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

COMMISSION PROPOSAL

Presented to:

Attention: Sharon Higgins

COMMONWEALTH OF MASSACHUSETTS

BARNSTABLE COUNTY SHERIFF'S OFFICE

6001 SHERIFFS PLACE

BOURNE, MA 02532

Presented by:

Terry Blech

Account Executive

Telephone: 781.461.1266

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The Corrections Innovation Leader

● | Vendor Information Form



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VENDOR INFORMATION FORM

Name of Company: Global Tel*Link Corporation

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

Telephone#: 703-995-3887

Fax# 703-889-5299

Name of Contact Person: Terek Green

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

Signature and Title of duly authorized officer of Vendor corporation:



Signature

Jeff Haidinger

Name:

President and Chief Operating Officer

Title:

7-24-2017

Date

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



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BID PRICING RESPONSE FORM - TO BE SUBMITTED SEPARATE OF TECHNICAL RESPONSE

Vendor name: Global Tel*Link Corporation

1. Vendor is to provide a percentage commission rate to be paid to the BCSO on the gross revenue generated on all BCSO inmate phone calls (both interstate and intrastate) and video visitation services in accordance with pricing rates set by the Federal Communications Commission and/or any other applicable federal, state or local law as of the date of this Request for Response. All costs, materials, labor, permits, installation, inspections, licensing, maintenance, upgrades, training, etc. required for the proper performance of the services provided in the Request for Response are to be solely borne by the awarded Vendor. The BCSO will not be responsible for any costs whatsoever relating to these systems.

2. Please provide your proposed percentage commission rate to be paid to the BCSO based on gross revenue generated from all inmate communication services provided at the BCSO:

Year of contract	% of commission to be paid based on gross revenue generated on all inmate communication services provided to inmates at the BCSO		
	Option I	Option II	Option III
1 st Year	\$250,000 Annual Fix Commission	\$200,000 Annual Fixed Commission	No Commission
2 nd Year	\$250,000 Annual Fix Commission	\$200,000 Annual Fixed Commission	No Commission
3 rd Year	\$250,000 Annual Fix Commission	\$200,000 Annual Fixed Commission	No Commission
4 th Year, Renewal Option	\$250,000 Annual Fix Commission	\$200,000 Annual Fixed Commission	No Commission
5 th Year, Renewal Option	\$250,000 Annual Fix Commission	\$200,000 Annual Fixed Commission	No Commission
6 th Year, Renewal Option	\$250,000 Annual Fix Commission	\$200,000 Annual Fixed Commission	No Commission

3. Bid Affirmations:

- A. **Certificate of Non-Collusion:** The undersigned hereby certifies, under Response has been made and submitted in good faith and without fraud person, representative, agent or party submitting a competing response this Certificate, the word "person" shall mean any natural person, business union, committee, club or other organization, entity or group of individuals.
- B. **Tax Certification:** The undersigned hereby certifies, under the penalties knowledge and belief, all Massachusetts State Tax Returns have been filed Taxes have been paid pursuant to Massachusetts General Laws Chapter
- C. **Conformance with RFR:** The undersigned hereby agrees to perform the specifications of the Request for Response (RFR) and pay commissions gross revenues generated by said services, as set forth in this Bid Pricing
- D. **Authorization:** The undersigned hereby certifies, under the penalties of and understands all of the requirements, terms and conditions set forth in any Addenda or attachments thereto, and is duly authorized to execute this for both pricing and bid affirmation certification purposes on behalf of the

No % listed as outlined in the RFR See #1 - Vendor to provide a % Commission rate

Executed as a sealed instrument this 24th day of July, 20

Vendor: Global Tel*Link Corporation

By: *[Signature]*
Signature

Name & Title: Jeff Haidinger

President and Chief Operating Officer

This form MUST be completed, executed and included in Bidder's COMMISSION Response.

GTL Pricing Proposal Overview

Global Tel*Link (GTL) is proud to present a financial offer to Barnstable County that provides a balance of proven technology coupled with affordable rates for your inmates, their friends and family members. GTL proposes four different options to Barnstable County.

By choosing GTL you will benefit from our unwavering commitment to support Barnstable County with solutions that were developed with our customers, the offenders, victims, public and department employees. GTL's technology provides Barnstable County cost savings, staff efficiencies, facility safety, increased inmate morale and assists in reducing recidivism. GTL offers a balance of proven technology and financial support coupled with affordable rates for your inmates, their friends and family members.

GTL offers Barnstable County its Inmate Telephone System (ITS), a web- browser-based / VoIP system, that comes complete with all equipment, hardware, and software—including the telephone network, circuits, recording system, call-control system, telephones, workstations, and associated software. The ITS includes the following features:

- Secure private network that allows both local and centralized administration and investigations.
- Redundancy of all critical operational components and automated backup routines that ensure system and data reliability
- Secure System Access
- Anytime, anywhere access to properly authorized users
- Secure data storage that provides redundancy of call detail records, recordings, and system settings off-site at GTL's secure Data Centers
- Simple user interface through which all system management and administration is accomplished is a Web-based Microsoft Windows XP/Windows 7/Internet Explorer Browser application
- Comprehensive, easy-to-use administrative tools
- Powerful investigative tools
- Integrated inmate Personal Identification Number (PIN) system
- Extensive reporting capability that can generate over 1,600 different detailed reports based on user-selected parameters
- Secure private network that allows both local and centralized and investigations.
- User-selected parameters

In addition to the powerful standard features contained in the ITS solution, a series of Investigative Solutions are layered into the System. The proposed investigative features and their capabilities include a fully integrated keyword search, voice biometrics, Reverse Number Lookup and data analysis:

- Our fully integrated and intelligent Keyword Search, Call IQ, application allows the recorded conversations of inmate calls to the outside world to be scanned automatically for specified keywords; alerting investigators of recordings that contain the words or phrases of interest. The software categorizes calls, ranks them in order of importance, and highlights those calls that had key phrases or words that fall into categories requiring immediate attention by investigators. It gives the investigator an overview of all the activity at a glance reducing research time significantly.
- GTL's Voice Biometric, Voice IQ, solution provides critical offender identification and elimination of PIN sharing in real-time. GTL's patented Voice Biometric technology pairs voice recognition with PIN entry to ensure maximum accuracy in inmate identification. Our biometric solution is fully integrated into the inmate telephone system and does not require 3rd party software to be opened outside of the ITS user interface.
- GTL's Reverse Number Lookup feature is included standard and is fully integrated with our ITS software. GTL offers this investigative tool as a standard part of our calling system at no additional cost. Reverse Lookup searches a large industry database for the billing name and address (BNA) of a specified phone number and displays the name and address along with a street Map or Satellite image.
- GTL's Called Party IQ brings state-of-the-art investigation capabilities to the County for detection of inmate to inmate telephone calls via a centralized multi-way call detection technology. Because GTL services over 50% of the inmate population in the United States any and all calls processed by that population would be required to validate through our Centralized Universal Call Validation Software. This validation step affords GTL's clients the ability to identify, in near Real-Time, any call that is already in progress to the same phone number or BTN being dialed by their resident/inmate.
- GTL Data IQ® offers pre-built search queries and easily understood link diagrams by bringing simple solutions to complicated challenges, not only for PCSD facilities, but to law enforcement partners. "A picture is worth a thousand words" is never more evident than when presenting a case to the prosecuting attorney, who can easily follow the explanation while reviewing a visual diagram of activities. Continue reading for a detailed explanation of how we accomplish this with our best of breed intelligence solution, GTL Data IQ. GTL Data IQ is offered exclusively by GTL which no other provider can offer to the PCSD.

GTL's Virtual Receptionist™ is a fully hosted automated phone attendant system that provides general facility information and inmate specific information as requested by inmate and public callers over the phone without the need of a staff member to answer the call.

The patented design of the Video Visitation System allows for easy installation. Our

management software offers robust scheduling tools for face-to-face, on-site, and remote visitations plus easy check-in for visitors. With over 170 deployments, we understand what it takes to maximize the benefits of traditional face-to-face visits through the convenience of remote video visitation without dictating policy on in-person visits.

Rates & Commission Summary

	Option I	Option II	Option III
Instate	\$0.21	\$0.15	\$0.075
Interstate	\$0.21	\$0.15	\$0.075
International	\$0.50	\$0.25	\$0.25
Annual Fixed Commission	\$250,000	\$200,000	N/A
Video Visitation Rates			
Per Minute	\$0.40	\$0.40	\$0.40

Commission Basis

For each allowed call type (local, IntraLATA, InterLATA, or international; collect, debit or prepaid) gross revenue is defined as the product of total billable minutes times the agreed upon rate for all completed calls – meaning those accepted by the called party.

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

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

When an inmate places a call, our validation system will determine the call type (Local, IntraLATA, InterLATA, Interstate, or International) and the best route. The local or long distance carrier used for any given inmate call will depend on the most efficient route to the destination number. Once the called party actively indicates acceptance of an inmate's call, the inmate telephone system begins the billing process by recording the cost of the call, based on the agreed upon rates for the call type.

GTL is tariffed and authorized to handle all calls originating from this contract. GTL is responsible for billing for all calls either through the local telephone company or direct bill from GTL.

Commission Accountability

GTL's ability to accurately report Barnstable County's commission is greatly enhanced by the fact that our Inmate Telephone System operates automatically in a dynamic, real-time environment. As inmate calls are placed and completed, call records are created and downloaded to GTL's central processing center in real time. Each incoming call record is electronically evaluated, rated, and formatted immediately for billing (not batched for later processing), then re-checked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. Our MIS department routinely places "test calls" and tracks the resulting call records through the entire automated process to insure they are properly routed, rated, formatted, processed, and billed.

Billing statements for inmate calls are issued monthly. Barnstable County's commission percentage is in no way impacted if a phone bill for inmate calls proves un-collectable. All billed calls within a billing period, contribute to the totals reported on Barnstable County's monthly commission and call summary sheets.

Barnstable County will be able to verify call traffic, call revenue, and commission accuracy using reports provided by GTL and/or generated from the Inmate Telephone System.

Revenue Assurance Team

GTL maintains a Revenue Assurance Team whose purpose is to review call activity for each facility on a monthly basis. Each month's activity is compared to that of previous months. Should a review reveal any dramatic changes in activity, a more detailed review of that facility is conducted. If necessary, changes will occur to insure that the maximum amount of revenue possible is generated by that facility. This review includes an analysis of traffic engineering to determine if there is a need to provision additional lines or circuits due to increases in inmate population or call activity. Our Revenue Assurance Team will work with Barnstable County in making these determinations.

GTL commits to full compliance with FCC and state-tariff rates. GTL's rates will not exceed FCC or PSC authorized rates for long distance station-to-station or person-to-person calls. GTL currently is certified to provide inmate phone service in the State of Washington.

Call Rates and Taxes

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

Additional Fees when Applicable

Following is a description of additional fees that are only applicable as indicated in the table. These fees are cost recovery in nature and are not considered revenue by GTL therefore no commission is paid on these fees.

No Cost Deposit Options	When Applied	Amount
Certified Check mailed to GTL	Per Transaction	\$0.00
Money Order mailed to GTL	Per Transaction	\$0.00
Payment Fees		
Fee Description	When Applied	Amount
Automated Kiosk/IVR/Web Site Payment	Assessed for payments made by interactive voice response (IVR), web, kiosk, credit card, debit card, and bill processing.	\$3.00
Live Agent Fee	Assessed when a customer chooses to use a live operator to complete the transaction.	\$5.95
Federal and State Cost Recovery Fees	When Applied	Amount
Federal Universal Service Fund (FUSF)	Monthly charge based on Interstate Calls	Varies by quarter ¹
State Universal Service Fund	Monthly charge based on Intrastate Calls	Varies by state ²
<p>1 Federal Universal Service Fund percentages change as prescribed by the FCC. GTL passes-through USF fees based on the prescribed percentage each month and remits the amount to the applicable government agency.</p> <p>2 State Universal Service Fund percentages change as prescribed by each state authority. GTL passes-through USF fees based on the prescribed percentage each month and remits the amount to the applicable government agency.</p>		
Other Fees	When Applied	Amount
AdvancePay OneCall - Option I	Fee per call	\$6.95
AdvancePay OneCall - Option II	Fee per call	\$7.95
Third Party Financial Transaction Fee	Charged by third parties including, but not limited to, MoneyGram, Western Union, credit card processing, and transfers from commissary accounts. Fees do not include any markup by GTL. Third party financial transaction fees may be in addition to other fees as applicable to the transaction choice.	Exact Fee Charged by Third Party (varies by third party)