



Ocean County Board of Chosen Freeholders

OFFICE OF THE
OCEAN COUNTY FREEHOLDERS

Freeholder Director Joseph H. Vicari
Deputy Director Gary Quinn
Freeholder Virginia E. Haines
Freeholder John P. Kelly
Freeholder Gerry P. Little

101 Hooper Ave
Toms River, New Jersey
08754-2191
Tel: 732-929-2005
Fax: 732-505-1918

Board Meeting Agenda

Date: February 19, 2020 - 4:00 PM
Location: Administration Building
Room 119
101 Hooper Avenue
Toms River, NJ 08754

Agenda: Awarding a Contract to Global Tel*Link Corporation to provide Ocean County Department of Corrections Video Visitation Maintenance, in an amount not to exceed \$59,850.00, contingent upon adoption of the 2020 County Budget, for the period of 3/1/2020 through 2/28/2021. (CP2020-53)

Official Resolution#	2020000292						
Meeting Date	02/19/2020						
Introduced Date	02/19/2020						
Adopted Date	02/19/2020						
Agenda Item	n-1						
CAF #							
Purchase Req. #	CP2020-53						
Result	Adopted						
FREEHOLDER	PRES.	ABS.	MOVE	SEC	AYE	NAY	ABST.
Vicari	<				<		
Quinn	<				<		
Haines	<				<		
Kelly	<	<			<		
Little	<			<	<		

I HEREBY CERTIFY THAT THIS DOCUMENT IS A TRUE, COMPLETE AND ACCURATE COPY OF THIS RESOLUTION, ADOPTED BY OCEAN COUNTY BOARD OF CHOSEN FREEHOLDERS, NJ AT THE MEETING REFERENCED THEREON

MACilento

Clerk Of The Board

RESOLUTION

February 19, 2020

WHEREAS, the Ocean County Department of Corrections requires a Video Visitation Maintenance and Support Agreement for the Video Visiting System located at the Ocean County Jail; and

WHEREAS, the County of Ocean has publically solicited a Request for Proposal for such work in accordance with the requirements of N.J.S.A. 19:44A-20.4; and

WHEREAS, Global Tel*Link Corporation (herein after referred to as GTL) has responded to the Request for Proposal and is the most qualified firm to provide the preventive and remedial on-site maintenance and support services for the Ocean County Jail's Video Visitation System; and

WHEREAS, the Ocean County Department of Corrections and the Ocean County Consultant Selection Review Committee have recommended that an Agreement be awarded to GTL for the purposes set forth above, for a term of twelve (12) months, effective March 01, 2020 through February 28, 2021; and

WHEREAS, the base cost for the twelve (12) month Video Maintenance and Support Agreement is \$30,000.00. In addition, the cost for replacement hardware, as specified in the cost proposal, shall be discounted at 15% and not exceed \$10,000.00. The Ocean County Department of Corrections is also accepting the add-on item for the installation and maintenance of an At-Home Internet Video Visitation Service, in an amount not to exceed \$19,850.00. The total cost to the County of Ocean shall not exceed \$59,850.00, contingent upon the adoption of the 2020 County Budget, with funding for the Maintenance and Support Agreement and replacement hardware cost appropriated from Account No. 016-200-4802 and funding for the At-Home Internet Video Visitation service appropriated from SCAAP Grant Account No. 017-817-P076.

WHEREAS, the additional cost associated with the At-Home Video Visitation shall be charged to the inmates of the Ocean County Department of Corrections. The allowable cost charged to the inmate's account shall not exceed \$.25 per minute for this service. All monies charged to the inmate's for using this service will be made directly to the Vendor for this service. The County of Ocean shall not accept any commissions for this service.

WHEREAS, in addition to the above, the replacement hardware as specified in the cost proposal shall be discounted by the Vendor by 15%. Replacement hardware equipment as specified in the cost proposal shall be made available to the County by GTL on an as need basis, provided said services are authorized in advance by a Purchase Order approved by the Ocean County Department of Finance, which Department shall encumber said funds upon the issuance of any such Purchase Order; and

WHEREAS, this Agreement is awarded in compliance with the provisions of the N.J.S.A. 40A:11-5(1) (dd) of the Local Public Contracts Law and N.J.S.A. 19:44-A-20.4 et seq., the New Jersey "Pay to Play" Law.

NOW, THEREFORE, BE IT RESOLVED by the BOARD OF CHOSEN FREEHOLDERS of the COUNTY OF OCEAN, STATE OF NEW JERSEY, as follows:

1. The Freeholder Director and Clerk of the Board are hereby authorized and directed to enter into and execute an Agreement with Global Tel*Link Corporation, 12021 Sunset Hills Road, Suite 100, Reston, VA 20190, for the provision of Video Visitation Maintenance and Support Agreement for the Video Visiting System at the Ocean County Jail for the period of 3/1/2020 through 2/28/2021, at a cost not to exceed \$59,850.00 and appropriated from Account Nos. 016-200-4802 and 017-817-P076.
2. The contract number must be placed on all papers, documents, invoices and vouchers pertaining to this agreement.
3. A certified copy of this Resolution, together with a copy of the Agreement executed by the parties, shall remain on file and be available for public inspection at the office of the Clerk of the Board of Chosen Freeholders.
4. Certified copies of this Resolution shall be made available to GTL, the Director of Finance, the County Auditor, and the Ocean County Jail Warden.

**AGREEMENT FOR
VIDEO VISITATION MAINTENANCE AND SUPPORT SERVICES**

AGREEMENT made this 1st day of March 2020 by and between **COUNTY OF OCEAN**, a body politic of the State of New Jersey, having its principal office and place of business at the Ocean County Administration Building, 101 Hooper Avenue, Toms River, New Jersey 08754 (hereinafter "County") and **GLOBAL TEL*LINK CORPORATION**, having its principal office and place of business at 3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042 (hereinafter "Vendor").

WITNESSETH:

WHEREAS, the County of Ocean has a need for Video Visitation Maintenance and Support Services for the Ocean County Department of Corrections; and

WHEREAS, the County of Ocean publicly solicited a Request for Proposals for such services in accordance with the provisions of New Jersey Local Public Contracts Law, N.J.S.A. 40A:11-1 et seq., and the New Jersey "Pay to Play" Law, N.J.S.A. 19:44A-20.4 et seq.; and

WHEREAS, the Vendor has the capability to perform such work; and

WHEREAS, the County wishes to enter into an agreement with the Vendor to perform such services; and

WHEREAS, the County has appropriated sufficient funds which it may legally expend for the purpose of providing said services set forth in the Scope of Activities attached hereto as Exhibit A.

NOW, THEREFORE, in consideration of the mutual promises and other conditions, covenants and obligations agreed to by and between the parties, the parties hereby agree to and with each other as follows:

1. **SCOPE OF ACTIVITIES.** The Vendor agrees to provide Video Visitation Maintenance and Support Services for the County of Ocean as set forth in the Request for Proposals ("RFP") attached hereto as Exhibit A and in accordance with Vendor's Proposal, dated January 9, 2020. All of the provisions of Vendor's Proposal, dated January 9, 2020, not otherwise inconsistent with the terms and conditions of this Agreement are incorporated herein by reference.

2. **TIME OF PERFORMANCE.** This Agreement shall take effect on March 1, 2020 and shall remain in full force and effect until February 28, 2021, unless sooner terminated as set forth herein.

3. **AUTHORIZED REPRESENTATIVE.** The County hereby designates the Warden of the Ocean County to act as its Authorized Representative. The Authorized Representative shall be the point of contact between the Vendor and the County. The Vendor shall not undertake any work without the prior approval of the County's Authorized Representative.

4. **COMPENSATION.** The Vendor will be compensated as set forth below:

A. For Annual Maintenance and Support Services for the Ocean County Department of Corrections Video Visitation System as set forth in Exhibit A and in accordance with Vendor's Proposal dated January 9, 2020: \$30,000.00.

B. For additional ADD-ON – At home Internet Video Visitation as set forth in the Vendor's Proposal dated January 9, 2020: \$19,850.00 for a one-time charge and \$400.00 per month if Internet Bandwidth is provided by vendor as in accordance with Vendor's Proposal dated January 9, 2020.

C. The additional cost associated with the At-Home Video Visitation shall be

charge to the inmates of the Ocean County Department of Corrections. The allowable cost charged to the inmate's account shall not exceed \$.025 per minute for this service. All monies charged to the inmate's for using this service will be made payable to GTL for this service. The County of Ocean shall not accept any commissions for this service.

D. Additional maintenance, support and repair services, as more specifically set forth in Exhibit A, and Vendor's Proposal dated January 9, 2020, shall be made available to the County by Vendor on an as need basis. However, any such services must be authorized in advance by a Purchase Order approved by the Ocean County Department of Finance, which Department shall encumber said funds upon the issuance of any such Purchase Order.

5. **REPORTS.** As part of the work, the Vendor shall submit written reports as required by the Authorized Representative.

6. **CHANGES.** The County shall have the right to make changes (i.e. increases or decreases) in the Compensation and Scope of Activities performed hereunder during the term of this Agreement. The Vendor shall be notified of any such changes in writing and such changes shall take effect upon Vendor's receipt of written notification of the same. Notwithstanding the above, any change resulting in an increase of the work to be performed under the Scope of Activities or an increase in Compensation must be mutually agreed upon by the County and Vendor.

7. **ASSIGNABILITY.** Vendor shall not assign or transfer any of the work or services covered by this Agreement or any other interest in this Agreement without the prior written approval of the County.

8. **TERMINATION.** The County may, by giving thirty (30) days' written notice to Vendor, terminate this Agreement in whole or in part. Vendor shall be entitled to receive just and equitable compensation for any work completed.

9. **INSURANCE.** The Vendor shall provide at its own cost and expense proof of the following minimum levels of insurance to the County:

- a) **Workers' Compensation:** Statutory limits in compliance with Workers' Compensation Laws of the State of New Jersey.
- b) **General Liability:** A minimum limit of liability of \$1 million per occurrence for bodily injury and property damage, \$2 million general aggregate.
- c) **Business Automobile Liability:** A minimum limit of liability of \$1 million per occurrence for bodily injury and property damage. This insurance MUST include coverage for owned, hired and non-owned automobiles.

Failure by the Vendor to supply such written evidence shall result in default.

The insurance companies for the above coverages required herein must be licensed by the State of New Jersey, and acceptable to the County. The Vendor shall not take any action to cancel or materially change any of the insurance required under this Agreement without the County's approval. The maintenance of insurance under this section shall not relieve the Vendor of any liability greater than the insurance coverage.

10. **INDEMNIFICATION.** Vendor agrees to indemnify, defend and hold harmless the County, its officers, agents, and employees from any claim, liability, loss, injury or damage arising out of, or in connection with, performance of this Agreement by Vendor and/or its agents, employees, sub-contractors, excepting only loss, injury or damage cause by the negligence or willful misconduct of personnel employed by the County. It is the intent of the Parties to the

Agreement to provide the broadest possible coverage for the County. Vendor shall reimburse the County for all costs, attorney's fees, expenses and liabilities incurred with respect to any litigation in which the Vendor is obligated to indemnify, defend and hold harmless the County under this Agreement.

11. **DISCRIMINATION.** The Parties agree to comply with the provisions of the Affirmative Action Addendum attached hereto as Exhibit B, and Americans With Disabilities Act Addendum attached hereto as Exhibit C, which are incorporated herein by reference.

12. **NOTICES.** All notices required to be given pursuant to this Agreement shall be deemed to have been given when the same shall be placed in writing and deposited in the U.S. Mail with postage prepaid as certified mail, return receipt requested; or sent via facsimile transmission or overnight mail to the address of the parties to this Agreement as set forth above.

13. **RELATIONSHIP OF PARTIES.** Vendor, in performing services specified in this Agreement shall act as an independent contractor and shall have control of its work and the manner in which it is performed. Vendor is not and shall not be considered an agent or employee of the County.

14. **CONFIDENTIALITY OF WORK PRODUCT.** All work performed by Vendor pursuant to this Agreement is solely for the benefit of the County and shall not be disclosed or released by Vendor, its employees, agents, representatives, contractors or subcontractors to any person without the prior written approval of the County. Vendor agrees to comply with and to require its employees, agents, representatives, contractors and/or subcontractors to comply with all applicable State, Federal statutes or regulations respecting confidentiality.

15. **EMPLOYMENT CONDITIONS AND RULES.** All employees, representative, agents, contractors or subcontractors of Vendor under this Agreement shall abide by the County's rules, regulations, policies and procedures.

16. **ACCESS AND RETENTION OF RECORDS.** Vendor must maintain financial records to show that County Funds paid under this Agreement were used for purposes consistent with the terms of the Agreement. Records must be maintained by Vendor during the term of the Agreement and for a period of three (3) years from its termination, or until all claims have been resolved, whichever period is longer.

17. **MISCELLANEOUS PROVISIONS.**

- (a) Vendor represents and warrants that it is duly organized, validly existing, and presently in good standing, having all necessary powers to enter into this Agreement and to do business in the State of New Jersey.
- (b) Vendor represents and warrants that there is no suit, action, arbitration or legal, administrative, or other proceeding pending, or to the best knowledge of Vendor threatened against Vendor that would affect or impair the performance by Vendor of its obligations under this Agreement.
- (c) Vendor recognizes and agrees that the County is subject to the New Jersey Open Public Records Act, N.J.S.A. 47:1A-1, et seq. (OPRA) and the common law Right to Know Law. All records submitted to the County may be considered public records except as may be exempted from public disclosure by OPRA and the common law.

18. **USE OF COUNTY NAME OR LOGO.** Vendor is prohibited from using the

County's name, logo, mark or any other identifying symbol as a business reference, in any advertisement, promotion or publicity matter without the County's written consent.

19. **MODIFICATION.** No modification of this Agreement shall be valid unless made in writing and duly executed by the Parties.

20. **NO THIRD PARTY BENEFICIARY.** This Agreement is not for the benefit of any third party that is not referred to herein and shall not be deemed to give any right or remedy to any such third party.

21. **WAIVER.** Waiver by a Party of any one or more of the conditions of performance under this Agreement shall not be construed as a subsequent waiver(s) of that condition or of any other condition of performance under this Agreement. No delay in exercising, partial exercise, or complete failure to exercise any right, power, or privilege under this Agreement shall operate as a waiver.

22. **GOVERNING LAW.** This Agreement shall be construed and interpreted in accordance with the laws of the State of New Jersey. Proper venue for legal action must be in the County Ocean.

23. **TOTALITY OF AGREEMENT.** This Agreement embodies the entire Agreement between the County and Vendor and all the terms and conditions agreed upon by the Parties to this Agreement. No other understanding, agreements, conversations, oral or otherwise, with any officer, agent, or employee of the County prior to the execution of this Agreement, regarding the subject matter of this Agreement shall affect or modify any of the forms or obligations contained in any documents comprising this Agreement. Any such verbal agreement shall be considered as unofficial information and in no way binding on either Party to this Agreement.

24. **LANGUAGE CONSTRUCTION.** The language of this Agreement shall be

construed in accordance with its fair meaning and not for or against any party.

25. **CAPTIONS.** The captions of the various paragraphs of the Agreement are for convenience or record only, and shall not be considered or referred to in resolving questions or interpretations.

26. **COUNTERPARTS.** This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original, but all of which together shall constitute one and the same instrument.

27. **SEVERABILITY.** If any provision of this Agreement is found by a court of competent jurisdiction to be void, invalid, or unenforceable, the same will either be reformed to comply with applicable law or stricken so as not to affect the validity or enforceability of this Agreement.

IN WITNESS WHEREOF, the parties hereto have caused these presents to be signed by their proper corporate officers and their proper corporate seals to be affixed hereto on the day and year first above written.

ATTEST:

GLOBAL TEL*LINK CORPORATION



JANNA PETERS, Director of Contracts

By: 

ALICIA FREEMAN, VP of Contracts

ATTEST:

COUNTY OF OCEAN



MARY A. CILENTO, Clerk

By: 

JOSEPH H. VICARI
Freeholder Director

OCEAN COUNTY, NEW JERSEY

DEPARTMENT OF CORRECTIONS
Video Visitation Maintenance
January 9, 2020 | 4:00 PM EST

Technical Proposal

COPY



The Corrections Innovation Leader

Your Single, Trusted Source for Integrated Solutions

OCEAN COUNTY, NEW JERSEY DEPARTMENT OF CORRECTIONS Video Visitation Maintenance

Submittal Due Date: January 9, 2020

Presented to:
County Administrator's Office
Administration Building, Room 335
101 Hooper Avenue
Toms River, New Jersey 08753

Technical Proposal

Presented by:
Timothy Miller
Account Executive
Telephone: 732-928-7600
Email: timothy.miller@gtl.net



The Corrections Innovation Leader



Global Tel*Link Corporation

Corporate Headquarters

Operations Center

1770 Peach Street
Atlanta, GA 30309
855.678.2000

1770 Peach Street
Atlanta, GA 30309
855.678.2000

January 9, 2020

Carl W. Block, County Administrator
County Administrator's Office
Administration Building, Room 335
101 Hooper Avenue
Toms River, New Jersey 08753

RE: Request for Proposal for Ocean County Department of Corrections Video Visitation Maintenance;
Ocean County, New Jersey.

Dear Mr. Block,

GTL is pleased to respond to the Ocean County Department of Corrections Request for Proposal for Video Visitation Maintenance. GTL has submitted a fully compliant RFP response and outlined our service, experience and leadership in corrections technology. As GTL's Video Visitation Software is proprietary to GTL, we are a sole source solution to the RFP requirements.

As the leader in corrections technology, GTL delivers reliable inmate communications and operational solutions that exceed industry standards. GTL has a strong nationwide presence, serving more than 2,400 facilities, 30 Department of Corrections nationwide, private prisons, ICE Detention Centers, and the Federal Bureau of Prisons. More than 1.8 million inmates use at least one of GTL's services, which represents a significant amount of the U.S. Inmate population.

If you require additional information or have questions about our proposal, do not hesitate to contact your dedicated Account Manager, Timothy Miller, at 732-928-7600 or email at timothy.miller@gtl.com. As an alternative point of contact, you can also reach my Vice President of Mid Atlantic Sales, Anthony Pellegrino at 814-515-1760 or via email at anthony.pellegrino@gtl.com.

In closing, I want to thank you for the confidence and faith you have placed in GTL throughout our partnership. I am personally committed, along with the entire GTL team, to continue to enhance our successful alliance. I recommit to Ocean County that our people, technology, and solutions will continue providing valuable insight into virtually every facet of your inmate population and facility, allowing the County to meet operational challenges with confidence.

Sincerely,

Jonathan Walker
Executive Vice President – Business Development

| Table of Contents

Introduction	2
Scope of Work.....	4
Section 1 – Internet Video Visitation System – From Home/Remote Add On	12
Section 2 – Internet Video Visitation System – Home/Remote – Rates & Charges	28
Required Forms and Certificates.....	33

Confidential Envelope:

- Statement of Ownership

| Introduction

Ocean County Department of Corrections



The Corrections Innovation Leader

The County of Ocean is a County of Fifth Class as defined in N.J.S.A. 40A:6-1 et seq. Pursuant to N.J.S.A. 19:44A-20.4 et seq., the County of Ocean requests proposals from firms capable of providing maintenance for a one year contract term with the option to extend one additional year.

The successful vendor(s) must have a minimum of two years experience in providing maintenance to the GTL Video Visitation System.

GTL has read, understands, and complies.

Since 1989, GTL has provided inmate calling services to cities, counties, and state departments of corrections (DOCs) across the country. GTL also provides service to the Federal Bureau of Prisons.

The Video Visitation platform we provide for Ocean County has been in service since 2003, providing your correctional facilities with video visitation hardware and software. GTL maintains over 285 correctional agencies on this platform, employing a support and software development team dedicated to enhancing and supporting our video visitation solutions.

Timothy Miller – Account Executive

office location: Jackson, NJ | phone: (732) 928-7600 | email: timothy.miller@gtl.net

General Background

Areas of Expertise	Subject Matter Expert (SME) in most areas of correctional inmate communications and technologies SME in RFP response and development
GTL Experience	Account Executive (2011-present) Director of Sales
Responsibilities	Delivers customer satisfaction and ensures that contract obligations are met or exceeded. Provides competitive analysis, conducts presentations to customer base, and gains new or renewed contracts.

Experience

Previous Experience	(2005 – 2011) Director of Sales
Responsibilities	Led the largest market share sales region by account type (state/county in the company. Successfully maintained market share against competition. <ul style="list-style-type: none">• Met or exceed Sales goals assigned annually• Revenue responsibilities over \$100M annually.• Developed and maintain superior Sales Team

JoAnn Muraglia, Field Service Manager

office location: Marlton, NJ | phone: (856) 988-1570 | email: jmuraglia@gtl.net

General Background

Areas of Expertise	JoAnn Muraglia has thirty years of sales and customer service experience at local, regional, and national levels. She is President and Account Manager of the MAC Group, a certified Women Business Enterprise (WBE) in the State of New Jersey, City of Philadelphia, Commonwealth of Massachusetts, State of Pennsylvania, State of Maryland Department of Transportation, and the Women's Business National Council. She serves GTL as a consultant and Field Service Manager. Ms. Muraglia is a creative problem solver with ability to drive revenue growth, resolve conflict, and provide comprehensive management and service solutions for local, regional, and national companies.
Areas of Expertise	<ul style="list-style-type: none">• Relationship Management• Business Development• Problem Solving
Key Projects	Provided support services for the New Jersey Department of Corrections. Performed Project Management and Field Service Support for GTL correctional accounts in Pennsylvania.

Experience

Previous Experience	Mid-Atlantic Consultants (2001-2015) Verizon (1978-2001)
Responsibilities	Mid-Atlantic Consultants - Serves as Field Service Manager for major GTL accounts in the Northeast. Verizon - Various roles including Account Executive, Product Manager and Project Manager for Verizon local and national accounts, including state/local government, health care and education markets.

Education and Certification

Education	Professional and technical courses through Verizon, including but not limited to: Project Management, Labor Relations, Contract Negotiations, Introduction to Perpos and Power 5/20 System Administration, Forms Management course for VAX system, Time Management, Diversity Management, Technology and Competition Seminar, ATM, The Quality Process, Accountability for Personal Growth, Acclivus Sales Training, Microsoft Project 98/2000, Windows 3.1/95/98/NT/2000, Microsoft Office 97/2000, PowerPoint, Lotus Notes, Remote Access Service, Netscape, Internet Explorer, Norton Administrator, Lotus Notes Mail, cc:Mail, DOS, UNIX.
-----------	---

References

Customer Name:	Camden County, NJ
Contact Person and Title:	Jesse Hall, IT Manager
Telephone Number(s):	856-580-6017
Email Address	jesse.hall@camdendoc.com
Address, City, State and Zip Code:	330 Federal St., Camden, NJ 08103

Customer Name:	Passaic County Jail, NJ
Contact Person and Title:	Michael Tolerico, Director of Corrections
Telephone Number(s):	(973) 881-4620
Email Address:	mtolerico@pcsheriff.org
Address, City, State and Zip Code:	11 Sheriffs Plaza Paterson, NJ 07505

Customer Name:	Hudson County Corrections and Rehabilitation
Contact Person and Title:	Michael Conrad, Sergeant
Telephone Number(s):	(201) 395-5600 ext. 5027
Email Address	mconrad@hcnj.us
Address, City, State and Zip Code:	30-35 Hackensack Avenue, Kearny NJ 07032

| Scope of Work

Ocean County Department of Corrections



The Corrections Innovation Leader

The successful vendor shall provide preventive and remedial on-site maintenance of the GTL Video Visitation System requested by Ocean County Department of Corrections, including but not limited to:

- 1 Unlimited, Non-Emergency Telephone Support, including on-line system diagnostics and maintenance between normal business hours of 7:30 a.m. to 9:00 p.m. (Eastern Time), Monday through Friday (excluding holidays) and Saturday and Sunday from 7:00 a.m. to 3:00 p.m. for a period of 12 months.**

GTL has read, understands, and will comply.

Available phone support hours for Level 2 Software Support customers are 24 x 7 x 365 (24 hours a day, 7 days a week, 365 days a year).

Support Contact Information and Response Times

Telephone Support Call Center number: Within the United States: **1- 888-300-3862**

- During GTL's normal business hours of 8 AM to 5 PM Central US Time, incoming calls are routed directly to GTL support staff. Call queue times during normal business hours typically are between 1 and 5 minutes until live pickup of incoming calls. Wait times can be longer during periods of heavy call activity.
- Outside GTL's normal business hours, incoming calls are routed to GTL's after-hours response center, which contacts on-call support staff to provide assistance. In most cases, support personnel can be directly contacted by the response center and the customer is connected to a support representative.

If an emergency message is sent through the response center to support personnel, their response times will be 60 minutes or less, with a target response of 15 minutes or less from time of receipt of customer message.

Email Support

Support is also available via email at VisitationSupport@gtl.net.

During normal business hours, support personnel will reply to email requests in priority order based on the nature and/or severity of the requested support or issue.

- High priority issues are addressed within a target response time of 15 minutes or less from receipt of email.
- Lower priority issues will be responded to during the same business day. Email requests received outside normal business hours will be responded to next business day.

2 Level 2 System Support and Upgrades.

GTL has read, understands, and will comply.

Software Warranty

Our Software Warranty is intended to ensure GTL's Software performs as designed for the customer for the life of the product. Software patches or fixes are provided, if needed, to ensure functionality of the software until the it reaches End of Life and is no longer supported.

Facility Software Support and Upgrade Levels 1 & 2

Software Support and Upgrade agreements are intended to provide fast and efficient assistance to facility users and administrators of GTL software products on a real-time basis as problems, issues, or questions arise. GTL support personnel work directly with facility users and their GTL systems, to ensure day-to-day and long-term performance of the products and systems.

Software Upgrade agreements ensure the customer is provided with latest releases of GTL software products, including enhancements and updates related to usability, new non- billable features, and compatibility with new devices, operating systems, and networks as they change over time.

GTL Software Warranty Description

A Software Warranty is provided for all GTL software-based products, for the supported Life Cycle of the product. Software Warranty provides patches or fixes for defects identified as Severity 1 or Severity 2 (see Defect Severity chart below). Software Warranty is in place even if the customer does not purchase Software Support or Software Upgrade agreements.

Software Warranty customers may contact GTL Support for identification/determination of software defects. GTL support will work with customer to ensure that any Level 1 or Level 2 defect issue is resolved.

Coverage hours for Software Warranty support are from 8:00 AM to 5:00 PM, Monday through Friday excluding holidays, US Central time.

Software Warranty customers do not have access to GTL Support for non-Warranty issues, or to GTL Software Upgrades, except on a billable, per-incident basis.

GTL Software Support Agreement Description

GTL Software Support includes the elements of GTL Software Warranty, but provides many additional services as follows:

- Installation or reinstallation of GTL software components or elements (in case of server failure, server redeployment, or replacement).
-
- Installation of GTL software patches when recommended by GTL, or to fix customer reported issues (including Level 3 defects not covered by Software Warranty).
- GTL software configuration or reconfiguration questions or issues.
- GTL software usage questions or issues.
- GTL software configuration assistance (for example, configuration changes within GTL VisManager software to change visitation hours, add housing units, etc.)

- Questions and support related to GTL software interface, import, or export of data elements to or from other software or database platforms (for example, inmate or visitor information imports from an inmate management system).

GTL Software Upgrades Agreement Description

GTL Software Upgrades includes availability for the customer of continued software upgrades and releases for their purchased GTL software products, as they are made available and released by GTL Software. Features include:

- Software Release availability – expected to be one major software release per year, and/or additional software sub-releases as made available and recommended by GTL.

GTL will assist customer by:

- Assisting in planning for release installation/upgrade
- Providing training on new available features/interface updates or changes
- Remotely installing the new software release, sub-release, or patch files¹

Response Times for Confirmed Software Defects and Defect Levels:

Severity 1 Defects are Critical in nature and cause great disruption or total system failure. No workaround is available (Example – System crash).

Severity 2 Defects are Major in nature, but a workaround is generally available. Major portions of a network may be affected. Some portions of the software may be unusable (Example - a specific major feature that can be accomplished with additional steps or actions).

Severity 3 Defects are Minor in nature, and do not cause system failure of any kind. Workarounds are available. For example, a Severity 3 Defect would be an instance where there are two different ways to access a report but one of the two ways does not work. The work around is to access via the second option of access while GTL determines the cause of the defect.

Notifications:

For a Severity 3 Defect, the customer will be sent a notification within 1 business day with a Case number.

For a Severity 1 or 2 defect, the customer is notified within 15 minutes with a tracking number. The customer will be updated daily until the repair is installed.

Defect Severity	Response time after Call is Entered:	Time frame for Delivery of Fix:
3 (Minor)	2 business days	Defect will be corrected in the next build to be mutually agreed by customer and Supplier

¹ **Requirement:** Remote connection to customer servers for GTL is required for GTL to install the software release, upgrade, or files on the customer's Renovo server(s). On-site travel for software installation is not included as a part of the Software Upgrades Agreement.

2 (Major)	15 minutes	Patch release – Delivery is ASAP but dependent upon the amount of regression testing required. GTL Software will use its best commercially available practices to fix the problem in the shortest possible time frame.
1 (Critical)	15 minutes	Patch release – Delivery is ASAP but dependent upon the amount of regression testing required. GTL Software will use its best commercially available practices to fix the problem in the shortest possible time frame. Level 1 defects take priority over level 2 or 3 defects and require full time development support until the defect is resolved.

Table 1. Response Times for Confirmed Software Defects

Escalation Actions

Priority	Definition	Response Target	Escalation Process
Urgent	Overall system is not usable. Major, network- wide issue. TOP Priority Examples: GTL Application Server or major GTL service is down; Video conferences/sessions cannot be started or run; Conference control is not available; Users cannot log in to the system; Critical process is not	Immediate (call center telephone group)	Already at highest response and resolution priority. After 4 hours if not resolved, then CRM system automatically escalated to Operations Manager
High	Important part of overall system is not usable. ESCALATED Priority Examples: Single web server out of multiple servers is down; Group of users cannot access the network; Smaller portion of video network has loss of conference control; Single network function is noticeably degraded; System-wide but medium priority function or service is completely	Immediate (call center telephone group)	Automatic escalation notifications in CRM system if not resolved or no workaround provided within 4 hours, escalates to URGENT. Technical Support Manager notified.

Priority	Definition	Response Target	Escalation Process
Normal	System is usable, but individual user, site, or usage issues are reported. Lesser function(s) are unavailable to users. This is the DEFAULT Priority for most calls. Examples: Individual user issues (cannot log in, cannot see an end point, user privilege issues); Individual end point issues; individual conference issues; low priority reports not available; user or usage questions; configuration	Within 2 hours	Escalation notifications sent automatically in CRM system if problem not resolved or no workaround provided within 1 week. Escalates to HIGH priority.
Low	Low priority, not time sensitive, minor functions affected or workaround in place for Priority 3 issue.	Within 24 hours	Escalation notifications sent automatically in CRM system if problem not resolved or no workaround provided within one month.

Table 2. Escalation Actions

- 3 The successful vendor shall have the ability to provide service for any work involving the integration of our current arraignment station to function in a similar manner to all our other visitor monitor stations. This shall include but not limited to any upgrades and expansions to the Bridge/Gateway necessary for the existing Tanberg System to talk and communicate to our current GTL software system. Communication shall include both the Superior and Municipal Courts to talk to any new and existing arraignment stations in the County Jail.**

GTL has read and understands.

GTL will provide all reasonable efforts to assist the County with integration, upgrades, expansions and communication to any third party products. Any and all GTL costs associated with these efforts would be the responsibility of the County and or Third party.

4 Hardware Maintenance and Replacement

GTL has read, understands, and will comply.

GTL Hardware Support Agreements include support for hardware issues.

If a hardware device carries a manufacturer's warranty and not a warranty by GTL, then hardware warranty troubleshooting and warranty labor, parts, etc. will be covered by the manufacturer of the device (for example, a Dell server with a 3-year on-site next business day parts and labor warranty will use applicable Dell warranty services based on the item's Service Tag# and Dell warranty policies).

If a hardware device is warranted by GTL, then during the hardware warranty period offered by GTL to the customer GTL will provide the following services:

- Assist in identifying hardware problems or defects for such hardware devices.
- Upgrade of device software or firmware as required, and as applicable.
- Provide RMA (Return Material Authorization) information for customer to send the unit to an authorized GTL RMA repair center for repair or replacement. (Customer pays for shipping of defective item to GTL RMA repair center.)
- Provide repair or replacement of RMA devices sent to the RMA repair center within a reasonable period. Typical turnaround of RMA repair/replacement devices will be less than 2 weeks from time of receipt at the RMA repair center. GTL will pay for UPS, FedEx or equivalent ground service return of RMA repair/replacement devices to the customer.

5 Parts Depot Service - single source parts ordering for all system components originally furnished by GTL with no minimum order restrictions.

GTL has read, understands, and will comply.

GTL has provided part pricing in the Cost Proposal Response. Please note that some parts may be near end of life production for your current hardware configuration. Additional costs and or repair approaches maybe required should parts not be available beyond the Scope of this RFP.

6 Quarterly Site Visits - Four site visits by a trained service technician on a quarterly basis over a period of 12 months in order to: a.) perform recommended preventive maintenance tasks, b.) review and assess system condition and operation, and c.) perform system repairs coordinated and scheduled for disposition prior to the site visit. Visits will be scheduled during normal working hours.

GTL has read, understands, and will comply.

Quarterly Visits - 4 site visits will include:

A qualified technician or a trained field Service equivalent onsite for assisting with:

- Full system testing
- Checking Audio
- Checking Video
- Testing Monitoring clients
- Testing Kiosk
- Testing Connections
- Testing Recordings
- Staff training
- QA session with visitation staff
- Troubleshooting tips for maintenance staff

- 7 System Assessment Report - At the conclusion of each site visit, a written report shall be issued to the customer reflecting a list of the tasks performed and results of the system condition assessment. Where identifiable, incipient device failures will be reported along with a recommended course of action for equipment, repair or replacement. The customer shall then decide to authorize the repair and the timing for repair. The customer shall then decide to authorize the repair and the timing for repair. The customer shall have the option to authorize additional on-site hours or site visits or to defer the service until the next quarterly site visit.**

GTL has read, understands, and will comply.

GTL will provide the trip report a week after the site visit. The report will include among the following:

- Completed items
- Pending tasks to be completed later

- 8 Warranty - Parts and labor provided under this plan and under extended services are warranted for a period of 90 days.**

GTL has read, understands, and will comply.

GTL will warranty all other parts and labor for a period of 90 days.

| Section 1 – Internet Video
Visitation System – From
Home/Remote Add On

Ocean County Department of Corrections



The Corrections Innovation Leader

SECTION 1 – INTERNET VIDEO VISITATION SYSTEM – From Home/Remote add on to existing GTL/GTL Proprietary System:

I. INTERNET VIDEO VISITATION SYSTEM DESCRIPTION (HEREIN KNOW AS VVS)

Provide all labor, equipment, materials, software, installation, configuration (hardware, software and networking), documentation, testing, and training of the VVS as required herein.

GTL has read, understands, and will comply.

GTL is committed to continuing to provide Ocean County with the finest level of maintenance and account support possible. Our toll-free technical support number (800-646-6283) is manned 24 hours per day, 365 days per year by a GTL representative. You can count on GTL professionals to ensure the software, hardware, and peripheral equipment associated with the video visitation system are maintained for the life of the agreement.

- GTL provides the necessary labor, parts, materials, and transportation to maintain and repair all inmate stations and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.
- Malfunctioning equipment repaired or replaced as needed and inquiries by facility staff are answered quickly and courteously.
- Responses to service interruptions or equipment malfunctions within the agreed upon timeframes.

Initial training will be provided on-site at the time of system installation. Additional training is always available and can be provided either **on-site** or via **webinar** for new employees or as a refresher for existing staff. Additionally, the local technician assigned to County's Project, will be available upon request to help train new County employees who will use the Video Visitation application, and/or to provide refresher training for personnel who may have completed formal training, but could still benefit from additional help.

Internet video visitation must be offered through Ocean County's existing GTL (GTL) VisManager software and video visitation stations. No substitutes or alternative internet video visitation system are compatible with the VisManager system that the County currently uses and there is no desire to replace the existing video visitation system. GTL VisAnywhere (internet visits module) and VisPay (revenue generation module) will be added to the existing VisManager application.

GTL has read, understands, and will comply.

II. VIDEO VISITATION STATIONS, NETWORK, AND SERVERS

Existing VisStation video conferencing codecs contain multiple non-proprietary CODECS. Must utilize Adobe Flash - for "at home" internet visitations. VVS servers shall be installed locally within the facility's internal server environment.

GTL has read, understands, and will comply.

Codecs

GTL's videoconferencing codec contains multiple non-proprietary codecs and is optimized for the corrections environment. Our built-in video conferencing codec utilizes **H.323 protocols** for open communication with devices from Cisco, Polycom, and Lifesize, among others. It has an embedded Cisco Jabber codec to communicate with **Cisco's Unified Call Manager** and utilizes **Adobe Flash** to communicate with other Flash enabled devices, such as home computers.

Non-proprietary

H.323/SIP, H.263 and H.264 standards

Although many video visitation systems claim to be "standards-based," a myriad of video conferencing standards have been developed over the years to define how codecs work.

While there are different standards which define separate parts of a videoconference call. H.323 is one of the top standards-based protocols for starting, controlling, and terminating an audio-visual communication session, and H.263 and H.264 are two of the most widely used compression formats for high definition video.

To be truly non-proprietary, the GTL videoconferencing codec is compatible with H.323 in addition to H.263 and H.264.

Compatibility

Communicates with all industry-leading video conference devices

By utilizing H.263/H.264 and H.323 standards, the GTL codec allows you to communicate with all the industry-leading video conference devices. Not only does this mean GTL visitation stations are compatible with other visitation stations, it will also allow you to connect inmates to public defenders' offices, courtroom arraignment, or a myriad of other locations that use video conferencing.

Flash Server

Adobe Flash enabled for internet video visits

GTL codec utilizes Adobe Flash to communicate with other Flash enabled devices (i.e. a home computer or mobile device). The GTL codec allows you to deploy both on premise and internet video visitations while still communicating with other devices such as Polycom and Cisco codecs.

Can be installed on the existing recording/storage server or optionally on a separate server for security reasons (example located in DMZ) per facility security policy.

GTL has read, understands, and will comply.

Your existing VVS will continue to operate on the currently configured servers based on facility security policies.

Facility shall be responsible for any and all bandwidth required for Internet video visitations.

GTL has read, understands, and will comply.

GTL will provide the needed bandwidth for the AT HOME application not the facility/County. GTL will require assistance from County IT to pass through County Network.

GTL will continue to provide you with sufficient Internet bandwidth for successful video sessions at least 99.9% of the time. We ensure a configuration ratio providing the desired high-quality audio/video for the length of each session. The system is designed to automatically adjust, based on the Internet bandwidth available for the inmate or the remote visitor. To control and ensure sufficient on-site Internet bandwidth and video quality for each session, the system is designed to allow for a maximum number of concurrent Internet video visits to be established, based on a configurable setting in the system, to control how many concurrent Internet video visits can be scheduled at one specific time.

III. INTERNET VIDEO VISITATION SOFTWARE – HOME/REMOTE

Internet Visitation Management Software. VVS can automatically start each video visit at the designated start time. VVS shall allow the facility to determine if the visitor is required to check-in for a video visit to start. VVS shall allow the facility to check in those visitors visiting over the Internet via video chat between the officer and the visitor(s). VVS shall automatically attempt to reconnect stations if connectivity is lost VVS shall allow for an option to limit the number of simultaneous remote/internet video visits. VVS shall allow for real-time visitation monitoring of all live personal video visits.

GTL has read, understands, and will comply.

After a visitor checks in, whether on-site or online, the GTL scheduling software automatically begins the visit at the scheduled time. The system automates the connection between the inmate stations and onsite visitor stations or internet visitors.

For remote (Internet) visits officer must be able to have a real time video check-in with audio and video to determine authenticity and match with visitor picture on file with facility.

GTL has read, understands, and will comply.

GTL VVS allows the facility to determine if a specific visitor is required to check-in before a visit begins. Additionally, with our VVS:

- An authorized officer is provided real-time check-in verification of a visitor's identity, using both audio and video to match the visitor with a picture on file with the facility.
- In cases where a visitor does not check in at the scheduled time, or within a predefined period after the scheduled time, the facility can determine if the visit is to be cancelled and whether the missed visit will count against the inmate's visitation quota.

VVS shall allow the facility to check in those visitors visiting over the Internet via video chat between the officer and the visitor(s). VVS shall automatically attempt to reconnect stations if connectivity is lost VVS shall allow for an option to limit the number of simultaneous remote/internet video visits. VVS shall allow for real-time visitation monitoring of all live personal video visits

GTL has read, understands, and will comply.

Video Chat

When a visitor logs in online to check in for an Internet visit, the facility's visitation staff can allow a video visit with the visitor as part of the check in process. This allows the check in officer to speak with the visitor, verify any information and remind the visitor of the rules, in much the same way as the officer would do for visitors coming into the facility. During the Internet check in process, if the system's warrant checking feature is active, the officer will be alerted if the visitor has an outstanding warrant.

Reconnectivity

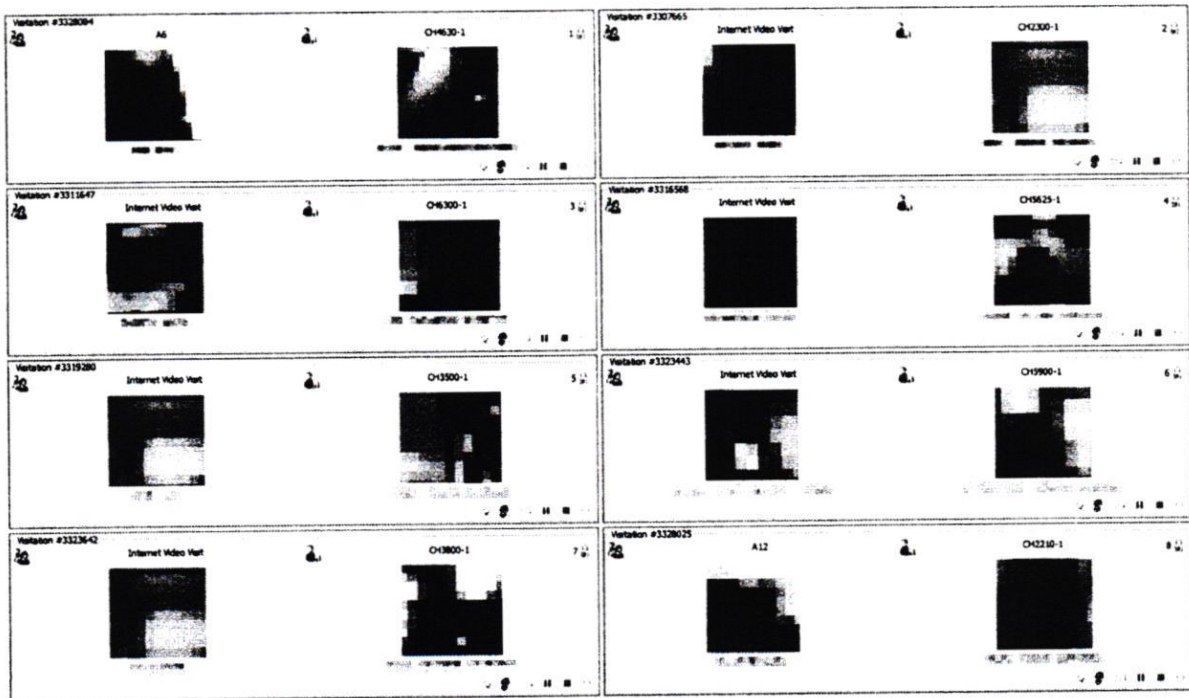
If connectivity is lost during a visitation session, the system automatically attempts reconnection.

Simultaneous Monitoring

The VVS is currently configured to allow monitoring of up to 8 simultaneous sessions. If the number of visitation sessions in progress exceeds the display limit, the system is configured to slowly scroll through all active visits.

Real-Time Visitation Monitoring

GTL's VVS allows live monitoring of non-legal visitation sessions, utilizing the VVS application. Live monitoring includes both audio and video of the visit. The monitoring system visually displays multiple visits at one time (configurable for user preference).



Multiple Visitation Monitoring Example

If the number of visitation sessions in progress exceeds the display limit, the system is configured to slowly scroll through all active visits.

The rate at which visits scroll is a variable easily set and changed and is configurable for each user.

Any visit may be selected from the list of actively running visits to be viewed in any viewing pane.

If a specific session needs constant attention, clicking either side of the image will anchor that session to the screen while other visits continue to scroll.

GTL provides the following real-time capabilities:

- a. Allows facility staff to stop, pause and restart any running visit
- b. Allows station reassignment during any running visit.
- c. Allows for visitation time extension during any running visit.
- d. Allows real-time monitoring of audio/video for up to eight visitations simultaneously.
- e. Automatically rotates (scrolls) through all visits at user defined monitoring rate.
- f. The VWS is currently configured to allow monitoring of up to 8 simultaneous sessions. The rate at which visits scroll is a variable easily set and changed and is customizable for each user.
- g. Allows the facility user to scan through all active visits and select a specific visit for monitoring.
- h. Allows the user to lock a visit in place and remove it from the exit queue.
- i. Allows the user to stop, or pause and restart any visit
- j. Allows the user to start recording a visit.

- a. **VVS shall allow facility staff to stop, pause and restart any running visit**

GTL has read, understands, and will comply.

- b. **VVS shall allow for station reassignment during any running visit.**

GTL has read, understands, and will comply.

- c. **VVS shall allow for visitation time extension during any running visit.**

GTL has read, understands, and will comply.

- d. **VVS shall allow for Real-time monitoring of audio/video for up to eight visitations simultaneously per monitoring station screen.**

GTL has read, understands, and will comply.

- e. **VVS shall rotate through all visits at user defined monitoring rate.**

GTL has read, understands, and will comply.

- f. **VVS shall allow the facility to customize the number of visits per screen and the page rotation duration.**

GTL has read, understands, and will comply.

- g. **User shall be capable of scanning through all active visits and select particular visit for monitoring.**

GTL has read, understands, and will comply.

- h. **User shall be capable of locking a visit in place and removing it from the exit queue.**

GTL has read, understands, and will comply.

- i. **User shall be able to stop, or pause and restart any visit.**

GTL has read, understands, and will comply.

- j. If recording sources are available, user shall be able to start recording a visit.**

GTL has read, understands, and will comply.

VVS must be able to automatically encrypt all professional video visitations to ensure no recording or monitoring can take place. VVS shall provide synchronized digital video and audio recording for all video visitation sessions.

GTL has read, understands, and will comply.

GTL's VVS can encrypt all professional video visitations and ensure no recording or monitoring can take place.

GTL's VVS provides digital recording of video visits with perfectly synchronized video and audio elements. Visits may be recorded globally by visit type or visitor type, ad-hoc, by user type or manually selected when a visit is scheduled by authorized staff.

All recorded visits are stored for the agreed upon period and are searchable and viewable by authorized County personnel. Any recorded visit can be locked so as not to be purged from the system when the normal recording storage period reaches a maximum time limit.

- a. VVS shall allow facilities to configure recordings such that all video visitations will be recorded, only certain visitations will be recorded, and/or certain inmates and visitor will be recorded.**

GTL has read, understands, and will comply.

GTL's VVS allows the facility to define and control the circumstances under which video visitation sessions are digitally recorded. The facility may configure the system to:

- Automatically record all visitations (except those with legal counselors); only record certain visitations.
and/or
- Record visits for specific inmates or visitors.

- b. Authorized users shall have the ability to mandate specific visits, visitors and/or inmates to be recorded.**

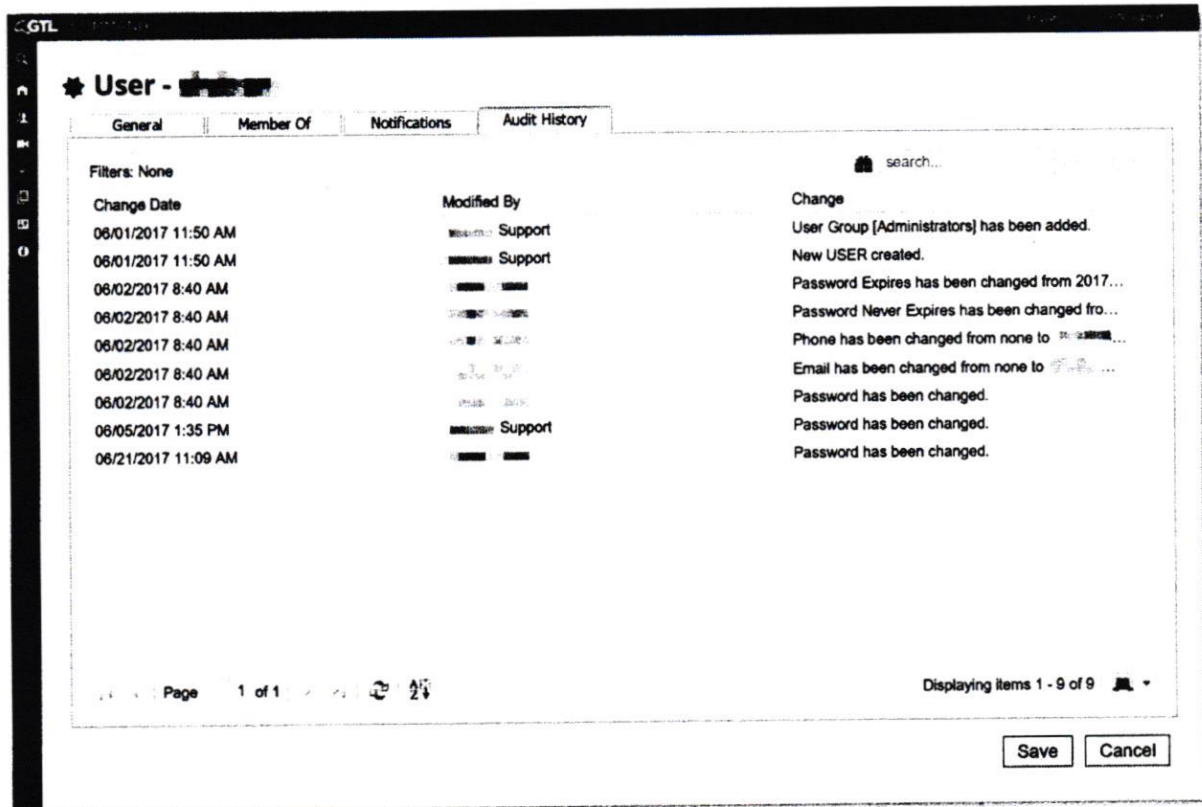
GTL has read, understands, and will comply.

GTL's VVS gives authorized users the ability to mandate specific visits, visitors and/or inmates to be recorded.

- c. **VVS shall incorporate an audit trail to track who has viewed and/or downloaded the recording file(s).**

GTL has read, understands, and will comply.

GTL's VVS provides full audit logging and reporting of system functions and user activity, including but not limited to tracking who has viewed and/or downloaded recording files.



Audit User Activity

- d. **VVS shall provide the option to display a start up message and two separate visual warning messages on each visitation monitor.**

GTL has read, understands, and will comply

GTL's VVS provides an option allowing Ocean County to display messages on visitation monitors, such as:

- A start-up message
- Two separate visual warnings during an active visitation session.

The time placement and content of messages are fully configurable.

- e. VWS shall provide the option to display an onscreen countdown clock timer on the inmate and visitor stations.**

GTL has read, understands, and will comply.

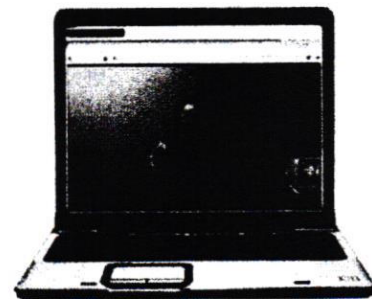
During video visits, the GTL VWS software offers features such as:

- Onscreen countdown clocks that display how much time is remaining to inmates and visitors.
- Picture in picture allowing inmates and visitors to see themselves and ensure they are in correct view of the camera.
- Other features such as custom onscreen text (e.g. "Reminder, personal visits are monitored and recorded").

- f. VWS shall have the option to display "picture-in-picture" on the inmate and visitor stations.**

GTL has read, understands, and will comply.

Our VWS software offers a Picture in Picture option allowing inmates and visitors, while viewing each other, to see small images of themselves inset in the visiting station's monitor (or on a remote visitor's computer screen) to make sure they are correctly positioned for the camera.



Picture in Picture displayed on remote visitor's personal computer

- g. VWS shall allow the facility to create visitation billing charges**

GTL has read, understands, and will comply.

GTL's VWS allows the facility to create visitation billing charges. The system provides the option to generate revenue from Internet or on-premises video visitation and/or face-to-face visitation.

Examples of these options are:

- Charge for visits beyond inmates' "free visit" quotas
- Charge during specific days or times of the day
- Charge for all at-home visits for the convenience to not travel to the jail
- Charge for specific locations (i.e. downtown visitation center)
- Set up unique fee structures
- Create override and refund policies
- Generate billing reports
- Provide automated refunds for inmate releases, movements, et cetera

- h. WVS shall allow the facility to charge for visits when an inmate has exceeded his/her established free visit quota.**

GTL has read, understands, and will comply.

GTL's WVS allows the facility to charge for visits when an inmate has exceeded his or her established free visit quota.

- i. WVS shall allow the facility to charge for all visits for a specific visitation center (example: all Internet video visits).**

GTL has read, understands, and will comply.

With GTL's WVS, the facility has the option to assign unique billing rules to selected visitation centers and/or to a specific visitation center for specific days or hours and for Internet video visits.

- j. WVS must have the ability to differentiate between professional visitors (e.g. allow public defenders to have free visits, while charging private attorneys for remote visits etc.)**

GTL has read, understands, and will comply.

GTL's WVS application gives Ocean County the option to establish different rules for different types of professional visitors; for example, allowing free visits for public defenders, while charging private attorneys for remote visits.



GTL has the only software that allows a facility to set different requirements, quotas, and schedules for public and private attorneys. Having the ability to distinguish between multiple types of attorneys is a huge differentiator of the GTL system and provides you with many significant options for video visitation management.

The Facility Defines the Rules for Personal and Professional Visits

- k. WVS shall allow visitation charges to be based upon per minute or per visit.**

GTL has read, understands, and will comply.

GTL's WVS allows visitation charges to be levied per minute or per visit.

- l. VVS shall allow the facility to implement a non-refundable, non-commissionable processing fee.**

GTL has read, understands, and will comply.

GTL's VVS flexible visitation billing function allows the facility to implement an optional non-refundable processing fee.

- m. VVS shall allow the facility to assign billing rules to selected visitation centers and/or specific visitation center days or hours.**

GTL has read, understands, and will comply.

With GTL's VVS, Ocean County has the option to assign unique billing rules to selected visitation centers and/or to a specific visitation center for specific days or hours.

- n. VVS shall take into account inmates mandated free visit quota and dynamically calculate charges during the scheduling process**

GTL has read, understands, and will comply.

The GTL VVS scheduling application automatically conducts all conflict and policy checks including:

- inmate visit quotas
- facility visiting policies
- available resources
- inmate availability, et cetera; including an inmate's mandated free visit quota.

When the free visit quota is reached, the system dynamically calculates charges for additional visits during the scheduling process.

- o. VVS shall allow the facility to create a custom visitation cancellation policy that allows for varying cancellation charges based upon when the visitor cancels the visit.**

GTL has read, understands, and will comply.

GTL's VVS allows your facility to create a custom visitation cancellation policy allowing for varying cancellation charges based upon when the visitor cancels the visit.

- p. VVS shall dynamically display the cancellation and refund policy while the visitor is scheduling and canceling visits.**

GTL has read, understands, and will comply.

GTL's VVS scheduling application displays cancellation and refund policies while a visitor is scheduling or canceling a visit.

- q. VVS shall have capability of automatically refunding a visitor for a charged visit that has been cancelled as a result of:**

- a. Inmate release**
- b. Facility imposed restriction**
- c. Station unavailability**
- d. Facility event (example: weather closure, dorm lockdown)**

GTL has read, understands, and will comply.

Charges for visits are applied only after a visit occurs, so there is no need for refunds. GTL's VVS has the capability of automatically refunding a charged visit that has been cancelled resulting from:

- a. Inmate release
- b. Facility imposed restriction
- c. Station unavailability
- d. Facility event (example: weather closure, dorm lockdown)

- r. VVS shall allow authorized facility staff to override or refund visitation charges.**

GTL has read, understands, and will comply.

GTL's VVS will allow authorized Ocean County staff the ability to override or refund visitation charges at your discretion.

Software Support & Upgrades

- 1. Vendor must provide customer with 24x7x365 phone support.**

GTL has read, understands, and will comply.

24 Hours/Day, 7 Days/Week, 365 Days/Year Technical Support

GTL's toll-free number (800-646-6283) is staffed 24 hours per day, 365 days per year by GTL representatives. Once a problem has been reported to GTL, Technical Services personnel create a trouble ticket and begin remote diagnostics. If the problem cannot be fixed remotely, Technical Services arranges for a technician to go to the facility to make the repair.

2. Vendor must provide phone and email support as well as access to a customer support web portal.

GTL has read, understands, and will comply.

Video Visitation Customer Service for Family and Friends

Customer Service via Email and Phone

Live Customer Service via Toll Free Number

GTL's VWS Visitor Support service allows visitors to **call toll free** or **email** our support team for assistance with visitor registration, scheduling and account management. Our support experts are trained in our software and your visitation policies to ensure your visitors get the help they need.

Customer Service via Phone IVR

GTL provides a toll free automated IVR (interactive voice response) system that can quickly and efficiently handle many routine VWS customer inquiries.

The screenshot shows a web portal interface. At the top, there are navigation links: LOG ON, CONTACT, and FAQ. Below the navigation, a message reads: "Use the contact info to the right or if you prefer fill in the following fields and click Send to send your request".

The main form contains the following fields:

- * Subject: A dropdown menu with "Technical Support" selected.
- * Your Full Name: A text input field.
- Your Visitor ID: A text input field with a help icon.
- Your Phone Number: A text input field.
- * Your Email Address: A text input field.
- Reference ID: A text input field with a help icon.
- * Reason: A large text area with a help icon.

At the bottom right of the form is a "Send" button. A small note at the bottom left says "All fields are required".

On the right side, there is a sidebar with contact information:

- Contact the Facility**: 601-857-4801 (with a phone icon).
- Technical Support**: 855-208-7349 (with a headset icon).
- Support is available Mon-Fri 9am-6pm EST. **** Support staff can answer questions regarding: Password resets including missing registration emails • Scheduling process questions.

The web portal for your visitors is customized to reflect Ocean County's name and unique information. By default, the site displays information in English. Selecting *Español* from the language drop-list changes the displayed text to Spanish.



Corrections Facility

Language [Español](#)

[LOG ON](#)

[CONTACT](#)

[FAQ](#)

Schedule Visits



Sign in to schedule and manage upcoming visits with your inmate. Inmate visitation scheduling allows you to skip the long lines by reserving your visitation time. You can select the date, time and location that is most convenient for you. Best of all, visits are confirmed instantly!

Returning Users

Visitor ID or Email

Password

[Forgot your password?](#)

[Log On](#)

ATTENTION

If you are a professional visitor (attorney, clergy, etc.) please send an email to [\[redacted\]](#) with "Professional Status" as the subject line, and request to obtain professional status. This must be done before you can schedule a visit. Also, please create an account by clicking on "REGISTER TODAY" on this page.

Thank you.

New Users

[REGISTER TODAY](#)

[Haven't gotten your registration email? Professional Visitor?](#)

[Terms of Use](#) | [Privacy Policy](#) | [Refund Policy](#) | [Internet Visit Requirements](#) | [Internet Visit Tester](#) | [Professional Visitor?](#) | [Contact](#)
© 2015-2019 GTL. All Rights Reserved.



Example VVS Web Portal

In addition to providing easy registration, scheduling, and deposit options (when applicable), the website gives simple, intuitive, access to Customer Service through Contact and FAQ links. The Contact page provides GTL's toll-free Customer Service number and a direct email form.

Friends and family may also browse our Frequently Asked Questions (FAQ), which are written in clear, easy to understand language.

Example FAQ List

LOG ON	CONTACT	FAQ
		<p>How do I log on to the visitation scheduling system?</p> <p>How do I register in the visitation scheduling system?</p> <p>Why do I have to provide my e-mail address?</p> <p>Why do I have to provide my phone number?</p> <p>What if the Security Code is not accepted?</p> <p>What if I do not receive the confirmation e-mail containing my password?</p>

Example FAQ Answers

How do I log on to the visitation scheduling system?

[Back to top](#)

Note: You must first be registered in the system. See question: *How do I register in the visitation scheduling system?*

1. From the Log On page, enter your E-mail Address or Visitor ID and your Password in the fields provided.
2. Click the "Log On" button. You will be directed to your home page.

Can I bring my child to a visit?

[Back to top](#)

- 1 Your child must first be added to the visitation scheduling system as a minor visitor. If you have not yet added your child, please see: *How do I add a minor visitor?*
- 2 Once your child has been added to the visitation scheduling system as a minor visitor, please see: *How do I schedule a visit?*

3. Vendor must provide customer with software upgrades as they become available.

GTL has read, understands, and will comply.

GTL will install upgrades to the Video Visitation System as new versions of the controlling software are made available. These updates can be installed immediately as they are released, or can be installed at a scheduled time at the discretion of Ocean County. Should the release of an updated version of the VVS software require an upgrade in hardware to ensure proper functionality, you will be notified and the hardware upgrade will be provided at no cost to you, prior to the upload of the new release to GTL's server.

Software updates are installed remotely from the Technical Assistance Center in GTL's Primary Data Center. These updates are performed during low, or no, usage periods (e.g. 00:00 – 07:00).

4. Vendor must provide support services directly to visitors through integrated live chat functionality built into the visitor registration, scheduling and remote/internet video visitation website. Visitor support to also include phone and email support services.

GTL has read, understands, and partially complies.

GTL's VVS Visitor Support service allows visitors to **call toll free** or **email** our support team for assistance with visitor registration, scheduling, and account management. Our support experts are trained in our software and your visitation policies to ensure visitors get the help they need. At this time, GTL no longer provides live chat services as we found most visitors benefit from and require a live operator to better support them.

| Section 2 – Internet Video
Visitation System –
Home/Remote – Rates &
Charges

Ocean County Department of Corrections



The Corrections Innovation Leader

SECTION 2 –VIDEO VISITATION SYSTEM – Home/Remote – Rates & Charges:

- 1. Vendor will provide Home/Remote scheduled visits durations of 20 minutes based on the direction of the correctional facility. County reserves the right to change duration at any time. County understands this could affect rate.**

GTL has read, understands, and will comply.

GTL's VWS allows Ocean County to create specific personal and professional visitation time slots, with customized duration limits, for on premise video visits and face-to-face (non-video) visits.



The system allows for configuration of any amount of time for visits. Additionally, authorized facility personnel will be pleased to know they can selectively extend session times in 5 minute increments when deemed necessary. For example, this might be useful to extend an attorney meeting or, during a non-busy visiting time, to allow more time for a relative who has travelled a great distance.

- 2. Vendor will provide the per minute rate charge for Video Visitation Home/Remote in cost proposal.**

GTL has read, understands, and will comply.

Please refer to our separate Cost Proposal for all applicable VWS rates.

- 3. No commissions are allowed to be paid to the Ocean County Correctional facility.**

GTL has read, understands, and will comply.

- 4. All revenue generated from home the At Home Video Visitation will be provided monthly along with detailed paid visitation detail report.**

GTL has read, understands, and will comply.

- 5. Vendor will comply with all Federal, State and Local taxes and laws.**

GTL has read, understands, and will comply.

6. Vendor will describe any and all costs to the County to activate Home/Remote solution with GTL's current ON premise Video Visitation System.

GTL has read, understands, and will comply.

GTL has provided this information in our Cost Proposal response. All costs associated with the addition of "AT HOME" solution and the additional VVS units (8) are reflected in the new annual quote pricing found in our cost proposal.

7. At Home Internet remote visitation capability, including rates charged to the end-users.

GTL has read, understands, and will comply.

GTL has provided this information in our Cost Proposal response.

Internet Video Visitation Capabilities

Reduce Cost | 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 accurately accommodating the increased need for security and tracking associated with inmate visitation. GTL's VVS 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.

As further evidence of our experience and technology leadership, GTL recently announced the availability of apps for friends and family members to conveniently schedule and conduct visits from their Android device. GTL developed and released VisMobile Add-On, in addition to its VisMobile video visitation application for Android smartphone and tablet users.

This release, an addition to the VisMobile app, allows users to register for and schedule visits, gives users the opportunity to conduct video visits from their Android devices. Web based visitation with smartphones and tablets incorporates all the same safety and security features as GTL's other web based and on-site video visitation technologies.

Additionally, while not currently available, an iOS version of the app is in development for iPhones and iPads.



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 those costs. Services such as inmate phones, commissary, and inmate deposits have helped 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 set period. You have the option to 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 solution's advanced revenue generation module gives Ocean County the ability to generate revenue.

Revenue Features:

- Generate revenue from internet, on premise video visitation and/or face-to-face visitation
- Charge for visits beyond the 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 policies
- Generate billing reports
- Automated refunds for inmate releases, movements

Standards Based System

With technology changing almost daily, it is necessary to select hardware and software allowing 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 to 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. Our 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

You will receive industry leading visitation management without the added expenses of servers and IT staff.

Our hosted VVS Solution eliminates many of the financial barriers keeping 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.

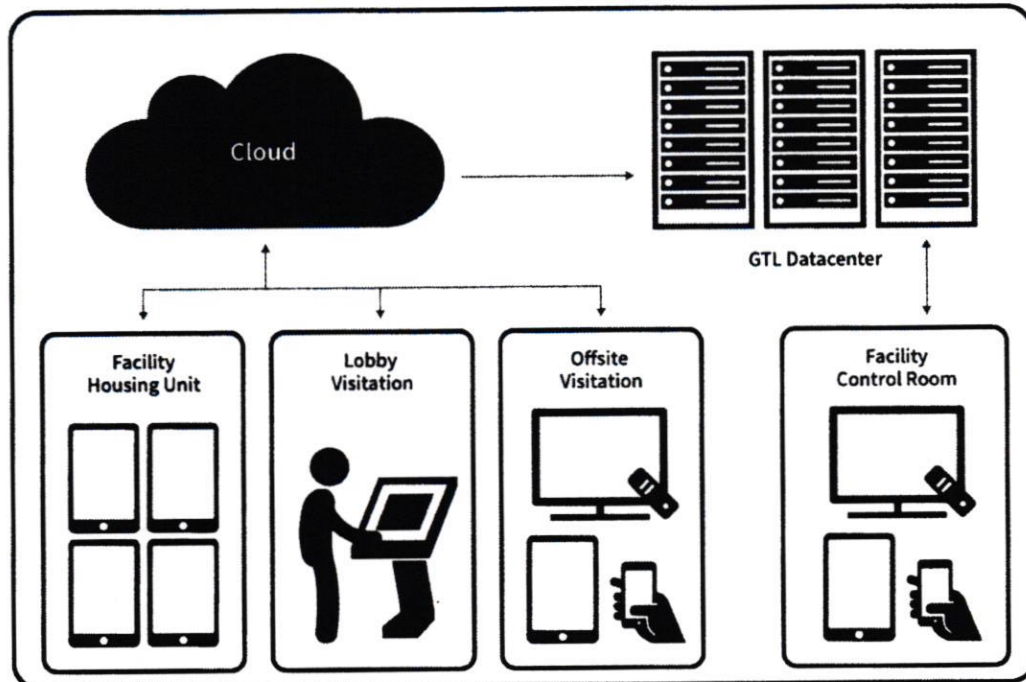
Managed Hosting Advantages:

- Faster implementation gets you up and running quickly
- Officer, public, and inmate interface hosting
- On or Off-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

GTL Solutions



| Required Forms and Certificates

Ocean County Department of Corrections



The Corrections Innovation Leader

Procedural Documents:

Non Collusion Affidavit
Affirmative Action Statement

- GTL Certificate of Employee Information Report

Signature Page
Statement of Ownership (in CONFIDENTIAL envelope)
Disclosure of Investment Activities in Iran
Acknowledgement of Receipt of Addenda
RFP Checklist

Other Supporting Documents:

Certificate of Insurance
GTL New Jersey Business Registration Certificate
MAC Group New Jersey Business Registration Certificate

AFFIRMATIVE ACTION QUESTIONNAIRE

NOTICE TO ALL CONTRACTORS

AFFIRMATIVE ACTION REGULATIONS N.J.S.A. 10:5-31 et seq. and P.L. 1975 C. 127 (N.J.A.C. 17:27-1 et seq.)

A. ACTIVITY OF YOUR COMPANY- Indicate below:

- Procurement and/or Service Company
- Professional Consultant
- Other Technology

All Contractors, except Government Agencies, are required to comply with the above law.

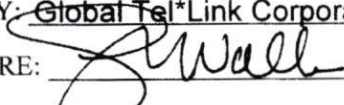
B. TO ALL CONTRACTORS:

1. Within seven (7) days after receipt of the notification of intent to award the contract or receipt of the contract, whichever is sooner, a Contractor should present one of the following to the County of Ocean:
 - (a) An existing federally approved or sanctioned affirmative action program.
 - (b) A New Jersey Certificate of Employee Information Report Approval.
 - (c) If the Contractor cannot present "a" or "b", the Contractor is required to submit a completed Employees Information Report (Form AA302). This forms will be made available to the Contractor by the County of Ocean.

C. QUESTIONS BELOW MUST BE ANSWERED BY ALL CONTRACTORS:

1. Do you have a Federally approved or sanctioned Affirmative Action Program?
Yes _____ No X
 - (a) If yes, please submit a photocopy of such approval.
2. Do you have a State of New Jersey "Certificate of Employee Information Report" approval?
Yes X No _____
 - (a) If yes, please submit a photocopy of such certificate.

The undersigned Contractor certifies that he is aware of the commitment to comply with the requirements of N.J.S.A. 10:5-31 et seq. and P.L.1975, C. 127 (N.J.A.C. 17:27-1 et seq.) and agrees to furnish the required documentation pursuant to the law.

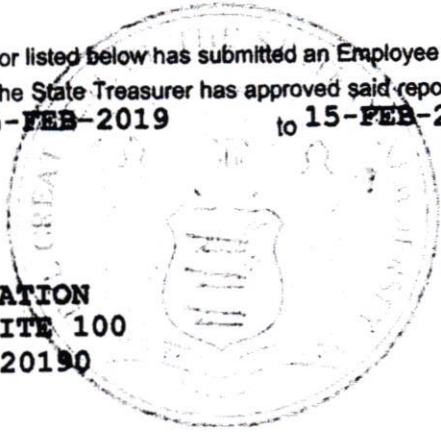
COMPANY: Global Tel*Link Corporation
SIGNATURE: 
TITLE: EVP, Business Development

Note: A contract must be rejected as non-responsive if a contractor fails to comply with the requirements of N.J.S.A. 10:5-31 et seq. and P.L.1975, C. 127 (N.J.A.C. 17:27-1 et seq.)

CERTIFICATE OF EMPLOYEE INFORMATION REPORT

RENEWAL

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of ~~15-FEB-2019~~ to ~~15-FEB-2022~~



GLOBAL TEL*LINK CORPORATION
12021 SUNSET HILLS, SUITE 100
RESTON VA 20190

Elizabeth Maher Muoio
ELIZABETH MAHER MUOIO
State Treasurer

SIGNATURE PAGE

The County of Ocean does not discriminate on the basis of handicapped status in the admission or access to, or treatment, or employment in its programs or activities.

The County of Ocean shall allow access to any books, documents, papers and records of the contractor, which are directly pertinent to that specific contract.

Compliance is required with all applicable standards, orders, or requirements issued under 306 of the Clean Air Act, Section 508 of the Clean Water Act, Executive Order 11738 and Environmental Protection Agency Regulations (40 CRF, Part 15) which prohibits the use under non-exempt federal contracts, grants or loans of facilities included on the EPA list of violating facilities.

"The County of Ocean considers it to be a substantial conflict of interest for any company desiring to do business with the County to be owned, operated or managed by any County employee, nor shall any County personnel be employed by the vendor in conjunction with any work to be performed for or on behalf of the County of Ocean".

I HEREBY CERTIFY COMPLIANCE WITH THE FOREGOING.

Partnership

The undersigned is a Corporation under the law of the State

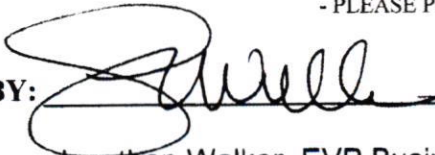
Individual

of Idaho, having principal offices
at 3120 Fairview Park Drive, #300 Falls Church, Virginia 22042.

Global Tel*Link Corporation

NAME OF COMPANY, CORPORATION OR INDIVIDUAL
- PLEASE PRINT -

SIGNED BY:



Jonathan Walker, EVP Business Development
PRINT NAME AND OFFICIAL TITLE

ADDRESS: 3120 Fairview Park Drive, Suite 300

Falls Church, VA 22042

INCLUDE ZIP CODE

TELEPHONE: 703-955-3910

E-MAIL ADDRESS jonathan.walker@gtl.net

FEDERAL IDENTIFICATION NO. 63-1071001

DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN

PART 1: CERTIFICATION

PROPOSERS MUST COMPLETE PART 1 BY CHECKING EITHER BOX

FAILURE TO CHECK ONE OF THE BOXES WILL RENDER THE PROPOSAL NON-RESPONSIVE

Pursuant to Public Law 2012, c. 25, any person or entity that submits a proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any of its parents, subsidiaries, or affiliates, is identified on the Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The Chapter 25 list is found on the Division's website at <http://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf>. Proposers **must** review this list prior to completing the below certification. **Failure to complete the certification will render the proposal non-responsive.** If the Director finds a person or entity to be in violation of law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

PLEASE CHECK THE APPROPRIATE BOX:

I certify, pursuant to Public Law 2012, c. 25, that neither the proposer listed below nor any of the proposer's parents, subsidiaries, or affiliates is listed on the N.J. Department of the Treasury's list of entities determined to be engaged in prohibited activities in Iran pursuant to P.L. 2012, c. 25 ("Chapter 25 List"). I further certify that I am the person listed below, or I am an officer or representative of the entity listed below and am authorized to make this certification on its behalf. **I will skip Part 2 and sign and complete the Certification below.**

OR

I am unable to certify as above because the proposer and/or one or more of its parents, subsidiaries, or affiliates is listed on the Department's Chapter 25 list. I will provide a detailed, accurate and precise description of the activities in Part 2 below and sign and complete the certification below. Failure to provide such will result in the proposal being rendered as non-responsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

PART 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN

You must provide a detailed, accurate and precise description of the activities of the person/entity, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran outlined above by completing the boxes below.

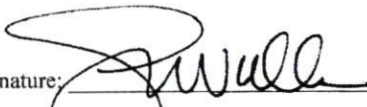
PLEASE PROVIDE THOROUGH ANSWERS TO EACH QUESTION. IF YOU NEED TO MAKE ADDITIONAL ENTRIES, PLEASE ADD AN ADDITIONAL SHEET(S) OF PAPER.

Name _____	Relationship to Proposer _____
Description of Activities _____ _____	
Duration of Engagement _____	Anticipated Cessation Date _____
Proposer Contact Name _____	Contact Phone Number _____

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above-referenced person or entity. I acknowledge that the County of Ocean is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the County to notify the County in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the County of Ocean and that the County at its option may declare any contract(s) resulting from this certification void and unenforceable.

Name of Proposer: Global Tel*Link Corporation

Full Name (Print): Jonathan Walker

Signature: 

Title: Executive Vice President, Business Development

Date: 1/9/2020

RFP DOCUMENT CHECKLIST

RFP Title: Ocean County Department of Corrections Video Visitation Maintenance

**Item Submitted
(Proposer's
Initials)**



**A. FAILURE TO SUBMIT ANY OF THESE DOCUMENTS IS
MANDATORY CAUSE FOR REJECTION OF PROPOSAL.**

<u>X</u>	Statement of Ownership (Chapter 33 of the Laws of 1977)	<u>JW</u>
<u>X</u>	Disclosure of Investment Activities in Iran	<u>JW</u>
<u>X</u>	Acknowledgment of Receipt of Addenda or Revisions (if issued)	<u>JW</u>


**B. FAILURE TO SUBMIT ANY OF THESE DOCUMENTS
MAY BE CAUSE FOR REJECTION OF PROPOSAL.**

<u>X</u>	Non-Collusion Affidavit	<u>JW</u>
<u>X</u>	Affirmative Action Questionnaire	<u>JW</u>
<u>X</u>	Signature Page	<u>JW</u>
<u>X</u>	Cost Proposal	<u>JW</u>
<u>X</u>	References	<u>JW</u>
<u>X</u>	Certificate of Insurance	<u>JW</u>
_____	Other:	_____

C. DOCUMENTS REQUESTED TO BE INCLUDED WITH THE BID

<u>X</u>	Copy of Proposer's New Jersey Business Registration Certificate	<u>JW</u>
----------	---	-----------

PRINT NAME OF PROPOSER: Global Tel*Link Corporation

SIGNED BY:  _____

PRINT NAME AND TITLE: Jonathan Walker EVP, Business Development

DATE: 1/9/2020

**THIS CHECKLIST SHOULD BE INITIALED AND SIGNED WHERE
INDICATED AND RETURNED WITH ALL DOCUMENTS.**



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
09/17/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services South, Inc. Atlanta GA Office 3550 Lenox Road NE Suite 1700 Atlanta GA 30326 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105		
	E-MAIL ADDRESS:		
INSURED Global Tel*Link Corporation GTEL Holdings, Inc. 107 St Francis St 2nd Floor Mobile AL 36602 USA	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Great Northern Insurance Co.		20303
	INSURER B: Chubb National Ins Co		10052
	INSURER C: Federal Insurance Company		20281
	INSURER D:		
	INSURER E:		

COVERAGES **CERTIFICATE NUMBER:** 570078261838 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			35833545	09/01/2019	09/01/2020	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY			73533839	09/01/2019	09/01/2020	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	<input type="checkbox"/> UMBRELLA LIAB OCCUR <input type="checkbox"/> EXCESS LIAB CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE AGGREGATE
B C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	2071725786 2071750223	09/01/2019 09/01/2019	09/01/2020 09/01/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

CANCELLATION

Ocean County NJ Dept. of Corrections Ocean County Administration Building Attn: Carl W. Block County Administrator 101 Hooper Avenue, Room 335 Tom's River NJ 08753 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Aon Risk Services South Inc</i>
--	---

©1988-2015 ACORD CORPORATION. All rights reserved.

Holder Identifier :

Certificate No : 570078261838





STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE

Taxpayer Name: GLOBAL TEL*LINK CORPORATION

Trade Name:

Address: 2609 CAMERON STREET
MOBILE, AL 36607-3104

Certificate Number: 0111841

Effective Date: October 07, 1997

Date of Issuance: January 18, 2019

For Office Use Only:

20190118134338071

STATE OF NEW JERSEY
BUSINESS REGISTRATION CERTIFICATE

DEPARTMENT OF TREASURY/
DIVISION OF REVENUE
PO BOX 252
TRENTON, N J 08646-0252

TAXPAYER NAME:

MAC GROUP SOLUTION SERVICES LLC

TRADE NAME:

ADDRESS:

**8 PRINCE ANDREW COURT
MARLTON NJ 08053-3702**

SEQUENCE NUMBER:

1637566

EFFECTIVE DATE:

05/05/11

ISSUANCE DATE:

11/14/18



Director
New Jersey Division of Revenue

FD-204-BRC

This Certificate is NOT assignable or transferable. It must be conspicuously displayed at above address.



Ocean County Board of Commissioners

OFFICE OF THE
OCEAN COUNTY COMMISSIONERS

Director Gary Quinn
Deputy Director Gerry P. Little
Commissioner Virginia E. Haines
Commissioner John P. Kelly
Commissioner Joseph H. Vicari

101 Hooper Avenue
Toms River, New Jersey
08754-2191
Tel: 732-929-2005
Fax: 732-505-1918

Board Meeting Agenda

Date: January 20, 2021 - 4:00 PM
Location: Administration Building
Room 119
101 Hooper Avenue
Toms River, NJ 08754

Agenda: Amending a Contract award to Global *Tel Link Corporation to provide OC Department of Corrections Video Visitation Maintenance, to reflect the correct term of one (1) year with the option to extend the contract for one (1) additional one-year period and authorizing a one (1) year contract extension, for the period of 3/1/2021 through 2/28/2022, in an amount not to exceed \$59,850.00, contingent upon adoption of the 2021 County Budget. (CP2020-53)

Official Resolution#	2021000142						
Meeting Date	01/20/2021						
Introduced Date	01/20/2021						
Adopted Date	01/20/2021						
Agenda Item	I-47						
CAF #							
Purchase Req. #	CP2020-53						
Result	Adopted						
COUNTY COMMISSIONER	PRES.	ABS.	MOVE	SEC	AYE	NAY	ABST.
Quinn	✓				✓		
Little	✓				✓		
Haines	✓			✓	✓		
Kelly	✓		✓		✓		
Vicari	✓				✓		

I HEREBY CERTIFY THAT THIS DOCUMENT IS A TRUE, COMPLETE AND ACCURATE COPY OF THIS RESOLUTION, ADOPTED BY OCEAN COUNTY BOARD OF COMMISSIONERS, NJ AT THE MEETING REFERENCED THEREON

MACilento

Clerk Of The Board

RESOLUTION

January 20, 2021

WHEREAS, on February 19, 2020 a contract was awarded to Global Tel*Link Corporation to provide the Ocean County Department of Corrections Video Visitation Maintenance, and assigned Contract No. CP2020-53; and

WHEREAS, due to a clerical error, the awarding resolution contract term omitted the option to extend the contract for one (1) additional one-year period, as stated in the original RFP solicitation; and

WHEREAS, the Department of Corrections desires to extend the existing contract for the additional one-year period and Global Tel*Link Corporation has agreed to such terms in writing under the same terms and conditions.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE COUNTY OF OCEAN, STATE OF NEW JERSEY AS FOLLOWS:

1. The resolution dated February 19, 2020 is hereby amended to reflect the correct contract term of one year with the option to extend for one (1) additional one-year period.
2. The Director and Clerk of the Board are hereby authorized and directed to enter into an Amendatory Agreement with Global Tel*Link Corporation, 120221 Sunset Hills Road, Suite 100, Reston, VA 20190 for the RFP entitled Video Visitation Maintenance and Support Contract for the Corrections Department for the extended period of 3/1/2021 through 2/28/2022, at a cost not to exceed \$59,850.00 with funding available from Account Nos. 016-200-4802 and 017-817-P076, contingent upon adoption of the 2021 County Budget.
3. The contract number must be placed on all papers, documents, invoices and vouchers pertaining to this agreement.
4. A certified copy of this resolution, together with a copy of the Amendatory Agreement, executed by both parties, shall remain on file and be available for public inspection at the Office of the Clerk of the Board of Commissioners.
5. Certified copies of this Resolution shall be made available to the County Auditor; County Purchasing Agent; Department of Finance; Corrections Department; and Global Tel*Link Corporation.



Global Tel*Link Corporation
www.gtl.net

Corporate Headquarters
3120 Fairview Park Dr.
Suite 300
Falls Church, VA 22042

Operations Center
107 St. Francis Street
32nd Floor
Mobile, AL 36602

January 5, 2021


Warden Sandra Mueller
Ocean County Department of Corrections
114 Hooper Avenue
Toms River, NJ 08754

Dear Warden Mueller,

Please accept this letter as GTL's intent to extend our maintenance and support contract for our video visitation software as previously approved within Ocean County's Resolution dated February 19, 2020. GTL will honor the maintenance and support pricing for the visitation software. In addition, GTL will continue to honor its quoted 15% discount on hardware that Ocean County may need to purchase during the term of this extension should hardware need replaced due to vandalism, breakage or upgrade need.

Should you have any questions please do not hesitate to contact Stephen Brewer at (609)-332-3535 or via email at Stephen.brewer@gtl.net. As always, please feel free to reach me as well.

Sincerely,


Anthony J. Pellegrino Jr.

OCEAN COUNTY, NEW JERSEY

DEPARTMENT OF CORRECTIONS
Video Visitation Maintenance
January 9, 2020 | 4:00 PM EST

Cost Proposal

ORIGINAL



The Corrections Innovation Leader

Your Single, Trusted Source for Integrated Solutions

OCEAN COUNTY, NEW JERSEY DEPARTMENT OF CORRECTIONS Video Visitation Maintenance

Submittal Due Date: January 9, 2020

Presented to:
County Administrator's Office
Administration Building, Room 335
101 Hooper Avenue
Toms River, New Jersey 08753

Presented by:
Timothy Miller
Account Executive
Telephone: 732-928-7600
Email: timothy.miller@gtl.net

Cost Proposal



The Corrections Innovation Leader



Global Tel*Link Corporation
www.gtl.net

Corporate Headquarters
12021 Sunset Hills Road
Suite 100
Reston, VA 20190

Operations Center
107 St. Francis Street
32nd Floor
Mobile, AL 36602

January 9, 2020

Carl W. Block, County Administrator
County Administrator's Office
Administration Building, Room 335
101 Hooper Avenue
Toms River, New Jersey 08753

RE: Request for Proposal for Ocean County Department of Corrections Video Visitation Maintenance;
Ocean County, New Jersey.

Dear Mr. Block,

GTL is pleased to respond to the Ocean County Department of Corrections Request for Proposal for Video Visitation Maintenance. GTL has submitted a fully compliant RFP response and outlined our service, experience and leadership in corrections technology. As GTL's Video Visitation Software is proprietary to GTL, we are a sole source solution to the RFP requirements.

As the leader in corrections technology, GTL delivers reliable inmate communications and operational solutions that exceed industry standards. GTL has a strong nationwide presence, serving more than 2,400 facilities, 30 Department of Corrections nationwide, private prisons, ICE Detention Centers, and the Federal Bureau of Prisons. More than 1.8 million inmates use at least one of GTL's services, which represents a significant amount of the U.S. Inmate population.

If you require additional information or have questions about our proposal, do not hesitate to contact your dedicated Account Manager, Timothy Miller, at 732-928-7600 or email at Timothy.Miller@gtl.net. As an alternative point of contact, you can also reach my Vice President of Mid Atlantic Sales, Anthony Pellegrino at 814-515-1760 or via email at apellegirino@gtl.net.

In closing, I want to thank you for the confidence and faith you have placed in GTL throughout our partnership. I am personally committed, along with the entire GTL team, to continue to enhance our successful alliance. I recommit to Ocean County that our people, technology, and solutions will continue providing valuable insight into virtually every facet of your inmate population and facility, allowing the County to meet operational challenges with confidence.

Sincerely,

A handwritten signature in black ink that reads "Jonathan Walker".

Jonathan Walker
Executive Vice President – Business Development

| Cost Proposal

Ocean County Department of Corrections



The Corrections Innovation Leader

Cost Proposal

1. Annual Maintenance for the Video Visitation System

\$ 30,000 Annually

2. Additional ADD-ON - At Home Internet Video Visitation

Proposal will Cover All Cost Associated with the Software & Installation

\$ 19,850.00 – See breakdown below.

Additional Add-On Cost Breakdown

\$15,050.00 Onetime charge

\$400.00 per month Internet Bandwidth (\$4,800 annually). This is an optional service should the County wish to provide the internet service at anytime during the term the monthly fee would no longer apply.

Replacement Hardware

GTL will source all replacement hardware necessary for maintaining desired functionality at the Ocean County Correctional Facility. GTL will provide Ocean County a 15% discount off MSRP pricing for the listed items below:

Product	MSRP	Discount	Discounted Price
HD VisStation Codec	\$ 1,250.00	15%	\$1,062.50
17" LCD Monitor	\$ 495.00	15%	\$420.75
Replacement- Handset/ Audioboard	\$ 530.00	15%	\$450.50
Web Camera	\$ 100.00	15%	\$85.00

Vendor will include all costs associated with software and installation.

3. Additional ADD-ON - At Home Internet Video Visitation

\$.25 per minute

Vendor will provide the per minute rate charge for Video Visitation Home/Remote

Vendor must use this proposal page and provide prices in format provided.

Vision

OUR BRAND ESSENCE

As the market leader in integrated correctional technology solutions, GTL offers a vision for the future of the industry. We have our eye on providing tomorrow's indispensable technology today. The corrections world looks to us to envision, develop and deliver the solutions that provide higher levels of efficiency, control and safety while connecting inmates to the people and services that support their rehabilitation.

Value

DELIVERING UNMATCHED SERVICE AND QUALITY TO OUR CUSTOMERS

Part of providing value and making customers' lives easier is serving as a one-stop-shop where they can procure integrated technology solutions. GTL does exactly that, offering customers a single, proven source for all of their technology needs and a proven methodology that takes a holistic view of a facility's operations to determine how the technology "pieces" can fit together for optimal efficiency and control.

Trust

EARNING THE RIGHT TO CONTINUE DELIVERING IN THE FUTURE

Trust is what opens doors to new relationships and the cornerstone on which long-term relationships are built. From delivering trusted technology solutions to serving as trusted advisors, GTL must ensure that every interaction — both externally and internally — continues to inspire trust and confidence... and their most important result: loyalty.



The Corrections Innovation Leader

www.gtl.net

Corporate Headquarters
3120 Fairview Park Drive
Suite 300
Falls Church, VA 22042