

Your Single, Trusted Source for Integrated Solutions

RFP # 0A1229, Secure Communication, Education,
and Entertainment Technology

COST PROPOSAL

The State of Ohio, through the Department of
Administrative Services (DAS), for the Department of
Rehabilitation and Corrections (DRC) and Ohio
Department of Youth Services (DYS)

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The Corrections Innovation Leader

GTL Cost Proposal Overview

GTL is proud to submit a competitive offer that will meet and exceed the Ohio Department of Rehabilitation and Correction (ODRC) and Department of Youth Services (DYS) requirements and four objectives of the RFP while supporting your mission to reduce recidivism among those you touch.

Over the past fifteen years, GTL has demonstrated our commitment by aligning with your core values to take care of your staff, be one team with one purpose, show civility to all and provide Hope. When ODRC selects GTL, we will continue to honor our commitments and proactively develop and deploy solutions and upgrades throughout the contract term.

By choosing GTL, ODRC and DYS can rest assured that everyday operations for staff, incarcerated adult and youth, and friends and family will continue with minimal impacts associated with the pain of change when implementing new technology and services. As the incumbent service provider, we are the only vendor that already has hardware, network, infrastructure and a trained service team already in place therefore mitigating the construction cost factors.

Single Device with all Services

Full Turnkey Single Partner

Knowledgeable & Experienced Team

Reduced Cost to the Incarcerated, Friends & Family

Reducing Rates while Increasing Connections

Beginning in March 2020 in response to the Covid-19 pandemic, GTL in collaboration with ODRC & DYS began a free calling program so Incarcerated Adults and Youth could stay in contact with their Friends & Family. As of this RFP response over 375,000 free calls and 12,000,000 free minutes have been used by Incarcerated Adults and Youth. GTL understands the importance of keeping inmates connected to their support system and is dedicated to reducing recidivism through communication and has made **this free calling program a permanent for ODRC & DYS for the life of the new contract.**

The offering includes **tablets at no cost to ODRC, incarcerated individuals, or friends and family** providing a 100% reduction in tablet cost. In addition, GTL's proposal to ODRC provides significant cost reductions throughout our offer - 60% reduction in phone rates, up to 68% reduction in music cost, 85% reduction in FM Radio, 85% reduction in videograms, over 62% in movies. Applications such as PDF Documents, Inmate Requests, Grievances, and PREA/Crime Tips, eBooks, Education, Religious Programs, and more are provided at no charge.

Services	% Decrease from Current Rates	Estimated Annual Savings
Phone Calls	60%	\$16,800,000
Trust Transactions	28%	\$1,453,125
Email	16.67%	\$1,120,000
VideoGram Outbound	88.89%	\$440,000

Services	% Decrease from Current Rates	Estimated Annual Savings
VideoGram Inbound	83.33%	\$360,000
FM Radio 2-Day	81.79%	\$2,424,600
Games Purchased	50%	\$217,719
Movie Rental 2-Day	62.45%	\$1,746,500
Newsfeed 30-Day	90%	\$49,212
Free eBooks	100%	\$2,194.50
Free Audiobooks	100%	\$10,994.50

Results in a total estimated annual savings to friends and family of \$25.5M

Below is a summary of the solutions and services being proposed to ODRC with our offer. The summary will provide ODRC a view of the additional value economic impact and budget saving solution that GTL is committing to deliver.

Offer

Communications Solutions



»	Secure Telephone System	Included
	- Secure Private Network – 99.9% Up-time	Included
	- Secure System Access – No Data Breaches	Included
	- Web-Based Anytime, Anywhere Access for Properly Authorized Users	Included
	- Comprehensive, Easy-to-use Administrative Tools	Included
	- Redundancy of all Critical Operational Components	Included
	- Integrated Prisoner Personal Identification Number (PIN) System	Included
	- Advanced Reporting	Included
	- Universal Number List	Included
	- 3-way Call Detection & Prevention	included
	- Call Monitoring & Recording	Included
	- Privileged Calls (non-monitored)	Included

		Offer
	- Installation & Maintenance	Included
»	Full-Time Dedicated Field Service Team	27 Positions
»	Video Relay Services & ADA Compliance	Included

Investigative and Intelligence Solutions



»	Full-time Dedicated Onsite Intelligence Analysts	22 Positions
»	Investigative Case Management	Included
»	Cell Phone Detection Solution	Included
	- ShawnTech Cell Intel Solution – Mobile Cellular Phone Detection Missions	At least 31 Annually
	- CellSense Units	31 units
»	Voice IQ Initial Voice Biometrics Stops PIN sharing	Included
»	Voice IQ Continuous Voice Biometrics Analytics throughout the call	Included
»	Call IQ Basic Keyword Search/Word Recognition application	Included
»	Call IQ Advanced with Transcription Capabilities	Included
»	Unlimited Reverse Number Lookup (BNA)	Included
»	Data IQ - Advanced Investigative Data Analysis	Included
»	Phone IQ – Phone Type Identification	Included

Offender Services



»	Video Visitation	Included
»	Tablets – Wireless Communication Device	Included
»	Inmate Calling via Tablet at same low rates as phones	Included
»	PDF Documents (Inmate handbooks, announcements, etc.)	Included
»	Automated Inmate Requests	Included
»	Automated Inmate Grievances	Included
»	PREA/Crime Tips	Included
»	Law Library Access with LexisNexis	Included

		Offer
»	LMS - Education, Reentry Assistance and Mental Health Programs	Included
»	Commissary Ordering	Included
»	Religious Programs	Included
»	eBooks	Included
»	Secure Messaging/Emails	Included - See attached pricing
»	Videograms	Included - See attached pricing
»	Audiograms	Included - See attached pricing
»	Picture Message	Included - See attached pricing
»	Music	Included - See attached pricing
»	Games	Included - See attached pricing
»	Movies	Included - See attached pricing
»	Video Visitation On-Demand	Included - See attached pricing

Enterprise Management Solutions



Mail Scanners	Included
Printers	Included

Additional Cost Savings Value to ODRC

In addition to the intrinsic benefits of the solutions proposed, our offer provides real budget savings by reallocating funds and increasing staff efficiencies **totaling \$2,247,500 annually by automating processes.**

Tablets (Document, Request and Grievance Link) \$2,247,500 Staff Man-hours Annually

- **Document Link** – Automated prisoner & facility information
- **Request Link** – Automated, updated information available for all prisoners
- **Grievance Link** – Elimination of manual grievances requests. Automated tracking

Overall Economic Impact (Things to Consider)

- GTL supports jobs for Ohio residents with our Ohio-based local site administrators, technicians and intelligence analyst.
- GTL analysts will be located in **your facilities, Ohio tax-paying constituents**, and not in a remote call center or performing investigations on your data from their living room.
- Where it may take competitors six months to implement their telephone system, only GTL has the ability to implement the newly contracted rates on day one.
 - The financial benefit to implementing the rate reduction day 1 versus 6 months later at the end of a contract transition would equate to **\$8,400,000 in savings for friends and family**. The calculation is as follows: rate reduction of \$0.03/min * 560M minutes/year * ½ year = \$8.4M.

Total Cost of Ownership Factors

Choosing GTL represents the **lowest total cost of ownership**. With a transition to a new vendor the minimum cost incurred by ODRC can be more than \$416,850 in the first year just in training alone.

- **Cost of a lengthy and distracting transition of secure telephone services**– A new install can cost the ODRC several thousand man-hours for Kick-off Meetings, Quality Check Points and escorts alone.
- With GTL, there is **no burden to ODRC staff to learn a new system**, new service team and new procedures. With 105 users trained, a 2-day staff training equates to over fifteen hundred man-hours. With GTL, ODRC will not incur this cost as **ODRC users are already trained** on our solutions and support procedures.
- Training statistics show that adult learning retention from lecture is 5%, demonstration is 30%, from group learning is 50%. The best learning being from practice and doing being 75%. That is still a loss of 25% productivity after actually utilizing the system.
 - This equates to a loss of 2 hours per day per user with 105 users, if only one quarter of them utilize the system in one day (26 users) the loss in productivity is over 50 man-hours in ONE day. This number can quickly add-up for ODRC.

With anyone but GTL, **more than 140,000 incarcerated friends and family will be forced to bear the pain of transition**, creating unnecessary confusion, cost, which will result in more dissatisfied calls from the public to ODRC.

Summary

The goal is simple, to be a long-term partner to the ODRC by delivering innovative products, services and solutions that provide unmatched value and make customers' lives easier. When you consider prior performance, total cost of ownership, and value adds, it is clear that **GTL offers the best value for ODRC at a total estimated savings of \$258.4M over the potential 10-yr term of the contract.**