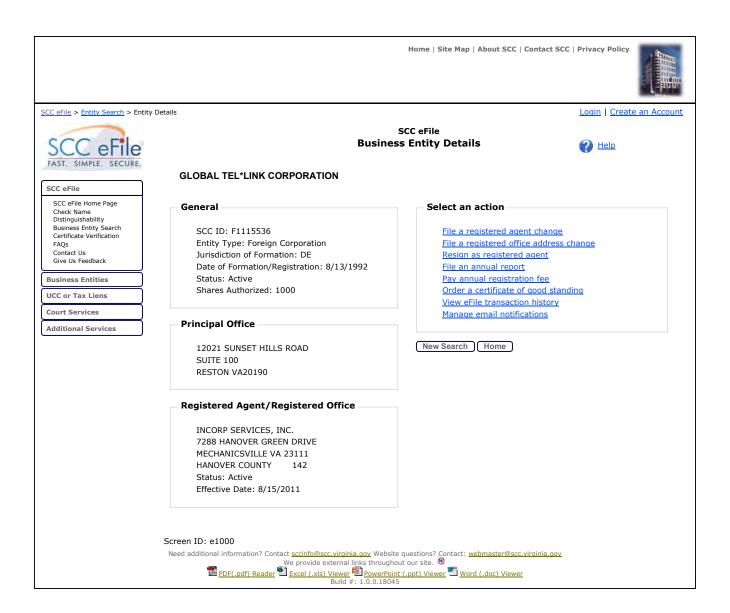
1. 2.	Qualification: The vendor must have the capability and cap requirements. For detailed qualifications and experience r located directly behind this Vendor Data St Vendor's Primary Contact:	regarding our firm and staff, please see "About GTL",
		ne: (804) 304-9653
3.	Years in Business: Indicate the length of time you have been in 25 YearsN	
4.	<u>Vendor Information</u> : eVA Vendor ID or DUNS No.: <u>E5</u>	2207
5.	Indicate below a listing of at least three (3) recent accounts, servicing, has serviced, or has provided similar goods. Includ number of the point of contact.	
	Company: Rappahannock Regional Jail	Contact: <u>Major S</u> cott Baird
	Phone: _(540) 288-5245	Fax: (540) 288-5295
	Project: GTL supplies Rappahannock Regional Jail with a administrator.	our Inmate Telephone System and full time site
	Dates of Service: 2005-Present	\$ Value: <u>\$1.5 million</u>
	Company: Henrico County Jail	Contact:Merle Bruce
	Phone: <u>(804) 501-4575</u>	Fax: (973)817-8289
	Project: GTL provides Henrico County Regional our	Inmate Telephone System.
	Dates of Service: 2006-Present	\$ Value: <u>\$875,00</u> 0
	Company: New River Valley Regional Jail	Contact: Peggy Murphy
	Phone: <u>(540)643-2037</u>	Fax: <u>(540)64</u> 3-2008
	Project: GTL supplies New River Valley Regaional Ja	ail with our Inmate Telephone System.
	Dates of Service: 1999 - Present	\$ Value: \$600,000

## **ATTACHMENT B**

## STATE CORPORATION COMMISSION REGISTRATION INFORMATION

Virginia State Corporation Commission (SCC) registration information - The bidder:
և is a corporation or other business entity with the following SCC identification number: <u>F1115536</u>
-OR-
□ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust
-OR-
is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the bidder in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from bidder's out-of-state location)
-OR-
□ is an out-of-state business entity that is including with this bid an opinion of legal counsel which accurately and completely discloses the undersigned bidder's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the <i>Code of Virginia</i> .

\*\*NOTE\*\* >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for (the County reserves the right to determine in its sole discretion whether to allow such waiver):





## **Vendor Information**



## **Vendor Location and HQ information**

#### **Vendor Information**

## Vendor

**Location Standard Name - eMall** 

Supplier:

**Global TelLink Corporation** 

**Location Name - eMall Contact:** 

GTL - Cameron St., Mobile

**eVA Status:** Active(Self-Registered)

**eVA ID:** E52207

VLIN ID: VA10003762 Headquarter: Yes

## Order Address

Street1: 978 Reservoir Road

Street2:

City: Hollidaysburg

State: PA Zip: 16648 Country: US

## **Contact Information**

Contact: Tom Gibney
Phone No: 814-330-3830
Fax No: 800-941-1062

**HQ** Information

## **Headquarter Information**

**HQ Legal Name:** 

**Global TelLink Corporation** 

**eVA ID:** E52207

## **Headquarter Physical Address**

Street1: 978 Reservoir Road

Street2:

City: Hollidaysburg State: PA, 16648 Country: US

## **Vendor SWAM Certification**

Business Type	Approve Date	Expire Date
Non-SWAM		

## **PCard & Orders**

Accepts P-Cards: Yes
Accepts Visa: Yes

**Accepts Electronic Orders: No** 

## **NIGP Commodity Code(s)**

NIGP Code	Description
80339	MICROPHONES AND RELATED EQUIPMENT (NOT WIRELESS SYSTEMS): CHESTSETS, EARPHONES, HANDSETS, HEADPHONES, ETC.
80340	MICROPHONES AND RELATED EQUIPMENT (WIRELESS SYSTEMS): CHESTSETS, EARPHONES, HANDSETS, HEADPHONES, ETC.
98577	TELEPHONE SYSTEMS AND PORTABLE PHONES (INCLUDING PAGERS) RENTAL OR LEASE

Report 9001 VendorDetail.1.1

## DEPARTMENT OF PROFESSIONAL AND OCCUPATIONAL REGULATION COMMONWEALTH OF VIRGINIA

**EXPIRES ON** 07-31-2015

9960 Mayland Dr., Suite 400, Richmond, VA 23233 Telephone: (804) 367-8500 NUMBER 2705097935

BOARD FOR CONTRACTORS
CLASS A CONTRACTOR
\*CLASSIFICATIONS\* ESC

GLOBAL TEL\*LINK CORPORATION 2609 CAMERON STREET MOBILE, AL 36607



(DETACH HERE)

ALTERATION OF THIS DOCUMENT, USE AFTER EXPIRATION, OR USE BY PERSONS OR FIRMS OTHER THAN THOSE NAMED MAY RESULT IN CRIMINAL PROSECUTION UNDER THE CODE OF VIRGINIA.

(SEE REVERSE SIDE FOR NAME AND/OR ADDRESS CHANGE)

(POCKET CARD)

COMMONWEALTH OF VIRGINIA
CLASS A BOARD FOR CONTRACTORS
CONTRACTOR

\*CLASSIFICATIONS\* ESC

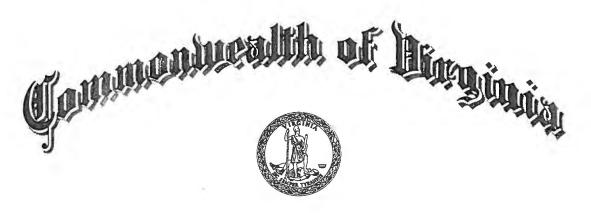
NUMBER: 2705097935 EXPIRES: 07-31-2015

GLOBAL TEL\*LINK CORPORATIO 2609 CAMERON STREET MOBILE, AL 36607 DEPARTMENT OF PROFESSIONAL AND OCCUPATIONAL REGULATION 9960 Mayland Dr., Suite 400, Richmond, VA 23233

1

ALTERATION OF THIS DOCUMENT, USE AFTER EXPIRATION, OR USE BY PERSONS OR FIRMS OTHER THAN THOSE NAMED MAY RESULT IN CRIMINAL PROSECUTION UNDER THE CODE OF VIRGINIA.

G000 2/11/95



## STATE CORPORATION COMMISSION

Richmond, August 13, 1992

This is to certify that a certificate of authority to transact business in Virginia was this day issued and admitted to record in this office for GLOBAL TEL\*LINK CORPORATION

a corporation organized under the laws of DELAWARE and that the said corporation is authorized to transact business in Virginia, subject to all Virginia laws applicable to the corporation and its business.



State Corporation Commission

Attest:

William J. Bridge

look of the Commission

804-371-9967

## ATTACHMENT C

# CONTRACTOR CERTIFICATION RELATING TO BACKGROUND CHECKS PAMUNKEY REGIONAL JAIL AUTHORITY

I, Teresa Ridgeway	, certify to the Pamunkey Regional Jail Authority that no
representative or employee who will provide service	es under this contract, and who will have direct contact with
inmates on Pamunkey Regional Jail property during	ng regular school hours or during Pamunkey Regional Jail-
sponsored activities, has been convicted of a felony	or any serious misdemeanor offense.
I understand that I can be found guilty of a C	Class 1 misdemeanor for making a materially false statement
in this Certification of Contractor and that a co-	nviction for making a materially false statement in this
Certification of Contractor shall be grounds for	the revocation of my firm or business's contract with the
Pamunkey Regional Jail Authority.	
August 28, 2014 Date	Signature Signature
	Teresa Ridgeway, Senior VP Administration Title
	1100

Global Tel\*Link, Incorporated Company Name

## ATTACHMENT D

#### PROPRIETARY/CONFIDENTIAL INFORMATION IDENTIFICATION

OFFERORS MUST SUBMIT THIS FORM WITH THEIR PROPOSAL IF DECLARING ANY TRADE SECRET OR PROPRIETARY INFORMATION

Ownership of all data, documentation, and materials originated and prepared for the County of Hanover pursuant to this Request shall belong exclusively to the County and shall be subject to public inspection in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public inspection under this Act. To prevent disclosure, however, the Offeror must invoke the protection of Section 2.2-4342D of the *Code of Virginia* in writing, either before or at the time the data or other materials are submitted. The written Request must specifically identify the data or other materials to be protected and state the reasons why the protection is necessary.

If the Offeror determines that part or parts of its proposal are trade secrets or proprietary information that is not to be open to public inspection, the Offeror <u>must</u> submit an additional copy of its proposal that eliminates such part or parts. This copy shall be identified with the words "REDACTED COPY" prominently displayed on the cover.

SECTION/TITLE	PAGE #'s	REASON(S) FOR WITHHOLDING FROM DISCLOSURE
N/A		

## ATTACHMENT E

## DEVIATIONS EXCEPTIONS EXHIBIT

Name of Offeror:	Global Tel*Link			
Please list any dev	iations to RFP specifica	ations below:		
<u> </u>				

## ATTACHMENT F

## **CALL HISTORY FOR JUNE 2013 – MAY 2014**

## 1. <u>NUMBER OF CURRENT TELEPHONES:</u>

- 53 Wall Boxes
- 2 Roll aways
- 66 Tabletop Visitation boxes (33 x 2)

## 2. <u>CALL TYPE BREAKDOWN:</u>

Type of Call	# of Calls	<b>Total Minutes</b>	Ave Call Length
Local Debit	70,271	500,048	7.1
Local Collect	84,000	1,029,332	12.2
Intralata Debit	15,789	118,297	7.5
Intralata Collect	10,147	113,223	11.1
Interlata Debit (in state)	26,207	203,462	7.7
Interlata Collect (in state)	2,899	30,233	10.4
Interstate Debit (out of state)	13,489	110,244	8.1
Interstate Collect (out of	3,250	36,058	11.1
state)			
International Debit	831	6,637	8.0

- 3. Use full rates only. Do not use time of day, or day of week discounts.
- 4. Number and duration of calls illustrates usage for June 2013 through May 2014 only, and may vary from year to year.
- 5. The Call Type Breakdown information above is provided by the current service provider. While this information is presumed to be correct, the Jail assumes no liability for the information provided.

## ATTACHMENT G

## PROPOSED PRICING AND COMMISSION SCHEDULE

- 1. Utilizing **APPENDIX B** and the Offeror's PSC approved tariffs, the Offeror shall provide a worksheet (proforma) that calculates and projects commissions payable to the Jail.
- 2. Include in the worksheet the following information:
  - 2.1 Surcharges and costs per minute/each additional minute for each type of **APPENDIX B** call.
  - 2.2 For comparison purposes, calculate and project commission payable using **APPENDIX B** with local calls charged at PSC approved measured service rates, and with local calls charged at PSC approved flat rates.
  - 2.3 Example worksheet as follows:

Commission Rate: Percentage based on both collect and debit calling

Minimum Annual Revenue Guarantee: Flat per minute call rate with no time of day and mileage bands.

## Debit Rates:

Type of Call Surcharge Per Minute Rate Local

IntraLATA
InterLATA
Interstate
International

## Collect Rates:

Type of Call Surcharge Per Minute Rate

Local IntraLATA InterLATA Interstate International

#### **GTL COMMISSION AND RATES PROPOSAL**

#### **COMMISSION BASIS**

Global Tel\*Link (GTL) pays commissions based on the gross revenue charged for all intrastate and international (if applicable) inmate calls from all phones covered by the Agreement. For each allowed call type (local, IntraLATA, InterLATA, or international; collect, debit or prepaid) gross revenue is defined as the product of total billable minutes times the agreed upon rate for all completed calls – meaning those accepted by the called party.

Gross revenue on which monthly commission will be paid does not include: (i) taxes and tax-related surcharges; (ii) credits; (iii) account transaction fees; (iv) interstate revenue and (v) any amount GTL collects for, or pays to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by GTL in connection with such programs.

GTL is a fully authorized inmate telephone service provider in the State of Virginia and as such will have complete responsibility for rating and routing call traffic for all call types. We maintain multiple billing and routing agreements with major carriers in order to insure that calls are routed in the most efficient manner.

When an inmate places a call, our validation system will determine the call type (Local, IntraLATA, Interstate, or International) and the best route. The local or long distance carrier used for any given inmate call will depend on the most efficient route to the destination number. Once the called party actively indicates acceptance of an inmates' call, the inmate telephone system begins the billing process by recording the cost of the call, based on the agreed upon rates for the call type.

GTL is tariffed and authorized to handle all calls originating from this contract. GTL is responsible for billing for all calls either through the local telephone company or direct bill from GTL.

## **PROPOSED CALL RATES**

All proposed rates are exclusive of applicable taxes, government fees or transaction fees.

## **Debit Rates**

		Per Minute
Call Type	Surcharge	Rate
Local	\$0.00	\$0.23
IntraLATA	\$0.00	\$0.23
InterLATA	\$0.00	\$0.23
Interstate	\$0.00	\$0.21
International	1.14	\$0.40

## **Collect Rates**

		Per Minute
Call Type	Surcharge	Rate
Local	1.50	0.06
IntraLATA	1.55	0.21
InterLATA	3.00	0.50
Interstate	\$0.00	0.25
International	N/A	N/A

## **Prepaid Collect Rates**

		Per Minute
Call Type	Surcharge	Rate
Local	1.50	0.06
IntraLATA	1.55	0.21
InterLATA	3.00	0.50
Interstate	\$0.00	0.21
International	N/A	N/A

#### **COMMISSION OFFER**

# GTL Proposes An 80% Commission For In-State Calling With A \$350,000 Annual Guarantee (MAG)!

The above commission proposal includes:

- GTL ICMv Inmate Telephone System
- 55 Inmate Phones Additional added as required
- 66 Visitation Phones Additional added as required
- Two Workstations
- One TTY Phone
- Six Portable Cart Phones Additional added as required
- Two Years of Inmate Recording Storage
- Initial Voice Biometric Identification

## Projected Annual Commission Based on Hanover County Supplied Call Data for June 1, 2013 thru May 31, 2014.

Debit				
Call Type	Number Of Calls	Number Of Minutes	Projected Revenue	Projected Commission
Local	70,271	500,048	\$115,011.04	\$92,008.83
IntraLata	15,789	118,297	\$27,208.31	\$21,766.65
InterLata	26,207	203,462	\$46,796.26	\$37,437.01
InterState	13,489	110,244	\$23,151.24	\$0.00
International	831	6,637	\$3,602.14	\$2,881.71
Total	126,587	938,688	\$215,768.99	\$154,094.20
	Collect			
Call Type	Number Of Calls	Number Of Minutes	Projected Revenue	Projected Commission
Local	84,000	1,029,332	\$187,759.92	\$150,207.94
IntraLata	10,147	113,223	\$39,504.68	\$31,603.74
InterLata	2,899	30,233	\$23,813.50	\$19,050.80
InterState	3,250	36,058	\$9,014.50	\$0.00
International	0	0	\$0.00	\$0.00
Total	100,296	1,208,846	\$260,092.60	\$200,862.48
<b>Grand Total</b>	Of Project	ed Commi	ssions	\$354,956.68

As stated above Hanover County would receive commission payments of 80% for in–state traffic or \$350,000 annually, whichever is greater.

#### COMMISSION ACCOUNTABILITY

GTL's ability to accurately report the County's commission is greatly enhanced by the fact that our Inmate Telephone System operates automatically in a dynamic, real-time environment. As inmate calls are placed and completed, call records are created and downloaded to GTL's central processing center in real time. Each incoming call record is electronically evaluated, rated, and formatted immediately for billing (not batched for later processing), then re-checked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. Our MIS department routinely places "test calls" and tracks the resulting call records through the entire automated process to insure they are properly routed, rated, formatted, processed, and billed.

Billing statements for inmate calls are issued monthly. The County's commission percentage is in no way impacted if a phone bill for inmate calls proves un-collectable. All billed calls within a billing period, contribute to the totals reported on the County's monthly commission and call summary sheets.

The County will be able to verify call traffic, call revenue, and commission accuracy using reports provided by GTL and/or generated from the Inmate Telephone System.

Standard Monthly Commission Reports: With each monthly commission check, the Agency
will receive a set of reports detailing call traffic and total gross revenue. Reports will
distinguish collect, prepaid collect, and inmate debit calls (if applicable) by Local, IntraState
IntraLATA, IntraState InterLATA, InterState InterLATA\*, and International (if applicable) call
types.

\*GTL does not pay commissions on interstate revenue, however the commission report will reflect the interstate calls and minutes for reporting purposes.

Summary Commission Report	Calls, minutes, revenue, commission, and percentages with details and totals for individual call types and grand totals for all call types in the report.
Monthly Revenue by Phone	Calls, minutes, and revenue with details and totals for individual inmate telephones and grand totals for all telephones in the report.

• **Custom Monthly Commission Reports:** When required or desirable, GTL also provides revenue data and reports at our secure **Internet FTP Site** which can be accessed by authorized County staff from on-site system workstations or from authorized computers at remote locations. These data/reports can be formatted in one of three formats, depending on the County's

preference: comma separated value text files, Excel worksheets, or portable document formatted (.pdf) files.

*Inmate Telephone System Reports*: The County will be able to access the facility's original call data on-line via the Inmate Telephone System's password protected interface program to request and generate reports detailing total gross revenue for the specified billing period by such criteria as: inmate telephone, call type, inmate PIN, destination number, or virtually any combination of criteria that the County desires to use to audit detail or summary information contained in monthly commission reports.

#### **Revenue Assurance Team**

GTL maintains a Revenue Assurance Team whose purpose is to review call activity for each facility on a monthly basis. Each month's activity is compared to that of previous months. Should a review reveal any dramatic changes in activity, a more detailed review of that facility is conducted. If necessary, changes will occur to insure that the maximum amount of revenue possible is generated by that facility. This review includes an analysis of traffic engineering to determine if there is a need to provision additional lines or circuits due to increases in inmate population or call activity. Our Revenue Assurance Team will work with the County in making these determinations.

GTL commits to full compliance with FCC and state-tariff rates. GTL's rates will not exceed FCC or PSC authorized rates for long distance station-to-station or person-to-person calls. GTL currently is certified to provide inmate phone service in the State of Virginia.

#### **CALL CHARGES AND FEES**

GTL will charge the calling rates approved by the County. Federal, state and local taxes apply to all telecommunications services. Taxes on collect calls are assessed by the local exchange carrier or billing agent that bills the call recipient for the collect call. Taxes on prepaid calls such as, Advance Pay, PIN Debit or Prepaid Cards, are assessed and collected by GTL and remitted to the taxing authority. Tax calculations are based upon the mandated tax rate in effect at the time of call and vary by call origination and destination. Tax collections are rendered to the appropriate taxing entity and are never retained in whole or in part by GTL. All other charges and fees associated with inmate calls are disclosed below.

#### **Collect Billing**

Each Call: Per-minute charges based on approved rate for the call type.

#### **Inmate Debit Account**

Each Call: Per-minute charges based on approved rate for the call type.

## **Inmate GTL Calling Card**

Each Call: Per-minute charges based on approved rate for the call type.

## **Family or Friend Advance Pay Account**

Each Call: Per-minute charges based on approved rate for the call type. Transaction fee if applicable (see table below)

## **Additional Fees when Applicable**

Following is a description of additional fees that are only applicable as indicated in the table. These fees are cost recovery in nature and are not considered revenue by GTL therefore no commission is paid on these fees.

No Cost Deposit Options	When Applied	Amount
Certified Check mailed to GTL	Per Transaction	\$0.00
Money Order mailed to GTL	Per Transaction	\$0.00
Deposit sent to GTL via Western Union <sup>1</sup>	Per Transaction	\$0.00

<sup>1</sup> A person who sends money to GTL for a prepaid account via Western Union pays Western Union's fee for that service. GTL does not charge an additional fee for payments via Western Union.

Convenience Deposit Fees				
Account Deposit Fees	When Applied	Amount		
Web Site Deposits	Per Transaction	\$7.25		
Automated IVR Deposits	Per Transaction	\$8.25		
Live Operator Deposits	Per Transaction	\$9.25		
Federal, State and Cost Recovery Fees	When Applied	Amount		
Federal Universal Service Fund (FUSF) <sup>2</sup>	Monthly per invoice of Interstate Calls	Currently 15.7%		
Federal and State Carrier Administrative Cost	Intrastate and Interstate	Up to 8.0% of		
Recovery Fee	Prepaid Collect calls	Cost of Call		
Validation Fee	Calls to non-LEC billed	Up to 8% of		
validation i ee	calls and Wireless Phones	Cost of Call		

2 Federal Universal Service Fund percentage changes quarterly as prescribed by the FCC.

Federal, State and Cost Recovery Fees - Only When Customers Choose Paper Invoice	When Applied	Amount
Federal Administrative Cost Recovery Fee	InterState Collect calls billed via LEC invoice	\$3.49 per Invoice
State Administration Cost Recovery Fee	IntraState Collect Calls billed via LEC invoice	\$1.95 per invoice
Single Bill Cost Recovery Fee	Monthly - Collect Calls	\$3.49

All fees, currently tariffed and prospectively tariffed, are subject to change from time to time as prescribed by the FCC, tax authorities or by GTL and at the discretion of the entities charging those taxes, charges and/or fees.

#### **Keeping Families Connected By Completing More Calls!**

GTL's **Connect2Talk** program is available through a strategic partnership that connects more calls from offenders to their families and friends. The continuing growth of cell phones makes it difficult for offenders to communicate with the people who are important to them. Our new program is not only designed for cell phone users, but this convenient calling option can also be extended to landline users. Connect2Talk offers two ways for people to accept that important first call made from a newly incarcerated offender:

- **Collect2Phone** enables the called party to accept a call on a cell phone without setting up a prepaid calling account.
- **Collect2Card** enables anyone to accept a call on a landline or cell phone with a credit/debit card without having to set up a prepaid calling account.

### **Benefits of Collect2Phone & Collect2Card Programs**

- ✓ Increase call revenue
- ✓ Billable through mobile network carriers
- ✓ No credit/debit card needed for calls made to cell phones
- Reduce administrative duties for correctional officers

- ✓ More completed calls
- ✓ Fewer complaints from offenders
- ✓ Ideal for families who do not want to set up long-term prepaid accounts
- ✓ Better communication increases chances of faster bonding for offenders

#### **How It Works**

#### Collect2Phone:

When an offender's cell phone number is blocked for billing associated issues, lack of an established prepaid account or insufficient funds in a prepaid account, GTL will identify the mobile phone number receiving the call and offer Collect2Phone. The called party will opt into the program via IVR for the call to be connected, followed by the called party receiving an SMS text message receipt. Any charges from our third party service provider associated with completing the call will appear on the called party's mobile phone bill. All facility policies regarding call recording, monitoring, and allowed lists will still apply.

#### Collect2Card:

This option will be offered to the called party when an offender's call is blocked due to the number being un-billable, insufficient funds on their prepaid account, lack of an established prepaid account or the call cannot be charged to a mobile phone bill. The called party will be able to talk and pay our third party provider for this service via a credit / debit card on a per call basis. This is ideal for family

and friends who prefer not to set up a long-term prepaid account. The process is quick and hassle free. It is especially attractive for calls that need to be connected right away.

## **ATTACHMENT H**

#### THIRD PARTY VENDORS

- 1. Jail Management System provided by Interact Public Safety Systems
- 2. Inmate Lockdown Accounting System provided by Tech Friends, Inc.
- 3. Livescan
- 4. Inmate Commissary System provided by Keefe Commissary Network, LLC
- 5. Victim Information and Notification (VINE)
- 6. Virginia Criminal Information Network (VCIN)
- 7. Hanover Sheriff's Office (LinX)
- 8. Local Inmate Data System (LIDS)
- 9. Pharmacy Ordering System provided by Westwood Pharmacy

## **ICMv Equipment List\***

N/A	Equipment Cabinet	Equipment Cabinet: 25" H x 21.5 W x 31" D	Space Requirements*  *Drawing is not to scale  ITS Cabinet Space Requirements/Dimensions  Height 2' to 6'  Depth 31"  Width 21.5"
APC	SMART1500 UPS	1500VA UPS for On- Premise ITS Hardware	Front View  Rear View 7" x 9" x 17 1/4"
Tripplite	OMNI750ISO UPS	750VA UPS for Workstations	13" x 7 ½" x 9 ¼"

Dell	Optiplex 3020 Desktop Workstation *	Workstation Computer Intel Core i3-3220 3.3 GHz Processor; 4 GB DDR3 RAM; 16X DVD+/-RW SATA Drive; 250 GB Serial ATA Hard Drive; Windows 7 Operating System.	7" x 14 ½ x 16 ½"
Dell	19" Flat Screen Wide Aspect Ratio LCD Monitor	Workstation Monitor (and peripherals): 19" Flat Screen Wide Aspect Ratio LCD Monitor Black; USB two button Mouse Black; USB Standard Keyboard Black; Speakers (Internal Chassis Dell)	14 ½" x 17 ¾" x 6" with Stand Viewable Image Screen: 19"
Hewlett Packard	Deskjet 6100 Inkjet ePrinter *	Workstation Printer	18 ½" x 15 ½" x 7 ¼" in
Wintel	Telephone Mini 7010SSE Cord-Out-the- Top	Inmate Telephone Ideal for correction/detention facility environments. Standard cord lengths include 24" Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254	4 <sup>3</sup> / <sub>4</sub> " x 11 1/8"

Ultratec	Supercom 4400 TDD	TDD device for hearing impaired.	Top view Acoustic cups On/Off switch Display Ring flasher Signal light Power light Function key row Relay voice announcer key Spacebar (TTY Announcer)  Back view External printer port (Inside) Telephone jacks AC adapter jack Battery compartment (underneath)  10" x 9 ½" x 3"
Adtran	1335 Series Router	These routers (sized to the requirements of each facility) will distribute digital streams from the IADs over GTL's MPLS network.	1 <sup>3</sup> / <sub>4</sub> " x 7 1/8 " x 9 ½"
Quintum	Tenor AX IAD (Integrated Access Device)	These devices connect to the analog inmate phones and convert the calls to VoIP before routing over the GTL secure, private network. Tenor AX is available with 2, 4, 6 or 8 T1/E1/PRI trunks and supports from 8 to 120 VoIP channels.	10 <sup>3</sup> / <sub>4</sub> " x 17 3/8"x 1 <sup>3</sup> / <sub>4</sub> "
Universal List	L143U	Portable inmate phone cart	Post-56.88"H x 10.0"W x 4.0"D Base-16.0"W x 16.0" D

<sup>\*</sup> Due to the rapid evolution of computer hardware, should there be a significant delay between contract award and installation, GTL reserves the right to upgrade computer components to newer models.



### APC Smart-UPS 1500VA LCD 100V

Part Number: SMT1500J





Technical Specifications Product Overview Documentation Software & Firmware Options

Output		
Output Power Capacity	980 Watts / 1500 VA	
Max Configurable Power	980 Watts / 1500 VA	
Nominal Output Voltage	100V	
Output Voltage Distortion	Less than 5% at full load	
Output Frequency (sync to mains)	47 - 53 Hz for 50 Hz nominal, 57 - 6	3 Hz for 60 Hz nominal
Topology	Line Interactive	
Waveform Type	Sine wave	
Output Connections	(8) NEMA 5-15R	
Input		
Nominal Input Voltage	100V	
Input Frequency	50/60 Hz +/- 3 Hz (auto sensing)	
Input Connections	NEMA 5-15P	
Cord Length	1.83 meters	
	80 - 123V	

Input	voltage	range	for	main
opera	itions			

Input voltage adjustable range for 70 - 125V mains operation

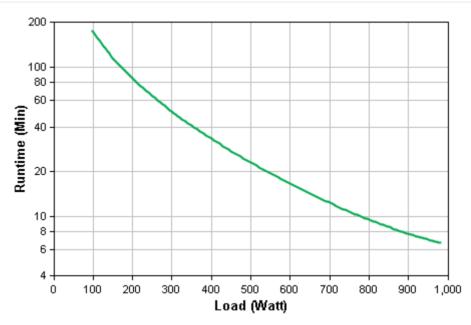
Maximum Input Current

12A

#### **Batteries & Runtime**

Battery Type	Maintenance-free sealed Lead-Acid battery with suspended electrolyte : leakproof
Typical recharge time	4 hour(s)
RBC™ Quantity	1

### Runtime Graph



Hover over the line on the graph above to view the runtime at any desired load

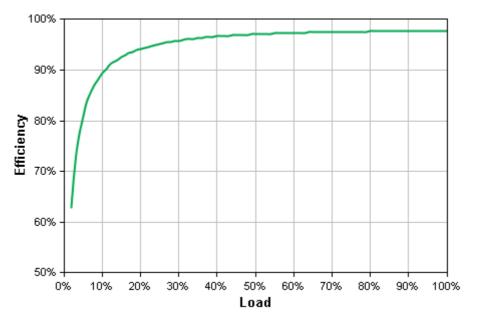
Curve fit to measured runtime data. All measurements taken with new, fully charged batteries, at typical environmental conditions, with no electrical input and balanced resistive load (PF = 1.0) output.

View Enlarged Graph

View Runtime Chart

## **Energy Use/Efficiency**

Load	Efficiency
25%	95.2%
50%	97.1%
75%	97.6%
100%	97.7%



Hover over the line on the graph above to view the efficiency at any desired load

Curve fit to measured efficiency data. All measurements taken in normal operating mode, at typical environmental conditions, with nominal electrical input and balanced resistive load (PF = 1.0) output.

### View Enlarged Graph

Communications	&	Management
----------------	---	------------

Interface Port(s)	SmartSlot, USB
Available SmartSlot™ Interface Quantity	1
Control panel	Multi-function LCD status and control console
Audible Alarm	Alarm when on battery : distinctive low battery alarm : configurable delays
Emergency Power Off (EPO)	
Surge Protection and Filtering	

Surge energy rating	459 Joules
Filtering	Full time multi-pole noise filtering : 0.3% IEEE surge let-through : zero clamping response time : meets UL 1449

#### **Physical**

. Hydrau	
Maximum Height	225.00 mm
Maximum Width	172.00 mm
Maximum Depth	439.00 mm
Net Weight	26.00 KG
Shipping Weight	28.00 KG
Shipping Height	376.00 mm
Shipping Width	328.00 mm
Shipping Depth	595.00 mm

Color	Black
Units per Pallet	12.00
Environmental	
Operating Environment	0 - 40 °C
Operating Relative Humidity	0 - 95%
Operating Elevation	0-3000 meters
Storage Temperature	-15 - 45 °C
Storage Relative Humidity	0 - 95%
Storage Elevation	0-15000 meters
Audible noise at 1 meter from surface of unit	45.00 dBA
Conformance	
Regulatory Approvals	UL 1778, VCCI Class A
Standard Warranty	2 years (Japan only)
Sustainable Offer Status	
RoHS	Compliant
REACH	REACH: Contains No SVHCs

<sup>\*\*</sup>The time to recharge to 90% of full battery capacity following a discharge to shutdown using a load rated for 1/2 the full load rating of the UPS.

#### OMNISMART™ Series

## OMNI750ISO

## OmniSmart 750VA Tower Line-Interactive 120V UPS with built-in Isolation Transformer and USB port



- 750VA tower 120V line interactive UPS with isolation transformer
- Corrects brownouts and overvoltages from 81V to 143V
- USB port, Normal & common mode EMI/RFI line noise immunity
- NEMA 5-15P input plug and 6 5-15R outlets

### **Features**

- 750VA line-interactive UPS with Faraday-shielded, low-impedance isolation transformer delivers full isolation from potential damage and performance problems
- Provides immunity from EMI/RFI line noise in both normal and common modes. Delivers clean signal-reference ground, reducing data errors and audio/video distortion
- Automatic voltage regulation (AVR) automatically corrects incoming voltage to keep equipment working through low voltage (brownouts) as low as 81V and overvoltages as high as 143V without consuming battery power
- Supports loads up to 750VA/500W
- Offers 31.3 min. battery runtime with a half load of 375VA/250W and 13.5 min. with a full load of 750VA/500 watts
- Electrostatic discharge (ESD) resistance reduces potential static damage to connected electronics

- Built-in USB port and PowerAlert Software (free via web download) provide safe, unattended system shutdown during extended blackouts
- Built-in surge suppression (backed by \$200,000 Ultimate Lifetime Insurance) safeguards connected equipment against damage
- SURGE VOLTAGE WITHSTAND CAPABILITY: ANSI/IEEE C62.41 Catagories A & B 6KV/200/500 amp 100Khz Ringwave and category B BiWave
- SURGE VOLTAGE ATTENUATION: N-G 2000:1, L-G 240:1, L-N 100:1
- INSERTION LOSS: 65 db N-G from 10Khz to 100Khz, 45 to 60 db L-G from 10Khz to 100Khz, 18 to 54 db L-N from 50Khz to 500 Khz
- 6 UPS-supported AC outlets; 6-ft. cord
- 5 diagnostic LEDs indicate AC present, on battery, voltage correction status, overload and battery low/replace
- Optional PDUB15 bypass PDU enables hot-swappable UPS replacement with no disruption to connected equipment

## **Package Contents**

- OMNI750ISO UPS system
- · USB cable
- Instruction manual

## **Product Specifications**

### OUTPUT

Output Volt Amp Capacity (VA)	750
Output Watt Capacity (watts)	500
Output power factor	0.7
Nominal Output Voltage(s) Supported	115V; 120V
Frequency compatibility	60 Hz
Output voltage regulation (line mode)	-18%, +8%
Output voltage regulation (Battery mode)	115V (+/- 5%)
Built-in UPS output receptacles	6 5-15R outlet(s)
Hot-Swap PDU options	PDUB15 (2U / 8 5-15R outlets)
Output AC waveform (AC mode)	Sine wave
Output AC waveform (battery mode)	PWM sine wave

#### **INPUT**

Rated input current (at maximum load)	5.5A
Nominal Input Voltage(s) Supported	120V AC
UPS input connection type	5-15P

## **INPUT**

UPS Input cord length (ft.)	6
UPS Input cord length (m)	1.8
Recommended Electrical Service	15A 120V
Phase	Single-Phase

## **BATTERY**

Full load runtime (minutes)	13.5 min. (500w)
Half load runtime (minutes)	31.3 min. (250w)
DC system voltage (VDC)	36
Battery recharge rate (included batteries)	Less than 4.5 hours from 10% to 90%
Replacement battery cartridge (internal UPS battery replacement)	RBC53
Battery Access	Battery access door
Battery replacement description	Hot-swappable, user replaceable batteries

## **VOLTAGE REGULATION**

Voltage regulation description	Automatic voltage regulation (AVR) maintains line power operation with an input voltage range of 81 to 143
Overvoltage correction	Input voltages between 128 and 143V are reduced by 9%
Undervoltage correction	Input voltages between 97 and 107V are boosted by 10%
Severe undervoltage correction	Input voltages between 81 and 96V are boosted by 21%

## **LEDS ALARMS & SWITCHES**

LED Indicators	5 LEDs indicate line power, battery power, overload, voltage regulation and
	battery low/replace status
Alarms	Audible alarm indicates power-failure and low-battery conditions
Alarm cancel	Power-fail alarm can be silenced using alarm-cancel switch; once silenced,
operation	alarm will re-sound to indicate low-battery status
Switches	2 Switches control off/on power status and alarm-cancel/self-test operation

## **SURGE / NOISE SUPPRESSION**

## **SURGE / NOISE SUPPRESSION**

UPS AC suppression joule rating	510
UPS AC suppression response time	Instantaneous
EMI / RFI AC noise suppression	Yes

## **ISOLATION**

Output isolation transformer	Professional grade load isolation transformer
Surge voltage withstand capability	ANSI/IEEE C62.41 Categories A & B 6KV/200/500 amp 100Khz Ringwave and category B BiWave
Surge voltage attenuation	N-G 2000:1, L-G 240:1, L-N 100:1
Insertion loss	65 db N-G from 10Khz to 100Khz, 45 to 60 db L-G from 10Khz to 100Khz, 18 to 54 db L-N from 50Khz to 500 Khz

## **PHYSICAL**

Installation form factors supported with included accessories	Tower
Installation form factors supported with optional accessories	Wallmount (UPSWM - tower mounting kit)
Primary form factor	Tower
UPS / Power Module dimensions in primary form factor (height x width x depth / inches)	12.8 x 7.5 x 9.2
UPS / Power Module dimensions in primary form factor (height x width x depth / cm)	32.4 x 19 x 23.5
UPS / Power Module weight (lbs)	36.4
UPS / Power Module weight (kg)	16.5
UPS Shipping dimensions (height x width x depth / inches)	18.2 x 13.8 x 12
UPS Shipping dimensions (height x width x depth / cm)	46.4 x 34.9 x 30.5
Shipping weight (lbs)	40
Shipping weight (kg)	18.2
Cooling method	Fan
UPS housing material	PVC

## **ENVIRONMENTAL**

## **ENVIRONMENTAL**

Storage Temperature Range	+5 to +122 degrees Fahrenheit / -15 to +50 degrees	
	Celsius	
Relative Humidity	0 to 95%, non-condensing	
AC mode BTU / hr. (full load)	168.1	
Battery mode BTU / hr. (full load)	210.1	
AC mode efficiency rating (100% load)	91%	

## **COMMUNICATIONS**

Communications interface	USB
PowerAlert software	Free download from www.tripplite.com
Communications cable	USB cable included
WatchDog compatibility	Supports Watchdog application, OS and hard-reboot restart options for remote applications

## **LINE / BATTERY TRANSFER**

Transfer time	2-4 milliseconds
Low voltage transfer to battery power (setpoint)	81
High voltage transfer to battery power (setpoint) 143	

## **SPECIAL FEATURES**

Cold Start (startup in battery mode during a power failure)	Cold-start operation supported
High availability UPS features	Hot swappable batteries

## **CERTIFICATIONS**

UPS	Tested to UL1778 (USA); Tested to CSA (Canada); Meets FCC Part 15
Certifications	Category B (EMI)

## **WARRANTY**

Product Warranty Period (Worldwide)	2-year limited warranty
Connected Equipment Insurance (U.S., Canada & Puerto	\$200,000 Ultimate Lifetime
Rico)	<u>Insurance</u>

## Dell OptiPlex 3020-Mini Tower



## **Technical Specifications**



**NOTE:** Offerings may vary by region. The following specifications are only those required by law to ship with your computer. For comprehensive specification of your computer go to **Specifications'** section in your **Owner's Manual** available on the support site at **dell.com/support**. For more information about the configuration of your computer, go to **Help and Support** in your Windows operating system and select the option to view information about your computer.

#### Table 15. Processor

Feature	Specification
Туре	Core <sup>™</sup> I5-4570 Processor (Quad Core, 3.20GHz Turbo, 6MB, w/ HD Graphics 4600)/Core <sup>™</sup> i3-4130 Processor (Dual Core, 3.4GHz, 3MB w/ HD Graphics 4400)/Pentium® G3220 Processor (Dual Core, 3.0GHz, 3MB w/ HD Graphics)
Cache	Core <sup>TM</sup> I5-4570 Processor (6MB)/Core <sup>TM</sup> i3-4130 Processor (3MB)/Pentium® G3220 Processor (3MB)

#### **Table 16. System Information**

Feature	Specification
Chipset	Intel H81 Chipset
BIOS chip (NVRAM)	64Mbit (8MB)

#### Table 17. Memory

Feature	Specification
Туре	DDR3 Synch DRAM Non-ECC Memory
Speed	1600MHz
Connectors:	2 DDR connectors on MB
Capacity	Up to 8 GB
Minimum Memory	2 GB
Maximum memory:	16GB

#### Table 18. Video

Feature	Specification
Integrated	HD Graphics 4600/ HD Graphics 4400/ HD Graphics,base on CPU Type
Discrete	AMD Radeon HD8570 or AMD Radeon HD8490

Table 19. Audio

Table 19. Audio	
Feature	Specification
Integrated	Realtek ALC3220 High Definition Audio, Line in(MIC)/Line out port on rear side and MIC/HP on front I/O side
Table 20. Network	
Feature	Specification
Integrated	Realtek RTL8151GD GIGABIT ETHERNET LAN 10/100/1000
Table 21. System Information	
Feature	Specification
System chipset	Intel H81 Chipset
DMA Channels	Seven Programmable Channels
Interrupt Levels	
BIOS Chip (NVRAM)	64Mbit (8MB)
Table 22. Expansion Bus	
Feature	Specification
Bus Type	PClex16 *1/PClex1 *3
Bus Speed:	PClex16 support Gen2 5Gbps/PClex1 support gen 2 5Gbps
Table 23. Drives	
Feature	Specification
Externally accessible:	ODD is externally accessible
Internally accessible	HDD is internally accessible
Table 24. External Connectors	
Feature	Specification
Audio	Line in(MIC)/Line out port on rear side and MIC/HP on front I/O side
Front Panel	USB2.0 *2 and MIC*1 /HP *1 supported on front pannel
Back Panel	VGA *1/DP*1/RJ45*1/USB3.0*2/USB2.0*4/Line in(MIC) *1/ Line out *1
Network Adapter	support Broadcom NetXtreme 10/100/1000 PCIe Gigabit Networking Card
Serial	support Serial / PS/2 Add-in Bracket or Serial / Parallel Port PCIe Add-in Card
Parallel	Serial / Parallel Port PCIe Add-in Card
USB	USB 2.0 (Front / Rear / Internal) is 2 /4 /1 and USB 3.0

(Front / Rear / Internal) is 0 / 2 / 0

Feature	Specification
Video	VGA and DP output support on rear I/O side

### **Table 25. Internal Connectors**

Feature	Specification
System power	single power rail 290 W PSU(4 pin cable for CPU power/ 8 Pin cable for system power)
System fans	1 system FAN connector on rear side
Processor fans	1 CPU FAN connector near CPU
HDD fans	N/A
Memory	2 DDR slot supported
Processor	Intel LGA1150 CPU socket
Back I/O:	VGA *1/DP*1/RJ45*1/USB3.0*2/USB2.0*4/Line in(MIC) *1/ Line out *1
Front I/O:	USB2.0 *2 and MIC*1 /HP *1 supported on front panel
Hard drive/ Optical drive:	
SATA	3 SATA supported(2 SATA Gen3 for HDD. 1 SATA Gen2 for ODD)
Power	single power rail 290W PSU

Table 26. Controls and Lights

Feature	Specification
Front of the computer:	
Power button light	White light — Solid white light indicates power-on state; Breathing white light indicates sleep state of the computer.
Drive activity light	White light — Blinking white light indicates that the computer is reading data from or writing data to the hard drive
Back of the computer:	
Link integrity light on integrated network adapter	Green — a good 10 Mbps connection exists between the network and the computer.
	Green — a good 100 Mbps connection exists between the network and the computer. $\label{eq:Green}$
	Orange $-$ a good 1000 Mbps connection exists between the network and the computer.
	Off (no light) — the computer is not detecting a physical connection to the network.
Network activity light on integrated network adapter	Yellow light — A blinking yellow light indicates that network activity is present.
Power supply diagnostic light	Green light — The power supply is turned on and is functional. The power cable must be connected to the

Feature	Specification
	power connector (at the back of the computer) and the electrical outlet.

Table 27. Power

Feature	Specification
Coin-cell battery	3V Lithium CR2032
Voltage	100 VAC to 240 VAC
Wattage	290W
Maximum heat dissipation	N/A



**NOTE:** Heat dissipation is calculated by using the power supply wattage rating.

Table 28. Physical

Feature	Specification	
Physical	26.27 liters	
Height	360 mm	
Width	175 mm	
Depth	417 mm	
Weight	7.6 Kgs	

Table 29. Environmental

Airborne contaminant level

Feature	Specification
Temperature:	
Operating	0 degree to 35 degree
Storage	'-40 degree to 65 degree
Relative humidity (maximum):	
Operating	20 R.H. to 80 R.H.
Storage	20 R.H. to 95 R.H.
Maximum vibration:	
Operating	0.26Grms
Storage	1.37Grms
Maximum shock:	
Operating	40G/2ms
Storage	50G/19ms
Altitude:	
Operating	-15.2 m to 3048 m (-50 to 10,000 ft)
Storage	-15.20 m to 10,668 m (-50 ft to 35,000 ft)
Feature	Specification

G1 or lower as defined by ANSI/ISA-S71.04-1985



## Dell SE198WFP 48cm (19") Widescreen Flat Panel LCD Monitor

#### Display

Panel Size:

Panel Type:

TN - Twisted Nematic

Maximum Resolution:

1440 x 900

Contrast Ratio:

1000:1 (typical)

Brightness:

300cd/m2 (typical)

Response Time:

5 ms (typical)

Viewing Angle:

160° / 160° (typical)

Color Support: 16.7 million colors

Pixel Pitch:

0.285 mm



Digital Visual Interface - Digital (DVI-D) with High Definition Content Protection (HDCP) Video Graphics Array (VGA)

#### STAND

Tilt and built-in cable management

#### **BUILT-IN DEVICES**

None

#### Security

Security port (cable lock sold separately)

#### Power

Power:

AC 100 to 240 VAC / 50 or 60 Hz + 3 Hz / 2.0A (maximum)

Power Consumption Operational: 32 Watts (typical); 75 Watts (maximum) Power Consumption Stand by / Sleep:

Less than 2 Watts

#### Environmental

Temperature Range Operating:

5 ° to 35 °C (41 ° to 95 °F)

Temperature Range Non-operating: Storage: -20 ° to 60 °C (-4 ° to 140 °F) Shipping: -20 ° to 60 °C (-4 ° to 140 °F) **Humidity Range Operating:** 

10 - 80% (non-condensing)

**Humidity Range Non-operating:** 

Storage: 5% - 90% (non-condensing) Shipping: 5% - 90% (non-condensing)

Altitude Operating:

3,657.6 m (12,000 ft) maximum Altitude Non-operating: 12,192 m (40,000 ft) maximum

#### Regulatory

Energy Star 4.0

**EPEAT Silver** 

TCO '99





Print professional-quality color affordably page after page, using four individual inks. Stay productive on the go with HP ePrint, and easily share resources with wireless and wired networking.<sup>2, 3</sup> Rely on HP to help you conserve resources.

ISO Speeds<sup>1</sup>: Up to 16 ppm black and up to 9 ppm color

**HP ePrint Capability:** Yes

Connectivity: 1 USB 2.0, 1 Ethernet, 1 Wireless 802.11b/g/n Paper Handling: 250-sheet input tray, 75-sheet output tray Print Languages: HP PCL 3 GUI, HP PCL 3 Enhanced Borderless Printing: Yes (up to 8.5 x 11 in, 216 x 279 mm)



## Professional color you can count on—for a low cost per page

- Print professional color for a low cost per page and save on frequent printing, using high-capacity cartridges.<sup>8</sup>
- Create professional-quality color documents and save, using affordable, individual inks.
- Print durable documents that resist water, fading, and highlighter-pen smearing, using HP Officejet inks.<sup>4,5</sup>
- Depend on a printer with a 12,000-page monthly duty cycle—the perfect fit for reliable color printing.

## Mobile printing made easy with HP ePrint and more

- HP ePrint—now you can print from virtually anywhere.<sup>2</sup>
- Wirelessly print directly from a smartphone, using HP mobile printing applications.<sup>9</sup>
- Now with AirPrint<sup>TM</sup>. Simply print wirelessly from your iPad®, iPhone®, or iPod touch®.<sup>7</sup>

#### Impressive productivity and work-sharing features

- Connect to your network wirelessly and with built-in Ethernet, or to your PC with Hi-speed USB 2.0.3
- Get ISO speeds up to 16 ppm black and 9 ppm color, maximum speeds up to 34 ppm black and 31 ppm color.<sup>6</sup>
- Print borderless documents and marketing materials, plus business-quality photos, using HP Officejet inks.
- Reload paper less often so you can stay focused on work, using the 250-sheet paper tray.

#### Outstanding energy and resource savings

- Use up to 40% less energy than lasers with the resource-conserving HP Officejet 6100 ePrinter.
- Reduce energy use and print more responsibly, using this ENERGY STAR® qualified product.
- Get free, easy recycling—cartridges returned through HP Planet Partners are recycled responsibly.<sup>11</sup>
- Use Original HP print cartridges for quality, reliability, and rewards.<sup>12</sup>

#### **ecohighlights**

HP Officejet 6100 ePrinter

- Use up to 40% less energy than with color lasers.1
- Free, convenient cartridge recycling in 47 countries.
- This HP product now uses 20% less packaging.<sup>2</sup>

#### ENERGY STAR® qualified

<sup>1</sup>Majority of color laser printers <US\$300, March 2011. For details, see www.hp.com/go/officejet. Energy use based on HP testing using the ENERGY STAR® program's TEC test method criteria.

<sup>2</sup>Compared with previous model.

vww.hp.com/ecosolutions

ase recycle your computing hardware and printing supplies

¹Either after first page or after first set of ISO test pages. For details see http://www.hp.com/go/printerclaims. ²Requires an Internet connection to the printer. Feature works with any connected Internet-and email-capable device. Print firms may vary. For a list of supported documents, and image types, see http://www.hp.com/go/eprintenter. And for additional solutions, see http://www.hp.com/go/mobile-printing-solutions. ³Wireless performance is dependent upon physical environment and distance from access point. Wireless operations compatible with 2.4 GHz routers only. 'Fade resistance based on paper-industry predictions for acid-free papers and Original HP ints; colorant stability data at room temperature based on similar systems tested per ISO 11798 and ISO 18909. 'Water resistance based on HP internal testing, using paper with the Colortok\* log.o. 'After first page or after first set of ISO test pages. For more information, see https://www.hp.com/go/printerclaims. 'Supports iOS 4.2 and later devices (iPad®, iPhone® 4, iPhone®















#### TECHNICAL SPECIFICATIONS

TECHNICAL SPECIFICA	IIONS
PRINT TECHNOLOGY	HP Thermal Inkjet
HP ePrint CAPABILITY	Yes
MOBILE PRINTING CAPABILITY	HP webOS printing (TouchPad only), Apple AirPrint™
PRINT SPEED <sup>1</sup>	ISO Speeds: Up to 16 ppm black, Up to 9 ppm color
PRINT RESOLUTION	<b>Black:</b> Up to $600 \times 1200$ dpi <b>Color:</b> Up to $4800 \times 1200$ optimized dpi color (when printing from a computer on selected HP photo papers and $1200$ input dpi)
BORDERLESS PRINT CAPABILITY	Yes (up to 8.5 x 11 in, 216 x 279 mm)
NUMBER OF PRINT CARTRIDGES	4 (1 each black, cyan, magenta, yellow)
PRINT LANGUAGES STANDARD	HP PCL 3 GUI, HP PCL 3 Enhanced
DUPLEX PRINT OPTIONS	None
CAMERA PHONE SUPPORTED	No
JETDIRECT COMPATIBLE	No
PICTBRIDGE SUPPORTED	No
WIRELESS CAPABILITY	Yes
SURESUPPLY SUPPORTED <sup>2</sup>	Yes
STANDARD CONNECTIVITY	1 USB 2.0, 1 Ethernet, 1 Wireless 802.11b/g/n
NETWORK READY	Standard (built-in Ethernet, WiFi 802.11b/g/n)
NETWORK CAPABILITIES	Built-in Ethernet and Wireless
SUPPORTED NETWORK PROTOCOLS	TCP/IP, IPX/SPX
MEDIA TYPES	Plain paper, Thick plain paper, HP Bright White Paper, HP Premium Presentation Paper, Matte, HP Premium Plus Photo Papers, Other inkjet papers, HP Advanced Photo Papers, HP Everyday Photo Paper, Matte, HP Everyday Photo Paper, Glossy, Other photo papers, Other specialty papers, Other Greeting Cards, HP Brochure Paper 180 g, Glossy, HP Brochure and Flyer Paper, Matte, HP Tri-fold Brochure Paper, Matte, HP Tri-fold Brochure Paper, Glossy, Other brochure papers, Plain hagaki, Inkjet hagaki, Card Stock
MEDIA SIZES SUPPORTED	A4, A5, A6, B5(JIS), $6\times8$ in, Executive, Index card $3\times5$ in, Index card $4\times6$ in, Index card $5\times8$ in, Index card A4, Index card Letter, $3\times5$ in, $4\times6$ in, $5\times7$ in, $13\times18$ cm, $8\times10$ in, $10\times15$ cm, L, Photo 21, $8.5\times13$ in, Legal, Letter, Statement, Ofuku Hagaki, Japanese Postcard, Envelope #10, Envelope A2, Envelope C5, Envelope D1: Envelope Monarch, Card Envelope 4.4 $\times6$ in, JIS Chou #3, JIS Chou #4
CUSTOM MEDIA SIZE	Tray 1: 3 x 5 to 8.5 x 14 in (76.2 x 127 to 215.9 x 355.6 mm) custom media supported on Macs only
MEDIA WEIGHT SUPPORTED	16 to 28 lb, Bond (60 to 105 g/m²)
MEDIA THICKNESS	Tray 1: photo/card up to 11.5 mil, Envelopes: up to 15.7 mil
PAPER HANDLING	Input: 250-sheet input tray, Up to 60 Cards, Up to 30 Envelopes, Up to 250 sheets Legal, Up to 60 sheets Photo Paper; Output: 75-sheet output tray, Up to 40 Cards, Up to 10 Envelopes, Up to 60 sheets Labels, Up to 75 sheets Legal, Up to 40 sheets Photo Paper
MAXIMUM/STANDARD MEMORY	16 MB (ROM), 128 MB (DDR RAM)
PROCESSOR TYPE	ARM R4
PROCESSOR SPEED	500 MHz
DUTY CYCLE (MONTHLY, LETTER)	Up to 12,000 pages
RECOMMENDED MONTHLY PAGE VOLUME <sup>3</sup>	Up to 200 to 800 pages
SOFTWARE INCLUDED	HP Printer Software, Microsoft Toolbar, HP Update, Shop for Supplies Online
PRINTER SMART SOFTWARE FEATURES	Print in Grayscale, Preserve Layout, HP Real Life Technologies, Borderless Printing, Print Odd/Even Pages, Print All Text as Black

MINIMUM SYSTEM REQUIREMENTS	PC: Microsoff® Windows® 7: 1 GHz 32-bit (x86) or 64-bit (x64) processor, 2 GB had disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer. Windows Vista®: 800 MHz 32-bit (x86) or 64-bit (x64) processor, 2 GB hard disk space, CD-ROM/DVD drive or Internet connection; USB port; Internet Explorer. Windows® XP (SP3)® or higher (32-bit only): any Intel® Pentium® II, Celeron® or compatible processor, 233 MHz or higher, 750 MB hard disk space, CD-ROM/DVE drive or Internet connection, USB port; Internet Explorer 6 or higher. *Supports 32-bit only; and COS X v 10.5 or v 10.6: PowerPC G4, G5 or Intel® Core™ Processor, 500 MB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port		
OPERATING ENVIRONMENT	Recommended Operating Temperature: 59 to 86° F; Maximum Operating Temperature: 41 to 104° F; Storage Temperature: -40 to 140° F; Operating Humidity: 20 to 80% RH (non-condensing); Storage Humidity: 20 to 90% RH (non-condensing)		
POWER <sup>4</sup>	Power Supply Type: External; Power Supply Required: Input voltage: 100 to 240 VAC (+/- 10%), 50/60 Hz (+/- 3 Hz); Power Consumption: 28.67 watts (Active), 3.3 watts (Ready), 2.44 watts (Sleep)		
ACOUSTICS	Pressure Emissions: 62 dB(A) (draft printing, mono); 59 dB(A) (normal printing, mono); Power Emissions: 6.9 B(A) (draft printing, mono); 6.6 B(A) (normal printing, mono)		
PRODUCT DIMENSIONS (W X D X H)	Min: 18.4 x 15.28 x 7.05 in (468 x 388 x 179 mm) Max: 18.4 x 20.87 x 7.05 in (468 x 530 x 179 mm)		
PRODUCT WEIGHT	10.6 lb (4.8 kg)		
WARRANTY FEATURES	One-year limited hardware warranty, Unit exchange Strategy. 24-hour, 7 days a week phone support		
WHAT'S IN THE BOX	HP Officejet 6100 ePrinter, HP 932 Black Officejet Ink Cartridge (~ 400 pages), HP 933 Cyan Officejet Ink Cartridge & HP 933 Magenta Officejet Ink Cartridge & HP 933 Yellow Officejet Ink Cartridge: composite yield (~ 330 pages), power cord, CD-ROM, USB cable, Setup poster, Getting started guide.		
HP SERVICES AND SUPPORT OPTIONS	HP 2-year NBD Exchange with Enhanced Technical Phone Support, UQ206E HP 3-year NBD Exchange with Enhanced Technical Phone Support, UQ207E HP 4-year NBD Exchange with Enhanced Technical Phone Support, UQ219E		
REPLACEMENT INK CARTRIDGES <sup>5</sup>	HP 932 Black Officejet Ink Cartridge (~ 400 pages) HP 933 Cyan Officejet Ink Cartridge (~ 330 pages) HP 933 Magento Officejet Ink Cartridge (~ 330 pages) HP 933 Yellow Officejet Ink Cartridge (~ 330 pages) HP 932XL Black Officejet Ink Cartridge (~ 1000 pages) HP 933XL Magento Officejet Ink Cartridge (~ 825 pages) HP 933XL Yellow Officejet Ink Cartridge (~ 825 pages) HP 933XL Cyan Officejet Ink Cartridge (~ 825 pages)		

¹Either after first page or after first page or after first set of ISO test pages. For details see http://www.hp.com/go/printerclaims. ²HP SureSupply alerts you when you should replace a print cartridge and helps you purchase locally or via the Internet. For more information, visit http://www.hp.com/learn/suresupply. Only available with original HP supplies; Internet access required. ³HP recommends that the number of pages per month of imaged output be within the stated range for optimum device performance, based on factors including supplies replacement intervals and device life over an extended warranty period. ⁴Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the product warranty. ⁵Average based on ISO/IEC 24711 or HP testing methodology and continuous printing. Actual yield varies considerably based on content of printed pages and other factors. Some ink from included cartridge is used to start up the printer. For details see http://www.hp.com/go/learnaboutsupplies]

## **WINTEL 7010SSE Cord Out the Top Inmate Telephone**



- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements). Includes raised bump on "5" digit key.
- 180° rotating swivel elbow with at least 1,000# pull strength.
- Heavy 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed & built for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS)and DuraClear® Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254



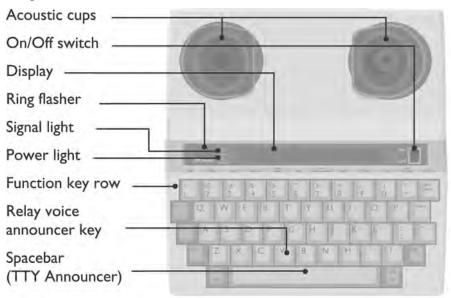
## SUPERCOM 4400™



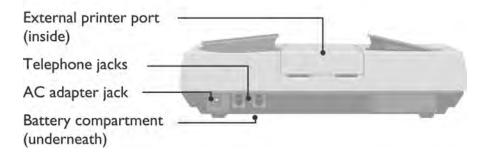
**≣Ultratec**.

## **Overview of the Supercom 4400**

## **Top view**



## **Back view**



## **SPECIFICATIONS**

#### **Physical Dimensions**

Size: 10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6

Weight: 3.6 lbs (1.7 Kg) with batteries

#### **Power**

AC adapter: 9VDC, 650 ma (barrel is positive)

Adapter is UL/CSA listed

Rechargeable batteries: six, user-replaceable,

NiCac

Batteries will power the unit for 45 to 60 minutes.

#### **Keyboard**

50 ergonomic keys in 5 rows

Control key plus 23 function keys

Sticky Keys for single-handed typists

Character set: A-Z, 0-9, Back Space, Return/LF,

Space, +=-\$'()"/:;?,.\*#%

#### Display

Blue/green vacuum-fluorescent

Bidirectional

20 characters, 0.25" (6mm) character height

#### **Acoustic Coupler**

Accepts both circular and square telephone handsets

#### **Communication Codes**

Automatic code detection on outgoing calls (Turbo Code, ASCII or Baudot)

Baudot Code:

45.5 and 50 baud

Sensitivity: -45 dbm, 67 dBSPL (min)

Output: -10 dbm

Turbo Code & E-Turbo:

100 baud (average)

7 data bits

ASCII Code (optional):

7N1, 8N1, 7E1, and 7O1

110 and 300 baud

Answer and originate

Full and half duplex

Compatible with Bell 103 modems

#### **Memory**

32K total, non-volatile

Memory edit functions: insert, clear

Memo/Directory Memory:

9,400 characters

Stores and sends over 100 named memos

Stores and dials as many named directory

numbers as memory will hold

Auto-answer/Conversation Memory:

21,000 characters

Stores recent TTY conversations

Stores over 100 auto-answer messages

#### **Printer port**

Parallel (Centronics) interface. Pin assignments:

1 S	trobe	8	D6
2 D	00	9	<b>D</b> 7
3 E	<b>)</b> 1	10	ACK
4 D	<b>)</b> 2	11	Ground
5 D	<b>)</b> 3	12	Ground
6 E	<b>)</b> 4	13	NC
7 D	)5	14	NC

#### **Direct Connect/Auto-answer**

Uses standard (analog) telephone line

Automatically answers calls

Changeable answer message

Pulse or tone keyboard dialing

### **Approvals**

FCC approved.

FCC Registration No. (Part 68):

D8KUSA-18408-DT-E

Verified to comply with FCC Part 15,

Class B Operation

**REN: 1.2B** 

CSA Certified: LR80395

IC: 721 4085A

## **FCC** information

The Supercom 4400 has been tested and found to comply with the specifications for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and uses radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the Supercom 4400 and the receiver.
- Connect the Supercom 4400 to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. A label is located on the underside of the Supercom 4400 containing, among other information, an FCC registration number, D8KUSA-18408-DT-E. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the line may result in the devices not ringing in response to an incoming call. In most, but not all, areas the sum of RENs should not exceed five (5.0). To be

certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product is 1.2B.

Should you experience trouble with this telephone equipment, please contact:

Ultratec National Service Center 5901 Research Park Blvd. Madison, WI 53719 email: service@ultratec.com

For repair or warranty information, please contact Ultratec Inc. Customer Service at (608) 238-5400 (V/TTY). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment cannot be used on public coin phone service provided by the telephone company.

Connection to party line service is subject to state tariffs.

If the Supercom 4400 causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But, if advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

Occasionally, your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the operation of your equipment. If so, you will be given advance notice of the change to give you an opportunity to maintain uninterrupted service.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of the Supercom 4400 does not disable it. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Other than replacing the batteries, the Supercom 4400 does not have any user-serviceable parts. Modification or changes to the Supercom 4400 not expressly approved by Ultratec, Inc. can void your authority to operate the TTY.

## **Industry Canada information**

**NOTICE:** This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

**NOTICE:** The Ringer Equivalence Number (REN) for this terminal equipment is 1.2B. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.



# NetVanta 1335

## **Product Features**

- Multiservice access router with integrated Layer 2/3 Power over Ethernet (PoE) switch
- RapidRoute<sup>™</sup> technology for greater performance
- Supports up to two T1s worth of bandwidth
- 24-port, Fast Ethernet Layer2/3 switching
- Gigabit SFP/1000Base-T Ethernet port(s) support stacking capability
- Link Aggregation, GVRP, and LLDP
- MAC-based port security
- Voice Quality Monitoring (VQM) and Mean Opinion Score (MOS) prediction
- Network Address Translation (NAT)-compatible Session Initiation Protocol (SIP)
   Application Layer Gateway (ALG) for Voice over IP (VoIP)
- Inherent URL filtering
- IPSec Virtual Private Network (VPN) for secure corporate connectivity across the Internet
- Wi-Fi® Access Controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Cable diagnostics identifies a short or open twisted pair
- Recognizable Command Line Interface (CLI) and intuitive Web-base Graphical User Interface (GUI)
- Industry-leading five-year North American warranty

### **Multiservice Access Router**

The NetVanta® 1335 Multiservice Access Router is a performance-enhanced platform that addresses the need of multiple networking devices in a single compact platform. The NetVanta 1335 integrates a modular IP access router, 24-port Layer 2/3 PoE switch, firewall, VPN appliance, DSU/CSU, and a Wi-Fi® Access Controller, all in one platform. In addition, the NetVanta 1335, injected with *RapidRoute* technology, delivers enhanced performance necessary for IP telephony, corporate connectivity and Internet access, even with advanced services enabled.

#### Modular Hardware

The NetVanta 1335 is a modular, 1U-high, rack-mountable metal chassis that offers a single slot to house any of the NetVanta Series of Network Interface Modules (NIMs) and Dial backup Interface Modules (DIMs). The NetVanta 1335 also includes two Gigabit SFP/1000Base-T Ethernet interfaces for uplink or stacking capabilities and a fully managed, non-blocking, 24-port, Layer 2/3 switch. In addition, the NetVanta 1335 also offers an 802.3af PoE version, delivering the full 15 watts per port.

#### Quality of Service (QoS)

The NetVanta 1335 supports QoS to prioritize mission-critical traffic and control network congestion at various layers of the OSI model. On the Local Area Network (LAN), the NetVanta 1335 offers 802.1p and DiffServ Class of Service (CoS). To assign priority to traffic, Weighted Round Robin and Strict Priority Queuing are used with four egress queues per port. For the Wide Area Network (WAN), DiffServ marking, Low Latency Queuing, Weighted Fair Queuing (WFQ), and Class-based WFQ provide priority for IP packets routed over the WAN. Together these features offer a powerful QoS end-to-end connection.

#### **VoIP Ready**

In combination with the QoS features, a specialized SIP ALG allows SIP traffic to traverse NAT-enabled firewalls. For corporate networks, this interoperability allows IP PBXs, phones and other SIP-based devices to set up, tear down and pass voice and call control messages seamlessly through the integral NAT-enabled firewall.

The NetVanta 1335 also deploys VQM to capture MOS, jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN. This powerful, yet graphically intuitive, diagnostic tool allows for quick isolation of network issues to ensure superior call quality.

#### Wi-Fi

Wi-Fi your NetVanta network with the addition of the NetVanta 150 WAP. The NetVanta 1335 includes a built-in WiFi Access Controller, allowing you to centrally managed all the NetVanta 150's from a single location. In addition, with the Virtual Access Point (VAP) capability within the NetVanta 150, this wireless product has the ability to segment a wireless network like that of the wired. This business-class wireless product is perfect for the corporate environment in need of a secure, integrated Wireless LAN (WLAN) solution. When combined with the NetVanta 150, the NetVanta 1335 is the perfect LAN and WLAN, centrally managed solution.

#### **Security**

The NetVanta 1335 provides a powerful, high performance stateful inspection firewall to stop intruders and common Denial of Service (DoS) attacks. In addition, a variety of data security features including MAC-based port security, SSH and SSL for encrypted user login, and user authentication using TACACS+, RADIUS or RSA SecurID. For data integrity and added security, the NetVanta 1335 supports 100 IPSec VPN tunnels using DES, 3DES or AES encryption.

In addition, the AOS is capable of providing an inherent URL filtering package without the use of an external server. URL filtering is another level of security that allows system administrators to restrict Internet access by permitting or denying specific URLs. This URL filtering feature also includes the ability to produce top website reports of the most frequently requested websites, allowing system administrators to modify the URL filter lists.

#### Administration

The ADTRAN Operating System (AOS) offers both a CLI that mimics the widely deployed, industry *de facto* standard and an intuitive Web-based GUI with step-by-step configuration wizards.





# NetVanta 1335

### **Multiservice Access Router**

# **Product Specifications**

### **Interfaces**

### **Network Interface Modules (NIMs)**

- 56/64K
- T1/FT1
- Dual T1
- ADSL
- T1/FT1 with DSX-1
- SHDSL
- E1/FE1
- E1/FE1 with G.703
- Serial (V.35, X.21/V.11)

### Dial Backup Interface Modules (DIMs)

- Analog Modem
- ISDN BRI 'U' and 'ST'

### 24 Ethernet Ports

- 10/100 Base-T
- Auto-Duplex
- Auto-Rate
- Auto-MDI/MDI-X

### 24 PoE Ports (Optional)

- 802.3af and Legacy (15.4 watts/port)
- 370 total watts
- Power provided over Ethernet data leads

### Gigabit Ethernet Port(s)

- Two combo Gigabit Ethernet ports supporting both 10/100/1000 Base-T and SFP slots for copper or optical connectivity
- Auto-Duplex, Auto-Rate, Auto-MDI/MDI-X

### Status LEDs

- Power
- WAN: Link, Activity, Alarm, Test
- DBU: Link, In DBU, Alarm, Test
- Ethernet Port Status: Link, Activity, PoE Status

### **Switching Performance**

- Non-blocking
- 8,000 MAC addresses
- 16-MB memory shared by all ports
- 8.8 Gbps maximum forwarding bandwidth
- Layer 3 switching for 16 remote networks

### **Spanning Tree Support**

- 802.1D Spanning Tree
- 802.1w Rapid Spanning Tree

### **VLAN Support**

- Port based VLANs
- 802.10 tagged trunked VLANS
- Support for up to 255 active VLANs
- Inter-VLAN routing
- GARP VLAN Registration Protocol (GVRP)

### **Link Aggregation**

- 802.3ad link aggregation
- Support for six trunk groups
- Trunk groups consist of up to eight access ports

### **Processor and Memory**

- 266 MHz Freescale MPC 8248
- 128MB DRAM
- 32MB Flash
- 45,000 PPS
- CompactFlash® slot

### **Protocols**

- eBGP/iBGP
- PPP
- OSPF
- Multilink PPP
- RIP (v1 and v2)
- PPPoE
- PIM Sparse Mode
- PPPoA
- Demand routing
- IGMP v2
- Policy-based routing
- RFC 1483
- GRE
- HDLC
- ATM (ADSL) Frame Relay
- PPP Dial Backup
- Multilink Frame Relay
- PAP and CHAP
- Multihoming
- Layer 3 backup
- VRRP
- Multi-VRF CE

### Quality of Service (QoS)

- Low Latency Queuing
- Weighted Fair Queuing
- Class-based Weighted Fair Queuing
- DiffServ aware/marking
- Frame Relay Fragmentation (FRF.12)
- Traffic Monitoring (NetFlow 9)

### Class of Service (CoS)

- Enforces 802.1p priorities
- Four output queues per egress port
- Weighted Round Robin
- Strict Priority Queuing





### **Voice Quality Monitoring (VQM)**

- Mean Opinion Score (MOS) prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

### **Security**

- Stateful Inspection Firewall
- Denial of Service (DoS) protection
- Access control lists
- Application Level Gateways (ALGs)

#### **Network Address Translation**

- Basic NAT (1:1), NAPT (Many:1), and Port Translation
- NAT compatible SIP ALG

### **Secure Management**

- Multi-level access control
- TACACS+
- RADIUS AAA
- SSH CLI and SSL GUI

### **Network Access Control**

- Port authentication (802.1x)
- MAC-based port security

### **Content Filtering**

- Inherent URL filter
- Top website reports
- Integration with Websense®

### **Virtual Private Network (VPN)**

- IPSec Tunnel Mode: 100 Tunnels
- Encryption: DES, 3DES, and AES
- Authentication Mechanisms: XAUTH, Digital Certificates, Pre-Shared Keys, and SecurID

### **Environment**

- Operating Temperature: 0° to 50° C (32° to 122° F)
- Storage Temperature: -20° to 70° C (-4° to 158° F)
- Relative Humidity: Up to 95%, non-condensing

### **DHCP**

Client, Server, and Relay

### **Administration**

- Familiar Command Line Interface (CLI)
- Web-based Graphical User Interface (GUI)
- n-Command® support
- SNMP v3
- SYSLOG Logging
- Email alerts (SMTP)
- Policy Statistics
- TCL Scripting
- Flash Provisioning

### **Diagnostics**

- Port mirroring
   Traceroute
- Ping
- LLDP (802.1ab)
- Cable diagnostics

### **Physical**

### Non-PoE Versions

- Chasis: 1U, rackmountable metal enclosure
- Dimensions: 1.73" H, 17.2" W, 9.5" D
- Weight: 7 lbs.
- Auto-ranging Power: 110-250 VAC, 50/60 Hz, 36 watts

### **PoE Versions**

- Chasis: 1U, rackmountable metal enclosure
- Dimensions: 1.73" H, 17.2" W, 13" D
- Weight: 12 lbs.
- Auto-ranging Power: 110-250 VAC, 50/60 Hz, 450 watts

### **Agency Approvals**

- FCC Part 15 Class A
- CE Mark
- FCC Part 68
- RoHS
- WEEE
- FCC Part 15 Subpart C 15.207, 15.247
- FCC Part 15 Subpart E 15.407
- ICES-003 Class A
- CE Mark
  - ETS 300 328 2.4 GHZ
- ETS 301 893 5.4 GHZ
- ETS 301 489 EMC
- EN60950-1/EC60950-1
- EN55022, EN55024
- AS/NZS CISPR 22 Class A (Australia & New Zealand)
- AS/NZS 4771 (C-tick)
- Industry Canada CS03
- UL Listed UL60950-1
- UL Listed (Canadian Electrical Code/CSA 22.2 No. 60950-1)

continued on back page



### **ADTRAN, Inc.**

Attn: Enterprise Networks 901 Explorer Boulevard Huntsville, AL 35806

P.O. Box 140000 Huntsville, AL 35814-4000

> 256 963-8000 256 963-8699 fax

### **General Information**

800 9ADTRAN info@adtran.com www.adtran.com

### Pre-Sales

### Technical Support

800 615-1176 toll-free application.engineer@adtran.com www.adtran.com/support

### Where to Buy

877 280-8416 toll-free channel.sales@adtran.com www.adtran.com/where2buy

### Post-Sales Technical Support

888 423-8726

support@adtran.com www.adtran.com/support

## Installation & Maintenance Services

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### **International Inquiries**

256 963 8000 voice 256 963-6300 fax international@adtran.com www.adtran.com/international

## For the regional office nearest you, visit:

www.adtran.com/regional

# TL9000



ADTRAN is an ISO 9001, ISO 14001, and a TL 9000 certified supplier.

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# NetVanta 1335

### **Multiservice Access Router**

# **Ordering Information**

Equipment	Part #
NetVanta 1335	1700515E2
NetVanta 1335 with PoE	1700525E2







NetVanta 1335 and NetVanta 1335 PoE back view

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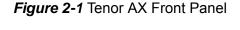
# Tenor® AX VoIP MultiPath/Gateway Switch

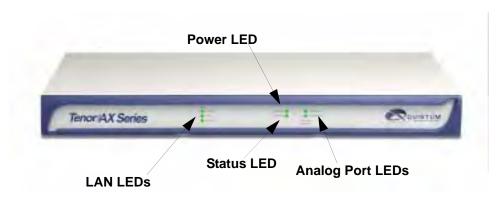
### **Hardware Description**

The *Tenor AX* is a stackable device which provides Phone/FXO and Line/FXO connections as well as connections to the Ethernet LAN and a PC.

The unit's front panel includes LEDs; the back panel includes connection jacks, a diagnostics option, a reset button, and an on/off power switch.

### **Front Panel Connections and Reset Options**





The LEDs display the health of the system. There are different types of LEDs: Power, Status, LAN, and Analog Ports. See Table 2-1 for a description.

Table 2-1 Front Panel LEDs Definitions

LED	Label	LED Color	Description
Power	Power	Green	On: Indicates power is on. Off: Power is off.
Status	Status	Green Flashing	Operational Status. Off: <i>Tenor AX</i> is working properly. On: One or more diagnostic tests have failed.
	Line/FXO	Line/FXO LED - Green	On indicates activity is occurring on at least one Line/FXO port.
Analog Ports	Phone/FXS	Phone/FXS LED - Green	On indicates activity is occurring on at least one Phone/FXS port.

2-2 P/N 480-0062-00-10

LED	Label	LED Color	Description
LAN	100Mb	Green	On: The advertised link rate is 100Mb if the link is not connected, or the actual link rate is 100b if the link is connected.  Off: The advertised link rate is 10Mb if the link is not connected, or the actual link rate is 10Mb if the link is connected.
	Link	Green	On: Link is working properly and there is activity on the line. Off: Link has failed.
	Activity	Green Flashing	On: Indicates there is activity (i.e., transmit/receive) on the line. Off: No activity is occurring.

P/N 480-0062-00-10 2-3

### **Back Panel**



- **Phone/FXS port.** Provides a 50 Pin Telco connector which supports up to 24 Phone/FXS connections for connecting to the PBX, Keyphone or phones.
- **Line/FXO port.** Provides a 50 Pin Telco connector which supports up to 24 FXO/Line connections for connection to the Central Office (connection to the PSTN).
- LAN port. 10/100 Base-T Ethernet port. This port provides an RJ-45 jack for individual connection to a 10/100 Ethernet LAN switch or hub via RJ-45 cable; it is individually configured with a unique IP and MAC address.

Figure 2-2 10/100 BASE-T Ethernet Port Pin Order



Table 2-2 Input/Output 10/100 Ethernet port

Pin#	Signal	Definition	Color
1	TX +	Transmit Data	White w/orange
2	TX -	Transmit Data	Orange
3	RX +	Receive Data	White w/green
4	RSVD	Reserved	Blue
5	RSVD	Reserved	White w/blue
6	RX -	Receive Data	Green
7	RSVD	Reserved	White w/Brown

2-4 P/N 480-0062-00-10

Pin#	Signal	Definition	Color
8	RSVD	Reserved	Brown

• Console port. This RS-232 connector is used for connection to a PC's serial port via DB-9 serial cable at 38400 BPS 8N1, without flow control. The input/output signals are listed in Table 2-3.

Figure 2-3 DB-9 Female Connector Pin Order

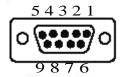


Table 2-3 Serial RS232 DB-9 Connector Pinouts

Pin#	Function	Description
1	DTR	Data Terminal Ready
2	TXD	Transmit Data
3	RXD	Receive Data
4	CD	Carrier Detect
5	GND	Signal Ground
6	N.C.	No Connect
7	N.C.	No Connect
8	N.C.	No Connect
9	N.C.	No Connect

- **Diag.** Enables you to perform software diagnostic procedures.
- **Reset**. Enables you to reset the system. See *Chapter 5: Advanced Topic: Diagnostics/Maintenance* for more information.
- Power Switch. Switch to turn power on and off.
- Power Receptacle. Connection port for connection to an AC outlet for power.

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### **Cables**

The cables listed in Table 2-4 are required to connect a *Tenor AX* to various interfaces. Contact Quintum for ordering information, if necessary.

Table 2-4 Cables Supported

Cable	Usage
50-Pin Telco Connector	Connection to FXO/Line Connection to FXS/Phone
RJ-45 Ethernet cable	Connection to Ethernet LAN 10/100
DB-9 Serial RS-232	Connection to PC's asynchronous console port
Detachable (IEC) AC Power Supply Cord	Connection to AC power jack.

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### 50-Pin Cable

The 50-pin Telco shielded cable connection pinouts and wire colors are given in this section to help you identify the proper specifications for connection to the FXO/Line and FXS/Phone ports.

For the 50-pin Telco cable, terminate only one end with a Female, AMP 50-pin Telco Connector with 180 degree entry. Cable must consist of 25 twisted pairs color coded per Figure 2-4 and be of 22 or 24 AWG copper wire.

P/N 480-0062-00-10 2-7

Figure 2-4 50-Pin Cable Connector Specifications

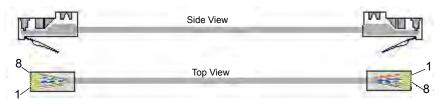
Connector	Wire Color	Wire	Band	DSO #'s	Pin #'s	Tip wire	Ring wire		
Pin #		Color w/	Color						
1	Blue / White			1	1 & 26	26	1	Slot 1 line 1	
2	Orange / White			2	2 & 27	27	2	Slot 1 line 2	
3	Green / White			3	3 & 28	28	3	Slot 2 line 1	
4	Brown / White			4	4 & 29	29	4	Slot 2 line 2	
5	Slate / White			5	5 & 30	30	5	Slot 3 line 1	
6	Blue / Red			6	6 & 31	31	6	Slot 3 line 2	
7	Orange / Red			7	7 & 32	32	7	Slot 4 line 1	
8	Green / Red			8	8 & 33	33	8	Slot 4 line 2	
9	Brown / Red			9	9 & 34	34	9	Slot 5 line 1	
10	Slate / Red			10	10 & 35	35	10	Slot 5 line 2	
11	Blue / Black			11	11 & 36	36	11	Slot 6 line 1	
12	Orange / Black			12	12 & 37	37	12	Slot 6 line 2	
						_			
13	Green / Black			13	13 & 38	38	13	Slot 7 line 1	
14	Brown / Black			14	14 & 39	39	14	Slot 7 line 2	
15	Slate / Black			15	15 & 40	40	15	Slot 8 line 1	
16	Blue / Yellow			16	16 & 41	41	16	Slot 8 line 2	
17	Orange / Yellow			17	17 & 42	42	17	Slot 9 line 1	
18	Green / Yellow			18	18 & 43	43	18	Slot 9 line 2	
19	Brown / Yellow			19	19 & 44	44	19	Slot 10 line 1	
20	Slate / Yellow			20	20 & 45	45	20	Slot 10 line 2	
21	Blue / Violet			21	21 & 46	46	21	Slot 11 line 1	
22	Orange / Violet			22	22 & 47	47	22	Slot 11 line 2	
23	Green / Violet			23	23 & 48	48	23	Slot 12 line 1	
24	Brown / Violet			24	24 & 49	49	24	Slot 12 line 2	
25 (Unused)	Slate / Violet			N/A	25 & 50		Un-used	Un-used	
26	White / Blue			14/71	25 CC 50	CII-uscu	CII-uscu	CII-uscu	
27	White / Orange				NOTE: Slo	t 1 is closest	to the 50 l	Pin Telco	
28	White / Green				TOTE SIO			the chassis.	
29	White / Brown					buikiicau co		Tuic chassis.	
30	White / Slate								
31	Red / Blue								
32	Red / Orange								
33	Red / Green								
34	Red / Brown								
35	Red / Slate								
36	Black / Blue								
37	Black / Orange								
38	Black / Green								
39	Black / Brown								
40	Black / Slate								
40	Yellow / Blue								
42	Yellow / Orange						-		
43	Yellow / Green								
	Yellow / Brown								
11									
44	Vallary / Class			1					
45	Yellow / Slate								
45 46	Violet / Blue								
45 46 47	Violet / Blue Violet / Orange								
45 46	Violet / Blue								

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### RJ-45 Ethernet Cable (10/100)

The RJ-45 cable connector pinouts are given in this section to help you identify the proper connector to accommodate your specific networking requirements. The RJ-45 (ISO 8877) connector is the EIA/TIA standard for Unshielded Twisted Pair (UTP) cable; the wiring color codes are UTP Standard Coloring. The pin order is shown in Figure 2-5.

Figure 2-5 RJ-45 Pin Order



An RJ-45 (10/100BaseT) straight through cable is used to connect *Tenor AX* to an Ethernet LAN. Cable pinouts are listed in Figure 2-6. Color specifications are applicable to the RJ-45 cable provided.

Figure 2-6 RJ-45 (10/100BT) Connector Pinouts

Pin #	Connects to	Pin#
1 ◀		<b>→</b> 1
2 🗲		2
3 4		3
4 -		<b>→</b> 4
5		5
6		6
/		
8 🔻		8

Table 2-5 RJ-45 (10/100BT) Connector Pinouts

Pin#	Signal	Definition	Color
1	TX +	Transmit Data	White w/orange
2	TX -	Transmit Data	Orange
3	RX +	Receive Data	White w/green
4	Unused	Unused	Blue
5	Unused	Unused	White w/blue
6	RX -	Receive Data	Green
7	Unused	Unused	White w/Brown
8	Unused	Unused	Brown

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### **DB-9 Serial RS-232 Cable**

The Serial RS-232 9-pin cable with a DB-9 male connector (with RS-232 interface) is used to connect the *Tenor AX* to your PC's asynchronous serial port. The pin order for DB-9 male and female connectors are shown in Figure 2-7 and Figure 2-8.

Figure 2-7 DB-9 Male Connector Pin Order

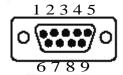


Figure 2-8 DB-9 Female Connector Pin Order

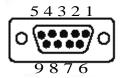


Figure 2-9 DB-9 Connector Pinouts

Pin #	Connects to	Pin #
1 🗲		<b>→</b> 1
2 🗲		<b></b> 2
3 4		3
4 4		4
5 -		5
0 7		7
8		8
9		9

Table 2-6 DB-9 Connector Pinouts

Pin#	Function	Description	Pin#
1	DTR	Data Terminal Ready	1
2	TXD	TransmitData	2
3	RXD	Receive Data	3
4	CD	Carrier Detect	4
5	GND	Signal Ground	5
6	N.C.	No Connect	6
7	N.C.	No Connect	7
8	N.C.	No Connect	8
9	N.C.	No Connect	9

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### **Specifications**

Voice/Fax

Call Routing: FXO/FXS/IP

Voice Algorithms: G.723.1A (5.3, 6.3 Kbps), G.726 (16, 24, 32, 40 Kbps), G.729A, G711

Fax Support: Group III at 2.4, 4.8, 7.2, 9.6, 12, 14.4 Kbps

Automatic Call Detection: Voice/Modem/Fax

**PSTN/PBX Connections** 

Interface: Analog, FXO Interface (PSTN side), FXS Interface (PBX side)

Connector: 50-PIN Telco

Ringing Voltage: Adjustable/Country-specific Ringing Cadence: Adjustable/Country-specific

Maximum Loop Current: 24 mA

Ringer Equivalence Number:3 up to 1000 feet of 24 AWG or heavier

Ringing Frequency: Adjustable/Country-specific

**LAN Connection** 

LAN Support: 10/100 Mbps Ethernet

Connection Type: Autosensing of speed and duplex

**Physical** 

Position: 19" (48.7 cm) rack mountable, desktop stackable, wall-mountable

Depth: 10 3/4" (27.6 cm)
Length: 17 3/8" (44.5 cm)
Height: 1 3/4" (4.5 cm)
Weight: 10 lbs (4.55 kg)

**Electrical** 

Ethernet: Standard 10/100Base-T RJ-45 interface (IEEE 802.3)

Connectors: 50-pin Telco Connector for FXO connection

50-Pin Telco Connector for FXS connection

Console Port: RS-232/DB-9 Female

Power: AC Power at 100-240 volts and 50-60 Hz, 70 Watts max

**Environmental** 

Operating Temperature: 40° to 104 °F (5°-40° C) Operating Humidity: 20% to 80% non-condensing

Altitude: -200 to 10,000 feet, or -60 to 3,000 meters

Storage Temperature:  $14^{\circ}$  to  $140^{\circ}$  F, or  $-10^{\circ}$  to  $60^{\circ}$  C

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### **Agency Approvals**

### **EMI/EMC Standards**

FCC Part 15 Class A

ICES-003

EN55022:98

EN55024:98

EN61000-3-2:95

EN61000-3-3:95

AS/NZS 3548:1995

### **Safety Standards**

UL60950-1

CSA C22.2 No.60950-1

EN60950:99

TS001:1970

### **Telecom Standards**

FCC Part 68

CS-03

AS/NZ 3260:1997

AS/ACIFS002:2001

AS/ACIF S003:2001

### **European Directives**

EMC Directive, 89/336/EEC

Low Voltage Directive, 73/23/EEC

R&TTE Directive, 99/5/EC



### DECLARATION OF CONFORMITY

Application of Council Directives(s) 89/336/EEC, 93/68/ECC EMC Directives

73/23/EEC, 96/68/ECC Low Voltage Directives

99/5/EC, RTTE Directive

Standards to which Conformity is Declared:

EN55022:98, EN55024:98, AS/NZS 3548:1995

EN60950:92 +A1:92+A2:93+A3:95+A4:96

EN61000-3-2 :95, EN 61000-3-3:95

FCC Part 68, FCC Part 15 Class A

CS-03, ICES-003 Issue 3,

TS001:1970, AS/NZ 3260:1997

AS/ACIFS002:2001, AS/ACIF S003:2001

Manufacturer:

Quintum Technologies Inc.

Quintum Technologies Inc.

71 James Way Eatontown NJ

USA

No. 2, Xin Feng 2 Rd., Xiamen

Torch Hi-Tech Industrial Development Zone,

Xiamen, P.R.C.

Delta Networks Inc. 252, Shang Ying Road,

Kuei San

Taoyuan Hsien, 333 Taiwan, R.O.C

Type of Equipment:

Model Number:

Analog VoIP Gateway

Tenor AX Series

We, the undersigned, hereby declare that the equipment specified above conforms to the above Directive(s) and standard(s) as of this date.

Place: Eatontown, NJ, USA

Date: 2/4/2004

Karl V. Statt III

EMC/Product Safety Engineer

William J. Truex Director of Operations

Technical File available through: Quinti

Quintum Technologies Inc.

71 James Way

Eatontown, NJ 07724

USA

### **Portable Phone Cart**

GTL's portable, cart-mounted inmate phones. These phones are connected to the call-processor and can be of varied heights to easily allow a handset to be passed through the security doors in segregation areas. The cart-mounted phones can be configured so that the handset fits through a standard cell food slot. The phones can also be fitted with a covering that locks over the touch-tone pad. This covering will allow corrections personnel to lock the keypad once the initial call has been placed.

Calls from these special management unit telephones will be routed and connected through the ICMv system in the same way as all other inmate calls. All call restrictions available with ICMv will apply to all calls made from both cordless phones and portable inmate phones.



The equipment and services provided with our ICMv Inmate Telephone System are in full compliance with all applicable standards and regulations, including FCC, Public Utility Commission, and the Americans with Disabilities Act.

### L143U Universal Single Phone Post

**Description** – Universal List-143 powder coat black steel post for payphones and enclosures.

Appropriate for use in inmate or public locations.

**Notes** – Includes universal base that can be used in conjunction with L152 buried base when not being attached to a preexisting concrete pad. Can accept a flush-mount adapter when used with full-sized inmate phones, and both the flush-mount adapter and

### **Specifications -**

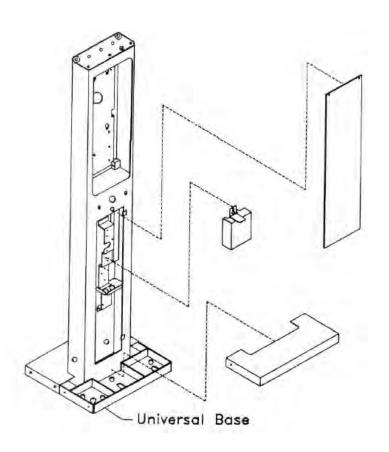
Vendor P/N W10585

GTL P/N 9000025

Dimensions Post-56.88"H x 10.0"W x 4.0"D

Base-16.0"W x 16.0" D





### **Call Detail Report**

### **Call Detail Reporting**

Send to Printer

Back

Hide criteria

First Name:

Energy status only: No

Last Name:

Start Date (Time): 03/27/2014

End Date (Time): 03/27/2014

Phone:

Bill to Number:

Call Type:

Active PIN only: Completion Status: All Calls

Min Duration:

Max Duration:

HOT status record only: No

Private status record only: No

Stop Reasons:

Call Band:

Investigator ID:

Call Note:

Case ID:

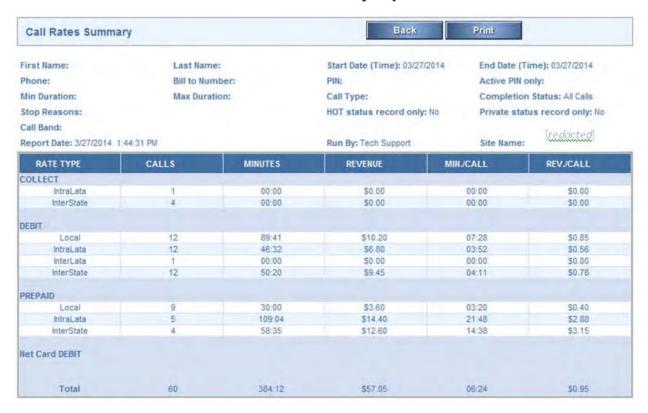
oort Date: 3/2	27/2014 1:31:	29 PM			Run By: Tec	h Support		Site Name	e: [redacted]
BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE	RESULT
089199424	20140327	1229	049975	1616	SAWC - Bubble-L	00:00	\$0.00	2-Debit	Not Accepted
2089186851	20140327	1205	090522	8787	SAWC - Anx DR-7	00:00	50.00	26-CMC CM	Not Accepted
082709828	20140327	1201	063951	5784	SAWC - TV RM-R	00:00	\$0.00	3-Prepaid	Not Accepted
085716125	20140327	1157	068492	4332	SAWC - Anx DR-7	00:00	\$0.00	1-Collect	SecureBlock
1065980639	20140327	1156	092492	2438	SAWC - Anx DR-3	27:12	\$5.88	3-Prepaid	Inmate Hungup
016996989	20140327	1156	093719	6460	SAWC - Anx DR-2	29:33	\$6.30	3-Prepaid	Inmate Hungup
1065980639	20140327	1156	092492	2438	SAWC - Anx DR-3	00:00	\$0.00	3-Prepaid	Inmate Hungup
2086900311	20140327	1155	103679	5127	SAWC - TV RM-R	00:00	50.00	2-Debit	Not Accepted
	20140327	1155	072713	4326	SAWC - Anx DR-7	00:00	\$0.00	2-Debit	Inmate Hungup
2086900311	20140327	1154	103679	5127	SAWC - TV RM-R	00:00	\$0.00	2-Debit	Not Accepted
2089199424	20140327	1119	049975	1616	SAWC - Bubble-L	00:00	\$0.00	2-Debit	Not Accepted
8002285770	20140327	1117	096920	7800	SAWC - Anx DR-5	00:00	\$0.00	1-Collect	UVS Block
	20140327	1116	096920	7800	SAWC - Anx DR-5	00:00	\$0.00	1-Collect	Inmate Hungup
8009727660	20140327	1115	096920	7800	SAWC - Anx DR-5	00:00	\$0,00	1-Collect	No VH Info
7194310135	20140327	1111	060325	7607	SAWC - Lib Hall-L	13:45	\$3,15	2-Debit	Inmate Hungup
1065980639	20140327	1106	092492	2438	SAWC - Anx DR-3	00:00	\$0,00	26-CMC CM	Inmate Hungup
	20140327	1104	092492	2438	SAWC - Anx DR-3	00:00	\$0.00	1-Collect	Inmate Hungup
1065980639	20140327	1104	092492	2438	SAWC - Anx DR-3	00:00	50.00	26-CMC CM	Inmate Hungup
087041212	20140327	1103	092492	2438	SAWC - Anx DR-3	00:00	\$0,00	26-CMC CM	Not Accepted
	20140327	1102	102356	5778	SAWC - Lib Hall-L	00:00	\$0.00	2-Debit	Inmate Hungup
4065980639	20140327	1102	092492	2438	SAWC - Anx DR-3	00:00	\$0.00	1-Collect	V105-NoAnswer





2086024286	20140327	0550	106917 079826	5245	SAWC - Anx DR-3	00:00	\$0.00	2-Debit	Inmate Hungup
	20140327	-	059188	4919	SAWC - Bubble-R	00:00	\$0.00	2-Debit	Inmate Hungup
2082232130	20140327	0557	096885	4464	SAWC - Lib Hall-L	30:00	\$3.60	3-Prepaid	Time Up
2087168808	20140327	0558	102356	5778	SAWC - Lib Hall-R	00:00	\$0.00	2-Debit	Not Accepted
2084206926	20140327	0559	083584	4749	SAWC - TV RM-R	00:00	\$0.00	26-CMC CM	Inmate Hungup
2087168808	20140327	0600	102356	5778	SAWC - Lib Hall-R	00:00	\$0.00	2-Debit	Not Accepted
2082018396	20140327	0601	089718	7186	SAWC - Anx DR-2	30:00	\$3.40	2-Debit	Time Up

### **Call Rates Summary Report**



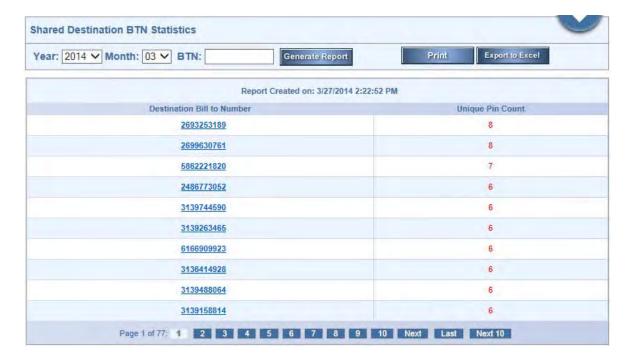
### **Call Summary Report**

all Summary Re	port		E	Back	Print		
rst Name:	737	t Name:	Start Date (Time)	: 03/17/2014	End Date (Time): 03/27/2014		
none:	7.11	to Number:	PIN:		Active PIN only:		
in Duration:	Max	Duration:	Call Type:		Completion Status: All Calls		
top Reasons:			HOT status recor	d only: No	Private status record only: No		
all Band:							
eport Date: 3/27/2014	1:43:02 PM		Run By: Tech Supp	oort	Site Name: All Sites		
DATE	CALLS	MINUTES	REVENUE	MIN/CALL	REV./CALL		
03/17/2014	13600	56911:31	\$8,218.56	04:11	\$0.60		
03/18/2014	15226	60082:33	\$9,002.40	03:56	\$0.59		
03/19/2014	13913	62125:28	\$8,733.84	04:27	\$0.62		
03/20/2014	14041	62956:12	\$9,363.79	04:29	\$0.66		
03/21/2014	14515	60304:00	\$9,383.17	04:09	\$0.64		
03/22/2014	16036	70849:19	\$10,556.55	04:25	\$0.65		
03/23/2014	15445	74004:50	\$11,036.50	04:47	\$0.71		
03/24/2014	12132	52424:14	\$8,019.59	04:19	\$0.66		
03/25/2014	14190	59427:26	\$8,816.55	04:11	\$0.62		
03/26/2014	13614	62072:04	\$9,362.80	04:33	\$0.68		
03/27/2014	3198	9771:59	\$1,525.20	03:03	\$0.47		
Total	145910	630929:36	\$94.018.95	04:19	\$0.64		

### **Call Statistics Report**

call Statistics for March, 2014	Print Save Report in Excel Format							
Report Created on: Thursday, March 27, 2014								
Completed Calls	2,423							
Incomplete Calls	8,034							
Energy Detected Calls	642							
Invalid Pin	540							
Invalid Pan	13							
Admin Block	2							
Billing Block	0							
No Trunk	1							
No Funds	96							
No Rate	0							
Refused	14							
Blocked	13							
SIT Tone	.0							
No Answer	0							
Busy	0							

### **Shared Destination BTN (Called Number) Statistics Report**



## Shared Destination BTN Drill Down Report

Call Details: One Destination Number Called by Multiple Inmates

	rill Down Re	/				_/			
oLS	BTN	ATE	TIME	PIN	Phone	our.	CARGE	TYPE	RESULT
•	3139263465	20140325	1027	0325505	LMF - Pine Yard #1	01/46	\$0,38	Debit	Inmale Hungup
0	3139263465	20140325	0816	9829887	L Big Yard #6	00.01	\$0.00	Debit	Inmale Hungup
[1]	3139263465	20140325	0814	0829887	LMF - Big Yard #6	00:90	\$0.00	Debit	Not Accepted
1	3139263465	20140309	1004	0704258	LMF - Pive Yard #1	9.04	51,34	Debit	Inmate Hungup
0	3139263465	20140308	2013	0704258	LMF - Pine Y #4	00:00	\$0.00	Debit	Not Accepted
b	3139263465	20140308	1917	0751306	CMF - Pine Yard #2	00:00	\$0.00	CMC CM	Inmate Hungup
1	3139263465	20140308	1549	0751306	LMF - Big Yard #1	00.00	50 00	CMC CM	Not Accepted
	3139263465	20140307	0903	0415592	LMF - Sprace Yard #7	15:00	\$2.88	Debit	Time Up
0	3139263465	20140307	0859	0835795	LMF - Spruce Yard #7	01:00	50.19	Debit	Funds Expired
	3139263465	20140303	0638	0835795	LMF - Pine #1	15.00	\$2.85	Debit	Time Up
	3139263465	20140302	1438	0751306	UF - Pine #1	14:00	\$2.68	Debit	Funds Expired
	3139263465	20140302	1423	0751306	LMF - Pine #1	14:38	52.88	Debit	Inmate Hungup
	3139263465	20140302	1421	0751306	LMF - Pine #1	00:00	50,00	Debit	Not Accepted
F	3139263465	20140302	1044	0751306	LMF - Pine #1	07:25	\$1.53	Debit	Inmate Hungup
1	3139263465	20140301	0930	0751306	LMF - Pine Vard #3	05:13	51.15	Debit	Inmate Hungup
1	3139263465	20140301	0914	0751306	LMF - Pine Yard #3	15:00	\$2.88	Debit	Time Up
[-	3139263465	20140301	0906	0751306	LMF - Pine Yard #3	06:30	51.34	Debit	Inmate Hungup
[-	3139263465	20140301	0902	0751306	LMF - Pine Vard #3	00:00	\$0,00	Debit	Not Accepted
ŕ						Total	320.13		

### **Frequently Dialed Numbers Report**



### **Phone Usage Report**



## **Inmate Debit Account Transaction Report**

Report Created on: Thursday, March 27, 2014

ID#-Pin:	0267162	Entered Date:	20110527
Name:	JAMES	Debit Call Time:	
Status:	Active	Last Phone Used:	(109) - Unassigned - 109
Last Call Date:	03/27/2014	Card ID:	
Description:	modify inmate - 0267162	Status:	Pans Inactive
Current Balance:	\$13.85		

Balance Summary:

Total Credits/Payments:		\$1,068.99								
Total Debits/Adjustments:		0.00								
Total Call Charges:	(\$1,055.14) \$13.85									
Calculated Balance:										
Date/Time	Description	Duration	Amount	Running Balance						
6/21/2011 14:27	Credit		+ \$3.99	\$3.99						
6/23/2011 09:38	Credit		+ \$30.00	\$33.99						
6/23/2011 13:46	Debit Call To (248) 885-4861	01:32	- \$0.38	\$33.61						
6/23/2011 13:49	Debit Call To (248) 227-1980	15:00	- \$2.88	\$30.73						
6/24/2011 13:40	Debit Call To (248) 227-1980	11:48	- \$2.30	\$28.43						
6/24/2011 14:00	Debit Call To (248) 885-4861	00:40	- \$0.19	\$28.24						
6/24/2011 14:09	Debit Call To (248) 885-4861	14:50	- \$2.88	\$25.36						
6/25/2011 13:31	Debit Call To (248) 227-1980	14:59	- \$2.88	\$22.48						
6/25/2011 13:47	Debit Call To (248) 789-4350	15:00	- \$2.88	\$19.60						
6/25/2011 14:41	Debit Call To (248) 227-1980	07:30	- \$1.54	\$18.06						
6/26/2011 13:37	Debit Call To (248) 227-1980	15:00	- \$2.88	\$15.18						
6/26/2011 13:59	Debit Call To (248) 646-9060	15:00	- S2.88	\$12.30						
6/27/2011 13:43	Debit Call To (248) 227-1980	06:53	- \$1.34	\$10.96						
6/27/2011 13:55	Debit Call To (248) 227-1980	14:50	- \$2.70	\$8.26						
6/28/2011 14:02	Debit Call To (248) 227-1980	08:00	- \$1.54	\$6.72						
6/30/2011 13:51	Debit Call To (248) 227-1980	14:53	- S2.88	\$3.84						
7/1/2011 14:07	Debit Call To (248) 227-1980	06:38	- \$1.34	\$2.50						

### **Debit Accounts Summary Report**







# Global Tel'Link, Inc. Monthly Revenue By Phone For September 20XX Record Pend From MADO W To MADOOD.

Site Name: AnyCounty, USA

SubiD: A999

						Advance	ed Pay					-		-		-		Co	Rect							Totals By Phone	
		Local		- In	trantate Int	traliata	ln	trastate Inb	ertata	- Int	terstate lint	ertata	100	Local		- le	trastate into	alata	le le	trastate int	erlata	in	terstate Int	erlata	Total Control		
	Service.	Minutes	Hereiten	Cath	Manufer	Second	Carry	Minutes	National and	Cabre	Minutes	Remotes	GMO	Minutes	Reserva	Cale	Minutes	Revenue	10000	Minister	Harmon	580	Mesons	Sevenue	Total Cate	Total Minutes	<b>Total Revenue</b>
9995550001	11			- 60	652	\$363.61	0.0	659	\$430.61	- 31	308	\$376,37				18	217	3116.15	35	375	3249 44	. 3	36	\$30.00	204	2307	\$1,572.87
9995550002				3	45	\$20.88	13	148	\$96.27	- 2	17	\$19.63				. 5	45	\$19.22	9	100	\$60.79	- 4	45	\$45.85	34	463	\$265.64
9995550002				133	1457	\$818.85	56	686	\$437.46	32	348	\$366.50				21	204	\$110.85	15	132	\$96.09	12	138	\$142.62	268	2999	\$1,571.39
9995558004				. 3	45	\$20.88	29	347	\$221.28	7	34	\$51.11				- 5	- 61	\$30.91	15	173	\$111.03	- 9	- 64	\$93.51	68	744	\$528.72
9995550005				10	108	\$63.54	53	541	\$371.05	- 1	7	\$8.79		30	\$7.90	15	208	394.19	26	293	\$188.14	- 3	34	329.41	110	1199	\$761.84
9993550000				15	150	\$91.80	177	1708	\$1,197.68	2	10	314.80	14	187	155.30	40	653	1299.90	75	537	\$546.77	. 12	149	\$150.21	341	3702	\$2,355.52
9995556007				15	156	\$87.85	78	861	3571.47	7	37	\$53.18				- 22	222	\$125.11	51	630	\$399.95		49	\$53.56	178	1955	\$1,291.15
9995550004	- 7	60	\$27.55	49	540	\$301.01	.89	1010	\$657.53	- 1	1.5	\$14.30				79	916	\$481.55	. 24	298	\$189.34	17	197	\$203.08	266	3060	\$1,874.46
2035556603		134	\$35,55	1	15	\$6.96		79	\$49.05							- 3	64	\$41.04	29	334	\$219.00	. 3	10	\$18.75	55	641	\$376,35
9995558918	35	522	\$138.25	- 4	30	\$20.64	22	266	\$169.63	- 2	- 0	\$12.04				- 4	32	\$19.55	72	258	\$167.50	31	- 60	\$102.79	100	1159	\$630.86
9995558011		389	\$102.70	- 9	110	\$62.05	115	1432	\$896.13							- 20	217	3115.14	29	346	\$225.39	. 0	57	\$70.93	207	2557	\$1,474.34
9995556012	1		1				2	18	\$12.90	2	10	\$19.25	1						- 2	30	\$17.58				- 6	63	\$48.79
9995550013				2	30	\$13.00		15	\$9.06		55	\$57.70				- 2	21	\$12.85		76	\$47.79	1		\$10.18	17	208	\$150.55
9995550014	- 1	15	\$3.95	- 33	137	\$66.72	62	676	\$447.55		300	\$305.75				10	107	\$60.77	-42	477	\$311.53	. 5	62	362.53	156	1774	\$1,258.80
2005250015			-	50	706	\$339.56	77	831	\$552.54	12	116	\$127.44				35	378	1219.30	126	1510	\$971.07	- 0	104	\$107.31	211	3648	\$2,316.28
Site Totals:	78	1140	\$308.10	367	4232	\$2,277.35	838	5274	\$6,112,50	129	1326	\$1,425.87	16	217	\$63.20	267	3349	\$1,754.65	504	5865	\$3,806.49	102	1050	\$1,127.40	2323	26455	16875.56

### SUMMARY COMMISSION REPORT

Facility: Any County, USA

Supplier Code: ZZ9999

Cost Center: 9999

Period: September-20ZZ



Call Type	# Calls	% of Total Calls	# Minutes	% of Total Minutes	Revenue	% of Total Revenue	Commission %	Total Commission
Inmate Local	16	0.69%	217	0.82%	\$63.20	0.37%	40.00%	\$25.28
Inmate IntraState IntraLATA	287	12.35%	3,349	12.66%	\$1,754.65	10.40%	40.00%	\$701.86
Inmate IntraState InterLATA	506	21.78%	5,865	22.17%	\$3,806.49	22.56%	40.00%	\$1,522.60
Inmate InterState InterLATA	102	4.39%	1,050	3.97%	\$1,127.40	6.68%	40.00%	\$450.96
Advance Pay Local	78	3.36%	1,140	4.31%	\$308.10	1.83%	40.00%	\$123.24
Advance Pay Intrastate intralata	367	15.80%	4,232	16.00%	\$2,277.35	13.49%	40.00%	\$910.94
Advance Pay Intrastate Interlata	838	36.07%	9,274	35.06%	\$6,112.50	36.22%	40.00%	\$2,445.00
Advance Pay Interstate Interlata	129	5.55%	1,328	5.02%	\$1,425.87	8.45%	40.00%	\$570.35
Total:	2,323	100.00%	26,455	100.00%	\$16,875.56	100.00%		\$6,750.22

Any County, USA
Your remittance address here
ATTN:

### GLOBAL TEL\*LINK CORPORATION

12021 Sunset Hills Road, Ste. 100
Reston, Virginia 20190
Tel. 703-955-3915
Fax 703-435-0980
Web http://www.globaltellink.com

### INMATE TELEPHONE SERVICE AGREEMENT

This Inmate Telephone Service Agreement ("Agreement") is made by and between Global Tel*Link Corporation, having its principal place of business at 12021 Sunset Hills Road, Reston, VA 20190 ("Company") and, with an address at("Premise Provider").
1. <u>Term.</u> This Agreement shall be in effect for () years, commencing from the date of the full execution of this Agreement. Commission calculations shall begin as of the first date of documented operation and first call completion. Unless either party notifies the other in writing of its intention not to renew this Agreement at least ninety (90) days from the end of the original or any renewal term, this Agreement shall automatically renew for additional two (2) year terms.
<b>2. Equipment.</b> This Agreement applies to the installation, management, operation and maintenance of nmate telephones, enclosures, and related equipment furnished by the Company as listed on Exhibit A at he time of execution of the Agreement or during the term of this Agreement, whether existing, newly nstalled or renovated, located at: (Facility) and all other facilities under the control of Premise Provider.

The term "Equipment" is defined herein as the inmate telephone set(s) and related equipment, including but not limited to guard posts, concrete pads, mast poles, and site preparation. Where guard posts, concrete pads, enclosures, pedestals, bumper pads, or other property of the Company are installed upon the premises owned or controlled by Premise Provider or any of its agencies or affiliates, such property shall remain in all respects that of the Company. The Company reserves the right to remove or relocate equipment which is subjected to recurring vandalism or insufficient traffic and/or revenue to warrant the continuation of service. The Company shall not exercise such a right of removal or relocation unreasonably. The Company will notify the Premise Provider in writing of its intention to remove or relocate prior to such action. Upon removal of equipment by the Company, the Company shall restore said premise to its original condition, ordinary wear and tear excepted. However, the Company shall not be liable for holes placed in walls, pillars, or floors or other conditions on the premises which resulted from the proper installation of equipment described herein. The Premise Provider may not make alterations or attachments to the Equipment provided under this agreement, unless otherwise mutually agreed upon by all parties.

3. <u>Services.</u> At no cost to the Premise Provider, the Company shall provide all management services necessary to implement this Agreement; and shall be responsible for furnishing, installing, repairing and servicing the Equipment; the establishment (if and to the extent required by the Company) and compliance with all tariffs and all rules, regulations, orders and policies of federal and state regulatory authorities applicable to the payphone and automated operator services provided by the Company; the establishment and maintenance of all billing and payment arrangements with the local and interexchange carriers; the processing of all telephone call records; the performance (alone or through others) of all validation, billing, outclearing and collection services; and the handling of all billing and other inquiries, fraud control, and all other services essential to the performance of the Company's obligations under this Agreement. The Company reserves the right to control unbillables, bad debt and fraud.

4. Compensation. Remuneration shall be \_\_\_\_\_\_ percent (XX%) of the gross revenue billed or prepaid for all phones covered by this Agreement for intra-state calls. Gross Revenue shall mean all revenue generated by every completed intra-state call that is accepted by an end user and billed via a local exchange carrier or prepaid to Company. Gross revenue on which monthly commission will be paid does not include: (i) taxes and tax-related surcharges; (ii) credits; (iii) account transaction fees; (iv) interstate calls and (v) any amount Company collects for, or pays to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasigovernmental authorities, such as the Federal Universal Service Fee, and any costs incurred by Company in connection with such programs. Payments shall be paid monthly. All commission payments shall be considered final and binding upon the Premise Provider unless written objection is received by the Company in accordance with Section 10 within sixty (60) days of receipt of commission payment by the Premise Provider.

Commission payments will be delivered to the address listed in this Section, which may be changed by Premise Provider from time to time upon notice to Company in accordance with terms of the notice provision of this Agreement.

<< Name of Premise Provider>> <<Street Address>> <<City, State Zip>>

Attn: << Name or Title of Payment Contact>>

- 5. Rates. The telephone rate structure and surcharge rates shall not exceed the maximum rates as authorized by the state's telecommunication regulatory authority and the Federal Communications Commission (FCC). Any rate changes mandated by the state/local regulatory authority and/or the FCC which adversely affect this Agreement shall entitle the Company to, at its option, renegotiate or cancel this Agreement in accordance with Paragraph 18 below.
- 6. Records & Confidentiality. The Company shall maintain records sufficient to permit proper determination of funds due the Premise Provider. Such records shall be made available to the Premise Provider for review upon request.

From the date this Agreement is signed by both parties until three (3) years after the expiration or earlier termination of the Agreement, the parties shall keep confidential the terms of this Agreement and of the response of Company to any request for proposal that led to this Agreement. Each party shall also keep confidential any information it learns about the other's business or operations during its performance under this Agreement. The parties may make disclosures to employees, shareholders, agents, attorneys and accountants (collectively, "Agents") as required to perform their obligations hereunder, provided, however, that the parties shall cause all Agents to honor the provisions of this Section. The parties may also make disclosures as required by law as long as, before any disclosure, the party subject to the disclosure requirement promptly notifies the other party of the requirement and allows the other party the opportunity to oppose the disclosure. Neither party will be obligated to keep confidential the other's information to the extent it was known to that party prior to the date of this Agreement without any obligation or request for confidentiality, is or becomes publicly known through no wrongful act of the party, is rightfully received from a third party who has no confidentiality obligation with respect to the information, or is developed independently by the party (and this can be verified).

The revenue payment and reporting cycle will be a maximum of 45 days following the end of the previous month. Both summary and detail reports will be provided. The original reports and payment will be mailed directly to the Premise Provider. The following information will be provided for each location by telephone number:

- **Total Calls**
- Total minutes of use
- Type of call
- Total usage revenue

- **7.** <u>Further Assurances.</u> During the term of this Agreement, including any renewal period(s), Premise Provider agrees to:
  - (a) Reasonably protect the Equipment against willful abuse and promptly report any damage, service failure or hazardous conditions to the Company.
  - (b) Provide, at its expense, necessary power and power source, and provide suitable space, accessible to the users.
  - **(c)** Permit reasonable access to its respective facilities without charge or prejudice to Company employees or representatives, patrons, or consignees.
  - (d) Premise Provider represents and warrants that it has legal authority to enter into this Agreement and to make all decisions concerning the providing of space and the installation and use of the Equipment at the Facility; and agrees that during the term of this Agreement, including any renewal period(s), the Company shall have the exclusive right to provide inmate and/or payphone service at the Facility provided, however, that the Company may choose not to exercise this exclusive right.
  - (e) During the term of this agreement, Premise Provider agrees it will not allow other pay telephones or inmate telephones to either remain or be installed at the facility's property. This is to include any additional inmate telephones required to facilitate Premise Provider's expansion at its present or future location(s) during the term of this Agreement and any extensions of this Agreement.
  - (f) Stipulate that Company has no responsibility to advise Premise Provider with respect to any law, regulation, or guideline that may govern or control telephone call recordation or monitoring by Premise Provider, or compliance therewith. Premise Provider has its own legal counsel to advise it concerning any and all such law, regulation, or guideline, and compliance therewith, and makes its own determination on when and how to use the inmate call monitoring and recording capabilities supplied through this Agreement. Company disclaims any responsibility to provide, and in fact has not provided, Premise Provider any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith. Premise Provider agrees to indemnify, defend, and hold Company harmless from any liability, claims, suits, proceedings, damages, costs, and expenses (including attorney's fees) relating to any claims made against Company arising out of failure of Premise Provider (or the Company at the direction of the Premise Provider) to comply with such law, regulation or guideline.
  - (g) Acknowledge that all call detail records (CDRs) and call recordings contained in the inmate telephone system equipment provided by Company to Premise Provider are the exclusive property of the Premise Provider for the term of this Agreement and any resulting extensions of this Agreement; provided, however, that Company shall have the right to use the CDRs and recordings to respond to legal requests, to provide the services under this Agreement, and for other lawful business purposes.
- **8.** <u>Title.</u> Title to Equipment hereunder shall be and at all times remain in the Company.
- **9.** <u>Relocation.</u> Equipment shall not be disconnected or moved by Premise Provider from the location in which it is installed. By agreement of all parties, installed Equipment may be relocated by the Company.
- **10.** <u>Notices.</u> Any notice, demand, request, approval or other communication (a "notice") which, under the terms of this Agreement or by law, must or may be given by either party, must be in writing, and must be given by personally delivering or mailing the same by registered or certified mail, return receipt requested, to the respective parties as follows:

To Company:

To Premise Provider:

Global Tel*Link Corporation		
12021 Sunset Hills Road		
Suite 100		
Reston, Virginia 20190		
Phone: (703) 955-3915	Phone:	
Fax: (703) 435-0980	Fax:	
ATTN: Legal Department	ΔΤΤΝ·	

- **11. Governing Law.** The construction, interpretation and performance of this agreement and all transactions under it shall be governed by the domestic laws of the State of Virginia.
- **12.** <u>Indemnification & Consequential Damages.</u> Each party shall indemnify the other from any loss, cost, damage, expense, or liability arising out of the performance of this Agreement and caused, in whole or in part, by the acts or omissions, negligence or fault, of the indemnifying party, except to the extent such loss, cost, damage, expense, or liability arises from the acts of omissions, negligence or fault of the other party; provided, however, that the Company shall not be liable for interruption of telephone service from any cause.

Neither party hereunder shall be liable to the other for any consequential or indirect loss, including but not limited to loss of profits, telephone or business interruption, howsoever caused and even if due to the negligence, breach of contract or other fault of the respective parties. Company's liability under this Contract shall in no event exceed the total Contract value or \$500,000, whichever is lesser.

- **13.** <u>Risk of Loss.</u> The Company and its insurers, if any, shall relieve Premise Provider of all risks of loss or damage to the Equipment during the periods of transportation, installation and operation of the Equipment. However, Premise Provider shall be responsible for loss or damage to Equipment in its possession caused by fault or negligence of Premise Provider or its employees.
- **14.** <u>Default.</u> In the event any party shall be in breach or default of any terms, conditions, or covenants of this agreement and such breach or default shall continue for a period of thirty (30) days after the giving of written notice thereof to any party by the other, then in addition to all other rights and remedies of law or equity or otherwise, the offended party shall have the right to cancel this agreement without charge of liability.
- **15.** <u>Assignment.</u> This agreement shall inure to the benefit of and be binding upon the parties and their respective successors and assigns, including any new administration or head of Premise Provider; provided, however, that neither party shall assign this Agreement or any interest herein without the other's prior written consent, except that the Company shall have the right to assign this Agreement or any interest herein at any time to any parent, successor, subsidiary, or affiliate of the Company without the consent of the Premise Provider.
- 16. <u>Independent Contractor</u>. The Company acknowledges that it is an independent contractor and that nothing contained in this Agreement or the relationship of the parties is intended to or shall create a partnership or joint venture or agency relationship of any kind between the parties. This agreement shall not be constructed as a contract of agency or employment. Company shall be solely responsible and liable for compliance with all laws, rules and regulations and payment of all wages, unemployment, social security and other payroll taxes relating to Company's employees including contribution from such persons, when required by law.
- 17. <u>Solicitation.</u> The Premise Provider acknowledges that no officer or employee of the Company has been employed, induced, or directed by Premise Provider to solicit or secure this agreement with the Company upon agreement, offer, understanding, or implication involving any form of remuneration whatsoever. Premise Provider agrees, in the event of an allegation of substance (the determination of which will be solely made by the Company) that there has been a violation hereof, Premise Provider will cooperate in every reasonable manner with the Company in establishing whether the allegation is true.

Notwithstanding any provisions of this agreement to the contrary, if a violation of this provision is found to have occurred and is deemed material by the Company, the Company may terminate this agreement.

- **18.** Force Majeure. Neither party to this Agreement shall be responsible or liable to the other for delays or inability to act or perform their obligations under this contract due to circumstances, events or acts of others beyond their reasonable control, including, but not limited to, acts of God, fire, flood, storm, hurricane, tornado, theft of equipment, or changes in regulatory rules or regulations affecting the ability of either party to reasonably carry out its obligations under this Agreement. It is agreed and understood that this Agreement will be subject to termination by either party upon sixty (60) days notice to the other should there be imposed upon Premise Provider or Company any rule or regulation by any state, federal or local regulatory agency which would substantially adversely affect the operation of the equipment or service provided hereunder.
- **19.** <u>Dispute Resolution.</u> Premise Provider and Company agree that any disputes or claims arising under this Agreement shall be resolved through alternative dispute resolution means in the following manner:
  - (a) Initially, the parties shall engage in non-binding mediation. Mediation shall be held in Reston, Virginia, USA. The mediator shall be jointly appointed by the parties and shall have expertise in commercial dispute resolution.
  - (b) In the event the dispute or claim is not satisfactorily resolved through mediation within ninety (90) days of notice of such claim or dispute by a party, the parties agree to submit such dispute or claim to binding arbitration. Arbitration shall be held in Reston, Virginia, USA. If Premise Provider is a foreign (non-US) corporation and delivery of the goods under this agreement is to a foreign (non-US) destination, then the commercial arbitration rules of the International Chamber of Commerce shall apply. In all other instances the commercial arbitration rules of the American Arbitration Association shall apply. Any judgment, decision or award by the arbitrators shall be final and binding on the parties and may be enforced in any court having jurisdiction over a party against whom any such judgment, decision or award is to be enforced. The parties specifically and knowingly waive any rights under State or Federal constitutions or statutes which grant a party the right to trial by jury for any claims that might arise under this agreement or which purports to give a party the right to appeal an arbitrator's judgment, decision or award.
  - (c) The parties shall bear their own costs and expenses (including attorney's fees) for any mediation or arbitration, unless otherwise directed by the mediator or arbitrator.
- **20.** <u>Survival.</u> Upon the expiration or earlier termination of the term of this Agreement, the parties shall have no further obligations to each other, except as specifically provided in a written agreement, duly executed by the parties. Notwithstanding the foregoing, Sections 7(f), 8, 9, 11, and 12 shall survive the expiration or earlier termination of this Agreement, and neither party will be released from any liability arising from any breach or violation by that party of the terms of this Agreement prior to the expiration or termination.
- **21.** <u>Entire Agreement.</u> This Agreement constitutes the entire agreement between the Premise Provider and the Company and supersedes all other agreements between the parties pertaining to the subject matter hereof.
- **22.** <u>Amendment.</u> No course of dealing between the parties, their employees, agents or representatives, shall vary any of the terms hereof. This Agreement may be modified, amended, or supplemented only by a written agreement executed by the parties.
- **23.** <u>Counterparts.</u> This Agreement may be executed in multiple counterparts, each of which shall be an original, and all of which shall be one and the same contract.

[Signature Page Follows]



IN WITNESS WHEREOF, the foregoin day of	g Agreement has been executed by the parties hereto, this , 2014.
<u>Company</u>	Premise Provider
Global Tel*Link Corporation	
Signature	Signature
Name: Jeffrey B. Haidinger Title: President & COO	Name: Title:

### Exhibit A

### **Facility Name and Address:**

### **Actual on-site equipment:**

The installation of software and/or hardware on Company provided Equipment is not approved. System conditions can change and become unstable with the addition of software other than that installed by the Company. The Company does not warranty, troubleshoot, or maintain any system that contains software installed by a third party. The Company assumes no liability for any data stored on the Equipment which is not directly related to the Services provided under this Agreement.

Company also does not furnish, maintain or provide consumables for peripheral equipment associated with the Inmate Telephone System. Consumables consist of items such as printer paper, cassette tapes, compact disks, etc.

### List of On Site Equipment

12021 Sunset Hills Road, Ste. 100

Reston, Virginia 20190 Tel. 703-955-3915 Fax 703-435-0980

Web <a href="http://www.globaltellink.com">http://www.globaltellink.com</a>

### **LETTER OF AGENCY**

DATE:
TO WHOM IT MAY CONCERN:
WE HAVE ENTERED INTO AN AGREEMENT WITH <b>GLOBAL TEL*LINK CORP.,</b> PRIVATE PAY PHONE VENDOR, TO ACT AS OUR COMMUNICATIONS REPRESENTATIVE WITH:
(LOCAL EXCHANGE CARRIER)
FOR OUR TELECOMMUNICATIONS SERVICE LOCATED AT (EXACT ADDRESS(ES) OF JAIL FACILITY(IES):
UNDER THE TERMS OF THIS AGREEMENT AND BY THIS LETTER, WE DO HEREBY AUTHORIZE GLOBAL TEL*LINK CORP. TO DO THE FOLLOWING:
(X) REQUEST DISCONNECTION OF EXISTING COIN/INMATE TELEPHONES
(X ) INSTALL PHONES ON THEIR OWN BEHALF
THIS AUTHORIZATION DOES NOT PRECLUDE OUR ABILITY TO ACT IN OUR OWN BEHALF WHEN WE DEEM NECESSARY.
AUTHORIZED SIGNATURE
PRINTED NAME
TITLE
BUSINESS TELEPHONE

### NON-COLLUSION STATEMENT

The Proposer certifies that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, 1.1 of the *Code of Virginia*, 1950 as amended. Furthermore, I understand that fraud and unlawful collusion are crimes under the Virginia Governmental Fraud Act, the Virginia Government Proposal Rigging Act, the Virginia Anti-Trust Act, and federal law, and can result in fines, prison sentences, and civil damage awards.

I hereby certify that I am authorized to sign as a Representative for the firm of:

Firm Name: Global Tel\*Link Corporation

12021 Sunset Hills Road, Suite 100

Address: Reston VA 20190

Signature:

Name (Print): Jeffrey B. Haidinger

Title: President and COO

Date: 8/27/14

Telephone: (703) 955-3887