

THIS AGREEMENT made the 9th day of November 2018
by and between

THE COUNTY OF WESTCHESTER, a municipal Corporation of the State of New York having an office and place of business at 148 Martine Avenue, White Plains, New York 10601 (hereinafter referred to as the "County").

And

GLOBAL TEL LINK, having an office and principal place of business at 2609 Cameron Street, Mobile, Alabama 36607 (hereinafter referred to as "GTL")

WHEREAS, by Resolution approved on September 13, 2018, the County of Westchester (hereinafter the "County") was authorized to enter into an agreement (hereinafter the "Agreement") whereby GTL agrees to provide the County with inmate telephone and payment services as well as coin telephone services.

NOW, THEREFORE, in consideration of the terms and conditions herein contained, the parties agree as follows:

FIRST: GTL shall provide for the installation and maintenance of all necessary equipment to provide inmate telephone and payment services as well as coin telephone services for various County facilities at the rates and terms contained in Schedule "A" attached hereto and made a part hereof.

The County shall be responsible for and shall, at its expense, provide reasonable space and lighting for GTL's equipment; be responsible for maintain the 110-Volt AC electrical service and for payment of recurring utility service bills; keep the equipment areas and inmate telephone areas free from debris and obstructions; take reasonable precautions to protect GTL property from damage, vandalism, theft or hazardous conditions and promptly report any

damage, vandalism, theft, service failure or hazardous condition to GTL; provide GTL or its designee with reasonable access to the telephone records relating to this Agreement; and provide GTL; its agents or representative, access to the telephones at reasonable times upon request.

GTL, either itself or through its subcontractor, shall provide all necessary equipment, telephones, public coin telephones, enclosures, kiosks, wiring, ancillary equipment and maintenance in accordance with industry standards at the designated location.

All equipment placed pursuant to this Agreement shall remain the property of GTL or its subcontractor, as the case may be, and at the termination or expiration of this Agreement, GTL shall have the right to enter the premises, under the supervision of the County, and remove any said equipment placed thereon pursuant to this Agreement. Upon removal of the equipment, GTL or its subcontractors shall be responsible for any damage to the premises to the extent such damage is caused by the negligent acts or omissions of GTL or its subcontractor.

SECOND: In consideration of the concession granted, GTL shall: A) pay the County a commission of 62% on the total billed revenue from telephones; B) put in escrow \$200,000.00 to be used for enhanced technology at the County's request; C) roll over an escrow balance of \$61,652.63 remaining from the previous agreement into the new term; and D) provide enhanced technology to the inmate telephone system.

GTL shall pay to the County, monthly, the above described fees within one (1) month of the end of the reporting month. Such percentage fees shall be paid simultaneously with the submission of the commission report. The commission report shall list the telephone numbers, location, number of minutes, total revenue and commissions paid. The commission reports must be available to the County for both public coin and inmate telephone service. The commission reports for the inmate telephones must also be made available to the Department of Correction Administrator, Westchester County Department of Corrections, Box 389, Valhalla, N.Y. 10595.

GTL shall develop additional reports as may be reasonably required and provide such reports at a frequency mutually agreeable to both parties. GTL must maintain an accurate recording and tracking system for substantiating commission payments.

Call detail reports shall be made available to the County on an as-needed basis. The Call Detail Reports for the inmate telephones must be made available via the provided workstation to the Department of Corrections Administrator.

The County retains the right to audit the calling data and revenues resulting in commissions from the coin and inmate telephone system upon ten (10) days prior written notice. In the event an audit reflects underpayment to the County, then GTL shall reimburse to the County the cost of such audit and the amount of such underpayment within thirty (30) days of notice from the County. Unless the County shall, in writing, advise GTL to the contrary, GTL shall retain all financial records related to this Agreement for a period of six years after the expiration of this Agreement.

THIRD: The term of this Agreement shall commence on August 1, 2018 and shall terminate on July 31, 2021, unless terminated earlier as described herein. The County, at its sole option, may renew this agreement, upon the same terms and conditions, for one (1) additional two (2) year term by providing GTL at least thirty (30) days prior written notice of its intention to renew.

FOURTH: Prior to the making of any payments hereunder, the County may, at its option, audit such books and records of GTL as are reasonably pertinent to this Agreement to substantiate the basis for payment. The County will not withhold payment pursuant to this paragraph for more than thirty (30) days after payment would otherwise be due pursuant to the provisions of this Agreement, unless the County shall find cause to withhold payment in the course of such audit or GTL fails to cooperate with such audit. The County shall, in addition, have the right to audit such books and records subsequent to payment, if such audit is commenced within one year following termination of this Agreement.

FIFTH: Either party may terminate this Agreement if the Federal Communications Commission, a State Public Utility Commission or a Court of competent jurisdiction issues an order or ruling which materially and adversely affects this Agreement, or the party's ability to perform its responsibilities as set forth herein. Such termination shall not give rise to any claims for damages, provided, however, that the parties shall comply with their obligations hereunder up to the date of termination.

If either party shall default in the performance of any of its obligations hereunder and fails to cure the default within thirty (30) days of written notice describing said default, the non-defaulting-part shall have the right to terminate this Agreement, upon or after expiration of said thirty (30) day period, by subsequent written notice of termination.

SIXTH: All records compiled by GTL in completing the work described in this Agreement, including but not limited to written reports, studies, drawings, blueprints, negatives of photographs, computer printouts, graphs, charts, plans, specifications and all other similar recorded data, shall become and remain the property of the County. GTL may retain copies of such records for its own use and shall not disclose any such information without the express written consent of the County.

SEVENTH: Any purported delegation of duties or assignment of rights under this Agreement without the prior express written consent of the County is void. GTL shall not subcontract any part of the Work without the written consent of the County. All subcontracts shall provide that sub-contractors are subject to all terms and conditions set forth in the contract documents. All work performed by a sub-contractor shall be deemed work performed by GTL.

EIGHTH: GTL represents and warrants that it has not employed or retained any person, other than bona fide full time salaried employees working solely for GTL to solicit or secure this agreement, and that it has not paid or agreed to pay any person (other than payments

to a bona fide full time salaried employee working solely for GTL) any fee, commission, percentage, gift or other consideration, contingent upon or resulting from the award or making of this Agreement. For the breach or violation of this provision, without limiting any other rights or remedies to which the County may be entitled or any civil or criminal penalty to which any violator may be liable, the County shall have the right, in its discretion, to terminate this Agreement without liability, and to deduct from the contracts price, or otherwise to recover, the full amount of such fee, commission percentage, gift or consideration.

NINTH: GTL shall comply, at its own expense, with the provisions of all applicable local, state and federal laws, rules and regulations, including, but not limited to, those applicable to GTL as an employer of labor. GTL shall further comply, at its own expense, with all applicable rules, regulations and licensing requirements pertaining to its professional status and that of its employees, partners, associates, sub-contractors and others employed to render the services hereunder.

TENTH: GTL expressly agrees that neither it nor any Contractor, sub-contractor, employee, or any other person acting on its behalf shall discriminate against or intimidate any employee or other individual on the basis of race, creed, religion, color, gender, age, national origin, ethnicity, alienage or citizenship status, disability, marital status, sexual orientation, familial status, genetic predisposition or carrier status during the term of or in connection with this Agreement, as those terms may be defined in Chapter 700 of the Laws of Westchester County. GTL acknowledges and understands that the County maintains a zero tolerance policy prohibiting all forms of harassment or discrimination against its employees by co-workers, supervisors, vendors, contractors, or others.

ELEVENTH: In addition to, and not in limitation of the insurance requirements contained in Schedule "B", entitled "Standard Insurance Provisions", which is attached hereto and made a part hereof, GTL agrees:

(a) that except for the amount, if any, of damage contributed to, caused by, or resulting from the negligence of the County, GTL shall indemnify and hold harmless the County, its officers, employees and agents from and against any and all liability, damage, claims,

demands, costs, judgments, fees, attorney's fees or loss arising directly or indirectly out of the performance or failure to perform hereunder by GTL or third parties under the direction or control of GTL; and

(b) except to the extent caused by, or resulting from the negligence of the County, GTL shall provide defense for and defend the County, at GTL's sole expense, any and all claims, demands or causes of action directly or indirectly arising out of the performance or failure to perform under this Agreement by GTL or third parties under the direction or control of GTL, and to bear all other costs and expenses related thereto.

In the event GTL does not provide the above defense and indemnification to the County, and such refusal or denial to provide the above defense and indemnification is found to be in breach of this provision, then GTL shall reimburse the County's reasonable attorney's fees incurred in connection with the defense of any action, and in connection with enforcing this provision of the Agreement.

(c) Notwithstanding the foregoing, the County agrees that GTL has no responsibility to advise the County with respect to any applicable law, regulation, or guideline that may govern or control telephone call recordation or monitoring by the County, or compliance therewith. The County has its own legal counsel to advise it concerning any and all such applicable law, regulation, or guideline, and compliance therewith. GTL disclaims any responsibility to provide, and in fact has not provided, the County any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith. Except to the extent caused by, or resulting from the negligence of GTL, the County agrees to indemnify, defend, and hold GTL harmless from any liability, claims, suits, proceedings, damages, costs, and expenses (including attorney's fees) relating to any claims made against GTL by any person arising out of failure of the County to comply with such applicable law, regulation or guideline. The County also agrees that all call detail records and call recordings created pursuant to this Agreement are the exclusive property of the County for the term of this Agreement and any resulting extensions of this Agreement.

TWELFTH: Pursuant to Section 308.01 of the Laws of Westchester County, it is the goal of the County to use its best efforts to encourage, promote and increase the participation of business enterprises owned and controlled by persons of color or women in contracts and projects funded by all departments of the County. Attached hereto and forming a part hereof as Schedule "C" is a Questionnaire entitled Business Enterprises Owned and Controlled by Persons of Color or Women. GTL agrees to complete the questionnaire attached hereto as Schedule "C", as part of this Agreement.

THIRTEENTH: All notices of any nature referred to in this Agreement shall be in writing and either sent by registered or certified mail postage pre-paid, or delivered by hand or overnight courier, or sent by facsimile (with acknowledgment received and a copy of the notice sent by registered or certified mail, postage pre-paid), as set forth below or to such other addresses as the respective parties hereto may designate in writing. Notice shall be effective on the date of receipt. Notices shall be sent to the following:

To the County:

Chief Information Officer
Michaelian Office Building, Room 313
148 Martine Avenue
White Plains, New York 10601

with a copy to:

County Attorney
Michaelian Office Building, Room 600
148 Martine Avenue
White Plains, New York 10601

To GTL:

Global Tel Link
12021 Sunset Hills Road
Reston, Virginia 20190
Attention: Legal Department

FOURTEENTH: Pursuant to Act No. 56-1999, no County procuring officer may award or recommend for award any contract not subject to competitive bidding to a party that does not execute a certification in substantially the form attached hereto and forming a part hereof as Schedule "D". Therefore, GTL agrees, as part of this Agreement, to complete the form attached hereto as Schedule "D".

FIFTEENTH: GTL and the County agree that GTL and its officers, employees, agents, consultants, subconsultants and/or consultants are independent contractors and not employees of the County or any department, agency or unit thereof. In accordance with their status as independent contractors, GTL covenants and agrees that neither GTL nor any of its officers, employees, agents, contractors, subconsultants and/or consultants will hold themselves out as, or claim to be, officers or employees of the County or any department, agency or unit thereof.

SIXTEENTH: Failure of the County to insist, in any one or more instances, upon strict performance of any term or condition herein contained shall not be deemed a waiver or relinquishment of such term or condition, but the same shall remain in full force and effect. Acceptance by the County of any work or the payment of any fee or reimbursement due hereunder with knowledge of a breach of any term or condition hereof, shall not be deemed a waiver of any such breach and no waiver by the County of any provision hereof shall be implied.

SEVENTEENTH: This Agreement and its attachments constitute the entire Agreement between the parties with respect to the subject matter hereof and shall supersede all previous negotiations, commitments and writings. It shall not be released, discharged, changed or modified except by an instrument in writing signed by a duly authorized representative of each of the parties.

In the event of any conflict between the terms of this Agreement and the terms of any schedule or attachment hereto, it is understood that the terms of this Agreement shall be controlling with respect to any interpretation of the meaning and intent of the parties.

EIGHTEENTH: Nothing herein is intended or shall be construed to confer upon or give to any third party or its successors and assigns any rights, remedies or basis for reliance upon, under or by reason of this Agreement, except in the event that specific third party rights are expressly granted herein.

NINETEENTH: GTL recognizes that this Agreement does not grant GTL the exclusive right to perform the Work for the County and that the County may enter into similar agreements with other Consultants on an “as needed” basis.

TWENTIETH: This Agreement shall be executed in duplicate and may be executed simultaneously in several counterparts, each of which shall be an original and all of which shall constitute but one and the same instrument. This Agreement shall be construed and enforced in accordance with the laws of the State of New York. In addition, the parties hereby agree that for any cause of action arising out of this Agreement shall be brought in the County of Westchester.

If any term or provision of this Agreement is held by a court of competent jurisdiction to be invalid or void or unenforceable, the remainder of the terms and provisions of this Agreement shall in no way be affected, impaired, or invalidated, and to the extent permitted by applicable law, any such term, or provision shall be restricted in applicability or reformed to the minimum extent required for such to be enforceable. This provision shall be interpreted and enforced to give effect to the original written intent of the parties prior to the determination of such invalidity or unenforceability.

TWENTY-FIRST: Attached hereto and forming a part hereof as Schedule “E” is a questionnaire entitled “Required Disclosure of Relationships to County.” GTL agrees to complete said questionnaire as part of this Agreement. In the event that any information provided in the completed questionnaire changes during the term of this Agreement, GTL agrees to notify County in writing within ten (10) business days of such event. GTL shall also have each approved subcontractor complete this questionnaire and shall advise the subcontractor of the duty to report any changes to the information contained therein to GTL within ten (10) business days of such event and such information shall be forwarded by GTL to the County.

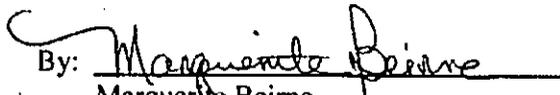
TWENTY-SECOND: It is recognized and understood that the County shall evaluate the performance of this contract by GTL and shall use such evaluation in deciding to award future contracts to GTL.

TWENTY-THIRD: GTL agrees to complete the Criminal Background Disclosure as required by Executive Order No. 1-2008 and attached hereto as Schedule "F" through "F-5" which is hereby incorporated by reference.

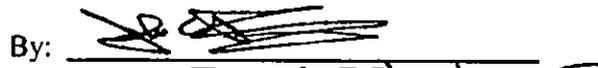
TWENTY-FOURTH: This Agreement shall not be enforceable until signed by both parties and approved by the Office of the County Attorney.

IN WITNESS WHEREOF, The County of Westchester and Global Tel Link have caused this Agreement to be executed.

THE COUNTY OF WESTCHESTER

By: 
Marguerite Beirne
Chief Information Officer

GLOBAL TEL LINK

By: 
Name: John C. Fitzsimbergh
Title: CFO

Authorized by the Board of Acquisition and Contract of the County of Westchester on the 13th day of September, 2018.

Approved as to form and manner of execution


Associate County Attorney
County of Westchester

SCHEDULE "A"
GTL PROPOSAL



The Corrections Innovation Leader

Your Single Trusted Source of Inmate Telephone and
Technology Solutions

WESTCHESTER COUNTY JAIL

Inmate Telephone and Payment Services Solutions

Westchester County Jail
Commissioner of Corrections
Joseph Spano
10 Woods Road
Valhalla, NY 10595

William Paquette
GTL Account Manager
Office: 518-877-3075
william.paquette@gtl.net

| Proposal Letter & Financial Offering
Westchester County Jail



The Corrections Innovation Leader

June 25, 2018

Westchester County Jail
Commissioner of Corrections
Joseph Spano
10 Woods Road
Valhalla, NY 10595

Dear Commissioner Spano,

I want to thank you for the opportunity to present to you a proposal to extend our contract for inmate telephone services. Global Tel*Link (GTL) has been the trusted vendor of the Westchester County Department of Correction for jail management software and inmate telephone services for over fifteen years. The proposed contract extension offer allows us to expand upon this successful partnership.

GTL understands the importance of selecting the right partner to provide the best combination of products, services, and support to allow Westchester County the flexibility in administering advanced technologies. However, what is often overlooked are the core principles of a company that guide every business decision and its entire approach within their industry. Global Tel*Link is built on a foundation of Vision, Value, and Trust. We know these are the reasons more correctional agencies choose GTL over any other vendor.

In the following pages, we outline a contract renewal option for the Westchester County Department of Correction. In addition, our offering includes several technology enhancements that will bring tremendous benefits to the daily operations of the prison in the form of operational efficiencies, and added security.

Technology Incentives

The below technologies are included at no cost or commission reduction to the Westchester County Department of Correction in exchange for a three (3) year contract extension with an optional two (2) year extension.

- **Technology Grant:** GTL will provide Westchester County with a \$200,000 Technology Grant in addition to the remaining amount of the present grant. These funds will be held in escrow and utilized at the request of the county.
- **Continued Use of the Existing Inmate Telephone System:** GTL's feature-rich Inmate Telephone System (ITS) is a turnkey solution that comes complete with all hardware and software, including the telephone network, circuits, monitoring and recording system, call-control system, secure database, telephones, workstations, printers, and associated software. GTL maintains and supports all ITS equipment, software, and functionality for the term of the contract.
- **Banking/Payment System:** We will provide a full suite of payment products to the Westchester County Department of Correction at no cost which includes our Web Payment Portal, Lobby Deposit Kiosk, Booking/Intake Kiosk, and Phone/IVR Payments. This can also

include the Debit Release Card Program with Numi Financial. Additional information about GTL's best-in-class Payment Services Solutions are detailed below.

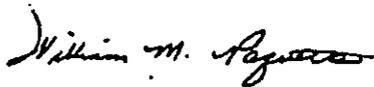
- **Seamless Debit Phone Calling:** We will provide for seamless, on demand, debit phone calling where the inmate places debit calls directly from the funds within his/her inmate Trust account. This requires no transferring of funds or purchasing of debit time via commissary. This real-time debit calling has been shown to increase call volumes and overall inmate morale.
- **Full-Time Onsite Technician:** Provide a Full-time, 40-hours per week, certified technician that is knowledgeable and proficient in all GTL products and services at the Westchester County Jail for the duration of this contract extension at NO COST to Westchester County. The present technician will be provided for the duration of this contract. This technician will support the smooth running of our various systems and be the first line of defense should issues be reported. This technician will also be the liaison to Technical Support and will be chosen and approved by Westchester County.
- **Westchester County coin telephones:** GTL will maintain and repair the existing coin telephones that are located on Westchester County properties.
- **Redundant ITS Circuit:** GTL will continue to provide and maintain a redundant circuit for the Westchester County Correctional facility's Inmate Telephone System throughout the term of the contract.

We appreciate your time and consideration and look forward to discussing your thoughts and comments at your earliest convenience.

Again, I want to thank you for the confidence you have shown us over the course of our successful partnership. Should you have any questions, please do not hesitate to contact me at your convenience

We look forward to expanding upon our successful partnership with Westchester County.

Sincerely,



William Paquette
Account Manager
Ph. 518-877-3075
william.paquette@gtl.net



GTL Financial Offer Overview

Global Tel*Link (GTL) is proud to present a financial offer to Westchester County that provides a balance of proven technology coupled with modest calling rates for your inmates and their friends and family members as well as very lucrative commissions back to the County.

GTL is your trusted partner of over fifteen years! Our Core Principles of Vision, Value and Trust guide all of business decisions. Our financial offers are straight-forward and easy to understand. The easy to read chart shows what you will receive with each of the offers.

GTL offers compelling reasons to continue this successful partnership while improving on the current products and services including: enhanced industry-leading Investigative Tools, Keyword Search, Secure Messaging/Email, Visitation Phone System and a Wireless Tablet Program, to name a few. A few key benefits of our offer to Westchester County include:

- The continuity of the account team, Bill Paquette, Tony Pellegrino and Colby Pitman, who you have come to know and trust over the course of the past eighteen plus years.
- Continued access to the existing call records and recordings from the proposed GTL ITS ensuring the preservation of the chain of custody.
- No Change Factor for Staff, Inmates, Friends and Family which can lead to confusion, unrest in the inmate population, headaches and lost revenue.
- **PROVEN** integration between our Phone System and your JMS system. With GTL, there is no risk since we have a proven integration.
- A Wireless Tablet Program that is aimed at reducing recidivism through proven methodologies throughout the duration of the contract period – other benefits of this behavior modification tool include operational efficiencies, manpower savings, increased security, happier inmate population, and increased revenues to the County.
- A 'Break the Cycle Package' where GTL strives to help break the cycle of recidivism in Westchester County and to better acclimate offenders and their families so they leave the Prison and become tax paying, law abiding citizens and make a positive contribution to society.
- A company that provides inmate telephone service to approximately 90% of the County Jails in New York meaning that the vast majority of your counterparts and colleagues across the State have deduced as well that GTL is the best provider of these solutions.
- A full-time GTL Technician onsite to be the first line of defense related to any of GTL's products or services saving the Prison manpower due to this 40-hour per week Tech being the primary liaison back to GTL for all your support needs.
- Redundancy of all critical operational components and automated backup routines ensuring system and data reliability.
- Anytime, anywhere access to properly authorized users.
- Secure data storage providing redundancy of call detail records, recordings, and system settings off-site at GTL's secure Data Centers.
- Powerful investigative tools built directly into the phone platform as well as Data IQ, your 'one stop shop' for data mining.
- Integrated inmate Personal Identification Number (PIN) system should you choose to utilize it.
- Extensive reporting capability that can generate over 1,600 different detailed reports based on user-selected parameters.

GTL Financial Offer Summary

- GTL offers 62% commission on all intra-state Inmate Telephone calls
- Technology grant of \$200,000 to be held in escrow and used at the discretion of Westchester County and at the time and request of Westchester County
- Present technology grant revenue held over from the previous contract is available to Westchester County to be used at the time and request of Westchester County
- This commission offer is based on the following rates for inmate telephone calls:

	First Minute	Each Addtl Min
Local	1.80	0.10
Intra	1.85	0.15
Interlata	4.25	0.35
Interstate	.21 AP / .25 collect	.21 AP / .25 collect
		AP= Advance Pay calls

All Products, Services, Calling Rates and Commissions are Negotiable and can be toggled up or down to better accommodate the goals and visions of Westchester County

| Executive Summary

Westchester County
Department of Correction



The Corrections Innovation Leader

| Executive Summary

Global Tel*Link (GTL) is delighted to present a proposal to Westchester County. In this Executive Summary, we offer several compelling reasons to extend your partnership with GTL by providing proven technology solutions, coupled with exceptional service and support.

Statement of Understanding

GTL presents this Executive Summary to validate our understanding of your goals and objectives.

We believe that your objective is to select a partner you can trust to meet your needs and the needs of the Westchester County Department of Correction. With over a decade serving as your technology partner, no one can dispute our dedication to you and your operational goals.

Westchester County currently relies on GTL to deliver superior and reliable services and support that touch the public, the incarcerated, and their friends and family in significant ways.

As evidenced in our proposal, these three factors must come together to form a unique and distinct service package. The County relies on GTL to perform these services daily and will look to GTL to improve and enhance these services through this new contract. As you have experienced during your long-term partnership and collaboration with GTL, we intend to refine and laser-focus our services to align ourselves with the goals of the County for 2018 and beyond.

Aligning our goals to help you meet yours

- Ensure reliable communications
- Focus on physical and technical security
- Support population and recidivism reduction efforts
- Tools to aid in Breaking the Cycle
- Advanced investigative and reporting capabilities
- Issue-free service

A Solution Customized to Meet Your Objectives

GTL has demonstrated close engagement with our customers, ensuring we consistently and fully understand their needs, while developing solutions that exceed their expectations for nearly 30 years. The ability to have this engagement with the County and the Prison, have aided us in building a comprehensive solution that will meet all your requirements while fully aligning with existing business processes and protocols.

Our Industry Experience Helps Achieve Your Goals

GTL's dedication to serving the County demonstrates a hassle-free relationship that engenders mutual trust that is unmatched. Our track record serving the public, Westchester County inmates, as well as

their family and friends, speaks volumes to our commitment and strong focus on service and responsiveness to all issues when they do arise. We will provide the same experienced team that the County has come to know, rely upon and trust.

Our latest Technical Solutions provide a complete, secure technology environment fully supporting the mission, goals, and vision of the County. Our technology significantly limits fraudulent activity, while continuing to ensure quality telephone service.

Our team will not require additional training on County procedures and protocol, as they are already intimately familiar with the operational policies, facility and County goals. You can always count on our team to resolve any issues with a "can-do" positive attitude.

GTL serves over 2,300 correctional facilities nationwide, providing service in all 50 states, as well as Puerto Rico, Washington D.C., and the Federal Bureau of Prisons. GTL also serves 33 State DOCs that are supported by more than 1,000 GTL employees nationwide, demonstrating we have the strength and experience to serve as your technology provider anywhere you need us.

As the nation's largest provider of inmate telecommunication services, our corporate culture of continuous innovation and partnership brings a collective resource of new ideas from across the country to help improve services we provide and ultimately bring to the County. We hold ourselves to the highest standards of ethics and integrity and strive to deliver on our mission of vision, value, and trust. Further, GTL takes great pride in the privilege of being a collaborative technology partner to the County for more than a decade.

During this next contract period, we will continue to focus upon our commitments, backed up by adhering to the service level agreements, and continue to deliver on our promises. These promises start with smooth upgrade to our industry leading services with no disruption to service due to potential installation issues or any lapse in commissions, allowing inmates to continue connecting with friends and family members.

GTL: A Long-Term Technology Partner for Westchester County

GTL welcomes this opportunity to present Westchester County a comprehensive solution for your inmate communication, facility management and security needs. We are confident our proposed solution is tailored to your needs and is in alignment with the goals and future visions of the department.



Our company goal is simple: Continue to be a long-term technology partner to Westchester County by delivering innovative products, services, and solutions. Over nearly three decades, GTL has had a history of innovation that is built on 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 expanding upon our great partnership for the next 3 years and many more into the future!

| Value Added Technologies

Westchester County
Department of Correction

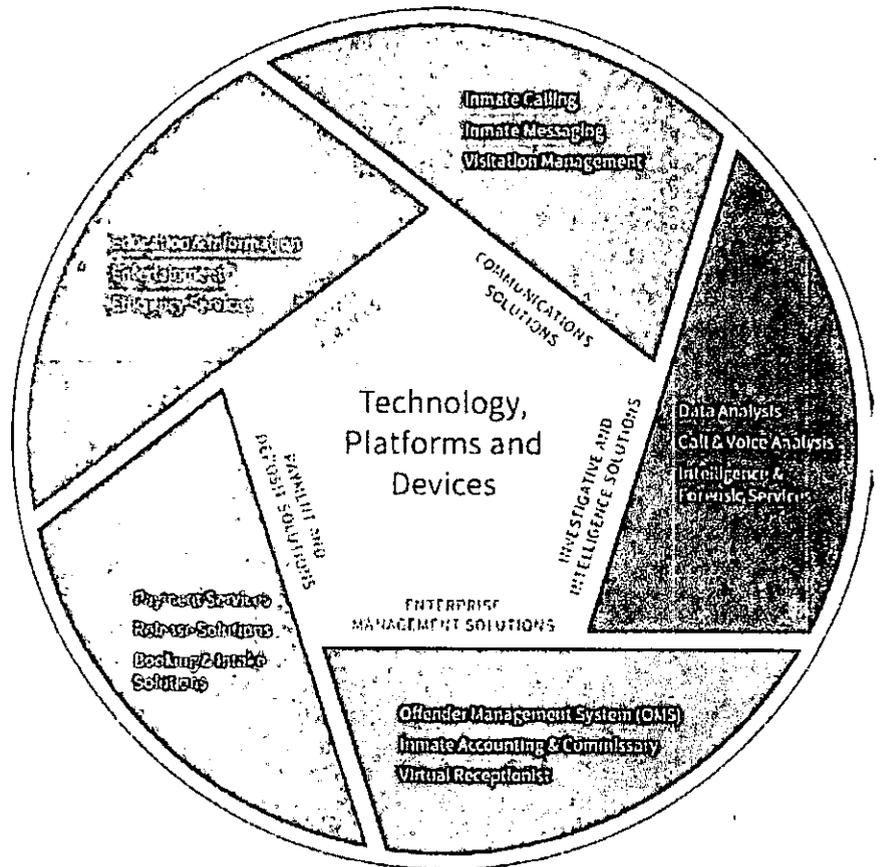


The Corrections Innovation Leader

GTL's INNOVATIVE VISION

GTL is the market leader in integrated correctional technology solutions. As the leader, we know that our customers 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 strive to understand what our customers will want and need in the future so that we can provide it today.

As the Corrections Innovation Leader®, GTL can serve your needs by providing unique opportunities regarding special value-added features. Following is a checklist to define the features, products and services that GTL is including in this offering, followed by a summary description. Some of the features are included within our financial offer; others are available through negotiation.



GTL AUTOMATED PAYMENT SERVICES SOLUTIONS FOR WESTCHESTER COUNTY

GTL: The Premier Provider of Automated Payment Services for Corrections

- GTL is a Licensed Money Transmitter (LTM) in all 50 states and is certified at the highest level for Payment Card Industry Data Security Standards (PCI DSS). GTL is one of approximately only 100 companies that have achieved this status.
- GTL has over 20 years of experience providing automated payments and kiosk solutions.
- Extensive Network Security: GTL has never experienced a security breach. Our depositors' information is safe in our hands.
- GTL has proven interface capability with numerous JMS and Trust Fund providers, including your current Syscon provider. **GTL can provide this interface at no cost.**
- GTL partners with Numi™ Debit Release cards to streamline the release process through a suite of easy-to-use, time-saving products for returning inmate funds at the time of release. **GTL can provide this service at no cost to Westchester County.**
- Interface with the Syscon JMS is fully covered by GTL with no cost to Westchester County

GTL's Deposit Systems create efficiencies when taking deposits, reduce correctional facility costs, and increase the convenience for friends and family members. GTL offers a broad selection of products to choose from so that the right mix can be created for every facility.

GTL Intake Kiosk*

- GTL's Intake Kiosk comes equipped with a bulk coin and cash acceptor. Only GTL's Booking Kiosk can accept up to 300 coins and process up to 30 bills at one time.
- It is equipped with bar code scanning for ID bracelets upon Intake.
- Paired with GTL's PPS 100 device, we can process Self Release/Bail payments via Credit/Debit Card.
- Voice Alert Messaging: GTL's Intake Kiosk provides inmates, at the time of booking, to send a standard message to a friend or family member notifying them that they are being detained at the facility and may contact the facility for further information.
- Booking Application Manager (BAM): GTL's reporting tool specific to the Intake Kiosk assists officers with close of shift reporting.
- Equipped with a Camera. Our kiosk has a built in camera to capture depositor images for investigation and verification purposes.

GTL Lobby Kiosk*

- GTL's Lobby Kiosk can be configured to accept multiple payment types outside the standard Inmate Trust Account. These include Inmate Phone

Payments, Probation and Parole, Self-Release and Work Release Payments providing your facility with truly cashless system.

- Our kiosk accepts various bill denominations: \$1 bills through \$100 bills.
- It will accept cash payments even if the kiosk were to temporarily lose connection with Inmate Trust system.
- GTL's Lobby Kiosk captures depositor information from driver's license. The card reader works with both magnetic strip and two dimensional bar codes.
- Our kiosk has a built in camera to capture depositor images for investigation and verification purposes.
- GTL's Lobby kiosk has an optional 17" monitor to post facility information such as visitation hours, etc.
- GTL's Lobby Kiosk can provide "canned" messaging from family members to inmates.

*Both Intake and Lobby Kiosks come with remote monitoring and access for system reboots. Each Lobby and Intake Kiosk can be remotely stopped and started during the trouble shooting process which increases the solution time.

Courier and Technical Support

- Unlike the competition, our couriers provide on-site technical assistance when needed, as well as maintenance and repairs to the Kiosks. Our technicians are not commissary employees; they are trained professionals.
- GTL Couriers are locally bonded and trained in cash management.
- GTL has in-house IT/Development, installation, and network specialists for quick resolutions.

Deposit Portals

- Family and Friends can make deposits off site to an inmate account by use of the Web, Phone, and Retail locations such as Walmart, K-mart, Kroger, Piggly Wiggly, KJ's Market, and ACE cash express. Currently there are 57 locations in Westchester County where family and friends can conveniently make payments.

Deposit Rates to Family and Friends

- GTL deposit rates are in accordance with the NY State Commission of Corrections guidelines. Inmate Trust Deposit rates are as follows:

Cash:	\$0.01 to \$200.00	\$3.00
CC/DB:	\$0.01 to \$50.00	\$5.00

Company will provide the Deposit, Intake Kiosks, and Debit Release Cards described in the table below:

Building	Type	# of Kiosks to be Deployed
Main Jail	Lobby Kiosk	2
Main Jail	Intake Kiosk	2
Main Jail	Debit Release	1

	Card Swipe	

Walk-In Retail Payment Solutions

GTL is proud to introduce our partnership CheckFreePay by Fiserv.

In partnership with CheckFreePay, GTL's low cost Walk-In Retail Payment Solution allows friends and family members to add deposits to inmate's trust fund accounts at local and Big Box retail establishments. After setting up the payment online, payers can either use cash or a debit card to complete their deposit at a store in their neighborhood. This enables them to choose whether to process payments at home or on the go at a nearby retail location. Studies have shown that additional options mean that customers will make more payments. This helps your facility to increase collections and eliminate the expense and burden of financial management.

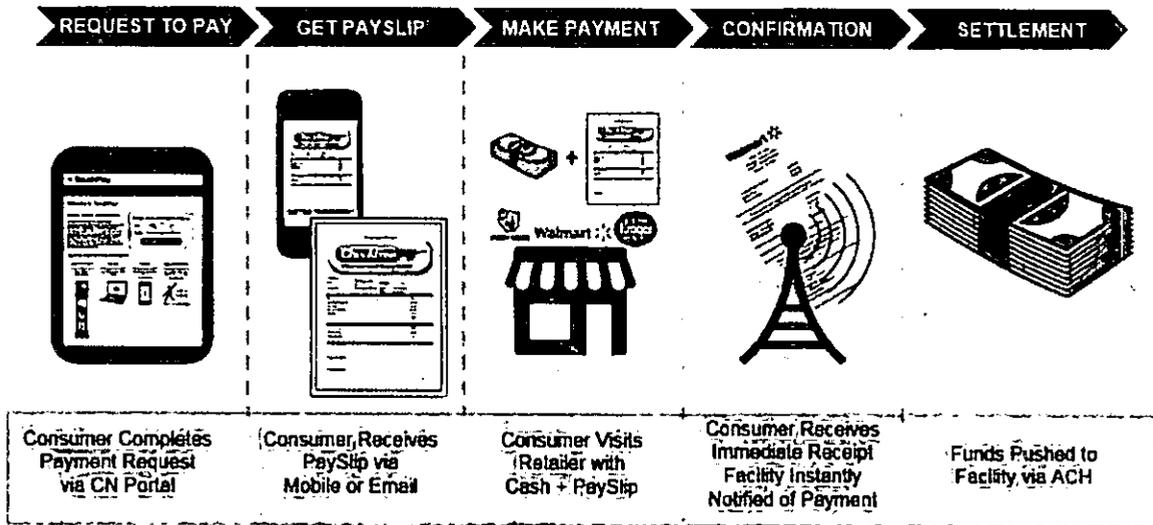


Key Benefits of Walk-In Retail

- Provides a cost-effective alternative for payers who prefer to pay in cash
- Speed of payments with approximately 22,000 retail locations, where friends and family live and shop everyday
- Accept payments for multiple departments at any participating retailer across the United States
- Many transactions are accepted and posted 24/7/365 (subject to Retailer's hours)
- Turn cash payments into electronic funds
- There is a bilingual user interface, WEB and IVR (English and Spanish)
- Many retailers can service English and Spanish speaking consumers

- Posts payments immediately to back office reporting and accounting systems

How It Works – 5 Easy Steps



Westchester County Department of Corrections should be aware that per Money Transmitter Regulations any entity collecting money and providing EFT services is required to have an agreement directly with the entity they are collecting money and transmitting money for, in this Westchester County Department of Corrections by State of New York. This requirement would apply to all entities such as CheckFreePay, MoneyGram, Western Union, and any others that provide walk-in retail payment locations that are collecting monies for deposit into trust accounts under this contract.

Release Cards



To respond to the problem of reimbursing remaining account balances to discharged inmates, GTL partners with Numi Financial to provide release cards. These cards are available at NO COST to the facility and the former inmate and are the most comprehensive release solution in corrections. The required hardware and software provide an easy-to-use and convenient release process, complete with unprecedented security in the transfer of inmate funds.

The release card is loaded by the facility using GTL's proprietary countertop terminal called the PPS-100. The discharge officer follows the prompts on the touchscreen of the terminal to input the amount available and a unique Personal Identification

Number (PIN) that will enable the card holder to access the funds. Once the prepaid MasterCard is activated, the PIN number ensures that the released inmate has secure access to their funds on an active card.

Benefits of the Release Card include:

- 100% Free to facility
- Eliminates check reconciliation
- No reissuance of lost checks to individuals
- Takes only moments to assign and fund a card
- Reduces workload on release staff and accounting
- No more escheatment
- Immediate use of funds by released inmate — eliminates concerns of releasing inmates during evenings and weekends without travel money
- No card issue fee to the inmate
- Instructional information distributed with card at release
- Accepted at any location MasterCard debit cards are accepted and internationally, including Mexico and Canada
- Accepted at any ATM that displays the MasterCard, Maestro, or Cirrus acceptance marks

The pre-paid release card alleviates the facility of cash handling and writing and replacing checks while giving the former inmate secure and convenient access to their funds upon release. This solution guarantees that the released inmate receives every penny of the funds he or she is entitled to but avoids the high costs of dispensing cash manually or through a cash ATM. It also keeps the former inmate from carrying large quantities of cash and becoming the target of thieves as he or she leaves the jail. Funds can only be removed by the authorized user of the card and the card can be replaced if it is lost or stolen.

The PPS-100 countertop terminal can also be used to accept deposits to inmate accounts from credit and debit cards. This device establishes the identity of the inmate by punching in the inmate ID number, scanning an ID card, or inputting the name and birth date. Once the inmate's identity is confirmed, a credit or debit card deposit is processed exactly as it is with the other payment portals that accept cards. During booking offenders can prefund their trust or self-release accounts and the PPS-100 can also be used to speed up card payments at cashier's windows.

| GTL ITS Overview

Westchester County
Department of Correction



The Corrections Innovation Leader

GTL ITS System Overview

GTL is pleased to propose that Westchester County continue to use our feature-rich Inmate Telephone System (ITS). Our ITS is currently deployed and meeting the telephony needs of County, State, and Federal corrections facilities throughout the United States. The ITS demonstrable past performance in meeting or exceeding the functionality, security requirements, call controls and monitoring unique to the correctional environment makes it the ideal ITS solution.

Our 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.

We will provide a seamless combination of hardware and software, service and training to efficiently meet all your needs. Because GTL is the developer *and* manufacturer of our proposed system, the team that supports the County 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 ITS Solution is characterized by:

- Open architecture for easy interfacing.
- 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 securely links your facility to GTL's off-site data centers and makes all ITS features available to authorized users from anywhere there is an Internet connection.

GTL ITS System Network

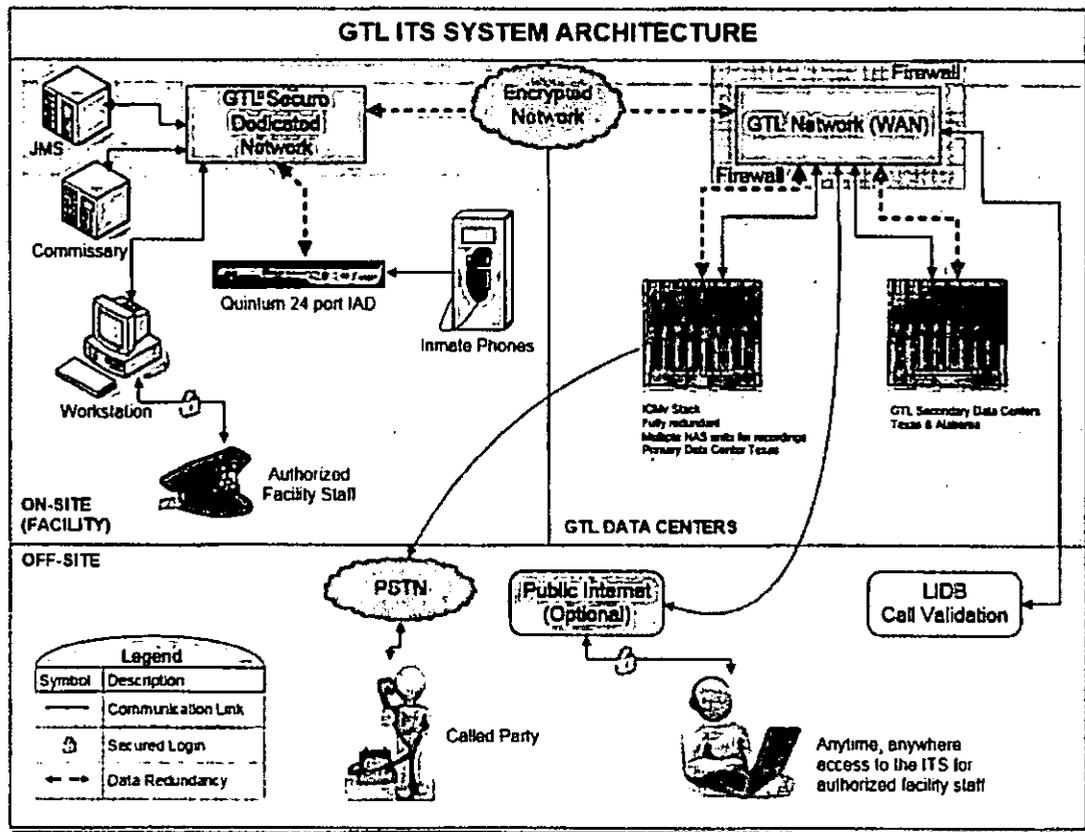
GTL's unique ITS solution includes not only the physical call-processing hardware, but also the corresponding network hardware and circuits, designed specifically for the needs of each correctional facility. With this true end-to-end solution, GTL can transmit data over a packet-switched network to continuously 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 every call.

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

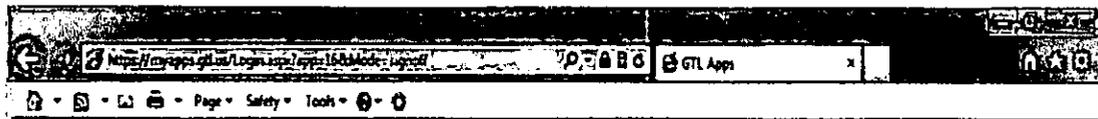
While other companies have tried to use all-internet solutions, or adapt PBX machines, our ITS solution truly combines the reliability and reach of the PSTN; the security and high-speed throughput of a dedicated, secure WAN; the ease-of access of the public Internet, and the flexibility of a fully programmable server. Further, and as a point of pride for GTL, the team that designs and builds the GTL ITS is the same team responsible for the ongoing support of the solution.

Anytime, Anywhere Access

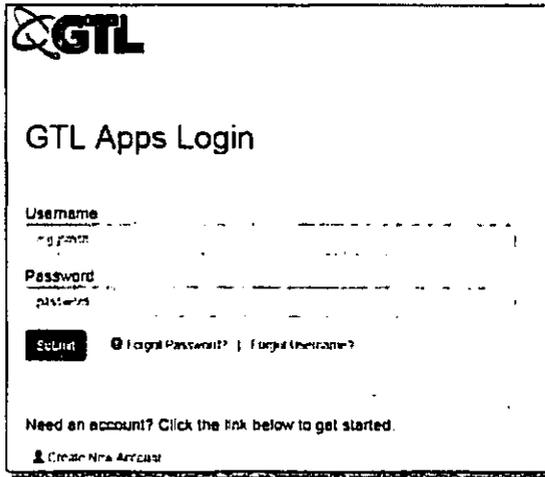
GTL's hosted Inmate Telephone System (ITS) solution has a Web-based interface that is accessible to



authorized individuals via connection to GTL's private ITS Website.



The GTL ITS provides *Anywhere Anytime Access* to its powerful, technologically advanced features. Properly authorized users may access the system from an onsite system workstation, 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, a person must log into the County's system with a valid user-name and password. Each user's password is linked to an assigned Role defined by the County 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 the County to perform system administrative functions.

Remote access to the system is through a Transport Layer Security (TLS) 1.1 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.

GTL ITS System Equipment

GTL's ITS solution is built to the specifications of each client. The original installation is scaled for the number of inmate phones supported, the amount of call traffic, and the expected number of simultaneous users.

Scalability: The ITS will meet your needs now and in the future. The original installation is configured for the number of inmate phones 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 ITS Solution can easily accommodate this need.

Reliability: The ITS'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 system hardware is one of the most reliable computer telephony chassis available today, with a current uptime of 99.99%.

GTL's ITS platform provides advanced centralized processing and data storage therefore requires minimal on-site equipment. Most on-site system equipment is contained in a utility cabinet.

Integrated Access Device (IAD)

IADs connect to the analog inmate phones and convert calls to VoIP before routing over the GTL secure, private network. The IAD is designed to excel at supporting legacy analog devices like copper phone lines and fax machines. This minimizes the amount of onsite re-wiring required, ultimately speeding up the installation process and reducing disruption to facility staff. It also allows GTL to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines.

Adtran Integrated Services Routers

GTL provides commercial-grade Adtran routers for our clients. These routers (sized to the requirements of a facility) will distribute the digital streams from the IADs over GTL's network. Adtran routers will label each data packet with a header allowing GTL to prioritize transport of the individual types of data over the entire network. This enables us to absolutely ensure the highest QoS (Quality of Service) for voice traffic to reduce jitter and latency.

UPS - Uninterruptible Power Supply

All required phone system equipment is connected to a UPS back-up system that provides both electrical conditioning and battery back-up in case of a power outage. GTL will provide and maintain an adequate number of appropriately sized Uninterruptible Power Source (UPS) systems with surge protection and line conditioning at each facility. These systems will can support all ITS components, including recording and monitoring devices, for a minimum of one (1) hour.

If commercial power is lost, the UPS will indicate the shift to battery backup with an audible sound in the facility's equipment room and through a remote alert notification via the GTL's Network Management System (NMS) to our Network Operations Center which will immediately begin diagnosing and addressing the cause of the outage. *Regardless of any interruption in power, call records are continuously protected and not subject to loss.*

Standard ITS Computer Workstation*

Properly authorized users may access the GTL ITS and all its features and tools from and ITS workstation provided by GTL; County-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.

- A. Dell Precision Tower 3620 – MT
- Core i7 7700K 4.2 GHz Processor
 - 16 GB DDR4 2400MHz Memory
 - 16X DVD+/-RW SATA Drive
 - 500GB Serial ATA Hard Drive 7200RPM
 - Intel Integrated Graphics
 - Windows 10 Professional Operating System.
 - DUAL 22" Monitors
 - USB two button Mouse Black
 - USB Standard Keyboard Black
 - Speakers



We will also provide the required Bluetooth headsets and the UPS battery backup for each desktop PC furnished by GTL.



- **Bluetooth Headsets:** Jabra Evolve 65 MS On Ear Headset – Noise canceling stereo headset with padded earphones
- **UPS:** Tripp Lite 750VA 500W UPS Battery Back Up Tower – over 8 hours backup power for each desktop PC.

Data Storage and Redundancy

Our Inmate Telephone System platform provides centralized storage of all system and call data at GTL Data Centers; effectively putting GTL's highly trained service personnel continuously "in the room" with your calling platform and call data. Our Data Centers are secure, climate controlled fortresses that ensure the safe-keeping of all your data and protects your system's functionality. The GTL inmate calling platform is configured with redundancy to reduce interruption of service and prevent data loss.

GTL utilizes hardened co-located facilities to provide a highly resilient, highly available, redundant network capable of handling all of GTL's voice data and call validation and management requirements should one co-location facility fail while in service.

Our data center facilities are physically separate; located in the states of Texas and Alabama. All GTL data storage facilities are lightning and surge-protected and have UPS units and back-up power generators. The databases housed at each data center are automatically updated so that each center holds complete and up-to-date data for the various facilities.

GTL Data Center Security	
•	Perimeter gated fence with guarded access:
•	Level 4 hurricane rated building.
•	Centralized badge access ensuring only authorized individuals enter and appropriate employees have access to physical servers
•	24/7 closed caption television monitoring and recording with centralized system providing access to all live and recorded video feeds
•	Approved escort required to accompany visitors and janitorial staff.
•	FM 200 fire protection system
•	Dual grid AC power
•	Diesel powered backup generators
•	UPS protection of all servers
•	Firewalls and Wireless Intrusion Prevention Systems to alert and block electronic intrusion.

Each telephony server connects to a state-of-the-art Enterprise Class SAN storage servers, allowing inmate call recordings to be replicated in real time. GTL redundantly stores all call detail records for on-line access for the term of the contract and recordings for the agreed upon storage period.

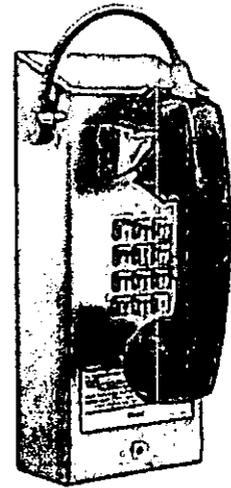
As inmate calls are made and completed and as system settings are changed by authorized staff at the facility, the system's databases at GTL Data Centers are dynamically updated.

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

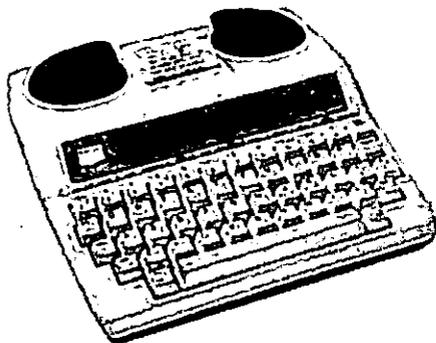
- Built-in user controlled volume "LOUD" button for ADA volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)
- Raised bump on '5' digit key.
- 180° rotating swivel elbow with at least 1,000# pull strength.
- Heavy 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed and built for inmate use
- Confidence in 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 TTY/TDD Telephone

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 the County. 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: Superprint 4425) vandal resistant TDD.

Features include:



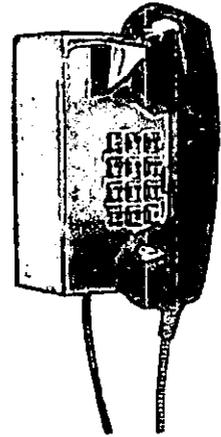
- 3 selectable print sizes
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling
- Date/time printed at beginning of each call
- 32K memory
- TTY Announcer™ tells hearing callers a TTY is being used
- Baudot code (45.5/50 baud rate)
- Built-in ring flasher
- Sticky key feature (for single-handed typing)
- Direct connect to standard telephone lines

GTL Inmate Telephone - Visitation w/

PIN Control

Wintel 7005SS Stainless Steel Visitation Telephone

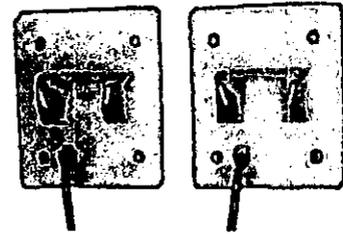
- Used as a visitation phone in facilities that require a PIN number to be entered before connection to the visitor can be made.
- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).
- Brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidence in 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

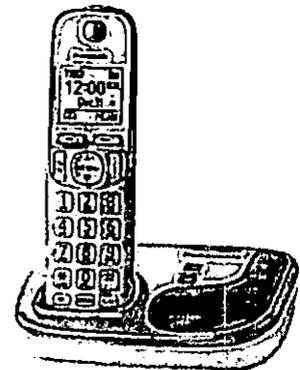
CT-55-SS-NM-32 Inmate Visitation Phone

- 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*

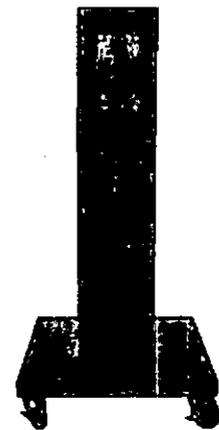
GTL can provide portable, cordless telephones such as, or like, the Panasonic's KX-TGD220N digital cordless telephone pictured here. This phone uses 1.9 GHz digital technology that gives inmates a cleaner sound and longer range than older 900 MHz models. To ensure privacy, DECT 6.0 technology offers better security against eavesdropping, greatly decreasing the chances of your conversations being intercepted. The handset features an illuminated keypad and 1.6" LCD display screen for easy dialing in dimly lit areas. 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.



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.



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.

GTL ITS User Interface

The robust GTL ITS has a deceptively simple interface that gives authorized users access to its powerful and technologically advanced features. The system's call trace, call history detail, and other call detail reporting capabilities were developed with direct input from active investigators.

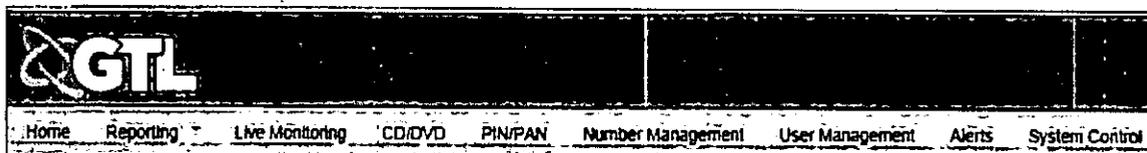
Upon secure login, the ITS Home Page displays numerical and graphical summaries of call data for the facility, including total calls in progress, total completed and uncompleted calls, total call revenues, revenue breakdown by call type, and statistics based on call results (the various reasons for call terminations). By default, statistics for the current day are displayed, but users may choose alternate time frames by adjusting entries in the Home Page date fields.

The system can generate more than 1,600 different reports based on parameters defined by the user, all from the **Call Detail Reporting** screen. The ITS also provides a variety of call statistics, revenue, and user-history reports from the system's **Advanced Reports** screen.

The ITS system's Graphical User Interface is straightforward. The simple design allows facility staff and investigators to use the powerful investigative tools and wide range of administrative features fluently after only minimal training.

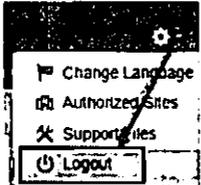
User Interface Navigation

The ITS system's Menu Bar appears at the top of the user interface screen and provides access to the system databases and user features. The Menu Bar remains visible at the top of the screen while the user changes between different screens, so you are never "lost" in the system. Each function of the user interface is listed in the Menu Bar according to the subject's title.



To make the system as easy to navigate as possible, we used the menu options to group common functions—like all call monitoring functions, for example—into one convenient menu option. The following table describes the functions you can perform under each menu option.

	Access the Call Detail Report or Advanced Reporting menu. Use the Standard Call Detail Report to search for calls, listen or analyze calls, or add calls to CD/DVD. Click Summary Reports to view the Standard Summary Report, the Free Call Summary Report, the Rate Summary Report, or the Frequently Used (PIN or BTN) Summary Report. Use the Advanced Reports menu to access Call Statistics, Report Builder, Debit System Information Reports, Inmate Information Reports, Diagnostic Reports, Auditing Reports, and Auto Enrollment IVR Reports (selected facilities only).
	Live Monitoring allows authorized users to Listen to live calls in progress, forward live calls, terminate live calls, or use the scanning feature.
	CD/DVD will launch the system Audio/Data/Email Utility. From the utility, you can burn calls to Data CD/DVD, audio CD, download to a folder or external drive, email recordings, or email a link to recordings.
	PIN (Personal Identification Number or Inmate ID), and PAN (Personal Allowed Number List) allows you to set customized restrictions to an individual inmate's calling privileges, set alerts, view histories of their activity, and check the status and activity history of their debit account (if any).
	Number Management allows you to search existing numbers in the facility phone list, block numbers, add free or private numbers or perform a reverse look-up.
	From the User Management screen, make changes to any ITS user's access, add new users, create or alter user roles, add restricted users/roles, or create system messages to be displayed to users upon login.
	With alerts, add email, text, or phone alerts for authorized staff to be notified when a specific PIN, bill to number, or inmate telephone has calling activity.
	Use System Control to override global call restrictions by customizing settings for a phone or group of phones. System Control displays settings that have been imposed facility-wide or on groups of phones such as the length of calls allowed and whether phones automatically record all non-private calls. Authorized users can also turn the facility phone groups or individual phones on or off.

	The Home Page setting icon allows the user to customize the user interface to change the default screen that will open upon user login.
	The Help module icon opens the help page which provides a description of each of the features and functions for system settings, the Menu Bar and allows the customization of the Home Screen information.
	To log out of the system click Logout by choosing the menu drop down arrow at the right side of the Menu Bar.

GTL ITS Feature Summary

Secure Private Network	With our ITS GTL provides a secure private network that allows both local and centralized administration and investigations.
Redundant System Components	Our system's design provides redundancy of all critical operational components and automated backup routines that ensure system and data reliability.
Secure System Access	<p>Access to the ITS management program is restricted by a password protected multi-level User Security Profile system. A Login screen that requires a valid password ensures that only authorized personnel at workstations or at authorized computers at remote locations can access, control, monitor, and report inmate telephone usage.</p> <p>The <i>Security Role</i> assigned to each user specifies which the ITS functions will be accessible by that individual. All functions approved for the user's access become available with a single log-in (unlike some systems that require a new login for each type of function).</p>
Anytime Anywhere Access	Authorized users may access system features & tools from any PC running Microsoft Internet Explorer 9.0 & other Internet-enabled devices.
Simple User Interface	<p>The GTL ITS user-friendly interface is a web-based application which runs on Microsoft Windows XP/Windows 7/Windows 10 operating systems and Internet Explorer, Google Chrome, Safari and Firefox Browser applications.</p> <p>Features are intuitively named and organized to make the system extremely easy to learn and use.</p>
Integrated Help and Support	<p>On-line help is a context-specific help function that allows users to self-help during the use of the system. With a simple mouse click a window will appear that allows for immediate download of the ITS administrator guide in PDF format, as well as other associated special manuals.</p> <p>GTL's ITS offers a "Live Help" instant messaging feature for system users. GTL Technical Support personnel are available via Live Help online chat Monday through Friday from 8 am EST to 7 PM EST.</p>

<p>Secure Data Storage</p>	<p>The ITS redundantly stores call detail records, recordings, and system settings off-site at GTL's secure Data Centers to ensure quick and complete restoration in event of failure of a component of the system.</p> <p>Call detail records are stored for the life of the contract and available to authorized staff continuously through the system's user interface program.</p> <p>Recordings of inmate conversations are redundantly stored on Enterprise Class SAN storage arrays and are available through the ITS for an agreed upon storage period.</p>
<p>Administrative Tools</p>	<p>The system provides comprehensive, easy-to-use tools for system administration, including but not limited to the setting of user privileges and inmate call restrictions and the documentation of system usage, inmate calls, and call revenue for auditing purposes.</p>
<p>Investigative Tools</p>	<p>The system provides powerful tools for investigators, including but not limited to: live Call Monitoring, Hot Number Alerts, Reverse Number Lookup, special Call Search features, investigative Notes, easy recording retrieval and replay, and recording location markers. GTL provides certified trainers to teach investigators how to gather and correlate intelligence from the ITS databases to help solve cases and prevent additional crimes.</p>
<p>Inmate PINs and PANs</p>	<p>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.</p> <p>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.</p>
<p>Initial Voice Biometric Inmate Identification</p>	<p>GTL's Voice IQ® initial voice biometric solution is a unique text-dependent biometric speaker verification system that enables initial verification and identification of a County inmate <i>in real time</i>, using a simple spoken pass phrase. Our voice biometric solution is completely integrated with our hosted ITS. In addition to script-based enrollment, the system can enroll the inmate based on voice samples taken during initial calls made by the inmate. No need for staff involvement.</p>
<p>Approved Call Types</p>	<p>At the time of installation, the system is configured to allow only the types of calling services (local, IntraLATA, InterLATA, interstate, international), collect and/or prepaid) approved by you.</p>
<p>Extensive Reporting Capability</p>	<p>The ITS <i>Call Detail Reporting</i> module can generate over 1,600 different detailed reports based on user-selected parameters.</p> <p>The ITS <i>Advanced Reporting</i> module provides reports for call statistics, debit system transactions, inmate information, system diagnostics, and audit reports related to system access and activity.</p> <p>The ITS <i>Report Builder</i> makes it possible to build custom reports; cross-referencing multiple fields of data as well as multiple queries. <i>Custom reports</i> are easily setup by County users and custom search queries can be saved for reuse. The system also provides numerous <i>statistical reports</i> based on call activity and call types.</p>

Collect, Debit, and Prepaid Call Options	<p>GTL provides both collect and prepaid call options.</p> <p>Inmate Debit increases call volumes (as well as call revenue for the County) by allowing connection to numbers that are blocked for collect calls (cell phones, business phones, et cetera). Inmate Debit also provides international calling without the security and financial risks associated with international collect.</p> <p>Called-party prepaid accounts can be setup automatically via GTL's toll-free IVR or manually by GTL Customer Service representatives.</p>
Automated Operator with Multi-Lingual Prompts	<p>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.</p>
Call Branding and Pre-recorded Names	<p>When a called-party lifts the receiver, the system's automated operator announces that the call is from an inmate at the correctional facility. Both the facility and inmate are named, using pre-recorded information.</p>
Toll Free Numbers	<p>The ITS 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 other agencies.</p>
Protected Privileged Numbers	<p>The ITS protects privileged numbers, such as those of legal counsel, from recording and monitoring. Privileged numbers are designated "Private" within the system's database and will not record and will not permit audio monitoring of calls designated "Private".</p>
Three-Way Call Detection	<p>The system detects three-way call attempts using the latest and most powerful industry algorithms. The system can be instructed to flag, terminate, play a warning, or any combination of these actions when fraudulent activity is detected. Three-Way call attempts are highlighted in on-screen call detail reports to catch the attention of investigators. The system can generate Three-Way Call Detail reports by facility, called number, inmate PIN and a variety of other parameters.</p>
Call Monitoring	<p>The system provides fully integrated conversation and telephone line monitoring capabilities. Live monitoring does not interfere with on-going recording and is not detectable by the inmate or called party.</p> <p>The system's <i>Live Monitoring</i> module allow you to listen to, forward, attach notes to, and, if deemed necessary, disconnect calls-in-progress.</p> <p>The system's <i>Number Alert</i> system can automatically notify specified individuals by phone, pager, or email when:</p> <ul style="list-style-type: none"> • Specific inmate PINs are used • Specific destination numbers are dialed • Specific phone station used <p>An official receiving an alert via phone must enter a security pass code on the phone's keypad to immediately access the live conversation.</p>

<p>Call Recording</p>	<p>The system's recording functionality is fully integrated and recording parameters are user-selectable. By default, all inmate calls are recorded except "Private" calls to approved legal counselors.</p> <p><i>Easy Recording Retrieval and Replay:</i> Recordings are conveniently retrievable from various reports; such as call detail reports. Clicking the speaker icon on any call record will open the system's <i>Player</i> with options to Play, Fast Forward, Reverse, and to add a Case Number, Investigator ID, and/or Note. The system's <i>Call Analyzer</i> provides advanced replay tools for clarifying difficult-to-understand conversations. In the Analyzer inmate and called party sides of the conversation are isolated on separate channels for replay through separate speakers.</p> <p><i>Mark and Add Notes to Points of Interest:</i> During replay, an investigator can mark and add a note to special points of interest within a recording.</p> <p><i>Automatic Chain-of-Evidence:</i> 128-bit encryption ensures judicial integrity of recordings. Any attempts to tamper will break the encryption and expose the tampering.</p> <p><i>Expert Testimony:</i> GTL experts will testify to the security of your recorded evidence.</p>
<p>Call Lock</p>	<p>The system's Call Lock feature allows recording of special interest to be retained indefinitely; rather than being purged from the system when the agreed upon storage period expires.</p>
<p>CD, DVD, and USB Device Transfer</p>	<p>The system's <i>CD/DVD Utilities</i> module allows call recordings with their associated call records to be easily copied to portable media (CD, DVD, USB devices) with no loss of sound quality. Copied recordings retain their security encryption and, at the user's discretion, any attached investigative notes.</p>
<p>Call Control Features</p>	<p>The system provides a full suite of features by which authorized users may control inmate calling:</p> <ul style="list-style-type: none"> • Unlimited Number Blocking • Call Scheduling (time of day; days of week) • Call Duration Limit • Full System Shut Down • Selected Telephone Shut Down • Remote Call Disconnect • Call Privilege Suspension by PIN • Personal Allowed Numbers per PIN

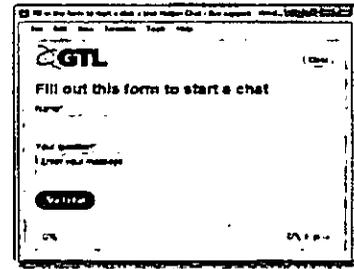
Integrated Help and Support

Online Help

A key element of our inmate calling system is a robust, context-specific help function that allows users to self-help during the use of the system. With a simple mouse click a window will appear that allows for immediate download of the ITS administrator guide in PDF format, as well as other associated special manuals (e.g. for the Call Analyzer feature).

Online Chat

GTL's ITS offers a "Live Help" instant messaging feature for system users. GTL Technical Support personnel are available via Live Help online chat Monday through Friday from 8 am EST to 7 PM EST. Users may click on the "Live help is online..." button in the lower right corner of the GUI window, which will then open a window to initiate the online chat assistance.



Selected ITS Feature Details

Collect, Debit, and Prepaid Options

GTL's ITS provides traditional collect calling as well as prepaid call options to ensure that inmates have every possible opportunity to connect with their friends and loved ones. Roughly half of all telephone numbers in the United States, including almost all cell phone numbers, are restricted from receiving traditional collect calls. Prepaid calling options overcome this limitation; enabling the completion of many more – otherwise approved - inmate calls.

Prepaid calls are subject to the same ITS call restrictions and security functions as collect calls. GTL configures the ITS to provide prepay opportunities for both inmates and the people they call.

Inmate Debit Calling

GTL will continue to provide inmate-paid debit calling through the upgraded ITS platform. We are uniquely positioned to provide a seamless transition on the new contract in which inmate debit funds will be transferred to the new platform with no disruption in funds or functionality. Only GTL can continue seamlessly the Direct Link Sales (DLS) interface that we have implemented that allows for direct funding from Keefe to Inmate Debit accounts on the ITS.

As an alternative debit funding method, we offer the use of the existing Direct Link Trust (DLT) integration between KCN and our ITS. Whereas DLS is a process in which inmates order debit time from the Keefe Commissary System (by any method including phone ordering), and then Keefe pushes the funds to the inmate's debit account, DLT provides a completely automated debit funding capability. DLT integration provides inmates immediate access to their funds using an inmate telephone. Inmates no longer need wait for "Commissary Day" to order debit time.

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.

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 later. 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 8:00 AM to 12:00 AM (Easter Time), Monday through Friday and from 8:00 AM to 8:00 PM (Eastern 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

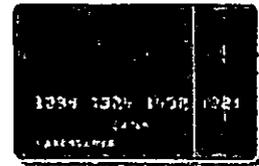
- Improved call completion
- Morale booster
- Convenience
- Family or Friend Account specific (one phone number)
- Controls cost
- Minimal to no facility involvement

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 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). Like AdvancePay-AutoReload, this 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 several free contact programs that alert called parties of an inmate's attempt to contact them and of 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 more 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 contact 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) completed message following an unsuccessful call attempt by an inmate. 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 always 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.



AdvancePay Refunds

Funds paid in advance for inmate calls are available for refund upon request by the owner of the account. GTL provides the most advantageous refund policy for consumers. Unique among major ITS vendors, GTL will issue refunds on unexpired and expired prepaid accounts at any time with no time limitations. Most vendors will expire an account after approximately 6 months and no refunds are then available. GTL does not charge any fees when issuing a refund.

AdvancePay Accounts: Funds paid in advance for inmate calls are available for refund upon request by the owner of the account.

- Refunds credited to the last credit card used are typically processed within 7 – 10 business days.
- Refunds made by check are typically processed within 15 – 30 days.

GTL prepaid accounts do not expire. Refund and account closure information is provided on GTL's ConnectNetwork website. After login to his or her account, the account owner selects the Close Account option and follows the simple instructions.

Inactive GTL AdvancePay accounts can be reinstated at any time. Should an account be deactivated and the account holder requests that it be reactivated, GTL will arrange for this by making any unused funds available again for use. There are no fees associated with this transaction.

Number Management



The Number Management button on the ITS dashboard provides access to the area of the system where billing telephone numbers (BTNs) are managed at the County's discretion.

Number Management

BTN Search Create New BTN

Search Criteria Search Reset

Error BTN

Blocked Private Free Hot

BTN Limits Restricted Playback Secure Block Voicemail

GeoFence Override

Alert ANI Notes

Search Results

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 previously assigned restrictions. The basic restrictions/privileges that may be assigned to a telephone number include:

- **Blocked** – Prevents inmate calls to this number
- **Private** – Inmate calls to this number will not be recorded nor subject to monitoring
- **Free** – Inmate calls to this number are entirely cost-free
- **Hot** – Inmate calls to this number will send an alert to designated County personnel
- **BTN Limits** – Calling limits can be customized for a selected called number only.
- **Restricted Playback** – Recorded conversations of inmate calls to this number will be inaccessible for replay by anyone except those authorized to do so or with administrator privileges set for this feature. This unique feature helps ensure that highly sensitive intelligence is not heard and leaked to news media or used in any other way that might compromise an investigation.
- **Secure Block** – When checked this indicates that the party at the displayed number has exercised the right to block all future inmate calls
- **Voicemail** – Specific called numbers can be set as free to leave a voicemail message.
- **Geofence Override** – Allows an inmate call to connect to a cell phone even when a geofence perimeter has been set to disallow the call.

Reverse Number Lookup (BNA)

GTL's **Reverse Lookup** feature which is available during live monitoring and from call detail reports, is also available from the Number Management screen. To our knowledge, GTL can provide to offer this valuable investigative tool as a standard part of the inmate calling system. Reverse Lookup searches a large industry database for the published name and address associated with the specified phone number and displays that information along with a street map or satellite image, graphically indicating the physical location of the address.

User Management



The User Management button on the ITS dashboard provides access to user management tools.

The ITS User Management screen provides options for authorized personnel to Add New Users to the system, define New Roles (sets of access permissions), edit previously defined Roles, or edit the Role of a selected user.

A Role might grant permission to access only one feature or multiple features.

User Management

Users

[Add New User](#)

Users	Last Name	First Name	Username	Email	Active
Roles	WICLOZ	FEDELIS	JAL014	JEFF.HOWELL@GTL.NET	<input type="checkbox"/>
Restrictions	ACQU	HAROLD	JAL500	JEFF.HOWELL@GTL.NET	<input checked="" type="checkbox"/>
Messages		Bonnie	b.adams	becams@co.lubbock.tx.us	<input type="checkbox"/>
		pcs	pcs_ops	onesupport@gtl.net	<input type="checkbox"/>
		RANCE	JALACD	JEFF.HOWELL@GTL.NET	<input checked="" type="checkbox"/>
	Alexander	Megan	m.alexander	m.alexander@co.lubbock.tx.us	<input checked="" type="checkbox"/>
	ALEXANDER	AUSTIN	JALAOK	JEFF.HOWELL@GTL.NET	<input checked="" type="checkbox"/>
	ALLEN	PEGGY	JALA99	JEFF.HOWELL@GTL.NET	<input checked="" type="checkbox"/>
	ALLEY	KENNETH	JALAKS	JEFF.HOWELL@GTL.NET	<input checked="" type="checkbox"/>
	ALLEY	RICKY	JALAVH	JEFF.HOWELL@GTL.NET	<input checked="" type="checkbox"/>

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ROLES

Role	Name
	Administrator
	BULK CALLS (RESTRICTED)
	DCU
	FB
	Finance
	Corp. Helpdesk
	Investigator

Only those with administrator-level access can create and assign roles. The administrator may create a role to be assigned to multiple users who are expected to perform the same ITS functions. Alternately, a unique role can be defined and assigned to a single user.

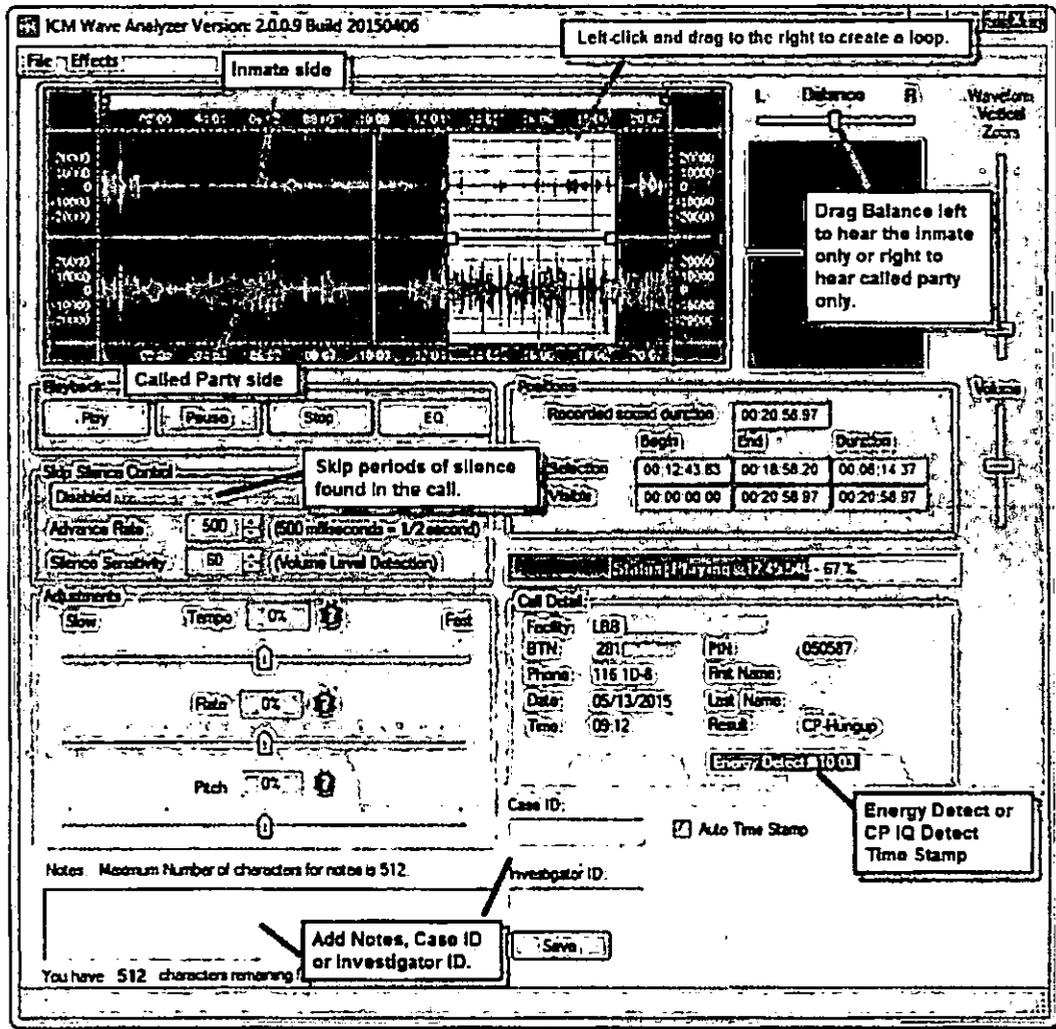
The authorized administrator can configure new and existing user roles and the specific modules and permissions for each module.

Edit Investigator

[Back to User Management](#) | [Add New Role](#)

Role Investigator	Description <input type="checkbox"/> Restricted
Modules <ul style="list-style-type: none"> <input checked="" type="checkbox"/> System Control <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Advanced Reports <input checked="" type="checkbox"/> PIN/PAN <input checked="" type="checkbox"/> Number Management <input checked="" type="checkbox"/> User Management 	Permissions <ul style="list-style-type: none"> <input type="checkbox"/> System Control Access LIQ Editor Manage Recordings IP Restrictions

All access to the ITS is tracked in a log that shows the user login name, IP address of the PC used to access the system, actions taken, and the date of the actions. Only those users with administrative privileges can see these logs.



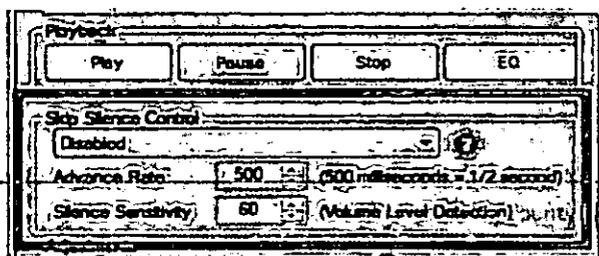
Call Analyzer Features

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.

3-Way Call and Called Party IQ Detection: Investigators are easily able to see the time stamp during the recording where a 3-way call or inmate-to-inmate call has occurred. A colored bar is shown in the CDR information and visually in the recording chart.

Add Notes, Case ID or Investigator ID: While playing back the recording investigators can add notes to a recording along with a Case ID or Investigator ID and include a time stamp of the note to mark a significant point of the recording.

Remove silence during playback: To allow investigators to hear only the playback of usable conversation, the Call Analyzer can



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.

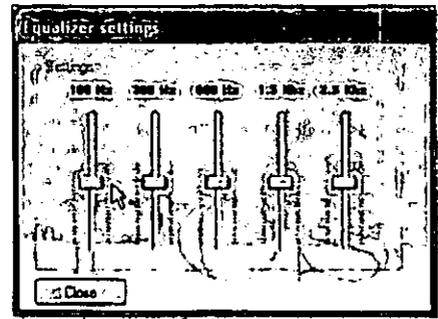
Investigators can set the rate which the Call Analyzer skips ahead when silence is detected. In addition, users can adjust the level of Silence Sensitivity to detect the level of volume and filter out noise in the audio that might be detected as voice audio.

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.



ITS Reports

The ITS comes with a full array of system reports that can be accessed by authorized personnel with a few clicks of the mouse. These reports are fully customizable to suit your needs. Standard facility reports may be generated and saved for later use, requiring only a new date parameter to generate the next report. The following list includes just some of the reports that can be created.

Financial Reports

- A summary report generated whenever a call transaction is performed
- List of collect, debit, pre-paid collect call activity for a day/date range
- List of debit calls with minutes and charges for a day/date range
- List of collect calls with minutes and charges for a day/date range
- List of all financial transactions for a specific inmate (debit account), for a designated time period.
- List of deposits by any inmate
- Status of a debit account, such as balance, last activity, etc.
- Debit transaction totals for entire system for any date range
- Revenue bearing calling activity for each station, over a designated period

Inmate Reports

- A report for a new inmate showing name, ID, PIN, PAN numbers with name and relationship.
- A similar report for investigators showing each inmate's account, active status, PIN, PANs, etc.
- List of inmate accounts that lack an inmate name
- List of reasons the inmate is unable to make a call, such as invalid number, inactive status of inmate ID, station privilege, valid number on inmate's calling list, blocks in system or in network.

Maintenance Reports

- List of all call attempts to invalid area codes
- Shows by hour, number of calls attempted, the number of calls blocked by traffic, and the percentage blocked.
- Count for all call activity by trunk ID
- The Trunk Usage report in stacked bar format
- Revenue bearing calling activity for each trunk
- Station Usage report in stacked bar format.

Administrative and Investigative Reports

The GTL ITS solution provides the ability to create a variety of administrative and investigative reports from any secure Internet connection, either on-site or remotely. Investigators can limit the search to call records that meet specified criteria. Some reports that are available include the following:

- List of calls made that are alerted by inmate calling, for a designated time
- List of calls made that are alerted by telephone number, for a designated period
- List of the telephone numbers and emails to which alerts have been sent
- List of alerts that have been set up and the numbers and emails to be notified for each alert
- List of a numbers dialed by more than one inmate.
- List of frequently dialed numbers.
- List of all telephone numbers in the system, with its blocking, charge and recording status, and the inmates allowed to call the number.
- List of all telephone numbers in the system on inmates' calling lists, with blocking, charge, and recording status, and the inmate whose list it is on.
- List of numbers on the allowed list of one inmate, or all inmates. Includes all the parameters for that number (do not record, free, etc.).
- List of numbers on the allowed list of more than one inmate.
- List of inmates allowed call a specific number.
- List of inmates who have called a specific number during a designated period.
- List of numbers called by more than one inmate during a designated period.
- List of all telephone numbers blocked by the facility.
- List of all telephone numbers that are blocked in all facilities of the agency.

- List of completed calls made by an inmate over a designated time.
- List of calls attempted with an invalid PIN for that facility.
- Chronological list of all call attempts over a designated period (all call records).
- Call attempts shown by call type: unanswered, refused and accepted.
- Statistical compilation of call records by call type.
- Call attempts shown by bill type: debit, collect, pre-paid collect, free.
- List of call records for a specific inmate.
- Count of all calls attempted and connected over a designated time.
- List of station privileges for one inmate or all inmates.
- List of inmates with telephone accounts suspended.
- List of all calls made where extra dialed digits were detected.
- List of all inmates at a facility.
- List of all transactions for an inmate over a designated period, including calls attempted and completed, financial transactions, and telephone account changes.
- List of inmate accounts transferred in or out of a facility during a designated period.
- List of all inmate telephone accounts added during a designated period.
- List of all inmates that have made more than a specified number of calls during a specified time. Number of calls and time specified by the investigator.
- List of all inmates making calls totaling more than a specified number of minutes for a specified time. Investigator specifies the number of minutes and time.
- List of telephone numbers called more than a specified number of times over a specified period (time and call frequency specified by the investigator).
- List of inmates released and removed from the ITS.
- List of all calls made to a specific telephone number.
- List of all toll-free numbers called by inmates.
- List of all call attempts where a three-way call attempt was detected.

SCHEDULE "B"

STANDARD INSURANCE PROVISIONS **(Consultant)**

1. Prior to commencing work, GTL shall obtain at its own cost and expense the required insurance from insurance companies licensed in the State of New York, carrying a Best's financial rating of A or better, and shall provide evidence of such insurance to the County of Westchester, as may be required and approved by the Director of Risk Management of the County. The policies or certificates thereof shall provide that thirty days prior to cancellation or material change in the policy, notices of same shall be given to the Director of Risk Management of the County of Westchester by registered mail, return receipt requested, for all of the following stated insurance policies. All notices shall name GTL and identify the Agreement.

If at any time any of the policies required herein shall be or become unsatisfactory to the County, as to form or substance, or if a company issuing any such policy shall be or become unsatisfactory to the County, GTL shall upon notice to that effect from the County, promptly obtain a new policy, submit the same to the Department of Risk Management of the County of Westchester for approval and submit a certificate thereof. Upon failure of GTL to furnish, deliver and maintain such insurance, the Agreement, at the election of the County, may be declared suspended, discontinued or terminated. Failure of GTL to take out, maintain, or the taking out or maintenance of any required insurance, shall not relieve GTL from any liability under the Agreement, nor shall the insurance requirements be construed to conflict with or otherwise limit the contractual obligations of GTL concerning indemnification. All property losses shall be made payable to and adjusted with the County.

In the event that claims, for which the County may be liable, in excess of the insured amounts provided herein are filed by reason of any operations under the Agreement, the amount of excess of such claims or any portion thereof, may be withheld from payment due or to become due GTL until such time as GTL shall furnish such additional security covering such claims in form satisfactory to the County of Westchester.

2. GTL shall provide proof of the following coverage (if additional coverage is required for a specific agreement, those requirements will be described in the "Special Conditions" of the contract specifications):

(a) Workers' Compensation. Certificate form C-105.2 (9/07) or State Fund Insurance Company form U-26.3 is required for proof of compliance with the New York State Workers' Compensation Law. State Workers' Compensation Board form DB-120.1 is required for proof of compliance with the New York State Disability Benefits Law. Location of operation shall be "All locations in Westchester County, New York."

Where an applicant claims to not be required to carry either a Workers' Compensation Policy or Disability Benefits Policy, or both, the employer must complete NYS form CE-200, available to download at: www.web.state.ny.us (click on Employers/Businesses, then Business Permits/Licenses/Contracts to see instruction manual).

If the employer is self-insured for Worker's Compensation, he/she should present a certificate from the New York State Worker's Compensation Board evidencing that fact (Either SI-12, Certificate of Workers' Compensation Self-Insurance, or GSI-105.2, Certificate of Participation in Workers' Compensation Group Self-Insurance).

(b) Employer's Liability with minimum limit of \$100,000.

(c) Commercial General Liability Insurance with a minimum limit of liability per occurrence of \$1,000,000 for bodily injury and \$100,000 for property damage or a combined single limit of \$1,000,000 (c.s.l), naming the County of Westchester as an additional insured. This insurance shall include the following coverages:

- (i) Premises - Operations.
- (ii) Broad Form Contractual.
- (iii) Independent Contractor and Sub-Contractor.
- (iv) Products and Completed Operations.

(d) Automobile Liability Insurance with a minimum limit of liability per occurrence of \$1,000,000 for bodily injury and a minimum limit of \$100,000 per occurrence for property damage or a combined single limit of \$1,000,000 unless otherwise indicated in the contract specifications. This insurance shall include for bodily injury and property damage the following coverages:

- (i) Owned automobiles.
- (ii) Hired automobiles.
- (iii) Non-owned automobiles.

(e) Consultant's Professional Liability. GTL shall provide proof of such insurance. (Limits of \$1,000,000 per occurrence/\$3,000,000 aggregate).

3. All policies of GTL shall be endorsed to contain the following clauses:

(a) Insurers shall have no right to recovery or subrogation against the County of Westchester (including its employees and other agents and agencies), it being the intention of the parties that the insurance policies so effected shall protect both parties and be primary coverage for any and all losses covered by the above-described insurance.

(b) The clause "other insurance provisions" in a policy in which the County of Westchester is named as an insured, shall not apply to the County of Westchester.

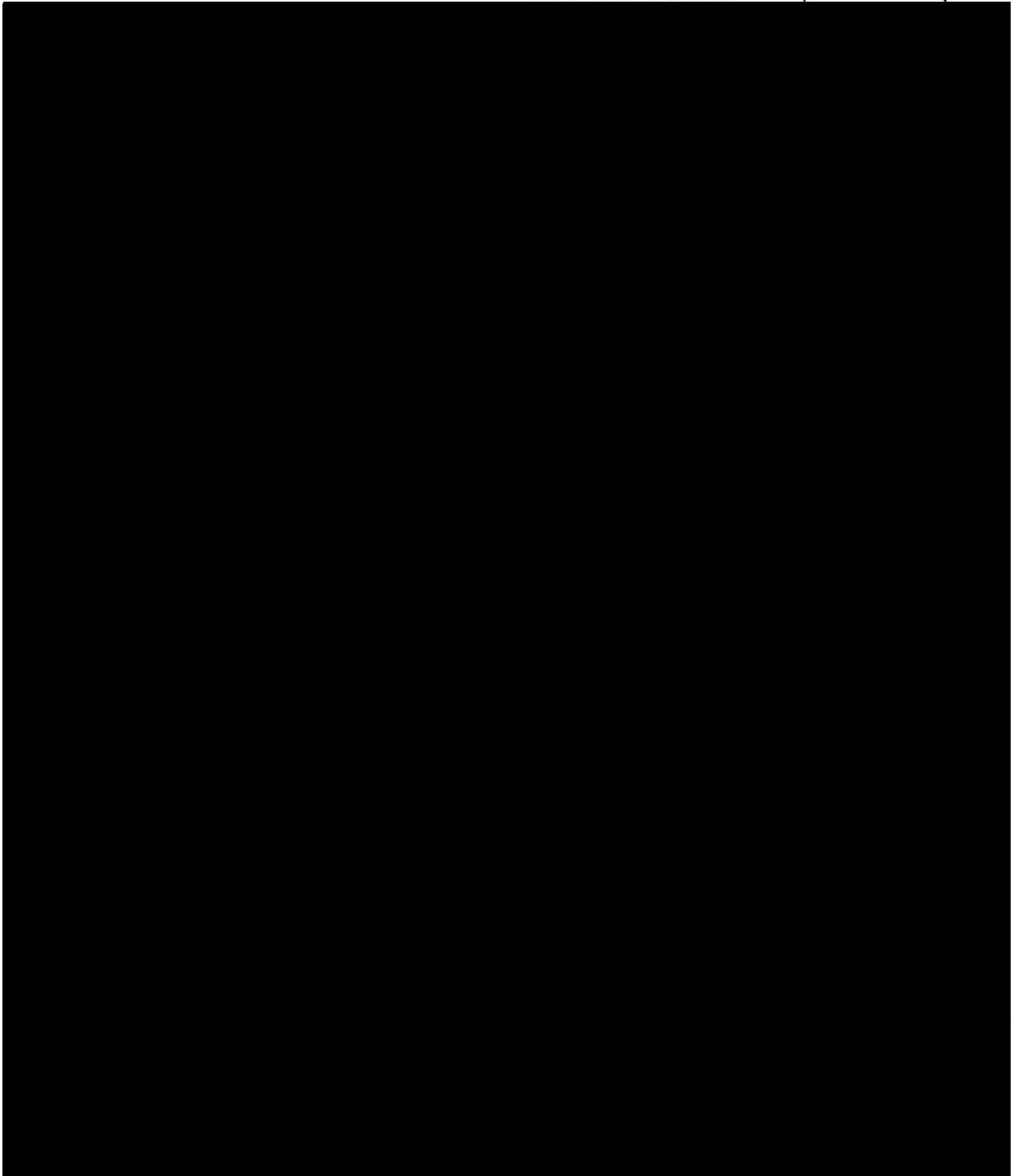
(c) The insurance companies issuing the policy or policies shall have no recourse against the County of Westchester (including its agents and agencies as aforesaid) for payment of any premiums or for assessments under any form of policy.

(d) Any and all deductibles in the above described insurance policies shall be assumed by and be for the account of, and at the sole risk of, GTL.



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
09/21/2018



CHUBB

Liability Insurance

Endorsement

Policy Period

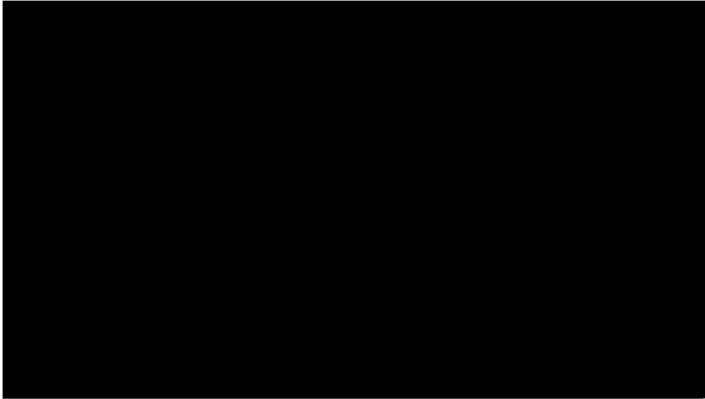
Effective Date

Policy Number

Insured

Name of Company

Date Issued



This Endorsement applies to the following forms:

GENERAL LIABILITY



CHUBB

Policy Conditions

Endorsement

Policy Period

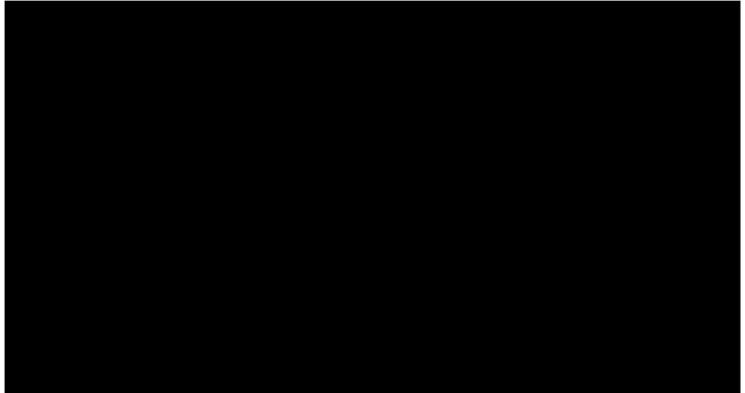
Effective Date

Policy Number

Insured

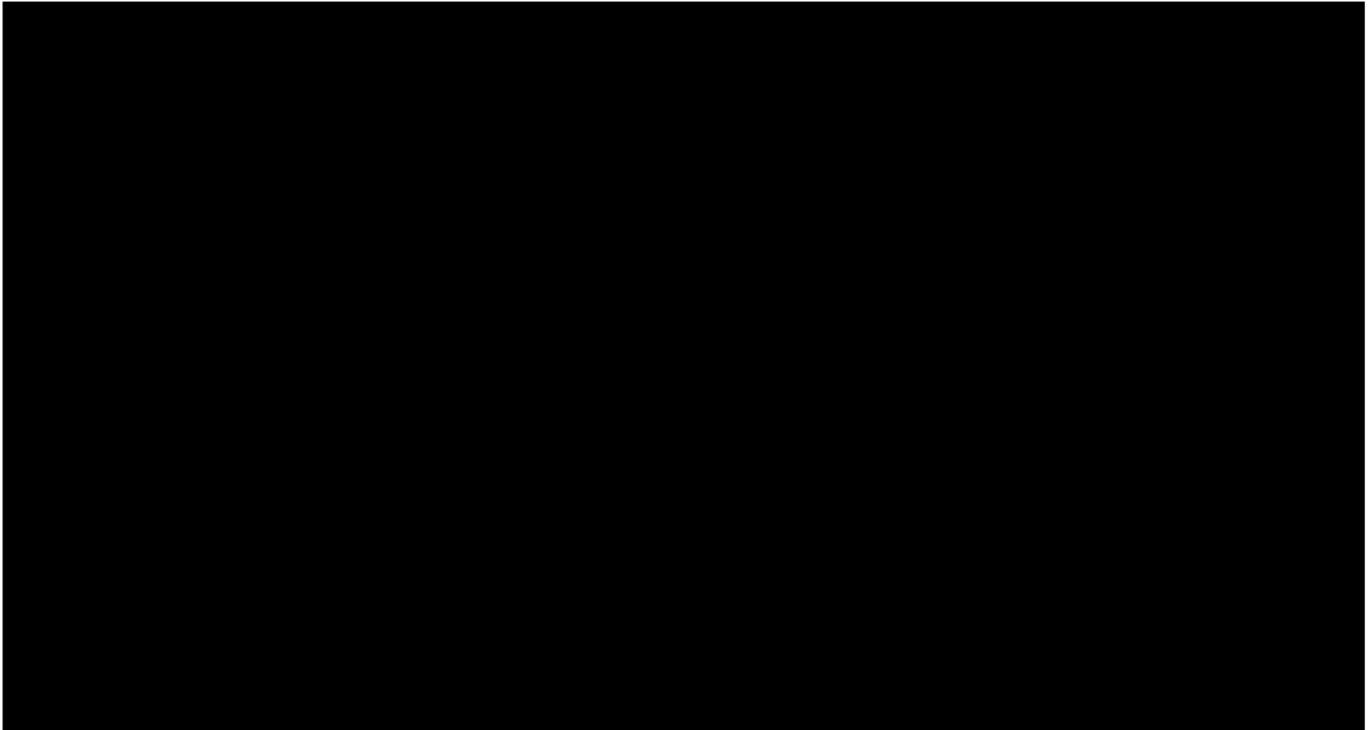
Name of Company

Date Issued



This Endorsement applies to the following forms:

COMMON POLICY CONDITIONS



CHUBB

Liability Insurance

Endorsement

Policy Period

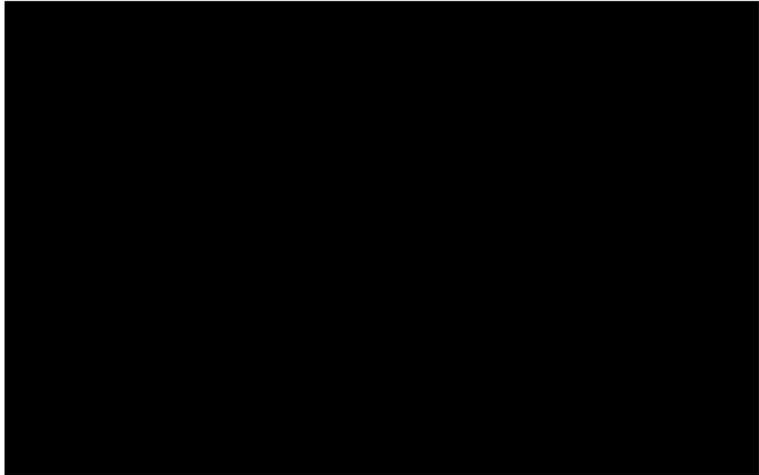
Effective Date

Policy Number

Insured

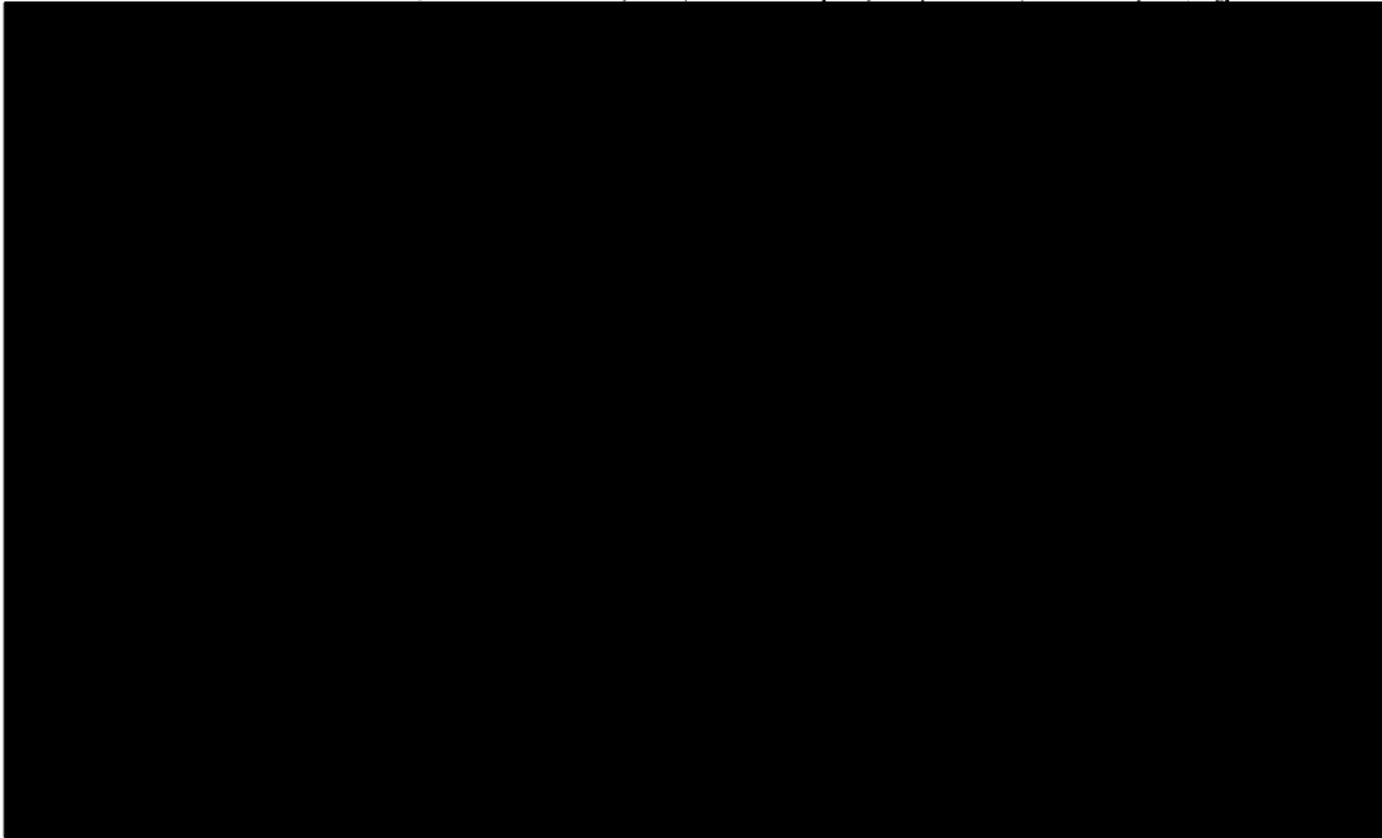
Name of Company

Date Issued



This Endorsement applies to the following forms:

GENERAL LIABILITY



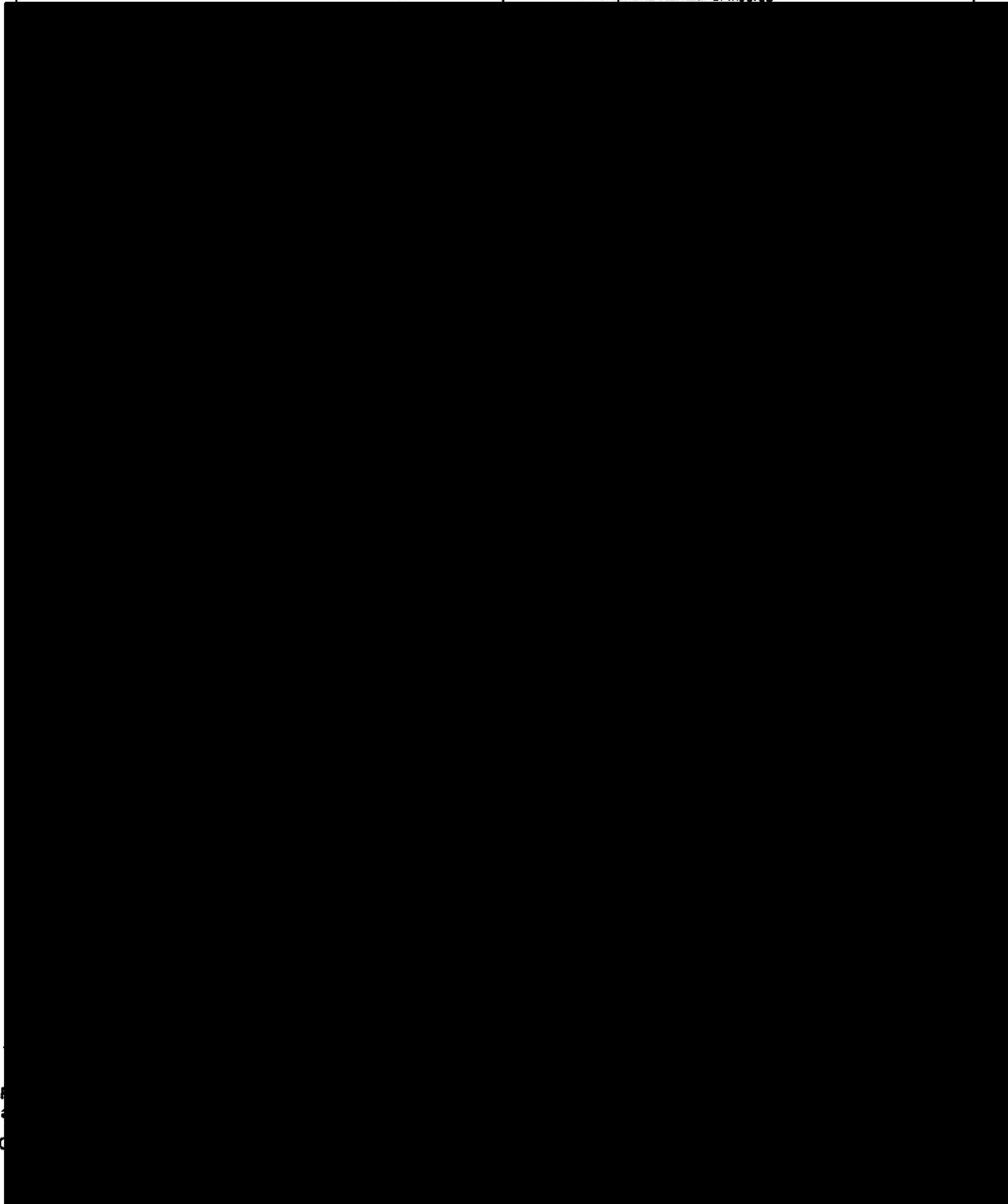


**Workers'
Compensation
Board**

**CERTIFICATE OF
NYS WORKERS' COMPENSATION INSURANCE COVERAGE**

1a. Legal Name & Address of Insured (use street address only)

1b. Business Telephone Number of Insured



SCHEDULE "C"

For Informational Purposes Only

**QUESTIONNAIRE REGARDING BUSINESS ENTERPRISES
OWNED AND CONTROLLED BY PERSONS OF COLOR OR WOMEN**

As part of the County's program to encourage the meaningful and significant participation of business enterprises owned and controlled by persons of color or women in County contracts, and in furtherance of Section 308.01 of the Laws of Westchester County, we request that you answer the questions listed below.

The term persons of color means a United States citizen or permanent resident alien who is and can demonstrate membership in one of the following groups: (a) Black persons having origins in any of the Black African racial groups; (b) Hispanic persons of Mexican, Puerto Rican, Dominican, Cuban, Central or South American descent of either Indian or Hispanic origin regardless of race; (c) Native American or Alaskan native persons having origins in any of the original peoples of North American; or (d) Asian or Pacific Islander persons having origins in any of the Far East countries, South East Asia, the Indian sub-continent or the Pacific Islands.

An enterprise owned and controlled by persons of color or women means a business enterprise, including a sole proprietorship, limited liability partnership, partnership, limited liability corporation or corporation that is (a.) at least 51% owned by one or more persons of color or women; (b.) an enterprise in which such ownership by persons of color or women is real, substantial and continuing; (c.) an enterprise in which such ownership interest by persons of color or women has and exercises the authority to control and operate, independently, the day-to-day business decisions of the enterprise; and (d.) an enterprise authorized to do business in this state which is independently owned and operated.

In addition, a business enterprise owned and controlled by persons of color or women shall be deemed to include any business enterprise certified as an MBE or WBE pursuant to Article 15-a of the New York State Executive Law and implementing regulations, 9 NYCRR subtitle N Part 540 et seq., or as a small disadvantaged business concern pursuant to the Small Business Act, 15 U.S.C. 631 et seq., and the relevant provisions of the Code of Federal Regulations as amended.

1. Are you a business enterprise that is owned and controlled by persons of color or women in accordance with the standards listed above?

No
 Yes (as a business owned and controlled by persons of color)
 Yes (as a business owned and controlled by women)

2. If you are a business owned and controlled by persons of color, please specify, the minority classifications that apply: _____

3. Are you certified with the State of New York as a minority business enterprise ("MBE") or a women business enterprise ("WBE")?

No
 Yes (as a MBE)
 Yes (as a WBE)

4. If you are certified with the State of New York as an MBE, please specify the minority classifications that apply: _____

5. Are you certified with the Federal Government as a small disadvantaged business concern?

No
 Yes

Name of Firm/Business Enterprise: Global Tel*Link Corporation

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

Kevin Lofton, VP, Associate General Counsel
Name/Title of Person completing MBE/WBE Questionnaire: _____

Signature: Kevin Lofton

SCHEDULE "D"

Index No.

Commonwealth
STATE OF Virginia }
COUNTY OF Fairfax } ss.:

John Pitsenbayer, being duly
(Name)

sworn, deposes and says under penalty of perjury that the following statements are true:

1. I am the CFO
(Title, Officer, Partner, Owner, etc.)
of Global Tel Link ("GTL") which

has been retained by the County of Westchester to provide inmate telephone services for the
County _____

2. GTL agrees that it has no interest and will not acquire any interest direct or indirect, that would conflict in any manner or degree with the performance of services to be rendered to Westchester County.

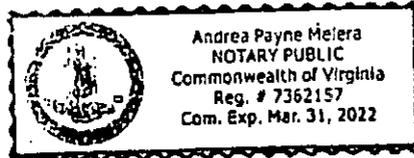
3. GTL, further agrees that, in the rendering of services to the County, no person having any such interest shall be employed by it.

4. I make this Affidavit on behalf of GTL with its full knowledge and consent, pursuant to the requirements of Local Law No. 3-1988 of the Westchester County Board of Legislators and with the intent that the County of Westchester will rely on the statements contained herein.

[Signature]
Global Tel Link

Sworn to before me this 6th
day of May November, 2018

Andrea Payne Meiera
NOTARY PUBLIC
My commission expires: 3/31/2022



[Note to Consultants: Please file this Affidavit directly with the Office of the Westchester County Clerk, Legal Division, 110 Martin Luther King Jr. Blvd, White Plains, New York 10601. The filing fee is \$5.00.]

SCHEDULE "E"

REQUIRED DISCLOSURE OF RELATIONSHIPS TO COUNTY
(Prior to execution of a contract by the County, a potential County contractor must complete, sign and return this form to the County)

Contract Name and/or ID No.:
(To be filled in by County)

Name of Contractor: Global Tel Link
(To be filled in by Contractor)

A.) Related Employees:

1. Are any of the employees that you will use to carry out this contract with Westchester County also an officer or employee of the County, or the spouse, or the child or dependent of such County officer or employee?

Yes _____ No X

If yes, please provide details: _____

B.) Related Owners:

1. If you are the owner of the Contractor, are you or your spouse, an officer or employee of the County?

Yes _____ No X

If yes, please provide details: _____

To answer the following question, the following definition of the word "interest" shall be used:

Interest means a direct or indirect pecuniary or material benefit accruing to a county officer or employee, his or her spouse, child or dependent, whether as the result of a contract with the county or otherwise. For the purpose of this chapter, a county officer or employee shall be deemed to have an "interest" in the contract of:

- i. His/her spouse, children and dependents, except a contract of employment with the county;
- ii. A firm, partnership or association of which such officer or employee is a member or employee;

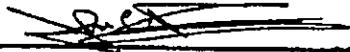
- iii. A corporation of which such officer or employee is an officer, director or employee; and
- iv. A corporation of which more than five (5) percent of the outstanding capital stock is owned by any of the aforesaid parties.

2. Do any officers or employees of the County have an interest in the Contractor or in any subcontractor that will be used for this contract?

Yes _____ No X

If yes, please provide details: _____

Authorized Company Official shall sign below and type or print information below the signature line:



Name: John P. Benbeger

Title: (FO)

Date: 11/6/2018

SCHEDULE "F"

CONTRACTOR
CRIMINAL BACKGROUND DISCLOSURE INSTRUCTIONS

Pursuant to Executive Order I-2008 and subject to the applicable provisions of New York Correction Law §§ 752 and 753, the County shall have the right to bar the following "Persons Subject to Disclosure" (Persons shall mean individuals or legal entities) from providing work or services to the County or from being on County property:

(a) Consultants, Contractors, Licensees, Lessees of County owned real property, their principals, agents, employees, volunteers or any other person acting on behalf of said Contractor, Consultant, Licensee, or Lessee who is at least sixteen (16) years old, including but not limited to Subconsultants, Subcontractors, Sublessees or Sublicensees who are providing services to the County; and

(b) Any family member or other person, who is at least sixteen (16) years old, residing in the household of a County employee who lives in housing provided by the County located on County property.

If any of the above mentioned Persons Subject to Disclosure has either one of the following:

(a) A conviction of a crime (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State);

(b) A pending criminal proceeding for a crime(s) as defined above; or

(c) A refusal to answer such questions.

Where the following criteria apply:

(a) If any of the Persons Subject to Disclosure providing work or services to the County in relation to a County Contract are not subject to constant monitoring by County staff while performing tasks and/or while such persons are present on County property pursuant to the County Contract; and

(b) If any of the Persons Subject to Disclosure providing work or services to the County, in relation to a County Contract may, in the course of providing those services, have access to sensitive data (for example, Social Security Numbers and other personal/secure data); facilities (secure facilities and/or communication equipment); and/or vulnerable populations (for example, children, seniors and the infirm).

Accordingly, the Contractor is required to review these Instructions and complete Schedule "F-1" as well as any other applicable criminal disclosure forms (i.e., "Schedules "F-2" through "F-5," together with "F-1," collectively referred to as "Disclosure Forms").

However, the following Persons Subject to Disclosure are exempt from Executive Order 1-2008: (i) those persons for whom the County has already conducted a background check and issued a security clearance that is in full force and effect; or (ii) those persons for whom another state or federal agency having appropriate jurisdiction has conducted a security and/or background clearance or has implemented other protocols or criteria for this purpose that apply to the subject matter of this Contract that is in full force and effect.

If a Person Subject to Disclosure is exempt from the disclosure described in Executive Order 1-2008 because of either "i" or "ii" above, then the Contractor shall notify the Procuring Officer¹ in the respective Department of its claim of exemption and it shall be the responsibility of the Procuring Officer to verify each exemption. If the Procuring Officer determines that the Contractor is exempt under sections "i" or "ii" above, the Procuring Officer shall confirm same with the Contractor and maintain a written record including all supporting details of the verification of and acknowledgement of said exemption.

¹ "Procuring Officer" shall mean the head of the department or the individual(s) authorized by the head(s) of the department(s) undertaking the procurement and with respect to those matters delegated to the Bureau of Purchase and Supply pursuant to Section 161.11(a) of the Laws of Westchester County, the Purchasing Agent.

If the Procuring Officer determines that the Contractor is not exempt under sections "i" or "ii" above, the Procuring Officer shall notify the Contractor in writing, and the appropriate Disclosure Forms shall be required.

It shall be the Contractor's duty to disclose and to inquire of each and every Person Subject to Disclosure, whether they have been convicted of a crime or whether they are currently subject to pending criminal charges. It shall be the duty of the Contractor to submit a completed Certification Form annexed hereto as Schedule "F-1," which certifies that the Contractor and every Person Subject to Disclosure has been asked whether they have been convicted of a crime or are currently subject to pending criminal charges.

Should the Contractor or any Person Subject to Disclosure (also referred to as "Person") affirmatively advise that they have been convicted of a crime said Person shall be identified in Schedule "F-2" and shall complete Schedule "F-3," entitled, "Criminal Background Disclosure Form For Persons Who Have Been Convicted of A Crime."

Should the Contractor or any Person Subject to Disclosure advise that they are subject to pending criminal charges, said Person shall be identified in Schedule "F-2" and shall complete the form annexed hereto as Schedule "F-4," entitled, "Criminal Background Disclosure Form For Persons Who Are Subject to Pending Criminal Charges."

Should the Contractor or any Person Subject to Disclosure refuse to answer whether they have been convicted of a crime or are currently subject to pending criminal charges, the name and title of said Person(s) shall be listed in Schedule "F-5."

It shall be the duty of the Contractor to submit to the Procuring Officer all of the attached applicable Disclosure Forms prior to the commencement of this Contract. It is the responsibility of each Contractor to assure that all of their proposed Subcontractors

complete the criminal background and disclosure certification forms and submit the forms to the Procuring Officer before they will be approved to perform work on the contract.

Under no circumstances shall the existence of a language barrier serve as a basis for the waiver of or an exception to this obligation. If the Contractor needs to obtain translation services to fulfill this obligation, it shall be at the sole cost and expense of the Contractor.

The Contractor shall be required to make the same inquiry and forward updated Disclosure Forms to the Procuring Officer regarding additional Persons Subject to Disclosure in connection with this Contract during the term of this Contract. **NO NEW PERSON SUBJECT TO DISCLOSURE SHALL PERFORM WORK OR SERVICES OR ENTER ONTO COUNTY PREMISES UNTIL THE UPDATED DISCLOSURE FORMS ARE FILED WITH THE PROCURING OFFICER.**

THE CONTRACTOR HAS A CONTINUING OBLIGATION TO MAINTAIN THE ACCURACY OF THE DISCLOSURE FORMS FOR THE DURATION OF THIS CONTRACT, INCLUDING ANY AMENDMENTS OR EXTENSIONS THERETO AND SHALL PROVIDE ANY UPDATES TO THE COUNTY AS NECESSARY TO COMPLY WITH THE DISCLOSURE REQUIRED BY EXECUTIVE ORDER 1-2008.

Any failure by the Contractor to comply with the disclosure requirements of Executive Order 1-2008, absent proof of exemption deemed satisfactory by the County Procuring Officer, may be considered by the County a material breach by the Contractor and shall be grounds for immediate termination of this Agreement by the County.

SCHEDULE "F-1"

**CONTRACTOR AND ALL PERSONS SUBJECT TO DISCLOSURE²
CERTIFICATION FORM**

IF THIS FORM IS COMPLETED BY A SUBCONTRACTOR CHECK HERE³

I, John Pitsenbayer
(Name of Person Signing Below)

(CHECK APPLICABLE ANSWER BELOW AND THEN COMPLETE APPLICABLE DISCLOSURE)

a principal of the Contractor & authorized to execute this Certification Form;

a representative of the Contractor & authorized to execute this Certification Form;

A. PRINCIPAL/REPRESENTATIVE DISCLOSURE
(CHECK APPROPRIATE RESPONSE BELOW)

I am a principal or a representative of the Contractor authorized to execute this Certification Form and my answers to the questions below are as follows:

1) Have you or your company ever been convicted of a crime (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State) including, but not limited to, conviction for commission of fraud, embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property?

Yes

No

2) Are you subject to any pending criminal charges (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State)?

Yes

No

² Persons Subject to Disclosure are identified and defined in Schedule "F," pursuant to Executive Order 1-2008.

³ If this Certification Form is being completed by a Subcontractor, please consider all references to "Contractor" to mean "Subcontractor."

B. CONTRACTOR DISCLOSURE

Based upon my own personal knowledge or having made all necessary efforts to obtain the facts, the answer to the questions below are as follows:

1) Has the Contractor ever been convicted of a crime (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State) including, but not limited to, conviction for commission of fraud, embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property?

Yes No

2) Is the Contractor subject to any pending criminal charges (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State)?

Yes No

C. PERSONS SUBJECT TO DISCLOSURE

I hereby certify that all of the Persons Subject to Disclosure, as previously defined under this Contract that will or are intended to provide services, work or intended to be on County property under this Contract have been asked the following questions:

1) Have you or your company ever been convicted of a crime (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State) including, but not limited to, conviction for commission of fraud, embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property?

Yes No

2) Are you subject to any pending criminal charges (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State)?

Yes No

If the answer is "yes," to any of the questions in Sections "A," "B," or "C" above, please list the names and titles of all such Persons in Schedule "F-2."

In addition, the Persons identified in Schedule "F-2" must complete Schedule "F-3" or "F-4."

Schedule "F-3" must be completed by those Persons who have previously been convicted of a crime.

Schedule "F-4" is provided for those Persons who are subject to pending criminal charges.

If a Person refuses to answer any of the questions in Sections "A," "B," or "C" above, the name and title of said Person shall be listed in Schedule "F-5."

CONTRACTOR CERTIFICATION

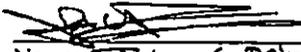
I hereby certify that all of the information provided herein is true and accurate and that all additional required Disclosure Forms have been completed.

It is understood and agreed that to the extent that new Persons Subject to Disclosure are proposed to be added after execution of this Certification Form, the Contractor shall not utilize such persons or permit said individual onto County property until the updated Disclosure Forms are filed with the Procuring Officer.

No Person Subject to Disclosure shall perform work or services or enter onto County premises until the Disclosure Forms are filed with the Procuring Officer.

It is further understood and agreed that the Contractor has a continuing obligation to maintain the accuracy of the Disclosure Forms for the duration of this Contract, including any amendments or extensions thereto, and shall provide any updates to the information to the County as necessary to comply with the requirements of Executive Order 1-2008.

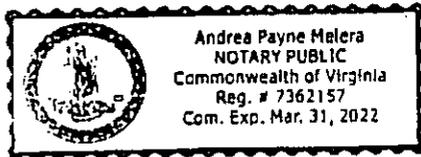
*Commonwealth of Virginia
County of Fairfax*


Name: John C. P. [unclear]
Title: CEO
Date: 11/6/2018

Andrea Payne Melera
Notary Public

11/6/18
Date

My Commission expires: 3/31/2022



N/A

SCHEDULE "F-2"⁴

**NAMES AND TITLES OF PERSONS SUBJECT TO DISCLOSURE
THAT ANSWERED "YES" TO ANY QUESTION IN SCHEDULE "F-1"**

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____

Note: If more names and titles must be added, please attach a separate page entitled, "Schedule F-2 Continued."

CONTRACTOR CERTIFICATION

I hereby certify that all of the information provided herein is true and accurate and that all additional required Disclosure Forms have been completed.

No Person Subject to Disclosure shall perform work or services or enter onto County premises until the Disclosure Forms are filed with the Procuring Officer.

It is understood and agreed that to the extent that new Persons Subject to Disclosure are proposed to be added after execution of this Certification Form, the Contractor shall not utilize such persons or permit said individual onto County property until the updated Disclosure Forms are filed with the Procuring Officer.

It is further understood and agreed that the Contractor has a continuing obligation to maintain the accuracy of the Disclosure Forms for the duration of this Contract, including any amendments or extensions thereto, and shall provide any updates to the information to the County as necessary to comply with the requirements of Executive Order I-2008.

Name:
Title and Date:

Notary Public

⁴ If this Certification Form is being completed by a Subcontractor, please consider all references to "Contractor" to mean "Subcontractor."

SCHEDULE "F-3"

**CRIMINAL BACKGROUND DISCLOSURE FORM FOR
PERSONS WHO HAVE BEEN CONVICTED OF A CRIME**

The conviction of a crime will not automatically result in a denial of your right to work on a County contract, your right to be on County property or your license, but may, if the County determines that the prior conviction(s) create an unacceptable risk. However, if you fail to list any part of your conviction history, whether due, but not limited to any omission, intentional falsification or any failure to disclose for any reason, you may be prohibited from working or being on County property without any risk assessment. If it is later determined that you failed to disclose a criminal conviction for any reason, your right to work on a County contract, be on County property or your license may be terminated at any time.

I, _____, am _____
(Name of Person Signing Below) (Title Relevant to Contract)

- 1) Describe the reason for being on County property if applicable, identify the specific duties and responsibilities on this project which you intend to perform for the County, including but not limited to, access to sensitive data and facilities and access to vulnerable populations.
- 2) Please list all criminal convictions along with a brief description of the crime(s) (including all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State).
- 3) Please provide the date and place of each conviction.
- 4) Please provide your age at the time of each crime for which you were convicted.

- 5) Please provide the legal disposition of each case.

- 6) Please provide any information either produced by yourself or someone on your behalf in regards to your rehabilitation and good conduct.

I certify that this information is correct and complete. I understand that providing false or incomplete information or withholding by omission or intention pertinent information will be cause for refusing further consideration of my employment on this project.

No Person Subject to Disclosure shall perform work or services or enter onto County premises until the Disclosure Forms are filed with the Procuring Officer.

I understand that I have a continuing obligation to maintain the accuracy of this form for the duration of this Contract, including any amendments or extensions thereto, and shall provide any updates to the information to the County as necessary to comply with the requirements of Executive Order 1-2008.

By my signature below I hereby affirm that all of the facts, statements and answers contained herein and all attachments are true and correct.

Name:
Title:
Date:

Notary Public

Date

SCHEDULE "F-4"

**CRIMINAL BACKGROUND DISCLOSURE FORM FOR
PERSONS WHO ARE SUBJECT TO PENDING CRIMINAL CHARGES**

A pending criminal charge will not automatically result in a denial of your right to work on a County contract, your right to be on County property or your license, but may, if the County determines that the pending charge(s) create an unacceptable risk. However, if you fail to list any part of your conviction history, whether due, but not limited to any omission, intentional falsification or any failure to disclose for any reason, you may be prohibited from working or being on County property without any risk assessment. If it is later determined that you failed to disclose a criminal conviction for any reason, your right to work on a County contract, be on County property or your license may be terminated at any time.

I, _____, am _____
(Name of Person Signing Below) (Title Relevant to Contract)

- 1) Describe the reason for being on County property and if applicable, identify the specific duties and responsibilities on this project which you intend to perform for the County, including but not limited to, access to sensitive data and facilities and access to vulnerable populations.

- 2) Please identify all pending criminal charges (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State).

- 3) Please briefly describe the nature of the pending charges and the date upon which it is alleged that a crime was committed.

I certify that this information is correct and complete. I understand that providing false or incomplete information or withholding by omission or intention pertinent information will be cause for refusing further consideration of my employment on this project.

No Person Subject to Disclosure shall perform work or services or enter onto County premises until the Disclosure Forms are filed with the Procuring Officer.

I understand that I have a continuing obligation to maintain the accuracy of this form for the duration of this Contract, including any amendments or extensions thereto, and shall provide any updates to the information to the County as necessary to comply with the requirements of Executive Order 1-2008.

By my signature below I hereby affirm that all of the facts, statements and answers contained herein and all attachments are true and correct.

Name:

Title:

Date:

Notary Public

Date

SCHEDULE "F-5"²

PERSONS THAT REFUSED TO ANSWER

Please list the names and titles of each Person that refused to answer any of the questions in "Schedule F-1."

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

CONTRACTOR CERTIFICATION

I hereby certify that all of the information provided herein is true and accurate.

No Person Subject to Disclosure shall perform work or services or enter onto County premises until the Disclosure Forms are filed with the Procuring Officer.

It is understood and agreed that to the extent that new Persons Subject to Disclosure are proposed to be added after execution of this Certification Form, the Contractor shall not utilize such persons or permit said individual onto County property until the updated Disclosure Forms are filed with the Procuring Officer.

It is further understood and agreed that the Contractor has a continuing obligation to maintain the accuracy of the Disclosure Forms for the duration of this Contract, including any amendments or extensions thereto, and shall provide any updates to the information to the County as necessary to comply with the requirements of Executive Order 1-2008.

Name:
Title:
Date:

Notary Public

² If this Certification Form is being completed by a Subcontractor, please consider all references to "Contractor" to mean "Subcontractor."