Your Single, Trusted Source for Integrated Solutions

BARNSTABLE COUNTY SHERIFF'S OFFICE
Request for Response – Inmate Communication System

TECHNICAL PROPOSAL

Presented to:
Attention Sharon Roberts
COMMONWEALTH OF MASSACHUSETTS
BARNSTABLE COUNTY SHERIFF'S OFFICE
6000 SHERIFF'S PLACE
BOURNE, MA 02532

Presented by:
Team GTL

The Corrections Innovation Leader

VENDOR INFORMATION FORM

Name of Company: Global Tel*Link Corporation

Address: 12021 Sunset Hills Road, Suite 100
Reston, VA 20190

Telephone#:   703-995-3887

Fax#   703-889-5299

Name of Contact Person: Terek Green

Email Address: Terek.Green@gtl.net / RFP@gtl.net

Signature and Title of duly authorized officer of Vendor corporation:

Signature

Jeff Haidinger

Name:

President and Chief Operating Officer

Title:

7-24-2017

Date

THIS PAGE IS TO BE FIRST PAGE OF
BOTH TECHNICAL & COMMISSIONS RESPONSE

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

July 25, 2017

Barnstable County Sheriff's Office
Attn: Sharon Rogers, Procurement Officer
6000 Sheriff's Place
Bourne, MA 02532

Dear Officer Sharon Rogers and the Barnstable County Sheriff Office,

Enclosed with this letter is Global Tel*Link's (GTL) response to Barnstable County Sheriff Office (BCSO) RFR for your Inmate Communication System. We appreciate the opportunity to present our solution that provides not only industry leading technology, but a comprehensive services implementation plan which is vital to achieving BCSO's delivery expectations. The decision to select a partner requires careful consideration regarding who offers the best scope of work, experience, references, technical solutions, installation and financial offer. Without a doubt, GTL meets and exceeds those criteria with active deployment in 30 State Department of Corrections contracts.

As a corporate citizen and the nation's leading corrections technology innovator, GTL is compelled to improving BCSO's operational efficiencies and deploying technology that serves to improve the quality of life of both the staff and inmates as well. GTL's value proposition centers around innovative technology and providing a consultative hands-on approach based upon decades of correctional facility implementations. This vast experience has enabled GTL to provide thought leadership and best practices methodologies with each solution deployment. GTL has highlighted in this RFP our **Inmate Calling System with expanded investigative software,** a **Kiosk System** to help automate and optimize existing manual processes and a **Video Visitation System (Flex)** for friends and family members along with many other features to help mitigate risk and provide an optimal environment for improved safety.

Our technology, exemplary customer service, outstanding people and desire to be a long term valued business partner are what makes GTL unique. Our goal is to work with and to support BCSO's objectives and initiatives as outlined in the RFP and for years to come.

We know that after reviewing all proposals, you will conclude that GTL offers compelling reasons to be the new vendor of choice for BCSO.   GTL offers the most advanced and innovative corrections technology, infrastructure and products available in the marketplace today coupled with a company mission toward over achieving client expectations.

As President and COO of GTL, my team and I commit to you that your experience with GTL over the course of our partnership will be exemplary.

Sincerely,

Jeffrey B. Haidinger
President and Chief Operating Office

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| Executive Summary

The Global Tel*Link (GTL) team is delighted to present a fully compliant Proposal to the Barnstable County Sheriff Office for its Inmate Communication System Request for Response. In this Executive Summary, we offer compelling reasons for selecting GTL as your future technology provider for the Inmate Phone and Kiosk

*Global Tel*Link Corporation*

Reston, Virginia

www.gtl.net

Our experience ensures our ability to deliver managers, staff and technology who understand your needs:

- *We serve nearly 2,300 facilities and over 1.8 million Offenders in 50 states and over 800 counties.*

- *One out of every two (2) Inmates nationwide places a call with GTL – 50% inmate market share.*

- *GTL's Video Visitation system manages more than 11,000 visitation stations & over 5 million visits per year.*

- *GTL provides services to 30 State Department of Corrections contracts including 6 of the largest.*

procurement at the Barnstable County Sheriff Office (BCSO). In the following pages, GTL will demonstrate how our reliable, cost-effective solutions meet and in many cases, exceed the full requirements of each evaluation criterion and how our offering represents the best value to the Barnstable County Sheriff Office. **GTL is the largest provider of integrated corrections communication services** and we have the size, financial strength and commitment to fulfill your needs today and your vision for the future. **We hold ourselves to the highest standards of ethics and integrity** and work every day to deliver on our mission of **vision, value and trust**. We take great pride in the privilege of being a **collaborative technology partner rather than simply a vendor**. A partner is someone that you can trust to do what they promise throughout the contract. It is someone that delivers **exceptional value day one** and builds on that; delivering new features, functions and products as they become available. A partner is **transparent**, listens to your needs and is willing to develop a customized approach to address your unique challenges. It is someone that makes **security and inmate rehabilitation top priorities and develops solutions with that in mind. The BCSO can be assured that if selected, GTL will make commitments, backed up by service level agreements, and will deliver on our promises.**

> GTL has been a trusted corrections technology partner to numerous County Facilities and DOC's for over 2 decades! GTL has gained an intimate first-hand knowledge of the daily operations as well as a keen understanding of the challenges and goals of Correctional agencies Nationwide.

The BCSO can be assured that if selected, GTL will make commitments, backed up by service level agreements, and will deliver on our promises.
As the largest provider of integrated corrections communication services in the United States, we leverage our experience with your environment to fulfill your needs.

Our Core Principles: Vision, Value and Trust

We pride ourselves on essential core principles that define our long-term commitment to be a technology partner and not just another vendor.

Vision. As the market leader in innovation and integrated correctional technology solutions, GTL offers a vision for the future of the industry. We know that you look to us to deliver solutions that provide higher levels of efficiency, control and safety while connecting inmates to the people and services that support their rehabilitation. In recent years, GTL has filed more than 100 patents covering everything from drone technology to telemedicine. In addition, each year GTL holds an annual technology conference where we invite our customers to review our current product portfolio, provide feedback on our product roadmap, and see our next-generation products and services.

Value. Part of providing value and making customers' lives easier is serving as a one-stop shop where you can acquire integrated correctional technology solutions. We deliver value based on a proven methodology for determining how various technological components fit together for optimal efficiency and control.

Trust. We work hard to build trusted, long-term relationships with our customers and know that nothing accomplishes this as effectively as keeping our promises. You can personally validate our performance by contacting current GTL customers such as the RI DOC, DE DOC and Michigan DOC. Our professional philosophy is to operate with the highest levels of integrity, transparency and honesty by always delivering on our commitments.

GTL Data Security

Data security is a top priority for GTL and as such we have developed a Security Architecture which relies on a layered approach to proactively protect agency information. This approach begins at the customer level, continues during data transport, and carries through to our data centers.

For example, when GTL stores its most critical information, such as credit card data, this data is encrypted at rest using an industry-best practice - our Key Encryption Appliance. The keys used to encrypt the data never leave the appliance, which means that data can only be decrypted programmatically using multiple layers of authentication. At the facility level, we employ five levels of security on our network and have developed a secure custom operating

system for our in-pod and handheld devices. These security elements are integrated within our network topology to prevent intrusion from external sources.

The services requested in this RFR are part of a larger framework of your security and intelligence infrastructure. The decisions made in the evaluation of this RFR will have a lasting impact on the operational safety and security of your institutions. At GTL, we have a professionally certified team dedicated to both corporate security and PCI compliance.

Our Technology: GTL's Proposed Solution
GTL Kiosks – Flex Units (Video Visitation & Inmate Communication Portal)

Through **Flex Link's** innovative corrections-grade management platform, BCSO can offer inmates video visitation approved services and content through a secure touch-screen interface. GTL's portfolio of inmate service applications continues to grow as your needs grow, enabling connection without compromising control.

GTL's **Flex Link** In-Pod Kiosk provides the following services:

- Inmate Calling (Utilizing the GTL ITS platform)
- Visitation Link (Video Visitation)
- Message Link (Secure inmate electronic mail)
- Document Link (Display inmate and facility info, including PDFs and approved booklets)
- Request Link (Inmate info and program requests)
- Grievance Link (Inmate concerns and complaint system)
- Commissary Link (Commissary ordering)
- Law Library Access (Inmate access to requested State law information)
  Our solutions align with recognized corrections best practices, including those aimed at preparing Inmates for successful reentry to society and reducing recidivism rates.

GTL Inmate Communication System (ICMv)
Fully Comprehensive Inmate Telephone and Video Visitation Solution

GTL proposes a complete, secure Inmate Telephone System (ITS) and Video Visitation System (VVS) solution to facilitate offender communications with their families, friends, and attorneys.

For over 25 years, GTL has been the leading solution provider for the corrections industry. Since the introduction of the world's first IP-based video visitation system in 2003, over 140 correctional facilities have used this innovative and comprehensive set of software tools to manage, schedule, and automate their inmate visitation environments. In 2016 GTL managed over 5 million inmate visitations and our system's modular design allows the implementation of the functionality that BCSO currently requires with additional functionality available for deployment and activation as policies and other factors change over time.

Managing inmate phones, face-to-face visits, on-site visits, or remote visits can all be done using this modularly-based platform; equipping BCSO with tools to effectively manage every aspect of the inmate communication environment.

GTL has developed web service functions that are based upon Service-Oriented Architecture and that are platform independent. It is critical that an inmate telephone service technology be able to link with other databases and create a pathway for information exchange, and not require these other databases to conform to one vendor's proprietary protocol. GTL's system architecture is designed to be platform independent and to accommodate advances in investigative techniques. Our scalable platform has an easy-to-use interface that allows BCSO to deliver exceptional service to the community and greater security for the facilities while eliminating the chaos so often associated with phone calls and visitation.

Consider Inspire 2.0 Wireless Tablets as a Future Option for Inmate Phone and Communication!
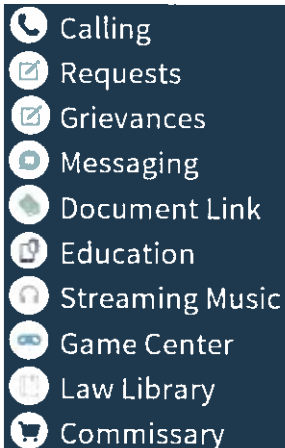
Although tablet functionality was not specified within this RFR, GTL wanted to provide BCSO a brief summary of our Inspire 2.0 tablet functionality for future consideration as an inmate phone and communications platform. GTL was the first in the corrections market to build from the ground up a transparent corrections-grade tablet that **makes wireless phone calls** through our integrated inmate telephone system. We provide an industry-leading, five levels of security to prevent unauthorized access and unauthorized usage. GTL would be delighted to provide a demonstration of the capabilities of our wireless tablet infrastructure and would encourage the Barnstable County RFR evaluation team to contact us at your convenience.

Please also keep in mind that GTL would propose this wireless tablet solution at NO COST to BCSO.
Additionally, this would also be an excellent opportunity for BCSO to enhance operational budgets with revenue share / commission from service fees for messaging, streaming music and phone calls initiated on our wireless tablet infrastructure.

Inspire 2.0 Tablet Functionality

- Calling
- Requests
- Grievances
- Messaging
- Document Link
- Education
- Streaming Music
- Game Center
- Law Library
- Commissary

In addition to making wireless phone calls (all the same security and recording as the phones on the wall), these tablets will offer the inmate handbook and other pdfs, secure inmate messaging/email, commissary ordering, requests, grievances, streaming music, games, eBooks, etc, GTL has the ability to provide Lexis Nexus Law Library on your inmate tablets (and/or FLEX in-pod kiosks for that matter). These services increase communication between inmates and their loved ones, decrease inmate and officer interactions to promote a safer environment, decrease paperwork, support re-entry, and reduce recidivism.

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

> GTL has deployed more lobby kiosks than any inmate phone provider in the nation, more than 700 in total!

From lobby deposit kiosks and lockbox solutions to automated telephone payments, GTL helps automate labor-intensive and time-consuming processing while providing seamless, real-time integration across accounts and transactions.

(1) GTL's Lobby Kiosk can provide additional payment options such as bail, probation/parole, court fees, etc.

(2) GTL can provide our Intake/Booking kiosk that will accept all cash and coin (in bulk) from your incoming offenders and print itemized receipts.

(3) This system also has a countertop terminal so that a credit/ debit card can be used to place funds on the offender's trust account to make calls and order commissary more quickly.

(4) GTL will also offer our Debit Release Card solution to eliminate (or significantly reduce) check writing and the liabilities of previous inmates stealing routing numbers.

GTL: Building the Foundation to be a Long-Term Technology Partner to BCSO

GTL welcomes this opportunity to present BCSO with a comprehensive solution for your inmate communication requirements. We are confident that our response meets the requirements and addresses all the goals and objectives in all key areas as defined in this RFR.

GTL is the only company that can fully integrate ALL of the correctional technology including wireless technology infrastructure that enables GTL's Inmate Phone System (ICMv), multi-functional Kiosk (FLEX) and Payment Processing systems that translates into significant improvements in operational efficiencies, manpower savings and financial savings to the constituents of BCSO.

In Summary...

GTL is unique in that we will work with the BSCO to understand your unique needs and will provide you with a solution that accurately fits the complexities of BCSO's facility environment and technology needs while placing security and operational efficiencies to the highest standard. Providing leading end technology that improves lives is at the core of GTL's commitment to the clients we serve.

Our goal is to implement projects on time and provide low-cost video visitation options, while working to exceed your expectations. Creating lifetime relationships with each client is GTL's top priority. We are confident this commitment to partnership will make us the clear choice for your organization as well.

Our company goal is simple: Become a trusted, long-term technology partner to the BCSO by delivering innovative products, services, and solutions. Over the last 27 years, GTL has had a history of innovation that is built upon a foundation of industry-leading correctional expertise coupled with a financial balance sheet that is the strongest in the industry. We also never forget that **listening** to our customers is critically important in any partnership. We look forward to working in collaboration with the BCSO and building a trusting partnership as we support your initiatives and operational objectives into the future!

1. | Vendor Qualification Requirements

The Corrections Innovation Leader

Vendor Qualifications:

It is mandatory that the Vendor has experience in providing Inmate Communication Systems and Related services (as specified in this RFR) for a minimum period of five (5) years prior to the proposal submission date. The Vendor must provide documentation in its response supporting their experience. See Vendor Qualifications Requirements attached hereto.

It is advantageous that the Vendor has been in the business of providing Inmate Communication Systems and Related services (as specified in this RFR) for a period often (10) years or more before the proposal submission date. It is highly advantageous if the Vendor is presently providing an Inmate Communication System for a prison, house of correction, or jail in the state of Massachusetts. The Vendor must provide documentation in its response supporting their experience.

The Vendor must be manufacturer trained and certified on all systems hardware, software and materials provided to the BCSO to meet the Inmate Communication System and Related Services requirements as listed in this RFR. The Vendor must provide proof of this certification and training by providing, in its proposal, a manufacturer's letter stating such.

Vendor Account Manager:

The Vendor must provide in its RFR the name and contact information of an individual who will be the Account Manager for the term of the contract. The Account Manager will be responsible for proper operation and administration of the Contract by the Vendor and must be the direct interface and Single Point of Contact (SPOC) for the Barnstable County Sheriff's Office. The Account Manager must be the SPOC for all aspects of the contract resulting from this procurement, including any and all approved subcontractors.

GTL acknowledges and understands.

On the following page, the Vendor Qualification section is provided in response to Section 3.2 and 3.4 of the RFR. Your GTL Account Manager is Terek Green and the Director of Sales is Dave Henion.

Terek Green, Account Executive

Global Tel*Link

Qualifications:

Terek's career spans more than 25 years in Technology Sales, Engineering, and Program Management within Government, State, Public Safety and Commercial markets. As Account Executive, his primary responsibility is to provide direct support to BCSO as liaison and consultant, with a strong focus on overall customer satisfaction. Listening and understanding clients' needs and providing thought leadership has been the foundation of Terek's record of accomplishment. He has been intimately involved in all aspects of help driving business transformation to improve productivity and operational objectives to numerous agencies and companies globally. Terek's competencies in both technology and business, combined with his hands-on experience in project management will be an asset to BCSO.

Employment Status:

Full-time GTL employee

Total Years of Related Work Experience:

25+ years

Time to Devote to Work Under this Agreement:

100% per month

Dave Henion, VP of Sales

Global Tel*Link

Qualifications:	David provides support and direction to the entire Account team. His strong business qualifications are rooted in an impressive record of accomplishment in the corrections industry providing services and partnerships for correctional and law enforcement agencies throughout the country. David has extensive experience in the field of video visitation and visitation management systems including presenting and educating prospects on market conditions, features and benefits and the direction of video in the corrections industry. He has successfully added 71 new video visitation customers since 2009.
Employment Status:	Full-time GTL employee
Total Years of Related Work Experience:	10+ years
Time to Devote to Work Under this Agreement:	50% per month

VENDOR QUALIFICATION REQUIREMENTS

Please submit the following information with your bid response:

1. **Company Background**

The Vendor must have at least five (5) years of experience in the inmate phone systems industry.

The Vendor must include, in its response, a summary which describes, briefly, the company's history, present operation and future plans in the coinless inmate phone system industry. The purpose of this summary is to provide the Barnstable County Sheriff's Office with a brief, clear understanding of the company's background as it relates to providing the subject services.

This summary must include such items as:

- Number of Offices
- Number of offices within Massachusetts
- Organizational Structure
- Number of Years in Business
- Number of Years providing coinless inmate phone systems

GTL acknowledges and understands.

Our office locations are provided within the response with representation of key personnel and GTL employees surround Massachusetts. Our company was established in 1989, operating under the name Global Tel*Link for our inmate telecommunication services and under the name Global Telcoin, Inc., for public payphone services. Since our incorporation in the State of Idaho in 1992, we have operated solely under the name Global Tel*Link Corporation; popularly abbreviated GTL. Today, GTL provides an expansive portfolio of sophisticated correctional and rehabilitation technologies to every size of correctional facility in all 50 states.

GTL's growth and longevity are the direct result of its adherence to its three core principles of operation: Vision, Value, and Trust. GTL's dedication to being true to these principles has resulted in the development and deployment of the industry's most innovative, integrated, flexible products and services; the establishment of contractual business relationships entering their 24th year as well as the creation of new ones that could last just as long; and improvement of the integrity and transparency in the functioning of the corrections technology industry.

In the 28 years that GTL has served the corrections industry, it has solidified partnerships with its corrections customers, but has gained sensitivity to the unique needs of inmates, their family, and friends. GTL not only established the standard for the corrections services industry, but has continually raised the bar.

The quantification of GTL's mission to pursue innovative vision, provide value, and engender trust looks like this:

GTL provides service to over

2,300

correctional facility customers with locations in all

50

states plus the District of Columbia and Puerto Rico.

GTL provides service to departments of corrections in

32

states, and we also provide service to the Federal Bureau of Prisons.

25%

or 1 out of 4 inmates in county-managed and privately operated corrections facilities have their data managed by the GTL Offender Management System.

GTL provides service to

79

of the 100 largest city/county facilities, including

40

of the top 50. In total, more than

650

U.S. counties are home to one or more GTL customers.

More than

1,000

team members work for GTL, a company that has been in business for

27

years.

More than

1.8 million

inmates use GTL services, representing more than

82%

of the U.S. inmate population.

GTL delivered more than

3.3 billion

inmate telephone call minutes in 2016, giving the company a substantial share of the inmate telephone services market.

GTL managed more than

5 million

inmate visits in 2016.

GTL processed over

22.3 million

automated payment transactions in 2016 (up from 18.2 million in 2015).

GTL processed over

$590 million

in credit card transactions in 2016 (an increase from $545 million in 2015).

GTL's INNOVATIVE VISION

GTL is the market leader in integrated correctional technology solutions because its vision is futuristic and acute. We know that you look to us to deliver solutions that provide the highest levels of efficiency, control, and safety while connecting inmates to the people and services that support their rehabilitation. To meet and exceed our customers' expectations, our technology experts thrill to the challenge of divining what our customers will want and need in the future so that we can provide it today.

Strength of Our Patent Portfolio

A patent is an intangible asset that speaks volumes about its holder. A patent that is obtained honestly and legally is a testament to the originality and innovation of the claimant. GTL currently holds 101 patents for its products and services and has 154 new patent applications pending grant status. In the last 12 months alone, GTL was awarded 27 new patent and filed 107 new patent applications.

The patents most recently issued to GTL are at the leading edge of the company's portfolio of correctional technology, including investigative services, payment mechanisms, new three-way call detection, and telephone voiceprint – all representing the original intellectual creations of GTL's industry-leading team of engineers and developers.

GTL's patents and patent applications reflect GTL's investment in research and development, the great wealth of creative talent that GTL employs for its customers, and, perhaps most of all, the company's continued commitment to create products that improve both security and ease of communication.

GTL is dedicated to developing cutting-edge technologies that not only meet the current needs of its customers, but anticipate and address future needs, as well. GTL safeguards these innovations through the
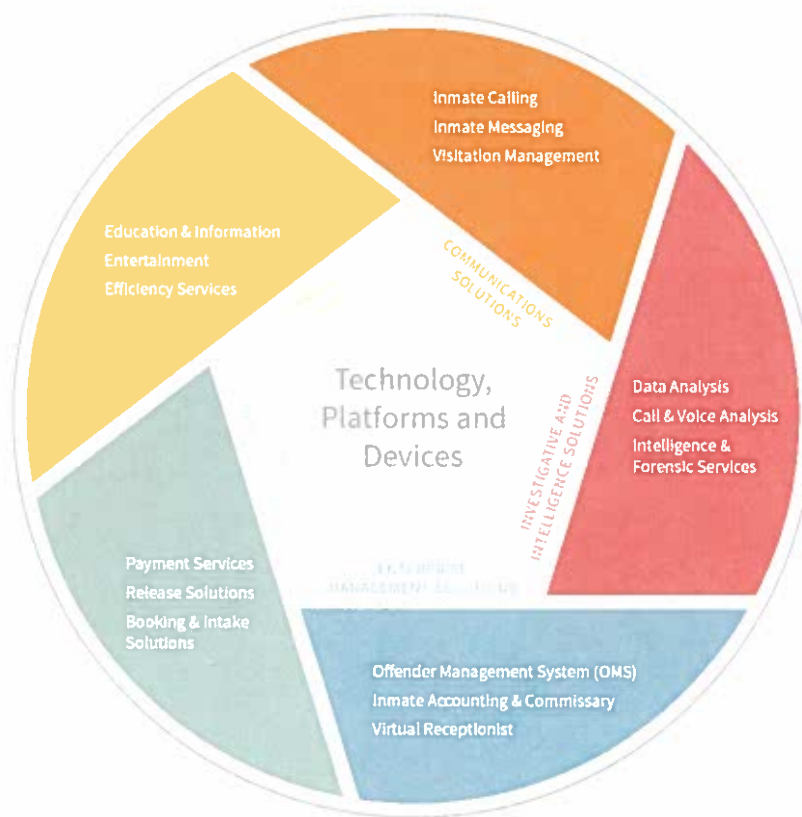
patent process, ensuring for its customers that they are receiving from GTL true, original, one-of-a kind solutions to their needs. Consequently, GTL has patents that matter – creative, meaningful ideas presented honestly and with pride.

GTL's DELIVERY OF UNMATCHED VALUE

Part of providing value and making customers' lives easier is serving as a one-stop shop where you can acquire integrated corrections technology solutions. We deliver a value based, proven, methodology for determining how various technological components fit together for optimal efficiency and control. Integration of GTL's numerous technology offerings AND between GTL's offerings and those of third-party vendors, is an underlying value of nearly every product and service GTL delivers.

Integrated Solutions

We are committed to pushing the envelope on how technology can help improve virtually every aspect of our customers' operations, including the day-to-day experiences of everyone in the corrections ecosystem: staff, inmates, family, and friends. From the hardened exteriors of our kiosks, phones, and other in-pod devices, to the reliability and security of the software that powers our solutions, everything we provide is designed from the ground up with the rigors of the corrections environment in mind. Our solutions align with recognized corrections best practices, including those aimed at preparing inmates for successful re-entry into society and reducing recidivism rates. The following illustration shows how the products and services from each solution family meld to form a comprehensive range of offerings that meets the needs of correctional facilities.

Inmate Communications Solutions – Enabling Connections without Compromising Control

Connecting inmates to their friends and loved ones is an essential service with benefits for all involved. From secure telephones and in-pod kiosks to handheld devices, GTL is the trusted leader in helping correctional facilities leverage technology to enable connection without compromising control. Our robust and secure infrastructure completed more than 275M calls totaling 3B minutes in 2016.

Investigative Solutions – Finding the Answers that Prevent and Solve Crimes

GTL offers a suite of cutting-edge Investigative Solutions that mines valuable data from mountains of recorded inmate telephone calls and creates actionable intelligence for investigative staff. Designed with

input from leading investigators, field-tested technology reveals previously hidden activities, identifies incriminating calls, and helps investigators solve and prevent crimes.

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

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

Visitation Solutions – Improving the Visitation Process for Everyone

Smooth and efficient management of the visitation process is essential for maintaining security while providing meaningful opportunities for inmates to connect with their friends and loved ones. GTL Visitation Solutions make it easy to schedule and administer both on-premises and remote video visitation. GTL's Video Visitation system manages more than 8,800 visitation stations and over 5 million visits per year.

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

GTL's best-in-class Payment and Deposit Solutions offer correctional facilities an end-to-end system for the timely and secure processing of funds. From lobby kiosks and lockbox solutions to automated telephone payments, we help automate labor-intensive, time-consuming processes while providing seamless, real-time integration across accounts and transactions. GTL processed 22.3M credit card transactions totaling over $590M without a single breach.

Content Solutions – Supporting the Rehabilitation Process

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

Security

— 22 Million Credit Transactions   — No Data Center Outages

When a competitor's high profile data center outage and far-reaching security breach rocked the industry, GTL's longstanding investment in its security infrastructure resulted in another stellar year of performance with zero outages, zero data breaches, and over 22M credit card transactions safely executed.

All GTL operations, such as business practices; system development, deployment and functionality; and data acquisition, handling and storage are subject to stringent, detailed security policies and procedures.

Our inmate phone systems and deposit service systems are rich with fraud prevention features. We present below only a fraction of the policies and procedures GTL has in place to ensure data security and fraud prevention. If desirable, GTL's Chief Security Officer will be pleased to set up a meeting with BCSO for an in-depth review of our security methodologies.

GTL is one of the first organizations in the country with an employee that has been certified by the Payment Card Industry (PCI) Security Standards Council as an Internal Security Assessor (ISA). This ensures that our PCI compliance is held to the highest standard. GTL's handling of sensitive cardholder data is fully compliant with

Payment Card Industry Data Security Standards (PCI-DSS). At the end of 2016, GTL had processed 22 million credit card transactions without a single security breach. Our performance and diligence resulted in achieving all necessary qualifications for the highest and most prestigious PCI security classification—Level 1 merchant. GTL backs its expanding automated payment services profile with the most stringent data security achievable. GTL maintains electronic money transfer licenses in all states requiring licenses in which we do business. GTL has comprehensive OFAC and AML/BSA policies in place, and is fully compliant with FinCEN and state money transfer regulations.

GTL Primary Office Locations

Global Tel*Link Headquarters 12021 Sunset Hills Road, Suite 100 Telephone: (703) 955-3887 Reston, Virginia 20190	**Global Tel*Link Houston Data Center** 5959 Corporate Drive Suite LL300 Houston, TX 77056 *Network Operations ★ Validation ★ Call Data Storage*
Global Tel*Link Business Office 6612 East 75th Street Telephone: (317) 558-3151 Fax: 800-941-1062 Indianapolis, IN 46250	**Global Tel*Link Fort Worth Development and Operations Center** 4800 Alliance Gateway Freeway Suite 100 Fort Worth, TX 76177 *Design ★ Engineering ★ Call Data Storage* Programming ★ Production ★ Training ★ Technical Support
Global Tel*Link Operations Center 2609 Cameron Street Mobile, AL 36607 Telephone: (251) 479-4500 Toll Free: (800) 489-4500 Fax: (251) 375-2049 Design ★ Programming ★ Manufacturing Production ★ Training ★ Technical Support Validation Database ★ Call Data Storage	**Global Tel*Link Plano Center** 3801 E. Plano Parkway, Suite 100 Plano, TX 75074 *Engineering Resources ★ Call Data Storage ★ Technical Support* **Global Tel*Link OMS Operations Center** 5000 Sixth Avenue Suite 1 Altoona, PA 16602 *Offender Management System Operations ★ Design/Development ★ Sales ★ Support*

Billing and Billing Support	**Global Tel*Link Gainesville Support Center**
	4550 N.S. 6th Street
	Gainesville, FL 32609
	Technical and Billing Support Backup Services

2. Vendor Experience

The Vendor must include, in its response, a summary which describes how its experience in the inmate communication industry qualifies it to provide the proposed services outlined in this RFR in the response to this RFR.

The Vendor may demonstrate this experience by listing the number of years it has been providing coinless inmate phone systems, listing specific projects and/or describing other state and local government projects similar in nature to the system we are attempting to procure.

GTL acknowledges and understands.

Our company was established in 1989, operating under the name Global Tel*Link for our offender telecommunication services and under the name Global Telcoin, Inc., for public payphone services. Since our incorporation in the State of Idaho in 1992, we have operated solely under the name Global Tel*Link Corporation; popularly abbreviated GTL. Today, GTL provides an expansive portfolio of sophisticated correctional and rehabilitation technologies to every size of correctional facility in all 50 states.

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22.3 million

automated payment transactions in 2016 (up from 18.2 million in 2015).
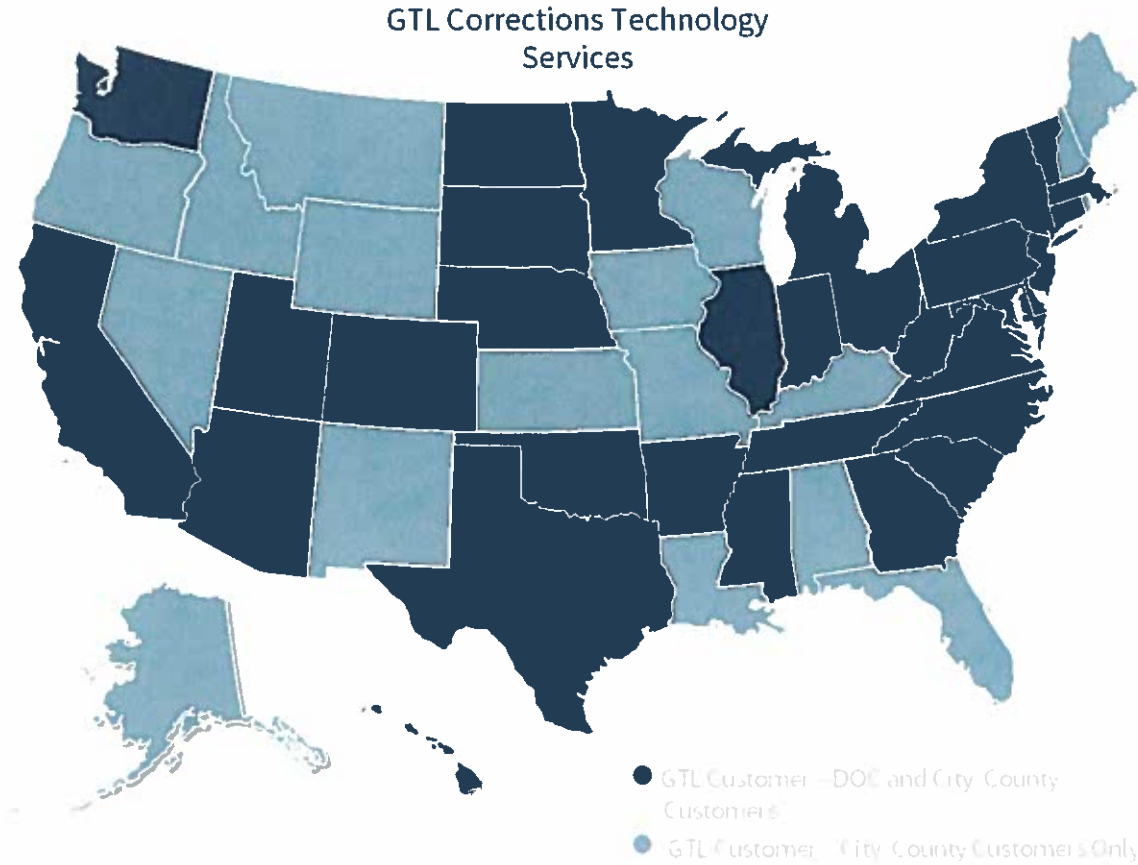
GTL processed over

$590 million

in credit card transactions in 2016 (an increase from $545 million in 2015).

In the 27+ years that GTL has served the corrections industry, it has solidified partnerships with its corrections customers, but has gained sensitivity to the unique needs of inmates, their family, and friends. GTL not only established the standard for the corrections services industry, but has continually raised the bar. GTL provides corrections communications services and OMS nationwide, serving nearly 2,300 facilities and 1.9 million offenders in all 50 states, Puerto Rico and the District of Columbia. GTL system installations vary in scope and size as well as contract length. GTL provides technology services for 32 state DOC contracts and over 800 counties, including 73 of the 100 largest city/county facilities. GTL also provides service to the Federal Bureau of Prisons.

GTL has an ever -growing client base because of the exceptional service, superior products, and revenue-generating opportunities we provide. The map provided here illustrates the reach of our services.

GTL's Strengths

GTL Corrections Technology Services

- GTL Customer – DOC and City/County Customers
- GTL Customer – City/County Customers Only

GTL processes 50% of all inmate calls in the country

Security and Reliability in all platforms and hardware--GTL is the leader in data security

Continual free upgrades to our state-of-the-art secure Inmate Telephone System

Local Account, Service and Technical Support Teams who know Kane County and will continue to deliver for the County and support you into the future

Integrated Solutions

We are committed to pushing the envelope on how technology can help improve virtually every aspect of our customers' operations, including the day-to-day experiences of everyone in the corrections ecosystem: staff, inmates, family, and friends. From the hardened exteriors of our kiosks, phones and other in-pod devices, to the reliability and security of the software that powers our solutions, everything we provide is designed from the ground up with the rigors of the corrections environment in mind. Our solutions align with recognized corrections best practices, including those aimed at preparing inmates for successful re-entry into society and reducing recidivism rates.

The illustration at right shows how the products and services from each solution family meld to form a comprehensive range of offerings that meets the needs of correctional facilities.

Communications Solutions – Enabling Connections without Compromising Control

Connecting inmates to their friends and loved ones is an essential service with benefits for all involved. From secure telephones and in-pod kiosks to handheld devices, GTL is the trusted leader in helping correctional facilities leverage technology to enable connection without compromising control. Our robust and secure infrastructure completed over 275M calls totaling 3B minutes in 2016.

Investigative Solutions – Finding the Answers that Prevent and Solve Crimes

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

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

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

Visitation Solutions – Improving the Visitation Process for Everyone

Smooth and efficient management of the visitation process is essential for maintaining security while providing meaningful opportunities for offenders to connect with their friends and loved ones. GTL Visitation Solutions make it easy to schedule and administer both on-premises and remote video visitation. GTL's Video Visitation system manages more than 11,000visitation stations and over 5 million visits per year.

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

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

integration across accounts and transactions. GTL processed 22.3M credit card transactions totaling over $590M without a single breach.

Content Solutions – Supporting the Rehabilitation Process

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

Emphasis on Customer Service

GTL is committed to providing the finest level of technical support for our correctional facility clients and the very best customer service for the families and friends of inmates who use our services. Technical support and billing customer service are provided entirely without cost to the County. Our comprehensive, trustworthy approach to service is outlined below.

- **Technical Support:** 24 hours a day, 365 days a year, requests for service or reports of malfunctions go to GTL's Technical Service Center where highly trained GTL professionals determine the best course of action. Our toll-free technical service number is always answered by a live GTL representative.
- **Local Maintenance and Repair:** Field service technicians provided by, and certified by, GTL perform on-site repairs and routine maintenance for our installed systems. They will ensure all service level commitments to staff, inmates and family members are being fulfilled. They are also available at any time to respond to emergencies.
- **Local and Regional Spare Parts Warehouse:** In addition to handsets, keypads, and other replacement parts carried by each certified technician, GTL has warehouses located within Texas that contain necessary system components to assure minimum response and repair timelines and maximum up time for counties like Kane.
- **Customer Call Center:** GTL provides toll-free access to our knowledgeable Customer Call Center staff seven days a week, 24 hours a day. We provide live customer service in both English and Spanish.
- **Proactive System Monitoring:** Systems installed by GTL are continuously monitored by experts in GTL's network and technical centers. Our network monitoring tools and system self-diagnostic features alert GTL to issues, allowing us to quickly mobilize resources to address the problem. Changes in system performance, above or below defined thresholds, generate automatic alerts that allow us to proactively intervene before a minor issue progresses to the point of disrupting service.

GTL Supports Industry Organizations

As a leader in the Industry, GTL takes its involvement in the Corrections Community seriously. We support correctional industry organizations with monetary contributions and via participation in various law enforcement and industry-related fund-raising events. GTL participates as a corporate member in the three largest corrections associations in the country.

GTL is a proud sponsor of the Correctional Peace Officer's Foundation. This foundation is a national non-profit charity that has as its primary mission to preserve and support the surviving families of Correctional Officers who lose their lives in the pursuit of their job.

GTL supports the many organizations that provide training and networking for the Corrections Community. Some mentioned above and others listed below:

Alabama Sheriff's Association	National Association of Telecom Directors
Arizona Detention Association	Nebraska Sheriff Association
Alabama Jail Association	New Mexico Association of Counties (NMAC)
Arkansas Sheriff's Association	New Mexico County Judges Association
California Sheriffs' Association	North Carolina Sheriffs Association
Correctional Peace Officers Foundation	North Carolina Correctional Association
County Sheriffs of Colorado Association	New Jersey County Jails Wardens Association
Florida Sheriffs Association	New York State Sheriff's Association
Florida Sheriffs Youth Ranches	Oklahoma Corrections Association
Idaho Sheriffs' Association	Oklahoma Sheriffs' Association
Iowa Sheriff's Association	Oregon State Sheriffs' Association
Illinois Sheriffs' Association	Sheriffs' Association of Texas (SAT)
Kansas Sheriff's Association	South Dakota Sheriff's and Jail Association
Kansas Jail Association	Southern States Correctional Association (SSCA)
Louisiana Sheriff's Association (LSA)	Texas County Judges Association
Maine Jail Association	Texas Jail Association (TJA)
Minnesota Corrections Association	Texas Chief Deputies Association
Mississippi Sheriff's Association	Utah Sheriffs' Association
Missouri Corrections Association	Washington Association of Sheriffs and Police Chiefs
Missouri Sheriffs' Association	Western States Sheriff's Association
Montana Sheriffs Association	

Security

All GTL operations, such as business practices; system development, deployment and functionality; and data acquisition, handling and storage are subject to stringent, detailed security policies and procedures. Our phone systems and deposit service systems are rich with fraud prevention features. We present below only a

fraction of the policies and procedures GTL has in place to ensure data security and fraud prevention. If desirable, GTL's Chief Security Officer will be pleased to set up a meeting with the County for an in-depth review of our security methodologies.

GTL is one of the first organizations in the country with an employee that has been certified by the Payment Card Industry (PCI) Security Standards Council as an Internal Security Assessor (ISA). This ensures that our PCI compliance is held to the highest standard. GTL's handling of sensitive cardholder data is fully compliant with Payment Card Industry Data Security Standards (PCI-DSS). Because of our performance and diligence in achieving all necessary qualifications, GTL is classified by PCI as a Level 1 merchant – the highest and most prestigious PCI security classification. GTL backs its expanding automated payment services profile with the highest degree of data security achievable. GTL maintains electronic money transfer licenses in all 50 states, has comprehensive OFAC and AML/BSA policies in place, and is fully compliant with FinCEN and state money transfer regulations.

GTL has a certified PCI Internal Security Assessor

Trust in GTL's Financial Strength and Stability – Unmatched by Competitors

GTL is a financially sound and secure company with the resources to fully support your objectives. Our stability is underscored by:

> Our reputable and solid financial investor -- American Securities -- a leading U.S. middle-market private equity firm that invests in market-leading North American companies with annual revenues generally ranging from $200 million to $2 billion.

> A sound and liquid balance sheet able to support a contract the size of Barnstable County.

> Liquidity – Very strong liquidity position that provides us the cash position to handle Barnstable County's requirements.

> Leverage – Relatively conservative leverage position compared with other companies in the industry.

> The strongest cash flow in the industry.

GTL's significant market share and strong financial position within the industry is directly related to our customers' loyalty and trust in our products and services, resulting in multiple long-term contract awards, and consistent contract renewals. In the instance where the system is expected to generate revenue and resulting commissions, the BCSO can be confident that GTL will accurately and diligently perform its duties to calculate and remit. In support of this pledge to Barnstable County, GTL's financials are audited by Deloitte.

The advantages of GTL's oversight by a "Big 4" auditing firm include:

> Assurance of commission accuracy for our customers;

> Credibility with the Securities and Exchange Commission and other regulatory entities, grounded in professional relationships built over many years;

Significant experience serving complex companies similar in size;

Leadership in providing audit services to the telecommunications industry; and

Extensive, long-term investment in our practice, including technology, training, development of specialists, and thought leadership.

GTL's financial stability, coupled with the strongest cash flow in the industry, provides BCSO complete assurance that GTL will deliver exceptional service and the substantial guaranteed commissions required by the contract.

3.   Vendor Financial Strength

The Vendor must disclose and provide information relative to any bankruptcies filed, voluntarily or involuntarily, in the last seven (7) years. Please provide the state of jurisdiction, court, and the current status of said bankruptcy filings.

GTL acknowledges and understands.

GTL has had no bankruptcies. Also, GTL currently is not involved in any litigation to which an adverse decision might result in a material change in the company's financial position or future viability.

4.   Vendor Lawsuits

The Vendor must disclose and provide information relative to any lawsuits it is currently a party to, whether named as plaintiff or defendant, in the last five (5) years, including name, docket number, state of jurisdiction, court, and the current status of said lawsuits.

GTL acknowledges and understands.

Our company's litigation history is provided in the confidential envelope located in the front of this proposal. When reviewing our past litigation, lawsuit and regulator information, it is important to view the information in context with the size and scope of our customer base. As the nation's largest inmate telephone service provider with nearly 50% of all inmates in the United States using our service, we are the subject and participant in litigation and lawsuits, which quite frankly, are often unavoidable. We ask BCSO to carefully consider this when viewing our information especially in comparison to smaller companies who do not have the breadth of our customer base.

5.   Vendor References

The Vendor must provide reference information for three (3) recent end users with its response. These references should be recent customers of the Vendor (within the last 3 years.) Kindly provide the company name, contact, address, phone, fax and email address. All reference reviews are done in a courteous, professional and timely manner to minimize the demands on the Vendor's reference contacts.

GTL acknowledges and understands.

GTL is pleased to offer the following client references to BCSO. We have selected existing GTL customers with similar characteristics to the BCSO.

Nationwide, we provide inmate calling services and offender management solutions for customers nationwide, serving nearly 2,300 facilities and more than 1.8 million offenders in 50 states and more than 800 counties.

CCG's exclusive agreement with GTL allows CCG unprecedented access to GTL's back office infrastructure and ticket management system, resulting in an integrated system of communication and data transfer between the companies. This dedicated and highly cooperative arrangement between GTL and CCG results in the highest level of service to our customers.

The following references can be used for both GTL and CCG.

Pima County, Arizona	
Contact Person:	Captain Sean T. Stewart CJE – Div. Commander
Telephone:	520-351-8384
Email Address:	sean.stewart@sheriff.pima.gov
Address:	1270 W. Silver Lake Road, Tucson, AZ 85713
Dates of Service	Valued partner since 2014
Services Provided	Inmate telephone services, lobby kiosks, video visitation, voicemail, and tablets

Davidson County, Tennessee	
Contact Person:	John Hudson, Chief of Administration
Telephone:	615-862-8956
Email Address:	jhudson@dcso.nashville.org
Address:	5131 Harding Place, Nashville, TN 37211
Dates of Service	Valued Partner since 2003
Services Provided	Inmate Telephone System and Tablets

Colorado Department of Corrections	
Contact Person:	Amy Bradley, CIPS Supervisor
Telephone:	719-269-4263
Email Address:	amy.bradley@state.co.us
Address:	275 W. Hwy 50, Canon City, CO 81201
Dates of Service:	Valued partner since 2015
Services Provided:	Inmate telephone services, commissary by phone, data iq, interface with JMS for pins, speed dials, v-tips, investigator voicemail, friends and family debit deposits, and TTY kiosks

6. **Vendor Products**

In response to this RFR, the Vendor must provide literature (including pictures and specification sheets) for all equipment to be installed and provided to the BCSO which satisfy the attached specification requirements.

GTL acknowledges and understands.

WINTEL 7010SSE Cord-on-the-Top Inmate Telephone

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements). Includes raised bump on "5" digit key

- 180° rotating swivel elbow with at least 1,000# pull strength

- Heavy ,14-gauge brushed stainless steel provides rugged vandal resistant telephone housing designed & built for inmate use

- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party

- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® Handsets have separate 4-pin connections

- Heavy chrome metal keypad bezel, buttons, and hook-switch lever withstand abuse and vandalism

- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance

- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse

- Pin-in-head security screws minimize tampering

Hearing aid compatible and FCC registered

US: 1DATE05BITC-254, IC: 3267A-ITC254

Wintel 7005SS Stainless Steel Visitation Telephone

Built-in user controlled volume "LOUD" button for ADA mandated volume control

Brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use

Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party

All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections

7-1

Heavy chrome metal keypad bezel, buttons, and hook switch lever withstand abuse and vandalism

Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14-gauge retainer bracket

Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations

Pin-in-head security screws minimize tampering

Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 67A-ITC254

GTL ITS Standard Computer Workstation

Properly authorized users may access the GTL Inmate Telephone System and GTL VVS platform features and tools from a GTL system workstation provided by GTL; BCSO-owned PCs running Microsoft Internet Explorer 9.0 or higher; and from other Internet-enabled devices. Following is the default configuration of workstations provided by GTL.

Computer: Dell Optiplex 3040 Desktop Workstation; Intel Core i3 (6100) 3.7 GHz Processor w/ 3MB Cache; 4.0 GB DDR3L 1600MHz SDRAM - 1DIMM; 16X DVD+/-RW SATA Drive; 500GB Serial ATA Hard Drive 7200RPM; Intel Integrated Graphics; Windows 7 Professional Operating System.

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

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

Due to the rapid evolution of computer hardware, should there be a significant delay between contract award and installation, GTL reserves the right to upgrade computer components to newer models.

UPS

Standard 120v, 60hz electrical current powers the on-site Inmate Telephone System equipment. The system requires a standard 20 amp dedicated outlet for proper operation. The outlet(s) should be located within 6 feet of the system equipment rack. In the case of multiple racks, additional circuits are required. All related electrical wiring and circuit loading comply with the guidelines of the National Electrical Code and state code requirements. Inmate telephones throughout the facility are line-powered and do not require that electricity be run to cell blocks.

GTL provides an Uninterruptible Power Supply (UPS) that is designed to meet the runtime requirements for each individual facility. GTL matches the UPS to the hardware and network design for each facility to ensure that the unit is of the proper size to support the on-site hardware for the time required.

TDD

GTL provides Ultratec TDD appliances to meet ADA requirements for hearing impaired public phone users. Ultratec units work with all types of public telephones and public telephone enclosures. The TDD unit and keyboard are housed in a metal drawer installed under the public telephone. When a call is connected to another TDD, the drawer automatically opens to reveal the keyboard. When the call is completed, the keyboard automatically closes into the metal drawer again.

GTL provides the Ultratec M120 or M240 Public TTY Series; both motorized models are designed for public use. Each of the models offers maximum protection from vandalism. The stainless-steel TTY keyboard remains protected in a metal drawer until a TTY call is placed. The drawer opens automatically when another TTY answers and closes again when the call is finished.

Flex Kiosks

GTL will provide BCSO inmates with the correction industry's most innovative in-pod technology, GTL's patent-pending Flex™ Link in-pod kiosk. For BCSO, the Flex Link in-pod kiosks can be provided to inmates as dynamic multiservice and communication kiosks. The Flex Link kiosk is the inmate-side device for video visitation.

GTL's Flex Link in-pod kiosk our latest technology in replacing antiquated pay phone service allowing for unlimited expansion of services to inmates while helping BCSO streamline otherwise inefficient clerical processes. The 10.1-inch touchscreen tablet platform will allow BCSO to add new products and services for inmates and staff over time. With GTL's multi-layered security design, Inmates have no access to the internet or other restricted information and systems.

GTL' s Flex Link In-Pod Kiosk offers:

> GTL custom built secure Android OS
>
> Power and data over standard Cat5+ cable (PoE)
>
> Remote reboot and diagnostic tools
>
> 14-gauge stainless steel enclosure
>
> Multi-touch capacitive screen
>
> 10.1", 1024 x 768 display screen
>
> High resolution front facing camera
>
> Built-in back-up battery
>
> Corrections grade 14-gauge steel encasement
>
> Hardened handset and armored lanyard

The Flex Link in-pod kiosk has a fully integrated power backup battery that is built into the unit. No additional battery backup is required to power the unit if facility power is lost.

GTL's patent-pending design allows the kiosk to fit in the same footprint and on the same mounting brackets as inmate phones. Like inmate phones, GTL's Flex Link in-pod kiosk enclosure can be mounted to pedestals and other inmate phone hardware should future hardware expansion be needed and/or required. What's more, with the Flex Link integrated handset and software, inmate phones can be easily swapped out for Flex in-pod kiosk enclosures without the need for alterations to the facility structure.

With limited wall space and infrastructure considerations, the Flex Link's unique design and dramatically smaller footprint allows for future expansion without compromising the facility infrastructure and aesthetics.

Info@Risk, an independent information security assessment firm, performed a set of rigorous, comprehensive penetration tests on **Inspire**, GTL's corrections-grade wireless inmate tablet. GTL remediated vulnerabilities found by Info@Risk, and subsequent re-testing confirmed that all significant vulnerabilities were successfully eliminated. As of Q2 2016, Info@Risk certified that **Inspire**, as tested, has applicable information security controls in place to resist attacks from all typical attack vectors. A letter of attestation from Info@Risk is available to the County if desired and describes the third-party certification and the process that GTL followed to earn it.

GTL's wireless inmate tablet program was built from the ground up with multiple levels of integrated security to ensure the safety and security of corrections staff, inmates, and the general public.
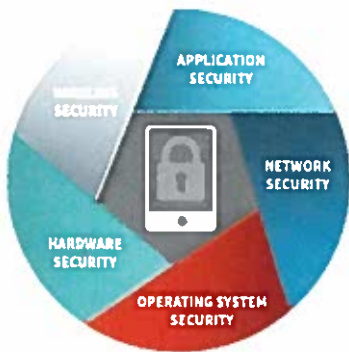
GTL uses best-in-class security measures to ensure that both the wireless device and the wireless networks are properly protected. With this in mind, we encourage you to examine the strength and safety of the "Five Layers of Security" for our Inspire™ wireless tablet solution –

Hardware, Operating System, Wireless, Network & Application.

This also provides control to allow only GTL devices onto the network and identifying 'rogue' Wi-Fi networks. To further protect the wireless network, *GTL has implemented advanced security practices as recommended by the Wi-Fi Alliance using Wi-Fi Protected Access II (WPA2) Enterprise security protocols*. All aspects of the wireless network are locked down, thereby limiting an inmate to only approved content.

Wireless Authentication Specifications:

WPA2 with a complex password and MAC filtering.

Considered best security practices according to Wi-Fi Alliance.

Inmates do not have access to the setting application so they cannot change wireless networks.

Wireless Intrusion Prevention (WIPS):

A Wireless Intrusion Prevention System is deployed for all GTL Inspire wireless tablet customer facilities to alert and prevent against the installation of rogue wireless access points. This system also ensures that only GTL Inspire tablets have access to GTL wireless networks and cannot connect to any other network.
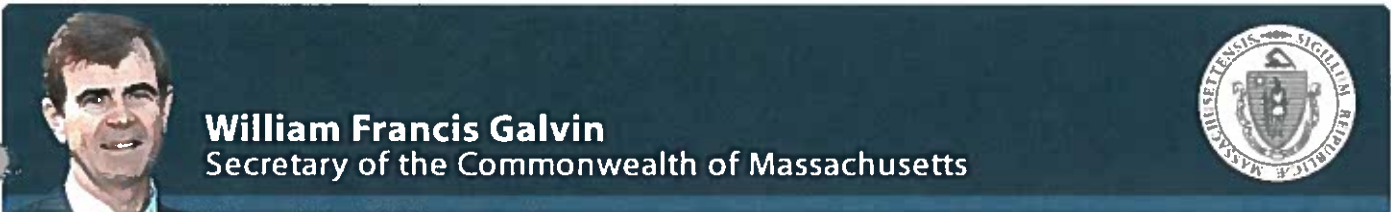
7. Vendor Authority

Vendor must provide a Vote of the Corporation allowing submittal of a bid in response to this RFR.

GTL acknowledges and understands.

GTL has provided this document following this page.

no vote

William Francis Galvin
Secretary of the Commonwealth of Massachusetts

Corporations Division

Business Entity Summary

ID Number: 631071001   Request certificate   New search

Summary for: GLOBAL TEL*LINK CORPORATION

The exact name of the Foreign Corporation: GLOBAL TEL*LINK CORPORATION	
Entity type: Foreign Corporation	
Identification Number: 631071001	**Old ID Number:** 000402274
Date of Registration in Massachusetts: 07-31-1992	
	Last date certain:
Organized under the laws of: State: DE **Country:** USA **on:** 05-01-1992	
Current Fiscal Month/Day: 12/31	**Previous Fiscal Month/Day:** 09/30

The location of the Principal Office:

Address: 12021 SUNSET HILLS ROAD SUITE 100

City or town, State, Zip code,   RESTON, VA 20190   USA
Country:

The location of the Massachusetts office, if any:

Address:

City or town, State, Zip code,
Country:

The name and address of the Registered Agent:

Name: INCORP SERVICES, INC.

Address: 44 SCHOOL STREET SUITE 325

City or town, State, Zip code,   BOSTON,   MA   02108   USA
Country:

The Officers and Directors of the Corporation:

Title	Individual Name	Address
PRESIDENT	JEFF HAIDINGER	12021 SUNSET HILLS ROAD, SUITE 100 RESTON, VA 20190 USA
TREASURER	STEVE YOW	2609 CAMERON STREET MOBILE, AL 36607 USA
SECRETARY	TERESA L RIDGEWAY	2609 CAMERON STREET MOBILE, AL 36607 USA
DIRECTOR	BRIAN OLIVER	12021 SUNSET HILLS ROAD, SUITE 100 RESTON, VA 20190 USA

DIRECTOR	PAUL ROSSETTI	12021 SUNSET HILLS ROAD, SUITE 100 RESTON, VA 20190 USA
DIRECTOR	MICHAEL SAND	12021 SUNSET HILLS ROAD, SUITE 100 RESTON, VA 20190 USA
DIRECTOR	WAYNE CALABRESE	12021 SUNSET HILLS ROAD, SUITE 100 RESTON, VA 20190 USA
DIRECTOR	BLAIR LEVIN	12021 SUNSET HILLS ROAD, SUITE 100 RESTON, VA 20190 USA

Business entity stock is publicly traded: ☐

The total number of shares and the par value, if any, of each class of stock which this business entity is authorized to issue:

Class of Stock	Par value per share	Total Authorized		Total issued and outstanding
		No. of shares	Total par value	No. of shares

☐ **Consent**   ☐ **Confidential Data**   ☐ **Merger Allowed**   ☐ **Manufacturing**

View filings for this business entity:

ALL FILINGS
Amended Foreign Corporations Certificate
Annual Report
Annual Report - Professional
Application for Reinstatement

View filings

Comments or notes associated with this business entity:

New search

The Commonwealth of Massachusetts

OFFICE OF THE MASSACHUSETTS SECRETARY OF STATE
MICHAEL J. CONNOLLY, Secretary
ONE ASHBURTON PLACE, BOSTON, MASSACHUSETTS 02108

FOREIGN CORPORATION CERTIFICATE

Examiner

We,   Robert A. Fergusson   , President/Vice Presiden

and   John A. Batson   , Clerk/Assistant Clerk o

Secretary/Assistant Secretary of   GLOBAL TEL*LINK CORPORATION

, in compliance with the provision

of General Laws, Chapter 181, Section 4, certify that:

1. The exact name of the corporation, including any words or abbreviations indicating incorporation o limited liability is: GLOBAL TEL*LINK CORPORATION

Name
Approved

2. The corporation is organized under the laws of: Delaware

3. The date of its organization is: ___May___ ___1___ ___1992___
   (Month)   (Day)   (Year)

4. The location of its principal office is: 2609 Cameron Street
   Mobile, AL   36607

5. A brief description of the activities of the corporation within the Commonwealth of Massachusetts is follows: To engage in any lawful act or activity for which corporations may be formed under the laws of this state, to include telecommunicati

C.   ☐
M.   ☐
R.A. ☐

6. The location of its local office in the Commonwealth of Massachusetts, if any, is: None

7. The name and address of its resident agent in the Commonwealth of Massachusetts, if any, is:
   C T CORPORATION SYSTEM
   2 Oliver Street
   Boston, Massachusetts 02109

8. The date on which the corporation's fiscal year ends is: ___September___ ___30___
   (Month)   (Day)

9. If the corporation's existence is other than perpetual, state the duration of existence: _____

P.C.

2.   Response to RFR Specifications

Barnstable County Sheriff's Office

GTL

The Corrections Innovation Leader

The Commonwealth of Massachusetts, Barnstable County Sheriff's Office (BCSO) is publishing this Request for Response (RFR) for an Inmate Communications System for inmates housed at the Barnstable County Correctional Facility in Bourne, Massachusetts.

A. RFR OBJECTIVE:

The objective of this Request for Response is to solicit and obtain responses from qualified vendors to provide all equipment, software, labor and maintenance support for the installation, implementation, operation and management of a full-scale, state-of-the-art, turnkey Inmate Communication System at the Barnstable County Correctional Facility which provides local, InterLATA, IntraLATA, and Interstate service, and should provide International service. The proposed system must be free of all costs and fees to the BCSO and must provide correctional grade coinless telephones and video visitation kiosks for use by BCCF inmates. This service will include a single primary vendor with end-to-end network and equipment responsibilities.

This RFR provides detailed instructions for vendors interested in submitting proposals in response to this RFR. Proposals shall include sufficient information to allow the BCSO to thoroughly evaluate each vendor. This RFR contains specific details with regard to equipment, system and administrative requirements so that each vendor will provide a written response that:

Acknowledges and understands each and every requirement; Thoroughly explains how the vendor will accomplish the requirement.

Provides specific performance measures so that BCSO can measure the vendor's performance.

GTL acknowledges and understands.

B. GENERAL RFR INFORMATION:

1.   Applicable Procurement Law: Request for Response procedures and award of the Contract shall be in accordance with the Commonwealth of Massachusetts Sheriff's Association Policy Governing the Procurement of Commodities and/or Services. This policy is promulgated under authority of Massachusetts General Laws (MGL) Chapter 34B §12, Chapter 61 of the Acts of 2009, MGL c.7, §22, MGL c. 30, §51 and MGL c. 30 §52, as amended, plus all applicable Federal, State and Local laws and regulations.

2   Acquisition Method: The Vendor will pay commission to the BCSO based on a fixed percent of the gross revenue generated from the inmate communications systems.

3.   Proposal submission costs: The BCSO will not be responsible for any costs or expenses incurred by Vendors relative to their bid response.

4.   Vendor disability accommodations: Vendors with disabilities or hardships that seek reasonable accommodation, which may include the receipt of RFR information in an alternative format, **must** communicate such requests in writing to the contact person.   Requests for accommodation will be addressed on a case by case basis and the BCSO reserves the right to reject requests deemed unreasonable.

GTL acknowledges and understands.

C. SCOPE OF SERVICES/PRODUCT REQUIREMENTS

1. Current Service Environment:

The current communications system is a web-based, coinless phone Secure Call Platform system provided by Securus Technologies. Securus provides all local exchange services; Intra and Inter-LATA collect call services, all inmate telephone hardware, software, site processors, a centralized database of locations, inmate tip lines, maintenance and repair, and call tracking. Currently, the BCSO does not provide video visitation service to the inmates housed at the Barnstable County Correctional Facility.

All calls, with the exception of international calls, are placed without the involvement of a live operator, and identified to the recipient as a call from an inmate housed at the Barnstable County Correctional Facility. Inmates are required to use a personal identification number (PIN) to place all calls. All calls, with the exception of telephone calls to attorneys, are recorded.

Current allocation of phones installed at the BCCF:

Area	Number of Coinless Phones	Number of hearing impaired phones	Number of coinless, speaker only phones
Pod A	9	1	
Pod B	4	1	
Pod C	8	1	
Pod D	3	1	
Pod E	5	1	
Pod F	1	1	
Pod G	1	1	
Pod H	2	1	
Pod J	5	2	
Pod K	6	1	
Pod L	6	1	
Pod M	6	1	
Visits	72*		
Intake	1	2	7 (with volume control)
TOTAL:	**129**	**15**	**7**

*Visits has 72 phones (1 handset for inmate/2 for visitors in 24 visit booths)

GTL acknowledges and understands.

An automated operator facilitates inmate calls, eliminating access to a live operator and preventing any communication with a called party until that party positively accepts the call. Voice prompts are designed to provide complete user instructions. By default, our ITS provides prompts in English and Spanish, but the system will accommodate prompts in up to ten different languages at once.

The system's integrated inmate Personal Identification Number (PIN) system allows: identification of inmate callers and the assignment of restrictions to individual inmates without affecting the call privileges of other inmates.

A unique list of Personal Allowed Numbers (PAN) can be associated with an inmate's PIN; restricting that inmate's calls only to the numbers on his/her allowed list.

The GTL's ITS automatically records all calls, except those to numbers marked "Private" within the system to ensure attorney/client privilege. The system is capable of recording calls from all phones simultaneously. Live monitoring of calls does not interfere with the recording of calls.

2.   **Requested Equipment & Service:**

The BCSO requires the following equipment in response to any contract awarded as a result of this Request for Response for an Inmate Communication System:

Phones and Video Kiosks: The Responder must provide a minimum of the following **correctional grade** telephone and video kiosk equipment free of defects, in new condition, with state-of-the-art technology in each of the following areas for the entire term of the contract and any renewal thereof unless otherwise agreed to by the **BCSO:**

Area	Number of Coinless Phones	Coinless, hearing impaired phones	Coinless, speaker only phones	Video Kiosks	Portable Video Kiosk Units
Pod A	9	1			
Pod B	4	1			
Pod C	8	1			
Pod D	3	1			
Pod E	4	1		1**	
Pod F	1	1			
Pod G	1	1			
Pod H	2	1			
Pod J	5	2			
Pod K	6	1			
Pod L	4	1		1**	
Pod M	6	1		1**	
Visits	72				

Intake	1	2	7		
Special Operations					3
TOTAL:	12 6	1 5	7	3	3

**A minimum of 1 video kiosk must be installed in Pods E, L, & M at the outset of the contract. Vendor may remove or install additional telephones and video kiosks throughout the BCCF based upon inmate population and/or as deemed necessary by the BCSO. The BCSO reserves the final right of approval for any change in equipment requirements as set forth above

GTL acknowledges and understands.

Equipment provided must meet or exceed the following requirements:

2.1   The vendor must be able to provide a full-scale, state-of-the-art <u>web based</u> telephone and video visitation system. The system must have the on-site capability of controlling and restricting inmate usage according to BCSO requirements, and the vendor must have corresponding staff to administer the system and monitor inmate-communications. Management and monitoring of inmate communication systems usage are critical components of these services. As such, vendors responding- to this RFR must include a narrative that explains how their system and staff will accomplish performance and accountability in this area.

GTL acknowledges and understands.

Our turnkey systems – Inmate Telephone System (ITS) and Video Visitation System (VVS), are ready to be implemented inclusive of all hardware, software, cabling, licensing, and with all the maintenance necessary.

GTL is proposing a no cost turnkey solution for BCSO that provides the economic, technical, and operational benefits BCSO needs to meet its requirements today and in the future.

Solution Overview

GTL will provide all the necessary labor, equipment, materials, and training to install and maintain the inmate telephone system and video visitation systems. GTL has the capacity and financial stability to provide and support these services for all BCSO facilities.

GTL understands that our solution must be the most cost effective and quality oriented solution and include the *technical products and services* required by the RFP's Scope of Work including:

- GTL's solution provides fully operational, secure and reliable Inmate Telephone and Video Visitation Services designed to improve the management and control of inmate telephone usage and inmate visitation.
- GTL's solution expands opportunities for communication between offenders and their outside contacts; maintaining relationships and reducing recidivism.
- Our telephone services include but are not limited to local and long distance telephone service subject to BCSO's restrictions, recording and monitoring.

- Our video visitation service affords families and friends secure visitation with offenders, subject to BCSO's rules, recording and monitoring. Remote video visitation makes it possible for people to visit incarcerated loved ones without having to travel long distances. Video Visitation also reduces the possibility of contraband being brought into the facility.
- GTL's solution complies with all applicable state, federal, and local laws and regulations.

Proposed Solution

Inmate Telephone System

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

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

- Collect, prepaid, free and debit calling options
- Flexible call account system
- Extensive call blocking capabilities at various levels and times at BCSO's discretion
- Differentiation between privileged (legal) and personal calls
- Various prerecorded branding messages for different types of calls
- Digital recording of personal calls
- Time-synchronized network for all equipment in the system
- ADA compliance
- English and Spanish language prompts
- No secondary dial tones and safeguards against third party/conference calls.

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

The GTL Solution is characterized by:

- Open architecture for easy interfacing with the jail management and/or commissary/inmate trust systems
- Specialized and highly configurable call-processing and recording system designed and built for use by correctional facilities.
- Extensive reporting capabilities for administrators and investigators.
- Flexible payment options for inmates and their families and friends.
- Easy-to-use Graphical User Interface and password-protected access.

- Dedicated network that securely links your facility to GTL's offsite data centers, the Public Switched Telephone Network (PSTN), and makes all ITS features and information available to authorized users from anywhere there is an Internet connection.

GTL will be responsible for all costs, acquisition, installation, operation, service and maintenance of all aspects of the inmate telephones, video visitation stations, phone trucks, public telephone equipment and infrastructure.

Video Visitation - Onsite and Remote

GTL understands the significance of maintaining communications between inmates and their families, friends, and loved ones. The traditional first-come, first-served visitation process creates a multitude of challenges for the correctional facility: proper observance of a facility's security, the supervision of inmate movements, the generation of reports, and provision of secure lobbies for visitors and officers. Families and friends who wish to visit inmates deal with other challenges such as standing in long lines or dealing with travel restrictions that make visiting the facility difficult or impossible. GTL's visitation management solution with full video visitation deployment overcomes all of these challenges. Our VVS Solution includes all visiting stations, video monitors, web cams, handsets and codecs for both onsite and remote video visitations. Our flexible solution supports a variety of configurations:

- **On-Site Facility Visitation** – Inmate and visitor video visitation units are located within a facility; allowing visits at the facility without the need for additional security.
- **Multiple On-Site Facility Visitation** – Video visitation units are located at two or more facilities; allowing visitors at one facility to visit inmates at two or more facilities.
- **External Visitation** – Video visitation units are located at a facility and at an approved remote location such as courthouse or visitation center to permit video visitation between these units.
- **Remote Visitation** – Video visitation units are installed at facilities which allow visits with remote home computers.

Security and Other Benefits of Video Visitation

- Reduced opportunities for contraband to enter the facility
- Reduced movement of inmates through the facility, thus reduced opportunities for hand-offs between inmates.
- Reduced man-hours needed to escort inmates and visitors to visiting areas.
- Increased security for visiting children and adults.
- Increased inmate and visitor morale due to increased opportunities to visit.

This system is managed by the **GTL Visitation Management** software, which is fully hosted by GTL. The software gives BCSO the ability to set all video visitation schedules, quotas, and restrictions.

More Visitation = Less Recidivism

Studies continue to support the fact that recidivism is significantly reduced by regular communications between inmates, families and friends – **13% reduction in felony reconviction and a 25% reduction in technical violations.** Embracing this concept, GTL provides a video visitation and visitation management system that enables regular and cost-effective remote video visits to help

inmates maintain important and meaningful relationships with family and friends who may reside a good distance from the inmates' housing facility. Facilities using GTL's Video Visitation Management software, typically see a **25-40% increase in visitation.**

The key feature and power of the visitation management solution is GTL's Visitation Management software, which essentially automates the entire visitation process, both face to face and video visitation – this comprehensive software truly separates GTL's Solution from all other video visiting systems. BCSO will be able to configure station availability for the public or inmates, inmate quotas and daily and weekly schedules. The system utilizes your configurations to create an extremely efficient, safe and automated visitation process.

GTL's VVS provides a public web site to allow families, friends, and professionals to self-schedule visits with inmates. The system performs automated conflict checking during the scheduling process and connects the proper stations for the scheduled visits. GTL provides all recording services for the video visitation system.

GTL's Video Visitation Solution Exceeds the Requirements of the RFP

- GTL VVS Solution is capable of scheduling, managing, and reporting face-to-face visits as well as video visits.
- GTL VVS provides a Professional Scheduling module that allows different policies for professional visitors (e.g. attorneys, clergy, case workers, et cetera).
- GTL's VVS and scheduling system interface is multi-lingual. All public and professional facing screens are available to users in the selected language. In addition to English and Spanish, we currently offer Haitian Creole. Other languages can be developed if required.
- GTL VVS auto-dialer notification system can place a call to notify a visitor when a visit has been cancelled. Cancellation notices are also automatically sent via email.

2.2   The vendor will provide, at no cost to the BCSO, one full-time or two part-time (for a total of 40 hours per week) on- site support person(s) to provide overall management and phone monitoring of the system and act as a liaison between the BCSO and Vendor. All employees and contractors hired by the Vendor are subject to a BCSO background check and must be approved by the BCSO prior to admittance to the BCCF. Vendor agrees to pay approved employees a minimum hourly wage of $25.00.

GTL acknowledges and understands. GTL will hire the approved number of staff to adequate service and support the BCSO

2.3   The vendor will provide system capacity for remote monitoring for on-site monitoring of live-calls and archived-calls by the BCSO, including all video visitation calls.

GTL acknowledges and understands.

GTL's ITS allows authorized BCSO staff to monitor inmate phone conversations in real-time without any interference to existing recording operation. The system will exclude the do-not-record list from the monitoring capability. The list can be manually entered or GTL can accept a file feed of do-not-record (privileged) numbers from the County.

The system's live monitoring component will be accessible to authorized personnel through the *system workstation* at the facility and via GTL's *secure Internet connection* from a desktop, laptop, or other remote means. Whether at an on-site workstation or connected through the Internet from a remote location, only those with appropriate security clearance will be able to access the password-protected live monitoring component.

Calls-in-progress are displayed on the system's Live Monitoring screen and can be selected for listening by inmate PIN or the called number. The system's "hot" number alert function can be configured to auto-forward special calls-of-interest to a pre-designated number in the Inspector General's Office.

An authorized user monitoring calls may also manually forward calls-of-interest, for example, to the Inspector General's designated number or other approved numbers for investigative staff.

Live monitoring functions for calls-in-progress include:

- Allows the user to manually select and listen to a particular call in real-time; for any length of time.

- Allows the user to activate Scan, which causes the system to sequentially auto-select and "play" the live conversion of each active call for a specified interval (e.g. 30 seconds), before scrolling to the next active call. When the last call on the Live Monitoring screen is scanned, the scan cycles-back to the top and begins again. At any point, the user may stop the scan and listen to a conversation of particular interest for any length of time.

- Allows the user to disconnect (end) any call in which the conversation is inappropriate or threatening.

- Allows the user to forward a call-of-interest to a designated number.

- Alerts the user when a call was placed by an inmate with a "hot" (alerted) PIN or when an inmate has called a "hot" (alerted) destination number.

2.4   Vendor must agree to work cooperatively with the BCSO during the negotiation, implementation and administration of the contract.

GTL acknowledges and understands.

GTL ITS Systems Integration

The GTL ITS can be interfaced with virtually any jail management, commissary, other external system that stores and manages data relevant to the inmate calling platform. Interfaces between the ITS platform and a facility's other systems can provide:

- Automatic transfer of inmate data (name, housing location, et cetera) to the ITS PIN database.
- Automatic funding of inmate Debit calls from commissary/trust accounts.

GTL is renowned in the industry for its exceptional expertise at integrating with multiple vendors at correctional facilities. We have successfully integrated with more systems (jail management, commissary, et cetera) than any other vendor. Our experience and contacts ensure a smooth integration process. Our program and project implementation teams have handled many large accounts, networking multiple sites and integrating with disparate databases. The key to trouble-free, **open systems integration** is working directly and harmoniously with your existing and future partners. This kind of inter-system integration sets GTL apart from all other providers through:

- The establishment of one team tasked with ensuring smooth integration
- Integration experience from other account to draw upon when problems arise
- Increased revenues because of more payment channels and additional services
- Availability of multiple solutions to meet current and future needs

We can interface the GTL ITS with any system that implements standardized protocols, such as SQL, XML, PCIP, HTTP, FTP, FSTP, 3270, and the like. GTL can also work with standard-based middleware that can provide interfaces to external systems.

GTL has also developed web service functions that are based upon Service-Oriented Architecture and that are platform independent. It is critical that an inmate telephone service technology be able to link with other databases and create a pathway for information exchange, and not require these other databases to conform to one vendor's proprietary protocol. GTL's system architecture is designed to be platform independent and to accommodate advances in investigative techniques.

2.5   The vendor must disclose and thoroughly explain all policies and business rules, including but not limited to call blocking, fraud and bad-debt control; and provide details regarding how the vendor handles and bills these calls.

GTL acknowledges and understands.

Bad Debt and Policies

GTL has implemented the following controls to help minimize bad debt. Any financial losses incurred as a result of bad debt are borne entirely by Global Tel*Link. There are no deductions of any kind taken from the gross revenue from inmate calls prior to the calculation of BCSO's commission amount.

Billing Limits: GTL uses a balanced approach for blocking thresholds, designed to provide customers with an opportunity to receive collect phones calls at reasonable volumes while preventing consumers from unknowingly accepting high volumes of collect calls and ultimately being surprised when they receive their telephone bills. This approach also limits unscrupulous consumers who attempt to deceive and accept telephone calls with no intentions of paying for the service rendered. GTL does not use a one size fits all policy rather we customize the limits based on the called party's ability to pay and history of payment. Billing caps are included in the automated operator's opening message to a called party. Limits can be raised or lowered at Global Tel*Link's discretion.

Usage limits (caps) apply only to collect calls billed through the customer's local telephone service provider or to credit limits for direct bill customers. Call usage for AdvancePay and PIN Debit are balance dependent. No other limits or caps apply to AdvancePay or to PIN debit.

Real-Time Number Validation: Calls through GTL's ITS are validated in real time. Validation, which takes only a few seconds, occurs during call setup and includes, among other steps, passing the number through GTL's contracted Line Information Database (LIDB) hub where it is checked for fraud/bad debt attributes, operational status, and billable status (e.g. payphones are not billable). If the LIDB-pass identifies a household number as high risk for bad debt, the ITS blocks the number for collect calls, but allows the call process to continue through the AdvancePay channel, which will offer the consumer an option of setting up a prepay account (described below).

AdvancePay Accounts: Some people are better able to manage expenses for inmate calls by prepaying a specified amount. When an inmate attempts to dial a number that cannot receive collect calls, the ITS will place the inmate on hold while the option is given to the called party to set up an AdvancePay account that will allow inmate calls up to a specified amount to be charged to the party's VISA or MasterCard. If the party chooses to setup an AdvancePay account using GTL's automated system, after the party provides the appropriate information, the inmate's current call is connected. Alternately, the called party is given the option to call GTL's toll free number to setup an AdvancePay account using other payment methods.

OneCall Option – Single Call Billing: Through our **AdvancePay OneCall** option, GTL can connect more calls from offenders to their families and friends. OneCall allows called parties to accept and pay for a single call without the need to first establish a prepaid account. This option is targeted towards those who:

- Do not receive many inmate calls (so no need for a prepaid phone account)
- Have a debit card with limited funds available (not enough to create or replenish an AdvancePay account)
- Don't want to miss an inmate call (since it may be the ONLY one!)

With AdvancePay OneCall, the called party can now choose to pay for just that one call. Previously, these calls would NOT have been completed – either the called party could not set up a prepaid account because of limited funds, or they chose to forego the call because they did not want to set-up and fund a prepaid account. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls. (Note: if there are no applicable AdvancePay transaction fees in effect at a facility, appropriate fees will be confirmed with the facility prior to activating this option). Our OneCall option means more completed calls and more satisfied customers.

Vigorous Collections Policy: Calling campaigns are initiated each month to personally contact customers with outstanding direct bill invoices over 30 days. As needed, GTL's various prepay alternatives are explained. BCSO's commission revenue is not affected by un-collectable telephone bills.

Fraud

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

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

Three-Way Call Detection: GTL's ITS is designed to isolate any attempt by the called party to bridge a call in-progress to a third party, commonly referred to as remote call forwarding, three-way calling or conferencing. The system can be configured to do any of the following upon detection of call forwarding or three-way calling:

- Disconnect the call immediately.
- Disconnect the call after providing an explanatory message that a prohibited remote call forwarding/3-way call attempt have been detected (during which the parties cannot communicate).
- Play a message that a prohibited call forwarding/3-way call attempt has been detected.
- Allow the call to continue for future investigation purposes. The call will be alarmed on the Live Call Monitor and investigators can listen to the call.

Fraud Prevention Features – Always Active

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

Fraud Prevention Features – Active at BCSO's Discretion

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

- Hot Number Alerts assignable to inmate PINs and destination numbers

Blocking

The GTL ITS has unlimited telephone number blocking capability. There is no charge for unanswered or non-accepted calls. The GTL ITS will allow completion of a call to only one dialed number per individual attempt. Any attempt to dial a second number will be blocked. The inmate must hang up (terminating the first call), reenter his or her PIN and redial in order to place another call, which eliminates the potential for chain dialing.

Unlimited Number Blocking

By default, the system is preprogrammed to block inmate calls to:

Emergency 911

Numbers which incur excess charges, such as 900, 972, 976, 550, et cetera

Numbers for long distance carriers, such as 10333, 10285, or future 101- XXXX carrier access numbers

Local numbers which access long distance carriers (e.g. 950-XXXX, etc.)

Directory Assistance numbers (e.g. 411, 555-1212, et cetera)

Toll Free Numbers (e.g. 800, 888.877, et cetera)

Block Individual Numbers: BCSO may block an unlimited number of destination telephone numbers using the system's Number Management options. Any number can be blocked by adding the 10-digit number to the system's Number database and checking the **Blocked** attribute.

Block Range of Numbers: The system's **Wildcard** attribute is used to restrict a range of numbers by area code or area code plus 3-digit exchange. Entering only an area code, or an area code plus 3-digit exchange, then checking the Blocked and Wildcard attributes, will block inmate calls to all numbers beginning with the designated area code, or the designated area code and exchange.

3.   Technical Requirements and Specifications

3.1   The system must be free from defects. Any problems associated with the hardware and/or software must be corrected by the vendor at no cost to the BCSO throughout the life of the contract.

GTL acknowledges and understands.

3.2   Explain the procedure the BCSO would use to request changes to the number of inmate telephones and video visitation kiosks and the notification requirements for approving additional facility areas for video visitation usage.

GTL acknowledges and understands.

The ITS and VVS will meet your needs now and in the future. The original installation is configured for

the number of inmate phones and stations supported, the number of workstations, the amount of call traffic, and the expected number of simultaneous users. The system design is modular and expandable. If additional capacity is required, such as new inmate phones or a facility expansion, GTL Solution can easily accommodate this need.

Change Management Procedure – Hardware

GTL's system has virtually unlimited expansion capabilities. The system's modular design allows hardware expansion with little or no downtime. Our customers are never charged or billed for hardware upgrades or expansions.

Request Procedure

When a minor hardware change is needed, such as the addition of one or more new telephones or workstations for an existing facility, BCSO submits a written request to GTL's Technical Support Department. GTL opens an action ticket, orders the new equipment, and notifies the Field Service representative who will schedule the installation with BCSO's facility.

When BCSO anticipates major expansion of an existing facility or the addition of a new facility to the network, BCSO submits a written request to GTL's BCSO Account Manager. GTL opens an action ticket and schedules a meeting with BCSO to discuss and clearly define the needs and solutions of the expansion project.

Example Expansion Projects

Additional Telephone Stations

The total number of stations, ITS or VVS, can be increased with little or no downtime. The station cards may have additional space available to add new stations for a facility. When station cards have additional space, field technicians will hang phones, run wiring and cross-connects if necessary, and map and identify new stations. In the event that a significant number of new stations is required, there may be the need for the installation of a new station card in our control computer. In this event, GTL project management will coordinate with the facility and field service to keep downtime to an absolute minimum. In most circumstances, any system downtime is scheduled during lockdown periods or scheduled off times.

Additional Unit or Facility

The addition of new stations for an entire new unit or facility can be provided with little to no downtime of existing inmate phone service. Project managers, technical support engineers, and field service technicians plan and execute each phase of system expansion including wiring if necessary, hanging phones, and system connection. In the event that a secondary control system is required, no downtime is required and once connected to our private network, access to records and information from the new system is accessible for any workstation within the facility. If it becomes necessary to take the system down for a short period of time, GTL project management will coordinate with the facility and field service to keep downtime to an absolute minimum. In most circumstances, any system downtime is scheduled during lockdown periods or scheduled off times.

New Software Features

New software features for GTL require no downtime. Our software application is web based and servers in our central office control the interface. When new features and enhancements are added, system users are asked to log out and log back into the system for any changes to take effect. No telephone service downtime is required to install new software features.

Additional Workstations

The addition of administrative or investigative workstations can be accomplished with no downtime. Workstations are peripheral components of the system and have no effect on the successful operation of inmate telephones. To add new workstations, field technicians will run wiring to the new location(s) from the control computer and the workstation is installed.

3.3   All inmate telephones and video kiosks must be attached to an inmate control system. The system must have the capability of allowing the BCSO to monitor, control and record all inmate use (with the exception of calls and video visitations between an inmate and his/her legal counsel.)

GTL acknowledges and understands.

All services are used, monitored and updated through GTL's overall ICMv system that is the central nervous system of the BCSO solution.

3.4   Describe your proposed prepaid calling system, a detailed explanation of other options offered by the vendor for the public to use to establish a prepaid calling account.

GTL acknowledges and understands.

Inmate Debit Calling

- Inmate debit can fund both domestic and international calling that is facilitated exclusively, from start to finish, by ITS automated operator.

- Inmate debit provides international calling without the security and financial risks associated with international collect.

- Inmate debit allows calls to otherwise-approved phone numbers that are blocked for collect calling.

- Inmate debit calls are more likely to be accepted since the answering party does not have to pay for the call.

Overview: GTL's ITS enables Inmates to prepay for their own calls to any facility-approved telephone number. For facilities where inmate PINs are in place, an Inmate PIN Debit prepaid phone account may be set-up. Funds for the PIN Debit account may be provided either by the Inmates themselves from their Trust/Commissary accounts, or from their friends & family who may deposit funds directly into Inmate PIN Debit accounts through GTL's web and IVR deposit channels.

As an integral component of the ITS, GTL proposes, to BCSO, our Cardless, Real-Time PIN Debit calling approach.

Real-time inmate PIN debit calling enables inmates to transfer money from their commissary/trust accounts on-demand, through the phone system to their PIN debit accounts. Through this existing and proven system an inmate may use the phone to transfer money into his or her debit account through the phone system's self-guiding IVR. The allocated amount is immediately transferred to the inmate's debit account for use. Additionally, the Real-Time debit account balance is able to be refunded back to the inmate's commissary/trust account upon the inmate's release.

How it works: To fund their PIN debit account, the inmate completes a transfer either by accessing the system via any standard inmate telephone and inputting the amount of money to be transferred from his/her commissary/trust fund. Transferred funds are applied to the applicable inmate debit account in real-time. Inmates will have the option to review debit account balances at any time from any standard inmate telephone station.

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

Inmate Debit balances are maintained on a network-wide basis; debit account information is automatically transferred with the inmate when the inmate is transferred between facilities.

The advantages of fully integrated debit include:

- When GTL implements fully integrated debit the result is usually a substantial increase in call volumes and commission revenues for the facility.

- Less busywork for staff with greater system accuracy and fewer data entry errors.

- Quicker, easier debit phone-time sales through the commissary and/or inmate trust accounts.

- Automatic deactivation of an inmate's debit account within a given facility when the inmate is transferred to a different facility.

- Automatic deactivation of an inmate's debit account upon the inmate's release from incarceration.

There are **no added fees associated with debit calling**. The only charge to the inmate account is the cost for calls.

Prepaid Account Options for Families and Friends: GTL makes it easy for families and friends to setup prepaid accounts to fund inmate calls via a **toll-free number** connection to a GTL service representative; our convenient **automated IVR** system; as well as our secure **Internet website**. Payments can be made via money order, credit or debit card and Western Union.

GTL External Payment by Friends and Family: GTL offers the ConnectNetwork® payment product suite that includes web and IVR convenience. For friends and family, GTL provides the convenience of both web and IVR as channels to deposit funds into an Inmate's PIN debit account, using either credit or debit cards. For friends and family without credit or debit cards, GTL will also accept money orders.

GTL's ConnectNetwork® web site, enables Inmate friends and family members to deposit money into an inmate's PIN debit prepaid phone account from their computer, tablet, or smart phone. Both the ConnectNetwork® website and the PIN debit IVR toll free number are accessible 24/7.

GTL AdvancePay Prepaid Account Calling - Funded by Family or Friend

Calls to numbers that are unable to receive collect call billing can be completed through GTL's AdvancePay program. When an offender attempts to dial a number that cannot receive collect calls, the ITS system will place the offender on hold while the option is given to the called party to set up an AdvancePay account using a credit card. If an account is successfully created, the offender is reconnected and the call progresses.

A similar process is engaged for existing AdvancePay customers who receive a call when their funds are too low or depleted. They are offered an on-line opportunity to add funds after which, the offender and called party are reconnected. Should the called party be unable to set up an AdvancePay account as described above, they are given a toll-free number to do so at a later time. Additionally, their number is placed into an outbound automated calling queue that reminds them of this service availability. They can react to or opt out of these automated calls if they choose to do so.

Apart from this platform driven feature, GTL provides a toll-free service that allows family and friends to 1) set up an account, 2) check their AdvancePay balances, 3) make a deposit and 4) get alternative payment instructions by retail money transfer services like Western Union or mail via USPS.

Our toll-free AdvancePay Customer Service number is answered from 7:00 AM to 11:00 PM (Central Time), Monday through Friday and from 8:00 AM to 7:00 PM (Central Time) on Saturdays and Sundays. Our call center supports a call back feature for customers for average hold times over 5 minutes.

AdvancePay customers can also use GTL's website, 24 hours a day, 7 days a week, to deposit funds to their existing AdvancePay accounts.

Forms of Deposits

- Visa, MasterCard and Discover
- Check (both certified and personal)
- Money Order
- Retail Money Transfer
- Cash (at kiosks where provided)

Account Maintenance

Outbound automated calls are made to account holders when their funds are too low or depleted. This initiative helps to ensure communications channels between offenders and their family and friends are maintained. GTL always provides the means for these outbound reminders to be discontinued, recognizing that emotional connections within the framework of this environment are subject to changes.

All AdvancePay calls are subject to all the security features and management reporting associated with the ITS platform.
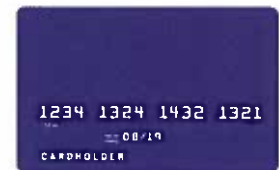
Benefits

- Improved call completion
- Morale booster
- Convenience
- Family or Friend Account specific (one phone number)
- Controls cost
- Minimal to no facility involvement

The end-to-end process, from billing authorization to carrier call termination, results in an unsurpassed ability to complete inmate phone calls. With more AdvancePay prepaid phone calls being completed, commissions are maximized and inmate and friend/family complaints are minimized.

Some key features of the AdvancePay program are:

AdvancePay Card Storage

GTL allows frequent depositors to securely "store" their credit/debit card numbers, in order to expedite their AdvancePay deposit transactions. This is a particularly helpful function when customers are using a mobile phone to complete the transaction, and punching in a 16-digit card number, plus a 5-digit zip code, plus a 3-digit security code may be difficult to do without error. Over 40% of deposit transactions are now completed using a previously stored card.

Note that GTL complies with the highest standards for protecting this sensitive customer data. GTL is certified as a level 1 PCI (Payment Card Industry)-compliant merchant, the highest level attainable. Therefore, all stored credit/debit card numbers are encrypted using industry leading technology. All decryption keys are stored in a highly secured and hardened Key Encryption Management (KEM) appliance that ensures only applications with the correct credentials can request decryption of sensitive data.

AdvancePay AutoReload

This optional feature is targeted toward those who:

- Receive frequent inmate calls
- Have a credit card
- Don't want to miss an inmate call because of a low balance in their account

With AdvancePay AutoReload, the customer's account is re-funded automatically whenever it hits a low balance condition, using a payment card securely stored with GTL. Customers may choose a reload amount of either $25 or $50, and may sign-up or cancel their authorization either over the

phone or online. Standard AdvancePay transaction fees in effect for each facility apply to each deposit. This feature has been a great success, with over 40,000 AutoReload deposits occurring each month. This results in more completed calls and more satisfied customers.

AdvancePay OneCall

This option is targeted towards those who:

- Do not receive many inmate calls (so no need for a prepaid phone account)
- Have a debit card with limited funds available (not enough to create or replenish an AdvancePay account)
- Don't want to miss an inmate call (since it may be the ONLY one!)

With AdvancePay OneCall, the called party can now choose to pay for just that one call. Previously, these calls would NOT have been completed – either the called party could not set up a prepaid account because of limited funds, or they chose to forego the call because they did not want to set-up and fund a prepaid account. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls. (Note: if there are no applicable AdvancePay transaction fees in effect at a facility, appropriate fees will be confirmed with the facility prior to activating this option). Our OneCall option means more completed calls and more satisfied customers.

- **AdvancePay Customer Contact Programs** – Insufficient funds is a key reason inmate calls are not completed. When calls are not completed, inmates and their families and friends are disappointed and complaints may be generated. GTL operates free contact programs that alert called parties of an inmate's attempt to contact them and the need to set-up or reload an AdvancePay account. The result is more accounts are established and funded, leading to more completed calls and satisfied customers.

- **Courtesy Call** – The initial call from an inmate to a friend or family member is vital to establishing connectivity. By providing a courtesy call to the friend and family member at no cost to them, the inmate is able to make contact with friends and family members. Inmates are able to communicate important information about their whereabouts while friends and family members know where the inmate is located and who their new telephone service provider allowing them to set up an AdvancePay call in preparation for the next call.

- **Phone Call Contact Program** – When an inmate is unable to complete a call to an authorized number, GTL provides easy to understand instructions to the friend and family members about the inmate's call attempt and n how to accept the call. This program leaves one (1) completed message following an unsuccessful call attempt by an inmate. There is no attempt to relay an inmate's call attempt where the called party declines to accept the call.

- **Email Contact Program** – GTL sends an email to those AdvancePay account holders who register online with us, whenever their AdvancePay account balance is low. The email contains a link to ConnectNetwork.com, to facilitate a deposit. Email recipients always have the choice to "unsubscribe" to this contact program.

- **Text Contact Program** – This optional contact program for friends and family sends a text message each time the account holder's AdvancePay balance is low. To subscribe, AdvancePay account-holders just need to text the word "ADVANCE" to code 91613. In accordance with text messaging regulations, a double opt in is required to complete the subscription. Subscriptions may be canceled at any time. Besides low balance alerts, subscribers may text "BALANCE" to find out their account balance at any time.

- **Auto Reload** – By maintaining an AdvancePay balance at all times, friends and family members can stay in touch with their loved one without fear of interruption of service due to insufficient funds. Auto Reload allows friends and family members to automatically replenish their AdvancePay account when they reach a certain low balance threshold, e.g. $3.00. When this threshold is reached, their credit card is charged and their AdvancePay account is replenished. This convenient option helps ensure friends and family members with hectic schedules can stay in contact at all times.

3.5   The system must process all inmate communications on an outgoing and prepaid call basis. All inmate calls must be processed by an automated operator, the BCSO will not allow access to a live operator at any time. Describe, in detail, how the system processes automated calls. All phones must limit one call per connection and prevent pulse dialing, and "hacking." No incoming calls shall be permitted.

GTL acknowledges and understands.

The GTL Inmate Telephone System provides automated operator service with friendly, easy to understand voice prompts. The automated operator controls each call from off the hook to hang-up. Inmates will never have access to a live operator. GTL's ITS automated operator services include but are not limited to:

- Language Preference: Upon picking up the receiver, the inmate will hear the following prompt, "For English, press 1" – in English; "For Spanish, press 2" – in Spanish; and so on. This prompt continues through each language available in the system until the inmate makes a selection. By default, the automated operator's pre-recorded messages are available in English and Spanish. GTL's ITS supports prompts in up to ten (10) languages. If the facility has a need for an additional language, pre-recorded messages in that language can be developed at no cost to BCSO. Modifications to pre-recorded messages are also provided at no cost.

- Call Type Preference: When the facility approves multiple call types, (e.g. collect, debit, station-to-station, person-to-person,) the automated operator prompts the inmate to select the various call type options.

- Inmate Call Branding: When an inmate's call is answered, the automated operator identifies for the called party, both the inmate and the facility from which the call was placed. For example, the branding message for a collect, station-to-station call is similar to: "This is a collect call from [INMATE NAME], an inmate at [FACILITY NAME]. The branding message is followed by various called-party options.

- Recording and Monitoring Notification: When applicable, the automated operator informs both the inmate and the called party that the call is subject to recording and monitoring. This announcement is always included in the opening branding message to a called party, prior to the prompt for call acceptance or rejection. The system can be configured to repeat this announcement at random intervals throughout the call.

- Positive Call Acceptance: Following the call branding message, the called party hears an instructional prompt, "If you wish to accept this call, press or say 'zero' and hold; to refuse, press or say '5' and hang up; if you wish to block any future calls of this nature, press or say '7' for further information." Should any number other than those specified be pressed or spoken, the call is terminated. If the called party fails to respond appropriately, the message will repeat up to three times. If there is no response within thirty seconds of the third repeat, the call is terminated.

- Automatic Rate Quote: The system will quote rates to the called party prior to accepting the call. The rates are retrieved from Global Tel*Link's centralized rating system, which is revised automatically when rate changes occur. The rate-quoting feature will quote the called party the cost of the first period, or minute, and the cost for any additional period(s), or minute(s).

- Call Duration Warning: A voice prompt, or a warning tone, will alert both the inmate and the call recipient when only one minute is left on any call. The system may be configured to repeat the warning at a different interval and/or at multiple intervals.

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

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

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

- "The called party did not accept your call."

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

- Automated Account Balance: When the ITS prepaid Debit system is in use, the inmate hears the balance in his or her Debit account before call processing begins for a prepaid call.

- Automated AdvancePay Setup: When an inmate attempts to place a collect call to a number that that cannot accept collect calls, AdvancePay will place the inmate on hold while the option is given to the called party to set up an AdvancePay account that will allow inmate calls, up to a specified amount, to be charged to the party's VISA or MasterCard.

3.6 The BCSO is considering an interface between its inmate phone system and its inmate commissary accounts (currently provided by Keefe Commissary) for the purposes of commissary account balance inquiries and transfer of available account funds to a separate inmate account set up for debit calling by inmates. If vendor has implemented this type of program in other detention facilities of similar size, describe the process for implementation of this service with the commissary vendor, the name of the facility, the point of contact, the inmate population and the date the interface was implemented. Please provide all costs and fees to be charged to an inmate for this service and describe the impact, if any, on the revenues generated by calls placed thru inmate debit accounts.

GTL acknowledges and understands.

In order to automate BCSO systems, and therefore reduce staff manual involvement, GTL is able to provide automated interfaces for PIN transfer and inmate debit fund transfer. These interfaces are able to be implemented with the BCSO JMS system and the BCSO commissary/trust accounting vendor or any other vendor BCSO may use today and in the future.

GTL has an existing relationship with Keefe for integration services. We have multiple interfaces with Keefe vendors at our customer sites. Additionally, we provide a partial listing of our integration experience with nationally recognized vendors in the corrections industry. GTL is able to provide BCSO with the most technically knowledgeable and experienced staff in the industry with proven integrations at some of the largest correctional facilities.

Nationally known Commissary Vendors

Keefe Commissary

Oasis Commissary

Swanson Commissary

Canteen

Aramark

Southern Sheriff's Supply

Nationally known Jail Management Software Providers

GTL Offender Management System (OMS)

Motorola

New World

Spillman

Intergraph

Syscon

Integration between GTL's ITS and BCSO systems can provide:

Automatic transfer of inmate data (PIN, name, facility, housing location, et cetera) to the inmate telephone system's PIN database.

Automatic PIN update for inmate status change.

Automatic Real-Time funding of inmate Debit calls from commissary/trust accounts.

Automated inmate fund balance.

Commissary and debit fund deposits.

PIN Information Integration

GTL is able to provide BCSO with an interface program that allows the GTL Inmate telephone system to import inmate PIN and demographic data generated by BCSO jail management system(s) (JMS). For this project GTL will provide this interface service at no cost to BCSO.

Integration for Automated PIN and Inmate Information Transfer: With integration between the GTL ITS system and BCSO JMS application(s), an inmate will be able to begin placing calls as soon as they are processed through booking. As well, upon an inmate's release, the PIN is deactivated in near real-time.

GTL ITS-JMS integration allows the automatic establishment and updating of inmate information PIN accounts within the GTL inmate telephone system via information transfer from the JMS, without the need for human intervention.
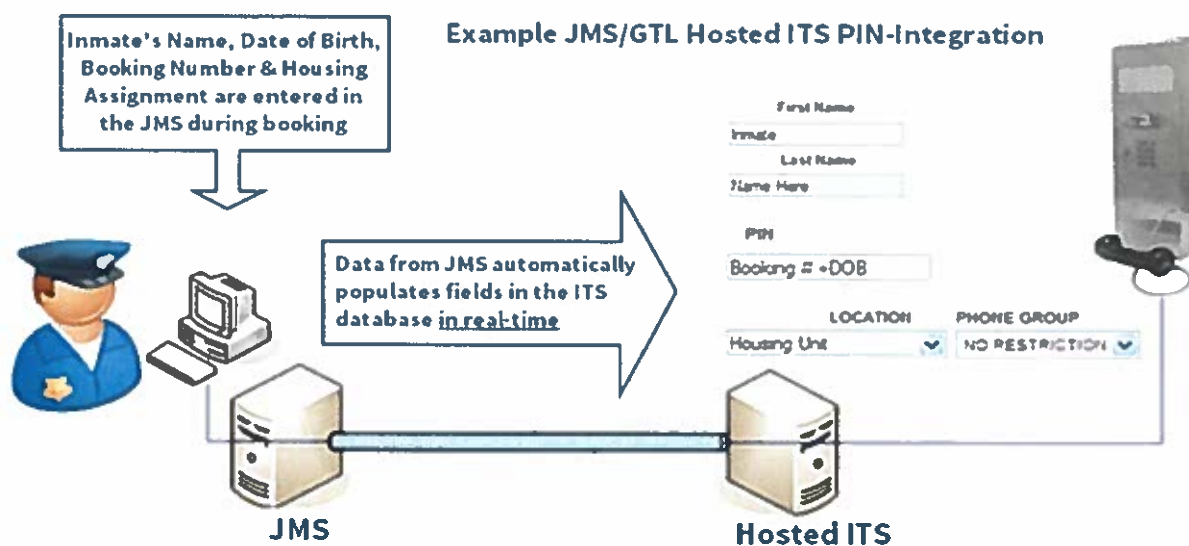
When the GTL ITS inmate information transfer interface is active, new inmate information is electronically sent into the inmate phone system from the jail management system (JMS). GTL's *open architecture* type of programming provides BCSO with integration solutions, which assist in automating many functions that traditionally require manual system entry and additional staff time to maintain. With the use of simple text scripts, written in universal programming language, the BCSO JMS system can quickly install GTL's automatic PIN interface.

When the PIN interface is implemented within the JMS system(s), the scripts are set so that at predetermined intervals new inmate data such as PIN, inmate name, and inmate location is sent to the GTL ITS system. New inmate information is received and stored in our database in near real-time and ready for use by the inmate at any designated station. Changes to inmate information, once electronic transfers are complete, are able to be performed via update feeds sent by the JMS software and will take effect in real-time within the system.

Debit Fund Transfer Integration

In addition, GTL is able to provide integration which automates in real-time the transfer of inmate funds from their commissary/trust fund to their GTL Inmate Debit Account. GTL will provide BCSO with integration with the commissary/trust accounting vendor at no cost to BCSO.

How it works: To fund their PIN debit account, the inmate completes a transfer by accessing the system via any standard GTL inmate telephone and inputting the amount of money to be transferred from his/her commissary/trust fund. Transferred funds are applied to the applicable inmate debit account *in real-time*. Inmates will have the option to review debit account balances at any time from any standard GTL inmate telephone station.

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

Integration Capabilities

The key to trouble-free, **open systems integration** is working directly and harmoniously with BCSO existing and future partners. Integration can be provided for the <<client>> systems using real-time XML, as well as any vendor system that implements standardized protocols, such as SQL, PCIP, HTTP, FTP, FSTP, 3270, and the like. GTL can also work with standard-based middleware that can provide interfaces to external systems. GTL has also developed web service functions that are based upon Service-Oriented Architecture and that are platform independent. GTL's system architecture is designed to be platform independent and to accommodate advances in investigative techniques. The following illustrates a partial list of the technologies used in the past for completing foreign (third party) system interfaces:

- **XML** – Our preferred transport protocol for information sharing is by utilizing the GJXML subset of the NIEM 1.0-1.1 schema.

- **Web Services** – This type of interface is preferred by GTL.

- **Direct Database Access**

- **Shared File System**

- **FTP** – The FTP protocol is sometimes used as an alternative to the shared file system when the file systems may not be on the same network.

- **Batch Export to File** – This approach actually works in conjunction with several others listed here.

- **Watchdog Applications** – GTL has optional "watchdog" applications that can watch ODBC/OLE databases, the file system, FTP sites, and web sites for triggering events.

- **Application Program Interfaces** – GTL uses native Win32 API for a variety of interfaces including interface of biometric equipment and portable data collection units.

ICMv & Keefe Commissary integration for Commissary by Phone customer sites:

Lubbock County, TX

Lubbock County Community Correction Center

3501 North Holly Street

Lubbock, TX

Contact Names: Chief Kim Howell &

                  Chief Deputy Cody Scott

Phone: (806) 775-7002

e-mail: khowell@co.lubbock.tx.us

         cscott@co.lubbock.tx.us

Vermont DOC

Vermont Department of Corrections

Department of Corrections, Business Office

426 Industrial Ave., Suite 120

Williston, VT 05495

Contact Name: Matthew Spille

Phone: (802) 951-5070

e-mail: matthew.spille@state.vt.us

3.7   The Vendor must have a program that will proactively attempt to set-up an account for called parties enabling the families to quickly communicate with incarcerated individuals. Please describe in detail the process utilized by the vendor to accomplish this function.

GTL acknowledges and understands.

BCSO's commission percentage is in no way impacted if a phone bill for inmate calls proves uncollectable. GTL absorbs any losses due to fraudulent or un-billable inmate calls through the system. Non-billable calls fall into two categories: approved free calls and those to numbers for which there is no reasonable way to ensure payment.

Free Calls

GTL's Inmate Telephone System has the capability to allow free local calls from specified inmate telephones such as those in booking areas, and/or to pre-selected local numbers such as the public defender's office or non-profit agencies. Free calls can be programmed facility-wide or individually by inmate telephone or inmate PIN. Free calls do not generate revenue. All free calls will be reported as such in BCSO's monthly call detail reports.

Un-Billable Telephone Numbers

During call setup, the Inmate Telephone System's real-time number validation process includes a step whereby the destination number is passed to GTL's contracted Line Information Database (LIDB) hub where it is checked for fraud/bad debt attributes, operational status, and billable status. To help minimize the number of calls that get blocked due to indicators of bad debt or the lack of viable billing arrangements, GTL developed our *AdvancePay* and *TalkNow* programs.

AdvancePay Program – Prepaid Account

In addition to traditional collect calling, GTL provides pre-pay calling options for the families and friends of inmates through our *AdvancePay* program. GTL and our billing agent have agreements with all major Local Exchange Carriers (LECs) and many Competitive Local Exchange Carriers (CLECs). Calls to destination numbers that are unable to receive collect call billing for any reason, including calls to cell phones and the lack of a billing agreement with a CLEC, can be completed through GTL's proactive AdvancePay program.

AdvancePay Prepaid Features

Families and friends of inmates may call GTL's toll-free Billing Support number any time to setup prepaid accounts. Additionally, to help maximize calling opportunities, when an inmate attempts to dial a number that cannot receive collect calls, the ITS places the inmate on hold or offer a call back period while the option is given to the called party to set up an AdvancePay account with a VISA, MasterCard or Discover. Should the party elect not to set up an AdvancePay account at that time, he or she is provided with a toll-free number to call when it is convenient. Alternative payment options are available via customer service representatives or a web payment application.

> *GTL's AdvancePay program processes tens of thousands of inmate calls per day.*
>
> *Currently, we have over 900,000 active prepaid accounts.*

Automated AdvancePay Account Creation

At the time of an inmate's call, the called party who chooses to use a credit card to set up an AdvancePay account, the automated system prompts him/her through the remainder of the setup process. Once the account has been established and payment made via credit card, the current call is connected or the next inmate call can be completed. After the pre-pay account is established, collect calls to the telephone number may be placed up to the prepaid account's balance before the account holder is advised of the need to replenish funds.

Non-Automated AdvancePay Account Creation

For called parties who do not have or choose not to use a Credit Card, AdvancePay's automated operator also provides a toll-free telephone number to GTL's AdvancePay customer service representatives, who can set up an AdvancePay account using other methods of payment including; cashier's check, personal check, Western Union, or money order.

Existing AdvancePay Account Deposit via Automated Phone Prompts

When an inmate call is placed to a called party whose AdvancePay account balance is depleted, GTL's automated AdvancePay operator informs the called party that a deposit to the account is required before the current or future calls from the correctional facility can be completed. If the party elects to allocate additional funds using his or her credit card, the inmate's call is connected as soon as the party completes the automated steps to replenish the account.

Existing AdvancePay Account Deposit via the Web

AdvancePay customers are invited to use GTL's Web site on the Internet, 24 hours a day, 7 days a week, to deposit funds to their existing AdvancePay accounts.

AdvancePay Deposit via Other Methods

AdvancePay customers may call GTL's toll-free number to make arrangements to replenish prepaid funds using a cashier's check, personal check, Western Union, or money order. The party's ability to receive calls from the facility is reinstated within twenty-four (24) hours of payment receipt.

Checking AdvancePay Balances

At the time of each inmate call to the owner of an AdvancePay account, the ITS automatically announces to the called party the current balance in the account. GTL also provides a toll-free number that a consumer may call anytime (24 hours per day, 365 days per year) to check the balance on his/her existing AdvancePay account.

AdvancePay Convenience Options

Card Storage – GTL allows frequent depositors to securely "store" their credit/debit card numbers to expedite their AdvancePay deposit transactions. This is a particularly helpful function when customers are using a mobile phone to complete the transaction, and punching in a 16-digit card number, plus a 5-digit zip code, plus a 3-digit security code may be difficult to do without error. Over 40% of deposit transactions are now completed using a previously stored card.

Note that GTL complies with the highest standards for protecting this sensitive customer data. GTL is certified as a level 1 PCI (Payment Card Industry)-compliant merchant, the highest level attainable. Therefore, all stored credit/debit card numbers are encrypted using industry leading technology. All decryption keys are stored in a highly secured and hardened Key Encryption Management (KEM) appliance that ensures only applications with the correct credentials can request decryption of sensitive data.

AdvancePay AutoReload – This optional feature is targeted toward those who:

- Receive frequent inmate calls
- Have a credit card
- Don't want to miss an inmate call because of a low balance in their account

With AdvancePay AutoReload, the customer's account is re-funded automatically whenever it hits a low balance condition, using a payment card stored with GTL. Customers may choose a reload amount of either $25 or $50, and may sign-up or cancel their authorization either over the phone or online. Standard AdvancePay transaction fees in effect for each facility apply to each deposit. This feature has been a great success, with over 40,000 AutoReload deposits occurring each month. This results in more completed calls and more satisfied customers.

OneCall Option – Single Call Billing - Through our **AdvancePay OneCall** option, GTL can connect more calls from offenders to their families and friends. OneCall allows called parties to accept and pay for a single call without the need to first establish a prepaid account. This option is targeted towards those who:

- Do not receive many inmate calls (so no need for a prepaid phone account)
- Have a debit card with limited funds available (not enough to create or replenish an AdvancePay account)
- Don't want to miss an inmate call (since it may be the ONLY one!)

With AdvancePay OneCall, the called party can now choose to pay for just that one call. Previously, these calls would NOT have been completed – either the called party could not set up a prepaid account because of limited funds, or they chose to forego the call because they did not want to set-up and fund a prepaid account. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls. (Note: if there are no applicable AdvancePay transaction fees in effect at a facility, appropriate fees will be confirmed with the facility prior to activating this option). Our OneCall option means more completed calls and more satisfied customers.

AdvancePay Customer Contact Programs – Insufficient funds is a key reason inmate calls are not completed. When calls are not completed, inmates and their families and friends are disappointed and complaints may be generated. GTL operates free contact programs that alert called parties of an inmate's attempt to contact them and the need to set-up or reload an AdvancePay account. The result is more accounts set-up and funded, leading to more completed calls and satisfied customers.

- **Courtesy Call –** The initial call from an inmate to a friend or family member is vital to establishing connectivity. By providing a courtesy call to the friend and family member at no cost to them, the inmate can make contact with friends and family members. Inmates can communicate important information about their whereabouts while friends and family members know where the inmate is located and who their new telephone service provider allowing them to set up an AdvancePay call in preparation for the next call.
- **Phone Call Contact Program –** When an inmate is unable to complete a call to an authorized number, GTL will again relay the inmate's call attempt and provide instructions on how the called party can go about accepting the call. This limited program leaves only 1 message

following an unsuccessful call attempt by an inmate, and never more than 1 message every other day regardless of the number of inmate call attempts. There will be no attempt to relay an inmate's call attempt where the called party declines to accept the call.

- **Email Contact Program** –GTL sends an email to those AdvancePay account holders who register online with us, whenever their AdvancePay account balance is low. The email contains a link to our new mobile website, to facilitate a deposit. Email recipients always have the choice to "unsubscribe" to this contact program.

- **Text Contact Program** – This optional contact program for friends and family will send a text message each time the account holder's AdvancePay balance is low. To subscribe, AdvancePay account-holders just need to text the word "ADVANCE" to code 91613. In accordance with text messaging regulations, a double opt in is required to complete the subscription. Subscriptions may be canceled at any time. Besides low balance alerts, subscribers may text "BALANCE" to find out their account balance at any time.

- **Auto Reload** – By maintaining an AdvancePay balance, friends and family members can stay in touch with their loved one without fear of interruption of service due to insufficient funds. Auto Reload allows friends and family members to automatically replenish their AdvancePay account when they reach a certain low balance threshold, e.g. $3.00. When this threshold is reached, their credit card is charged and their AdvancePay account is replenished. This convenient option helps ensure friends and family members with hectic schedules can stay in contact.

3.8   Explain, in detail, how the inmate places a call from off-hook to acceptance by the called party. State how long the process takes. State the exact time billing of the call begins.

GTL acknowledges and understands.

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

Clear voice prompts assist and instruct an inmate from the time he or she lifts the receiver until the call is completed and disconnected. The inmate never has access to a live operator. When a connection to one number ends, the system returns to the equivalent of a primary dial tone before another call can begin. Following are the default prompts and events that occur during an inmate call. Wording of prompt messages may be changed at the BCSO's request.

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

- The automated operator instructs the inmate to dial the area code and the destination number.

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

- The automated operator instructs the inmate to specify the type of call:

- *To place a collect call, press [designated digit].*

- *To place a person-to-person call, press [designated digit]. To place a prepaid debit call, press [designated digit].*

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

- The automated operator obtains the inmate's name and, for a person-to-person call, the called party's name, as follows:

- If PINs are in use, the automated operator instructs the inmate to enter his or her PIN, and then the inmate's pre-recorded name is retrieved from the individual's PIN file.

- If PINs are not in use, the automated operator says, "At the tone, state your name." The name is stored in temporary memory. By default, the inmate has a two (2) second window in which to state his/her name. The time window is programmable for longer or shorter periods.

- If the call type is person-to-person, the automated operator obtains the name of the person to be called: "At the tone, state the name of the person you are calling." The name is stored in temporary memory. By default, the inmate has a two (2) second window in which to state the called party's name. The time window is programmable for longer or shorter periods.

- The inmate is placed on hold while the destination number is checked. Number validation, which normally takes **less than 10 seconds**, is described below:

- The destination number is checked first against the facility-wide Call Block, Call Schedule, and Call Allow lists. If PINs are used, the number is also checked against the inmate's personal Call Block, Call Schedule, and Call Allow lists.

- The destination number is passed to the contracted Line Information Database (LIDB) hub where it is checked for fraud/bad debt attributes, operational status, and billable status (e.g. payphones are not billable). If the des nation number is valid, a signal is returned to the phone to authorize the call. If the destination number is not valid, the automated operator will inform the inmate of this and terminate the call.

- When the call is answered, the system's automated operator will instruct the called party with a message such as:

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

- *If you wish to accept this call, press [designated digit] and hold.*

- *To deny the call, press [designated digit] and hang up."*

- *If you wish to block future calls of this nature, press [designated digit].*
- *To hear costs for this call, press [designated digit] and hold for rate information.*
- If the called party fails to respond appropriately, the message repeats three times and if no appropriate response is made within 30 seconds of the last repeat, the call is terminated.
- The exact wording of automated prompts will vary with call type. The wording of default messages can be modified to exactly match the County's preferences.

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

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

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

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

The called party did not accept your call.

The called party has placed a block on this number.

3.9   Vendors must provide a voice biometric to provide positive identification of the inmate prior to placing the call. Explain, in detail, how the voice biometric will provide positive identification of the inmate placing the call. Provide information concerning the biometric registration process and the impact on staff to register the inmate.

GTL acknowledges and understands.

Integrated Voice Biometrics

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

Features
- Language and accent independent
- State-of-the-art accuracy
- Fully Integrated with hosted inmate telephone system
- Straightforward deployment
- Integrated security

- Convenient and non-intrusive (no personal information required)
- Secure multi-factor authentication

How It Works

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

Enrollment

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

Verification

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

> 3.11 The telephone system shall have the capability of detecting when a call is being transferred by a three-way calling system and to block any attempt to transfer a call.

GTL acknowledges and understands.

Three-Way Call Prevention

GTL's Inmate System is designed to isolate any attempt by the called party to bridge a call in-progress to a third party, commonly referred to as remote call forwarding, three-way calling or conferencing. The system can be configured to do any of the following upon detection of call forwarding or three-way calling:

- Disconnect the call immediately.
- Disconnect the call after providing an explanatory message that a prohibited remote call forwarding/3-way call attempt have been detected (during which the parties cannot communicate).
- Play a message that a prohibited call forwarding/3-way call attempt has been detected.
- Allow the call to continue for future investigation purposes. The call will be alarmed on the Live Call Monitor and investigators can listen to the call.

GTL has a total of eight (8) U.S. patents directed to the detection of thee-way call attempts. We also have Patent 8,630726 for detecting attempted masking of three way calls by the calling/called parties as well as Patent 8,509,736 that utilizes voice recognition to determine if a new speaker enters the conversation.

GTL's patented (*US Patent 7,639,791*) proprietary process utilizes several system settings to detect 3-way calling. The process is active within the Federal Bureau of Prisons, several State Departments of Corrections, and numerous County facilities. The success rate of detection has been outstanding (> 95%) in each of these existing customers.

GTL's call forwarding/three-way call detection method is multi-layered and does not rely solely on audible clicks or other sounds but utilizes a variety of factors to detect 3-way attempts. ***Additionally, our system detects the special network messages that are generated when a cellular or VoIP phone is used to create a 3-way call***.

The system is constantly analyzing the audio stream looking for audio events with sufficient amplitude and duration that may indicate a three-way call is occurring. When detection occurs the three-way call analysis software breaks the audio stream into 10ms slices before and after the event for detailed analysis to determine if it is a three-way call.

For example, an event that would cause the system to report a three-way call would be: if a tone or "noise" (such as call progress tones) occurred in the middle of the conversation with sufficient amplitude and duration the software would then start analyzing the audio to determine if it was part of the conversation. Assuming the tone or "noise" detected was not part of the conversation the configurable sensitivity settings would cause the software to declare the event a three-way call.

GTL's SIP to SIP remote call forwarding system is **100% accurate** and for the most recent month 1,025,641 remote call forwarding/three-way calls were stopped without undue inmate or called party complaints.

This three-way call detection method does not listen for frequencies which can be problematic but rather audio events or aberrations of sufficient amplitude and duration that are not part of normal conversation.

The ITS can be configured to inform the call parties, by playing a message, that a prohibited 3-way call attempt has been detected prior to ending the call.

The call will be flagged in the Call Detail Record and made available for review in a report designed for this specific purpose ("*Energy Detect*").

3.10   The system must have a pre-recorded message so that when the call recipient answers the telephone, the system will announce the call and inform the called party, name of the facility, and that the telephone call may be monitored and/or recorded. The pre-recorded message must be audible by both the inmate and the call recipient. Pre-recorded messages must be available in English and Spanish. The vendor should include any other languages that the system may have available for the pre-recorded message.

GTL acknowledges and understands.

The GTL Inmate Telephone System provides automated operator service with friendly, easy to understand voice prompts. The automated operator controls each call from off the hook to hang-up. Inmates will never have access to a live operator. GTL's ITS automated operator services include but are not limited to:

- Language Preference: Upon picking up the receiver, the inmate will hear the following prompt, "For English, press 1" – in English; "For Spanish, press 2" – in Spanish; and so on. This prompt continues through each language available in the system until the inmate makes a selection. By default, the automated operator's pre-recorded messages are available in English and Spanish. GTL's ITS supports prompts in up to ten (10) languages. If the facility has a need for an additional language, pre-recorded messages in that language can be developed at no cost to BCSO. Modifications to pre-recorded messages are also provided at no cost.

- Call Type Preference: When the facility approves multiple call types, (e.g. collect, debit, station-to-station, person-to-person,) the automated operator prompts the inmate to select the various call type options.

- Inmate Call Branding: When an inmate's call is answered, the automated operator identifies for the called party, both the inmate and the facility from which the call was placed. For example, the branding message for a collect, station-to-station call is similar to: "This is a collect call from [INMATE NAME], an inmate at [FACILITY NAME]. The branding message is followed by various called-party options.

- Recording and Monitoring Notification: When applicable, the automated operator informs both the inmate and the called party that the call is subject to recording and monitoring. This announcement is always included in the opening branding message to a called party, prior to the prompt for call acceptance or rejection. The system can be configured to repeat this announcement at random intervals throughout the call.

3.11   In compliance with FCC regulations, the system must be capable of informing the called party of the amount that will be billed for the call prior to acceptance of the call. State how the system accomplishes this. Indicate vendor's compliance with FCC regulations.

GTL acknowledges and understands.

Automatic Rate Quote: The system will quote rates to the called party prior to accepting the call. The rates are retrieved from Global Tel*Link's centralized rating system, which is revised automatically when rate changes occur. The rate-quoting feature will quote the called party the cost of the first period, or minute, and the cost for any additional period(s), or minute(s).

The equipment and services provided by Global Tel*Link are in full compliance with all current applicable standards and regulations, including FCC and ADA.

3.12   After a dialing a number, an inmate must be put "on hold" by the system but must be able to monitor the call progress without being able to communicate with the called party until the call is positively accepted by the called party. Describe the voice prompts the system uses to inform the inmate

of call progress/call denial.

GTL acknowledges and understands.

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

Clear voice prompts assist and instruct an inmate from the time he or she lifts the receiver until the call is completed and disconnected. The inmate never has access to a live operator. When a connection to one number ends, the system returns to the equivalent of a primary dial tone before another call can begin. Following are the default prompts and events that occur during an inmate call. Wording of prompt messages may be changed at the BCSO's request.

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

- The automated operator instructs the inmate to dial the area code and the destination number.

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

- The automated operator instructs the inmate to specify the type of call:

- *To place a collect call, press [designated digit].*

- *To place a person-to-person call, press [designated digit]. To place a prepaid debit call, press [designated digit].*

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

- The automated operator obtains the inmate's name and, for a person-to-person call, the called party's name, as follows:

- If PINs are in use, the automated operator instructs the inmate to enter his or her PIN, and then the inmate's pre-recorded name is retrieved from the individual's PIN file.

- If PINs are not in use, the automated operator says, "At the tone, state your name." The name is stored in temporary memory. By default, the inmate has a two (2) second window in which to state his/her name. The time window is programmable for longer or shorter periods.

- If the call type is person-to-person, the automated operator obtains the name of the person to be called: "At the tone, state the name of the person you are calling." The name is stored in temporary memory. By default, the inmate has a two (2) second window in which to state the called party's name. The time window is programmable for longer or shorter periods.

- The inmate is placed on hold while the destination number is checked. Number validation, which normally takes **less than 10 seconds**, is described below:

- The destination number is checked first against the facility-wide Call Block, Call Schedule, and Call Allow lists. If PINs are used, the number is also checked against the inmate's personal Call Block, Call Schedule, and Call Allow lists.

- The destination number is passed to the contracted Line Information Database (LIDB) hub where it is checked for fraud/bad debt attributes, operational status, and billable status (e.g. payphones are not billable). If the des nation number is valid, a signal is returned to the phone to authorize the call. If the destination number is not valid, the automated operator will inform the inmate of this and terminate the call.

- When the call is answered, the system's automated operator will instruct the called party with a message such as:

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

  If you wish to accept this call, press [designated digit] and hold.
  To deny the call, press [designated digit] and hang up."
  If you wish to block future calls of this nature, press [designated digit].

- *To hear costs for this call, press [designated digit] and hold for rate information.*

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

- The exact wording of automated prompts will vary with call type. The wording of default messages can be modified to exactly match the County's preferences.

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

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

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

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

  The called party did not accept your call.

  The called party has placed a block on this number.

3.13   The system must allow for a call duration time limit set by the BCSO and a voice message must notify both parties one minute prior to call termination that the call will terminate in sixty seconds. The system must be adjustable to accommodate for changes to call duration time at the BCSO's discretion. Describe how parties are notified of call termination. Indicate the options available to BCSO staff.

GTL acknowledges and understands.

Call Duration Warning: A voice prompt, or a warning tone, will alert both the inmate and the call recipient when only one minute is left on any call. The system may be configured to repeat the warning at a different interval and/or at multiple intervals.

The GTL ITS allows BCSO to control the duration of in inmate calls. The same maximum duration (e.g. 20 minutes) may apply to all inmate calls throughout the facility or Lubbock may wish to set longer or shorter maximum time limits for inmates in particular housing units and/or when an inmate uses a particular telephone (e.g. a longer call time might be permitted for inmates using a phone designated for TDD calls, or a shorter limit for a new inmate in the booking area). The system can be set to announce the time remaining at specific intervals, such as one or five minutes prior to the call expiration.

3.14   The system must allow for shut off capabilities by the BCSO for both telephones and video visitation kiosks, so that shut off may be accomplished by system, housing unit, and/or individual unit. Explain, in detail, the system's capabilities and limitations for turning the equipment off.

GTL acknowledges and understands.

GTL's ITS provides both manual and automatic ways to shut down service to inmate telephones. Fc *Video Kiosks?* all phones or designated phones, service shut down methods include:

- Call Scheduling: Automatically turn on and off telephone service at designated times
- Software Phone Controls: Manually shut down telephones using ITS software controls
- Manual Cut Off Switches: Manually shut down all or selected phones using mechanical switches installed by GTL.

Call Scheduling - Automatic Daily Turn On/Off of Phones

GTL's ITS provides the ability to program times when the system will be available or unavailable for inmate calling.

- On/Off times may be programmed to the minute, 24 hours a day.
- On/Off times may be programmed to be unique on each day of the week.
- On/Off times may be programmed to be unique by individual phones.

Phone	Description	PIN Override Type		Value	Recording	
101	101 1A-1	Disabled	▼	0	Recording	▼

Phone Group   Edit Global View   Save   Cancel / Reset

Call Time - 4004

	Start Time	End Time	Duration
Sunday	8:00 AM	10:00 PM	20 Min.
Monday	8:00 AM	10:00 PM	20 Min.
Tuesday	8:00 AM	10:00 PM	20 Min.
Wednesday	8:00 AM	10:00 PM	20 Min.
Thursday	8:00 AM	10:00 PM	20 Min.
Friday	8:00 AM	10:00 PM	20 Min.
Saturday	8:00 AM	10:00 PM	20 Min.

Schedule Inmate Calling Times

Software Phone Controls – Turn Off All or Selected Phones

The GTL ITS gives the facility the ability to shutdown individual phones and groups of phones within a facility and globally. From any workstation or Internet connection, BCSO staff with the appropriate authorization can access **System Control** to modify the service status of inmate telephones. Phone Status has three possible settings:

- Recording – Calling service is ON and all non-private calls are recorded. This is the default setting.

- No Recording – Calling service is ON without recording

- Off – Calling service is turned OFF

To shut down service to all telephones or all phones in a designated group, in the Global Phone Status field, select "Off".
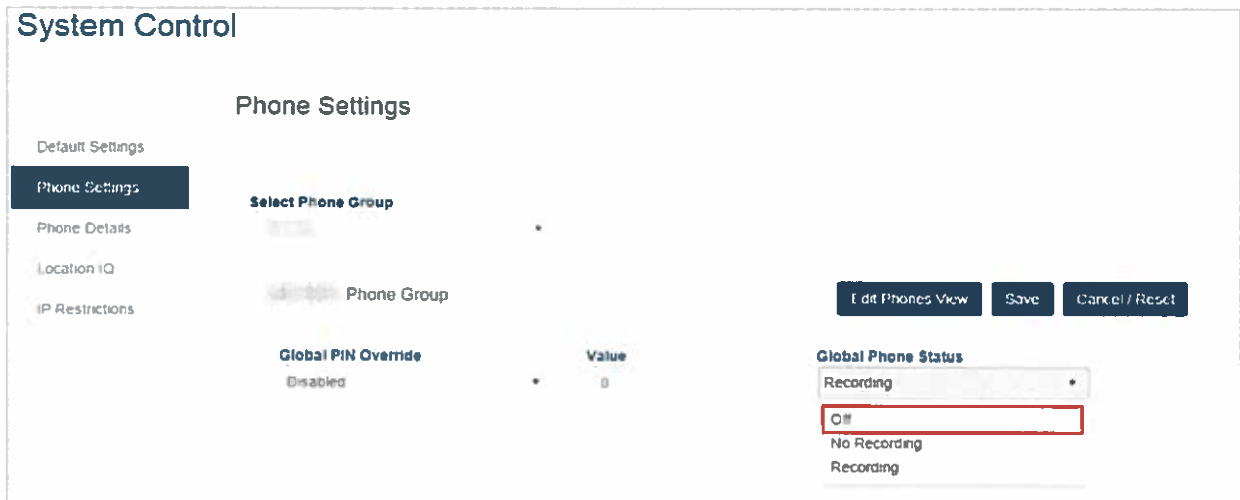
Figure 1 Telephone Status – Global On/Off Phone Control

Service to individual inmate phones may also be turned on or off at BCSO's discretion. From the System Control screen, individual phones are accessed by clicking the hyperlinks in the Phone Group column. Service to an individual inmate telephone can be turned off by selecting "Off" from the drop list of that phone as shown in the image that follows.
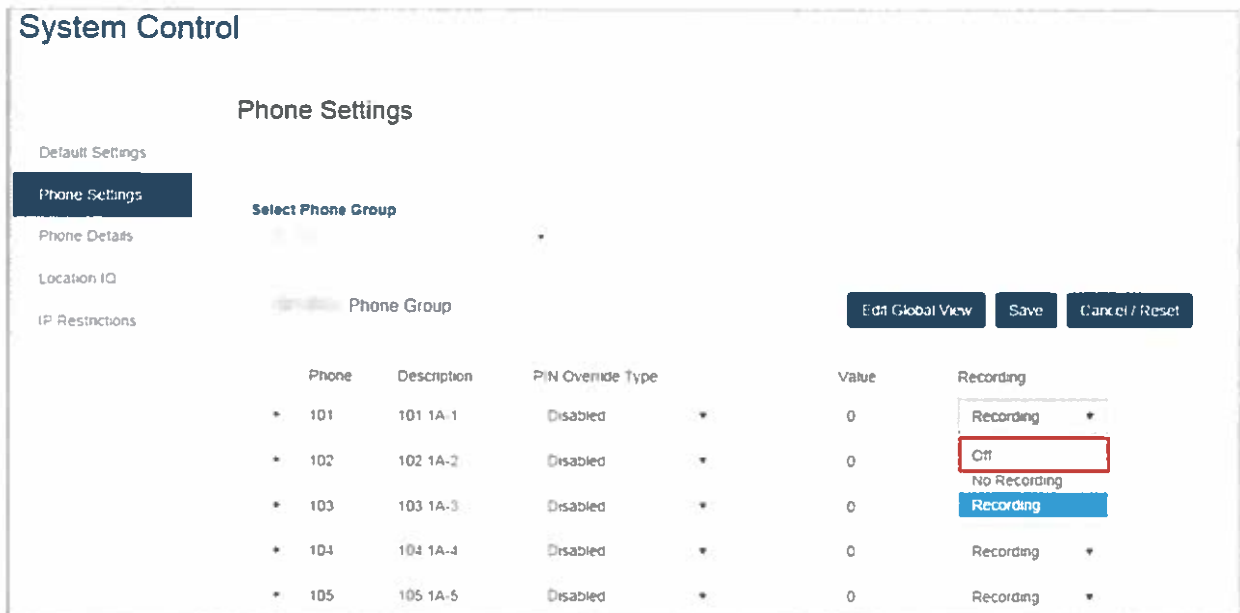
Figure 2 Telephone Status - Individual Phone Settings

Manual Cut Off Switches – Shutdown All or Selected Phones

In addition to the ability to shut down phones from any workstation, GTL also provides mechanical cut-off switches, located wherever BCSO chooses. GTL can provide individual kill switches for each phone, or can provide more advanced and flexible switch configurations to allow BCSO staff to shut down various groups of phones with one switch.

GTL has experience installing manual shutdown switch configurations including custom designs integrated into control panels or custom switch boxes. With these configurations, phones can be cut off individually, as a bank, or for the entire facility.

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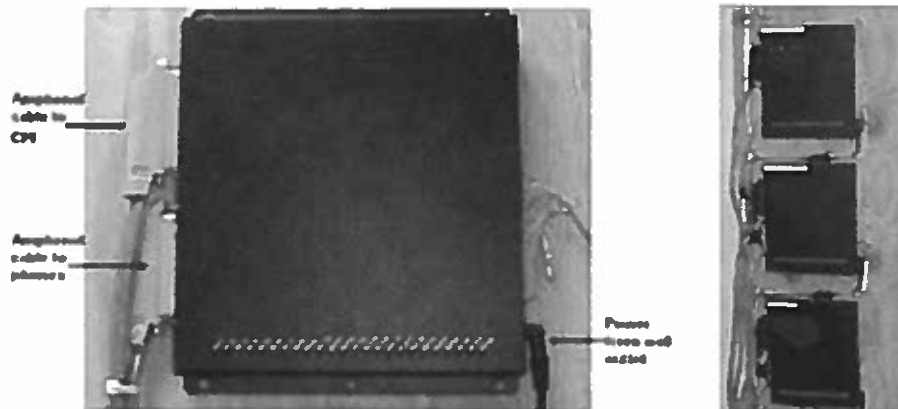
Example Telephone Shutdown Switches

3.15   Explain the vendor's capabilities and limitations for blocking telephone numbers. The BCSO, the vendor or the called party must be able to implement a block on telephone numbers. Indicate the average amount of time required to implement a block. Explain the procedure and time required to block a number in the event of an emergency.

GTL acknowledges and understands.

The GTL ITS has unlimited telephone number blocking capability. There is no charge for unanswered or non-accepted calls. The GTL ITS will allow completion of a call to only one dialed number per individual attempt. Any attempt to dial a second number will be blocked. The inmate must hang up (terminating the first call), reenter his or her PIN and redial in order to place another call, which eliminates the potential for chain dialing.

Unlimited Number Blocking

By default, the system is preprogrammed to block inmate calls to:

- Emergency 911

- Numbers which incur excess charges, such as 900, 972, 976, 550, et cetera

- Numbers for long distance carriers, such as 10333, 10285, or future 101- XXXX carrier access numbers

- Local numbers which access long distance carriers (e.g. 950-XXXX, etc.)

- Directory Assistance numbers (e.g. 411, 555-1212, et cetera)

- Toll Free Numbers (e.g. 800, 888.877, et cetera)

Block Individual Numbers: BCSO may block an unlimited number of destination telephone numbers using the system's Number Management options. Any number can be blocked by adding the 10-digit number to the system's Number database and checking the **Blocked** attribute.

Block Range of Numbers: The system's **Wildcard** attribute is used to restrict a range of numbers by area code or area code plus 3-digit exchange. Entering only an area code, or an area code plus 3-digit exchange, then checking the Blocked and Wildcard attributes, will block inmate calls to all numbers beginning with the designated area code, or the designated area code and exchange.

Figure 3 Block Single Numbers or Range of Numbers

On the Number Management screen new numbers may be added to the system's Number database and existing numbers can be found for review or editing of assigned restrictions (Search for BTN). The basic restrictions/privileges that may be assigned to a new telephone number include:

- Blocked – Prevents inmate calls to this number

- Private – Inmate calls to this number will not be recorded or subject to monitoring

- Free – Inmate calls to this number are entirely cost-free

- Wildcard – Apply restriction (e.g. Blocked) to a range of numbers. For example: to block all calls to area code 310 and prefix code 945, type 310945 in the Enter BTN field and check both Blocked and Wildcard.

- Hot – Inmate calls to this number will send an alert to designated personnel

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

box. In addition to blocking individual telephone numbers, specifically authorized ICMv users have the option of using the system's "wild card" to block a range of numbers by prefix, area-code, et cetera.

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

Number Blocking by Inmate

When PINs are in use, phone numbers can be blocked in the PIN database for a specific inmate using the Personal Allowed Number (PAN) feature. The number to be blocked is entered into the inmate's PAN and then blocked to that inmate by checking the "Blocked" check box, as shown in the sample screen below.

New PAN ← Back to Search Results | ✎ PIN 016847 Details

PAN Details

Save Cancel

PAN
2514232624

First Name

Relationship
Other   ▾

PIN
016847

Middle Name

Site
NEW Lubbock

Last Name

☐ Hot
☐ Free
Notes

☐ Private
☐ Called Party Blocked

☐ Blocked

Save Cancel

PAN Detail - Block a number for only one Offender

Called Party Option to Block

The ITS *Secure Block* feature gives called parties the option to block all future inmate calls to their numbers. Additionally, the system can be configured to block calls to a number after a BCSO designated number of refusals within a designated time period.

Each time an inmate calls, the called party is offered an opportunity to block future calls from the inmate facility. When a call is answered, the called party will hear an announcement similar to the following:

Hello, this is a collect call from [inmate's name], an inmate at the [facility name].

- This call is subject to monitoring and recording.

- To accept this call press [specified digit].
- To refuse this call press [specified digit].

To prevent further calls from this facility press [specified digit].

For a rate quote press [specified digit].

To block all future calls from the facility, the called party need only press the specified digit on the telephone keypad. The system immediately places a block on the called party's number, eliminating any need for facility personnel to intervene. At the time of the Secure Block, the system's auto operator asks the called party to select and enter a four-digit PIN, which will be required to unblock the line in the future.

3.16   The system shall detect the difference between an accepted call and an answering machine, busy signal, or other telephone activity. Please describe in detail.

GTL acknowledges and understands.

By default, GTL's Inmate Telephone System requires every called party to actively indicate acceptance of an inmate's call by pressing a specified digit on the phone's keypad. The system's automated operator will instruct the called party with a message such as:

- You have a collect call from [INMATE NAME], an inmate at [FACILITY NAME]. This call is subject to monitoring and recording.

- If you wish to accept this call, press [specified digit] and hold.

- To deny the call, press [specified digit] and hang up."

- If you wish to block future calls of this nature, press [specified digit] for further instructions.

- To hear costs for this call, press [specified digit] and hold for rate information.
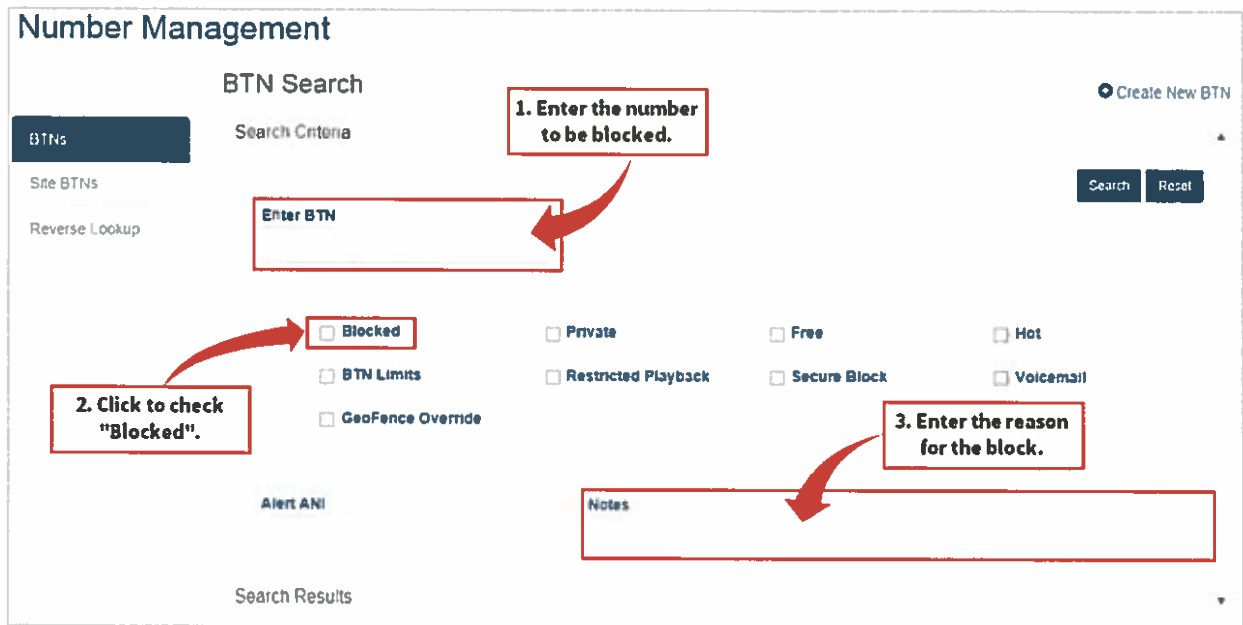
If the called party fails to respond appropriately, the message is repeated. If no appropriate response is made within 30 seconds of the last repeat, the call attempt is terminated.

The exact wording of automated prompts will vary with call type. The wording of default messages can be modified to exactly match BCSO's preferences.

3.17   Explain the procedure to request that a telephone number be un-blocked and by whom. Indicate the average amount of time required to implement the un-block procedure.

GTL acknowledges and understands.

The GTL ITS call-blocking feature is available to authorized users in the system's Number Management database and within an inmate's PAN list. A new number can be added (or an existing number found) and blocked within a matter of seconds. The authorized person who blocks a number can enter the reason for the block in the number's Description field. The procedure for entering and blocking a new number is illustrated below.

Number Management

BTN Search

Search Criteria

1. Enter the number to be blocked.

BTNs
Site BTNs
Reverse Lookup

Enter BTN

2. Click to check "Blocked".

☐ Blocked   ☐ Private   ☐ Free   ☐ Hot
☐ BTN Limits   ☐ Restricted Playback   ☐ Secure Block   ☐ Voicemail
☐ GeoFence Override

3. Enter the reason for the block.

Alert ANI   Notes

Search Results

Create New BTN

Search   Reset

BCSO can easily remove the block from a number by finding it in the Numbers database and clicking to un-check the number's Blocked attribute.
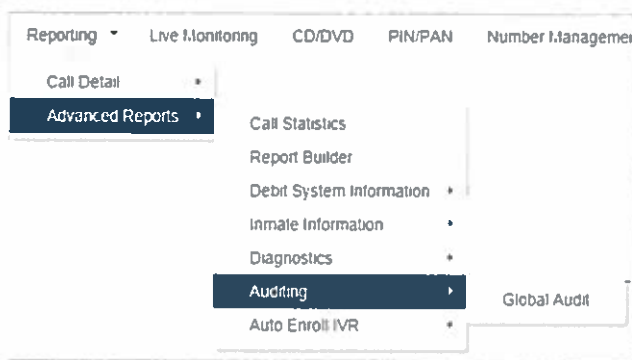
Any time a user blocks or unblocks a number, the system automatically records the event in the system's activity log, capturing: the user's Login ID and name, the date and time, the network address of the computer used, the action (blocked BTN or unblocked BTN), and the telephone number that was blocked or unblocked. In the **Advanced Reports** module, authorized BCSO personnel may generate a report of all users who have blocked/unblocked numbers, or by a specific user.

Global Audit

Start Date: End Date: • BLOCKED BTN UNBLOCK • BTN   PIN   Generate

---

3.18   The system must have automatically-timed turn on/off features adjustable by the BCSO for different days of the week and programmable by each housing unit.

GTL acknowledges and understands.

On/off selection for the system phones is easily configured in the GTL ITS by specified inmate phones or globally for all phones. Users will also find the ability to configure calling limitations to specific times during the day and/or on particular days of the week. Additionally, authorized staff can control

calling times by inmate phone, outside number, PIN, POD, and system-wide. The phone settings window can be edited by selecting the inmate phone on the System Control screen.
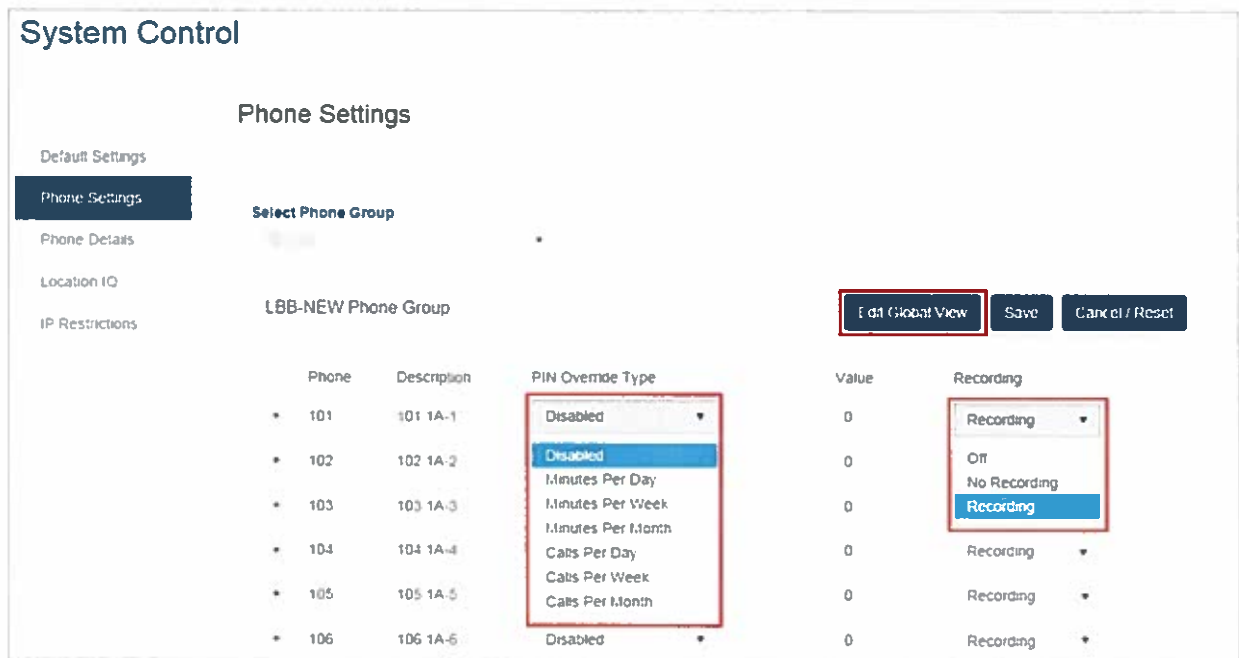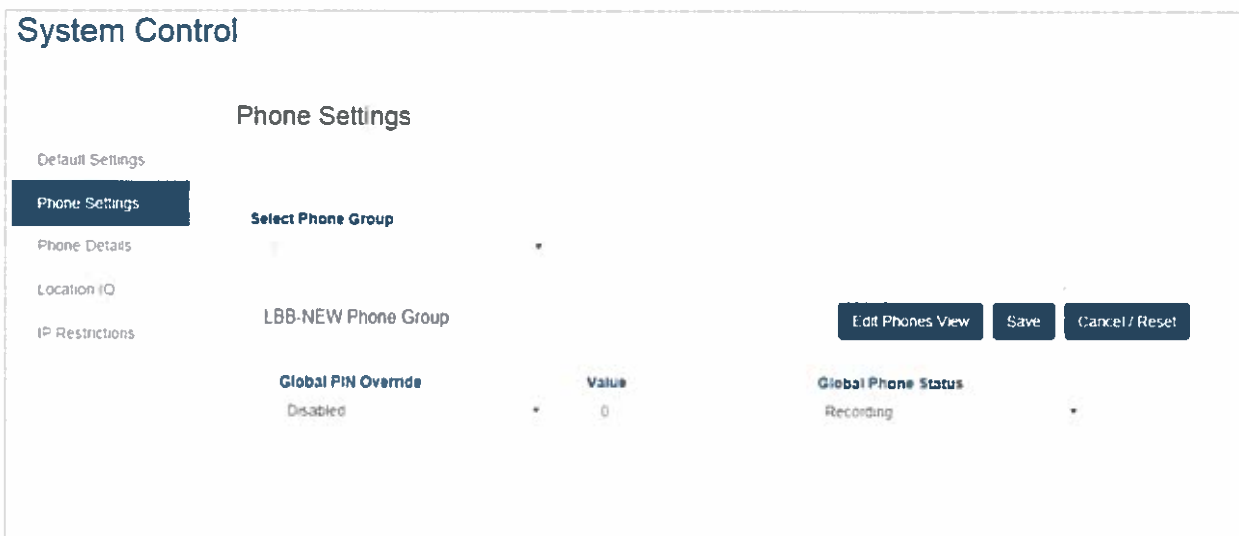

Figure 4 System Control - Individual Phone Settings

Clicking the arrow at the left of the line item for each phone in the phone settings screen opens the call time and duration schedule for each phone in the system.

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

3.19   The BCSO grants free local telephone calls for inmates in the Intake Area. As such, the vendor must provide inmate telephones in the Intake Area that are capable of outgoing local telephone calls at no charge to the inmate or BCSO.

GTL acknowledges and understands.

GTL will provide inmates with a brief complimentary call period for a first-time called-party before the party is prompted to set up an AdvancePay account. A complimentary call period is provided only once per destination number (BTN). The default duration of GTL's complimentary call is one (1) minute, but the duration is configurable.

The automated operator's opening message to the first-time called-party includes the standard branding announcement (that informs the party that the call is from an inmate at the correctional facility, naming both the inmate and the facility, and that the call may be monitored and recorded). Prior to being prompted to accept or reject that call, the complimentary call period and AdvancePay options are explained to the called party.

If the party accepts the call, the ITS makes the final connection so the inmate and called-party can talk. At the end of the complimentary call period, the automated operator breaks into the call with a message similar to: "I'm sorry, but your free call time is used up. To continue this call and/or receive future calls from the correctional facility, you must pause and setup an AdvancePay account."

Complimentary calls are indicated in call detail records by the word *Courtesy* in the call type field.

3.20   The BCSO reserves the right to designate telephone numbers that may be called by inmates at no charge to the inmate or BCSO, including but not limited to, the number for the Committee for Public Counsel, PREA hot lines, sexual misconduct tip lines, and local PD tip lines.

GTL acknowledges and understands.

GTL's ITS allows inmates to place free calls to local numbers specified by BCSO. Adding a number to the system's Number database and clicking to activate the Free Call attribute will ensure that the system applies no charges to inmate calls to that number.

Should it later be decided that calls to that number should not be free, an authorized user can go to the Number Management area, select the number, and click to un-check the number's Free Call attribute, after which the approved rate would apply.

Free Calls may also be set for specific inmate PINs and telephones.

When PINs are in use, outside numbers can be designated as free for a specific inmate by using the Personal Allowed Number (PAN) feature. Just enter the phone number into the inmate's PAN, and then check the "Free" box:

Figure 5 PAN List - Phone Settings

The BCSO also has the option to set specific inmate telephones to allow free calling to some or all local numbers on the System Control page of the ITS.

System Control - Phone Settings

3.21   Describe, in detail, how your system uses personal identification numbers (PINs). Provide the process for inmates to make calls using a PIN. This should be an automatic process eliminating manual entry by the facility. If the vendor has used PINs in other jail facilities similar in size to this BCCF, include the name of each facility, the facility contact person and his/her current telephone number and describe the success of the implementation and ongoing administration of the PIN functions at each facility.

Include the amount of administrative time required to administer the personal identifier system, and explain the impact, if any, of the PIN system on revenues.

GTL acknowledges and understands.

References given in the reference section are all PIN capable and are in use. Personal Identification Number (PIN) technology is a standard feature in GTL's ITS. The PIN system is active and available as soon as the ITS platform is installed. The ITS generally will receive inmate ID and PIN information from the facility JMS, but the ITS can assign "Security PINs". The Security PIN is a (usually 4-digit) number that is chosen by the inmate and in conjunction with the inmate ID makes a secure way to identify the inmate making the call while providing security to prevent inmate phone theft and fraud.

The PIN for each call is recorded for tracking purposes, regardless of whether the call itself was monitored or recorded. PINs also facilitate the use of inmate debit accounts when debit calling is used.

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

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

Open PIN: An "open" PIN is one that has no inmate-specific calling restrictions. Calls made by an inmate with an open PIN are regulated only by global restrictions that apply to all inmate calls (e.g. blocked numbers, maximum call duration, et cetera). For example, an open PIN allows the inmate to call any number other than those globally blocked for all inmates. In this case, the PIN serves to identify the inmate caller for investigative and other purposes.

Restricted PIN: A "restricted" PIN is one to which inmate-specific restrictions have been assigned. Personal restrictions that can be assigned include, but are not limited to, personal allowed numbers and personal blocked numbers. At BCSO's discretion, an inmate's personal restrictions may over-ride certain global restrictions.

Closed PIN: A "closed" PIN is one that is suspended or deactivated for disciplinary or other reasons. The system's PIN Lock Out feature is used to block the inmate's ability to make calls for a specified period of time, after which the system automatically reactivates the PIN. During the lock-out period, the system will not process a call attempt initiated with the suspended PIN. A deactivated PIN will remain deactivated until an authorized person manually reactivates it within the system.

PIN Length: The GTL Inmate Telephone System accommodates an inmate PIN of up to 25 digits. Optionally, additional digits may be assigned and required for debit or collect calling. Security PINs for debit or collect calling may be up to 15 digits. While a PIN must have at least one digit to register within the system, the practical minimum is the least number of digits required by BCSO to uniquely identify each inmate.

Preventing Duplicate PINs: Before saving information for the creation of a new PIN file, the system checks the PIN database and verifies that a duplicate PIN does not exist. If a duplicate is found, the system generates a message that says the PIN that has been entered is invalid and requests that a different PIN be entered.

PIN numbers can be manually typed-in or automatically generated by the system during the creation of a new PIN account at the workstation. An inmate performing the PIN Auto Enrollment procedure enters the approved PIN on the keypad of a booking area phone. In all cases, the system verifies the uniqueness of the PIN before the new PIN file is created.

Disallowing & Reinstating PINs: PINs facilitate individualized call restriction. Through the use of PINs, calling privileges for an individual inmate can be revoked at any time with BSCO's authorization. The restriction can be permanent or time specific. Thus, if an inmate is to lose his/her phone privileges for a given time interval, a renewal date would be entered into the system. An authorized administrator has the capability to suspend an inmate's calling privileges and establish a beginning and end date without the need to manually re-enable privileges. Simply select the inmate by PIN and their PIN Detail screen will be brought up on the system. The inmate PIN will be temporarily denied calling privileges for a period defined by the **PIN Lockout Start** (date and time) through **PIN Lockout Stop** (date and time).

Features Available When PINs Are Implemented

Feature	Description
Blocking of Individual Inmate by Called Party	A called party can block calls from a specific inmate, but still allow other inmates to call them.
Limit the Number of Refused Calls	Limits an inmate's ability to continue making calls after a specified number of called parties have refused a call in a specified period. This reduces attempts at hacking, as well as harassment.
Pre-Recorded Inmate Name Announcement	Prevents inmates from misidentifying themselves to make unwanted or harassing calls. Eliminates the opportunity for inmates to make free calls by delivering short messages when prompted to state name.
Instant Identification of Inmate on Three-way Call Detection	The ITS automatically flags the complete call detail record for follow-up when a three-way call attempt is detected.
Monitoring Calls in Progress by Inmate	Investigators listening to calls in progress can quickly identify the inmate caller.

Feature	Description
Send an Alert When a Specified PIN is Used	Notifies investigators by phone, email, or on their workstation when an inmate's PIN is being used to place a call. The conditions for triggering the alert can be further limited to the inmate calling a specified number or group of numbers, group of phones, or during a specified time of day.
"DO NOT RECORD" Calls by Inmate	Protects the inmate's legal right to privacy by identifying numbers specific to that inmate that are not to be monitored or recorded such as attorneys, physicians, and clergy. While global numbers can be set up for the use of the general inmate population (e.g., public defender's office), some numbers (e.g., an out-of-state attorney) may be specific to certain individual inmates.
Play Back Recorded Conversations of Specific Inmates	Investigators can retrieve recorded conversations by inmate PIN and listen to them or download them to CD/DVD for use as evidence.
Call Reporting by Inmate	It is critical for investigators to be able to track calls by individual inmates and to see who made a specific call. PINs make it possible to identify the caller on screen and on printed reports.
Exceptions to Globally Allowed Number List	Globally Allowed Numbers are numbers that inmates can call even though they may not be on any inmate's Personal Allowed Number list (e.g., public defender's office). In some cases, individual inmates may lose this privilege.
PIN Limitation Overrides	Exempts individual inmates from otherwise globally set restrictions on call duration, frequency, or minutes per day/week/month.
Limit PIN by Location	Restricts an inmate's PIN to making calls from a specified location.
Call Duration Limit by Combination of Factors	Allows for setting of individual call duration limits for inmates. Limits can also be flexible, depending on the location from which the inmate is calling (e.g. infirmary, solitary confinement, and work areas). Extended durations can be permitted for certain calls (e.g., attorney, clergy, physician, or other).
Individual Number Blocking	Prevents calls to certain numbers and groups of numbers for certain inmates. Usually used to stop harassing or abusive calls.
Individual Exceptions to Group Number Blocking	Allows certain inmates to call numbers not otherwise permitted to the general inmate population.
Inmate Calling Privileges Suspension	Suspend any inmate's calling privileges beginning and ended at any time or date administrator chooses.
Limit Completed Calls	Limits the number of completed calls an inmate can make to any one number in a single day. This prevents inmates from monopolizing the phones by repeatedly calling the same number after their call duration has elapsed. It also helps families keep costs down.
Individual Inmate Hours Restrictions	Provides additional restrictions for individual inmates to limit the number of hours and times of day when they can to place calls.
Personal Allowed Numbers (PANs)	Restrict an inmate's calls only the numbers on a pre-approved Personal Allowed Number list. This makes stealing another inmate's PIN of little value and gives the facility complete control of the inmate's contacts.

Feature	Description
Self-Learning Option for PANs (Auto PAN)	Simplifies the administration of PANs by allowing inmates to set up their own calling lists. Usually this is done from designated phones during a specified period (e.g., booking area phones within the first 24 hours).
Track Inmate by Phone Usage	Allows users to track the phones, phone trunks, cell blocks, etc. from which each PIN makes calls.
Language Selection	When inmates are enrolled in the system, they have the option to select the language in which they want to hear voice prompts. They can also select the language in which their called party will hear voice prompts. These choices will be stored in the ITS and automatically used for that inmate and called party in the future. This eliminates the number of steps an inmate must go through in order to place a call.
Free Calls for Inmates	Allows facilities to designate specific telephone numbers that individual inmates can call for free. This can be used to allow inmates to call tip lines, public defenders' offices, or other special numbers.
Individual Speed Dialing Numbers	Inmates often feel a need to keep the telephone numbers of their friends and families private from other inmates. Speed dialing allows them to dial a two to four-digit code in place of the actual number; this code only works in combination with their PIN.

3.22   The BCSO desires the ability for inmates to receive voice mail messages. If the vendor has implemented this type of program in other detention facilities similar in size to the BCCF, the vendor should provide the facility name(s), contact and current telephone number, the inmate population, the date the interface was implemented and any costs or fees that may be charged to inmates for this service.

GTL acknowledges and understands.

Voicemail

GTL is able to provide BCSO an easy to use **Inmate Voicemail** system that enables increased communication between inmates and their family and friends along with facility personnel via two-way Voicemail. The GTL Voicemail system is completely configurable to meet BCSO needs, allowing messaging for:

- *Inbound only* – where friends and family leave Voicemail messages for inmates
- *Outbound only* - where inmates may leave Voicemail messages for attorneys, facility staff, and/or friends and family
- *Two way* – where inmates may leave Voicemail messages for and receive Voicemail messages from attorneys, facility staff, and/or families and friends.

GTL's Voicemail system provides a secure PIN-protected account for inmates to use this feature. Voicemail benefits inmates and other involved parties because it allows communication even when, for example, a friend or relative is not at the phone to receive a call.

All messages are recorded and subject to playback by authorized BCSO personnel. BCSO investigators can obtain at any time a complete record of all messages left and retrieved. The investigator chooses the voicemail type and any other desired search criteria on the system's Search screen to generate a report of voicemail messages, from which messages can be replayed.

GTL will work with BCSO to determine the specific internal needs of Jail personnel for implementation of this feature. Individual facility personnel are provided with a convenient method of receiving their own messages to inmates and having those messages verified that the intended recipient has played the message. Inmate Voicemail may also be used as an announcement system for dispersing messages from the facility to all inmates or to a single inmate.

System Flexibility: The Voicemail feature allows for outgoing, incoming or both types of messaging as well as internal facility capability creating complete flexibility in configuration. The length of the voicemail is configurable and typically set up to 60 seconds. Voicemail is a useful feature for inmates, friends and family to leave a message regarding such information as when to call them or news about the family, etc. without the need to contact staff.

Message Security: Since messaging runs on the GTL ITS, BCSO facility staff have the same control of recording and monitoring as with the ITS. Only the inmate, the sender, and approved facility personnel can access Voicemail messages.

3.23   The vendor must describe how future system upgrades will be made available and installed after the initial installation of the system and prior to the end of the first three (3) year contract cycle. Upgrades to the system should be kept current with other detention agency systems in the United States. When another agency's system is upgraded during the term of its contract, the BCSO's system should be upgraded to the same level as the other institution within ninety (90) days. These upgrades must be at no cost to the BCSO.

GTL acknowledges and understands.

GTL provides timely system updates and additional features when available at no cost the BCSO.

Updates for the GTL ITS system software are made available based on (a) general availability of new features, (b) development of custom features requested by customers, (c) updates of 3rd party content, and (d) error corrections.

All ITS software updates and new versions are available to BCSO at no cost. GTL will notify BCSO of any software updates or new versions, within 30 days of general availability of the validated software, and provide the software at no cost to the County. GTL will present updates and new versions to BCSO for review, consideration and to determine if such updates are required or desired by BCSO.

Routine software updates can be installed immediately as they are released, or installed on a periodic schedule at the discretion of BCSO. Software updates are installed remotely by GTL. These updates are performed during low- or no-usage periods (e.g. 00:00 – 07:00). Version Release Notes are issued to BCSO with each new software update, explaining any interface changes or new features and any issues in the previous version that were resolved.

Note that antivirus software is a special case. Frequent software updates are required due to continuous updates in pattern files, et cetera. With the explicit permission of BCSO, GTL proposes to automatically download antivirus updates without formal approval required for each update. An antivirus administrator server downloads the antivirus updates. When the antivirus update has been approved for distribution by GTL, it is automatically distributed to all GTL ITS servers and workstations.

3.24   The vendor must describe how future system upgrades will be made available and installed after the initial installation of the system and prior to the end of the each of the one year contract renewal terms. Upgrades to the system should be kept current with other detention agency systems in the United States. When another agency's system is upgraded during the term of its contract, the BCSO's system should be upgraded to the same level as the other institution. These upgrades must be at no cost to the BCSO.

GTL acknowledges and understands.

All ITS software updates and new versions are available to BCSO at no cost. GTL will notify BCSO of any software updates or new versions, **within 30 days of general availability of the validated software**, and provide the software at no cost to the County. GTL will present updates and new versions to BCSO for review, consideration and to determine if such updates are required or desired by BCSO.

Routine software updates can be installed **immediately as they are released**, or installed on a periodic schedule at the discretion of BCS0. Software updates are installed remotely by GTL. These updates are performed during low- or no-usage periods (e.g. 00:00 – 07:00). Version Release Notes are issued to BCSO with each new software update, explaining any interface changes or new features and any issues in the previous version that were resolved.

4.   Mandatory Equipment Requirements

4.1   All equipment, wiring and supporting equipment and hardware must be mounted compatible with standard vendor mountings and existing mounting structures in the offender living areas. The telephones and video visitation kiosks must be line powered, requiring no AC power, backup batteries,

and require no electricity to be run to telephones located in the cellblocks.

GTL acknowledges and understands.

4.2   All inmate communication equipment must be designed, engineered and manufactured to guard against inmate abuse and natural elements.

GTL acknowledges and understands.

GTL Inmate Telephones

Constructed with heavy-duty stainless steel, GTL's inmate phone is a totally secure unit, ideally suited for prisons and jails. Inmate telephones are line powered and require no AC or battery backup power. The telephone housing is seamless stainless steel with no exposed screws, bolts, metal or other hard substance fasteners. The housing is tamper and water resistant to the highest degree, and can only be opened with a special security tool. Telephones are flush mounted to the wall. Each is equipped with a stainless steel, braided security lanyard inside the armored cord designed to handle up to 1,000 pounds of pull resistance - extremely resistant to stretching and breaking.

4.3   All inmate communication equipment must be heavy duty and institutional-type, suitable for use in a detention facility. They must be tamperproof, with steel encased housings and shockproof keypads. All handsets must be of heavy- duty construction with no removable parts. The handset cord must be armored with a stainless-steel lanyard. All instruments must be waterproof, fireproof and feature Dual Tone Multi Frequency (DTMF) dialing. Telephones and video kiosks must have locked mountings to the wall. Explain, in detail, the equipment being proposed. Discuss the security features of the equipment being proposed. Include illustrations:

GTL acknowledges and understands.

GTL Inmate Telephones

Constructed with heavy-duty stainless steel, GTL's inmate phone is a totally secure unit, ideally suited for prisons and jails. Inmate telephones are line powered and require no AC or battery backup power. The telephone housing is seamless stainless steel with no exposed screws, bolts, metal or other hard substance fasteners. The housing is tamper and water resistant to the highest degree, and can only be opened with a special security tool. Telephones are flush mounted to the wall. Each is equipped with a stainless steel, braided security lanyard inside the armored cord designed to handle up to 1,000 pounds of pull resistance - extremely resistant to stretching and breaking.

Wintel 7010SSE Mini Cord-On-The-Top Inmate Telephone

- Built-in user controlled volume "LOUD" button for ADA volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)

- Raised bump on '5' digit key.

- 180° rotating swivel elbow with at least 1,000# pull strength.

- Heavy 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed and built for inmate use

- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.

- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon and DuraClear® Handsets have separate 4-pin connections.

- Heavy chrome metal keypad bezel, buttons, and hook-switch lever withstand abuse and vandalism.

- Armored handset cord equipped with steel lanyard (1000# pull strength) & secured with 14 gauge retainer bracket for maximum vandal resistance.

- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.

- Pin-in-head security screws minimize tampering

- Hearing aid compatible & FCC registered - US: 1DATE05BITC-254, IC: 3267A-ITC254

GTL Inmate Telephone - Visitation w/ PIN Control

Wintel 7005SS Stainless Steel Visitation Telephone

- Used as a visitation phone in facilities that require a PIN number to be entered before connection to the visitor can be made.

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).

- Brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.

- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.

- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.

- Heavy chrome metal keypad bezel, buttons, and hook-switch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering .
- Hearing aid compatible and FCC registered
- US: 1DATE05BITC-254, IC: 3267A-ITC254

GTL Visitor Telephone for Visitation Station

CT-55-SS-NM-32 Inmate Visitation Phone

- Phone: Available as Individual Phone or Pair
- Faceplate: High Security, 14 Gauge, Stainless Steel
- Faceplate Dimensions: 5"H x 5"W
- Housing: 14 Gauge CRS Powder Coat Painted Black
- Box Size: 5"H x 5"W x 3"D
- Connections: Screw Terminal
- Handset: Vandal Resistant Armored Cord with Steel
- Lanyard and Heavy 14 Gauge Steel Retainer
- Mounting: Mounts directly to wall surface
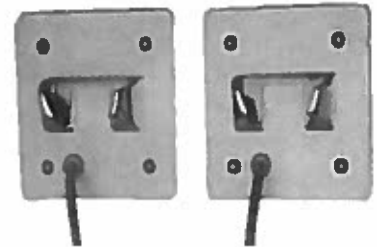
Standard Cordless Phones*

GTL is able to provide cordless telephones such as, or similar to, the Panasonic's KX-TG2302B digital cordless telephone pictured here. This phone uses 2.4 GHz digital technology that gives inmates a cleaner sound and longer range than older 900 MHz models. The handset features an illuminated keypad for easy dialing in the dark. Its keys are more than double the size of those on regular cordless handsets. No caller ID or call log storage is provided with the model provided for secure inmate communication.

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* Due to rapid evolution of telephone equipment GTL reserves the right to provide newer models.

Rugged/Waterproof Cordless Phones*

GTL will provide cordless telephones such as, or similar to, the Uniden WXI3077 DECT 6.0 digital cordless telephone pictured here. The key feature for this phone is that it is 100% waterproof/submersible and impact/shock with resistance to dirt and dust. It also features state-of-the-art 5.8 GHz digital technology that gives inmates a cleaner sound and longer range than older 900 MHz models. To ensure privacy, Uniden's DECT 6.0 technology offers better security against eavesdropping, greatly decreasing the chances of your conversations being intercepted. The handset features an illuminated keypad and display screen for easy dialing in dimly lit areas. No caller ID or call log storage is provided with the model provided for secure inmate communication.

Portable Phone Cart

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

The equipment and services provided with GTL's ITS and are in full compliance with all applicable standards and regulations, including FCC, Public Utility Commission, and the Americans with Disabilities Act.

4.4   Equipment requirements for correctional grade, cordless, single-piece, non-coin operated, durable, tamper- resistant telephones and video visitation kiosks suitable for use in a detention facility are set forth in Paragraph 2 above.

GTL acknowledges and understands.

Flex™ Link Hardware

GTL can provide BCSO inmates with the correction industry's most innovative in-pod technology, GTL's patent-pending Flex Link in-pod kiosk. For BCSO, the Flex Link in-pod kiosks can be provided to inmates as dynamic multiservice and communication kiosks. In addition, the Flex Link in-pod kiosks can be utilized as video visitation kiosks for use with our optional video visitation application solution.

GTL's Flex Link in-pod kiosk our latest technology in replacing antiquated pay phone service allowing for unlimited expansion of services to inmates while helping BCSO streamline otherwise inefficient clerical processes. The 10.1 inch touchscreen tablet platform is able to allow BCSO to add new products and services for inmates and staff over time. With GTL's multi-layered security design, Inmates have no access to the internet or other restricted information and systems.

Our Flex Link in-pod kiosk enclosures have the following characteristics:

The Flex Link in-pod kiosk has a fully integrated power backup battery that is built into the unit. No additional battery backup is required to power the unit if facility power is lost.

GTL's patent-pending design allows the kiosk to fit in the same footprint and on the same mounting brackets as inmate phones. Like inmate phones, GTL's Flex Link in-pod kiosk enclosure can be mounted to pedestals and other inmate phone hardware should future hardware expansion be needed and/or required. What's more, with the Flex Link integrated handset and software, inmate phones can be easily swapped out for Flex in-pod kiosk enclosures without the need for alterations to the facility structure.

With limited wall space and infrastructure considerations, the Flex Link's unique design and dramatically smaller footprint allows for future expansion without compromising the facility infrastructure and aesthetics.

GTL' s Flex Link In-Pod Kiosk offers:

- ✓ GTL custom built secure Android OS
- ✓ Power and data over standard Cat5+ cable (PoE)
- ✓ Remote reboot and diagnostic tools
- ✓ 14-gauge stainless steel enclosure
- ✓ Multi-touch capacitive screen
- ✓ 10.1", 1024 x 768 display screen
- ✓ High resolution front facing camera
- ✓ Built-in back-up battery
- ✓ Corrections grade 14-gauge steel encasement
- ✓ Hardened handset and armored lanyard

4.5   The BCSO requires a minimum of 2 Telephone Device for the Deaf (TDD) units to be provided in the Intake Area. The TDD units must be durable, tamper-resistant, designed specifically for offender use and suitable for use in a detention facility. Vendor's are encouraged to propose reliable solutions to meet these needs.

GTL acknowledges and understands.

GTL's proposed inmate telephone system is designed for use by the hearing impaired. GTL will provide TDD/TTY devices based on the needs of each facility, as determined by BCSO. The standard unit provided by GTL is portable and can be used with any inmate telephone station. It has an easy-touch **keyboard** with a bright, tilted **24-character display**. Turbo Code provides "real-time" conversations with other Turbo Code TDD units. Auto ID informs the called party that the caller is using a TDD. GTL proposes the portable Ultratec (Model: Supercom 4400) vandal resistant TDD.

Features include:

- 32K memory
- Turbo Code
- Direct connect (w/ 2 jacks) to std. telephone lines
- User-programmable relay
- Voice announcer
- Keyboard dialing and tone or pulse dial
- Memory dialing/ redial
- Built-in ring flasher
- Auto-busy redial and wait for response
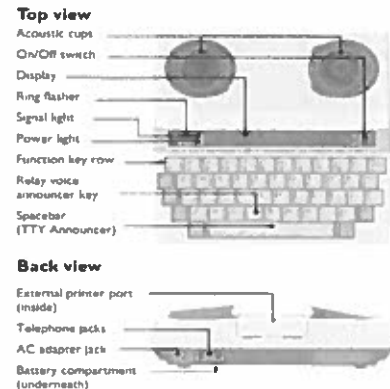
4.6 The vendor will provide three (3) correctional grade, movable pedestal mounted video kiosks on casters for use in designated areas of the facility along with sufficient cord to connect the units to the wall mounted receptacle.

GTL acknowledges and understands. These will be provided.

4.7 The vendor must be responsible for providing and installing isolation panels, mounting hardware, signage and other ancillary items associated with or necessary to providing the service, at no cost to the BCSO.

GTL acknowledges and understands. GTL will be responsible for all requirements listed on 4.7

4.8 All telephones and video kiosks must be line powered and have UPS back-up power capability. The vendor must provide system capabilities for prevention of power surges and equipment capabilities for prevention of power outages. The vendor must detail the time frame that the system can remain operable in the event of a loss of commercial power, the method of ensuring operation in the event of a loss of commercial power and the electrical and back-up power supply being proposed.

GTL acknowledges and understands.

SMART 1500 UPS: GTL will provide an Uninterruptible Power Supply (UPS) that is designed to meet the runtime requirements for each individual facility. GTL will match the UPS to the hardware and network design for each facility to ensure that the unit is of the proper size to support the on-site hardware for the time required. An example of a UPS that may be used in a centralized network model for a small-to-medium sized facility would be the Smart-UPS 1500VA from APC, which offers more than an hour and a half of runtime on a power draw of 100W.
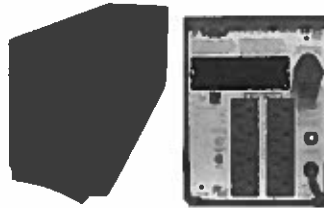
Tripplite OMNI 750ISO: GTL will also provide an Uninterruptible Power Supply (UPS) for use in power backup and protection of the GTL system workstation at the BCSO facilities. An example of a UPS that may be used in this case would be a Tripplite OMNI 750ISO UPS.

5.   Systems and Operational Requirements

5.1   All equipment must be new, correctional grade, state of the art equipment, completely operational at cutover.

GTL acknowledges and understands.

5.2   All equipment must comply with FCC rules and meet or exceed all applicable codes and standards for installation and service.

GTL acknowledges and understands.

The equipment and services provided by Global Tel*Link are in full compliance with all current applicable standards and regulations, including FCC and ADA.

5.3   All systems proposed must meet the current American Disabilities Act (ADA) standards. Additional actions or remedies required to bring vendor's system into current or future compliance with ADA standards will be the responsibility of the vendor, who must bear all system-related costs associated with ADA compliance.

GTL acknowledges and understands.

The equipment and services provided by Global Tel*Link are in full compliance with all current applicable standards and regulations, including FCC and ADA.

5.4   The system must have the capability of operating on the most current Windows-based platform and be monitored from any terminal on the network, if desired.

GTL acknowledges and understands.

5.5   The vendor must provide a system that uses a Windows-based graphical user interface (GUI) for system administration, monitoring and reporting functions.

GTL acknowledges and understands.

5.6   All configuration parameters of the system must be able to be modified from selected terminals on the network provided the user has the security clearance.

GTL acknowledges and understands.

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5.7   The vendor will establish a relationship with a member of the BCSO's Staff to enable that member to monitor and possibly troubleshoot any issues that arise with the system.

GTL acknowledges and understands.

5.8   The system must provide audio quality, which meets or exceeds industry standards for transmitted and received levels, noise, cross talk and frequency range. Provide information that explains how the vendor monitors audio quality.

GTL acknowledges and understands.

The GTL ITS platform represents the latest in advanced calling and recording technology. GTL uses VoIP to converge both voice and data on the same network connection. GTL routes all calls to our central call processors were we use least cost routing to VoIP termination carriers to route Local to Local calls, and long distance calls. This method provides allows GTL to provide the best route and cost for local to local traffic.

Our data communications are carried over an encrypted IPSEC tunnel to the central data centers which secures application data in an encrypted channel.

GTL uses network analyzers to monitor Network Latency, Jitter, and Packet error/Packet loss to verify all circuits are within acceptable tolerance to provide acceptable VoIP quality.

Voice Quality Standards:

MOS

Being a fully digital system, the GTL ITS delivers high quality calls with a **M**ean **O**pinion **S**core (MOS) between 4.1 and 4.2, which is a measure of the quality of a digitized voice line.

MOS is a subjective measurement that is derived entirely by people listening to the calls and scoring the results from 1 to 5. Toll quality audio is generally considered to have a MOS rating of 4 and above.

The MOS is an average of the numbers for a particular codec because MOS testing requires carefully prepared and controlled test conditions.

E-Model

E-Model is another rating system that provides an objective measurement of quality based on packet loss, jitter and delay. The E-Model reports results as R-values. Following is an approximate relationship between MOS and E-Model quality ratings.

Subjective Interpretation	MOS	R-Value
Excellent - almost all satisfied	4.5	90
Very good - most users satisfied	4.0	80
Good - some users dissatisfied	3.6	70
Fair - many users dissatisfied	3.1	60
Poor - most users dissatisfied	2.6	50
Bad - not recommended	1.0	0

GTL currently utilizes G.729 audio compression for our IP based solution. This codec will deliver a MOS between 4.1 and 4.2. TTY calls will use a G.711 Codec which is a non-compression codec used for modem data transmission in the VoIP system.

5.9   Provide the steps taken by the vendor to ensure that offenders can obtain dial tone during peak calling times. Provide the vendor's plan, if any, to utilize line concentration, and the ratio of lines to phones/video kiosks being proposed and how this will be accomplished. Disclose and explain the vendor's policies and procedures for monitoring access.

GTL acknowledges and understands.

The GTL Inmate Telephone System is an off-premises, centralized platform with call processing taking place in our secure Primary Data Center in Texas. During implementation at a new customer site, we simply set the phones to a 1 to 1 operation to the on-site network hardware and then provide a circuit with bandwidth large enough to accommodate all calls using the maximum number phones that will operate on the system. The GTL solution is a non-call blocking configuration.

The GTL Inmate Telephone System's consistent reliability is provided through high-quality components, multiple hardware redundancies, network design, data backups, and constant remote monitoring and diagnostics. These features, along with hot-swap capability and flexible design, will virtually eliminate system downtime. The ITS hardware is one of the most reliable computer telephony chassis available today, with a current **uptime of 99.9%.**

5.10   The system must be flexible and capable of transferring data and timing to and from a hard drive or external storage device. The architecture must be expandable to accommodate future growth and change outs. Call records stored and sent to billing and collection must match revenue summary reports to the BCSO. Explain, in detail, the architecture of the system being proposed. Discuss the system's flexibility and adaptability. Include vendor's policy and procedure for enhancements.

GTL acknowledges and understands.

GTL ITS DESIGN AND ARCHITECTURE

GTL's Inmate Telephone System is a Web-based, hosted system that includes all equipment, hardware, and software—including the telephone network, recording system, call-control system, telephones, workstations, printers, and associated software. This solution uses cutting edge call-processing and data-management technology that is designed specifically to operate with the highest degree of reliability in the challenging environment of the corrections industry.

GTL's ITS Solution takes full advantage of *open architecture* and state-of-the-art hardware and network design that allow the inmate phone system to be interfaced with other facility systems and easily expanded, upgraded and adapted to accommodate changes in the industry and client requirements. Any new facilities can be networked to existing facilities with the new facility's records added to the common database with no disruption or impact on service to existing facilities.

GTL ITS SYSTEM ARCHITECTURE
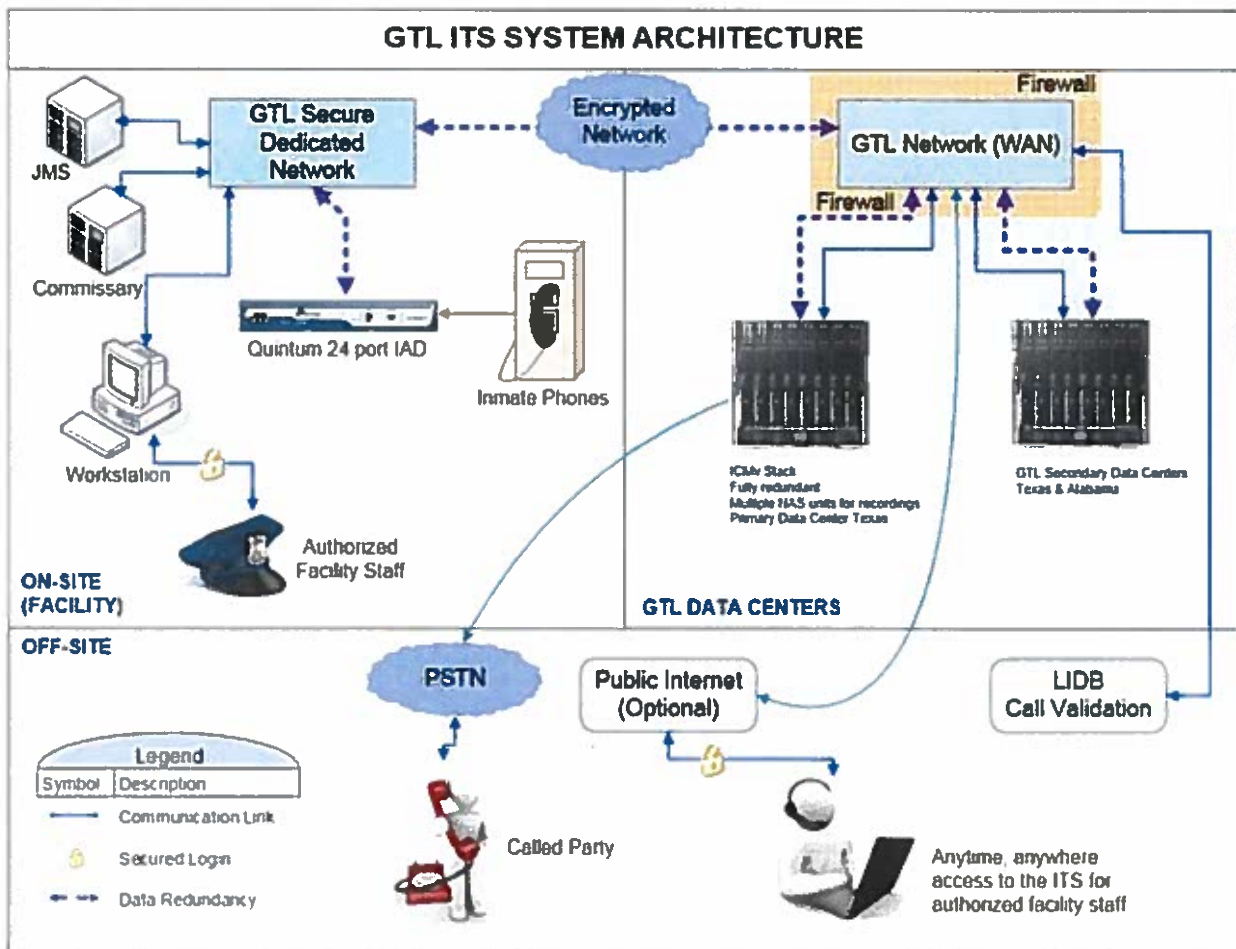
ITS Client and Server Software

The GTL ITS runs on the Microsoft Windows Server 2008 R2 operating system with a Microsoft SQL 2008 R2 database. Workstations and interfaces to control the calling platform and related systems

are only required to have Microsoft Internet Explorer 9.0 or above. Authorized individuals access the secure, dedicated ITS network and control program via connection to GTL's private ITS Website.

GTL's hosted Inmate Telephone System (ITS) solution has a Web-based interface that is accessible to authorized individuals via connection to GTL's private ITS Website.

The GTL Inmate Telephone System provides *Anywhere Anytime Access* to its powerful, technologically advanced features. Properly authorized users may access the system from an onsite system workstation, BCSO on-site PCs, or any off-site PC (desktop or laptop). Compatible smart phones with Internet connection can also access certain ITS features.
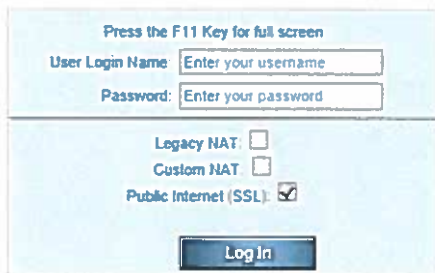
After connecting to the private ITS Website, the user must log into BCSO system with a valid user-name and password. **Each user's password is linked to an assigned Role defined by BCSO** which dictates exactly which features and functionality will be available to that person after log-in.

All system users are subject to security level assignment and **all data are accessed on a "need to know" basis.** For example, the ITS database management tools would be available only to those granted permission by BCSO to perform system administrative functions.

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

The ITS Graphical User Interface is straightforward and intuitive. The simple design allows BCSO personnel and investigators to use the wide range of administrative features and powerful investigative tools fluently after only minimal training. After log-in, the system's navigational Dashboard appears at the top of each screen. The Dashboard remains in place at all times so that, regardless of what features you access or tools you use, you never have to track back through a page history or hunt for links or tools.

GTL ITS Call Processor

GTL is the exclusive provider of our Inmate Telephone System call processor, which is designed, manufactured, maintained, and upgraded by GTL. Each call processor is built and customized to meet the exact needs of each our clients and offers an unmatched range of benefits to its users. The GTL ITS combines the reliability of commercial hardware with the flexibility of a customized solution to integrate core inmate calling applications with cutting edge value adding features.

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

ITS On-Site Hardware

The onsite ITS hardware for BCSO will include the following high quality components:

Adtran 1335 Series Integrated Services Routers

GTL will provide commercial-grade Adtran routers for each BCSO facility. These routers (sized to the requirements of each facility) will distribute the digital streams from the IADs over GTL's IPVPN network. Adtran's routers will label each data packet with a header allowing GTL to prioritize transport of the individual types of data over the entire network enabling us to absolutely ensure the highest QoS (Quality of Service) for voice traffic.

Quintum Tenor Integrated Access Device (Network Gateway)

These devices connect to the analog inmate phones and convert the calls to VoIP before routing over the GTL secure, private network. Tenor AX is available with 2, 4, 6 or 8 T1/E1/PRI trunks and supports from 8 to 120 VoIP channels.

Unlike other IADs, the Quintum Tenor Gateway is designed to excel at supporting legacy analog devices like copper phone lines and fax machines. This minimizes the amount of onsite re-wiring GTL will have to do thus speeding up the installation process and reducing disruption to BCSO staff. It also allows GTL to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines.

APC Smart1500 UPS

GTL will provide an Uninterruptible Power Supply (UPS) that is designed to meet the runtime requirements for each individual facility. Rather than suggest a single unit for all sites, GTL will match the UPS to the hardware and network design for each facility to ensure that the unit is of the proper size to support the on-site hardware for the time required. An example of a UPS that may be used in a centralized network model for a small-to-medium sized facility would be the Smart-UPS 1500VA from APC, which offers more than an hour and a half of runtime on a power draw of 100W.
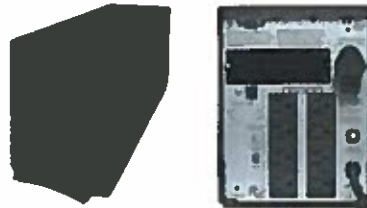
Intelligent, line-interactive network power management system with Remote Management Capability

Equipment Cabinet

GTL's ITS platform provides advanced centralized processing and data storage therefore requires minimal on-site equipment. The majority of on-site system equipment is contained in a utility cabinet. Space requirements in the equipment room are shown here.

Ancillary Hardware

The following list includes some of the ancillary hardware that may be installed during the implementation of the GTL Inmate Telephone System. All cabling will be pre-approved by BCSO and will comply with industry standards and/or regulatory agency guidelines. Cabling will traverse pre-existing conduit runs where available or as determined through the site survey. All cabling will be labeled appropriately and hidden and secured per industry standards. Any internal line quality issues identified by GTL will be reported to BCSO at the end of each site survey for scheduling of appropriate repair or upgrades. All repairs will be done at NO COST to BCSO.

Ancillary Hardware*		
Amphenol Cables	Amphenol designs, manufactures and markets electrical, electronic and fiber optic connectors, coaxial and flat-ribbon cable, and interconnect systems	
Switch-8 port	The EtherFast 8-Port 10/100 Workgroup Switch is a quick and easy way to boost your network's	

	performance while migrating to the power of Fast Ethernet	
Network Patch Cables	(Yellow or Blue) - 5e (Cat5e) patch cable with gold plated RJ45 molded male connector plugs features a snag-less boot for trouble-free installations	
Trunk Cross-Connect Wire-White/Blue	Providing modular integration of voice and data traffic over copper services. It can also serve as a rate and interface converter or as an integrating multiplexer	
66 Blocks w/Amphenol Connectors	66 Block w/ single male Amphenol connecting block (25-pair). Suitable alternative to the ICC 24-Port Telco Patch Panel.	
Cable Ties	Preformed tie straps on a continuous roll that pull apart without any cutting	
Station Cross-Connect Wire-White/Orange	Providing modular integration of voice and data traffic over copper services. It can also serve as a rate and interface converter or as an integrating multiplexer	
Inmate Station Covers	Orange - Provides easy system administration and provides a clean and neat appearance.	
Trunk Covers	Blue - Provides easy system administration and provides a clean and neat appearance.	
Bridge Clips	Connection between two test points	
Wood screws 1"	Required for mounting on communication backboard	
Mushrooms	Wire Distribution Spool	
D-rings (small)	Wire Distribution Rings, Aluminum	

* After installation all extension cabling, old equipment, and unused components will be removed and the workspace will be returned to its pre-existing condition.

5.11   Define the vendor's capability for three-way conference calling from the inmate phones including the controls the vendor has in place to limit three-way calling.

GTL acknowledges and understands.

Three-Way Call Prevention

GTL's Inmate System is designed to isolate any attempt by the called party to bridge a call in-progress to a third party, commonly referred to as remote call forwarding, three-way calling or conferencing. The system can be configured to do any of the following upon detection of call forwarding or three-way calling:

- Disconnect the call immediately.
- Disconnect the call after providing an explanatory message that a prohibited remote call forwarding/3-way call attempt have been detected (during which the parties cannot communicate).
- Play a message that a prohibited call forwarding/3-way call attempt has been detected.
- Allow the call to continue for future investigation purposes. The call will be alarmed on the Live Call Monitor and investigators can listen to the call.

GTL has a total of eight (8) U.S. patents directed to the detection of thee-way call attempts. We also have Patent 8,630726 for detecting attempted masking of three way calls by the calling/called parties as well as Patent 8,509,736 that utilizes voice recognition to determine if a new speaker enters the conversation.

GTL's patented (*US Patent 7,639,791*) proprietary process utilizes several system settings to detect 3-way calling. The process is active within the Federal Bureau of Prisons, several State Departments of Corrections, and numerous County facilities. The success rate of detection has been outstanding (> **95%**) in each of these existing customers.

GTL's call forwarding/three-way call detection method is multi-layered and does not rely solely on audible clicks or other sounds but utilizes a variety of factors to detect 3-way attempts. *Additionally, our system detects the special network messages that are generated when a cellular or VoIP phone is used to create a 3-way call*.

The system is constantly analyzing the audio stream looking for audio events with sufficient amplitude and duration that may indicate a three-way call is occurring. When detection occurs the three-way call analysis software breaks the audio stream into 10ms slices before and after the event for detailed analysis to determine if it is a three-way call.

For example, an event that would cause the system to report a three-way call would be: if a tone or "noise" (such as call progress tones) occurred in the middle of the conversation with sufficient amplitude and duration the software would then start analyzing the audio to determine if it was part of the conversation. Assuming the tone or "noise" detected was not part of the conversation the configurable sensitivity settings would cause the software to declare the event a three-way call.

GTL's SIP to SIP remote call forwarding system is **100% accurate** and for the most recent month 1,025,641 remote call forwarding/three-way calls were stopped without undue inmate or called party complaints.

This three-way call detection method does not listen for frequencies which can be problematic but rather audio events or aberrations of sufficient amplitude and duration that are not part of normal conversation.

The ITS can be configured to inform the call parties, by playing a message, that a prohibited 3-way call attempt has been detected prior to ending the call.

The call will be flagged in the Call Detail Record and made available for review in a report designed for this specific purpose ("*Energy Detect*").

5.12   Please describe your proposed system applications and software for use with the telephone equipment required above, including but not limited to the following:

1.   Voice biometrics;

GTL acknowledges and understands.

Voice IQ™ Voice Biometric - Continuous Inmate Identification

Voice IQ™ Continuous Voice Biometric solution is GTL's latest addition to our powerful Voice Biometrics toolset for inmate identification and fraud prevention. Using one of the most comprehensive, natural language speaker verification tools in the industry, GTL Voice IQ enrolls the inmate voice print and builds a voice print profile for comparison in future calls. During the inmate call, Voice IQ will continuously compare segments of the live inmate calls to the recorded voice print to verify the inmate's identity. Voice IQ Continuous identification is the BCSO solution for inmate and called party phone swap control and prevention. GTL has been awarded Patent 8,509,736 for this feature.

Voice IQ Continuous Voice Verification will be used in conjunction with the Voice IQ initial voice verification feature to ensure that the inmate that was validated with the PIN at the start of the call remains as the only inmate speaker on the call for the duration. The Voice IQ continuous voice verification is a fully integrated, state-of-the-art component of the GTL ITS.

Notable Deployments: This technology is deployed for Lubbock County TX, Douglas County NE and North Carolina DOC.

Distinctive advantages of the GTL continuous voice verification.

- **Operates in <u>Real-Time</u>** as opposed to other voice biometric products which are strictly post production.
- **Resides as an integral component of the ITS** and does not require 3rd party software to be opened outside of the ITS user interface.
- Technology is **working throughout the call** and will identify fraudulent handover of the phone handset to a different inmate.

Features

- PIN theft prevention
- Language and accent independent
- State-of-the-art accuracy
- Fully Integrated with ITS – no external software or post-processing
- Straightforward deployment – simply turn on via software
- Integrated security
- Convenient and non-intrusive (no personal information required)
- Secure multi-factor authentication

GTL's Voice IQ™ continuously tracks to the inmate voice and will detect when the voice on the inmate side is no longer a voice match to the PIN-validated inmate. This initiate a "Speaker Change" event that is logged and triggers an alert. Detection and alert is "stealth mode" in that no indication is given to call parties about detection. The Speaker Change event includes the name of the inmate that initially was verified to allow the call.

Alerts are capable of performing any combination of the following actions:

- Alert both parties that a Speaker Change event has occurred.
- Terminate the call.
- Alert designated BCSO personnel (email or text message).

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

With GTL's Voice IQ Continuous identification solution, investigators will be able to efficiently identify calls of interest in a single glance are the time it takes to search for and listen to calls pertaining to inmate PIN fraud.

Additional Features

- Speaker Change Events are stored separately, not altering the original recording.
- The system requires 20 to 40 seconds, which is configurable, after speaker change to determine an event. This buffer is intentional to protect against false positives caused by a laugh, cough, cry or emotional speech.
- Search calls for specific voice print by inmate.

Voice IQ Call Detail Reporting Filter

From the Call Detail Reporting Screen, users can check the "VIQ Detect status records only" filter to easily search for all calls that have Speaker Change events detected (indicating probable change of inmate speaking during the call).

☐ Pin Active Only	☑ Exclude non-essential calls	☐ Return HOT calls only
☐ Return PRIVATE only	☐ Exclude PRIVATE	☐ Return calls with ENERGY only
☐ Called Party IQ records only (Multi-Way)	☑ VIQ Detect status records only	☐ Cell Phone records only
☐ View All Notes		

Voice IQ in the Call Detail Results Screen

Using the VIQ filter as described above, a report will be generated with all Speaker Change events detected within the specified time frame.

The Call Detail Report includes information regarding the Speaker Change report as described below. Although the report sample above is filtered on Speaker Change events only, this information will be included in any Call Detail Report in the calls that include Speaker Change events.

A. The **V** icon in the STATUS field indicates a Voice IQ Speaker Change event was detected in the call.

B. The time stamp (MM:SS) of when the Speaker Change event occurred is displayed in the DETECT field.

Voice IQ in the Call Analyzer

The Call Analyzer provides visual indicators of the occurrence of a Voice IQ Speaker Change Event as illustrated below.
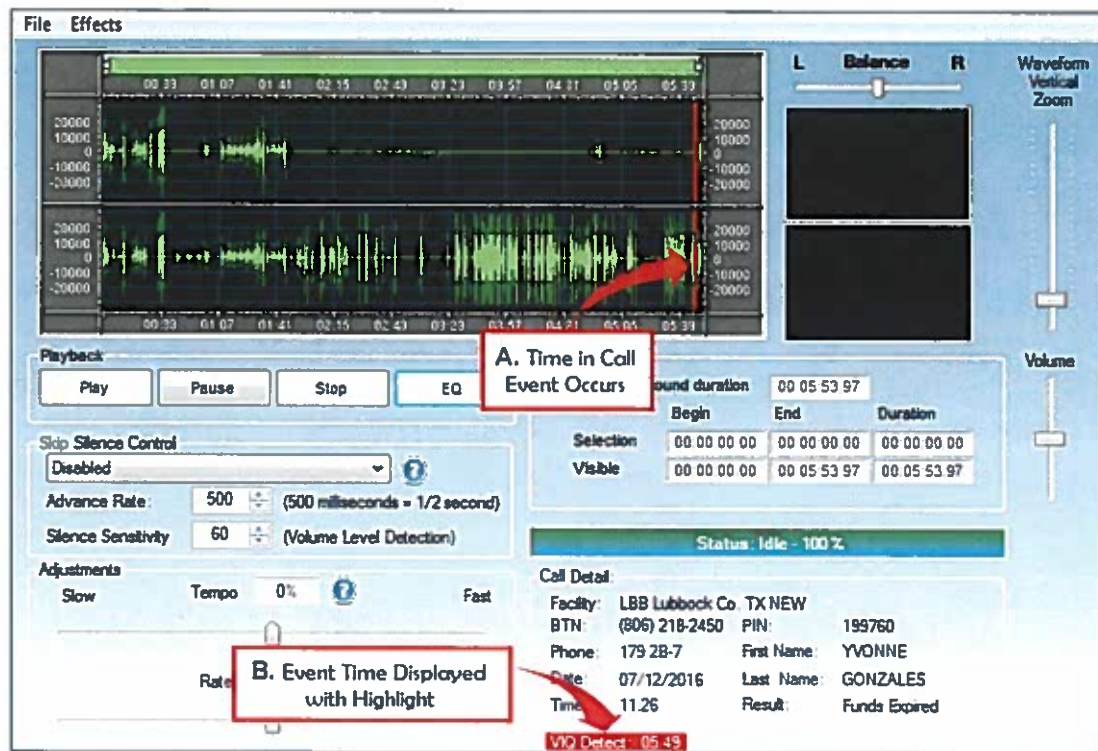
Red bar indicates where Voice IQ activity was detected during the call.

A Voice IQ event time stamp (MM:SS) shown under the Call Detail section of the Call Analyzer indicates where Voice IQ activity was detected in the call.

Voice IQ PIN Details – Enrollment Verification

The **VIQ Trained** checkbox in the **PIN Detail** screen is used to assure an inmate's Voice IQ enrollment has been verified. The VIQ Trained checkbox will remain unchecked until a PIN voice print has been verified as trained.

Edit Voice IQ Enrollment Role Permission: The PIN/PAN module of a User Role includes the **Edit Voice IQ** permission. This permission allows users of this Role to be able to uncheck the VIQ Trained checkbox of a given PIN in order to allow a PIN to re-enroll in Voice IQ. This may be done if the initial enrollment had an issue that is causing many false positives.

2. Investigative applications;

GTL acknowledges and understands.

BCSO investigators will immediately recognize and appreciate our ITS superior investigative capabilities. Our investigative tools were designed and integrated as a result of input from active investigators. The ITS investigative tools include but are not limited to:

- Anytime Anywhere Access to Investigative Tools
- Live Call Monitoring and Hot Alerts
- Reverse Number Lookup (BNA)
- Call Recording – Replay, Analysis, Transfer to External Media
- Investigative Note Attachment
- Case Management
- Security Threat Groups (Gang) Investigative Module
- Call Detail Reporting
- Report Builder – Advanced Investigative Call Reporting

Anytime Anywhere Access

Figure 6 Secure URL for Anytime Anywhere Access

GTL's hosted ITS solution has a Web-based interface that is accessible to authorized individuals via connection to GTL's private ITS Website.

The GTL ITS provides Anywhere Anytime Access to its powerful, technologically advanced features. Properly authorized users may access the system from an onsite system workstation, BCSO on-site PCs, or any off-site PC (desktop or laptop). Compatible smart phones with Internet connection can also access certain ITS features.

GTL Apps Login

Username

r g.smith

Password

password

[Submit]   **①** Forgot Password? | Forgot Username?

Need an account? Click the link below to get started.

👤 Create New Account

Figure 7 Login Screen

After connecting to the private ITS Website, the user must log into BCSO system with a valid user-name and password. **Each user's password is linked to an assigned Role defined by BCSO** which dictates exactly which features and functionality will be available to that person after log-in.

All system users are subject to security level assignment. **All data are accessed on a "need to know" basis.** For example, the ITS database management tools would be available only to those granted permission by BCSO to perform system administrative functions.

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

Live Call Monitoring and Hot Number Alerts

Authorized BCSO investigators are able to monitor inmate phone conversations in real-time. The system's live monitoring component is accessible to authorized personnel through the *system workstation* at the facility and via GTL's *secure Internet connection* from a desktop, laptop, or other remote means. Whether at an on-site workstation or connected through the Internet from a remote location, only those with appropriate security clearance will be able to access the password-protected live monitoring component.

Calls-in-progress are displayed on the system's Live Monitoring screen and can be selected for listening by inmate PIN or the called number. Live monitoring is not detectable by the inmate or by the called party and does not interfere with the continuous recording of the conversations. Several investigators may monitor the same call at the same time.

An authorized user monitoring calls may also forward calls-of-interest, for example, to a designated number or other approved numbers for investigative staff.

Live Monitoring

Figure 8 Live Monitoring Functions

Live monitoring functions for calls-in-progress include:

- Allows the user to manually select (click) and listen to a particular call in real-time; for any length of time.

- Allows the user to activate Scan, which causes the system to sequentially auto-select and "play" the live conversion of each active call for a specified interval (e.g. 30 seconds), before scrolling to the next active call. When the last call on the Live Monitoring screen is scanned, the scan cycles-back to the top and begins again. At any point, the user may stop the scan and listen to a conversation of particular interest for any length of time.

- Allows the user to disconnect (end) any call in which the conversation is inappropriate or threatening.

- Allows the user to forward a call-of-interest to a designated number.

- Alerts the investigator when a call is placed by an inmate with a "hot" (alerted) PIN, when an inmate has called a "hot" (alerted) destination number or if an inmate places a call on a "hot" phone station. Alerts may be sent to a phone, SMS text, or email address.

Figure 9 Alerts Menu Selection

A valid secure log-in password is required to set an alert. When an alert is sent, the BCSO investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.

When an alert is sent to an investigator's telephone, he or she may enter an authorized security code on the phone's keypad to immediately access and listen to a live conversation. The investigator monitoring an inmate's conversation may also cut-in and talk to each party and/or terminate the call from his/her phone, workstation, or remote computer.

Reverse Number Lookup

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

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

Reverse Number Lookup is also available for inmate-dialed numbers **during live Call Monitoring** and from **Call Detail Reports**. The authorized user simply clicks any Billed to Number (BTN) displayed on the Call Monitoring screen or listed on a call detail report to instantly view the name and address associated with the selected number.
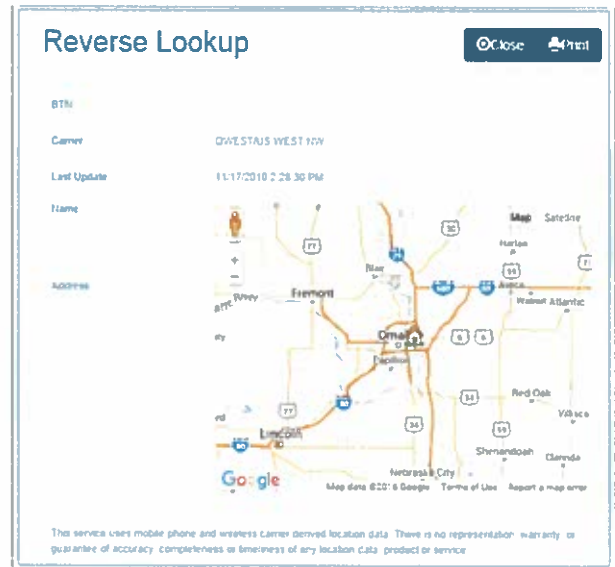
Call Recording – Replay, Analysis, Transfer to External Media

BCSO users are easily able to retrieved and playback specific call recordings in the Call Detail Reports screen of the ITS. Simply clicking on the drop down arrow expands the call record to display two options for replaying the recorded conversation associated with each call record: *Call Playback* and *Call Analyzer*.
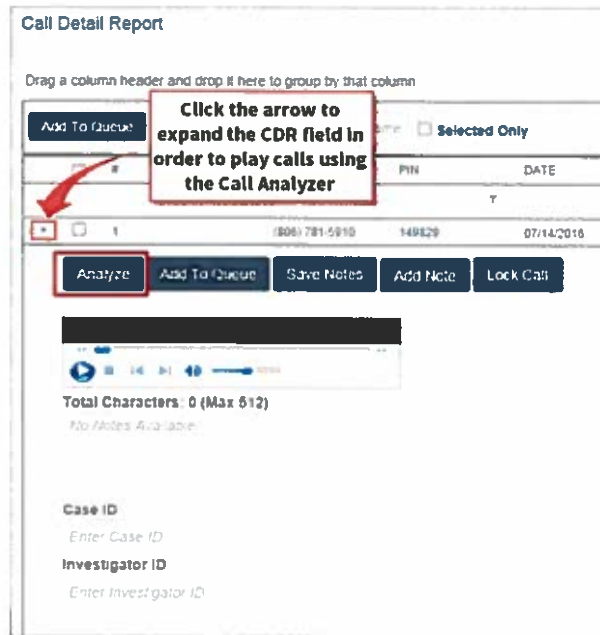
Figure 10 Play a Call directly from the Call Detail Report

Call Playback is accessed by clicking the play button on the player screen.

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

Call Analyzer is accessed by clicking the Analyze button.

- Call Analyzer is used to closely study recordings of investigative significance.
- The recording is fully downloaded to the investigator's computer before replay and analysis begins.

Figure 11 Call Analyzer Screen

Call Analyzer Features

Separately Analyze the Two Sides of a Conversation: As shown in the previous screenshot GTL ITS Call Analyzer separates the inmate's side of the conversation from the called-party's side of the conversation and displays their waveforms on different channels for separate analysis. Clicking and dragging the mouse across any segment on one or both channels isolates the segment for replay.

Remove silence during playback: To allow investigators to hear only the playback of usable conversation, the Call Analyzer is able to remove silence from recordings with our Skip Silence control. The Skip Silence control allows users to remove silence in call recording playback from both channels, the inmate side only, called party side only or disable the control.
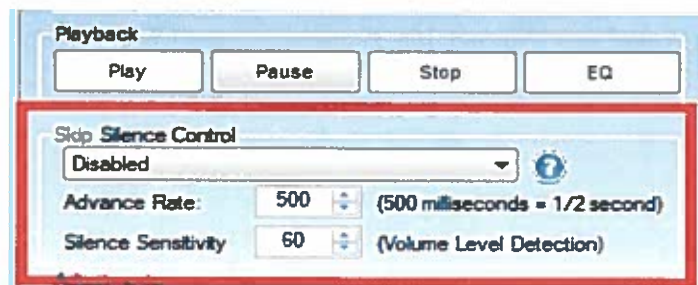
Figure 12 Removing Silence in a Call

Investigators are able to set the rate which the Call Analyzer skips ahead when silence is detected. In addition, users are able to adjust the level of Silence Sensitivity to detect the level of volume and filter out noise in the audio that might be detected as voice audio.

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

Screen-Out or Enhance Background Voices or Sounds: The **EQ** (Equalizer) button on Call Analyzer opens controls that allow you to turn up or down each segment of either Waveform.

By playing back any part of either side of a recording and turning up and/or down different audio bands, you can identify background speech and noises and screen them out to make a conversation clearer, or focus on the background speech and noises themselves.
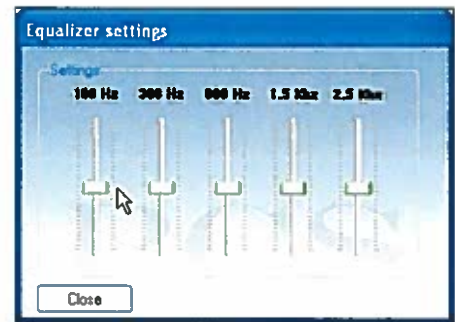
Figure 13 Enhancing Voices and Sounds with the Equalizer

Chain of Evidence

When an inmate places a call, the call recording (and the call details to accompany that recording) is digitally stored in a Redundant Array of Independent Disks (RAID). GTL records and saves calls in .wav-compatible format. When files are reformatted for special purposes (e.g. for storage on tape), they are generally regarded as unverifiable and thus inadmissible in court. Call recordings in original format are encrypted with the appropriate codec, date and time stamped, and stored along with their associated call data. Any time a recording on the RAID drive is listened to, downloaded, copied, or emailed, this information and time-stamp of the event is appended to the call record. The new information is attached to the existing file, but the existing file is not overwritten or edited.

The recordings are recorded live, and during this time a 128-bit proprietary algorithm creates a date and time stamp for the data portion of the .wav file. When the call is completed, a codec is written onto the completed recording. The .wav file requires this codec to play back the recording. As long as the recording stays in the .wav format, GTL can always verify its authenticity.

These features maintain the integrity and verifiability of the chain of evidence, ensuring that our records stand up to the highest degree of judicial scrutiny. GTL promises to provide expert testimony regarding the reliability of your records and call recordings free of charge if they are ever challenged.

In addition, a log is maintained in the GTL system of all user activity related to every call—who listened to a call, for example, who burned the call to a CD, and when the CD was made. This tracking and auditing functionality ensures accountability and control of any actions taken by users involving call recordings.

The GTL system will not allow a call record or recording in RAID storage to be deleted or modified. The only way a call recording can be removed from the system is by "aging purge" after a defined period; this process is automated and performed without human intervention.

GTL Expert Testimony

GTL provides expert testimony, free of charge, to any jurisdiction on the authenticity of inmate call recordings. GTL's *security envelope* protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording disturbs the security envelope and is immediately detectable. A recording copied to a CD for transport and replay in a courtroom, or elsewhere, retains the security envelope.

The GTL Solution Solves Crimes

Inmate call recordings created by GTL's system were introduced as key government evidence and significantly contributed to the conviction of a former evangelist accused of sexual exploitation of children.

Immediately after conviction, FBI Special Agent Carl Malloy said:

"The crimes he committed against children are unthinkable. The US Attorney and FBI wanted me to pass along a great big THANK YOU!! to GTL for providing an outstanding product that allows them to capture and keep people like this away from society."

Call Off-Load to Removable Media

Call archiving to portable media is simple with the GTL ITS. The CD/DVD Utilities module allows call recordings with their associated call records to be easily copied to portable media (CD, DVD, USB devices). Any authorized user who wishes to store call recordings on external media can easily download these calls to CD/DVD. The CD/DVD will produce recordings with no loss in quality and will be capable of placing an audio time and date stamp within the recording.

Downloading to CD/DVD can be performed on any computer that has secure access to the call recordings, whether at the facility or at a remote location. The user simply searches for the calls he/she wants to download (call recordings can be searched by PIN, date, start or stop time, inmate telephone station, called number, and other criteria). Once the desired recordings have been selected, the investigator inserts the CD/DVD and clicks on "Data CD/DVD" to burn the CD/DVD.
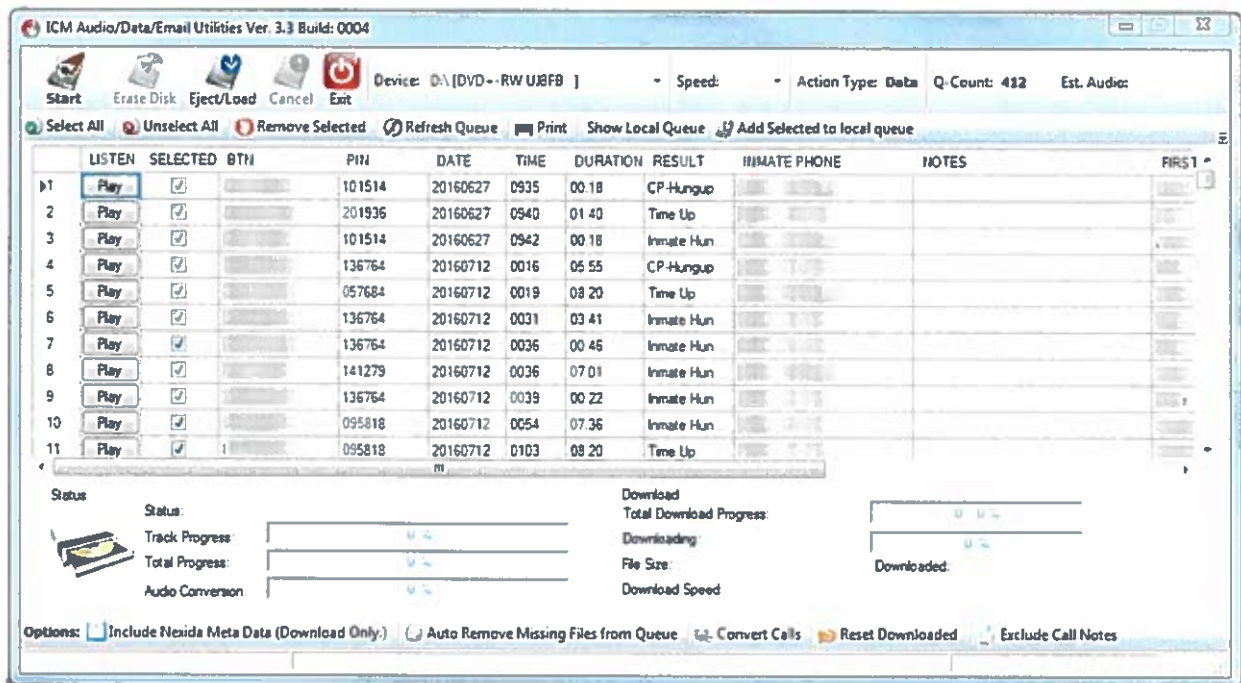
The user may listen to the CD/DVD through any universal media player. Files may also be stored on USB or thumb drives, hard disk, or any other medium preferred by the user. Copied recordings retain their security encryption and, at the user's discretion, any attached investigative notes.

Investigative Note Attachment

The ITS gives authorized BCSO users the capability of attaching multiple notes of up to 512 characters each to calls for the inclusion of information such as case number or other investigative data. Notes attached to a call can be viewed and printed. Once a note has been added to a recording, additional notes may be added.

Search Investigator Call Notes: Investigators are able to search for notes attached to records of calls that have previously made and saved in the Call Detail Reporting screen.

View Additional Call Notes: Investigators are able to view all notes made by all users by choosing the View All Notes option in the User Management screen when setting up the role in User Management as shown below.

Edit Administrator

Back to User Management | Add New Role

Role | Description
Administrator | ☐ Restricted

Modules	Permissions
✔ System Control	☑ Reporting
✔ Reporting	
✔ Advanced Reports	Call Rate Summary Report — ON
✔ PIN/PAN	Create CD Queue — ON
✔ Number Management	Free Call Summary Report — ON
✔ User Management	Frequently Dialed Summary Report — ON
✔ Create Media	IVR Dial Out Report — ON
✔ Alerts	IVR Status Report — ON
✔ Live Monitoring	Lock Call — ON
✔ Report Builder	Playback Recorded Calls — ON
✔ Debit System Information	Reverse LU w/Source Check — ON
✔ Inmate Information	Show Voicemail — ON
✔ Diagnostics	Standard Detail Report — ON
✔ Auditing	Standard Summary Report — ON
	Summary Reports — ON
	View All Notes — ON
	View Revenue Information — ON
	Show Voice IQ — ON
	Show Called Party IQ — ON
	Show Cell Phone — ON

View All Notes: Users with the assigned role can search for and view calls with notes attached. Any calls that have a note assigned will appear with the Notes icon in the Call Search Results.

Case Management

GTL's ITS provides investigators with Case Management which allows them to assign inmate call recordings to specific Case IDs and include Investigator ID's and notes as attachments to those inmate recordings being investigated.

GTL's ITS allows authorized users to track case management by attaching a specific a Case ID and an Investigator ID to inmate call recordings related to a specific investigation. For each inmate recording within a specific Case ID, investigator notes may be added in the notes field.

To search for specific Case IDs and notes placed by investigators made by a specific investigator, regarding a specific case, or for a note mentioning a specific word or words, enter information in any one or more of the fields.

In addition, the system provides investigators additional case management features within the Report Builder solution. In Report Builder, BCSO investigators can assign a Case ID along with the Investigator ID and any notes related to the case management of the recordings of inmates being investigated. The Case Management feature of the Report Builder allow for the recording and all fields including Case ID and notes to be "locked" indefinitely on GTL storage servers until the specific investigator no longer needs the recording.
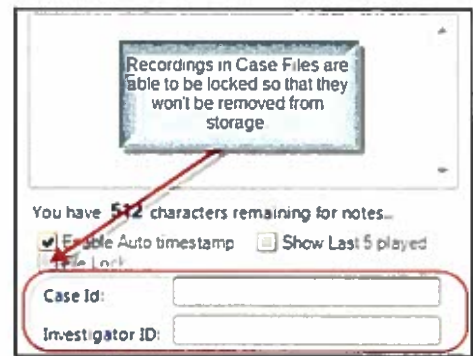
Security Threat Groups (Gang) Investigation Module

GTL's Security Threat Group (STG) feature is standard with the GTL ITS interface and its Report Builder application to help the BCSO's investigators align Security Threat Group activity through call detail reporting, live monitoring, and stored recordings. Inmate accounts may be assigned a Security Threat Group manually in the administrator application or, when applicable, through a Jail Management System feed.

Investigators are able to perform STG reporting in the "Security Threat Group" pull down menu which displays a list of common Threat Group names. Users can search calling activity by selecting one or more threat groups from the drop-down list.

Call Detail STG Report: When the Security Threat Report is selected under *Open a Report Type* from the Call Detail Reporting screen, the Call Detail STG Report results are displayed. This report includes an STG column which displays the Security Threat Group assigned to the PIN (maximum of 20 characters).

STG in Live Monitoring: The Live Monitoring screen will display an STG icon on the left-hand side of the PIN to notify users the PIN is assigned to an STG group. An Alert icon will be displayed to the right of the BTN (BTN alert) or PIN (PIN Alert). The STG groups (and any hot alerts associated with the BTN or PIN) will be displayed as a Tool Tip when the user moves the mouse over the Alert icon or the STG icon.
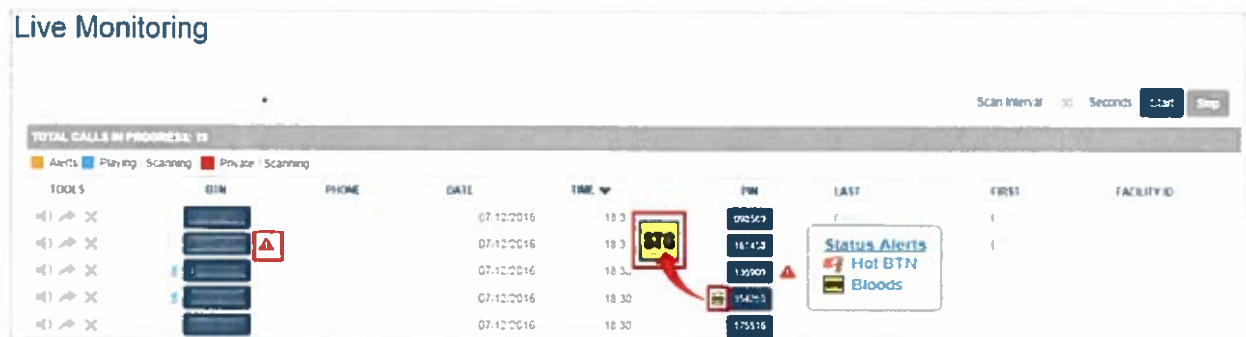
STG PIN/PAN PIN Search: A Security Threat Group drop-down list of pre-populated Security Threat Groups can be viewed in the PIN Search screen to allow users to search by an inmate's assigned STG.

STG PIN Details: A Security Thread Group drop-down may be used in the PIN Detail screen. Users can select a STG from the drop-down list and click Save to assign the PIN to the threat group. A PIN may only be assigned to one STG at a time.

STG in Report Builder: Users can select one or multiple STGs from the drop-down list to search calling activity by PINs assigned to the STG.

Report Builder Call Detail STG Results: Users are able to view Call Detail STG Results under Ad-hoc Reports. Users must select this option to view the STG column on the Report Builder Search Results or Report Print/Export.

Call Detail Reporting

The system's Call Detail Reporting function can generate more than 1,600 different call detail reports based on parameters defined by the investigator. The *Call Detail Reporting* button on system's dashboard opens the Call Detail Reporting screen where the investigator, among other actions, can:

- Define call search parameters and generate reports
- Trace the origin and destination of every inmate call or call attempt
- View every call's history detail (date and time, duration, cost, destination, if applicable reason for block, reason for disconnect, et cetera).
- Report the frequency of inmate calls by PIN or destination number
- Immediately access the name and address of an inmate-called number
- Immediately access details of an inmate's call privileges or other information in the inmate's PIN file.
- Listen to recorded conversations
- Copy calls to portable media (CD, DVD, USB device)
- Add notes to call detail records and/or recordings
- List and review details of calls for all numbers called by more than one inmate
- List and review details of all calls during which a 3-way connection attempt was detected
- List and review details of all calls made by a particular inmate
- List and review details of all calls made to a particular destination number
- List and review details of all calls made from a particular inmate telephone

- And so forth; meaning the investigator can list and review details of calls by one or any combination of the call selection criteria.

Report Builder - Build Custom Investigative Reports

Inmate Calling Manager's Report Builder allows investigators to build custom reports incorporating call detail information with more advanced tools for selecting, sorting, and combining data. With enhanced query options and other advanced data mining tools, the ITS Report Builder can reveal call trends and correlations that might otherwise go unnoticed.

Report Builder can be used to build simple or complex custom reports. A complex report might be the result of a multi-BTN (destination number) query that is cross referenced against a single or multi-inmate PIN query or other combination of queries.

Report Builder's BTN List Editor and PIN List Editor allow you to create and save special lists that can then be selected as the BTN and/or PIN Query Options reports.

For example, all incarcerated members of a particular gang might compose a special PIN List and phone numbers for all facility employees might compose a special BTN list. The Query Options for a customized report could include either or both of these special lists. Including both would allow you to immediately see any and all calls made to employees by members of the designated gang.

Following the selection or designation of Query Options, a click of the Search button on the Report Builder screen will return a Search Results screen with additional tools for grouping and sorting the initially retrieved data.

Group Data by Significant Parameters: On the Search Results screen below you many drag any column heading to the "group by column" field to sort the results of the original search into blocks of data that are the most meaningful for the study.

Figure 14 Report Builder's Search Results Screen

Apply Additional Filters: Clicking the dropdown icon ▽ that is visible beneath any column heading will let you apply additional filters to the data in that column, thus refining the search.

Data Query Flexibility: Report Builder's extremely flexible query parameters allow you to select specific facilities (when multiple facilities exist in the network) and select any or all phones or phone groups from each facility; any or all call types, stop codes et cetera when creating custom reports.

This flexibility allows you, for instance, to select only the booking phones at each facility so that you can run a report on calls made from every booking area in your jurisdiction. Or you could also select a PIN list for a particular gang and see what number each gang member dialed from booking over the last year. Saving that list of numbers as its own BTN list and then run another report on calls made by anyone from any facility to any of those same numbers could then lead you to other gang members in your facilities that had not previously been identified.

3.   Call reporting applications;

GTL acknowledges and understands.

GTL's ITS is designed for easy, real-time, customizable/ad hoc reporting all ITS information needed by facility administrators and investigators alike. Powerful, but easy to use, reporting functionalities simplify the process of generating standard or customized reports that deliver exactly the information needed by each user. The reporting features are available via ITS **Anywhere Anytime Access** (no VPN required). Properly authorized users may access the reporting tools from any onsite ITS workstation, the client' on-site PCs, or any off-site PC (desktop or laptop).

The GTL ITS provides (5) reporting tools:

- Home Page Graphs – Call activity information at a glance
- Call Detail Reporting – Designed primarily for investigators
- GTL Designed Reports - Preconfigured commonly used report templates
- Advanced Reports – Designed primarily for administrators
- Report Builder – Build custom and ad hoc reports

Home Page Graphs

The **Home Page** displays a user defined date range of information in graphical format about the client's overall system or each facility's Call Results, Calls Per Hour, Revenue by Call Type, Total Calls in Progress, and Validation Status for the current day.

Call Detail Reporting

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

Call Detail Report

Search Criteria   • [Search] [Reset]

Select a Saved Template   ▾   [Save New Template]

Start Date:	End Date:	Start Time:	End Time:	Min Dur:	Max Dur:
06/01/2016 🗓	06/30/2016 🗓	00 00 🕐	00 00 🕐		

BTN: PIN: First Name   Last Name

Call Type   **Completion Status**   **Call Band**
Select Call Type(s) ▾   Complete   ▾   *Select Call Band(s)* ▾

Inmate Phone   **Stop Code**   **Phone Group**
Select Inmate Ph ▾   *Select Stop Code(s)* ▾   *Select Phone Grou* ▾

Alias: **Notes:**   **Case ID:**

Investigator ID: **Security Threat Group**   **Debit Card (PIN / BATCH / ID):**
                                   Select Threat Gro ▾

Speed Dial #:

☐ PIN Active Only   ☑ Exclude non-essential calls   ☐ Return HOT calls only
☐ Return PRIVATE only   ☐ Exclude PRIVATE   ☐ Return calls with ENERGY only
☐ Called Party IQ records only (Multi-Way)   ☐ VIQ Detect status records only   ☐ Cell Phone records only
☐ View All Notes

Call Detail Reporting Selection Criteria

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

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

Select a Saved Template   ▾   To choose a previously saved report the investigator selects the name of the desired report from the "Select a Saved Template" drop list.

From the on-screen Call Detail Report the investigator can:

- See the destination number (BTN) for every call or call attempt.
- Click a BTN (activating Reverse Lookup) to see the published name and address associated with that number.
- Identify the inmate who placed each call by PIN, first name or last name.
- Click a PIN (if applicable) to open an inmate's detailed file.

- View other call details (date and time, inmate phone and trunk line used, duration, the charge for the call, payment type, fate of the call; if applicable, reason for block, reason for disconnect, et cetera).

- Listen to a call's recorded conversation.

- Download and perform an in-depth analysis of a recorded conversation using system's advanced Call Analyzer.

- Add investigative notes to call records/recordings.

- Add a Case ID to the call for investigations.

- Copy calls to portable media (CD, DVD, USB device, Flash Drive).

- Save the report to a file (for later retrieval in the ITS or to be used as a template for similar reports).

- Export the report in Excel, PDF or CSV format for use outside the ITS.

Print the call detail report with or without the search parameters used displayed at the top of the printed report.

BCSO users will often create the same report repeatedly for daily/weekly activities. After a report has been created, it can be saved with a unique name and reused as a template in the future to generate the same or similar reports (e.g. same selection criteria except for timeframe).

Regardless of what type of report is requested, when the Search button is pressed, the GTL ITS generates and displays the report on the **Call Detail Report** results screen.

Call Detail Report

Drag a column header and drop it here to group by that column

	#	STATUS	BTN	PIN	DATE	TIME	DUR	RESULT	PHONE	CALL TYPE	Cł
	1			146937	10/06/2016	14 42	01 56	Inmate Hungup		Free	$0
	2			101194	10/06/2016	14 40	03 46	CP Hungup		Prepaid	$0
	3			132565	10/06/2016	14 35	05 00	Time Up		Prepaid	$1
	4			181246	10/06/2016	14 34	03 51	CP Hungup		Free	$0
	5			155302	10/06/2016	14 32	03 15	CP Hungup		Debit	$1
	6			191841	10/06/2016	14 31	04 35	CP Hungup		Debit	$1
	7			190955	10/06/2016	14 29	01 57	Inmate Hungup		Free	$0
	8			156895	10/06/2016	14 28	04 00	Funds Expired		Debit	$1
	9			199643	10/06/2016	14 28	00 25	Inmate Hungup		Debit	$0
	10			192795	10/06/2016	14 27	05 00	Time Up		Free	$0
							Total Time 00 33 45				Tc

Use a GTL-Defined Report Type

The ITS is preconfigured with a set of report templates that are commonly used. Upon request, at the time of system implementation GTL can configure and save additional Report Types that BSCO anticipates needing. The investigator selects these custom report templates from the Call Detail/Summary Reports drop list on the Menu Bar.

GTL-defined reports include:

- Standard Summary Report (data for all calls for count, minutes and revenue)
- Free Call Summary Report (data for free calls for count, minutes and revenue)
- Rate Summary Report (data for all calls by call type for count, minutes and revenue)
- Frequently Used Summary Report (data for all calls by BTN for frequency and date/time)

Advanced Reports
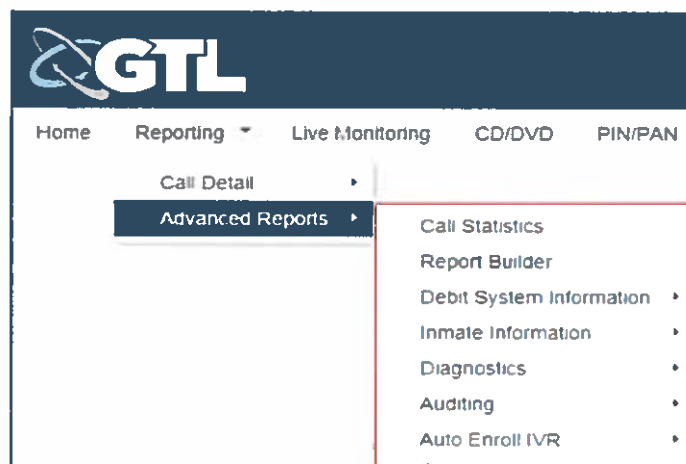
The **Advanced Reports** toggle on the Menu Bar shows report options for the following 7 categories of report types -

Call Statistics (and Revenue): Multiple reports that provide statistical (count) and revenue information related to all or specified types of inmate calls.

Report Builder: allows investigators to build custom ad hoc reports incorporating call detail information with more advanced tools for selecting, sorting, and combining data.

Debit System Information: Multiple reports that provide information about inmate debit accounts and related transactions.

Inmate Information: Multiple reports that relate to different aspects of inmate calling, for example, Inmate Phone List (PAN) Report, Shared Destination BTN Report, and so forth.

Diagnostics: Multiple reports that provide information about system performance, for example: counts and percentages of completed and incomplete call attempts relative to trunk lines or inmate phones.

Auditing: Multiple reports that allow administrators to track all system logins and activities by all or specific users and/or by specific tasks performed.

Auto Enroll IVR: Multiple reports which track inmate activity related to the calling out to called parties for auto enrollment entry into the inmate's Personal Allowed Number list (PAN) and the status of the existing inmate PAN lists.

Advanced Reports draw information from various ITS databases to allow authorized staff to track, analyze, and audit inmate phone usage, call revenue, debit system transactions, user access of the system, changes made to system settings, and overall system performance.

Report Builder
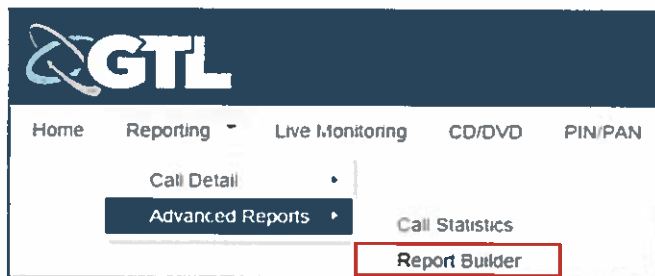
The Report Builder allows investigators to build custom ad hoc reports incorporating call detail information with more advanced tools for selecting, sorting, and combining data. With enhanced query options and other advanced data mining tools, Report Builder can reveal call trends and correlations that might otherwise go unnoticed.

Report Builder can be used to build simple or complex custom reports. A complex report might be the result of a multi-BTN (destination number) query that is cross referenced against a single or multi-inmate PIN query or other combination of queries. Report Builder's BTN List Editor and PIN List Editor allow you save special lists that can then be selected as BTN and/or PIN Query Options.

For example, all incarcerated members of a particular gang might compose a special PIN List and the telephone numbers for all facility employees might compose a special BTN list. The Query Options for a customized report could include either or both of these special lists. Including both would allow you to immediately see any and all calls made to employees by members of the designated gang.

Following the selection or designation of Query Options, a click of the Search button on the Report Builder screen will return a Search Results screen with additional tools for grouping and sorting the initially retrieved data.

Group Data by Significant Parameters: On the Search Results screen below, you many drag any column heading to the "group by column" field to sort the results of the original search into blocks of data that are the most meaningful for the study.

Apply Additional Filters: The result of an initial search can be refined and data re-grouped to yield greater intelligence. Clicking the dropdown icon visible beneath each column heading lets you apply additional filters to the data in that column.

Data Query Flexibility: Report Builder's extremely flexible query parameters allow you to select specific facilities (when multiple facilities exist in the network) and select any or all phones or phone groups from your facility; any or all call types, stop codes et cetera when creating custom reports.

This flexibility allows you, for instance, to select only the booking phones at your facility so that you can run a report on calls made from just the booking area in your facility. Or you could also select a PIN list for a particular gang and see what number each gang member dialed from booking over the last year. Saving that list of numbers as its own BTN list and then run another report on calls made by anyone from your facility to any of those same numbers could then lead you to other gang members in your facility that had not previously been identified.

4.   Call recording and monitoring applications;

GTL acknowledges and understands.

GTL's ITS allows authorized BSCO staff to monitor inmate phone conversations in real-time. The system's live monitoring component will be accessible to authorized personnel through the *system workstation* at the facility and via GTL's *secure Internet connection* from a desktop, laptop, or other remote means. Whether at an on-site workstation or connected through the Internet from a remote

location, only those with appropriate security clearance will be able to access the password-protected live monitoring component.

Calls-in-progress are displayed on the system's Live Monitoring screen and can be selected for listening by inmate PIN or the called number.

The system's "hot" number alert function can be configured to auto-forward special calls-of-interest to a pre-designated number in the Inspector General's Office. An authorized user monitoring calls may also manually forward calls-of-interest, for example, to the Inspector General's designated number or other approved numbers for investigative staff.

Live monitoring functions for calls-in-progress include:

- Allows the user to manually select and listen to a particular call in real-time; for any length of time.

- Allows the user to activate Scan, which causes the system to sequentially auto-select and "play" the live conversion of each active call for a specified interval (e.g. 30 seconds), before scrolling to the next active call. When the last call on the Live Monitoring screen is scanned, the scan cycles-back to the top and begins again. At any point, the user may stop the scan and listen to a conversation of particular interest for any length of time.

- Allows the user to disconnect (end) any call in which the conversation is inappropriate or threatening.

- Allows the user to forward a call-of-interest to a designated number.

- Alerts the user when a call was placed by an inmate with a "hot" (alerted) PIN or when an inmate has called a "hot" (alerted) destination number.

Authorized persons who are to be notified when a hot telephone number (BNT), hot PIN or hot phone station is used are designated on the system's Alerts screen.

Alerts

Email Hot Alerts ▲

New Alert

BTN	PIN	Inmate Phone	Email Recipient
No records to display			

🔄 🗐 🖨

|◄ ◄ **1** ► ►| Page size 10 ▼   0 items in 1 pages

Text Hot Alerts ▲

New Alert

BTN	PIN	Inmate Phone	SMS Recipient	Carrier
No records to display				

🔄 🗐 🖨

|◄ ◄ **1** ► ►| Page size 10 ▼   0 items in 1 pages

Phone Call Hot Alerts ▲

New Alert

BTN	PIN	Inmate Phone
No records to display		

| 🔄 🗐 🖨

|◄ ◄ **1** ► ►| Page size 10 ▼   0 items in 1 pages

Live monitoring is not detectable by the inmate or by the called party and does not interfere with the continuous recording of the conversations. Several investigators may monitor the same call at the same time.

5.   Voice mail applications;

GTL acknowledges and understands.

Voicemail

GTL is able to provide BCSO an easy to use **Inmate Voicemail** system that enables increased communication between inmates and their family and friends along with facility personnel via two-way Voicemail. The GTL Voicemail system is completely configurable to meet BCSO needs, allowing messaging for:

- Inbound only – where friends and family leave Voicemail messages for inmates
- Outbound only - where inmates may leave Voicemail messages for attorneys, facility staff, and/or friends and family

- Two way – where inmates may leave Voicemail messages for and receive Voicemail messages from attorneys, facility staff, and/or families and friends.

GTL's Voicemail system provides a secure PIN-protected account for inmates to use this feature. Voicemail benefits inmates and other involved parties because it allows communication even when, for example, a friend or relative is not at the phone to receive a call.

All messages are recorded and subject to playback by authorized BCSO personnel. BCSO investigators can obtain at any time a complete record of all messages left and retrieved. The investigator chooses the voicemail type and any other desired search criteria on the system's Search screen to generate a report of voicemail messages, from which messages can be replayed.

Drag a column header and drop it here to group by that column							Security Threat Group		Energy Detected	Hot BTN or PIN		Multi-Way Call
Add To Queue				*Enter Export File Name*	☐ **Selected Only**							
☐	#	STATUS	BTN	PIN	DATE	TIME	DUR	RESULT	PHONE	CALL TYPE	CHARGE	
▸ ☐	1			185719	07/25/2016	13 15	00 38	Inmate Hungup	:	Check Voicemail	$0 00	
▸ ☐	2			185719	07/25/2016	12 25	00 34	Inmate Hungup		Leave Voicemail	$2 00	
▸ ☐	3			194432	07/24/2016	10 48	01 31	Inmate Hungup		Check Voicemail	$0 00	
▸ ☐	4			194432	07/23/2016	20 10	01 28	Inmate Hungup		Leave Voicemail	$2 00	
▸ ☐	5			184337	07/23/2016	13 54	00 16	Inmate Hungup		Check Voicemail	$0 00	

GTL will work with BCSO to determine the specific internal needs of Jail personnel for implementation of this feature. Individual facility personnel are provided with a convenient method of receiving their own messages to inmates and having those messages verified that the intended recipient has played the message. Inmate Voicemail may also be used as an announcement system for dispersing messages from the facility to all inmates or to a single inmate.

System Flexibility: The Voicemail feature allows for outgoing, incoming or both types of messaging as well as internal facility capability creating complete flexibility in configuration. The length of the voicemail is configurable and typically set up to 60 seconds. Voicemail is a useful feature for inmates, friends and family to leave a message regarding such information as when to call them or news about the family, etc. without the need to contact staff.

Message Security: Since messaging runs on the GTL ITS, BCSO facility staff have the same control of recording and monitoring as with the ITS. Only the inmate, the sender, and approved facility personnel can access Voicemail messages.

6.   Video Visitation applications.

GTL acknowledges and understands.

Visitation Scheduling Management

GTL provides "best in class" Visitation Scheduling Management Software. With over 140 extremely satisfied county and state clients across the country, BCSO will join an elite group of facilities using this solution- one that's been tested and proven time and again. From ADP's of 200 to 17,000, and references from Los Angeles County, Weber County, and Orange County, FL, facilities will share stories of improved predictability in scheduling from choosing this system.

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

Visitation Scheduling Unique Features:

Public Web-Based Registration and Scheduling

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

Professional Web-Based Registration and Scheduling

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

Walk-In Visitation Appointments

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

Automated Inmate Updates and Cancellation Notices

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

Installations

GTL's Video Visitation Solution has been installed at over 170 facilities nationwide. This solution will empower you to streamline your visitation processes and, through increased efficiency, achieve a maximum return on your investment.

5.13   Please describe your proposed system applications and software for use with the video kiosks required above, including but not limited to the following:

1.   Voice biometrics;

GTL acknowledges and understands.

Inmate Phone Calling

With Flex Link *Inmate Calling,* BCSO inmates are able to place calls to friends and family using the kiosk touch screen. The Flex Link kiosk will connect directly to GTL's inmate telephone system using the same ITS network as the standard inmate telephones. Calling with the Flex Link in-pod kiosk is as easy to use as GTL's traditional inmate phones. **All of the security features of our inmate telephones are available as part of GTL's Flex Link kiosk solution.** The kiosk is simply a gateway for inmates to access GTL's proprietary, software-based, inmate phone platform.

2.   Investigative applications;

GTL acknowledges and understands.

VVS Hot Alert

Any system user with the proper role is able to:

- Establish automated email alerts based on either a specific inmate or specific visitor and when visits are scheduled involving one or both individuals.
- Run a report to see upcoming scheduled visits for any individual(s) that may be of interest.
- In either case, they will be notified of those visits in advance.

We have found the majority of users do not tend to watch live video visits; they, typically, run a report using their parameters of choice, view, skip ahead, etc., as desired, not sitting through a full 30-minute visit as it takes place.

Below is an illustration of Visitor notification setup.

Notification Settings

Email Templates

Add Approved Visitor Notification ▼	Edit

Email Settings

Email Server	192.168.3.60
Email Port	25
Email Use Auth	☐
Email Use SSL	☐
Email Username	
Email Password	
Confirm Password	
Email Sender	noreply@renovosoftware.cc

AutoDialer Settings

Start Hour	1
End Hour	24
Number of Attempts	10
Retry Interval (minutes)	20
Notify in Advance of Visitation Start Time (minutes)	150
Update Interval (minutes)	1
Voice File Directory	c:\JMS\AutoDialer\Voice Fil
Local Calls Only	☐
External Dial Number	
Local Area Codes	952 *

*If you have multiple local area codes, please separate them with commas: 111,222,333

AutoDialer V2 Settings

☐ Enable V2 Autodialer (Text to Speech)

Customer	
Host	
Port	9999
Username	
Password	

AutoDialer Templates

Visitation Cancelation	customize (currently set to Default)

Below is an illustration of **Staff** notification setup.

Notifications

Notification Type: Station - All Changes ▼

Station - All Changes	
Notification Recipie Station - Created	
Station - Removed	
Station - Enabled	
Filters: None Station - Disabled	
Inmate - All Notification Types	
Last Name Inmate - Visitation Scheduling	ne	**User Name**
Support Inmate - Messaging		renovo
Inmate - Recording	
Genesee Inmate - Visitor Check-in		**Genesee**
display	display	display

GTL'S OfficerWeb, the VVS web-based user interface, allows individual VVS stations or groups of stations to be set "active" or "disabled". This allows your staff to control calling times by phone, POD, or system wide.

Individual stations are illustrated below; the desired station can be selected and the "Edit" function is used to set the status to either "active" or "disabled".

Setup

Station List

Visitation Policies
- Setup
- Time Blocks
- Quotas
- Restrictions

User Management
- User Group
- User

Station Management
- Station Group
- Station
- Selection Rules

Recording Devices
- Recording Device
- Templates

Inmate Management
- Housing Unit
- Inmate

Visitor Management
- Visitor
- Visitation Center

Filters None

Type	Name
Face to Face	Face to Face Station Inmate 1
Face to Face	Face to Face Station Visitor 1
Face to Face	Face to Face Station Inmate 2
Face to Face	Face to Face Station Visitor 2
Face to Face	Face to Face Station Inmate 3
Face to Face	Face to Face Station Visitor 3
Face to Face	Face to Face Station Inmate 4
Face to Face	Face to Face Station Visitor 4
Face to Face	Face to Face Station Inmate 5
Face to Face	Face to Face Station Visitor 5
Vis Station	Video Visitation Station - Renovo Jail
Vis Station	Video Visitation Station #1 - Renovo Jail
Vis Station	Video Visitation Station - Renovo Jail #2

search   clear filter(s)   Add
                                          Edit
                                          Remove

	Status
ation Inmate 1	Active
ation Visitor 1	Disabled
ation Inmate 2	Active
ation Visitor 2	Active
ation Inmate 3	Active
ation Visitor 3	Active
ation Inmate 4	Active
ation Visitor 4	Active
ation Inmate 5	Active
ation Visitor 5	Active
Station - Renovo Jail	Active
Station #1 - Renovo Jail	Active
Station - Renovo Jail #2	Disabled

3.   Call reporting applications;

GTL acknowledges and understands. Below are some examples of reporting available.

Inmate Usage Report

Date From		5/1/2016	📅	Date To	6/15/2016	📅	
Surname/ForeName/Inmate Number/Booking Number				Inmate Group			
Select Device		LAB Silver 01 [10.10.81.188] .					

◄◄ ◄ 1   of 27 ► ►►   100%   🔍 ▾ 🖨

INMATE USAGE REPORT

Date Range   From   05/01/2016
           To   08/15/2016

Booking Number	Inmate	Kiosk Name	Access Start Date Time	Access Exit Date Time	Duration
			05/31/2016 02:59 PM	05/31/2016 03:06 PM	07:31
			05/19/2016 08:16 AM	05/19/2016 08:24 AM	07:52
			05/19/2016 08:33 AM	05/19/2016 08:40 AM	06:47
			05/19/2016 08:40 AM	05/19/2016 08:40 AM	00:31
			07/29/2016 04:27 PM	07/29/2016 04:28 PM	00:18
			05/24/2016 11:22 AM	05/24/2016 11:22 AM	00:09
			06/26/2016 06:19 PM	06/26/2016 06:19 PM	00:17
			06/26/2016 07:08 PM	06/26/2016 07:09 PM	01:56

AppStore - Sales Per Inmate

Date From		4/5/2016	📅	Date To	4/6/2016	📅	View Report
Inmate Surname/ForeName/Inmate Number/Booking Number				Item	100 Doors. Aliens space. Chess.		

☑ (Select All)
☑ 100 Doors: Aliens space
☑ Chess
☑ Frog Jumper
☑ Solitaire

Manage Reports

Reports

Displaying 16 Record

AppStore - App Value Report
AppStore - Downloads by Date
AppStore - Most Popular Apps
AppStore - Purchase Status Report
AppStore - Sales Per Inmate
Incoming Censored Messages Report
Inmate Audit History
Inmate Messages Received Report
Inmate Messages Sent Report
Inmate Usage Report
Message Summary Report
Outgoing Censored Messages Report
Staff Audit History
Staff Usage Report
Undelivered Incoming Messages

Application

All applications

General Details

Report Name:

Report Path:

Staff Privilege group:

Description

AppStore - App Value Report

APP STORE - APP PROFITABILITY REPORT

App Name	Item Type	Current LU Price	No. of downloads	Total LU's Paid
Chess	Games	100	3	100
100 Doors Aliens space	Games	13	1	10
Solitaire	Games	0	3	0
Frog Jumper	Games	0	1	0

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4.   Call recording and monitoring applications;

GTL acknowledges and understands.

GTL's VVS Solution allows the recording of video visits. 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 will be stored for 180 days at a minimum and will be searchable and viewable by authorized 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.

Replay the Recorded Visitation Session

GTL's VVS allows live remote monitoring utilizing the browser-based VVS system. Live monitoring will capture both audio and video of the visit. The monitoring system visually shows up to eight (8) visits at one time (configurable for user preference) and includes information such as visitor and inmate names, the ID numbers, and both stations in use.

If the number of visitation sessions in progress exceeds the display limit, the system is configured to slowly scroll through all active visits. The scrolling rate is variable and 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 particular visit needs constant attention, clicking either side of the image will anchor that session to the screen while other visits continue to scroll.

Users monitoring any visit can interrupt the visitation conversation by selecting the "pause" button or "stop" button on the appropriate visit pane. Additionally, authorized BCSO users monitoring an inmate visit are able to pause, mute, stop, resume and manually record (if not set to auto-record) a visit in real-time. From this screen the monitoring officer has complete control over all active visits.

Mute Audio	Stop Visitation
Suspend (Pause) Visitation	Record Visitation

5.   Voice mail applications;

GTL acknowledges and understands.

Inmate Electronic Messaging Service (E-Mail)

GTL **_Message Link_** is more than just a secure e-messaging application. Message Link allows BCSO the ability to offer one-way and two-way electronic communication between inmate and their friends and family via e-messages, photo attachments, and video clips. Not only that, GTL is able to provide BCSO the ability to allow inmates to request a print copy of e-messages as well as photo attachments.

E-Messages – Message Link is a corrections-grade application that allows BCSO to import watch list words and automate the scanning and review process of e-messages – flagging suspect content for additional review as needed. Keyword notification within the Message Link system alerts officers to potential safety risks that may exist within the message. BCSO can configure the system to closely mimic the existing mail room procedures to ensure that policies and procedures are maintained while enabling BCSO to obtain increased operational efficiency and inmate communication monitoring as compared to standard inmate mail.

Photo Attachments - _Message Link_ allows friends and family to capture and attach photographs to outgoing electronic messages. The e-messages and attached photographs must pass through the e-message scanning process built into the Message Link solution. Facilities can choose whether to review all photos manually before authorizing the photos to be sent to the respective recipients. Photo attachment are saved to storage servers and can be searched, downloaded, and be easily reviewed by investigators or other facility users with the necessary permissions.

Request-to-Print - GTL can enable BCSO with the ability to allow inmates to "request to print" their e-messages and photos. The requests flow through the same approval process during original inspection to ensure that no considerations were overlooked during the initial review process. GTL's Request–to-Print hardware requirements such as printers, ink, and paper are provided to BCSO at no cost.

6.   Video visitation applications;

GTL acknowledges and understands.

Visitation Scheduling Management

GTL provides "best in class" Visitation Scheduling Management Software. With over 140 extremely satisfied county and state clients across the country, BCSO will join an elite group of facilities using this solution- one that's been tested and proven time and again. From ADP's of 200 to 17,000, and references from Los Angeles County, Weber County, and Orange County, FL, facilities will share stories of improved predictability in scheduling from choosing this system.

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

Visitation Scheduling Unique Features:

Public Web-Based Registration and Scheduling

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

Professional Web-Based Registration and Scheduling

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

Walk-In Visitation Appointments

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

Automated Inmate Updates and Cancellation Notices

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

Installations

GTL's Video Visitation Solution has been installed at over 170 facilities nationwide. This solution will empower you to streamline your visitation processes and, through increased efficiency, achieve a maximum return on your investment.

7. Sick call application;

GTL acknowledges and understands.

Sick Call – Medical Scheduling

GTL is able to offer BCSO our exclusive time saving and flexible OMS Sick Call.

Every day, judges around the country issue consent orders for facilities regarding their medical services. The GTL "SICK CALL" by phone system is an easy to use and efficient way to help the BCSO avoid these types of orders. One of the most important facts on this fielded product is that it has

already been tried and tested in numerous facilities including Orange County Florida, a 4,500-bed multi-facility operation.

Our system is the most powerful and flexible tool available in the market place today, it allows inmates to place their sick call requests by using the readily available GTL inmate telephone located in their housing units. This system does not need phones that are dedicated to this functionality like other vendors may propose. The same phone that the inmate uses to place a collect call, place a debit call, order commissary, check their balance and all other features is the same phone that they use to make their sick call requests.

In order to reduce BCSO man hours setting up and reporting inmate medical requests, this system eliminates the paper work involved in the process of Medical Sick Call. The GTL Sick Call system is another step in the process of eliminating the burden placed upon your detention staff to facilitate the current process. Forms are no longer required and the manual process of picking up each form and answer each request is eliminated. The GTL inmate telephones in your facilities will become an even more powerful tool to the staff and inmates.

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

Detailed Feature Set

Appointment Types Handled

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

Control the Number of Appointments per Day & Avoid Paper Trail Confusion

Our extensive history and experience in the industry gives unparalleled insight into system designs so that we can provide practical solutions. As we all know, inmates tend to abuse privileges when they can and will attempt to cause havoc by submitting multiple, useless request forms. For this reason, the facility has complete control of the number of Sick Call / Appointment requests that can be placed by an inmate per Sick Call / Appointment type per day. As an example, the facility can limit the inmate's request capability to one (1) Sick Call Request per day; One (1) Dental Appointment request per day; and three (3) Mental Health Appointment requests per day. This will hopefully cut down on frivolous requests and demands on your staff to respond to every request.

Facility Defined Menus and Prompts

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

Inmate Level Results

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

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

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

Sick Calls Tracked and Handled in the OMS

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

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

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

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

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

       8.   Grievance application.

GTL acknowledges and understands.

GTL Grievance Link

Automation of the Grievance Resolution Process

The Grievance Link app allows the entire grievance process to be automated. All communication and findings related to a grievance are entered into these seamlessly integrated products along with follow up actions and responses. This again completely removes the use of paper and saves BCSO huge amounts of time and money.

X-Y Inmate Grievance Link

FEATURES

- Choose grievance type
- View status of grievance
- Submit appeals

5.14 Please describe any other applications that may currently be available for both proposed telephones and video visitation kiosks.

GTL acknowledges and understands.

Flex™ Link Applications

Through Flex™ Link's innovative corrections grade management platform, BCSO can offer inmates approved services and content through a secure touchscreen interface. GTL's portfolio of inmate service apps continues to grow as your needs grow.

GTL's Flex Link In-Pod Kiosk can provide the following services:

Visitation Link (Video Visitation)

- **Message Link** (Secure inmate electronic mail)
- **Document Link** (Display inmate & facility information, including PDF documents and specific types of approved booklets)

- **Request Link** (Inmate information and program requests)
- **Commissary Link** (Commissary ordering)

Facility & Inmate Information

GTL *Document Link* provides BCSO a way to digitally distribute pertinent and necessary facility documents to inmates. BCSO can easily upload PDF documents to Document Link and configure the software to display rules & regulations handbooks, general instructions, notification, etc. as well as educational information through one easy to use interface. The application is free for the inmates to use at any point.

Commissary Ordering

With GTL *Commissary Link* inmates can select and order items to be filled directly by the commissary vendor at the facility. Product images make the electronic store easy to navigate and correctly select the desired items. Purchases through the Flex Link In-Pod kiosk are automatically deducted from the inmate's account. Inmate access rules to the commissary application can be applied individually by inmate and by inmate group.

Access to Law Library

Through the Flex Link kiosk we are able to provide BCSO access to the touch screen Law Library app. GTL Law Library brings access to requested state law information for inmates via the high resolution Flex Link kiosk touch screen inputs. GTL is working with the most preeminent law library vendor to bring their content to the inmate kiosk. To date, GLT has worked with LRS and Lexis Nexis which have been tested and approved by our security assurance team. However, we will work with any Law Library vendor that is able to provide us either browser or app access and agree to secure their application to prevent external links.

GTL will work with BCSO to identify the proper solution based on what type of legal research BCSO is looking for specifically.

6.   **Data Back-up and Security**

6.1   The vendor must describe the steps that will be taken to ensure data integrity both in the local and/or central database(s) including security features that protect data from unauthorized access.

GTL acknowledges and understands.

Inmate Telephone & Video Visitation System

Disaster Recovery Plan for BCSO

Introduction

Hurricane Sandy flooding the East Coast, the blizzards of 2012 and 2014 in the Northeast, the 2011 tornados in Alabama, Hurricane Katrina in 2005, and 9/11 in 2001, sadly remind us disasters, man-made and natural, can strike any place at any time.

GTL has had many opportunities to confirm our preparedness for Nature's challenges. Our Texas and Alabama Data Centers have each withstood assaults by significant hurricanes while delivering uninterrupted service to our customers. GTL's preparedness for disasters that occur at customer sites has been equally tested and proven during our many years of service.

GTL's demonstrated strength and reliability in the face of potential disaster could only have been achieved through careful planning and preparation by experienced professionals. We firmly believe that the plans we have in place will address and successfully maintain services for BCSO during the most likely disaster scenarios that might impact GTL operations.

As an ongoing part of daily GTL operations, our organization prepares for emergency restoration of facilities in unison. Working together as a team, we have assembled plans and procedures to be followed during emergency events in order to minimize the impact of catastrophic network outages.

GTL's Disaster Recovery Plan addresses the emergency recovery of services in the event of a natural or man-made disaster causing damage or service disruption to the ITS or Video Visitation System (VVS) at any BCSO facility.

Overview

Regardless of the type of emergency that damages the GTL ITS or VVS, we are prepared to move quickly to ensure the impact to BCSO facilities are minimized.

- Natural Disasters: These are disasters that are caused by earthquake, flood, hurricane, tornado, or other inclement natural conditions that disrupt communications. In such instances, the Federal Emergency Management Association (FEMA) may become involved with restoration procedures.

- Man-Made Disasters: These are disasters that disrupt communications and are caused by human error or the intentional destruction of a communications path. Included are intentional acts of sabotage, arson, civil disturbance, bombing, or vandalism.

GTL's restoration capabilities and timely recovery at an ITS and VVS site will depend on the location, type of equipment, kind of emergency, travel time, and amount of advance work accomplished on site. GTL recognizes that effective handling of a disaster requires preparation, an ability to quickly collect reliable information, the ability to make effective and timely assessments and decisions, and the capability to execute those decisions by applying the appropriate resources to recovery.

Network Business Continuity

GTL's robust network is designed to re-route communications utilizing optional network paths when necessary. GTL also maintains a geographically redundant back office support structure, with secure data processing and storage. GTL's back office and Data Center facilities are staffed with knowledgeable Network and Technical Support personnel. Each customer facility is assigned a principal validation location.

The combined approach of GTL and our circuit provider for re-routing of both call and visitation traffic allows for calls and visits to take place when there are specific network related events.

Emergency Recovery Preparation

GTL's emergency recovery plan takes into account all the steps necessary to resume normal operations in the event of a natural disaster or technical failure. The following steps are routinely performed to stay prepared for an emergency:

- Backup Database and Change Logs – All database files and the change/redo logs required to roll the database forward from the point of the last backup are backed up and stored in a safe (off-site) location.

- Catalog Operating System and Database Software – Current versions of the operating system software and database software, complete with service packs and patches, are kept in a secure location along with administrator and system passwords.

- Catalog Domain and Network Settings – A catalog of the current network settings, protocols, and addressing schemes are prepared and periodically reviewed.

Proactive Risk Management and Disaster Preparedness

GTL's ITS and VVS project depends on the integrity and proper functioning of a variety of hardware, software, and network components. Aspects of the project are at risk any time one or more of these components fail. GTL takes proactive steps to minimize both the occurrence and the impact of situations that have the potential to interrupt phone and video visitation service to the inmates or jeopardize the facility's call and visitation data.

Potential Risk Factors:

- Equipment component failure
- Electrical problems (power fluctuations, failures, or lightning strikes)
- Cable-Cuts
- Force Majeure and Terrorism (natural or man-made disasters)

To help avoid problems resulting from equipment failure and minimize the effects of other types of disasters, GTL begins by installing a robust, redundant network system and a fault-tolerant computer-controlled ITS and VVS platform with redundant data storage. To ensure a timely and complete recovery from any type of service-interrupting event, we have in place an effective disaster recovery protocol.

Our network/calling/visitation system combines industry technical standards with an exceptional engineering design that will enable GTL to proactively monitor BCSO ITS and VVS system(s) around the clock and to initiate corrective actions immediately in the event of a disaster.

GTL safeguards its network and its customers' services by protecting its facilities to the highest degree possible from known potential threats; distributing its expertise and equipment appropriately; and by using event-recognition technology including GTL ITS and VVS Self-Diagnostics and SNMP (Simple Network Management Protocol). GTL also utilizes state-of-the-art network monitoring tools and built-in network redundancy to proactively manage and monitor inmate calling and video visitation.

Proactive Network Management

All GTL equipment at BCSO facilities will have Simple Network Management Protocol (SNMP) capability enabled. SNMP will allow all equipment at the site to be polled and, when applicable, trapped for errors. These systems will be polled for the central Data Centers, and monitored by technical support staff. System hardware components such as routers, switches, servers, IADs, and other SNMP-enabled devices are monitored and analyzed *in real-time* with GTL's robust network performance management capabilities. The SNMP poll interval is programmable and usually set to poll each device at five-minute intervals.
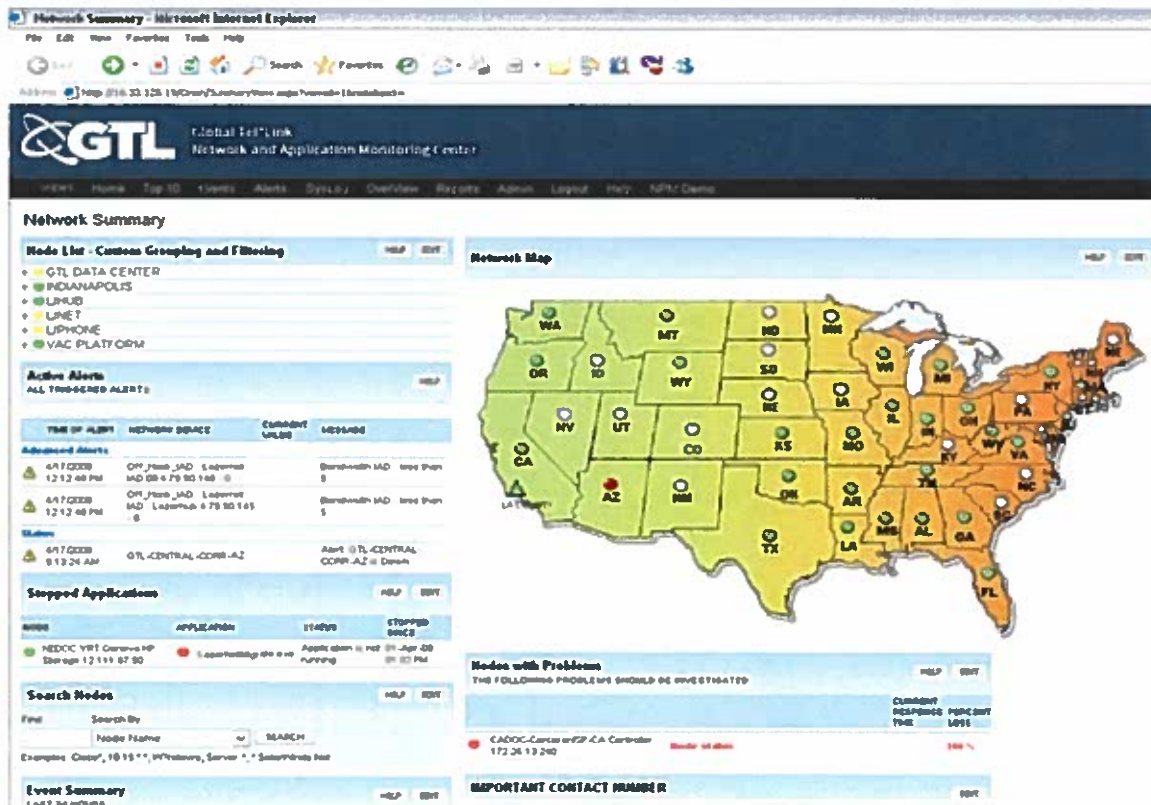
The SNMP User Interface displays current network statistics and provides access to historical statistical data.

Errors and alarms generated by all systems monitored by GTL Service Technicians indicate the site involved and the system function that has failed. Real-time email notifications are sent to a GTL notification group from these applications. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, dispatching of

service personnel to the site if appropriate, progress reports to the site, and ticket escalation if the issue is not resolved within the expected time-frame.

Upon failure of a network element or local loop, GTL will open trouble tickets with carriers or dispatch a local technician to replace failed hardware elements. The network management tool also provides email alert notification to technical staff members. All information is presented via web-enabled graphical user interface.

Our network management tools also provide network performance statistics such as bandwidth usage, Latency, Jitter, Packet-loss, and Interface status. The system keeps a historical log of all of the network statistics, and can provide graphic views of daily, monthly, and yearly statistics.

System Self and Remote System Diagnostics

Our ITS and VVS platforms are continuously monitored by an application that includes event-driven notification systems, Solar Winds, which alerts GTL when any segment of the system is out of service.

Solar Winds monitors all GTL back office systems and network devices throughout the United States and provides event-driven notification alerts, event logs, and the ability to combine measurements from connected devices to drill-down within systems and identify which component within a local network is having problems. This enables GTL's Network Operations Centers to be sure they are dispatching the right technician with the right tools and equipment for each repair leading to prompt resolution of any issues detected on GTL's network.
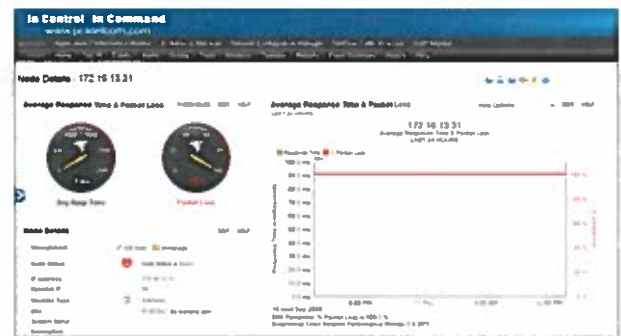
Solar Winds

When Solar Winds alerts GTL of any service interruptions, a Technical Services Representative enters all pertinent information into our state-of-the-art electronic trouble ticket system. This system is used to track issues from onset to resolution; noting tasks to be done, steps taken, relevant data, and production of status reports. As soon as the ticket is generated, our system automatically assigns an event-handler who is identified by the automatic notification.

Remote Visibility: Each BCSO facility and the GTL primary Network Operations Center (NOC), in Mobile, AL will be connected to GTL's wide area network (WAN). The WAN will allow complete remote connectivity into the ITS and VVS at each facility. This visibility will enhance the trouble resolution process since the GTL Project Team will not have to rely on customer personnel to identify service-impacting events. GTL's primary NOC provides a value added feature: the use of a centralized network management tool that allows network management to be conducted from the NOC in the event of a disaster.

Remote Diagnostics and System Restore: GTL hosted ITS and VVS components are monitored for proper operation and in the event of a local disaster can be diagnosed and resolved through remote access from GTL's Service Center. If the full extent of the damage cannot be determined by remote

access or if the problem cannot be remotely resolved, GTL will immediately dispatch a local technician to perform additional diagnostics and/or to repair or replace system components.

Damage Assessment and Recovery Resources

Field Service Management: Should a disaster occur at one of BCSO facilities, disaster recovery efforts will be initiated and coordinated by your Field Service Manager. Recovery efforts for widespread disasters that affect multiple facilities are initiated and coordinated by your Regional Field Service Director and/or your Executive Director of Field Services.

Field Repair Technicians and Spare Parts: To ensure the highest level of service during disasters, your dedicated service technicians carry enough equipment on their service vehicles to replace a facility's ITS and VVS equipment. Furthermore, GTL warehouses additional system equipment and can have equipment on site the day after the disaster if the site is accessible. If the site is not accessible, the equipment will be stored at the closest staging area, with certified technicians available to make all necessary repairs, replacements, or relocation of equipment to maintain total operation of the ITS and VVS. The technician will then work to restore service to the facility using either a spare part kit or a system replacement kit.

Restoration of Facility Services

GTL's Disaster Recovery Plan addresses the emergency recovery of services in the event of a natural or man-made disaster that has caused damage or service disruption to the ITS and/or VVS at any BCSO facility.

System Service Outages: A fiber optic cable cut, while not a commonplace event, is the most likely cause of a telephone or video communication service outage to a local or regional area. Prevention of a cable cut is, of course, paramount to our success in providing the best available private line and digital services to our customers. Normally all routes are clearly marked with warning signs and are regularly patrolled by the circuit network provider, both on the ground and from the air. Network providers are usually available to receive calls 24 hours a day from centers located around the country. GTL works closely with network providers and BCSO managers to ensure continued service or the restoration of service as quickly as possible during disaster conditions.

GTL's back office systems are designed to recognize an outage and to send all traffic to the systems that are on line whenever possible. When the off-line systems return to service, all other systems will detect their presence and adjust traffic flow accordingly. All back office systems are monitored by highly trained staff using state-of-the-art hardware and software. When an outage occurs, GTL's visual alarms and other notifications alert staff to the issue so that it can be addressed as quickly as possible, if it is not resolved automatically.

Electrical Power Outages: In the event of a power failure, an uninterruptible power supply (UPS) unit provides temporary power for the entire system. In the absence of an emergency generator at the facility or upon expiration of the UPS, the system performs a safe shutdown to protect data. Once power is restored, the system will reboot without human intervention and resume normal operations.

In the event of a power failure at one of our Data Centers, all Data Centers are lightning and surge-protected and have UPS and back-up power generators. The off-site Data Centers are automatically

replicated on an on-going basis so that each Data Center holds a complete and up-to-date database of the data from BCSO facility.

VVS Power Redundancy: GTL's VVS hardware has automatic power failover support in the event of a power outage, even with devices containing a single power supply. The automatic power failure switch is supported by two separate power legs and backed by emergency generators. As a result, even if one side of the power leg is lost, the second leg single power supplies can still maintain consistent power without interruption.

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

In single-building situations, it is normal for the station side of the GTL system not to provide lightning protection, since there is little opportunity for lightning to enter the system through the phones or video stations.

However, when an ITS and VVS includes remote buildings, lightning can enter the system and may cause the destruction of the station and/or other hardware. As this destruction can cause service interruptions, during initial site surveys, GTL will verify (or arrange to ensure) that any 3rd party circuit company grounding systems meet certain minimum requirements.

Restoration of Data and System Configurations

GTL's ITS and VVS design is very robust and has several layers of redundancy. GTL stores redundant copies of all BCSO call and visitation data. The ITS and VVS processors store all call and visitation recordings for on-line access. Redundant call and visitation record storage is performed at the completion of each call and video visit.

Inmate Telephone System Data

Restoring Call Data: All call data is stored at GTL Data Centers with integrated redundancy. All calls are delivered over a firewall-protected WAN. All transmission of data to our off-site databases and servers at our Texas and Alabama facilities are encrypted according to IPsec protocols. The database for the system is maintained at our Primary Data Center located in Texas. All call records are automatically replicated and transmitted on an on-going basis to our Secondary Data Center, also located in Texas, so that each center holds a complete and up-to-date database of the call records from the facility. Our Data Center in Texas includes the controlling computers for the ITS.

GTL uses Redundant Array of Independent Disks (RAID-5) storage to house the operating system and call recordings. RAID array drives provide maximum speed and are highly fault tolerant. Interweaving data across multiple drives provides for faster data transfer and disk mirroring (100% duplication of data); the highest data reliability. This RAID array will allow for a drive to fail without losing the data. The failed drive is alarmed and hot-swappable, in that no system down time is required to restore the data to the full array configuration. This configuration allows for a system hard drive failure that is non-disrupted to the overall system data.

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Redundant copies of call detail records exist for the life of the contract and, in compliance with IRS regulations, are further stored at GTL for a minimum of seven years after the conclusion of the contract. Should call records be destroyed in a disaster at one location, they can easily be restored from any of the several redundant copies at other locations.

Restoring System Databases: The ITS databases are managed and stored at GTL's secure Data Center facilities. Two types of databases work in concert to support basic system functionality:

- Validation Databases: GTL's MIS database administrators manage the databases required for validation. Validation includes all ITS site-specific data such as: Inmate PINs, Allowed Calling Lists, Privileged (attorney) Numbers, Blocked numbers, as well as all real-time information polling of the Line Information Database (LIDB) for billing and general blocking of numbers. Validation data are stored and replicated at the Primary Data Center for immediate access in

time of need. Data is also moved by tape backup to a geographically separate off-site location.

- Site-Specific Settings: GTL Technical Support maintains the system settings or contract-specific databases for all ITS locations. These databases deal with contract or site configurable data. Examples include phone on / off times, Speed Dial, Hot Number Alert, Class of Service and station specific restrictions.

Each type of database is backed-up with redundant copies available as needed. All engineering source code is stored, maintained, and backed-up in GTL's Team Foundation.

All call detail records are stored in GTL Data Centers in both the Primary and Secondary Data Centers in Texas and are accessible on-site through the ITS Management Program. For this reason, if a piece of on-site hardware fails there is no need to "rebuild" call detail record databases. Call detail records are stored, managed, and backed-up by the GTL database administrators managing validation. The ITS Management Program provides a link to call detail records through its interface.

Should it become necessary to restore a piece of site hardware; the ITS databases, configurations, and settings are all configurable via the network connections. Technical Support will reload contract-specific settings and configurations. All other, more critical, databases remain whole in both Alabama and Texas. Once a site is restored to the network and validation recognizes the IP address of the site coupled with the Sub ID, paths are restored to the proper databases for the facility.

Video Visitation System Data

High Availability VMware Environment: Virtual machines spanned across multiple hosts provide increased efficiency and alleviate stress on the physical hardware. Virtualization uses software to simulate the existence of hardware and create a virtual computer system. Doing this allows GTL to run more than one virtual system and multiple operating systems, along with applications on a single server. This can provide economies of scale and greater efficiency. In the event of a host failure (physical server); a service within ESX triggers an event to move the virtual machines from the failed host, and move them to the running hosts. This will create minimal downtime as the process is automatic and requires no user intervention.

Restoring Visitation Data: All visitation data is stored at our Minnesota Data Centers with integrated redundancy utilizing Storage Area Network (SAN) technology. All visitation communications are delivered over a firewall-protected WAN. All transmission of data to our off-site databases and servers

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Video Visitation Detail Record Storage: For every inmate video visit at a BCSO facility, a video visitation record will be stored at our Minnesota Data Center in a secure, enterprise level storage server which utilizes dedicated RAID-5 automatically creating redundancy for all visitation records. In addition, a redundant copy of the visitation record is automatically copied nightly to the secondary Data Center in Minnesota. All visitation records are archived at our Data Centers and are accessible on-site through the VVS user interface program, VisManager. Visitation records at each site are periodically backed up for redundancy.

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specific databases for all Inmate VVS locations. These databases deal with contract or site configurable data. Examples include system settings, inmate restrictions, inmate and visitor alerts, and station or inmate specific restrictions.

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Data Center Security

All Data and System Control Centers are secure, climate controlled fortresses that are protected to the highest degree possible from natural disasters and unauthorized access.

- Perimeter gated fence with guarded fence access.
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- Centralized badge access system ensuring only authorized individuals enter and only appropriate employees have access to physical servers.
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Disaster Recovery Progress Reports

From the moment of disaster awareness to full restoration of services, GTL's Disaster Recovery Team will keep BCSO points of contact fully informed regarding recovery effort status. Progress reports will be provided every 30 minutes, or other agreed upon time frames, until service is restored.

Summary

GTL minimizes risk to our ITS and VVS network by proactive installation of high quality equipment; properly installed, maintained, and continuously monitored. Event-recognition technology, including system Self-Diagnostics, and SNMP keep GTL informed of system performance in real-time. Redundancy of critical components safeguards system functionality and redundant data storage ensures data restoration capability should it be needed.

When problems occur, or disaster strikes, GTL is well prepared to respond quickly and effectively. As an ongoing part of daily GTL operations, our organization prepares for emergency restoration of facilities in unison. Working together as a team, we have assembled plans and procedures to be followed during such an event in order to minimize the impact catastrophic network outages might otherwise have on our customers.

GTL's highly trained personnel have the equipment, materials, and know-how to effectively deal with both minor and major events that may threaten the availability of the ITS and VVS and services we provide at BCSO facilities.

6.2   The vendor must provide all archival hardware, software and supplies and must perform all system and database backups and archiving.

GTL acknowledges and understands.

6.3   The vendor must provide a system that maximizes the storage of data.

GTL acknowledges and understands.

6.4   The vendor must provide a system that allows for the efficient transfer of archived data utilizing the newest, state- of-the-art hardware, software and storage. The archived data must be able to be read in the typical desktop workstation using software such as Windows Media Player or compatible. The vendor is responsible for ensuring that the data is compatible with the most common personal computer operating systems.

GTL acknowledges and understands.

6.5   The vendor must be capable of recovering all system data using a system back up. Disclose and explain the vendor's procedures for ensuring integrity of all system data in the event of any of these cases and the manner and length of time in which the proposed system will recover from an emergency shutdown.

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7.

7.1

Installation Requirements

List the space, environmental and electrical power requirements for the offender inmate communications system.

GTL acknowledges and understands.

Standard 120v, 60hz electrical current powers the on-site Inmate Telephone System equipment. The system requires a standard 20 amp dedicated outlet for proper operation. The outlet(s) should be located within 6 feet of the system equipment rack. In the case of multiple racks, additional circuits are required. All related electrical wiring and circuit loading will be in compliance with the guidelines of the National Electrical Code and State code requirements. Inmate telephones throughout the facility are line-powered and do not require that electricity be run to cell blocks.

GTL's onsite hardware requires an operating temperature of 0° to 40° Celsius, a storage temperature of 0° to 70° Celsius, and a relative humidity of 5% to 95% non-condensing.

The on-site ITS platform hardware is housed within an on-site equipment cabinet.

Platform Hardware: 14" Height x 17.5" Width x 16.5" Depth

Cabinet: 25" Height x 21.5" Width x 31" Depth
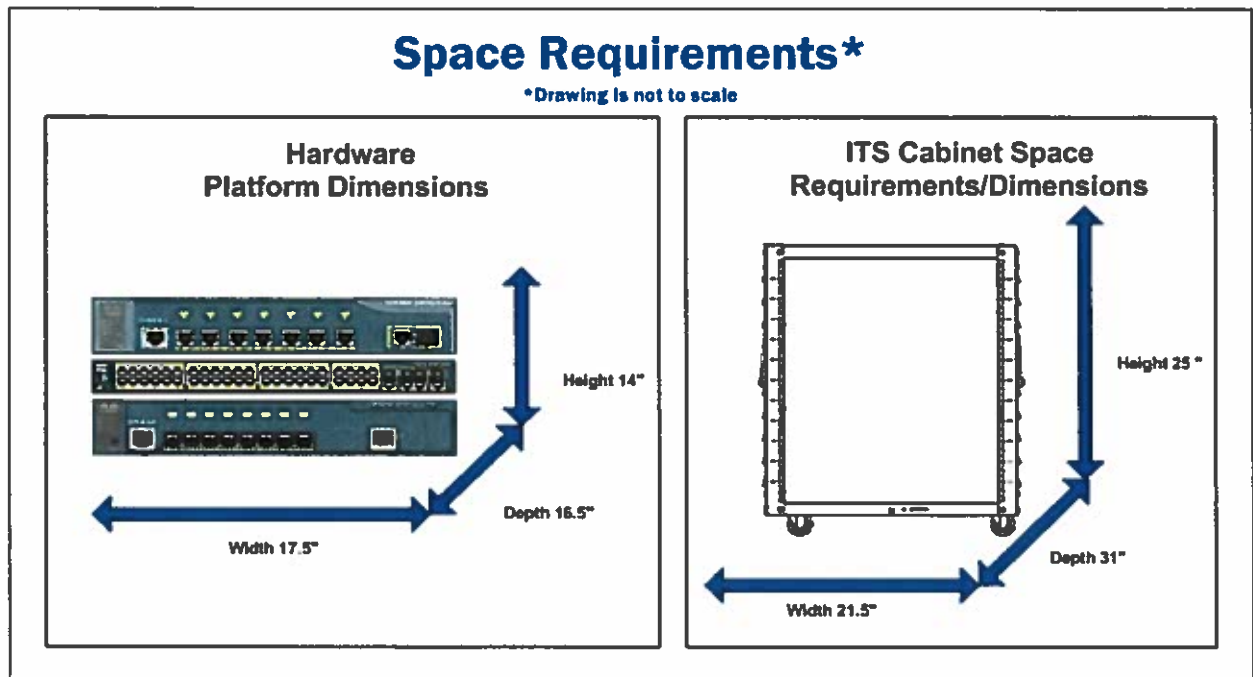
7.2   The vendor must provide a detailed implementation plan designed to improve installation efficiency and minimize disruption during peak offender calling periods.

GTL acknowledges and understands.

BCSO Project

Inmate Telephone System Implementation Plan

GTL's proposed Inmate Telephone System (ITS) will be installed and fully operational within the required timeframe before the award of this contract.

This narrative covers important aspects of the implementation process. A project implementation schedule, in the form of a Gantt chart, follows this presentation.

Overview

The existing ITS at BCSO's facility will remain in place and operative until GTL's new ITS is completely installed, tested, and call traffic is successfully cut over to the new platform. The same general sequence of events occurs at each facility:

Step 1: Installation/replacement of telephones

Step 2: Installation of platform components

Step 3: Activation of circuits

Step 4: Platform testing and acceptance

Step 5: Call traffic cutover; final testing and acceptance

Step 6: Facility staff training

Following cut-over, the system will be intensely monitored for the agreed upon acceptance criteria to verify "error free" performance for a consecutive 30-day period prior to final acceptance.

Procedures to Minimize the Change Factor

One of the secrets to a smooth transition is to limit the bothersome elements of change. Our transition procedures are carefully designed to mitigate disruption of the current environment as we address the needs of each distinctive ITS "user", including staff, inmates, and the families and friends of inmates. GTL takes special care to minimize the "change factor" for all constituents, including:

- Daily Facility Operations: To a large degree equipment and software preparation and configuration is performed off-site, minimizing the time GTL personnel must physically work on facility premises. Our experience and familiarity with the security and daily operations of inmate facilities will expedite activities during site surveys and new equipment installation.

- Staff: GTL provides friendly, knowledgeable trainers to instruct BCSO's administrative and investigative personnel on the use of all ITS features and functionality. Our system's Web-based interface program is intuitive and easy to learn. Following training, administrative and investigative staff can move into the new contract period with confidence in both GTL and our newly installed ITS.

- Inmates: The transition from the previous platform to GTL's new platform will cause little or no downtime of telephone service to inmates. Printed instructions on GTL-provided telephones explain the normal dialing procedure and clear automated voice prompts assist inmate callers from off-the-hook to hang-up. We provide additional printed material to inform inmates of the purpose and dialing number for any special "hotlines" (crime tips, PREA, et cetera) BCSO wishes to establish.

- Family and Friends: To minimize the impact of transition on family and friends, when the last few weeks of call records can be obtained from the previous vendor, GTL conducts a calling campaign to numbers of parties who may have an existing prepaid account (with the previous provider) and/or who will need or may wish to establish a prepaid account with GTL. Family and friends who receive inmate collect call charges on their normal LEC bills will see, GTL's name and toll free Customer Service number prominently displayed on future bills.

BCSO's Responsibilities during Implementation – Minimal Involvement

GTL is keenly aware of the many demands on BCSO staff time. Our implementation procedures are designed for maximum efficiency and minimal BCSO involvement. Following are ways in which BCSO will expedite ITS implementation.

- Review and approval of GTL's BCSO wide and site-specific implementation plans.

- Security clearance for GTL personnel after receipt of all required personal information.

- AC electrical power for on-site ITS components and computer workstations.

- Approval of initial and final system tests

- Time and place for facility staff training

- Final approval and acceptance of successful implementation.

Prior to commencement of any work, BCSO will confirm for GTL the list of BCSO sites and the number of inmate telephones and telephone types required; and provide written acceptance of the approved Implementation Plan.

IMPLEMENTATION PROCEDURES

Project Kickoff Meeting

One of the most important meetings after contract award is the initial kickoff meeting between BCSO and GTL. GTL's project managers will attend this face-to-face meeting with our respective counterparts from BCSO. This meeting will be our collective opportunity to reaffirm our understanding of BCSO's priorities and policies and our mutual expectations resulting from the RFP. During the Kickoff meeting GTL will present and review our proposed plans for implementation, discuss proposed timelines, major milestones and any potential impediments to the installation. Topics discussed at this meeting include, but are not limited to:

- BCSO and GTL staff introductions with contact information, roles and responsibilities
- GTL's Implementation Plan
- Escalation information
- Facility coordinator contact and information
- Space and HVAC considerations
- Unique elements of each facility
- Reporting requirements and distribution methods
- Weather considerations
- Telephone and wiring condition
- Security clearances including system passwords for BCSO staff
- Site survey schedules
- Inmate database information including PIN and allowed calling lists
- Review of installation schedule for any value add services selected
- Review of BCSO policies and regulations
- Review of training methods for staff, inmates and friends and family members

Acquisition of Existing Data

GTL will acquire existing, available information from BCSO or the out-going vendor for import into the new ITS database, including:

- Current blocked number lists
- Current privileged number list (e.g. approved attorneys)
- Existing Inmate PINs and related information
- Existing personal approved numbers (PAN) for each inmate

We will populate each site's database with existing, approved facility settings and inmate calling privileges, including approved call lists, with minimal input required from BCSO staff.

Surveys and Site Plans

Following in-depth surveys, GTL will provide BCSO with a detailed site plan for each location with preliminary drawings and other documentation outlining our proposed implementation and defining any information, materials, or decisions we need from BCSO.

Considering the work environment, the amount of labor, machinery and tools required, GTL will work closely with facility staff and security personnel to ensure work progresses without major impediment and in accordance with security guidelines of BCSO facilities.

Prior to installation at a site, GTL will review with BCSO and facility staff the site-specific transition plan. This plan will address the changes to existing equipment and the installation of new equipment, as applicable to each site. The plan will identify the timeframe for the installation activities and define the specific responsibilities of BCSO staff and the GTL Team. This careful planning and GTL's strict adherence to the established timelines will help ensure an efficient transition with minimal problems.

Beginning with initial site surveys after contract award and continuing through the Preventative Maintenance program for the duration of the contract, GTL field service teams will pay particular attention to lightning and grounding devices, cables, and connections. Those not meeting specifications will be adjusted, repaired, or replaced to ensure proper earth grounds are in place, proper cable bonds are in place, and all equipment is grounded and bonded to those respective lightning protection/grounding systems.

Pre-installation

All new equipment and supplies needed for the installation are ordered, and a delivery is scheduled and approved by BCSO.

Site Preparation

Upon approval of the final implementation plan, GTL will initiate site preparation. The preparatory steps to be performed will be determined by the results of the site survey and will include cabling, power, HVAC, and telephone room enhancements required to support the ITS. All preparation work will be pre-approved by BCSO's representative and will comply with industry standards and/or regulatory agency guidelines. Any electrical work will be coordinated through BCSO.

GTL's ITS Implementation Manager will have ordered circuits by this point. Delivery dates will be received and noted on the implementation plan. As needed, the facility must allow the LEC (Local Exchange Carrier) access to the facilities to install circuits. The circuits will be fully tested by the GTL team members prior to installation.

The implementation team will test and check the following internal wiring at the facility:

- Line quality between the phone station and the phone room. Any Intermediate Distribution Frame (IDF) and Main Distribution Frame (MDF) blocks will be checked for quality of connections.

- Cabling connections between the phone room and the locations designated for workstations will be tested for quality of connection.

- Labeling and configuration will be updated to ensure that GTL has a correct inventory of all lines available and any additional lines that may be required.

GTL proposes to utilize all existing cabling that is determined to be in good operating condition. All installations of new cabling will be pre-approved by BCSO's representative and will comply with

industry standards and/or regulatory agency guidelines. Cabling will traverse pre-existing conduit runs where available or routes determined during the site survey. All cabling will be labeled appropriately, hidden, and secured per industry standards. Any internal line quality issues identified by GTL will be reported to BCSO at the end of the site survey for scheduling of appropriate repair or upgrades. Any needed repairs will be done at no cost to BCSO.

Equipment Delivery and Installation

ITS hardware will be installed in the location determined and approved in the site survey. GTL will utilize cabinets with racks to contain all hardware; and these will be securely mounted to meet the appropriate industry standard and/or regulatory agency guidelines. Consideration will be taken in the installation to ensure that there is no disruption of service.

The equipment to be delivered will include, but not be limited to, the following:

- **ITS hardware** – GTL's centralized inmate telephone platform requires only a small amount of on-site equipment and this will be delivered in a stand-alone cabinet. The unit will arrive fully tested and scaled for the requirements of BCSO's facility. The ITS equipment is run for 96 hours at the manufacturing center prior to shipping. Due to the compact size of this system, it will be installed in the same room where the current ITS equipment is located. The ITS hardware and all workstations will be installed adjacent to existing equipment without disrupting service.

System components will be delivered a maximum of 14 days prior to the system cutover date. The delivery of equipment will be coordinated with BCSO's representative to ensure the timely and orderly receipt of installation materials. GTL will schedule the delivery of equipment to coincide with the planned installation of the system. The installation staff will remove all packing materials and return the work area to the pre-existing condition.

- **The inmate telephone sets, mountings, enclosures** - New telephones will be delivered ready to mount and with additional accessories as required by BCSO. Quality testing will be done at each inmate phone after installation.

- **Administrative/Investigative workstations** – The required workstations, with all the appropriate user manuals, accessories, and software fully loaded and tested, will be delivered to the correctional facility prior to the system cutover date.

- **Specialized phones** - Any required TTY/TDD, mobile, cordless and other specialized phones will be delivered to the correctional facility prior to system cutover.

Configuration/Customization

The GTL system is extraordinarily configurable to meet the specific needs. During the installation process our team configures the software to meet BCSO's unique configuration requirements and preferences including, for example, the setting up of PIN accounts for existing inmates; loading of the special telephone numbers (for attorney numbers), establishing facility-specific call branding messages, configuring facility-wide default call restrictions, et cetera.

System Testing

Upon contract execution, GTL will provide BCSO's Contract Manager or designee a complete and comprehensive functional test plan, including a checklist of specific items to be performed by GTL implementation team and verified by BCSO's staff.

Installation Certification Checklist

This checklist is for ICMv. Mark as "N/A" where appropriate. All parts of Checklist must be completed.

GTL.IM.ICC(ICMv) v2015.1.2, supercedes all previous revisions.
ICMv checklist/certification sheets must be completed by the responsible installation technician.
This checklist must be attached to the respective POETS order and emailed to the Implementation Manager promptly following completion of the installation.

Facility: _____	Date: _____
	GTL SubID _____
Address: _____	ICMv ID _____
_____	
	CAR _____
Contact: _____	Cost Ctr _____
Contact Phone: _____	
GTL Rep: _____	
GTL Rep Phone: _____	
Contractor: _____	

	PRE-INSTALL CHECKLIST	Chk	Technician	Date	Notes
ICMv	Environmental conditions within standards (heat, humidity, space, etc)				
ICMv	Proper power provided (110VAC, 20A, dedicated with generator backup).				
ICMv	All parts/components received for install. Report discrepancies to Production				
ICMv	Adequate room provided for roll-around rack or wall-mounted rack.				
ICMv	Rack and equipment properly grounded.				
ICMv	Inmate phones in place and operational.				
ICMv	Manual kill switches in place and operational.				
ICMv	Station blocks mounted.				

	INSTALL CHECKLIST	Chk	Technician	Date	Notes
ICMv	System "rack & stack" completed.				
ICMv	Start up system components and verify functionality.				
ICMv	UPS charging started				
ICMv	Connect Support Line to DBU Port of router & have NSS verify access.				
ICMv	Connect T1 circuit(s) to appropriate devices				
ICMv	Perform circuit activation and testing				

We will review implementation checklists with the Contract Manager during the project kickoff meeting that follows contract award to refine specific requirements and ensure the system is fully tested and certified before being placed into service at BCSO's facilities. Upon completion of acceptance testing, testing documentation will be submitted to the Contract Manager for final acceptance and sign-off.

On the day a site is slated for transition, the GTL implementation team will perform a series of tests to ensure the seamless transfer. These tests are usually completed within two hours. The following tests are performed:

- Verify all services are started and are functioning normally.

- Verify voice prompts from all inmate stations at the station block.

- Verify system functionality by completing Local, Intrastate and Interstate test calls.

- Verify call delivery scripting. Make special note of the call acceptance digit, denial digit, rate information digit and the customer service number provided to the called party.

- From the workstation, perform the following tests:

    o Download a recorded test call and play. Check and adjust gain settings as applicable

    o Copy the recorded call to a CD. Once copied, retrieve and play the recorded call

    o Verify Call Search fields are populated correctly

    o From the Call Search screen, verify call start / stop times, origination number, destination number and PIN number fields are populated correctly

o   Verify Monitoring screen is functional by monitoring an active test call. Send this call to the PC speakers, then to a standard telephone

After all tests are passed by the system, GTL will inform the facility staff the system is ready for transition and coordinate the timing of the cut-over. If the cut-over occurs during hours of inmate phone usage, an announcement is made to the general population notifying them of the temporary outage. Once permission is given to proceed, the system stations will be cross-connected into the facilities cable plant to each inmate telephone.

The estimated transition time will correspond directly to the size of the facility being transitioned. In most cases the transition will be under 2 hours.

- After cross connection of the inmate stations to the station blocks, mapping of the institution begins.

- The technician will verify that voice prompts are played at each inmate phone station though the complex. Any polarity issues encountered are corrected at the inmate station.

- From each inmate station, a code is entered or a special number is dialed to record the phones location. This code/recording will designate the location of the phone within the complex. The technician will verify the station number on the inmate phone dialing instructions.

- This location is logged into the system configuration, creating a station to port relationship.

- The system is monitored for the remainder of the day.

Flash Cutover

GTL anticipates implementation with little or no telephone service interruption. To avoid disruption of service, GTL will perform a flash cut. In a flash cut, the new system is installed parallel to the existing ITS. The current system remains in place and functioning normally during our installation. Once the GTL ITS has been fully installed, tested, and approved by BCSO, the actual system cutover can commence. At this point, a facility's phone closet will contain both the current ITS and GTL's new system, and both will be fully operational.

The only step required for cutover is to connect the inmate phones to GTL's new system. At a pre-agreed time, the connectors will be changed from the existing phone system to the new GTL ITS. Our new system will be operating fully within minutes. This process ensures ongoing operation of inmate phone service without noticeable interruptions.

Following cut-over, the system will be intensely monitored for the agreed upon acceptance criteria to verify "error free" performance for a consecutive 30-day period prior to BCSO's final acceptance.

Facility Staff Training

The training of BCSO staff is an integral part of implementing GTL's ITS. Training sessions are tailored to suit your needs. BCSO staff will be pleased to discover that GTL's ITS interface is intuitive, user-friendly, and easily learned. Training includes for appropriate staff, all inmate functions, all administrative and investigative functions, and best-practices of transmitting troubleshooting information to GTL's Technical Support Department.

On-Site Training – Onsite training may be scheduled at each facility or a centralized location. The certified trainer will reach out to the facility, schedule a training date and then follow up with reminders closer to the target date. During on-site training, the GTL trainer will provide in-depth training on all aspects of the application as well as review the system features and functionality. Participants are encouraged to ask questions and perform hands-on activity in the system where applicable. Trainers will provide a training syllabus that outlines the topics to be covered and provide adequate training materials such as user guides, quick reference guides, and quick tip cards. On-site training sessions can be general sessions to cover a wide variety of topics or tailored to meet the specific needs of users such as investigators, booking personnel, administrators. This enables different modules to be taught to specific individuals based on rights and privileges granted by BCSO.

Web-Based Training – Our certified trainers lead web-based trainings that allow users to view the system via a Web-EX meeting and interact with the trainers and other participants on a toll-free conference bridge. Web-based training allows GTL to train users at times and places convenient and comfortable for the user. By facilitating in such a manner, nearly every work schedule can be accommodated. Web-based training can be tailored to the needs of a group and can include groups of various sizes. For example, two sessions may be setup to train new users separately from advanced or existing users, thereby making the training more valuable.

7.3   The vendor must conduct a thorough inspection of all inmate communications system equipment to ensure that they are 100% operational prior to cutover at the facility. Describe the vendor's testing and inspection procedures.

GTL acknowledges and understands.

System Testing

Upon contract execution, GTL will provide BCSO's Contract Manager or designee a complete and comprehensive functional test plan, including a checklist of specific items to be performed by GTL implementation team and verified by BCSO's staff.

Installation Certification Checklist

Facility: _____

Address: _____

_____

Contact: _____

Contact Phone: _____

GTL Rep: _____

GTL Rep Phone: _____

Contractor: _____

Date: _____

GTL SubID _____

ICMv ID _____

CAR _____

Cost Ctr _____

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- The system is monitored for the remainder of the day.

GTL Inmate Telephone System
Installation Testing and Acceptance Check List

	Project Manager Duties	**Date Tested or Confirmed**	**Yes/ No**	**Comments**
1.0	Hardware Inventory			
1.1	Confirm delivery of hardware using the Equipment Checklist ("Delivered" column). Note any damage or other issues.			
2.0	Equipment Location and Security			
2.1	Is the floor and wall space sufficient for the hardware?			
2.2	Is there sufficient heating, cooling, and ventilation for the hardware?			
2.3	Is the equipment room clean and free from dirt and debris?			
2.4	Is there a dedicated grounded circuit for the hardware and have you tested the polarity and ground?			
2.5	Has the ITS rack or cabinet been properly grounded?			
2.6	Is the hardware installed in a secure location?			

	Project Manager Duties	Date Tested or Confirmed	Yes/ No	Comments
2.7	Are there any special conditions to note (i.e. lightning protection, leaking pipes, etc.)? If so, enter details in the "Comments" section.			
3.0	Inmate Telephone System			
3.1	Did all of the hardware boot properly with no errors?			
3.2	Is Windows running and are the internal system boards sync'd?			
3.3	Is the IP address info properly configured on each ITS?			
3.4	Is the "AGM LAN" NIC plugged into the GTL network and do you have connectivity back to GTL?			
3.5	If using a dial-up solution for the WAN, is it working and connecting properly?			
3.6	If a modem is connected to the ITS (VAC/Radical) is it configured and working?			
4.0	Network (Data and Voice)			
4.1	Have all the circuits been properly identified, terminated, tested, and connected?			
4.2	Is local dialing 7 or 10-digit?			
4.3	Is caller ID being blocked on the local lines (ie. POTS, Local T1s) or is it showing 888-288-9879?			
4.4	Have LD test calls been placed over the PIP using a channel bank and 66 block?			
4.5	Can each ITS be pinged from the LA Office?			
4.6	Have the IP addresses been configured on all hardware that will be on the network and are they visible from LA (ie. ITS, UPS, Channel Banks, Fiber Media, etc.)?			
4.7	Can you ping the LA colo from the ITS?			
4.8	Can you connect to https://email.teampcs.com/exchange/ over the network?			
4.9	If firewalls have been installed are they properly configured and tested?			
4.10	Has the Network CoS setting been configured properly for simultaneous calls?			
4.11	Do the router timeslots and the connected trunks match in configuration?			
4.12	Has the CallManager Location Bandwidth been set correctly?			
5.0	Trunk Cards			
5.1	Analog Trunk Cards			
5.1.1	Do all of the analog circuits have dial tone and have they been labeled?			
5.1.2	Have the amphenol cables been properly routed, connected, and labeled?			
5.1.3	Do calls properly route out over the analog cards?			

	Project Manager Duties	Date Tested or Confirmed	Yes/ No	Comments
5.2	Digital Trunk Cards (DTI)			
5.2.1	Have the DTI cables been properly routed, connected, and labeled?			
5.2.2	Are the DTI cards sync'd with no alarms?			
5.2.3	Has the framing been properly configured (ie. ESF)?			
5.2.4	Has the line coding been properly configured (i.e. B8ZS)?			
5.2.5	Has the signaling been properly configured (i.e. E&M immediate)			
5.2.6	Do calls properly route out over the DTI cards?			
6.0	Station Cards			
6.1	Are the station card power supplies properly installed and connected?			
6.2	Do you have prompts on every station port?			
6.3	Are all of the prompts, instructions, and recordings correct?			
6.4	Is the facility's name properly recorded?			
6.5	Does the call alert both parties that it is being monitored and recorded?			
6.6	Is end-user rate quoting turned on and tested?			
6.7	If applicable, are special stations setup properly (i.e. Booking, TTY, Attorney)			
6.8	Is the voice quality on the calls acceptable? Rate 1-5 with 5 being crystal clear. Test both the inmate and end-user experience.			
7.0	ITS Configuration			
7.1	Is call progress being muted on the inmate side of the call?			
7.2	Is each bill type turned on and working properly			
7.2.1	*Make Collect test calls from each ITS*		N/A	
7.3	Have the rates been loaded and verified with test calls (Local, LD, Int'l)?			
7.3.1	*Make Local, IntraLATA, InterLATA, InterState, and International test calls from each ITS*		N/A	
7.4	Has the local calling area been loaded and tested?			
7.5	Have the dialing rules been loaded and tested (if applicable)?			
7.6	Have call length limits been loaded and tested?			
7.7	Have on/off times been properly configured?			
7.8	Have the correct language prompts been loaded and tested?			
7.9	Have the correct fraud controls been enabled and tested (3-way and DTMF detect, end-user block)?			

	Project Manager Duties	Date Tested or Confirmed	Yes/ No	Comments
7.10	Is positive call acceptance required and has it been turned on? (List the bill types and call types to which this applies)			
7.11	Can you search for and play back recordings?			
7.12	Is live monitoring working properly (listen, forward, terminate, etc.)?			
7.13	Is the alerting feature working properly?			
7.14	Is the name recording working properly?			
7.15	Are the speed dials setup and working (if applicable)?			
7.16	Have unused trunk ports been disabled?			
7.17	Is NTP properly configured and running?			
7.18	Is the ITS set to the proper time zone?			
7.19	Has someone from the Wilshire office completed a backdoor test call through the ITS?			
7.20	For VAC installs, have you tested CPP usage and balances?			
8.0	Polling and Validation			
8.1	Have you notified cutover mgrs. that the system is up and test calls have been made?			
8.2	Are calls validating properly (check with RA)?			
8.3	Can ITM and RA see the CDRs from the test calls (delete when finished)?			
8.4	Are the Courtesy calls routing properly?			
9.0	Data From the Incumbent Phone System			
9.1	Have you loaded and tested any required Free numbers?			
9.2	Have you loaded and tested any required Private (not recorded) numbers?			
9.3	Have you loaded and tested any required Blocked numbers?			
10.0	PINs (if required)			
10.1	Has a test account been created? List info in "Comments" section			
10.2	Does the test PIN work with the designated call types?			
10.3	If the facility has existing PIN data has it been loaded and tested?			
10.4	Will inmates select their PIN upon first use and is that feature setup and tested?			
10.5	Has the facility staff been trained on how to change a PIN and has a policy been established?			
11.0	PANs (if required)			
11.1	Is the max number of allowed PANs properly setup?			
11.2	If the facility has existing PAN data has it been loaded and tested?			

	Project Manager Duties	Date Tested or Confirmed	Yes/ No	Comments
12.0	Electronic Debit			
12.1	Can you manually add and delete funds on the test PIN?			
12.2	Can you make successful electronic debit calls via each call type (Local, Int'l, etc.)?			
13.0	Integrations			
13.1	IIR (Inmate Information Records)			
13.1.1	Has end-to-end testing been completed?			
13.1.2	Have the existing PINs been loaded from the incumbent's system (where applicable)?			
13.1.3	Is the file transfer cycle properly setup?			
13.2	IDM (Inmate Debit Monies)			
13.2.1	Has end-to-end testing been completed?			
13.2.2	Has the refund/release process been tested and verified?			
13.2.3	Is the file transfer cycle properly setup?			
13.3	PAN (Personal Allowed Numbers)			
13.3.1	Has end-to-end testing been completed?			
13.3.2	Have the existing PANs been loaded from the incumbent's system (where applicable)?			
13.3.3	Is the file transfer cycle properly setup?			
14.0	Debit Cards			
14.1	Can you make successful debit card calls via each call type (Local, Int'l, etc.)?			
14.2	Are the cards of the correct denomination?			
14.3	Have the debit card business rules been communicated to the business manager?			
15.0	Inmate Phones			
15.1	Has each phone been tested, identified (port #), and have the mini dialing instructions been installed in the viewing window for each phone?			
15.2	Have all phones been mounted and are they securely fastened?			
15.3	Have all pedestals, roll carts, backboards, and conduits been securely installed?			
15.4	Have the station port mappings been entered into the ITS?			
16.0	Visitation Phones (if applicable)			
16.1	Has each phone been tested, identified (port #), and labeled with the station id?			
16.2	Have all phones been mounted and are they securely fastened?			
16.3	Have the station port mappings been entered into the ITS?			

	Project Manager Duties	**Date Tested or Confirmed**	**Yes/ No**	**Comments**
16.4	Are PINs required on the visitation phones and have they been tested?			
16.5	Are the visitation phones setup for monitoring and recording?			
17.0	**TDD phone**			
17.1	Has the TDD phone (and modular jack, if applicable) been properly installed, mounted, and labeled? Is it a mobile unit or wall-mount?			
17.2	How will the TDD phone be used (through the ITS or an admin line) and has it been properly setup and tested?			
17.3	If the phone will run through the ITS, are the correct speed dials setup and have they been tested?			
17.4	Has each TDD phone been labeled with dialing instructions and a call recording/monitoring notice?			
18.0	**Cutoff Switches**			
18.1	Have the cutoff switches been connected to the house cabling?			
18.2	Has each switch been tested and labeled?			
19.0	**Workstations**			
19.1	Do the workstations have connectivity to the ITS and to LA?			
19.2	Have roles been created for each group of users (i.e. investigators)			
19.3	Has a login and password been setup for each user (both on the workstation and the ITS application)?			
19.4	Can you pull call records, recordings, and live monitor?			
19.5	Do all of the GUI features work properly?			
19.6	Have you tested the CD burning features on the workstation?			
19.7	Has a remote access application been loaded and does it work (verify with LA)?			
19.8	Has all of the correct software been loaded (complete software tracking spreadsheet)?			
19.9	If a printer was provided is it installed and working properly?			
19.10	If speakers or headphones were provided are they installed?			
19.11	Has all of the correct software been loaded and have the software licenses and product keys been documented in the software tracking spreadsheet?			
20.0	**Monitoring**			
20.1	Has ITM setup DNS routing for all network components?			
20.2	Has ITM added all network components to our monitoring tools?			

	Project Manager Duties	Date Tested or Confirmed	Yes/ No	Comments
21.0	Labeling			
21.1	Are all of the Station and Trunk blocks clearly labeled (in the Demarc, MDF, and all IDFs)?			
21.2	Are all cables, cards, and hardware components clearly labeled?			
21.3	Are all 66 block covers, CAT5 cables, and cross-connect jumper wire installed per the GTL color code standards?			
21.4	Is all cabling neat and has the cabinet been dressed?			
22.0	Postings			
22.1	Have the dialing instructions been posted in the approved areas?			
22.2	Have the marketing materials been posted and has the Client Services rep introduced the material to the customer and reviewed it with them?			
22.3	Have the escalation procedures been explained and distributed?			
22.4	Have the inmate complaint forms been explained and distributed?			
23.0	Training			
23.1	Has the designated staff been trained on the ITS?			
23.2	Were the users given the opportunity to choose a secure login/password?			
23.3	Have the user manuals been distributed?			
24.0	Value Added Products (e.g. Kiosk)			
24.1	(Tests and checks will need to be listed by product)			
25.0	Closing			
25.1	Did you take photos of the phone room, cabling, hardware, phones, and all other pertinent areas?			
25.2	Have all IDFs and MDFs been cleaned up from the install?			
25.3	Has any unused hardware been securely packaged, insured (where necessary), and shipped back to GTL?			
25.4	Has the customer acceptance document been completed?			
25.5	Has the post-install survey been completed?			

7.4   Explain how the BCSO is kept informed of installation progress and when and how the BCSO is notified of any delays.

GTL acknowledges and understands.

Progress is relayed to the point of contact for BCSO. This will be comprehensive through emails, phone calls, and regular status reports if requested by BCSO. Delays, when known, are immediately replayed to the BCSO POC and sent in a manner of highest priority in the form of communication requested.

7.5   Each telephone and video kiosk shall be marked with an identification number at the demarcation point within two days of installation.

GTL acknowledges and understands.

7.6   Initial vendor installation of operating system requirements for telephones and video kiosks (including the portable video kiosks) should be based on full facility use.

GTL acknowledges and understands.

8.   <u>Maintenance, Service and Support Requirements</u>

8.1   The vendor will be responsible for all ongoing. and routine maintenance of the system hardware and software. Describe in detail, the vendor's maintenance, service and support policies. The proposal should include a proposed preventative maintenance schedule for all hardware and software, and a log for equipment inspections and maintenance work performed that would be submitted to the BCSO on a monthly basis. Provide a sample log with the proposal.

GTL acknowledges and understands.

GTL Maintenance and Support Plan

GTL is committed to providing BCSO with the finest level of maintenance and account support possible. GTL professionals ensure that the software, hardware, and peripheral equipment associated with the inmate calling system are maintained for the life of the contract.

- GTL provides the necessary labor, parts, materials, and transportation to maintain all inmate telephones and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.
- Maintenance and repair services provided entirely without cost to BCSO.
- Malfunctioning equipment repaired or replaced as needed and inquires by BCSO staff are answered quickly and courteously.
- Responses to service interruptions or equipment malfunctions within the agreed upon timeframes.

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to GTL's Inmate Telephone System (ITS) Service Center where highly trained GTL professionals determine the best course of action. Our toll free technical service number is always answered by a live GTL representative.

Many system problems can be resolved remotely through software diagnostics and manipulations. When problems or requests cannot be handled remotely, the service technician assigned to the BCSO Project will be dispatched to the site.

GTL Approach to Local Staffing

GTL will manage and be responsible for every aspect of the BCSO's inmate telephone system. When a call for service comes into GTL's Technical Support Center, if needed, the Service Center dispatches a local technician to the site. GTL provides qualified local staff through a **subcontracted agreement with Cooper Communications Group (CCG), which is organized to** provide this service <u>exclusively for GTL accounts</u>.

Cooper Communications Group (CCG)

CCG field repair technicians will maintain the GTL ITS platform, inmate telephones and other on-site equipment such as telco components and wiring/cabling. CCG is the correction industry's largest independent service, maintenance and repair provider.

CCG provides service to GTL in 42 states maintaining approximately 52,000 offender telephones at more than 1,100 state, county and municipal facilities. CCG's *nationwide presence*, indicated in the table below, includes more than 187 certified technicians, deployed to install, maintain and repair the GTL systems serving our city, county and state DOC customers.

CCG Nationwide Presence

State	Sites	Phones	State	Sites	Phones	State	Site	Phones
AL	47	1,691	LA	25	1,122	NY	11	857
AR	30	790	MA	20	1,231	OH	91	3,345
AZ	9	197	MD	5	398	OK	40	1,056
CA	164	8,533	ME	15	307	OR	6	99
CO	5	573	MI	19	333	PA	72	3,378
CT	23	1,272	MN	14	936	RI	12	336
DC	1	134	MO	3	233	SC	1	148
DE	22	530	MS	56	1,414	TN	41	2,701
FL	34	2,593	MT	3	75	TX	69	3,426
GA	88	4,584	NC	6	417	UT	1	23
IL	1	41	NH	6	114	VA	27	1,767
IN	48	1,955	NJ	45	3,683	VW	26	747
KS	8	427	NM	3	105	WA	6	201
KT	2	42	NV	1	84	WI	7	176

52,074 Phones at 1,113 Facilities

CCG's exclusive agreement with GTL allows CCG unprecedented access to GTL's back office infrastructure and ticket management system, resulting in an integrated system of communication and data transfer between the companies. This dedicated and highly cooperative arrangement between GTL and CCG results in the following benefits to our customers.

Flexible & Attentive to GTL & BCSO Requirements

CCG management is directly involved with its technicians on a daily basis

> CCG strengthens GTL ability to deliver better managed & proactive service

CCG Back Office – Singularly Focused on GTL's Customers

> More than a "paycheck relationship" with each technician

> CCG technicians are fully integrated into GTL's back office:

>> o   GTL factory certified to service the ITS platform

>> o   Tech support, dispatch and ticketing system

- o Purchasing & return material authorization ("RMA") process
- o Installation teams
- o Allows CCG to respond to customer needs faster and with the right resources

Ability to quickly and efficiently move technicians between regions to maximize the quality and speed of response and service during emergency situations.

Gives technicians the ability to access help through sharing of "institutional knowledge" between fellow employees.

Ability to transport repair parts to other regions in case of a major outage.

Larger base of technicians for rotation on-call schedule reduces strain and "wear and tear on technicians" leading to increased productivity.

This centralized, single-point-of-contact approach allows CCG to carefully monitor the progress of each ticket and to report the current status of all work in progress to GTL. This centralized function ensures that all technicians are able to provide the high level of responsiveness required by GTL.

 All personnel are available on a 24X7 call out basis to respond to emergencies and major network outages. Some of the main tasks carried on at the central office include: retrieval and evaluation of diagnostic data, dispatch, tracking and monitoring of all trouble reports, database management and related reporting.

The field repair staff, working under the supervision of GTL, will assist with the installation at each of the facilities to ensure that they are familiar with the locations and specifications of all ITS hardware. In addition to providing service for telephone instruments, the field repair staff will be available for dispatch to assist GTL with any emergencies that occur relative to the GTL Inmate Telephone System.

Project Activity Involvement

Project Activity	GTL Percentage	CCG Percentage
Direction and Supervision	100 %	0 %
System Installation	80 %	20 %
Inside Conduit & Wiring	5 %	95 %
Training	100 %	0 %
Software System Monitoring	100 %	0 %
System Maintenance Activities	80%	20 %
Technical Customer Support	100 %	0 %
Billing Customer Support	100 %	0 %

Our field repair personnel are factory trained, certified technicians capable of maintaining and repairing the ITS, offender telephones and computer systems. Additionally, our field repair staff possesses the required level of knowledge relating to telco network, electronic circuits and wiring standards. They are trained to diagnose, repair and adjust telephone and ancillary equipment to ensure optimal performance and minimal down time. Our field repair staff are also trained and

equipped to handle field repairs of the network at the modular level. Working under the supervision of GTL network technical support, they perform indicated module or card exchanges and/or replacements. Field technicians are trained in the fabrication and testing of LAN interconnecting cables and have the proper equipment to repair and test them.

BCSO Based Spare Parts Warehouse

GTL provides a spare-parts inventory either at the site or with the local technicians who service the site. The number of spare telephones and other parts kept in the local inventory is adjusted as needed. Broken or damaged phones are replaced from the cache of spares. At the time of telephone replacement, an RMA is issued to replenish the inventory. Any part that is needed, but is not currently in the local spare parts inventory, will be shipped by overnight carrier from GTL's Service Center.

GTL's Proactive Approach to Maintenance and Service

GTL's commitment to proactive service begins the day a system is installed. The project manager for the installation works with our Technical Services department to monitor its performance during the first thirty days to be sure everything is operating as planned, and to measure and record the normal functioning of the system: when it is on and off, what phones are used and how often, what the mix of call types is, how long call set-up takes, variation in calling patterns, et cetera. These observations are used to establish customized thresholds which are programmed into our remote network monitoring programs and will continue monitoring the client's system 24/7/365 for the duration of the contract. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls for instance, or suddenly shows a shorter average length of call which might indicate some are being disconnected prematurely) our software will automatically notify a Technical Services staff member so that detailed diagnostics may begin. GTL often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

Remote Diagnostics

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

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

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

SNMP Monitoring

All GTL equipment at the site will have **Simple Network Management Protocol** (SNMP) capability enabled. SNMP, illustrated below, allows equipment at the site to be polled and errors trapped when appropriate. Polling results go directly to our central data centers and are monitored by GTL professionals. The functionalities of hardware components such as routers, switches, servers, IADs,

and other SNMP-enabled devices are monitored and analyzed in real-time. The SNMP poll interval is programmable. By default, polling occurs every five (5) minutes.

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

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

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

SNMP interface displays current network status and access to historical statistical data.

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

Daily Performance Level Monitoring
Changes in call traffic that might indicate subtle problems are identified through daily performance level reports. These reports measure items such as number of completed calls, number of call

attempts, daily revenue and number of validation attempts. Historical data gathered form GTL's extensive installed customer base has allowed us to build a sophisticated measurement model. This model is used to compare actual data from anticipated data. Thresholds that are exceeded or fall short of expectations are reported daily to our Customer Service department. GTL is capable of adjusting the measurement model on an installation-by-installation basis to ensure accurate problem reporting. In most cases, a problem is detected and resolved before the facility is aware that a problem has occurred.

Quarterly Quality Sweeps

Each quarter, every GTL maintained and serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, network health and function, et cetera.

GTL's Technical Support Approach

GTL Technical Support is available **24 hours a day, 365 days a year**. GTL's **first response** to a call can usually be measured in minutes, not hours. The first step toward problem resolution is an assessment of the problem through an interview with the caller and, if appropriate, an **on-the-spot log-in** to the site's GTL Inmate Telephone System. Frequently, user-problems are resolved during the initial phone call. Whether solved immediately or through further steps, every system-related call is recorded and tracked in our electronic Technical Support Trouble Ticket Management program.

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

GTL's toll-free number (800-646-6283) is manned 24 hours per day, 365 days per year by a GTL representative. 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.

Scheduled Maintenance and Service

The keys to GTL's successful Maintenance and Service Program are diligent monitoring of the inmate telephone system and the use of qualified and competent field service technicians. GTL technicians visit the facility on a regularly scheduled basis and make contact with facility personnel to address any new concerns. Each regular visit will include the following:

- Physical test of inmate phones for functionality including voice prompts, keypad operation, and handset operation. Test all outbound trunks for dial tone and proper PIC code. Complete all required inmate phone repairs.
- Operational test of call processing equipment and perform routine maintenance and cleaning.
- Ensure that any new facility personnel who work with the inmate phone system are familiar with the proper operation of the system and provide training as necessary.
- Ensure that the appropriate facility personnel have repair and technical service escalation materials.
- Forward the completed GTL Scheduled Maintenance & Service Form to GTL for Technical Service to evaluate and track.

Unscheduled Maintenance and Repairs

When GTL Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. GTL personnel's response to the customer is immediate and the dispatch of field technicians, if required, is in accordance with contract requirements. Unscheduled maintenance and repairs include the following:

- The GTL-provided technician receives any further details or instructions involving inmate phone system issues.
- The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.
- The technician notifies GTL Technical Service of completion of the trouble, and details on resolution of the trouble.

Trouble Tickets

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

Work Order Timeframes

Non-Emergency Work Orders:

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

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

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

Requests for training.

Emergency Work Orders:

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

Work Order Updates:

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

Severity	Work Order Update
P-1	Every 2 hours
P-2	Every 4 hours
P-3	Every 6 hours
P-4	Every 8 hours
N/A	As Needed

Service Priority Levels and Response Times

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

The sample log of a portion of our preventative maintenance and checklists is shown below.

Metro Detention - Equipment Room Check List	Yes/No
Log the ambient temperature of the equipment room on the Periodic Maintenance Log. <72°F ideal.	80°
Is the room overly dusty or dirty? YES / NO	No
Is the room cluttered and restricting airflow? YES / NO	No
Is the lighting in the room adequate? YES / NO	Yes
Are there any audible alarms sounding? YES / NO	No
Are there any visible alarm conditions on the CSU or Router? YES / NO	No
Does the Ethernet Hub show connectivity? YES / NO	Yes
Is the wiring behind the controller neat and orderly? YES / NO	Yes
Are all lines, circuits labeled at the smart jack, RJ or other terminating device? YES / NO	Yes
Back-up validation line checked at the modem for dial tone? YES / NO	Yes
Is the equipment rack bonded / grounded? YES / NO	Yes
Are the 66 Blocks or Station cables bonded / grounded? YES / NO	Yes
Overall is the integrity of the grounding system intact? YES / NO	Yes
Are the equipment filters and power supplies adequately cleaned? YES / NO	Yes
Does the Battery Backup / UPS appear to be in normal mode? YES / NO	Yes
Is there a Maintenance Log present? YES / NO	Yes on file
Is there an RMA Log present? YES / NO	Yes on file
Have all stations been tested at the 66 Block with a Butt set? YES / NO	Yes

8.2   The vendor will designate a single point of contact (of a technical nature) that will provide one-on-one, in-depth technical assistance for the maintenance of the system for all issues that may arise related to the operation, maintenance and support of the system.

GTL acknowledges and understands.

While the Account Executive, Terek Green, will be the point of contact, for technical issues and support, your Field Service Technical Manager, Colby Pitman, will handle all field service issues. Colby will manage the onsite technicians required for the RFR.

8.3   At all times, while at the BCSO, Vendor staff shall comply with all the rules, regulations, directives and Operational Orders of the BCSO. The Vendor staff vehicles, if located on the grounds of the BCSO, shall be subject to search. Said rules shall be made available by the BCSO.

GTL acknowledges and understands.

8.4   The BCSO reserves the right to restrict access to the facility or require immediate removal of vendor employees or contractors without prior notification to vendor

GTL acknowledges and understands.

8.5 Explain, in detail, the vendor's definition of non-emergency service calls and its non-emergency response procedure, including the response times in the event of a non-emergency service call. Please describe how the BCSO is kept informed of progress.

GTL acknowledges and understands.

Non-Emergency Work Orders:

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

- A problem with one telephone, in a pod that contains mulitple phones.
- The failure of an individual PIN account, Allow List, etc..
- Requests for training.

8.6 Explain, in detail, the vendor's definition of an emergency service call and its emergency response procedure, including the response time for an emergency service call. Describe how the BCSO is kept informed of progress when an outage occurs.

GTL acknowledges and understands.

Emergency Work Orders:

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

8.7 The vendor will be required to provide a toll-free telephone number with access to a live operator twenty-four hours per day, seven days per week to BCSO staff for reporting service issues, nonscheduled maintenance and requests for system administration. Vendor must include the process it uses to respond to such calls, the average length of time BCSO staff must wait on hold before being connected with a vendor representative, and the average length of time it takes to resolve service calls.

GTL acknowledges and understands.

24 Hours/Day, 7 Days/Week, 365 Days/Year Technical Support
GTL's toll-free number (800-646-6283) is manned 24 hours per day, 365 days per year by a GTL representative. 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.

GTL Technical Support is available **24 hours a day, 365 days a year**. GTL's **first response** to a call can usually be measured in minutes, not hours. The first step toward problem resolution is an assessment

of the problem through an interview with the caller and, if appropriate, an **on-the-spot log-in** to the site's GTL Inmate Telephone System. Frequently, user-problems are resolved during the initial phone call. Whether solved immediately or through further steps, every system-related call is recorded and tracked in our electronic Technical Support Trouble Ticket Management program.

When GTL Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. GTL personnel's response to the customer is immediate and the dispatch of field technicians, if required, is in accordance with contract requirements. Unscheduled maintenance and repairs include the following:

> The GTL-provided technician receives any further details or instructions involving inmate phone system issues.

> The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.

> The technician notifies GTL Technical Service of completion of the trouble, and details on resolution of the trouble.

Trouble Tickets

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

Trouble Ticket Creation and Flow

Incoming Call → **Technical or Billing Issue?**

- Billing → Called party provided with billing support number 877-650-4249 or Name, contact information, and issue emailed to billing support.
- Technical Support → Collect information on issue from facility representative. → Check system for existing troubles. → **Related to existing trouble ticket?**
  - Yes → Facility rep informed of issue status. Any additional information added to ticket.
  - No → Open Priority 1, 2 or 3 Trouble Ticket → **Priority 1 Ticket?**

Initial Research

1. Verify the problem
2. Verify Location of issue (does the reported location exist)
3. Call search and or monitoring.
4. Check Phone System
5. If you cannot connect to the Phone system, check router
6. If all phones down verify power

Perform initial research, troubleshooting, and determine trouble priority.

Priority 1 Ticket?
- No → Perform initial research...
- Yes → Contact FSM and On Call Team Lead to notify of Priority 1 Ticket

Issue resolved via remote access?
- Yes → Contact facility to report/verify that problem is resolved.
- No → **Router or Circuit Issue?**
  - Yes → Open Action for GTL Network and Provisioning and with LEC as necessary.
  - No → **Technician dispatched?**
    - Yes → Repair and resolution of issue is complete.

Close Trouble Ticket

If Priority 1, FSM contacts Customer Point of Contact to assure knowledge and resolution.
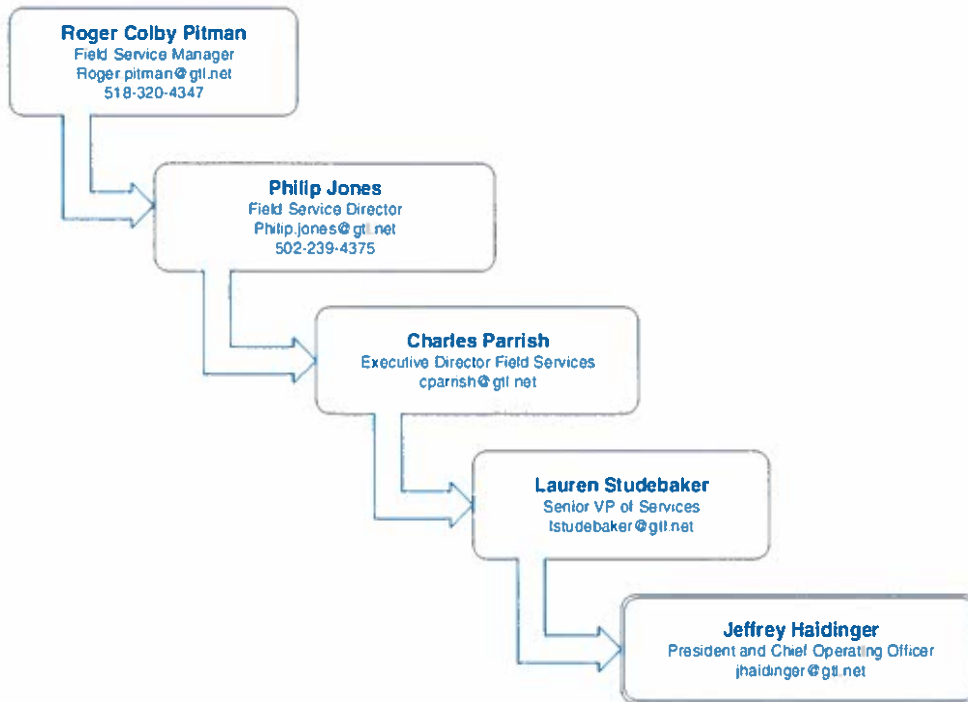
8.8   Provide an escalation plan for resolution of complaints or problems that are not handled within normal response times. Identify the name, title and telephone number of management-level employees to be contacted above the person responsible for the account. Disclose and explain the procedure for notifying the next level, including the timetable for notification.

GTL acknowledges and understands.

GTL Escalation Plan

Trouble Escalation Path

Complete contact information is provided upon contract award.

Roger Colby Pitman
Field Service Manager
Roger.pitman@gtl.net
518-320-4347

Philip Jones
Field Service Director
Philip.jones@gtl.net
502-239-4375

Charles Parrish
Executive Director Field Services
cparrish@gtl.net

Lauren Studebaker
Senior VP of Services
lstudebaker@gtl.net

Jeffrey Haidinger
President and Chief Operating Officer
jhaidinger@gtl.net

Service Priority Levels
Work Order Updates
For each priority (P) level, the minimum frequency at which progress updates are normally provided are indicated in the table below. Upon BCSO request, progress notifications can be provided with greater or lesser frequency.

Severity	Work Order Update
• P-1	• Every 2 hours

- P-2
- P-3
- P-4
- N/A

- Every 4 hours
- Every 6 hours
- Every 8 hours
- As Needed

Service Priority Levels and Response Times

Priority 1	• 50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions. • Response time is less than one (1) hour. • Resolution time is less than three (3) hours without site visit. • Resolution time is less than six (6) hours with a site visit.
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Trouble Tickets

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

Trouble Ticket Creation and Flow
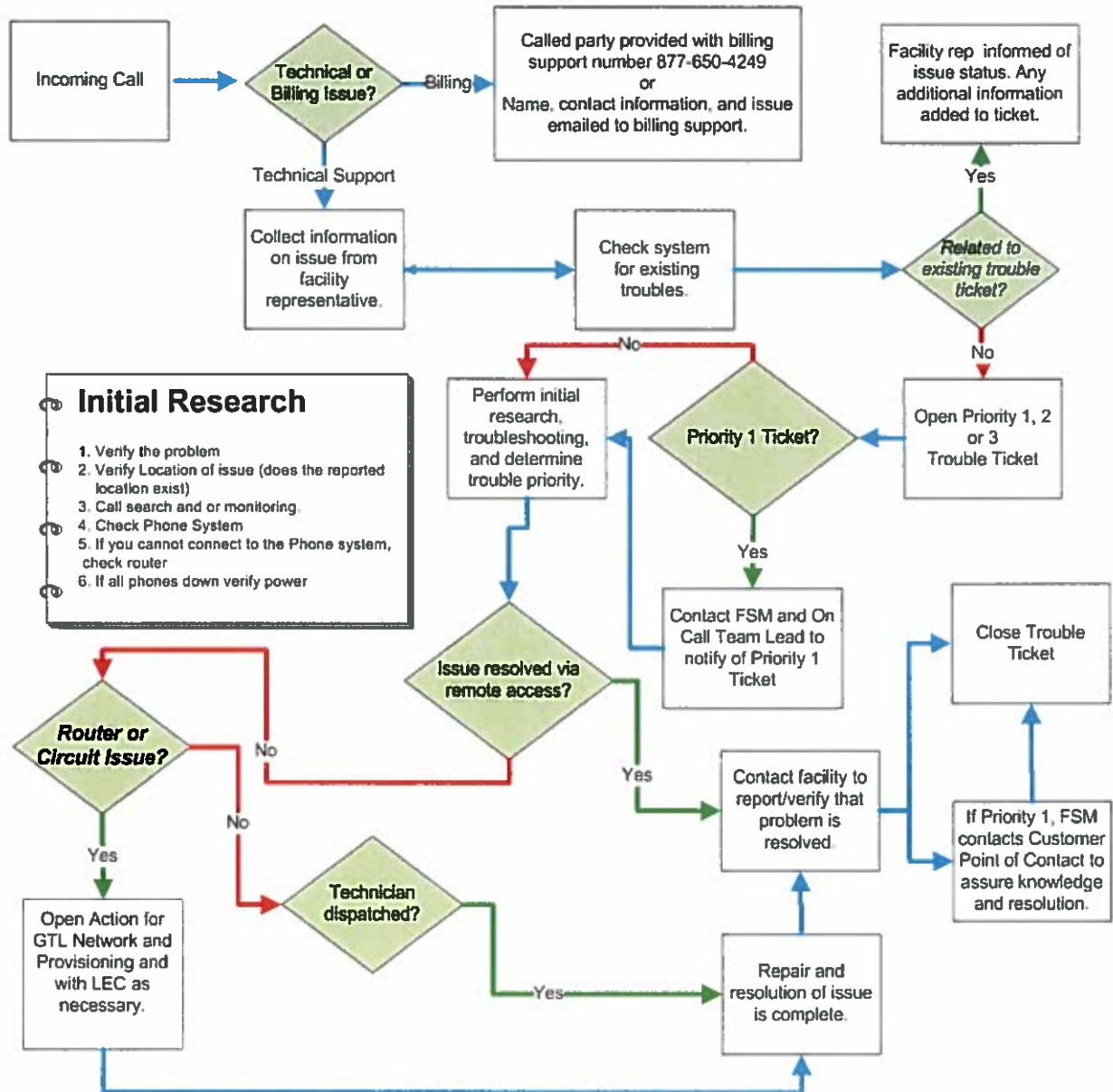
8.9   Due to the possibility of lightning strikes at the facility which may affect service, vendor must provide a description of its surge/strike protection for the proposed system.

GTL acknowledges and understands.

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

In single-building situations, it is normal for the station side of the GTL system not to provide lightning protection, since there is little opportunity for lightning to enter the system through the phones or video stations.

However, when an ITS and VVS includes remote buildings, lightning can enter the system and may cause the destruction of the station and/or other hardware. As this destruction can cause service interruptions, during initial site surveys, GTL will verify (or arrange to ensure) that any 3rd party circuit company grounding systems meet certain minimum requirements.

8.10   The vendor will maintain on-site at the BCSO a stock of commonly used telephone parts (such as handsets, keypads, etc.)

GTL acknowledges and understands. GTL will have an onsite area for spare parts.

BCSO Based Spare Parts Warehouse
GTL provides a spare-parts inventory either at the site or with the local technicians who service the site. The number of spare telephones and other parts kept in the local inventory is adjusted as needed. Broken or damaged phones are replaced from the cache of spares. At the time of telephone replacement, an RMA is issued to replenish the inventory. Any part that is needed, but is not currently in the local spare parts inventory, will be shipped by overnight carrier from GTL's Service Center.

8.11   State the location of the vendor's nearest service center to the BCSO. Indicate where additional or replacement parts are stored and the location of the person(s) responsible for monitoring operations and responding to maintenance or service calls. Vendor must guarantee that it will provide telephone equipment personnel who have been fully trained, manufacturer certified, and/or qualified on the equipment and software to be installed at the BCSO.

GTL acknowledges and understands.

GTL will manage and be responsible for every aspect of the BCSO's inmate telephone system and other services and systems. When a call for service comes into GTL's Technical Support Center, if needed, the Service Center dispatches a local technician to the site. GTL provides qualified local staff through a **subcontracted agreement with Cooper Communications Group (CCG), which is organized to** provide this service exclusively for GTL accounts. As noted in the table below, CCG with GTL have service centers in the major areas of Massachusetts and in nearby New Hampshire, Vermont, Rhode Island, Connecticut, and Vermont providing service and support to the DOCs and major county contracts.

Cooper Communications Group (CCG)

CCG field repair technicians will maintain the GTL ITS platform, inmate telephones and other on-site equipment such as telco components and wiring/cabling. CCG is the correction industry's largest independent service, maintenance and repair provider.

CCG provides service to GTL in 42 states maintaining approximately 52,000 offender telephones at more than 1,100 state, county and municipal facilities. CCG's **nationwide presence**, indicated in the table below, includes more than 187 certified technicians, deployed to install, maintain and repair the GTL systems serving our city, county and state DOC customers.

CCG Nationwide Presence

State	Sites	Phones	State	Sites	Phones	State	Site	Phones
AL	47	1,691	LA	25	1,122	NY	11	857
AR	30	790	MA	20	1,231	OH	91	3,345
AZ	9	197	MD	5	398	OK	40	1,056
CA	164	8,533	ME	15	307	OR	6	99
CO	5	573	MI	19	333	PA	72	3,378
CT	23	1,272	MN	14	936	RI	12	336
DC	1	134	MO	3	233	SC	1	148
DE	22	530	MS	56	1,414	TN	41	2,701
FL	34	2,593	MT	3	75	TX	69	3,426
GA	88	4,584	NC	6	417	UT	1	23
IL	1	41	NH	6	114	VA	27	1,767
IN	48	1,955	NJ	45	3,683	VW	26	747
KS	8	427	NM	3	105	WA	6	201
KT	2	42	NV	1	84	WI	7	176

52,074 Phones at 1,113 Facilities

CCG's exclusive agreement with GTL allows CCG unprecedented access to GTL's back office infrastructure and ticket management system, resulting in an integrated system of communication and data transfer between the companies. This dedicated and highly cooperative arrangement between GTL and CCG results in the following benefits to our customers.

Our field repair personnel are factory trained, certified technicians capable of maintaining and repairing the ITS, offender telephones and computer systems. Additionally, our field repair staff possesses the required level of knowledge relating to telco network, electronic circuits and wiring standards. They are trained to diagnose, repair and adjust telephone and ancillary equipment to ensure optimal performance and minimal down time. Our field repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of GTL network technical support, they perform indicated module or card exchanges and/or replacements. Field technicians are trained in the fabrication and testing of LAN interconnecting cables and have the proper equipment to repair and test them.

8.12　Define the features and/or functions of the system that are controlled, programmed or implemented from remote facilities. State how often functions are updated and by whom. Describe how the telephones are polled by the system, how often this occurs and the information gathered during remote diagnostics. Indicate the point in this process the vendor and the BCSO are informed that one or more phones may be down. Include vendor's track record in remote diagnostics, and the vendor's policies and procedures for notifying the BCSO of scheduled service or maintenance that may result in a service interruption to any offender telephone or service.

GTL acknowledges and understands.

Service and Support Through Remote Facilities

Remote Diagnostics

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

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

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

SNMP Monitoring

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

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

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

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

SNMP interface displays current network status and access to historical statistical data.

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

Daily Performance Level Monitoring

Changes in call traffic that might indicate subtle problems are identified through daily performance level reports. These reports measure items such as number of completed calls, number of call attempts, daily revenue and number of validation attempts. Historical data gathered form GTL's extensive installed customer base has allowed us to build a sophisticated measurement model. This model is used to compare actual data from anticipated data. Thresholds that are exceeded or fall short of expectations are reported daily to our Customer Service department. GTL is capable of adjusting the measurement model on an installation-by-installation basis to ensure accurate problem reporting. In most cases, a problem is detected and resolved before the facility is aware that a problem has occurred.

Quarterly Quality Sweeps

Each quarter, every GTL maintained and serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, network health and function, et cetera.

8.13   The vendors must provide a system that does not need to be taken "off-line" in order to make changes, additions or retrieve reports.

GTL acknowledges and understands.

GTL's system remains online for the life of the contract.

8.14   Explain the vendor's policy on call traffic analysis. How often does the vendor analyze call traffic? What are the steps included in the analysis?

GTL acknowledges and understands.

GTL's ITS is designed for easy, real-time, customizable/ad hoc reporting all ITS information needed by facility administrators and investigators alike. Powerful, but easy to use, reporting functionalities simplify the process of generating standard or customized reports that deliver exactly the information needed by each user. The reporting features are available via ITS **Anywhere Anytime Access** (no VPN required). Properly authorized users may access the reporting tools from any onsite ITS workstation, the client' on-site PCs, or any off-site PC (desktop or laptop).

The GTL ITS provides (5) reporting tools:

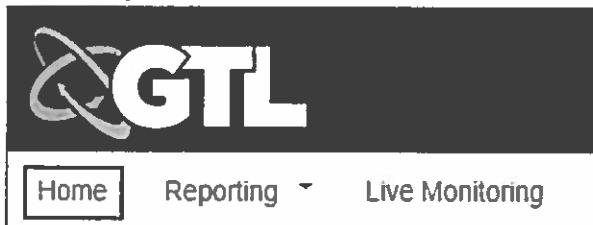> **Home Page Graphs** – Call activity information at a glance
>
> **Call Detail Reporting** – Designed primarily for investigators
>
> **GTL Designed Reports** - Preconfigured commonly used report templates
>
> **Advanced Reports** – Designed primarily for administrators
>
> **Report Builder** – Build custom and ad hoc reports

Home Page Graphs

The **Home Page** displays a user defined date range of information in graphical format about the client's overall system or each facility's Call Results, Calls Per Hour, Revenue by Call Type, Total Calls in Progress, and Validation Status for the current day.