

GTL

LAZERPHONE
INMATE TELEPHONE SYSTEM
PROPOSAL
FOR

The Commonwealth of Massachusetts
Department of Corrections
Request for Responses (RFR)
Secure Inmate Calling System & Related
Services
DOC File No. 1000-Phone2006

Submitted by:

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September 14, 2005

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Section 1

Description of Procurement

The Massachusetts Department of Correction (DOC) requests qualified Bidders to submit proposals for furnishing, installing and maintaining a Secure Inmate Calling System (ICS) for use in its correctional institutions. The DOC has special security requirements and has a prime objective of controlling inmate telephone usage and limiting the use of the telephone system for fraudulent activity.

The Massachusetts Department of Correction (DOC) is responsible for managing the operation of 18 correctional institutions located within the Commonwealth. These institutions vary in level of security and house approximately 10,500 inmates.

Inmates are defined as all persons, male and female, adult and minor, residing in facilities or admitted or committed to the care and custody of the Department of Correction. This term encompasses all sentenced prisoners including, but not limited to, civil commitments, federal detainees and any other individual under the jurisdiction of the Massachusetts DOC.

This RFR addresses the needs of the DOC in regards to the Secure Inmate Calling System and Related Services. It is the intention of the DOC to have the Secure Inmate Calling System and Related Services provide the following:

- Inmate Telephone Instruments (All Facilities)
- Coin Operated Pay Telephones for Public Areas within Facilities
- All Station Cabling for Inmate Telephone Instruments & Pay Telephones
- Site/Location Processor (Each Facility)
- Centralized Bidder Maintained Data Base
- Digital Call Recording Functionality or System
- Bidder Provided Site Administrators (Each Facility)
- Local Exchange Service (Collect and Debit)
- Intra and Inter-LATA Toll Service (Collect and Debit)
- System Training (DOC Site Administrators)
- System Training (DOC Investigators)
- Remote Password Protected Access to System (Milford HQ)

GTL Response: GTL understands. Global Tel*Link (GTL) has read and understands the



Massachusetts Department of Correction (DOC) inmate facility needs and we propose our secure LazerPhone Inmate Calling System and Related Services, as well as coin operated pay telephones for public areas within inmate facilities, to meet those needs. As a certified telephone service provider in the Commonwealth of Massachusetts, GTL will provide collect and debit Local, Intra and InterLATA calling services. At no cost to the DOC GTL provides all telephone equipment, system software and hardware equipment, cabling, installation, on-going maintenance and support, Site Administrators at each facility, and system training for site administrators and DOC investigators.

LazerPhone's centralized database is maintained by GTL system experts. Access to LazerPhone's call data and controls are password protected. Only authorized local or remote personnel with proper security clearance from the DOC will be able to access the system. GTL will provide a trained LazerPhone system administrator at each facility.

The DOC intends to have DOC personnel, located at each DOC facility, monitor and control all inmate calling. These DOC personnel must have the ability to access the ICS' data base at any time locally within the facility via a secure, password protected method. The ICS proposed for each location of the DOC will be used for ICS system administration, inmate call recording and for reporting capabilities of the inmate call records.

GTL Response: GTL agrees. LazerPhone is a full-scale, state-of-the-art inmate telephone, control, monitoring, and recording system with virtually unlimited expansion capabilities. Completely turnkey, LazerPhone's integrated components are designed to be operational 24 hours a day, 365 days a year without facility personnel intervention. At the time of installation the system is configured with facility-wide settings and call restrictions dictated by facility administrators. After installation, at a LazerPhone workstation, the System Administrator or other authorized personnel have options to add/change restrictions, monitor, and report inmate telephone usage. Telephone restrictions may be defined for an entire facility, a particular cell block, individual inmate PINs (if applicable), and/or individual telephone units.

DOC personnel at each DOC facility will be able to access the LazerPhone ICS, any time day or night, through the local workstation interface, [REDACTED]. Using simple point and click selections and commands, DOC personnel will perform system administration, access and replay call recordings, and generate detailed or summary reports of inmate call activity.

Frequently used workstation functions include:

Live-Monitor Inmate Calls: At the LazerPhone workstation, authorized users can visually and/or audibly monitor inmate calls-in-progress.



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Block Destination Numbers: At the system workstation, authorized users can block calls facility wide, or calls by individual inmate PINs, to specific destination numbers.

Assign User Passwords and Authorize LazerPhone Feature Access: At the workstation, an authorized system administrator is able to assign, update, and change passwords and feature accessibility for other system users.

Program [REDACTED] Authorized individuals can enter [REDACTED] that may include destination telephone numbers or inmate PINs (if applicable). If a call is made using a [REDACTED] the system will automatically dial to up to three preprogrammed numbers to [REDACTED]

Generate Investigative and Administrative Reports: Authorized individuals can view, print, and/or save standard or custom reports as necessary. All reports will be in real time and can be generated at any time.

Schedule Telephone ON/OFF Periods: LazerPhone's Scheduler feature allows authorized users to program ON/OFF periods for inmate telephones system wide, or assign special ON/OFF schedules to individual PINs or telephones.

Set Call Durations: At the workstation, authorized users can limit call durations facility wide, by inmate PIN, by inmate telephone, or by groups of telephones, such as all phones in a particular cellblock.

Set PIN Call Velocities: When LazerPhone's PIN system is in use, authorized personnel can limit the number of calls individual inmates can make during a specified time period.

Shut Down the Inmate Phone System in Emergencies: In addition to manual cut off switches located throughout the facility, in an emergency situation, an authorized user may shut down the entire LazerPhone Inmate Telephone system, preventing all inmate calls, through software controls at the workstation or through codes entered on the keypad of any inmate telephone.

Add, Modify, or Deactivate PIN Accounts: Authorized system users are able to create, modify, or deactivate inmate Personal Identification Number (PIN) accounts. When an inmate enters the correctional facility, a LazerPhone PIN account can be created either through a simple PIN Auto Enrollment procedure performed by the inmate or by an authorized person typing and selecting options at the workstation. When an inmate leaves the facility, his/her PIN account can be deactivated. Later, if the same inmate re-enters the facility, the account can be reactivated.

Modify or Suspend an Inmate's Calling Privileges: The assignment of PINs allows call restrictions to be applied to individual inmates without affecting the call restrictions or privileges of other inmates.



The ICS installed in each DOC facility must allow for [REDACTED]. Remote access must allow DOC investigative personnel to perform all functions available to the on-site DOC user.

GTL Response: GTL will comply. GTL provides a unique frame relay network that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. Authorized remote access to LazerPhone records and controls, whether from DOC Headquarters or from a different DOC facility, is accomplished through a secure network that is installed, managed, monitored, and maintained by GTL. The DOC's LazerPhone Inmate Telephone System can permit authorized users at multiple locations to access the system's login screen of the LazerPhone Web Management System control program. Authorized users have access to inmate information such as calling activities, recorded conversations, allowed numbers, blocked numbers and comprehensive PIN information all based on the permissions granted by the system administrator(s). The system allows various [REDACTED] the ability to share information about a case, [REDACTED] System. This information is available [REDACTED] to all with a need and the appropriate permission levels. Through this network, the authorized person at a [REDACTED] can perform any LazerPhone administrative or investigative functions permitted by the person's security clearance level, [REDACTED] were sitting at the LazerPhone workstation at the facility.

The Bidder is required to provide a centralized data base for the storage of inmate call records and inmate call recordings from all DOC facilities. This centralized data base must allow authorized DOC personnel to access call data, pertaining to an inmate, regardless of which DOC facility is presently housing the inmate.

GTL Response: GTL will comply. All inmate call records and call recordings from all DOC facilities will be stored in GTL's centralized MA DOC database. Authorized DOC personnel at any DOC facility or authorized [REDACTED] will have access to the centralized database of DOC call records and recordings for any and all inmates, regardless of which DOC facility presently houses the inmate(s).

The Bidder must also provide off-site storage of each ICS's programming to ensure business continuity and system replacement while retaining the unique programming of each DOC facility including all inmate PIN and call restriction information.

GTL Response: GTL will comply. GTL's centralized platform provides off-site storage of each



LazerPhone ICS's programming, including inmate PINs, and assigned restrictions. GTL has gone to extraordinary lengths to ensure the safe keeping of the unique programming and call records for each DOC facility.

LazerPhone's centralized design provides redundancy of critical operational components and allows automatic backup of ALL call detail records.

Redundant Record Data Storage: Both call detail records and system settings are saved and automatically backed-up in [REDACTED]. At the time of an inmate's call, a call detail record is saved to the DOC facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's off-site central storage facility. Any changes made to LazerPhone system settings are also saved in [REDACTED] to the facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's remote central storage facility through the secure network provided by GTL.

At the time of an inmate's call, the call's recorded conversation is saved in [REDACTED] to the facility's hard drive. Once every 24 hours, LazerPhone automatically copies recordings to the facility's backup storage array and transmits a copy to GTL's off-site central storage facility through the secure network provided by GTL.

Redundant Control Computers: At each LazerPhone Control Center, LazerPhone system controls for every site are housed in two identically configured computers. If the first computer fails the second automatically takes over. In the unlikely event that both computers at one LazerPhone Center fail, the computers at the alternate Center automatically take over all LazerPhone operations. Each backup computer is independently capable of performing all Management Control Center functions. Massive generators back up the electrical systems at both the primary (Mobile) and secondary (Houston) Control Center locations.

Tested by Force Majeure The effectiveness of GTL Control Center's backup system was conclusively demonstrated when Mobile, Alabama took a devastating hit from Hurricane Katrina in August 2005. Flanked on all sides by the crippled city, the LazerPhone Control Center continued to operate normally. Redundant processing, telecommunications infrastructure, facilities, and trained staff at the Houston Data Center backed up this effort and stood ready to take over if Mobile had taken a catastrophic hit.

DOC personnel at each DOC facility must have the ability to change or modify any privileges or restrictions pertaining to inmates at their institution. DOC personnel must have the ability to enter, modify or view the ICS data base for inmates located at their facility.

GTL Response: GTL will comply. At the LazerPhone workstation of each DOC facility, authorized DOC personnel have access to and complete control over inmate calls. Frequently used workstation functions include:

Live-Monitor Inmate Calls: At the LazerPhone workstation, authorized users can visually



and/or audibly monitor inmate calls-in-progress.

Block Destination Numbers: At the system workstation, authorized users can block calls facility wide, or calls by individual inmate PINs, to specific destination numbers.

Assign User Passwords and Authorize LazerPhone Feature Access: At the workstation, an authorized system administrator is able to assign, update, and change passwords and feature accessibility for other system users.

Program [REDACTED]: Authorized individuals can enter [REDACTED] numbers that may include destination telephone numbers or inmate PINs. If a call is made using a [REDACTED] the system will automatically dial to up to three preprogrammed numbers [REDACTED]

Generate Investigative and Administrative Reports: Authorized individuals can view, print, and/or save standard or custom reports as necessary. All reports will be in [REDACTED] and can be generated at any time.

Schedule Telephone ON/OFF Periods: LazerPhone's Scheduler feature allows authorized users to program ON/OFF periods for inmate telephones system wide, or assign special ON/OFF schedules to individual PINs or telephones.

Set Call Durations: At the workstation, authorized users can limit call durations facility wide, by inmate PIN, by inmate telephone, or by groups of telephones, such as all phones in a particular cellblock.

Set PIN Call Velocities: When LazerPhone's PIN system is in use, authorized personnel can limit the number of calls individual inmates can make during a specified time period.

Shut Down the Inmate Phone System in Emergencies: In addition to manual cut off switches located throughout the facility, in an emergency situation, an authorized user may shut down the entire LazerPhone Inmate Telephone system, preventing all inmate calls, through software controls at the workstation or through codes entered on the keypad of any inmate telephone.

Add, Modify, or Deactivate PIN Accounts: Authorized system users are able to create, modify, or deactivate inmate Personal Identification Number (PIN) accounts. When an inmate enters the correctional facility, a LazerPhone PIN account can be created either through a simple PIN Auto Enrollment procedure performed by the inmate or by an authorized person typing and selecting options at the workstation. When an inmate leaves the facility, his/her PIN account can be deactivated. Later, if the same inmate re-enters the facility, the account can be reactivated.

Modify or Suspend an Inmate's Calling Privileges: The assignment of PINs allows call restrictions to be applied to individual inmates without affecting the call restrictions or privileges of other inmates.



Currently the DOC is under contract with Verizon for its present Secure Inmate Calling System. Verizon, serving as the Prime Contractor, provides all local exchange service, intra and inter-LATA collect call services, all inmate telephone hardware, site/location processors, a centralized database of all locations, as well as all call recording devices.

GTL Response: GTL understands. As Prime Contractor Global Tel*Link will provide all local exchange service, intra and inter-LATA collect call services, all inmate telephone hardware, site/location processors, and a centralized database of all DOC locations, as well as integrated digital recording modules.

All inmate calls are currently placed as collect call only and identified to the recipient as a call from an inmate at a Massachusetts Correctional Institute (MCI). Inmates are presently required to use PINs to place these collect calls. All calls are recorded by the DOC with the exception of telephone calls to attorneys, designated and pre-approved ordained clergyman, and pre-approved and licensed psychotherapists, physicians, social workers and/or mental health and human service professionals.

GTL Response: GTL understands. GTL's LazerPhone Inmate Telephone System can be configured to provide collect calls only and, if desired by the DOC. LazerPhone can also provide pre-paid debit calling for inmates, as well as pre-paid options for the families and friends of inmates.

LazerPhone's Inmate PIN system allows authorized DOC personnel to fully control the calling activities of individual inmates. By default, LazerPhone records all inmate phone conversations except those to pre-approved attorneys and other pre-approved numbers.

It is the DOC's intention via this RFR, to have a Bidder also provide coin-operated, public telephones in DOC institutions, as required. These telephones will be located in areas such as public lobbies, visiting areas and pre-release facilities.

GTL Response: GTL will comply. GTL proposes to replace the existing coin telephone sets with the Elcotel Series 5 "smart" coin public terminal (or similar equipment). The Elcotel Series 5 "smart" coin public terminal is a fully remote programmable and downloadable, coin-pay station that is completely line powered for maximum protection from electrical outages. Its state-of-the-art features include:

- ◆ Self diagnostics detect and record [REDACTED] and transmit them to the host system for analysis and dispatch as required. The include, but are not limited to, coin jam, coin box full, coin box removed, inactivity, and handset failure.



- ◆ Call Type Counters are updated with each call and downloaded daily to the host system.
- ◆ A self-resetting volume control button.
- ◆ Full, stored-memory rating functionality.
- ◆ A 50-number programmable speed dial memory function.
- ◆ An ADA compliant handset with full acoustic coupling capability.

Specifications

Housing dimensions:	21 x 7-5/8 x 6 inches
Payphone weight:	48 lbs.
Handset:	Hearing aid compatible (HAC)
Coin Acceptance:	Nickel, dime, quarter
Power:	Telephone line powered, 48 VDC (on hook), 23 mA loop current (off hook) Internal rechargeable lead-acid gel cell, 6V, 500 mAH
<i>Operating Temperature Range:</i>	<i>-4 to +140 Degrees Fahrenheit</i>
Telco line type:	COCOT (PAL), B-1, Loop Start
Loop Current Range:	23 mA to 80 or 100 mA
Ringer Equivalency Number (REN):	0.7B
FCC Registration Number:	E2DUSA-61027 -CX -E
Telco Line Interface:	Internal to payphone, terminal strip with standard US RJ11C connector terminated cable and RJ11C jack on printed circuit board.
Coin Relay Driver:	Internally provided +/- 80 VDC
Voice Prompts:	High quality digitally recorded female voice in English.

The DOC requires that the Bidder agree to provide the following compensation to DOC:

- a commission based on a percent factor of all revenue received from calls placed via the Secure Inmate Calling System operating in collect only mode;
- a commission based on a percent factor of all revenue received from calls placed via



the Secure Inmate Calling System operating in pre-paid debit based mode;

All commission percentages must be stated in the Cost Tables (Attachment D). Payments to the DOC and the Commonwealth of Massachusetts must be paid monthly.

GTL Response: GTL will comply. GTL's proposed commission percentages are stated in the Cost Tables in attachment D. GTL pays commissions on a monthly basis.

There shall be no cost to the DOC for the installation or maintenance of the ICS at each DOC facility. The Bidder is responsible for replacement of the ICS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the DOC and will occur immediately upon notification to the Contractor of the system problem by the DOC facility.

GTL Response: GTL will comply. At no cost to the DOC, GTL proposes to install and maintain the LazerPhone Inmate Telephone Systems at each DOC facility, replacing the entire ICS or individual components as needed regardless of the cause that precipitates the need for replacement. As needed, GTL will begin replacement of damaged or defective components immediately upon notification of the system problem.

The current contract with Verizon will expire in March, 2006. The selected Contractor will be responsible for implementing the proposed ICS in all DOC facilities to coincide with this contract expiration date. The Bidder must address all aspects of Section 5.7 regarding the transition to and the installation of the proposed ICS.

GTL Response: GTL will comply. Global Tel*Link understand the goals of the Commonwealth of Massachusetts and the Department of Corrections. GTL has created a response that provides the economical, technical, and operational benefits the State needs to meet its goals – today and in the future. GTL's offer to the Commonwealth of Massachusetts and the Department of Corrections is a unique "One Solution" proposal.

GTL proposes a no cost turnkey solution to the Commonwealth of Massachusetts and the Department of Corrections. GTL will be responsible for all costs, acquisitions, installation, operation, service, and maintenance of all aspects of the inmate and coin telephone system.

SECURITY SENSITIVE INFORMATION

This solicitation (and RFR document) contains security-sensitive information which, pursuant to



MGL c.4, § 7, cls. 26(n), is generally exempt from public disclosure under the Commonwealth's public records laws and must, for public safety purposes, be safeguarded from widespread public disclosure.

This security-sensitive information is in the form of blueprints, plans, policies, procedures, schematic drawings, which relate to internal layout and structural elements, security measures, emergency preparedness, threat or vulnerability assessments, and/or any other records relating to the security or safety of persons or buildings, structures, facilities, utilities, transportation, information technology or other infrastructure located within the Commonwealth.

Qualified prospective Bidders that are interested in accessing this information for the purposes of preparing a bid response must, before being allowed to access the information, sign a confidentiality agreement, thereby agreeing to:

1. a restriction on the use of these sensitive records for any other purpose than as authorized and for the purpose of putting together a bid proposal; and
2. safeguard the information while it is in their possession.

GTL Response: GTL and will comply. GTL has provided the Commonwealth with required confidentiality forms as requested.

RFR GENERAL INFORMATION

The following information is provided for the Bidder's information only. All contact with the Massachusetts DOC regarding this RFR document must be conducted according to the requirements outlined in Section 2.0 of this RFR.

Comm-PASS Site Address: www.comm-pass.com

Purchasing Department: Department of Correction
Address: 50 Maple Street, Suite 3
Milford, MA 01757

Contact Person: Peter Macchi

Telephone #: [REDACTED]

Fax #: [REDACTED]



E-Mail or Internet Address:

[REDACTED]

Procurement Category:

Equipment, Software and Services –
Telecommunications Systems –
Standard, Single-Purpose

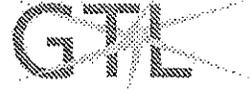
RFR File Name/Title:

Secure Inmate Calling System & Related Services

RFR File Number:

1000-Phone2006

GTL Response: GTL understands.



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Section 2

RFR General Information

- 2.1 The terms of 801 CMR 21.00: Procurement of Commodities and Services are incorporated by reference into this RFR. Words used in this RFR shall have the meanings defined in 801 CMR 21.00. Additional definitions may also be identified in this RFR. Unless otherwise specified in this RFR, all communications, responses, and documentation must be in English, all measurements must be provided in feet, inches, and pounds and all cost proposals or figures in U.S. currency. All responses must be submitted in accordance with the specific terms of this RFR. No electronic only responses may be submitted in response to this RFR. (See Section 2.24)

GTL Response: GTL will comply. GTL has provided all responses in accordance with the specific terms of this RFR.

- 2.2 **Affirmative Market Program AMP.** Massachusetts Executive Order 390 established a policy to promote the award of state contracts in a manner that develops and strengthens Minority and Women Business Enterprises (M/WBEs) and resulted in the Affirmative Market Program in Public Contracting. As a result, M/WBEs are strongly encouraged to submit responses to this RFR, either as Prime Bidders, subcontractors, joint venture partners or other type of business partnerships.

Non-certified Bidders are strongly encouraged to develop creative initiatives to help foster new business relationships with M/WBEs within the primary industries affected by this RFR. In order to satisfy the compliance of this section and encourage Bidder's participation of AMP objectives, the Affirmative Market Program Plan for large procurements greater than \$50,000 must be evaluated at 10% or more of the total evaluation. Once an AMP Plan is submitted, negotiated and approved, the DOC will then monitor the contractor's performance, and use actual expenditures with SOMWBA certified contractors to fulfill their own AMP expenditure benchmarks. M/WBE participation must be incorporated into and monitored for all types of procurements regardless of size, however, submission of an AMP Plan is mandated only for large procurements over \$50,000.

The DOC requires some or all of the following components as part of the Affirmative



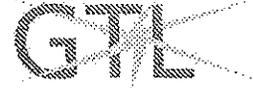
Market Program Plan submitted by Bidders: Sub-contracting with certified M/WBE firms, Growth and Development activities to increase M/WBE capacity, Ancillary use of certified M/WBE firms, Past Performance or information of past expenditures with certified M/WBEs. The DOC encourages Bidders to commit to at least one certified MBE and WBE in the submission of AMP plans.

A Minority Business Enterprise (MBE), Woman Business Enterprise (WBE), M/Non-Profit, or W/Non-Profit, is defined as such by SOMWBA. All certified businesses are required to submit an up to date copy of their State Office of Minority and Women Business Assistance (SOMWBA) certification letter. The purpose for this certification is to participate in the Commonwealth's Affirmative Market Program for public contracting. Minority- and Women-Owned firms that are not currently certified but would like to be considered as an M/WBE for the purpose of this RFR should submit their application at least two weeks prior to the RFR closing date. For further information on SOMWBA certification, contact their office at 1-617-727-8692 or via the Internet at mass.gov/somwba.

Affirmative Market Program Subcontracting Policies: Prior approval of the DOC is required for any subcontracted service of the contract resulting from this procurement. The DOC defines required deliverables as including, but not limited to, documentation necessary to verify subcontractor commitments and expenditures with Minority- or Women-Owned Business Enterprises (M/WBEs) for the purpose of monitoring and enforcing compliance of subcontracting commitments made in a Bidder's Affirmative Market Program (AMP) Plan. Contractors are responsible for the satisfactory performance and adequate oversight of its subcontractors. Subcontractors are required to meet the same state and federal financial and program reporting requirements and are held to the same reimbursable cost standards as contractors.

GTL Response: GTL will comply.

2.3 Best Value Selection and Negotiation. The DOC may select the response(s) which demonstrates the best value overall, including proposed alternatives, that will achieve the procurement goals of the DOC. The PMT and a selected Bidder, or a contractor, may negotiate a change in any element of contract performance or cost identified in the original RFR or the selected Bidder's or contractor's response which results in lower costs or a more cost effective or better value than was presented in the selected Bidder's or contractor's original response.



GTL Response: GTL understands.

2.4 Bidder Communication. Bidders are prohibited from communicating directly with any employee of Massachusetts DOC except as specified in this RFR, and no other individual Commonwealth employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFR. Bidders may contact the contact person for this RFR in the event this RFR is incomplete or the Bidder is having trouble obtaining any required attachments electronically through the Comm-PASS website at www.comm-pass.com.

GTL Response: GTL will comply.

2.5 Comm-PASS. Due to the security sensitive nature of this procurement, this RFR document is not being distributed electronically using the Comm-PASS system. However, the Comm-PASS system is used for the distribution of all RFR required forms that are referenced in Attachment A of this RFR document, other standard attachments, the response to Bidder written inquiries as well as to communicate timely information regarding this procurement including any possible changes in the procurement calendar.

Bidders are solely responsible for obtaining and completing the required forms that are identified in this RFR and for checking Comm-PASS for any addenda or modifications that are subsequently made to this RFR or attachments.

The Commonwealth and its subdivisions accept no liability and will provide no accommodation to Bidders who fail to check Comm-PASS for RFR amendments and other pertinent information and submit inadequate or incorrect responses.

Bidders are advised to check the "last change" field on the summary page of RFRs for which they intend to submit a response to ensure that they have the most recent RFR files.

Bidders may not alter (manually or electronically) the RFR language or any RFR component files. Modifications to the body of the RFR, specifications, terms and conditions, or which change the intent of this RFR are prohibited and may disqualify a response.

GTL Response: GTL will comply.

2.6 Access to Security Sensitive Information: This solicitation contains security-sensitive



information which, pursuant to MGL c.4, § 7, cls. 26(n), is generally exempt from public disclosure under the Commonwealth's public records laws and must, for public safety purposes, be safeguarded from widespread public disclosure. This security-sensitive information is in the form of blueprints, plans, policies, procedures, schematic drawings, which relate to internal layout and structural elements, security measures, emergency preparedness, threat or vulnerability assessments, and/or any other records relating to the security or safety of persons or buildings, structures, facilities, utilities, transportation, information technology or other infrastructure located within the Commonwealth.

Qualified prospective Bidders that are interested in accessing this information for the purposes of preparing a bid response must, before being allowed to access the information, sign a confidentiality agreement, thereby agreeing to:

1. a restriction on the use of these sensitive records for any other purpose than as authorized and for the purpose of putting together a bid proposal; and
2. safeguard the information while it is in their possession.

GTL Response: GTL will comply. GTL has provided the Commonwealth with required confidentiality forms as requested.

2.7 Reasonable Accommodation. Bidders with disabilities or hardships that seek reasonable accommodation, which may include the receipt of RFR information in an alternative format, must communicate such requests in writing to the contact person. Requests for accommodation will be addressed on a case-by-case basis. A Bidder requesting accommodation must submit a written statement which describes the Bidder's disability and the requested accommodation to the contact person for the RFR. The PMT reserves the right to reject unreasonable requests.

GTL Response: GTL understands.

2.8 Public Records: All Responses and information submitted in response to this RFR are subject to the Massachusetts Freedom of Information Law, M.G.L., Chapter 66, Section 10, and to Chapter 4, Section 7, Subsection 26, regarding public access to such documents. Any statements reserving any confidentiality or privacy rights in submitted Bidder Responses or otherwise inconsistent with these statutes shall be void and disregarded.



GTL Response: GTL understands.

- 2.9 Guarantee of Purchase:** The Commonwealth makes no guarantee that any commodities or services will be purchased from any Contract resulting from this RFR. Any estimates or past procurement volumes referenced in this RFR are included only for the convenience of Bidders, and are not to be relied upon as any indication of future purchase levels.

GTL Response: GTL understands.

- 2.10 Costs.** Costs which are not specifically identified in the Bidder's response, and accepted by the DOC as part of a contract, will not be compensated under any contract awarded pursuant to this RFR.

The DOC will not be responsible for any costs or expenses incurred by Bidders responding to this RFR.

GTL Response: GTL will comply. GTL's proposal is for a no cost turnkey solution.

- 2.11 Information Technology.** All IT systems and applications developed by, or for Executive Department agencies or operating within the Massachusetts Access to Government Network (MAGNet), must conform with the Enterprise Information Technology Policies, Standards and Procedures promulgated by the Commonwealth's CIO. Non-conforming IT systems cannot be deployed unless the purchasing agency and their contractor have jointly applied for and received in writing from the Commonwealth's CIO or his designee, notice that a specified deviation will be permitted. The Enterprise Information Technology Policies, Standards and Procedures, with the exception of the Commonwealth's Public Access Architecture, is available at mass.gov/itd. The Commonwealth's Public Access Architecture is available in hard copy from the purchasing agency. Purchasing agencies may also obtain a current copy of the Public Access Architecture, on behalf of their contractor, by contacting the Information Technology Division (ITD) Customer Coordination Group (CCG: 617-626-4600).

Please Note: Given the pace of information technology innovation, purchasing agencies and their contractors are encouraged to contact the Information Technology Division (ITD) Customer Coordination Group (CCG: 617-626-4600) to signal a system or application design and development initiative. Such advance notice helps to ensure conformance with the relevant Enterprise Technology Policies, Standards and Procedures.



Contractor delivery of IT systems and applications that fail to conform to the Commonwealth's Enterprise Information Technology Policies, Standards and Procedures, absent the Commonwealth CIO's grant of written permission for a deviation, shall constitute breach of any contract entered as a result of this Request for Response and any subsequent Request for Quotes. The Commonwealth may choose to require the contractor, at his own cost, to re-engineer the non-conforming system for the purpose of bringing it into compliance with Commonwealth Enterprise Information Technology Policies, Standards and Procedures.

GTL Response: GTL agrees.

2.12 Pursuant to Section 11. Indemnification of the Commonwealth Terms and Conditions, the term "other damages" shall include, but shall not be limited to, the reasonable costs the Commonwealth incurs to repair, return, replace or seek cover (purchase of comparable substitute commodities and services) under a contract. "Other damages" shall not include damages to the Commonwealth as a result of third party claims, provided, however, that the foregoing in no way limits the Commonwealth's right of recovery for personal injury or property damages or patent and copyright infringement under Section 11 nor the Commonwealth's ability to join the contractor as a third party defendant. Further, the term "other damages" shall not include, and in no event shall the Contractor be liable for, damages for the Commonwealth's use of contractor provided products or services, loss of Commonwealth records, or data (or other intangible property), loss of use of equipment, lost revenue, lost savings or lost profits of the Commonwealth. In no event shall "other damages" exceed the greater of \$100,000, or two times the value of the product or service (as defined in the contract scope of work) that is the subject of the claim. Section 11 sets forth the contractor's entire liability under a contract. Nothing in this section shall limit the Commonwealth's ability to negotiate higher limitations of liability in a particular contract, provided that any such limitation must specifically reference Section 11 of the Commonwealth Terms and Conditions.

GTL Response: GTL agrees.

2.13 Northern Ireland Notice and Certification. All Bidders must complete the Northern Ireland Notice and Certification form to satisfy M.G.L. c.7 section 22C, which states that no state agency may procure commodities or services from any Bidder employing ten (10) or more employees in an office or other facility located in Northern Ireland unless the Bidder certifies through the notice and certification form that if it employs ten or more employees in Northern Ireland, a) the Bidder does not discriminate in employment,



compensation or the terms, conditions and privileges of employment on account of religious or political belief, b) the Bidder promotes religious tolerance within the workplace and the eradication of any manifestations of religious and other illegal discrimination and, c) the Bidder is not engaged in the manufacture, distribution or sale of firearms, munitions, including rubber or plastic bullets, tear gas, armored vehicles or military aircraft for use or deployment in any activity in Northern Ireland.

GTL Response: GTL will comply. GTL has included a signed copy of the Northern Ireland Notice and Certification in the Required Forms section of the RFR.

2.14 Pricing: Federal Government Services Administration (GSA) or Veteran's Administration Supply. The Commonwealth reserves the right to request from the successful Bidder(s) initial pricing schedules and periodic updates available under their GSA or other federal pricing contracts.

In the absence of proprietary information being part of such contracts, compliance for submission of requested pricing information is expected within 30 days of any request. If the contractor receives a GSA or Veteran's Administration Supply contract at any time during this contract period, it must notify the Commonwealth contract manager.

GTL Response: GTL understands. GTL maintains a GSA schedule which contains pricing for our LazerVoice Recording system product. As we are proposing the LazerPhone system with integrated call recording for the State, our GSA product is not part of this proposal.

2.15 Brand Name or Equal: Unless otherwise clearly stated in this RFR, any reference to a particular trademark, trade name, patent, design, type, specification, producer, or supplier is not intended to restrict this RFR to any manufacturer or proprietor or to constitute an endorsement of any good or service, and the Procurement Management Team may consider clearly identified offers of substantially equivalent goods and services submitted in response to such reference.

GTL Response: GTL understands.

2.16 Emergency Standby Commodities and/of Services: Due to a declaration of a state of emergency where the safety and well-being of the Commonwealth citizens are at risk, the Commonwealth of Massachusetts may request specific commodities and/or services from its Contractors. Contractors may be called upon to supply and/or deliver to the Commonwealth on a priority basis such commodities and/or services currently under



contract.

Such accommodations may be requested from a Contractor during an actual emergency. To accommodate such requests, Contractors may be requested and must make every effort to service these requests from regular sources of supply at the rates set forth in any standard contract resulting from this RFR.

GTL Response: GTL will comply.

2.17 Subcontracting Policies/Prime Bidder. The DOC requires a single point of contact for any contract resulting from this RFR. Subcontractors may be used but the Prime Contractor must accept full responsibility for any subcontractor's performance.

The Bidder, as Prime Contractor, will serve as the single-point-of-contact for the DOC during the course of this contract and shall be responsible for meeting all of the terms of any contract resulting from this RFR.

The Bidder must provide a list of all subcontractors, as description of each subcontractor's responsibilities and signed letters of agreement between the Bidder, as Prime Contractor, and its subcontractors identifying their responsibilities and their relationship to the Prime Contractor.

GTL Response: GTL will comply. Global Tel*Link will serve as the Prime Contractor and will be **TOTALLY** responsible and accountable for all aspects of the program, including overseeing subcontractors. GTL will also be responsible for the provisioning and support of the network and communications facilities (both local and long distance) to support the inmate phones at all locations. GTL will use Publicall Telecommunications as its subcontractor and MBE for this project.

Publicall Telecommunications (Publicall) a certified Minority Business Enterprise (MBE) will be GTL's Tier One Subcontractor on this project and will provide installation work, systems administration, remedial repairs and back office support. Publicall is headquartered at [REDACTED]. Publicall's point of contact for inmate operations is Mr. Ricardo Cumberbatch who can be reached at telephone [REDACTED] or at [REDACTED].

Publicall presently provides all installation and on-site administration and related maintenance services for over 2,000 of GTL's inmate sets and 1,400 public coin telephones located at various correctional facilities and in the states of: Pennsylvania and, Indiana. Publicall has



been providing field services to GTL inmate account locations since 2003.

Subcontracting agreement letters can be found Exhibit A.

2.18 Single Procurement/Multiple Department Use of Contract: The DOC reserves the right to include an option for other correctional departments to purchase services or commodities under the same terms of the contract. Should correctional departments exercise this option, Bidders will be required to specify their ability to extend services to other correctional departments and the rates to be used. Other correctional departments may execute separate contracts with awarded Bidders.

GTL Response: GTL will comply.

2.19 Anticipated Expenditures, Funding or Compensation: This initial contract will result in a commission fee being paid to the Commonwealth of Massachusetts. At no time shall this contract result in a fee being paid by the DOC or the Commonwealth of Massachusetts to the awarded Bidder.

No Federal Funds will be used to fund any part of this contract.

This Request for Response (RFR) is being procured in compliance with the World Trade Organization (WTO) for procurements in which the value over the entire duration of the procurement may exceed \$477,000.

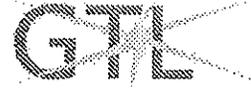
GTL Response: GTL will comply.

2.20 Expected Duration of Contract

Initial Duration: Four (4) Years
Renewal Options: Three (3) Options up to One (1) Year Each
Anticipated Start Date: March 3, 2006

GTL Response: GTL understands.

Date	Activity
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Mon., July 11, 2005 9:30 am EDT	RFR Document Available
Mon., Aug. 8, 2005 9:30 am EDT	Bidder's Conference at DOC HQ, Milford, MA
Fri., Aug. 19, 2005 3:00 pm EDT	Deadline for Bidder Written Inquiries
Fri., Aug. 26, 2005	Answers to Written Inquiries Posted to Comm-PASS
Thur., Sept. 14, 2005 2:00 pm EDT	Bidder Responses to RFR Due to DOC
Sept. – Oct., 2005	DOC Evaluation of Responses
October, 2005	Bidder Finalist Presentations
November, 2005	Award Contract Pending Negotiations
November, 2005	Contract Negotiations

GTL Response: GTL understands.

2.22 Bidder's Conference: A pre-response Bidder's conference will be conducted by the DOC and the Procurement Management Team (PMT). During the Bidders' conference, Bidders may ask questions regarding any part or attachment of this RFR. Questions received will be responded to orally to the extent possible at the conference by members of the PMT. The PMT, however, may request that questions or inquiries be made in writing to the PMT to ensure a proper and thorough reply.

The Bidder should be advised that oral responses provided during the Bidders' conference are not binding on the Commonwealth or the DOC. As only written responses from the PMT will be binding on the Commonwealth or the DOC, the PMT encourages the Bidder to submit written inquiries (by the required due date) in cases where a clear and binding response may be required.



Bidders are responsible for any and all costs associated with attending the Bidders Conference.

The Bidders' Conference will take place on the date and time listed in the Procurement Calendar and on Comm-PASS at the following location:

Massachusetts Department of Correction
50 Maple Street
Milford, Massachusetts 01757

Bidders must be aware that the Mass DOC is located within the headquarters of the Massachusetts National Guard. Bidders will be required to produce a photo identification to National Guard personnel at the security gate of the facility prior to entering the parking lot. Bidder personnel will also be required to surrender a photo identification to the main desk for a visitors pass to the building. Upon leaving the building, Bidder personnel must surrender the visitors pass and reacquire their photo identification. Failure to comply with or any attempt to circumvent these security measures will result in non-admittance to the National Guard property and prosecution according to all applicable laws.

Any change to this Bidders' Conference date and/or time will be published electronically on the Comm-PASS system. (www.comm-pass.com)

Although attendance at the Bidders' Conference is not mandatory, Bidders are strongly encouraged to attend in order to gain a full understanding of the RFR document and the ICS requirements of the DOC.

GTL Response: GTL will comply. GTL's representative attended the Bidder's Conference.

2.23 Written Inquiries

Bidders may submit Written Inquiries concerning any part or attachment of this RFR to the Procurement Team Leader (PTL). Written Inquiries regarding issues *outside of the scope* of this RFR will not be considered by the PMT. The deadline for the Submission of Written Inquiries is listed in the Procurement Calendar as well as on Comm-PASS. Any change to this deadline will be posted on the Comm-PASS site.



All inquiries must be submitted, by the required date and time, to:

Mr. Peter V. Macchi
Director, Administration Services
[REDACTED]

All written inquiries must be submitted via electronic mail (e-mail) only. No other manner of submission will be accepted. Questions must be entered in the body of the e-mail rather than in an attachment. The subject of the e-mail should include the words "1000-Phone2006 Question." The Bidder is responsible for confirming receipt of its written inquiries with the Procurement Team Leader (PTL).

The PMT will provide written responses to all written inquiries received by the required due date. Responses will be available via the Comm-PASS system. Responses will not identify the inquiry by Bidder. Only those responses to the Bidder's inquiries posted on Comm-PASS will be binding on the DOC.

It is the responsibility of the Bidder to keep the e-mail address of its RFR contact person/prospective contract manager current for monitoring its e-mail inbox for communications from the DOC PMT, including requests for clarification. The DOC PMT and the Commonwealth assume no responsibility if a Bidder's e-mail address is not current or if technical problems, including those with the Bidder's computer, network or internet service provider (ISP), causes e-mail communications sent to/from the Bidder and the DOC PMT to be lost or spammed.

GTL Response: GTL will comply. GTL has submitted questions to the DOC PMT.

2.24 Instructions For Submission of RFR Responses

Each RFR Response must be sealed, labeled, and submitted to the DOC at the following address:

Department of Correction
50 Maple Street, Suite 3
Milford, MA 01757
Attention: RFR # 1000-Phone2006

GTL Response: GTL will comply.



2.24.1 Paper Submission: The Bidder must submit one (1) original Response to the RFR marked "ORIGINAL" and nine (9) copies marked "COPY" on 8 ½" x 11" paper. The PMT requests that the original RFR and copies be printed double-sided.

GTL Response: GTL will comply. GTL has submitted the required number of copies.

2.24.2 Electronic Submission: The Bidder must submit one (1) copy of the RFR Response on CD ROM. The Bidder must submit the RFR Response in Microsoft Word® or Adobe Acrobat (pdf) format. All copies of the electronic submission must be identical to information provided by the Bidder on the corresponding paper submission. In the event of a discrepancy between the original paper submission copy and the electronic submission, the original paper submission will prevail. The Bidder is requested to label the CD with the following information: Bidder Name; RFR# 1000-Phone2006; Date

The Bidder's response to the RFR document must not include extraneous information not directly pertaining to the requirements outlined in the RFR. The Bidder must not simply include various company brochures, whitepapers, customer testimonials, case studies that are not required under the RFR specifications nor having any effect on the evaluation of the Bidder's response by the DOC.

GTL Response: GTL will comply. GTL has provided one copy of the RFR on CD ROM.

2.25 Deadline for Submission of Responses

Bidders must follow the requirements of Section 2.23 above in regards to submission of a response to this RFR. All Responses to this RFR are due at the address listed in Section 2.23 above no later than the date and time listed in the Procurement Calendar and on Comm-PASS

No responses to this RFR will be accepted after this published due date and time regardless of the reason for the deliver delay.

Any changes to this due date will be published electronically on the Comm-PASS system. (www.comm-pass.com)

Bidders must be aware that the Mass DOC is located within the headquarters of the



Massachusetts National Guard. Bidders will be required to produce a photo identification to National Guard personnel at the security gate of the facility prior to entering the parking lot. Bidder personnel will also be required to surrender a photo identification to the main desk for a visitors pass to the building. Upon leaving the building, Bidder personnel must surrender the visitors pass and reacquire their photo identification. Failure to comply with or any attempt to circumvent these security measures will result in non-admittance to the National Guard property and prosecution according to all applicable laws.

Please keep these security requirements in mind when considering the "hand delivery" of your response to DOC HQ.

GTL Response: GTL will comply. GTL has submitted its response to the RFR prior to the submission deadline.

2.26 Response to RFR Specifications

2.26.1 The Bidder is required to follow the same sectional format of this RFR and provide an individual response to each RFR specification in its Response. All Responses must be presented using the same numbering sequence and order used in this RFR document or as otherwise specified by the PMT. A response to each specification is required regardless if the specification is providing information only or requiring information from the Bidder. The Bidder must not provide a "blanket statement" stating compliance to an entire RFR section.

GTL Response: GTL will comply. GTL has followed the guideline for submission.

2.26.2 To each mandatory RFR specification, the Bidder must clearly state in the affirmative that the Bidder will "comply" with, "agree" to or "understand" the RFR mandatory requirement. The Commonwealth has defined a response of "comply" or "agrees" or "understands" as one in which the Bidder accepts the terms and conditions of the mandatory RFR specification.

GTL Response: GTL will comply.

2.26.3 To each desirable (optional) specification, the Bidder must clearly state in the affirmative that the Bidder will "comply" with, "agree" to or "understand" the RFR desirable requirement. The Commonwealth has defined a response of



“comply” or “agrees” or “understands” as one in which the Bidder accepts the terms and conditions of the desirable RFR specification. The Bidder is also required to provide all necessary information requested in the particular desirable specification demonstrating how it will meet this optional specification. Failure to provide this necessary information may result in the award of no evaluation points or a lesser amount of evaluation points to the Bidder’s response.

GTL Response: GTL will comply. After a thorough review of the specifications of this RFR, GTL has provided the required information as requested.

2.26.4 To each mandatory or desirable RFR specification that requires that the Bidder “list”, “describe”, “state”, “provide” a subject matter, the Bidder must provide the list, description, statement, etc. clearly in that section of its RFR response. The Bidder must not simply reply with “Comply” or other similar response. References, by the Bidder, to review attachments containing brochures, white papers or other standard “boilerplate” material as a response to a particular RFR specification will not be accepted. The Bidder is, however, allowed to provide such attachments in support of its response to the particular specification.

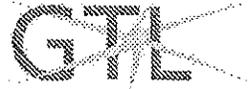
GTL Response: GTL will comply.

2.26.5 If a Bidder is unable to meet any of the specifications required in this RFR, the Bidder’s Response must include an alternative method for meeting such specification by identifying the specification, the proposed alternative, and thoroughly describing how the alternative achieves substantially equivalent or better performance than the performance required in the RFR specification.

The PMT will determine if a proposed alternative method of performance achieves substantially equivalent or better performance. The determination of the PMT on the Bidder’s proposed alternative method will be final.

GTL Response: GTL will comply.

2.26.6 The goal of this RFR is to provide the best value of commodities and services for the Commonwealth. Bidder’s proposing alternatives which provide substantially better or more cost effective performance than achievable under a stated RFR specification or Bidders that propose discounts, uncharged commodities and services or other benefits in addition to the RFR specifications may receive a



preference under this RFR as specified.

GTL Response: GTL understands.

2.27 Required Forms

Bidders must complete, execute and return the following forms, which are found under the "Forms & Terms" tab of this solicitation on the Comm-PASS system:

GTL Response: GTL will comply. GTL has submitted all of the required forms.

2.27.1 Standard Contract Form

Failure to return a completed and executed Standard Contract Form may disqualify the Bidder's Response. The appropriate version of this form is found under the "Forms & Terms" tab of this solicitation.

By executing this document, the Bidder certifies, under the pains and penalties of perjury, that it has submitted a Response to this RFR that is the Bidder's Offer as evidenced by the execution of its authorized signatory, and that the Bidder's Response may be subject to negotiation by the DOC. Also, the terms of the RFR, the Bidder's Response and any negotiated terms shall be deemed accepted by the DOC and included as part of the Contract upon execution of this document by the DOC Purchasing Agent or his designee.

Signature and date MUST be handwritten in blue ink, and the signature must be that of one of the people authorized to execute contracts on behalf of the Contractor on the Contractor Authorized Signatory Listing.

GTL Response: GTL will comply. GTL has provided a completed Standard Contract Form.

2.27.2 Commonwealth Terms and Conditions

Bidders must complete, execute and return a copy of the Commonwealth Terms and Conditions form. If the Bidder has already executed and filed the Commonwealth Terms and Conditions form pursuant to another RFR or



Contract, please include a copy of the completed Commonwealth Terms and Conditions Form in the Response. If the Bidder's name, address or Tax ID Number have changed since the Commonwealth Terms and Conditions form was executed, a new Commonwealth Terms and Conditions form is required. The Commonwealth Terms and Conditions are hereby incorporated into any Contract executed pursuant to this RFR.

This form must be unconditionally signed by one of the authorized signatories (see Contractor Authorized Signatory Listing, below), and submitted without alteration. If the provisions in this document are not accepted in their entirety without modification, the entire Proposal offered in response to this solicitation may be deemed non-responsive.

The company's correct legal name and legal address must appear on this form, and must be identical to the legal name and legal address on the Verification of Taxation Reporting Information (W9).

Note that the Commonwealth Terms and Conditions have been "clarified" relative to liability; clarification language is included within this RFR, see "Required Specifications for Statewide Information Technology Contracts," under the "Forms & Terms" tab of this solicitation.

GTL Response: GTL will comply. GTL has included the Commonwealth Terms and Conditions form with its response.

2.27.3 Request for Taxpayer Identification and Verification (Mass. Substitute W9 Form)

If a Bidder has already submitted a Request for Taxpayer Identification and Verification (Mass. Substitute W9 Form) and has received a valid Massachusetts Bidder Code, an original W-9 form is not required. A copy of the form as filed may be included in place of an original. The information on this form will be used to record the Bidder's legal address and where payments under a State contract will be sent.

The company's correct legal name and legal address must appear on this form, and must be identical to the legal name and legal address on the Commonwealth Terms and Conditions.



Do not use the U.S Treasury's version of the W9 Form. Use the W9 form found under the "Forms & Terms" tab of this RFR.

GTL Response: GTL will comply. GTL has included a completed W-9 form with its response.

2.27.4 Contractor Authorized Signatory Listing

Bidders are advised to pay particular attention to the instructions below. Errors on this form could result in significant delays in proposal review.

Download the form and in the table entitled "Authorized Signatory Name" and "Title," type the names and titles of those individuals authorized to execute contracts and other legally binding documents on behalf of the Bidder. Bidders are advised to keep this list as small as possible, as Contractors will be required to notify the DOC of any changes. If the person signing in the signature block below will also serve as an "Authorized Signatory," that person's name should be included in the typed table.

With regard to the next paragraph, which begins "I certify that I am the President, Chief Executive Officer, Chief Fiscal Officer, Corporate Clerk or Legal Counsel for the Contractor..." if your organization does not have these titles, cross them out and handwrite the appropriate title above the paragraph.

The signature and date should be handwritten in blue ink. Title, telephone, fax and eMail should be typed or handwritten legibly.

The second page of the form states that the page is optional. However, for the purpose of this procurement this page is **REQUIRED**, not optional. The person signing this page must be the same person signing the Standard Contract Form, the Commonwealth Terms and Conditions, and the RFR Checklist.

Please note that in two places where the form says "in the presence of a notary," this should be interpreted to mean "in the presence of a notary or corporate clerk/secretary." Either a notary or corporate clerk/secretary can authenticate the form; only one is required.



Organizations whose corporate clerks/secretaries authenticate this form are not required to obtain a Corporate Seal to complete this document.

GTL Response: GTL will comply. GTL has provided a signed copy of the Contractor authorized Signatory Listing.

2.27.5 Affirmative Action Plan

The Commonwealth requires that Bidders responding to this RFR include EITHER an Affirmative Action Plan for non-discrimination in hiring and employment with their Response OR a completed Affirmative Action Plan Form.

In completing this form, note that the "Bidder" is the name of the company submitting a Response to this RFR, the "RFR Name/Title" is "Secure Inmate Calling System RFR" and the "RFR Number" is 1000-Phone2006

GTL Response: GTL will comply. GTL has provided a completed Affirmative Action Plan Form.

2.27.6 Affirmative Market Program Plan

This is NOT the same as the Affirmative Action Plan Form, or SOMBWA certification of the Bidder's company. Please see the RFR Required Specifications for a description of the Affirmative Market Program. Bidders do not need to be SOMBWA-certified to participate. Note that copies of the SOMBWA certifications for any company listed on the Affirmative Market Program Plan must be included with your Proposal.

It is highly desirable that Bidders commit to subcontracting a specific dollar amount, or a minimum percentage of dollars earned through 1000-Phone2006, with a SOMBWA-certified company or company that has applied for SOMBWA certification. Although this is only one of several options to meet the requirements for participation in the Affirmative Market Program, it is the option which is weighted most heavily in the evaluation criteria. Affirmative Market Program participation accounts for 10% of the total points in the evaluation.

Please note that SOMBWA-certified Bidders will be evaluated on their Affirmative Market Programs just as non-SOMBWA-certified Bidders are



evaluated. A SOMBWA-certified Bidder may not list itself as being an Affirmative Market Program Partner to its own company.

GTL Response: GTL will comply. GTL has provided the required Affirmative Market Program Plan for the MBE proposed for this contract. GTL has included its SOMBWA certified companies on-line application acceptance for certification dated 9/1/05. The certification was applied for within two weeks of the RFR due date, as recommended in section 2.2 of this RFR, however the certification letter has not been received.

2.27.7 Northern Ireland Notice and Certification

All Bidders must complete the Northern Ireland Notice And Certification Form to satisfy M.G.L. c. 7 section 22C, which states that no State agency may procure commodities or services from any Bidder employing ten (10) or more employees in an office or other facility located in Northern Ireland unless the Bidder certifies through the notice and certification form that if it employs ten or more employees in Northern Ireland, a) the Bidder does not discriminate in employment, compensation or the terms, conditions and privileges of employment on account of religious or political belief, b) the Bidder promotes religious tolerance within the workplace and the eradication of any manifestations of religious and other illegal discrimination and, c) the Bidder is not engaged in the manufacture, distribution or sale of firearms, munitions, including rubber or plastic bullets, tear gas, armored vehicles or military aircraft for use or deployment in any activity in Northern Ireland.

Note that Bidders must check one of the two spaces at the beginning of the form to indicate whether they do, or do not, employ ten or more employees in Northern Ireland.

GTL Response: GTL will comply. GTL has submitted the required Northern Ireland Notice and Certification form.

2.27.8 Certification of Tax Compliance

All Bidders must certify compliance with all Federal and Commonwealth tax laws, including M.G.L. Chapter 62C Paragraphs 49A. A Bidder may "self certify" on the appropriate Response Form. Bidders based in Massachusetts or deriving an income in Massachusetts are encouraged to apply for a Certificate of



Good Standing from the Massachusetts Department of Revenue.

DOR's Certificate Unit of the Taxpayer Service Division, which issues these certificates, is located at:

Massachusetts Department of Revenue, Certificate Unit
P.O. Box 7066, Boston, MA 02204

Bidders can apply for a Certificate of Good Standing from DOR in one of 2 ways: 1) apply online – visit DOR's "Certificate of Good Standing Website" or see www.mass.gov/dor for instructions if the previous link is no longer valid 2) complete a paper application (fax to DOR [REDACTED]). DOR will notify the requestor if there are any remaining liabilities or tax requirements. Certificates will be issued only if the organization is in full compliance. Since all applications require extensive research, the Bidder should allow sufficient time to process. For more information on the certificate contact the Certificate Unit at [REDACTED].

GTL Response: GTL will comply. GTL has submitted the required Certification of Tax Compliance form.

2.28 Cooperation in Litigation: The Commonwealth, including the DOC or any other division, agency or office, shall not be responsible for representing or defending, or for any costs incurred by the Contractor or Contractor's personnel, agents or subcontractors, in connection with any lawsuit or claim, including, but not limited to any claim brought pursuant to the Massachusetts Tort Claims Act, G.L. c. 258.

The Contractor agrees to make all reasonable efforts to cooperate with the DOC in the defense of any litigation brought by any person not party to this Agreement, including suits that concern Services, the Program or this Contract.

GTL Response: GTL agrees.

2.29 Penalty Waivers: Upon timely written request by the Contractor, and upon good cause shown by supporting documentation, the DOC, in its discretion, may waive the imposition of a penalty outlined in this RFR document for substandard or non-performance. The determination of the DOC with respect to any waiver request shall be final and not subject to appeal.



GTL Response: GTL agrees.

- 2.30 Performance Bond Requirement:** Simultaneously with the execution of the contract, the Contractor shall provide to the DOC a performance bond with a surety company qualified to do business in Massachusetts and in a form satisfactory to the DOC to guarantee the faithful performance of the contract. The penal sum of such bond shall be in the amount of \$500,000.00. The bond shall remain in effect for the duration of this contract plus two years from the date of contract completion.

GTL Response: GTL will comply. GTL will provide the required performance bond upon execution of the contract.

- 2.31 Victim Information and Notification Everyday (VINE):** The Contractor must pay the annual cost (approximately \$50,000) each year of the contract resulting from this procurement. The first payment must be made in March, 2006. Actual payment terms will be negotiated with the awarded Contractor at the time of contract negotiations. Information with regard to VINE may be found at [REDACTED]

GTL Response: GTL agrees. GTL will pay the annual cost of the Victim Information and Notification Everyday (VINE) system.

- 2.32 Response Preparation Cost:** Neither the Commonwealth nor the DOC will be responsible for any costs or expenses incurred by Bidders responding to this RFR.

GTL Response: GTL agrees. GTL will be responsible for all costs associated with the preparation of this response.

- 2.33 Cancellation of this Procurement:** The DOC may cancel this RFR procurement project at any time.

GTL Response: GTL agrees.

- 2.34 Oral Presentation/Demonstrations:** If requested, Bidders will be required to provide the DOC with a functional demonstration of the proposed ICS exhibiting the required and desired features. Such requests will be made prior to the award of the contract. All expenses related to this demonstration including any required travel expenses for the DOC PMT members will be borne by the Bidder according to Commonwealth policies and



regulations.

GTL Response: GTL agrees. GTL will provide the required demonstration at the request of the DOC PMT.

2.35 of Responses: Bidders must submit responses that meet all the submission requirements of the RFR as defined in the section herein. Only responsive proposals that meet the submission requirements will be evaluated, scored and ranked by the PMT according to the evaluation criteria. Additional information may be requested from the Bidder by the PMT for evaluation purposes.

Any submission which fails to meet the submission requirements of the RFR will be found non-responsive without further evaluation unless the DOC PMT, at its discretion, determines that the non-compliance is insubstantial and can be corrected. In these cases, the evaluation team may allow the Bidder to make minor corrections to the submission.

Below are the criteria and maximum points available:

1. Mandatory Requirements Met	No Points Awarded
2. All Required Forms Provided	No Points Awarded
3. Desirable Requirements Met	Up to 300 Points Awarded
4. Bidders' References Satisfactory	Up to 100 Points Awarded
5. Bidders' Demonstration/Presentation	Up to 350 Points Awarded
6. Bidders' Proposed Commission Schedule	Up to 150 Points Awarded
7. Affirmative Market Program (AMP)	Up to 100 Points Awarded

GTL Response: GTL will comply. After a thorough review of the specifications of this RFR, GTL has provided the required information as requested.

2.36 Best and Final Offer: After the deadline for response submission, the DOC reserves the right to extend a Best and Final Offer opportunity to all or a select number of Bidders. Bidders may be asked to submit additional information specific to program specifications and cost.

GTL Response: GTL will comply. GTL will provide additional information as requested by the DOC.

2.37 Best Value Selection and Negotiation: The PMT may select the Response which demonstrates the "Best Value" overall, including proposed alternatives, that will achieve the



procurement goals of the DOC. The PMT and a Selected Bidder, or a Contractor, may negotiate a change in any element of Contract performance or cost identified in the original RFR or the Selected Bidder's or Contractor's response which results in lower costs or in a more cost effective or better value than was presented in the Selected Bidder's or Contractor's original response.

GTL Response: GTL understands.

2.38 Definitions: For the purposes of this RFR, the following definitions shall be used. These definitions are based on industry standard terminology as well as internal DOC terms. These definitions are not meant to indicate a preference to any manufacturer or provider but to provide clarification and continuity with regard to terms used in this RFR.

Bidder: An individual, corporation or other entity engaged in the business of supplying Secure Inmate Calling Systems and Related Services who is submitting a Response to this RFR solicitation.

Contractor: An individual, corporation or other entity that is awarded a contract as a result of this procurement.

Contract: The word "contract" refers to any contract resulting from this RFR.

CMR: Code of Massachusetts Regulations

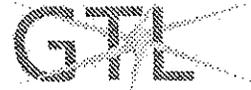
Department: The Massachusetts Department of Correction.

DOC: The Massachusetts Department of Correction

DOC Facility/Facilities: The institutions of the Department of Correction including all prisons, correctional centers, pre-release centers, the Bridgewater State Hospital, MASAC and the Treatment Center for Sexually Dangerous Persons.

DOC Personnel/Staff: Employees of the Massachusetts Department of Correction.

Fiscal Year: The year beginning with July 1st and ending with the following June 30th as defined in M.G.L. Chapter 4, Section 7. This may also be referred to as the "State Fiscal Year."



Inmates: All persons, male and female, adult and minor, residing in facilities or admitted or committed to the care and custody of the Massachusetts Department of Correction.

M.G.L.: Massachusetts General Laws

MMARS: The Massachusetts Management Accounting and Reporting System established by the Office of the Comptroller pursuant to M.G.L. Chapter 7A, Section 7. All payments to Contractors are processed and recorded in MMARS. Contractors are listed in a Bidder file in MMARS by their tax identification number.

PMT: Procurement Management Team. Personnel assigned to this specific procurement including development of the RFR document and evaluation of Bidder responses to the RFR.

Program: The goods and services provided by the Contractor under this contract.

GTL Response: GTL understands. GTL understands the definitions found above.



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Section 3

Background and DOC Information

The Massachusetts Department of Correction (DOC) is responsible for managing the operation of 18 correctional institutions located within the Commonwealth of Massachusetts. These institutions vary in level of security and house approximately 10,500 inmates.

Inmates are defined as all persons, male and female, adult and minor, residing in Facilities or admitted or committed to the care and custody of the Department of Correction. This term encompasses all sentenced prisoners including, but not limited to, civil commitments, federal detainees and any other individual under the jurisdiction of the Massachusetts DOC.

GTL Response: GTL understands the scope of this project.

3.1 MASS DOC BACKGROUND INFORMATION

Current Secure Inmate Calling System

Currently the DOC is under contract with Verizon for its Secure Inmate Calling System. Verizon, serving as the Prime Contractor, provides all local exchange service, intra and inter-LATA collect call services, all inmate telephone hardware, site/location processors, a centralized database of all locations, as well as all call recording devices.

All inmate calls are currently placed as collect call only (with the exception of international calls) and identified to the recipient as a call from an inmate at a Massachusetts Correctional Institute (MCI). Inmates are presently required to use PINs to place these collect calls.

All calls are recorded by the DOC with the exception of telephone calls to attorneys, designated and pre-approved ordained clergyman, and pre-approved and licensed psychotherapists, physicians, social workers and/or mental health and human service professionals.

It is the DOC's intention via this RFR, to have a Bidder also provide coin-operated, public telephones in DOC institutions, as required. These telephones will be located in areas such as public lobbies, visiting areas and pre-release facilities.



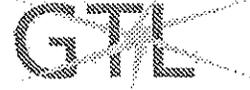
GTL Response: GTL understands.

List of Current Institutions

The following is a listing of all DOC Massachusetts Correction Institutions (MCI) including current inmate population (as of June 14, 2005). Please refer to Attachment B for a breakdown of collect and coin-operated telephones. Presently, the DOC has 18 Secure Inmate Calling Systems in operation.

Facility	Location	Population
Bay State Correctional Center	Norfolk	294
Boston Pre-Release Center	Roslindale	97
Bridgewater State Hospital	Bridgewater	335
Lemuel Shattuck Hospital Correctional Center ¹	Jamaica Plain	23
Mass Alcohol & Substance Abuse Center (MASAC)	Bridgewater	201
Massachusetts Treatment Center	Bridgewater	635
MCI - Cedar Junction	Walpole	632
MCI - Concord	Concord	1,166
MCI - Framingham	Framingham	686
MCI - Norfolk	Norfolk	1,420
MCI - Plymouth	Plymouth	150
MCI - Shirley	Shirley	1,133
North Central Correctional Institution at Gardner	Gardner	988
Northeastern Correctional Center	Concord	265
Old Colony Correctional Center	Bridgewater	707
Pondville Correctional Center	Norfolk	189
South Middlesex Correctional Center	Framingham	130
Souza Baronowski Correctional Center (Shirley)	Shirley	990
	TOTAL	10,041

¹ Presently not on Secure Inmate Calling System



Further information regarding the Massachusetts Department of Correction can be found on the Department's website at www.mass.gov/doc.

GTL Response: GTL understands.

Description of the DOC Inmate Management System

The Department's current Inmate Management System is used to track various types of inmate data. [REDACTED]

The system is used to track all inmate movement during their incarceration within the state system. In instances where a state inmate is transferred to a non-Massachusetts' state facility (county, federal, out of state) that inmate's movement is tracked based on institutional movement (one facility to another). The computer system keeps a history of an inmate's housing assignments within each institution. [REDACTED]

[REDACTED]

[REDACTED]

Facilities are **only** permitted to move inmates in their custody. MCI Cedar Junction cannot transfer a MCI Concord inmate to court.

[REDACTED]



Section 4

General Bidder Requirements

This Section lists all mandatory and desirable specifications of this solicitation for a Secure Inmate Calling System & Related Services. Please refer to Section 2 for instructions and definitions of mandatory and desirable specifications.

4.1 REQUIRED ACCOUNT TEAM

The Bidder must establish an internal "Account Team" to interface with the DOC for the Secure Inmate Calling System (ICS) and Related Services. This Account Team will serve as the single-point-of-contact (SPOC) for the DOC and must provide system and network design services, system programming services, system transition and implementation services, post installation programming, updates and maintenance services and commission and rate schedule services.

The Bidder must list, in its response, the names of the Account Team members, their titles and their role/function during this contract.

GTL Response: GTL understands. Please see GTL's Account Team information below.

4.2 DOC ACCESS TO ACCOUNT TEAM

4.2.1 The Bidder must provide access to the Account Team in the following manners:

- Voice Telephone (Toll Free Number)
- Facsimile (Toll Free Number)
- Electronic Mail (E-Mail)

Key Project Personnel List For MA DOC Project

GTL Response: GTL will comply. James Beamer, Sales Account Manager, will interface with the DOC for all matters covered by the contract that results from this proposal. GTL's internal account team for the DOC's Project will consist of the following people.



Tom Sweeney	Executive Vice President of Sales & Marketing [REDACTED]	Phone: [REDACTED] Cell: [REDACTED]
Tim Miller	Area Sales Director [REDACTED]	Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]
Jim Beamer	Sales Account Manager [REDACTED]	Phone: [REDACTED] Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]
Bill Reynolds	Project Manager wreynolds@gtl.net	Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]
Danny Cravey	Installation Manager [REDACTED]	Phone: [REDACTED] 5 Cell: [REDACTED] Fax: [REDACTED]
Tom Hearn	Vice President of Customer Service [REDACTED]	Phone: [REDACTED] Cell: [REDACTED] 0 Fax: [REDACTED]
Laura Florey	Technical Support Manager/Quality Control Manager [REDACTED]	Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]
Adrian Holifield	Client Systems Trainer [REDACTED]	Phone: [REDACTED] 8896 Cell: (251) [REDACTED] Fax: (251) [REDACTED]
Ricardo Cumberbatch	MBE- Publicall Telecommunications Inc. [REDACTED]	Phone: [REDACTED] 1
John Canny	MBE - Publicall Telecommunications Inc.	Phone: [REDACTED]
Massachusetts DOC Specific Local Technician	Will be selected upon contract award	Phone: Cell: Fax:

4.2.2 To ensure access to key Bidder personnel during emergency situations, the Bidder must provide access to the Account Team or specific members of the Account



Team 24-hours-a-day, 7-days-a-week by providing home, cellular and other appropriate contact numbers for the specific Account Team members.

GTL Response: GTL will comply. Upon contract award, GTL will provide all requested information for Project Team members who can be reached 24 hours a day, 7 days a week during emergency situations.

4.3 ACCOUNT TEAM SECURITY REQUIREMENTS

4.3.1 The DOC reserves the right of rejection for personnel assigned to the Account Team including personnel from the Prime Bidder and personnel from any subcontractors utilized by the Prime Bidder during the life of the contract.

GTL Response: GTL agrees.

4.3.2 The DOC reserves the right to request the re-assignment of any Bidder personnel they believe are not performing in a proper or professional manner within the DOC's facilities causing disruption, security issues or embarrassment to DOC personnel or visitors. Should such reassignment of personnel be requested by the DOC, the Bidder must provide replacement personnel immediately in order to meet assigned installation dates or facilitate necessary repairs or service.

GTL Response: GTL agrees.

4.3.3 Upon contract award, the Contractor shall furnish a list of all installation and service employees who will have access to the secure areas of the DOC institution to the DOC. Such list shall include:

- a) first name, middle initial, and last name;
- b) date and place of birth;
- c) current residential address;
- d) driver's license state and number; and,
- e) social security number.

All Contractor personnel must receive security and background clearance by the DOC prior to provision of services. This includes a probation check and FBI background check. The DOC will not unreasonably withhold or delay such clearance.



GTL Response: GTL will comply. Upon contract award GTL will identify those employees and subcontractors (if any) that will be associated with the contract. For those that will require admission to secure areas of the DOC institutions, GTL will provide ample information to perform background searches to ensure security procedures are followed.

- 4.3.4 Security clearance by the DOC will be mandatory before any employee of the Bidder will be allowed to enter the DOC institution. Admittance to the DOC institution will be denied to any Bidder employee who, in the opinion of the DOC Official, compromises the security of the DOC institution.

GTL Response: GTL agrees.

- 4.3.5 A current list of the Bidder's employees with security clearance will be maintained at the DOC Institution. The Bidder shall notify the DOC whenever an employee on this list is no longer employed by the Bidder, and the employee's name shall be removed from this list.

GTL Response: GTL will comply. GTL will notify the DOC of any employee to be removed from the security clearance list.

- 4.3.6 All decisions of the DOC relating to a security consideration of any kind are final and are not subject to arbitration.

GTL Response: GTL understands.

- 4.3.7 Should any employee of the Bidder be terminated from his/her position for any reason which may affect the security of the DOC institution (i.e. stealing drugs, improperly distributing drugs to inmates or staff, improper fraternization with inmates, etc.) the DOC must be notified in writing immediately. If necessary, the Bidder must cooperate with the DOC in investigating the potential effect on DOC security.

GTL Response: GTL will comply.

- 4.3.8 The actual security of supplies, tools, systems and equipment in the DOC's designated telecommunications areas are the responsibility of the Bidder, and the Bidder shall adhere to all DOC appropriate written tool security policies and



procedures.

GTL Response: GTL will comply.

4.3.9 The Bidder must ensure that all installation personnel assigned to the ICS installed at the DOC appear at the DOC site fully equipped to perform the installation duties required. "Fully Equipped" is described as possessing all tools, cable, connectors, ladders, test equipment, termination equipment, etc. needed to complete the required installation or repair without requiring the DOC to supply such items.

GTL Response: GTL will comply. GTL's installation personnel will be fully equipped to perform the installation duties without requiring the DOC to supply such items.

4.3.10 The Bidder must ensure that all installation and repair personnel assigned to the ICS at the DOC appear at the DOC site dressed in a professional manner and possessing some type of company photo identification.

GTL Response: GTL will comply.

4.3.11 The Bidder must agree, in its response, that its personnel will comply with the DOC policy that **no jeans of any color** may be worn by an personnel within a DOC facility.

GTL Response: GTL will comply. GTL's personnel will comply with the DOC policy of no jeans to be worn within a DOC facility.

4.3.12 All Bidder personnel must comply with all security requirements of the DOC facility (including any necessary background checks, tool inventory, etc.) at which they are performing system installation or repair services under this contract.

GTL Response: GTL agrees.

4.3.13 All DOC facilities are considered "tobacco free". The Bidder must agree to inform its installation and repair personnel of such non-tobacco regulations and enforce such at the DOC's premises.

GTL Response: GTL agrees. GTL will inform its installation and repair personnel that the



DOC facilities are considered "tobacco free."

4.4 QUALIFIED PERSONNEL & CERTIFICATION REQUIREMENT

- 4.4.1 The Bidder must be an authorized distributor of the ICS proposed for the DOC. The Bidder must be certified to provide installation and maintenance services on all aspects of the ICS including hardware and software.

The Bidder must provide confirmation of this manufacturer authorization by providing, as an attachment to its response, a letter from the system's manufacturer stating such.

GTL Response: GTL will comply. GTL is the designer, manufacturer, and sole distributor of the LazerPhone Inmate Telephone System that we propose to the Massachusetts Department of Corrections. Our installation and maintenance personnel are factory trained and fully certified by GTL.

- 4.4.2 The Bidder must agree to provide only personnel that have been trained by the manufacturer on the installation and use of the Secure Inmate Calling System proposed for the DOC. The Bidder shall provide to the DOC upon request written verification from the manufacturer of such training completed by the Bidder's personnel.

GTL Response: GTL will comply. GTL is the designer, manufacturer, and sole distributor of the LazerPhone Inmate Telephone System that we propose to the Massachusetts Department of Corrections. All installation and maintenance personnel are factory trained and fully certified by GTL.

- 4.4.3 The Bidder must provide, in its proposal, qualifications statements for all personnel assigned to service the ICS proposed for the DOC. These qualifications statements may include descriptions of formal technical training, certificates received, formal education or degrees consistent with the inmate calling system or engineering field, membership in technical associations, field experience, etc.

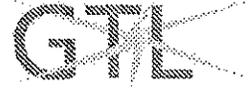
GTL Response: GTL will comply.

Key Project Personnel List For MA DOC Project

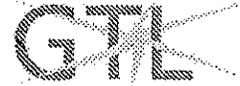
GTL's internal account team for the DOC's Project will consist of the following people.



<p>Tom Sweeney Executive VP of Sales & Marketing</p>	<p>Tom Sweeney is responsible for providing executive leadership and sponsorship for the Commonwealth of Massachusetts and this project. Tom has over 25 years of experience specifically in the inmate market, including 10 years of experience with communications providers and 7 years as Executive Vice President of Operations with an exclusive Inmate Telephone System (ITS) provider. Tom has managed the implementation and transition of over 500 inmate facilities nationwide, including systems for the Department of Corrections in West Virginia, Mississippi, and Nebraska.</p>
<p>Tim Miller Area Sales Director</p>	<p>Over 23 years of experience with AT&T and the sales, management, and support of Operator Services, public payphone services, and solutions for the corrections market. Tim has over 22 years experience working directly with public payphone and inmate solutions.</p>
<p>Jim Beamer Sales Account Manager</p>	<p>Jim Beamer has been Global Tel*Link's Northeast regional Sales Manager since October 2004. Prior to becoming the Regional Sales Manager Mr. Beamer was a private contractor providing technical support to Global Tel*Link for almost 2 years. He has been working in the computer and telecommunications industry for over 15 years. Jim brings a high level of project management, technical knowledge, and network design to the project. He is responsible for the "front-line" interface with customers, overall account management making customer satisfaction a priority.</p>
<p>Bill Reynolds Project Manager</p>	<p>Bill Reynolds, the Project/Implementation Manager, has over 30 years of experience in telecommunications, including 23 years managing operations of inmate phones and systems with a communications provider and three years with an ITS supplier.</p>
<p>Danny Cravey Installation Manager</p>	<p>Danny Cravey has managed the organization of installation teams and overseen the production of equipment for Global Tel*Link's Inmate Telephone System Projects since 1994. Mr. Cravey has extensive management experience, as well as experience in the telecommunications industry and with GTL's products.</p>



<p>Tom Hearn Vice President of Customer Service</p>	<p>After college graduation, Mr. Hearn served our nation for 5 years in the nuclear-powered submarines division of the U.S. Navy, and held the rank of Lieutenant Commander in the Naval Reserves. Before joining Global Tel*Link, he worked for 10 years in the commercial nuclear field in engineering, testing and management. Since arriving at GTL in 1990, Mr. Hearn has managed teams in the design of software and hardware products, including inmate telephone systems, public cellular payphones and line powered coin phone products. Mr. Hearn has also directed product development and engineering management, He served as Vice President of Sales and Marketing for 5 years and was instrumental in forging the SBC business relationship. With an extensive staff of Customer Service Representatives, Mr. Hearn is now responsible for all Customer Service activities.</p>
<p>Laura Florey Technical Support Manager/Quality Control Manager</p>	<p>Laura Florey joined Global Tel*Link's Technical Support Team in 1999 and served two years as a Technical Support Team Leader, before becoming the company's Quality Coordinator in 2001. In 2004, she accepted the Technical Support Management position. At the time of contract award, Ms. Florey will assign and oversee a Technical Support Team Leader and a DOC Dedicated Technician that will be personally responsible for ensuring that all questions and issues related to the Inmate Telephone System are answered or resolved satisfactorily in a timely manner. With her extensive LazerPhone experience, Laura Florey is well qualified to oversee the on-going support of Massachusetts DOC's system.</p>
<p>Adrian Holifield Client Systems Trainer</p>	<p>Adrian Holifield has been with Global Tel*Link since October of 1999. He has more than 6 years experience in Training and Adult Education. Mr. Holifield serves as Systems Trainer for all installations and is responsible for coordinating and executing all formalized onsite training. Mr. Holifield is also responsible for the design and development of the training program, which includes training curriculum, goals, and material.</p>



Ricardo Cumberbatch Publicall Telecommunications Inc.	Mr. Cumberbatch is the President/Founder of Publicall Telecommunications, Inc. Publicall will provide site administrators/technicians for this project.
John Canny Publicall Telecommunications Inc.	Mr. Canny has the overall responsibility for account management for Publicall Telecommunications, Inc.

GTL has provided resumes for all account and service personnel in Exhibit B.

4.5 REGULATORY COMPLIANCE

4.5.1 The Bidder must agree to adhere to any current municipal, state or federal requirements for installation and operation of the Secure Inmate Calling System. Failure to comply with present municipal, state or federal requirements will result in termination of any contract with the Bidder and the Bidder rendering payment of any applicable fines, etc. incurred by the DOC for violation of such requirements.

GTL Response: GTL agrees. GTL agrees to adhere to all municipal, state, or federal requirements for installation and operation of a Secure Inmate Calling System.

4.5.2 The Bidder shall be responsible for compliance with all regulatory requirements imposed by local, state and federal regulatory agencies for all systems and services provided throughout the duration of this contract.

GTL Response: GTL agrees. GTL will comply with all local, state, and federal regulatory agencies rules and regulations

4.5.3 The Bidder shall be responsible for complying with and updating the Secure Inmate Calling System for any regulatory changes and requirements during the life of the contract. These regulatory changes include federal, state or local municipal modifications. These changes must be made in a timely manner and at no cost to



the DOC. The Bidder is responsible for paying all applicable fines levied should compliance with future regulatory requirements not be performed by required deadlines.

GTL Response: GTL agrees. GTL will update the Inmate Calling system with any regulatory changes or requirements throughout the life of the contract at no cost to the DOC.

4.5.4 The Bidder must ensure that all of its installation work and materials comply with all local, state and federal laws, ordinances and regulations as well as the direction of any inspectors appointed by proper authorities having jurisdiction over this type of network and equipment installation.

The Bidder is responsible for obtaining all necessary permits. Should violation of codes occur relating to this ICS installation project because necessary permits were not identified and obtained by the Bidder, the Bidder will cease all work at that specific location and correct the situation, immediately, at no cost to the DOC prior to continuation of system installation.

GTL Response: GTL agrees. GTL will obtain all applicable permits or licenses required to install the Inmate Calling System.

4.6 INDUSTRY DIALING PLAN CHANGES

The Bidder shall be responsible for making all system modifications, at no cost to the DOC, necessary to allow inmates to place calls as industry dialing requirements change (e.g., new area code implementation, new NNXs, etc.) Such modifications must be made in a timely manner to ensure proper use of the system by inmates and DOC personnel.

GTL Response: GTL will comply. GTL subscribes to a monitoring service which provides daily updates to area code changes and additions as well as new exchanges. This service allows GTL's Billing Department to upload these changes and additions into the LazerPhone rating and routing files so that inmates may place calls to new or changed area codes and exchanges.

4.7 DOC AUTHORIZED PERSONNEL

The Bidder's Account Team must accept system programming and maintenance orders from authorized personnel within the DOC only. The Account Team must determine authorized personnel during the initial contracting process and provide



“Authorization Forms” for DOC personnel signatures. The Bidder will be responsible for all charges associated with “unauthorized” service repairs, additions, or changes performed by the Bidder.

GTL Response: GTL will comply. GTL’s Account Team will only accept orders from authorized DOC personnel.

4.8 PREVAILING WAGE COMPLIANCE

The Bidder is required to adhere to all prevailing wage rate specifications and schedules as determined by the Commissioner of the Commonwealth of Massachusetts Department of Labor and Workforce Development, Division of Occupational Safety and the United States Department of Labor when required.

GTL Response: GTL will comply.



GTL

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Section 5

General System Requirements

The Secure Inmate Calling System and Related Services proposed for the DOC must meet or exceed the technical requirements outlined in this Section of the RFR document. The Secure Inmate Calling System (ICS) proposed to meet these technical requirements must be provided for all DOC facilities at no cost to the DOC including system installation, training, operation and maintenance of the system and its components.

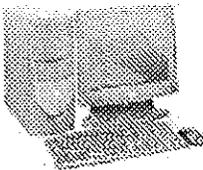
The Bidder is responsible for replacement of the Secure Inmate Calling System in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the DOC and will occur immediately upon notification to the Bidder of the system problem by the DOC facility.

GTL Response: GTL will comply. GTL is pleased to submit a proposal for a secure Inmate Calling system and related services. GTL is interested and qualified to install, operate, maintain and provided public coin and inmate telephones, Local, Intralata, and Interlata, calling services at the various facilities at NO cost to the DOC.

5.1.1 The Secure Inmate Calling System (ICS) proposed for the DOC must include the following components:

5.1.1.1 An on-site ICS located at each facility (See Section 3.1) of the DOC. Each system must contain one (1) PC and laser printer (22 ppm minimum);

GTL Response: GTL will comply. GTL will provide a LazerPhone system at each DOC facility that includes a PC workstation with laser printer. GTL's standard workstation is described below.



LAZERPHONE PC WORKSTATION

Dell Optiplex Computer with:
Windows XP Professional Operating System
512 MB RAM
40 GB (or larger) Hard Drive



5.1.1.5 A Centralized System Database located outside of the DOC facilities and maintained by the Bidder. The Bidder must state, in its response, the physical location (City/State) where the centralized system database is location.

GTL Response: GTL will comply. TL provides and maintains a centralized LazerPhone Database at our Call Center in Houston, Texas. Redundant backup storage of all MA DOC facilities' system settings, call detail records, and call recordings will be maintained at this site.

[REDACTED]
Use of or integration with the existing DOC LAN is not permitted unless specified by the DOC.

GTL Response: GTL will comply. GTL provides [REDACTED]
[REDACTED] her. The DOC's LazerPhone Inmate Telephone System can permit authorized users at multiple locations to access the system's login screen of the control program. Authorized [REDACTED] s to LazerPhone records and controls, whether from [REDACTED] or from a different DOC facility, is accomplished though a secure frame relay or MPLS network that is installed, managed, monitored, and maintained by GTL. Through this network, the authorized person at a [REDACTED] can perform any LazerPhone administrative or investigative functions permitted by the person's security clearance level, just as if he or she were sitting at the LazerPhone workstation at the facility.

The proposed ICS must allow for all DOC locations to be networked together thus allowing the sharing of inmate information, inmate PINs and call records between system. This network between DOC locations must allow for remote access of the ICS at one DOC facility by an authorized user at another DOC facility.

GTL Response: GTL will comply. GTL provides a unique frame relay or MPLS network that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. Authorized remote access to LazerPhone records and controls, whether from [REDACTED] or from a different DOC facility, is accomplished though a secure network that is installed, managed, monitored, and maintained by GTL. The DOC's LazerPhone Inmate Telephone System can permit authorized users at multiple locations to access the system's login screen of the LazerPhone Web Management System. control program. Authorized users have access to inmate information such as calling activities, recorded conversations, allowed numbers, blocked numbers and comprehensive PIN information all based on the permissions granted by the system administrator(s). The system allows various DOC [REDACTED] staff the ability to share information about a case, an



inmate or investigation through the use of the intergraded [REDACTED] feature of the LazerPhone Web Management System. This information is available online in near [REDACTED] to all with a need and the appropriate permission levels. Through this network, the authorized person at a [REDACTED] can perform any LazerPhone [REDACTED] functions permitted by the person's security clearance level, just as if he or she were sitting at the LazerPhone workstation at the facility. This network allows for the [REDACTED] by [REDACTED] using the VPN.

The proposed ICS must allow for administrator password levels that restrict DOC personnel to the ICS within their particular DOC facility as well as allow certain DOC personnel to access multiple systems, if required.

GTL Response: GTL will comply. Access to the LazerPhone control program is restricted by a password protected User Security Profile system. A User Login screen that requires a valid password ensures that only authorized personnel are permitted to monitor and control inmate telephone usage.

A User Security Profile is associated with each valid password. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

Only a system administrator with full security clearance may access LazerPhone's User Management screen, from which other User Security Profiles may be created or modified.

Any time a user logs into the system, LazerPhone notes the event and the user's identity in the system's electronic Log Book. An Audit Log Report is available to track user access and all system changes and activities that take place while users are logged into the LazerPhone system.

5.1.2 The Bidder must propose one type of Secure Inmate Calling System for all DOC locations. All system hardware, software, software level and support systems must be the same in each DOC facility.

GTL Response: GTL will comply. GTL proposes our secure LazerPhone Inmate Telephone System for all DOC locations. All system hardware, software, software level, and support systems will be the same at each DOC location.

Automatic Software Version Updates: LazerPhone software updates are provided periodically to all LazerPhone sites through GTL's secure Web Server. The latest version of LazerPhone's management software, containing any new features or enhancements that were developed, tested, and incorporated into the product since the last update, automatically



downloads to the DOC workstation when an authorized person at the facility logs into the system. These software updates are provided at no cost to the DOC throughout the life of the contract.

Continuous System Watch: At installation, the DOC's LazerPhone System is put on-line with the LazerPhone Support Center in Mobile, Alabama, and remains so, twenty-four hours a day, three hundred sixty-five days a year, throughout the life of the contract. Technicians in the Service Center, as well as the system's *continuous self-diagnostic routines* keep a vigilant watch to ensure that any problems are detected and addressed immediately. The underlying architecture of LazerPhone's software control system allows Technical Support personnel to provide diagnostic, programming, polling, and system reporting services remotely. Global Tel*Link's core value of RESPONSIVENESS includes knowing about problems before you do.

5.1.3 The ICS at each DOC facility must provide for all telecommunications capabilities for inmate services as well as administrative capabilities for DOC personnel.

GTL Response: GTL will comply. The LazerPhone ICS that we install at each DOC facility will provide all telecommunications capabilities for inmates as well as all administrative capabilities for DOC personnel.

For inmates, LazerPhone provides Local, InterLATA, IntraLATA, Interstate, and International service as desired by the DOC, facilitated entirely by an automated operator. The system can provide collect, prepaid, and (when appropriate) free call options.

Authorized DOC personnel at the LazerPhone workstation have access to and control over inmate calls. Frequently used workstation functions include:

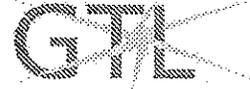
Live-Monitor Inmate Calls: At the LazerPhone workstation, authorized users can visually and/or audibly monitor inmate calls-in-progress.

Block Destination Numbers: At the system workstation, authorized users can block calls facility wide, or calls by individual inmate PINs, to specific destination numbers.

Assign User Passwords and Authorize LazerPhone Feature Access: At the workstation, an authorized system administrator is able to assign, update, and change passwords and feature accessibility for other system users.

Program [REDACTED] Authorized individuals can enter [REDACTED] numbers that may include destination telephone numbers or inmate PINs. If a call is made using [REDACTED] number the system will automatically dial to up to three preprogrammed numbers [REDACTED] is.

Generate Investigative and Administrative Reports: Authorized individuals can view, print, and/or save standard or custom reports as necessary. All reports will be in real time and can



be generated at any time.

Schedule Telephone ON/OFF Periods: LazerPhone's Scheduler feature allows authorized users to program ON/OFF periods for inmate telephones system wide, or assign special ON/OFF schedules to individual PINs or telephones.

Set Call Durations: At the workstation, authorized users can limit call durations facility wide, by inmate PIN, by inmate telephone, or by groups of telephones, such as all phones in a particular cellblock.

Set PIN Call Velocities: When LazerPhone's PIN system is in use, authorized personnel can limit the number of calls individual inmates can make during a specified time period.

Shut Down the Inmate Phone System in Emergencies: In addition to manual cut off switches located throughout the facility, in an emergency situation, an authorized user may shut down the entire LazerPhone Inmate Telephone system, preventing all inmate calls, through software controls at the workstation or through codes entered on the keypad of any inmate telephone.

Add, Modify, or Deactivate PIN Accounts: Authorized system users are able to create, modify, or deactivate inmate Personal Identification Number (PIN) accounts. When an inmate enters the correctional facility, a LazerPhone PIN account can be created either through a simple PIN Auto Enrollment procedure performed by the inmate or by an authorized person typing and selecting options at the workstation. When an inmate leaves the facility, his/her PIN account can be deactivated. Later, if the same inmate re-enters the facility, the account can be reactivated.

Modify or Suspend an Inmate's Calling Privileges: The assignment of PINs allows call restrictions to be applied to individual inmates without affecting the call restrictions or privileges of other inmates.

5.1.4 The Bidder must provide a Centralized System Database that is located at a Bidder provided site and provide full database redundancy for the ICS at each DOC facility.

GTL Response: GTL will comply. GTL provides a Centralized System Database in Houston, Texas, that ensures full database redundancy for the LazerPhone ICS at each DOC facility.

Additionally, to ensure that LazerPhone records are stored securely and that all system data are fully recoverable from any type of emergency shutdown, Global Tel*Link has built redundancy into every critical aspect of the system.

Twin UPS Backup Power: In the event of a power failure at the correctional facility, twin uninterruptible power supply (UPS) units provide temporary power for the entire system. UPS



units also protect against power fluctuations and surges. GTL will provide UPS units at each DOC facility capable of powering the entire LazerPhone system for a minimum of one hour. In the absence of an emergency generator, upon expiration of the UPS, the system performs a safe shutdown to protect data. Once power is restored the system will reboot without human intervention and resume normal operations.

Redundant Record Data Storage: Both call detail records and system settings are saved and automatically backed-up in real time. At the time of an inmate's call, a call detail record is saved to the DOC facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's off-site central storage facility. Any changes made to LazerPhone system settings are also saved in real time to the facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's remote central storage facility through the secure network provided by GTL.

At the time of an inmate's call, the call's recorded conversation is [REDACTED] to the facility's hard drive. Once every 24 hours, LazerPhone automatically copies recordings to the facility's backup storage array and transmits a copy to GTL's off-site central storage facility through the secure network provided by GTL.

Redundant Control Computers: At each LazerPhone Control Center, LazerPhone system controls are housed in two identically configured computers. If the first computer fails the second automatically takes over. In the unlikely event that both computers at one LazerPhone Center fail, the computers at the alternate Center automatically take over all LazerPhone operations. Each backup computer is independently capable of performing all Management Control Center functions. Massive generators back up the electrical systems at both the primary (Mobile) and secondary (Houston) Control Center locations.

Tested by a Force Majeure The effectiveness of GTL Control Center's backup systems was conclusively demonstrated when Mobile, Alabama took a devastating hit from Hurricane Katrina in August 2005. Flanked on all sides by the crippled city, the LazerPhone Control Center continued to operate normally. Redundant processing, telecommunications infrastructure, facilities, and trained staff at the Houston Data Center backed up this effort and stood ready to take over if Mobile had taken a catastrophic hit.

5.1.5 The Bidder must propose an ICS at no cost to the DOC and include:

- full design, programming and installation;
- programming of all inmate PINs and call lists;
- post installation maintenance;
- all network services (local, IntraLATA, InterLATA);
- all network services for administration of the ICS.



GTL Response: GTL will comply. GTL proposes a comprehensive solution for all of Massachusetts DOC inmate telephone system needs without cost to the DOC. Our Secure LazerPhone Inmate Telephone System and Services includes:

- Full design, programming, and installation
- Programming of all inmate PINs and Call Lists
- Post installation maintenance
- All network services for local, IntraLATA, and interLATA calling
- All Network services for administration of the LazerPhone ICS

5.1.6 The Bidder must propose an ICS for the DOC that has the capability of processing inmate calls in a pre-paid debit mode; collect call mode or a combination of the two depending on the DOC facility and unique needs of the DOC.

GTL Response: GTL will comply. GTL's LazerPhone ICS has the capability of processing inmate calls in pre-paid debit mode, collect call mode, or a combination of these.

LazerPhone Prepaid Debit Accounts

LazerPhone offers two prepay options through its integrated Debit Account system: direct deposit, which is managed through the LazerPhone workstation, and pre-paid Vouchers that inmates may purchase from the facility, or the facility's commissary, and "cash" at inmate telephones. To use either pre-pay option, an inmate must have a LazerPhone PIN account (Note: A facility may choose to assign PINs to all inmates for better control over phone usage or may assign PINs only to inmates wishing to make prepaid calls.)

When LazerPhone's Debit system is active, at the beginning of each call attempt, if the inmate chooses the prepaid call type, the system's automated operator reports the current balance in the inmate's prepaid account. If the balance is sufficient, the cost of the current call can be automatically deducted from the account. Inmate debit accounts can be added, updated, deleted, or closed at the LazerPhone workstation.

To save administrative time required to manage inmate Debit accounts, GTL developed a unique way for inmates to self-deposit money into their accounts through the purchase of Prepaid Vouchers from the facility's Commissary, which are then "cashed" at an inmate telephone to transfer the entire value of the voucher to the inmate's LazerPhone Debit account. Unlike prepaid calling cards that retain value and are subject to being lost or stolen, once "cashed" the voucher is useless and can be discarded.

How Prepaid Vouchers Work



The facility or the facility's commissary orders Prepaid Vouchers from Global Tel*Link and sells them to inmates wishing to make prepaid calls. Once in the inmate's possession, the voucher is taken to any inmate phone. After choosing a language and entering a destination number, the inmate selects menu option 5 to begin the "cashing" process. Following automated prompts, the inmate enters his PIN, the voucher number, and the voucher value. If the PIN is valid and the voucher has not been previously used, the value of the voucher is transferred to the PIN account. The inmate may now place prepaid calls by simply choosing the prepaid call type and entering his/her PIN during call setup – the voucher number is no longer needed.

If inmate friends and family members wish to purchase prepaid vouchers for an inmate, they can do so by depositing money into the inmate's commissary account. The inmate can then purchase a voucher using the money deposited in his commissary account.

When an inmate leaves the facility with funds still in a debit account, the facility or commissary may request a refund, or the inmate's LazerPhone PIN, with its associated Debit Account, may simply be deactivated. If the inmate is re-booked in the future, he or she can use the same PIN for making prepaid calls.

Call Control

Because this prepaid option operates on Global Tel*Link's platform, prepaid calls are subject to the same call controls as collect calls. Prepaid calls must be validated before the system will connect the call. Once connected, the call is subject to the facility's call duration restrictions, time of day restrictions, blocked number restrictions, and all other call restrictions.

Refunds

Refunds will only be made upon an inmate's release from jail. To obtain a refund, the facility and/or the commissary company must make a written refund request on the inmate's behalf. The request must include the PIN, the inmate's name, the mailing address, and the facility name. A refund will only be made if requested by the facility and/or the commissary company. Inmate requests for refunds will be denied. As Global Tel*Link is pricing the prepaid calls on a surcharge and per minute basis, the amount of money leftover should be minimal.

Benefits of Prepaid Vouchers

➤ Friends & Family Friendly:

Prepaid vouchers can be sold via the facility commissary system. Therefore, inmate friends and family can deposit money into the commissary account for the purchase of prepaid vouchers.

➤ Less Manpower Required:

A system administrator will not have to enter debit account deposit amounts at the workstation. By having the inmate "cash" the voucher, this responsibility is shifted to the inmate.



➤ No Third Party:

The system runs on Global Tel Link's platform with no third party involvement necessary. As a result, Global Tel*Link does not need to rely on a third party for any aspect of the program – including the printing of prepaid vouchers.

➤ Security:

Prepaid vouchers can be thrown away after being cashed at an inmate phone. Unlike similar programs, inmates do not have to retain actual cards that can be stolen.

➤ Reconciliation Reports:

Since the prepaid voucher or debit method programs runs on the Global Tel*Link's platform, LazerPhone provides detailed, accurate reporting capabilities through the reconciliation reports to manage the Prepaid Debit and the Prepaid Voucher programs. These types of reports can be printed via the facility LazerPhone workstation.

5.1.7 The Bidder must propose an ICS that allows for all inmate telephones to be in use simultaneously. The Bidder must describe, in its response, how this will be accomplished with the proposed ICS.

GTL Response: GTL will comply. The LazerPhone architecture we propose for MA DOC has virtually no line concentration. All inmate telephones can be used simultaneously.

5.1.8 The Bidder must propose an ICS that can be shut down quickly and selectively. The DOC must be able to shutdown the system globally and restrict all PIN access within an entire facility and/or within a particular housing unit.

GTL Response: GTL will comply. Our LazerPhone ICS provides several different methods to quickly shutdown individual telephones, a group of phones, or the total inmate telephone system. Each method is described below.

Manual Cut Off Switches

Global Tel*Link installs manual cut off switches for each of the facility's logical groups of phones. Manual switches are placed at locations specified by facility administrators allowing correctional officers or authorized administrative staff the ability to selectively disable a single phone, bank of phones or all phones within the institution.

Workstation Menu Options

Single phones, groups of phones, or all inmate telephones can be turned off using menu options at the system workstation.

Telephone Keypad Code



In emergency situations, the entire inmate telephone system can [REDACTED]

5.1.9 The Bidder must propose an ICS solution that allows the DOC to completely restrict inmate access to outside network services/facilities should the ICS control unit of the ICS fail for any purpose. The Bidder must describe, in its response, how this restriction is accomplished with the proposed ICS (e.g., toggle "kill" switches, etc.).

GTL Response: GTL will comply. In the unlikely event that the entire LazerPhone ICS control program failed, all inmate telephones would immediately go out of service, making it impossible for inmates to access outside network services or facilities. If a local workstation PC computer fails for any reason, the system would continue to function normally, controlling inmate calls according to predefined DOC parameters and would remain accessible from other workstations. However, if it were deemed necessary to shut down inmate telephones quickly without accessing the workstation, DOC personnel would have two methods to shutdown individual telephones, a group of phones, or the total inmate telephone system. Each method is described below.

Manual Cut Off Switches

Global Tel*Link installs manual cut off switches for each of the facility's logical groups of phones. Manual switches are placed at locations specified by facility administrators allowing correctional officers or authorized administrative staff the ability to selectively disable a single phone, bank of phones or all phones within the institution.

[REDACTED]
In emergency situations, the entire inmate telephone system can [REDACTED]

5.1.10 The proposed ICS must be restricted to outgoing calls only. The system must not process incoming calls at any time. The Bidder must agree, in its response, that no inmate telephone shall be capable of receiving an incoming call.

GTL Response: GTL will comply. LazerPhone does not permit incoming calls to inmate telephones. LazerPhone's outgoing services can be configured to allow Local, InterLATA, IntraLATA, Interstate, and International service as desired by the DOC.

5.1.11 The Bidder must agree, in its response, that it will keep all call processing and call rating information current. This information includes, but is not limited to, local exchanges, area codes, country codes, vertical & horizontal coordinates and any other information necessary to accurately process and rate calls. The Bidder must provide the DOC with



any and all rate information for all calls upon request by the DOC at any time during the term of this contract.

GTL Response: GTL will comply. GTL agrees to keep all call processing and call rating information current. GTL will provide the DOC with any and all call rate information upon request.

5.1.12 The ICS must block all calls made to any of the following services whether the system is used in direct dial, debit-based or collect call mode. The Bidder shall be responsible for ensuring that the system is programmed for such blocking.

- 900, 972, 976, 550, telephone numbers incurring excess charges;
- long distance carrier access codes (e.g., 101-XXXX);
- local toll free numbers (e.g., 950-XXXX);
- directory assistance numbers (e.g., 411, 555-1212, etc.);
- toll free numbers (e.g., 800, 888, 877, 866, 855, etc.)

GTL Response: GTL will comply. Regardless of the current calling mode, LazerPhone's computerized call control system is pre-programmed to block known disallowed numbers. Prefixes such as 900, 950, 8XX, 976, 411, and 911 are automatically blocked and require no action by facility personnel. Additionally, calls to the operator through 0, 00, 10xxx, 950xxx, etc. are disallowed without requiring action by facility personnel. At the DOC's request, the system can be configured to allow or disallow international calls. All incoming calls are blocked. Inmate telephones are automatically blocked from other inmate phones within the same facility or within other facilities with LazerPhone systems.

Global Tel*Link's call processing and blocking systems are external to the telephone units and can be operated either remotely from Global Tel*Link's Management Control Center or directly from the facility's on-site workstation.

5.1.13 The proposed ICS must not provide a second dial tone to an inmate telephone without the inmate hanging up the telephone receiver after the first call is completed and the PIN re-entered to place the second call.

GTL Response: GTL will comply. LazerPhone limits calls to one per connection. At the termination of every call, LazerPhone prevents hook-switch dialing by automatically returning the line to a pre-call state, the equivalent of a primary dial tone, in which the inmate must begin with the first step of the system-controlled call process (entering language choice), in order to place a second call.



5.1.14 The proposed ICS must allow for a maximum “ring time” prior to disconnecting the inmate call. This “ring time” parameter must be programmable by the DOC but must be consistent among DOC facilities.

GTL Response: GTL will comply. By default LazerPhone allows six (6) rings before terminating an inmate’s call attempt. This “ring time” is programmable to meet the DOC’s preference.

5.1.15 The proposed ICS must provide notification to an inmate of the call status (e.g., ringing, busy, etc.). This notification may either be in the form of ringing, busy tones, SIT tones, or appropriate recorded messages. This requirement must be implemented for both direct dial (debit) or collect call mode of operation.

GTL Response: GTL will comply. LazerPhone has the capability to allow inmates on hold during the call setup to audibly monitor the progress through hearing as a muted party. Alternately, the DOC may choose to have the inmate placed on hold while the system plays prompts for call acceptance. With this option the inmate receives the prompt that advises the inmate to please hold while the called party is contacted. If the called party wishes to establish an AdvancePay account in order to accept the call, the inmate will be placed on hold until the AdvancePay setup is completed.

5.1.16 The proposed ICS shall not allow the inmate to speak to the called party until the call has been positively accepted. This requirement must be implemented for both direct dial (debit) or collect call mode of operation.

GTL Response: GTL will comply. For both debit and collect calls, LazerPhone splits calls such that an inmate has no audible contact with the called party until the called party has positively accepted the call. Because LazerPhone’s automated operator announces the inmate’s name and provides all other information needed by the called party, there is absolutely no opportunity for the inmate to pass or leave a message prior to call acceptance.

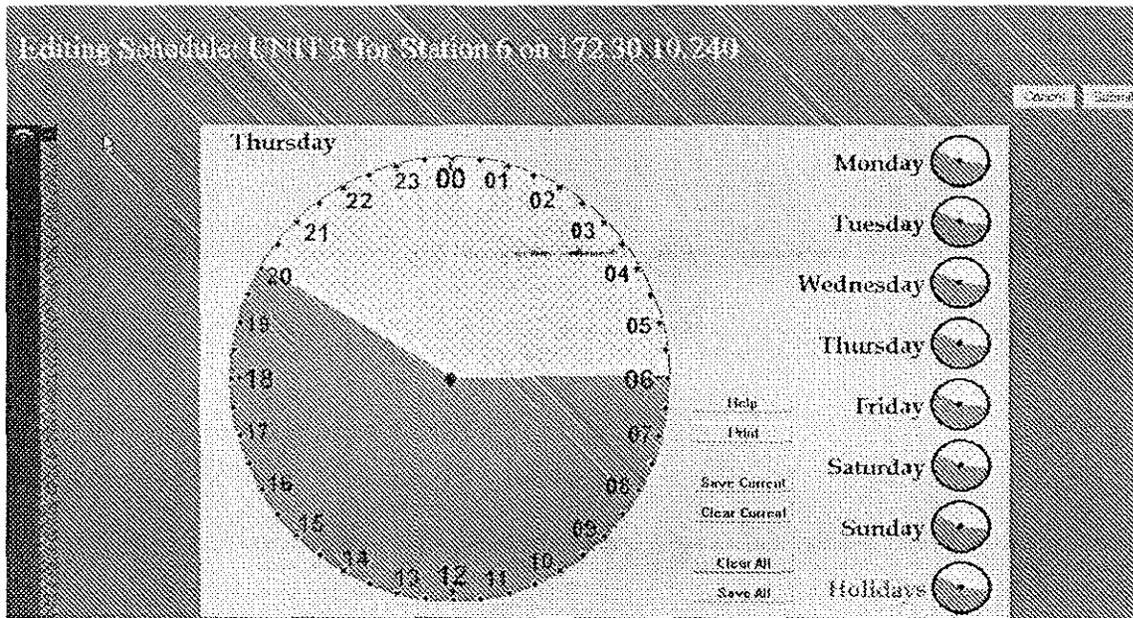
5.1.17 The proposed ICS must not allow the inmate to hear the called party prior to the actual positive acceptance (via touch tone entry) of the call.

GTL Response: GTL will comply. LazerPhone splits calls such that an inmate has no audible contact with the called party until the called party has positively accepted the call. Because LazerPhone’s automated operator announces the inmate’s name and provides all other information needed by the called party, there is absolutely no opportunity for the inmate to pass or leave a message prior to call acceptance.



5.1.18 The proposed ICS must allow for the DOC to program times when the system will be available or unavailable to inmate calling.

GTL Response: GTL will comply. The LazerPhone system includes a Call Scheduler that can restrict inmate telephone usage to particular hours of the day. Phone ON/OFF times may be scheduled for all inmate phones, an individual phone, a group of phones (e.g. all phones in a cell block), or assigned to an inmate PIN. Telephone usage time for each day of the week is setup using a twenty-four hour clock. A separate schedule may be set up for each day and for holidays.



LazerPhone's Scheduler

5.1.19 The proposed ICS must allow DOC personnel to temporarily restrict or disconnect service to an individual inmate telephone or station.

GTL Response: GTL will comply. DOC personnel may temporarily restrict or disconnect service to an individual inmate telephone using options on LazerPhone's Telephone Monitoring screen at the system workstation.

5.1.20 As one of the major problems associated with inmate calling, the initiation of 3-Way or



Conference Calling is a constant issue with the DOC. [REDACTED]

[REDACTED]. The proposed ICS must provide technology that deters an inmate's attempt to initiate a 3-Way or Conference Call with a Third Party and provide the ability to immediately terminate the call. The Bidder must describe, in its response, how this technology operates with regard to the proposed ICS and the options available to the DOC.

GTL Response: GTL will comply. Three way calls are deterred by an exclusive LazerPhone hardware and software design that includes the utilization of several patented processes that minimize [REDACTED] Global Tel*Link is fully licensed by the legal owners of the patented processes that we use, so there will never be a service or functionality loss due to patent issues. Upon detection of a three-way call attempt, LazerPhone provides the following options:

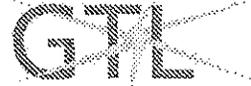
- Disconnect the call
- Flag the call for further investigation
- Play a voice prompt warning
- Any combination of the above options

With current telephony technology there remain challenges to three-way call detection: (1) call waiting may mimic the sound of a three-way call; (2) call forwarding may not yield a detectable sound; and (3) noise or conversation on the line may mask sounds and signals normally present during a three-way call attempt. LazerPhone engineers continuously strive to meet these challenges in more and more effective ways. As fraud prevention strategies evolve and are incorporated into the LazerPhone system, new versions of the software will be automatically uploaded to the DOC's system.

Three-way call attempts will be noted on call detail reports by a red highlight. Using the filter options on the LazerPhone Call Search screen, facility personnel can request reports listing only 3-way call attempts. LazerPhone also detects when extra digits are dialed, and displays such calls in orange on Call Detail Reports.

5.1.21 It is a desirable that the proposed ICS provide a function that prevents 3-Way or Conference Calling [REDACTED]. The Bidder must explain, in its response, how this will be accomplished with the proposed ICS.

GTL Response: GTL will comply. Three way calls are deterred by an exclusive LazerPhone hardware and software design that includes the utilization of several patented processes that minimize [REDACTED] Global Tel*Link is fully licensed by the legal owners of the patented processes that we use, so there will never be a service or functionality loss due to patent issues. Upon detection of a three-way call attempt, LazerPhone provides the following



options:

- Disconnect the call
- Flag the call for further investigation
- Play a voice prompt warning
- Any combination of the above options

With current telephony technology there remain challenges to three-way call detection: (1) call waiting may mimic the sound of a three-way call; (2) call forwarding may not yield a detectable sound; and (3) noise or conversation on the line may mask sounds and signals normally present during a three-way call attempt. LazerPhone engineers continuously strive to meet these challenges in more and more effective ways. As fraud prevention strategies evolve and are incorporated into the LazerPhone system, new versions of the software will be automatically uploaded to the DOC's system.

Three-way call attempts will be noted on call detail reports by a red highlight. Using the filter options on the LazerPhone Call Search screen, facility personnel can request reports listing only 3-way call attempts. LazerPhone also detects when extra digits are dialed, and displays such calls in orange on Call Detail Reports.

5.1.22 As one of the major problems associated with inmate calling, the use of call forwarding at the destination telephone number is a constant issue with the DOC. The proposed ICS must provide technology that deters the use of call forwarding by the party being called by the inmate and provide the ability to immediately terminate the call. The Bidder must describe, in its response, how this technology operates with regard to the proposed ICS and the options available to the DOC.

GTL Response: GTL will comply. [REDACTED] our Fraud Control Department monitors called numbers and we have successfully detected forwarded numbers and prevented these numbers from being called again by inmates. Our Fraud Team works hand in hand with our customers to monitor forwarded calls. As a result of the merger of Global Tel*Link and AT&T Inmate Markets, GTL was the first company in the market to offer call forwarding. [REDACTED] when we are confident that the [REDACTED]

While some inmate telephone providers may claim that they can accurately detect and prevent remote call forwarding through SS7 technology, [REDACTED] SS7 will accurately detect call progression [REDACTED]. Once the switch has identified the local telephone number to send this call to, [REDACTED]



[REDACTED] The signal that indicates that the local number has call forwarding on the phone occurs after the call has been routed to the local phone number. [REDACTED]

Additionally, there is currently a Petition before the Federal Communications Commission ("FCC") regarding remote call forwarding in correctional facilities. Global Tel*Link Corporation has submitted comments on this petition in support of the right of inmate telephone providers to block remotely forwarded numbers due to security and toll fraud reasons. A decision on this action is pending before the FCC and we are hopeful that the FCC will rule against the companies [REDACTED]

5.1.23 It is a desirable that the proposed ICS provide a function that prevents call forwarding [REDACTED]. The Bidder must explain, in its response, how this will be accomplished with the proposed ICS.

GTL Response: GTL will comply. [REDACTED], our Fraud Control Department monitors called numbers and we have successfully detected forwarded numbers and prevented these numbers from being called again by inmates. Our Fraud Team works hand in hand with our customers to monitor forwarded calls. As a result of the merger of Global Tel*Link and AT&T Inmate Markets, GTL was the first company in the market to offer call forwarding. [REDACTED]

While some inmate telephone providers may claim that they can accurately detect and prevent remote call forwarding through SS7 technology, [REDACTED] SS7 will accurately detect call progression [REDACTED]. Once the switch has identified the local telephone number to send this call to, [REDACTED] The signal that indicates that the local number has call forwarding on the phone occurs after the call has been routed to the local phone number. [REDACTED]

Additionally, there is currently a Petition before the Federal Communications Commission ("FCC") regarding remote call forwarding in correctional facilities. Global Tel*Link Corporation has submitted comments on this petition in support of the right of inmate telephone providers to block remotely forwarded numbers due to security and toll fraud reasons. A decision on this



action is pending before the FCC and we are hopeful that the FCC will rule against the companies [REDACTED]

5.1.24 [REDACTED]

GTL Response: GTL will comply. LazerPhone allows facility personnel to designate [REDACTED] at the workstation. [REDACTED] may be a destination telephone number or an inmate PIN.

A call-in-progress detected by LazerPhone's [REDACTED] system is automatically directed to up to three pre-designated phone numbers [REDACTED] in sequential order. [REDACTED]

[REDACTED] When the alert goes to [REDACTED] the [REDACTED]

If the need arises, at the workstation or from a [REDACTED], an authorized officer may instantly [REDACTED] an inmate's call. If logged into the system, the officer chooses the [REDACTED] option on the Call Monitoring screen. From a [REDACTED], the authorized official monitoring [REDACTED]

The system's [REDACTED] *Account Report* and [REDACTED] *Report*, both available at the workstation, [REDACTED] call frequency and patterns of inmates and destination numbers of [REDACTED]

5.1.25 The Bidder must describe, in its response, how the proposed ICS operates when the inmate call [REDACTED]. This description must include how collect calls are placed to [REDACTED], how billing of the collect call is processed and how the DOC is notified when an inmate call is placed [REDACTED]

GTL Response: GTL understands. Anticipating the growing need for inmates to place calls to [REDACTED] and knowing that [REDACTED] service providers do not permit collect calls, GTL included this capability in LazerPhone's automated AdvancePay system.



Automated AdvancePay Setup: When an inmate attempts to dial a [REDACTED] the system's AdvancePay function is activated. If the [REDACTED] owner does not currently have an AdvancePay account, the inmate is prompted to hold while the system contacts the party and provides an option to set up an AdvancePay account, which will allow inmate calls, up to a specified amount (\$25 or \$50), to be charged to the party's VISA or Mastercard. Automated prompts walk the party through the simple steps to setting up an account. Once the called party provides the appropriate information, the inmate's call is connected.

After the pre-pay account is established, collect calls to the telephone number may be placed up to the prepaid amount. After the prepaid amount is depleted, the system will inform the user that a prepayment must be made before additional calls can be received. Customers are also given the option at that time to increase their amount from a \$25.00 limit to a \$50.00 limit.

Non-Automated AdvancePay Setup: For people who do not have or choose not to use a VISA or Mastercard, AdvancePay's automated operator also provides a telephone number to Global Tel*Link's live AdvancePay operators, that the call recipient may dial to setup an AdvancePay account using other methods of payment.

5.1.26 The proposed ICS must have the ability to allow for a called party to activate a code (via the touch tone pad of their telephone) that automatically notifies the DOC that the number should be deleted from the calling inmate's "Authorized Telephone Number List".

GTL Response: GTL understands. Prior to call acceptance, LazerPhone's automated operator gives called parties an option to request that calls from the correctional facility be blocked by providing our toll free customer service number. Having the party contact GTL saves administrative time and eliminates the need for DOC personnel to be involved.

During a call attempt, the automated operator informs the called party at a touch tone phone: "If you wish to block any future calls of this nature, press '7' to receive further information," or at a rotary dialed phone, "If you wish to block any future calls of this nature, clearly say the word 'block' to receive further information." Upon dialing the provided 800 number, GTL's customer service department will place a "Customer Requested Block" on the line. This block will prevent the delivery of any future inmate calls to the number from any GTL managed correctional facility. At the time the block is requested the customer is asked to provide a password. To have the block removed at a future date, the customer must provide the password in order to have the block removed. When the 800 number is called during non-business hours, they will get a get a message that states that business is closed, and to contact during the business hours.



5.1.27 Each call placed (direct dialed or collect) through the ICS must be electronically identified by the system as being a call originating from a DOC facility in 100% of the cases with or without the accompanying inmate PIN.

GTL Response: GTL will comply. LazerPhone is programmed to brand all inmate calls, direct dialed or collect, with the name of the correctional facility and the name of the inmate making the call. Call branding operates whether or not inmate PINs are used. For example, when an inmate's collect, station-to-station call is answered, LazerPhone's automated operator will deliver to the called party a message such as:

"You have a collect call from [INMATE NAME] an inmate at [FACILITY NAME]. This call may be monitored and/or recorded. If you wish to accept this call, press '0' and hold; to deny the call, press '5' and hang up; if you wish to block any future calls of this nature, press '7' for further instructions; to hear costs for this call, press '9' and hold for rate information".

The exact wording of automated messages will vary slightly depending on call type and can be altered to exactly suit the facility's need. The DOC's LazerPhone System can also be configured to play periodic overlay announcements throughout inmate calls at any intervals requested by the DOC.

5.1.28 If a call is not accepted by the called party, or if no one answers the call, the ICS must inform the inmate of the situation rather than simply disconnecting the call.

GTL Response: GTL will comply. When an inmate's call cannot be completed, the automated operator will notify the inmate using a message similar to one of the following:

- "The called number was busy, please try your call later."
- "The called party did not answer, please try your call later."
- "The called party did not accept your call."
- "The called party has placed a block on this number."

5.1.29 The ICS must have the capability to accept the called party's response via DTMF (Touch Tone Pad) input from the telephone. Calls shall not be billed until positive acceptance by the called party is indicated by the input of a specific Touch Tone digit.

GTL Response: GTL will comply. LazerPhone requires that the called party positively accepts an inmate's call before the final connection is made. The acceptance prompt to a called party at a Touch Tone phone is similar to: "If you wish to accept this call, press 0 and hold."



5.1.30 The ICS must have the capability of "passive acceptance" for rotary telephone users and particular called numbers such as an automate attendant at an attorney's office, etc. Passive acceptance is defined as the system interpreting the non entry of digits after the playing of the initial collect call message twice as acceptance of the call by the called party.

GTL Response: GTL will comply.

5.1.31 The ICS, whether in pre-paid debit or collect call mode, shall be capable of announcing to the called party the name of the calling inmate. Bidders must provide a mechanism to record an inmate's name a single time to be used each time this announcement is required. The activation or deactivation of this feature must be controlled by institution by the DOC.

GTL Response: GTL will comply. LazerPhone is programmed to brand all calls, prepaid debit or collect, with the name of the correctional facility and the name of the inmate making the call. When PINs are used, an inmate's name is recorded once and stored in the individual's PIN file, for automatic retrieval at the time of each call.

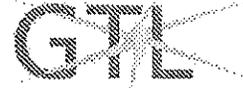
At the time of a call, if PINs are in use, the automated operator instructs the inmate to enter his or her PIN, then the inmate's pre-recorded name is retrieved from the individual's PIN file.

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

5.1.32 The ICS shall be capable of announcing to the called party how to accept calls.

GTL Response: GTL will comply. LazerPhone instructs the called party how to accept or reject the call. The automated operator will say to the called party: "If you wish to accept this call, press zero and hold. If you wish to deny this call, press five and hang up." If the called party fails to give an appropriate response, LazerPhone will repeat the instruction up to three times. If there is no response for 30 seconds after the third repeat, the call is terminated.

5.1.33 The proposed ICS must be capable of announcing to the called party the collect call rate, prior to acceptance, when a collect call is placed. The Bidder must describe how this is accomplished by the called party.



GTL Response: GTL will comply. LazerPhone's automated operator's pre-recorded opening message to a called party includes a prompt to obtain information about the cost of the call: "To hear costs for this call, press 9 and hold for rate information." The called party will hear the cost of the first period (e.g. minute) and the cost for any additional period (e.g. minute), prior to call acceptance.

5.1.34 The system must provide a manner for all calls (debit based or collect) to be "branded" with the standard DOC message as well as the statement that "All Calls are Recorded".

GTL Response: GTL will comply. LazerPhone is programmed to brand all calls, debit based or collect, with the name of the correctional facility, the name of the inmate making the call, and any other standard message the DOC wishes to be delivered. By default, the system's opening message during a collect call is as follows, but can be altered to exactly suit DOC requirements.

"You have a collect call from [INMATE NAME] an inmate at [FACILITY NAME]. This call may be monitored and/or recorded. If you wish to accept this call, press '0' and hold; to deny to call, press '5' and hang up; if you wish to block any future calls of this nature, press '7' for further instructions; to hear costs for this call, press '9' and hold for rate information".

The exact wording of automated messages will vary slightly depending on call type and can be altered to exactly suit the facility's need. The DOC's LazerPhone System can also be configured to play periodic overlay announcements throughout inmate calls at any intervals requested by the DOC.

5.1.35 The Bidder must propose and implement an ICS that provides telephone reception quality meeting all industry standards for service quality as defined by Massachusetts Department of Telecommunications & Energy and by the Federal Communications Commission (FCC). The Bidder must accept the DOC's decision regarding such determination.

GTL Response: GTL will comply. The LazerPhone platform represents the latest in advanced calling and recording technology. Being a fully digital system, LazerPhone delivers calls of the highest audio quality. GTL's installation team performs three (3) tests during installation to ensure that audio quality meets or exceeds industry standards for transmitted and received levels, noise, cross talk, and frequency range:

First, stations are tested at the demarcation point. The technician will initiate a telephone call to our Technical Support staff. During the call, each party will note any problems with the quality of the audio. If problems are detected, gain settings are adjusted and the process begins again until satisfactory results are achieved.



Second, test calls are made from a percentage of the actual inmate telephones. Again, if audio levels are unsatisfactory, adjustments to the gain settings are made.

Finally, recorded calls are downloaded and the quality of the audio is again tested. If found to be unsatisfactory, the recording gain controls are adjusted and the process repeated.

5.1.36 The Bidder must provide and install adequate surge protection for the proposed ICS and its components. The use of traditional "power strips" for surge protection is not acceptable for this requirement.

GTL Response: GTL will comply. GTL provides Uninterrupted Power Supply (UPS) units to protect the LazerPhone system components as well as PC workstations from power spikes and surges.

5.1.37 The Bidder must provide and install adequate lightning protection equipment on all network services supplied for the proposed ICS.

GTL Response: GTL will comply. GTL installers follow strict check lists to ensure that the LazerPhone network services are adequately protected from lightening.

GTL Surge Suppression and Grounding Plan

All LazerPhone facilities are required to have proper protection on the Telco side. The site survey will include a checklist to ascertain if the proper equipment is in place. The local service provider is normally responsible for that equipment.

All facilities will receive station side protection. For facilities that have station wire going outside the primary building, Global Tel*Link will install additional protection. The protection blocks used in single building installs will be mounted and punched next to the connector blocks.

The LazerPhone controller and all protection blocks will be connected directly to a local earth ground in the equipment room. This is a list of site survey questions that can help us determine what will be needed when our phone tech arrives and what equipment to send.

1. Is adequate Telco protection in place? (If not, call the Telephone company)
2. Does the facility, which houses the phones, have multiple buildings with outside cabling?
3. If yes, what type of protection is in place for station wiring coming in from other buildings?
4. In the room where the LazerPhone system will reside, is there adequate space to mount two 66 blocks per every 24 stations, and one 66 block for every 24 analog trunks? If not,



we may need to add more plywood or clean out old equipment.

5. Is there a good earth ground in the room where the LazerPhone system will reside? If not, get one.

In single-building situations it is normal for the station side of a telephone system not to provide lightning protection, since there is little opportunity for lightning to enter the system through the telephones. However, when an inmate telephone system includes remote buildings, lightning can enter the system and may cause the destruction of the station card and/or other hardware. As this destruction will cause service interruptions and subsequent loss of revenue, GTL will verify that the telephone company grounding systems meet certain minimum requirements. The following check list is used to ensure that the system is properly grounded.

1. All Telco facilities must be protected with gas or solid-state carbons only.
 - a. Minimum - 5 pin AT&T/Lucent 4B or 5B modules or equivalent.
 - b. BEST - 5B or 7B solid state modules, (3-5 NS)
2. All computer cards must be screwed down tightly to the processor using "star" washers.
3. All station (telephone) facilities should have 75V protection.
 - a. Same building locations need fast acting primary protection.
 - b. Inter building locations must have gas or solid state protection.
RECOMMEND — Model UP-1-75 (2-5 NS)
4. All processors should be grounded to the ground "BUSS" using a #12 (stranded) ground wire secured to the chassis with a "star" washer.
5. Protector units can be ordered from Graybar:
 - a. 581P2 - Protector pack w/o protector modules (25 pair stub in 66 block).
 - b. 15SCN-75 - Single pin heat coil 75 V solid-state modules. (Porta Systems)

5.1.38 The Bidder must provide a sufficient number of uninterruptible power supply (UPS) systems that also have surge protection at each DOC facility capable of supporting all ICS components including recording devices for a minimum of one (1) hour.

GTL Response: GTL will comply. In the event of a power failure at the correctional facility, uninterruptible power supply (UPS) units provide temporary power for the entire system. UPS units also protect against power fluctuations and surges. GTL will provide UPS units at each DOC facility capable of powering the entire LazerPhone system for a minimum of one hour. In the absence of an emergency generator, upon expiration of the UPS, the system shuts down. Once power is restored the system will reboot without human intervention and resume normal operations.

5.1.39 The Bidder must provide, install and maintain (according to manufacturer's specifications) all ICS UPS equipment at each of the DOC facilities. The Bidder must



replace all UPS equipment upon expiration of the manufacturer's life cycle of the installed product.

GTL Response: GTL will comply.

5.1.40 In the unlikely case of the loss of commercial power and the failure of the UPS, the ICS must automatically restrict or "shut off" all inmate telephones so that no inmate calls can be made until commercial power is restored and access is once again provided by the DOC.

GTL Response: GTL will comply. In the absence of both commercial power and UPS backup power, the LazerPhone system would shut down all inmate telephones until power was restored. Once power was restored the system would reboot without human intervention and resume normal operations.

5.1.41 The Bidder must describe, in its response, what component redundancy is provided to limit or virtually eliminate system downtime due to hardware component failure.

GTL Response: GTL will comply. To ensure that LazerPhone records are stored securely and that all system data are fully recoverable from any type of emergency shutdown, GTL has built redundancy into every critical aspect of the system.

Twin UPS Backup Power: In the event of a power failure at the correctional facility, uninterruptible power supply (UPS) units provide temporary power for the entire system. UPS units also protect against power fluctuations and surges. GTL will provide UPS units at each DOC facility capable of powering the entire LazerPhone system for a minimum of one hour. In the absence of an emergency generator, upon expiration of the UPS, the system shuts down. Once power is restored the system will reboot without human intervention and resume normal operations.

Redundant DOC Data Storage: Both call detail records and system settings are saved and automatically backed-up in [REDACTED]. At the time of an inmate's call, a call detail record is automatically saved to the DOC facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's off-site central storage facility. Any changes made to LazerPhone system settings are also saved in [REDACTED] to the facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's remote central storage facility through the secure network provided by GTL.

At the time of an inmate's call, the call's recorded conversation is saved in [REDACTED] to the



facility's active hard drive array. Once every 24 hours, LazerPhone automatically copies recordings to the facility's backup storage array and transmits a copy to GTL's off-site central storage facility through the secure network provided by GTL.

Redundant Control Computers: At each LazerPhone Control Center, LazerPhone system controls are housed in two identically configured computers. If the first computer fails the second automatically takes over. In the unlikely event that both computers at one LazerPhone Center fail, the computers at the alternate Center automatically take over all LazerPhone operations. Each backup computer is independently capable of performing all Management Control Center functions. Massive generators back up the electrical systems at both the primary (Mobile) and secondary (Houston) Control Center locations.

Tested by a Force Redundant processing, telecommunications infrastructure, facilities, and trained staff at the Houston Data Center backed up this effort and stood ready to take over if Mobile had taken a catastrophic hit.

The effectiveness of GTL's Control Center's backup systems was conclusively demonstrated when the city of Mobile, Alabama took a devastating hit from Hurricane Katrina in August 2005. Flanked on all sides by the crippled city, the LazerPhone Control Center continued to operate normally.

While any electronic equipment, especially that which operates continuously 24 hours a day, 365 days a year, is subject to occasional downtimes, GTL's internal evaluations of LazerPhone's system performance show that we have consistently delivered **99.9995% system uptime** to our sites.

In all cases, whether a downtime is due to normal equipment wearing or to causes outside of our control (e.g. inmate vandalism), GTL strives diligently to meet expected response times for all of our customers. Aspects of this diligence are evidenced in our implementation of a **Continuous System Watch**: At installation, the DOC facility's inmate telephone system is put on-line with the LazerPhone Service Center in Mobile, Alabama, and remains so, twenty-four hours a day, three hundred sixty-five days a year, throughout the life of the contract. Highly trained support personnel stand by, watching for any negative feedback from LazerPhone's continuous self-diagnostic tests. GTL's core value of **RESPONSIVENESS** includes knowing about problems before you do.

5.1.42 It is desirable that the Bidder provide an ICS in which the Central Processor Unit (CPU) and other critical components are redundant. The Bidder must describe, in its response, those critical components that are redundant with the proposed ICS.

GTL Response: GTL will comply. To ensure that LazerPhone records are stored securely



and that all system data are fully recoverable from any type of emergency shutdown, Global Tel*Link has built redundancy into every critical aspect of the system.

Twin UPS Backup Power: In the event of a power failure at the correctional facility, twin uninterruptible power supply (UPS) units provide temporary power for the entire system. UPS units also protect against power fluctuations and surges. GTL will provide UPS units at each DOC facility capable of powering the entire LazerPhone system for a minimum of one hour. In the absence of an emergency generator, upon expiration of the UPS, the system shuts down. Once power is restored the system will reboot without human intervention and resume normal operations.

Redundant Control Computers: GTL's primary LazerPhone Control Center is at our headquarters in Mobile, Alabama. Operations here are backed-up by redundant controls and call record storage at our secondary Validation site in Houston, Texas. At each LazerPhone Control Center, system controls are housed in two identically configured computers. If the first computer fails the second automatically takes over. In the unlikely event that both computers at one LazerPhone Center fail, the computers at the alternate Center automatically take over all LazerPhone operations. Each backup computer is independently capable of performing all Management Control Center functions. Massive generators back up the electrical systems at both the primary (Mobile) and secondary (Houston) Control Center locations.

Tested by Force Majeure: The effectiveness of the GTL Control Center's backup system was conclusively demonstrated when Mobile, Alabama took a devastating hit from Hurricane Katrina in August 2005. Flanked on all sides by the crippled city, the LazerPhone Control Center continued to operate normally. Redundant processing, telecommunications infrastructure, facilities, and trained staff at the Houston Data Center backed up this effort and stood ready to take over if Mobile had taken a catastrophic hit.

Redundant Record Data Storage: Both call detail records and system settings are saved and automatically backed-up in [REDACTED]. At the time of an inmate's call, a call detail record is saved to the DOC facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's off-site central storage facility. Any changes made to LazerPhone system settings are also saved in [REDACTED] to the facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's remote central storage facility through the secure network provided by GTL.

At the time of an inmate's call, the call's recorded conversation is saved in [REDACTED] to the facility's hard drive. Once every 24 hours, LazerPhone automatically copies recordings to the facility's backup storage array and transmits a copy to GTL's off-site central storage facility through the secure network provided by GTL.



5.1.43 The Bidder must provide standard hardware and software enhancements/upgrades to the proposed ICS at no cost to the DOC during the term of this contract. The installed ICS at each DOC facility must always be at the latest general release of the system's available hardware and software including operating systems for the system administration and system reporting function. Beta and field tested hardware and software must not be provided unless specifically approved by the DOC. Prior to any hardware and/or software upgrades or enhancements, the Bidder shall discuss the software benefits with the DOC and proceed only after DOC approval.

GTL Response: GTL will comply. LazerPhone software updates are provided periodically to all LazerPhone sites through GTL's secure Web Server. The latest version of LazerPhone's management software, containing any new features or enhancements that were developed, tested, and incorporated into the product since the last update, automatically downloads to the DOC's workstation when an authorized person at the facility logs into the system. These software updates are provided at no cost to the DOC. Should the release of an updated version of the LazerPhone control program require an upgrade in hardware to ensure proper functionality, the DOC will be notified and the hardware upgrade will be provided at no cost to the DOC, prior to the upload of the new release to GTL's server.

LazerPhone has an almost unlimited capacity for hardware expansion. New telephones and whole new facilities can be added with minimal or no disruption to the functionality of an existing system. When new facilities are planned, Global Tel*Link reviews costs and expected revenues from the new facility's inmate phones to determine if an adjustment to the DOC's current commission is appropriate.

5.1.44 Telephone network services provided by the Bidder shall not be capable of being detected by the called party for calling number identification (Caller ID).

GTL Response: GTL will comply. Caller ID will be suppressed on all lines that service inmate telephones. Called parties will not have the capability to identify the number from which an inmate's call originates.

5.1.45 The Bidder shall provide local exchange service for pre-paid debit-based calling and collect calling use at each DOC institution. The local calling area shall be equal to or greater than the local calling area defined in the Verizon Massachusetts Department of Telecommunications and Energy (DTE) Tariff (MA DPU #10) for each of the DOC's facilities.

GTL Response: GTL will comply.



5.1.46 The proposed ICS must allow [REDACTED] by DOC personnel. This monitoring must be allowed by **specific inmate telephone, specific inmate PIN or by called telephone number**. Any and all equipment and software required to perform this function must be provided with the proposed system.

[REDACTED]
[REDACTED]
[REDACTED]. The Bidder must describe, in its response, how this will be accomplished with the proposed system.

GTL Response: GTL will comply. LazerPhone has built-in state-of-the-art monitoring and recording capabilities with no interference to current recording operations. By default, all inmate conversations are recorded and can be monitored, except those to approved legal counsel or those for which monitoring and recording have selectively turned off by authorized facility personnel.

Current inmate call activity may be *visually* monitored on a Call Monitoring screen at the LazerPhone workstation and/or *audibly* monitored by directing a live conversation to the workstation's [REDACTED]. Because both visual and audio monitoring are seamlessly integrated into LazerPhone's [REDACTED] environment, monitoring does not interfere with recording and is not detectable by either the caller or the recipient of the call.

VISUAL CALL MONITORING

Authorized personnel may watch the status of phones and [REDACTED] at the local workstation or a workstation at [REDACTED]. LazerPhone provides a visual display of all call activity in real time on the Call Monitoring screen.



GTL

Central Location Center Disconnected

155 15 155

Name	Description	Group	Line Status	Client Destination	Time Used	Center PIN
4093810020	Male 1 Park #1	MALE 1	Validation was received	7022425940	000	0304301058
4093810026	Male C Park #5	MALE 1	Call is connected	9998246311	006	0303303127
4093810095	Female #6	ALWAYS OFF	Call is connected	4097574906	048	
4093810110	Male H South #2	MALE 1	Call is connected	409507031	011	0111300077
4093810388	Monitoring ISD	MALE 1	Call is connected	8198962552	020	0301300247
4093810115	Male E North Call #2	MALE 1	Call is connected	999081767	006	0303300261
4093810117	Male E North Call #4	MALE 1	Call is connected	9993682408	008	0304301180
4093810145	Male F Park #9	MALE 1	Call is connected	626667207	014	0304301094
4093810126	Male E #7	MALE 1	Playing records	8023041902	020	0305300099
4093810106	Male E South #2	MALE 1	Playing records	8168982305	026	0304300068
4093810315	Male S South Call #3	MALE 1	Playing records	9997420962	006	0304300211
4093810096	Male B Park 1 #1	ALWAYS OFF	Calling destination	3178640032	007	0304300081
4093810063	Male B Park #3	MALE 1	Setting PIN	4095395536		
4093810121	Male H South Call #5	MALE 1	Getting extension number			
4093810125	Male G North Call #1	MALE 1	Phone off hook			
4093810100	Male J Park #5	MALE 2	Phone off hook			
4093810071	Male L North Call #1	MALE 2	Idle			
4093810011	Female IDC - NO PIN	ALWAYS OFF	Idle			
4093810032	Female Dore 2	FEMALE 1	Idle			
4093810093	Male H South Call #5	MALE 2	Idle			
4093810094	Female West 1 #1	FEMALE 1	Idle			
4093810006	Female West 1 #2	FEMALE 1	Idle			
4093810028	Female East 1 #7	FEMALE 1	Idle			
4093810027	Female East 1 #2	FEMALE 1	Idle			

AUDIO CALL MONITORING

A call-in-progress, visible on LazerPhone's Call Monitoring screen, may be directed to the [redacted] option [redacted] conversation.

A call-in-progress detected by the LazerPhone's [redacted] system is [redacted] to up to three pre-designated phone numbers [redacted]. When an alerted official's telephone rings, [redacted]. When the alert goes to [redacted] reports [redacted].

If the need arises, at the workstation or [redacted], an authorized officer may instantly [redacted]. If logged into the system, the officer chooses the [redacted] menu option on the Call Monitoring screen. From a [redacted], the authorized official [redacted].



5.1.47 The collect call automated announcement function of the Secure Inmate Calling System must be capable of processing calls on a selective bi-lingual basis: English and Spanish. The inmate must be able to select the preferred language using no more than a two digit code.

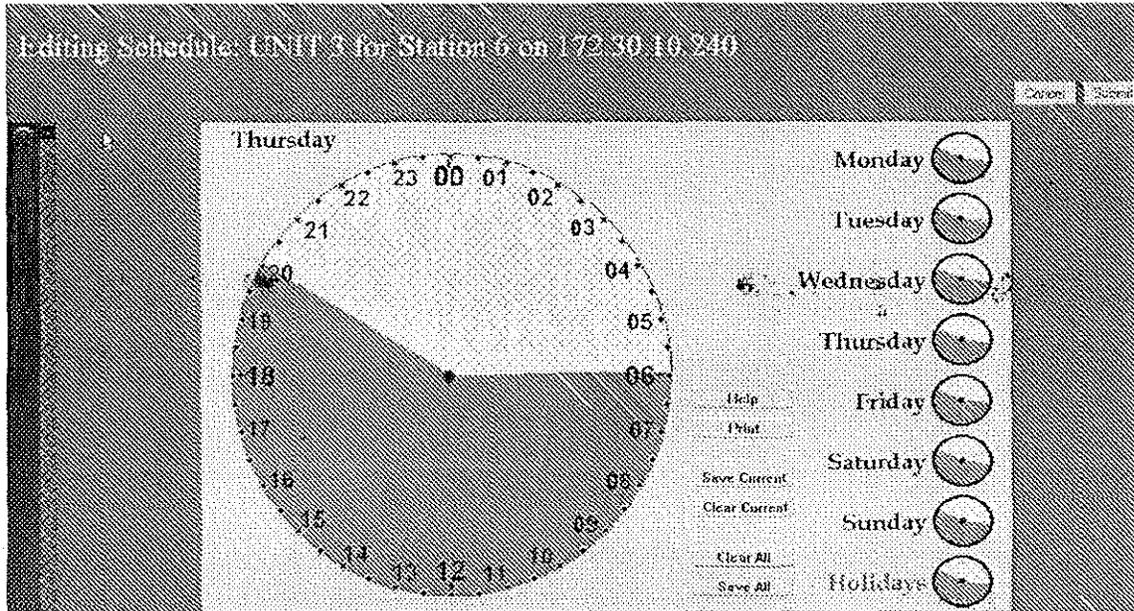
GTL Response: GTL will comply. By default, LazerPhone's automated operator's pre-recorded messages are available in English and Spanish. LazerPhone supports prompts in up to [REDACTED]. If the facility has a need for an [REDACTED] or correctional facility. Modifications to pre-recorded messages are also provided at no cost.

5.1.48 It is desirable that the ICS be capable of processing calls in additional languages than those required in 5.1.47. The Bidder must list, in its response, the languages available with the proposed ICS.

GTL Response: GTL will comply. By default, LazerPhone's automated operator's pre-recorded messages are available in English and Spanish. LazerPhone supports prompts in up to [REDACTED]. If the facility has a need for an [REDACTED] to the DOC. Modifications to pre-recorded messages are also provided at no cost.

5.1.49 The proposed Secure Inmate Calling System must allow for the DOC to program times when the system will be available or unavailable to inmate calling. The Bidder must describe, in its response, how this is accomplished.

GTL Response: GTL will comply. The LazerPhone system includes a Call Scheduler that can restrict inmate telephone usage to particular hours of the day. Phone ON/OFF times may be scheduled for all inmate phones, an individual phone, a group of phones (e.g. all phones in a cell block), or assigned to an inmate PIN. Telephone usage time for each day of the week is setup using a twenty-four hour clock. A separate schedule may be set up for each day of the week and for holidays.



LazerPhone's Scheduler

Personal Identification Numbers (PINs)

It is the intention of the DOC to implement the proposed ICS in a collect call mode with the use of inmate Personal Identification Numbers (PINs). The proposed ICS must operate in pre-paid debit mode for international calling outside of the North American Dialing Plan. Whether in collect call mode or pre-paid debit mode, the proposed ICS must adhere to the following requirements for PIN operation.

GTL Response: GTL will comply.

5.1.50 The ICS must restrict use through authorized Personal Identification Numbers (PINs) assigned to each inmate. The length of these PINs must be determined by the DOC and remain consistent throughout DOC facilities.

GTL Response: GTL will comply. LazerPhone's integrated PIN system is used to control, monitor, and report telephone usage by individual inmates. A LazerPhone Personal Identification Number (PIN) can be 4 to 15 digits long, as determined by the DOC and will be consistent throughout DOC facilities.



PIN, Old Facility, New Facility, who logged the change (by an authorized person at the workstation or by automatic detection of the LazerPhone system), and the date and time the transfer was logged.

Standard Pin Account Setup

For the DOC's information, below we explain LazerPhone's other standard PIN system capabilities, which may or may not be appropriate for integration into the potential interface with the DOC's Inmate Management System.

Activating LazerPhone's PIN system is free of any cost to the DOC and the use of PINs does not impact the DOC's revenue from the LazerPhone system in anyway.

A LazerPhone Personal Identification Number (PIN), which can be 4 to 15 digits long, may be the inmate's social security number, a booking or other number issued by the DOC, or a number that is automatically generated by the LazerPhone system.

A PIN account may be setup by a system administrator or other authorized personnel at the system workstation or through a simple **Auto-Enrollment** procedure performed by the inmate, usually at the time of booking. Likewise, a Call Allow list (limited list of approved numbers) for each PIN can be set up at the workstation or LazerPhone can **auto-generate** a **Call Allow list** for each inmate, comprised of the first few destination numbers where the inmate's calls are accepted. The facility decides how many telephone numbers LazerPhone may add to an inmate's automatically generated list and authorized personnel may view or modify Call Allow lists at the LazerPhone workstation.

Example Inmate PIN Auto-Enrollment Procedure

After receiving a PIN, brief instructions from a correctional officer, and a fictitious phone number to use during auto enrollment, the inmate picks up the handset of a designated phone and follows the instructions of an automated operator.

1. The automated operator instructs the inmate to choose the preferred language.
2. The automated operator instructs the inmate to enter the number he or she would like to call. (In this case, the inmate enters the fictitious phone number.)
3. The automated operator instructs the inmate to enter his or her PIN on the telephone's keypad.
4. The automated operator tells the inmate that, at the tone, he or she will have two seconds to speak his or her name clearly into the mouthpiece. (The name is permanently stored in the



PIN file.)

5. The automated operator will inform the inmate that he or she has completed auto enrollment and may now use the telephones in the facility.

Example Inmate PIN Call Procedure

1. The inmate picks up the handset and at the prompting of an automated operator, designates with a key-press the preferred language (English, Spanish, etc.).
2. Following the automated operator's instruction, the inmate dials the desired area code and destination number.

If the number is disallowed at the facility level, the inmate is informed that the number is not permitted and the call is terminated. If the number is allowed, the call proceeds.

3. Following the automated operator's instruction, the inmate designates with a key-press whether the call is to be collect, person-to-person, or prepaid.
4. Following the automated operator's instruction, the inmate enters his/her PIN on the keypad.

The system checks the inmate's PIN account to see if the destination number is allowed. If so, the system retrieves the inmate's pre-recorded name, which will be presented, along with the name of the correctional facility and other information, when the called party lifts the receiver. After listening to options presented by the automated operator, the called party either accepts or rejects the call.

Advantages of LazerPhone's PIN System

Although optional, the use of LazerPhone's PIN system allows the system's powerful call control options to be applied on an inmate-by-inmate basis, [REDACTED]

Set Call Duration by PIN: Unique call duration may be assigned to individual inmates. This duration can be programmed from one (1) minute to two hundred fifty-five (255) minutes in one (1) minute increments. In addition, a warning prompt or tone will notify the inmate that the call duration is approaching the preset time limit.

Set Call Velocity by PIN: An inmate can be restricted to the number of calls he/she can make during a specified time period. This time period can be set for hours, days, weeks, etc.

Set [REDACTED] By PIN: Facility personnel can enter [REDACTED] via the on-site workstation. Should an inmate attempt to dial one of these numbers, the LazerPhone



Management Control Center computer will dial up to three destination numbers [REDACTED] and report the [REDACTED] to [REDACTED] a [REDACTED] (by his or her PIN number). LazerPhone will make three attempts to complete these calls.

Obtain Management Reports by PIN: When PINs are in use, the system administrator can create reports including inmate PINs. The inmate PIN number can become a parameter by which calls are sorted or by which reports are printed.

Set Phone Usage Times by PIN: Each PIN can be programmed to include specific phone usage times. An individual inmate may be restricted to specific time of day calling, specific day of week calling, or specific holiday calling.

Set Programmable Free Calls By PIN: Specific telephone numbers may be flagged as "free calls" when dialed by an individual inmate PIN. However, free calls can have a negative effect on gross revenue generated by the system. When an inmate is assigned a PIN (either automatically by the LazerPhone system or by manual entry) the PIN is immediately activated and the inmate can begin placing calls using his or her PIN. The LazerPhone system operates in [REDACTED] and thus, there will be no delay or lag time between PIN assignment and use.

Suspend Calling Privileges by PIN: An inmate's PIN can be turned off (deactivated or suspended), disallowing all calling by that inmate, without affecting any other inmate's ability to place calls. This is accomplished by clicking the Deactivated or Suspended radio-buttons on the inmate's Detailed Account Information file. A deactivated PIN will remain so until an authorized person at the workstation manually reactivates the account. A suspended PIN will automatically reactivate after a specified date.

Limit Calls to An Approved List of Numbers: A LazerPhone Call Allow List, that will restrict calls to a limited list of approved numbers, can be assigned to each inmate PIN. Call Allow lists can be setup at the system workstation or, to save administrative time, LazerPhone can be instructed to automatically generate a Call Allow list for each inmate, based on the first few numbers where the inmate's calls is accepted. The facility decides how many telephone numbers LazerPhone may add to an inmate's automatically generated list and authorized personnel may view or modify Call Allow lists at the LazerPhone workstation.

5.1.51 The proposed ICS must allow for the cross-referencing of inmate PINs to the DOC inmate commitment number allowing for DOC personnel to search by commitment number for call records and call recordings. The Bidder must describe, in its response, how this will be accomplished with the proposed system.



GTL Response: GTL will comply. LazerPhone provides a split-PIN option that effectively permits cross-referencing of inmate PINs to the DOC commitment number. A LazerPhone Personal Identification Number (PIN) can be 4 to 15 digits long. For example, the split-PIN might be the inmate's commitment number followed by a 4-digit personal identifier code.

5.1.52 The Bidder must provide appropriate three-part forms (See Attachment E) to allow for PIN and allowed telephone number list assignments.

GTL Response: GTL will comply. GTL will provide the required forms.

5.1.53 The Bidder shall be responsible for the administration of all inmate PIN through its Site Administrators (See Section 5.12).

GTL Response: GTL will comply. GTL will provide a Site Administrator for each DOC facility to be responsible for the administration of all inmate PINs.

5.1.54 Although the ICS installed at the DOC will initially operate solely in collect call mode, the ICS must be capable of utilize the PIN feature for pre-paid debit as well.

GTL Response: GTL will comply. LazerPhone can operate solely in collect call mode, but can also provide prepay call options to both inmates and the people they call.

For inmates, LazerPhone has an integrated **Debit Account** system that can be funded either by direct deposit, which is managed through the LazerPhone workstation, or with pre-paid Vouchers that inmates purchase from the facility or the facility's commissary and "cash" at inmate telephones. LazerPhone's innovative prepaid voucher system is more secure and easier to use than calling cards. It also eliminates the need for facility personnel to manage inmate Debit Account funds. See below: How GTL prepaid vouchers Work.

For called parties, LazerPhone has an automated **AdvancePay** program that allows an inmate's friends and relatives to prepay for his/her current or future calls using a VISA or Mastercard. See below: Automated AdvancePay Program for Families and Friends.

How GTL prepaid vouchers Work

The prepaid voucher is more secure than a prepaid calling card, because the one-time "cashing" process transfers the entire value of the voucher to the inmate's Debit account. Unlike calling cards that are subject to loss or theft before their full value has been used, after "cashing" the prepaid voucher has no further value and can be discarded.

When LazerPhone's Debit system is active, at the beginning of each call attempt, if the inmate chooses the prepaid call type, the system's automated operator reports the current balance in



the inmate's prepaid account. If the balance is sufficient, the cost of the current call can be automatically deducted from the account. Inmate debit accounts can be added, updated, deleted, or closed at the LazerPhone workstation.

The facility or the facility's commissary orders prepaid vouchers from Global Tel*Link and sells them to inmates wishing to make prepaid calls. Once in the inmate's possession, the voucher is taken to any inmate phone. After choosing a language and entering a destination number, the inmate selects menu option 5 to begin the "cashing" process. Following automated prompts, the inmate enters his PIN, the voucher number, and the voucher value. If the PIN is valid and the voucher has not been previously used, the value of the voucher is transferred to the PIN account. The inmate may now place prepaid calls by simply choosing the prepaid call type and entering his/her PIN during call setup – the voucher number is no longer needed. Unlike prepaid calling cards that retain value and are subject to being stolen, once "cashed" (meaning the voucher number has been recorded by LazerPhone) the voucher is useless and can be discarded.

If inmate friends and family members wish to purchase prepaid vouchers for an inmate, they can do so by depositing money into the inmate's commissary account. The inmate can then purchase a voucher using the money deposited in his commissary account.

When an inmate leaves the facility with funds still in a debit account, the facility or commissary may request a refund, or the inmate's LazerPhone PIN, with its associated Debit Account, may simply be deactivated. If the inmate is re-booked in the future, he or she can use the same PIN for making prepaid calls.

Call Control

Because this prepaid option operates on Global Tel*Link's platform, prepaid calls are subject to the same call controls as collect calls. Prepaid calls must be validated before the system will connect the call. Once connected, the call is subject to the facility's call duration restrictions, time of day restrictions, blocked number restrictions, and all other call restrictions.

Refunds

Refunds will only be made upon an inmate's release from jail. To obtain a refund, the facility and/or the commissary company must make a written refund request on the inmate's behalf. The request must include the PIN, the inmate's name, the mailing address, and the facility name. A refund will only be made if requested by the facility and/or the commissary company. Inmate requests for refunds will be denied. As Global Tel*Link is pricing the prepaid calls on a surcharge and per minute basis, the amount of money leftover should be minimal.

Benefits of prepaid vouchers

➤ Friends & Family Friendly:

Prepaid vouchers can be sold via the facility commissary system. Therefore, inmate friends



and family can deposit money into the commissary account for the purchase of prepaid vouchers. There are no fees associated with these vouchers.

➤ **Less Manpower Required:**

A system administrator will not have to enter debit account deposit amounts at the workstation. By having the inmate "cash" the voucher, this responsibility is shifted to the inmate.

➤ **No Third Party:**

The system runs on Global Tel Link's platform with no third party involvement necessary. As a result, Global Tel*Link does not need to rely on a third party for any aspect of the program – including the printing of prepaid vouchers.

➤ **Security:**

Prepaid vouchers can be thrown away after being cashed at an inmate phone. Unlike similar programs, inmates do not have to retain actual cards that can be stolen.

➤ **Reconciliation Reports:**

Since the prepaid voucher or debit method programs runs on the Global Tel*Link's platform, LazerPhone provides detailed, accurate reporting capabilities through the reconciliation reports to manage the Prepaid Debit and the prepaid voucher programs. These types of reports can be printed via the facility LazerPhone workstation.

AUTOMATED ADVANCEPAY PROGRAM FOR FAMILIES AND FRIENDS

Calls that may be otherwise blocked may now be completed through Global Tel*Link's AdvancePay program.

Automated AdvancePay Setup: When an inmate attempts to dial a number that has a financially-based block, AdvancePay will place the inmate on hold while the option is given to the called party to set up an AdvancePay account that will allow inmate calls, up to a specified amount, to be charged to the party's VISA or Mastercard. Once the called party provides the appropriate information, the inmate is connected.

The opening message to a called party regarding AdvancePay is similar to:

"Your telephone service provider does not allow collect calls from ...".

"If you would like to accept this and future collect calls, you must establish a pre-pay account. We accept Visa and MasterCard. If you would like to set up an account and accept this call please press ...".

Once the appropriate key is pressed to indicate "yes", prompts will walk the called party through the remainder of the set up process. The option is given to set up a \$25.00 or



\$50.00 prepayment. Once the account has been established and payment made via credit card, the current call will connect.

After the pre-pay account is established, collect calls to the telephone number may be placed up to the prepaid amount. After the prepaid amount is depleted, the system will inform the user that a prepayment must be made before additional calls can be received. Customers are also given the option at that time to increase their amount from a \$25.00 limit to a \$50.00 limit.

Non-Automated AdvancePay Setup: For people who do not have or choose not to use a VISA or Mastercard, AdvancePay's automated operator also provides a telephone number to Global Tel*Link's live AdvancePay operators, that the call recipient may dial to setup an AdvancePay account using other methods of payment.

5.1.55 The ICS must allow each PIN to have a "class of service" assigned. For example, each PIN shall have a list of allowable telephone numbers, the maximum duration of each call, etc. The proposed system must provide call restrictions by PIN that provide the following restrictions at a minimum:

GTL Response: GTL will comply. LazerPhone's integrated PIN system allows a "class of service" to be assigned to each inmate to control, monitor, and report telephone usage by individual inmates. "Class of service" assignments include the following options:

Set Call Duration by PIN: Unique call duration may be assigned to individual inmates. This duration can be programmed from one (1) minute to two hundred fifty-five (255) minutes in one (1) minute increments. In addition, a warning prompt or tone will notify the inmate that the call duration is approaching the preset time limit.

Set Call Velocity by PIN: An inmate can be restricted to the number of calls he/she can make during a specified time period. This time period can be set for hours, days, weeks, etc.

Set [REDACTED] By PIN: Facility personnel can enter [REDACTED] via the on-site workstation. Should an inmate attempt to dial one of these numbers, the LazerPhone Management Control Center computer will dial up to three destination numbers [REDACTED] and report the [REDACTED] [REDACTED] LazerPhone will make three attempts to complete these calls.

Obtain Management Reports by PIN: When PINs are in use, the system administrator can create reports including inmate PINs. The inmate PIN number can become a parameter by which calls are sorted or by which reports are printed.



Set Phone Usage Times by PIN: Each PIN can be programmed to include specific phone usage times. An individual inmate may be restricted to specific time of day calling, specific day of week calling, or specific holiday calling.

Set Programmable Free Calls By PIN: Specific telephone numbers may be flagged as "free calls" when dialed by an individual inmate PIN. However, free calls can have a negative effect on gross revenue generated by the system. When an inmate is assigned a PIN (either automatically by the LazerPhone system or by manual entry) the PIN is immediately activated and the inmate can begin placing calls using his or her PIN. The LazerPhone system operates in [redacted] and thus, there will be no delay or lag time between PIN assignment and use.

Suspend Calling Privileges by PIN: An inmate's PIN can be turned off (deactivated or suspended), disallowing all calling by that inmate, without affecting any other inmate's ability to place calls. This is accomplished by clicking the Deactivated or Suspended radio-buttons on the inmate's Detailed Account Information file. A deactivated PIN will remain so until an authorized person at the workstation manually reactivates the account. A suspended PIN will automatically reactivate after a specified date.

Limit Calls to An Approved List of Numbers: A LazerPhone Call Allow List, that will restrict calls to a limited list of approved numbers, can be assigned to each inmate PIN. Call Allow lists can be setup at the system workstation or, to save administrative time, LazerPhone can be instructed to automatically generate a Call Allow list for each inmate, based on the first few numbers where the inmate's calls is accepted. The facility decides how many telephone numbers LazerPhone may add to an inmate's automatically generated list and authorized personnel may view or modify Call Allow lists at the LazerPhone workstation.

- **Placing of Calls:** Inmates can be either approved or not approved to make phone calls by PIN;

GTL Response: GTL will comply. The use of PINs is entirely optional. The DOC may approve or not approve phone calls by PIN.

- **Use of Specific Telephones:** Inmates, via the PIN, can be restricted to a specific telephone or group of telephones, at the DOC's option;



GTL Response: GTL will comply.

- **Duration of Call:** Maximum call duration can be set globally (all PIN's), by site, by facility area, by individual inmate's PIN, by type of call (Local, IntraLATA, InterLATA) at the DOC's option;

GTL Response: GTL will comply. LazerPhone can limit the duration of inmate calls from one (1) to two hundred fifty-five (255) minutes, in one-minute intervals. A call duration limit may be applied globally to all system telephones and selectively applied to logical groups of phones (cell block, building, etc.), individual telephones, individual inmate PINs, and to individual destination numbers. Call durations are set and changed entirely at the DOC's discretion and are adjustable at the system workstation at each location.

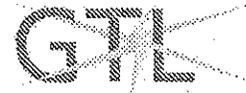
LazerPhone can be configured to include a warning tone or voice message to announce the impending disconnect of the phone call. The playing of the warning tone or message is configurable by seconds left in the call. For example, it can be configured so that the prompt plays 60 seconds prior to call termination, and again at 30 seconds (10 seconds, etc.). Termination messages may be changed at the DOC's discretion.

- **Time of Day Calling:** An allowed calling schedule can be provided for each specific PIN, by facility area, by site and globally (all PIN restrictions) at the DOC's option.

GTL Response: GTL will comply. An allowed calling schedule can be assigned to each specific PIN or to inmate telephones by facility area, by site, and/or globally for all inmates at the facility. Call schedules can restrict calls to specific times of day, specific days of week, and can be the same or different for holidays.

- **Specific PIN:** Restrict an inmate under disciplinary action from placing all calls assign to his particular PIN with the exception of privileged numbers (e.g., attorney, approved clergy and social work professionals).

GTL Response: GTL will comply. An inmate's PIN can be turned off (deactivated or suspended), disallowing all or selected numbers on an inmate's Call Allow list. This is accomplished by selecting Deactivated or Suspended option on the inmate's Detailed Account Information file. A deactivated PIN or selected numbers will remain so until an



authorized person at the workstation manually reactivates the account. A suspended PIN or selected numbers will automatically reactivate after a specified date.

Within the Detailed PIN Account Information for Call Allow lists, authorized personnel are able to deactivate or suspend numbers on the inmate's personal list, without deactivating or suspending the inmate's ability to call "privileged numbers", such as attorney, approved clergy, or social work professionals.

	ETW	00002	1207	Trans		Call List	9/17/2001 12:23:34 PM	5/25/2005 9:27:42 PM
		Delete	Call List	Approved	Phone Number	Comment	Call Date	Max Time
		Activated	Approved	New Number	Comment			
		Deactivated	Deactivated = 0	Suspended = 0	Title			
		Suspended	hobby	name2				
	ETW	00002				Call Allow	5/12/2005 8:47:37 PM	8/30/2005 8:37:35 PM

- **Restriction:** Set call duration, set number of calls per day, set only certain numbers per PIN, etc.

GTL Response: GTL will comply. LazerPhone's PIN system allows class of service assignments to individual inmates that include specified call duration, a set number of calls per day, and limited call allow lists that permit calls only to certain numbers.

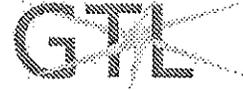
A LazerPhone Call Allow List, that will restrict calls to a limited list of approved numbers, can be assigned to each inmate. Call Allow lists, which work in conjunction with inmate PINs, can be setup at the system workstation or LazerPhone can be instructed to automatically generate a Call Allow list for each inmate.

Manual Setup of Call Allow Lists: At the LazerPhone system workstation, an authorized person can manually create or modify a Call Allow List for a selected inmate. After logging into the system, the authorized system user clicks the Accounts button to access a list of inmate PIN Accounts and does the following:

1. Click the inmate PIN of interest to open the inmate's Detailed Account Information sheet.
2. Click the Manage Call List button on the sheet to open the Call List.
3. Type in the telephone numbers the inmate is allowed to call.
4. Close the Call List.
5. On the Detailed Account Information sheet click Call Allow to activate the list.

The new list will be immediately recognized by the system, so from that point forward the inmate's calls will be limited to the numbers on the Call Allow list.

Automatic Generation of Call Allow Lists: To save administrative time, LazerPhone's



innovative **Self-Learning** feature can be activated to automatically generate a Call Allow list for each inmate PIN, comprised of the first few destination numbers where the inmate's calls are accepted. The facility decides how many telephone numbers LazerPhone may add to an inmate's automatically generated list and authorized personnel may view or modify Call Allow lists at the LazerPhone workstation.

Since a Call Allow list permits calls only to a short list of numbers that are significant to the rightful owner of a PIN, Call Allow lists have proven to be a simple and effective deterrent to inmate PIN sharing.

5.1.56 The ICS's PIN feature must ensure that the automated operator function uses the inmate's pre-recorded name (recorded in either the inmate's voice and language, or in the voice of an administrator) to announce to the called party from whom the call is originating. Identification of the specific inmate and thus the announcement of the inmate's name must be performed by the PIN assignment. This feature will be implemented at the discretion of the DOC.

GTL Response: GTL will comply. When PINs are used, an inmate's prerecorded name, in his or her own voice, is stored in the individual's PIN file. The inmate's name is recorded at the time he or she auto enrolls into the PIN system (if applicable) or at the time of the first call after a PIN has been imported from the DOC's Inmate Management System or, if applicable, set up by an authorized person at the system workstation.

At the time of a call, the automated operator obtains the inmate's name as follows:

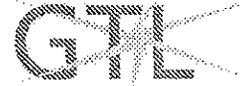
If PINs are in use, the automated operator instructs the inmate to enter his or her PIN, then the inmate's pre-recorded name is retrieved from the individual's PIN file.

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

5.1.57 The ICS must use an announcement format similar to the following:

"You have a call from 'inmate name', an inmate at 'facility name'. Call forwarding or 3-way calling are not allowed. The cost of this call is \$X.XX for the first minute, and \$.XX for each additional minute. To consent to these charges and accept this call, please press 0."

GTL Response: GTL will comply. By default, LazerPhone's automated operator delivers an



opening message to the called party similar to the above wording. At the time of installation, default wording is modified to exactly meet DOC specifications.

5.1.58 The ICS's PIN feature must allow the recording of inmate calls to be discontinued when certain pre-determined telephone numbers (privileged telephone numbers) are called.

GTL Response: GTL will comply. Recording parameters are user-selectable. By default, all inmate calls are recorded and may be audibly monitored by authorized personnel, except those to approved legal counselors or other privileged numbers. At the system workstation, authorized personnel may turn off monitoring and recording for other calls by [REDACTED]

5.1.59 The proposed ICS must provide for telephone lists to be assigned to each particular inmate's account information. These telephone lists must be restricted and controlled by the inmate's PIN.

GTL Response: GTL will comply. A LazerPhone Call Allow List, that will restrict calls to a limited list of approved numbers, can be assigned to each inmate. Call Allow lists, which work in conjunction with inmate PINs, can be setup at the system workstation or LazerPhone can be instructed to automatically generate a Call Allow list for each inmate.

5.1.60 The proposed ICS must allow for a minimum of 30 telephone numbers to be assigned to each particular inmate's account information. These telephone numbers shall be placed in the particular inmate's "Approved Number List" assigned to the inmate's PIN.

GTL Response: GTL will comply. GTL's standard settings permit up to 15 telephone numbers to be added to an inmate's Approved Number (Call Allow) list. However, this number can be increased to 30 to meet DOC requirements.

5.1.61 The Bidder must state the maximum number of telephone numbers assignable to each inmate's account.

GTL Response: GTL will comply. GTL's standard settings permit up to 15 telephone numbers to be added to an inmate's Approved Number (Call Allow) list. However, this number can be increased to 30 to meet DOC requirements.

5.1.62 The proposed ICS must allow the DOC to restrict an inmate under disciplinary action from placing all calls assigned to his particular PIN with the exception of privileged numbers.



GTL Response: GTL will comply. An inmate's PIN can be turned off (deactivated or suspended), disallowing all or selected numbers on an inmate's Call Allow list. This is accomplished by selecting Deactivated or Suspended option on the inmate's Detailed Account Information file. A deactivated PIN or selected numbers will remain so until an authorized person at the workstation manually reactivates the account. A suspended PIN or selected numbers will automatically reactivate after a specified date.

Within the [REDACTED], authorized personnel are able to deactivate or suspend numbers on the inmate's personal list, without deactivating or suspending the inmate's ability to call "privileged numbers", such as attorney, approved clergy, or social work professionals.

EPV	06002	11267	Active	Phone #	Contract	Get service #	01/2002 12:33:54 PM	06/2005 8:30:42 PM
	Delete	Cancel	Approved/Status	Phone #	Contract	Get service #	Get Date	Get Date
		Deactivated	Approved	Phone Number	Contract			Get
		Suspended	Active					
EPV	06002		Active			Get service #	01/2002 5:47:27 PM	06/2005 6:37:35 PM

5.1.63 It is desirable that the proposed ICS provide for an automatic suspension and reactivation (after a set period of time) of the inmate PIN.

GTL Response: GTL will comply. With LazerPhone, a suspended PIN will automatically reactivate after a specified date.

5.1.58 The proposed ICS shall provide DOC personnel with the capability to enter, modify, and delete numbers from an inmate's "Approved Number Lists".

GTL Response: GTL will comply. At the system workstation authorized personnel are able to enter, modify, and delete numbers from an inmate's "Approved Number List."

5.1.64 The proposed ICS shall provide the capability to flag an individual telephone number in the inmate's "Approved Number List" as "do not record". The default setting for each telephone number will be to record until flagged by DOC personnel to the contrary.

GTL Response: GTL will comply. Recording parameters are user-selectable. By default, all inmate calls are recorded and may be audibly monitored by authorized personnel, except those to approved legal counselors or other privileged numbers. At the system workstation, authorized personnel may turn off monitoring and recording for other calls by [REDACTED]



5.1.65 The proposed ICS must be capable of assigning an inmate's account to an individual telephone or group of telephones so that the inmate's account may only place calls from those designated telephones. These telephones must still be capable of being used by inmate accounts not specifically assigned to them.

GTL Response: GTL will comply.

5.1.66 The proposed ICS must allow for the deletion or disabling of the PIN of a released inmate while retaining all call records and call recordings associated with that PIN. The Bidder must describe, in its response, how this will be accomplished with the proposed system.

GTL Response: GTL will comply. When an inmate is released from a DOC facility, his or her PIN is simply deactivated. Should the inmate return to the facility, the PIN is reactivated. All inmate call records and recording associated with a deactivated PIN are retained.

5.1.67 The proposed ICS must allow for the inmate PIN to be associated or linked to the inmate's DOC commitment number. The Bidder must describe, in its response, how this will be accomplished with the proposed system for both "active" inmates and "inactive" (released) inmates.

GTL Response: GTL will comply. LazerPhone provides a split-PIN option that effectively permits cross-referencing of inmate PINs to the DOC commitment number, by allowing the commitment number to comprise a portion of the PIN. The inmate's unique LazerPhone identification code becomes the "split" portion. A LazerPhone Personal Identification Number (PIN) can be 4 to 15 digits long. Deactivating a PIN upon an inmate's release does not change the split-PIN configuration, so the cross link between the LazerPhone identifier and the inmate's commitment number remains whether the PIN is active or inactive.

Mode of Operation

The DOC operates the current Secure Inmate Calling System in collect call mode. It is the intention of the DOC to implement the proposed ICS in collect call mode to all locations within the North American Dialing Plan while utilizing pre-paid debit mode for calls to international locations outside of the North American Dialing Plan. The proposed ICS must allow the DOC to operate in this combined mode.



GTL Response: GTL will comply. Our secure LazerPhone ICS provides collect calling to all locations within the continental United States, Alaska and Hawaii, and permits, with DOC approval, international calling utilizing pre-paid inmate debit accounts. LazerPhone processes international calls in the same manner it processes domestic local and long distance calls, meaning that pre-set call restrictions apply, the call is recorded and can be monitored by authorized personnel, and the inmate never has access to a live operator.

5.1.68 The Bidder shall provide the collect call services required in the RFR through the use of an Automated Operator. At no time shall an inmate be connected to a "live" operator.

GTL Response: GTL will comply. LazerPhone provides fully automated operator services for collect calls, as well as prepaid calls. The inmate never has access to a live operator. The automated operator gives dialing instructions, call-type and language options, error prompts, makes initial contact with the called party and provides information about the call, including the inmate's name and the name of the correctional facility. The automated operator does not connect the call until the called party positively accepts it.

5.1.69 The collect call automated announcement function of the ICS must be capable of processing calls on a multi-lingual basis: English, Spanish. The inmate must be able to select the preferred language using no more than a two digit code.

GTL Response: GTL will comply. By default, LazerPhone's automated operator's pre-recorded messages are available in English and Spanish. LazerPhone supports prompts in up to [REDACTED]. If the facility has a need for an [REDACTED]. Modifications to pre-recorded messages are also provided at no cost.

The inmate lifts the receiver and hears the automated prompt: (in English) "Press 1 For English," (in Spanish) "Press 2 For Spanish" and so on, through each language currently available in the system, until the inmate makes a language selection.

5.1.70 Call acceptance by the called party must be accomplished through caller confirmation (positive acceptance). Collect calls shall not be connected nor shall billing commence until the called party indicates acceptance of the call.

GTL Response: GTL will comply. LazerPhone requires that the called party positively accepts an inmate's call by pressing a specified key on the telephone's touch pad before the final connection is made. Billing of collect calls does not begin until the called party accepts the call.



5.1.71 The Bidder must provide, in its response, a list of all countries (outside of the United States) that can be reached via the ICS operating in a collect call only mode.

GTL Response: GTL will comply. GTL has provided a list of international countries in Exhibit J.

5.1.72 The proposed ICS must provide notification to an inmate of the call status or progress (e.g., ringing, busy, etc.). This notification may either be in the form of ringing, busy tones, SIT tones, or appropriate recorded messages. The proposed ICS must not allow the inmate to hear the called party prior to the actual positive acceptance (via touch tone entry) of the call.

GTL Response: GTL will comply. LazerPhone has the capability to allow inmates "on hold" during call setup to hear recorded messages during a call's progress without being able to hear or communicate with the called party until the call is positively accepted. When an inmate's call cannot be completed, the automated operator will notify the inmate using a message similar to one of the following:

- "The called number was busy, please try your call later."
- "The called party did not answer, please try your call later."
- "The called party did not accept your call."
- "The called party has placed a block on this number."

5.1.73 During the call setup process, the ICS must provide a pre-recorded announcement identifying that the collect call is coming from a specific inmate at a Massachusetts Correctional Institute and must be heard by the answering party. The announcement must also include: "All telephone calls will be recorded except attorney calls and other privileged party calls".

GTL Response: GTL will comply. LazerPhone is programmed to brand calls with the name of the correctional facility and the name of the inmate making the call. For example, when an inmate's collect, station-to-station call is answered, LazerPhone's automated operator will deliver to the called party a message such as:

"You have a collect call from [INMATE NAME], an inmate at [FACILITY NAME]. All telephone calls will be recorded except attorney calls and other privileged party calls. If you wish to accept this call, press '0' and hold; to deny to call, press '5' and hang up; if you wish to block any future calls of this nature, press '7' for further instructions; to hear costs for this call, press '9' and hold for rate information".



The exact wording of automated messages will vary slightly depending on call type and can be altered to exactly suit the facility's need. The DOC's LazerPhone System can also be configured to play periodic overlay announcements throughout inmate calls at any intervals requested by the DOC.

5.1.74 The proposed ICS shall process direct dial calls only when the system is operating in a pre-paid debit-based controlled mode. Direct dial calls must be made through network services provided by the Bidder at no cost to the DOC.

GTL Response: GTL will comply. LazerPhone processes direct dial calls only when pre-paid debit-based controls are operative. GTL provides prepaid direct dial services through our network and at no cost to the DOC.

5.1.75 The proposed ICS must provide a pre-paid debit based database capability that tracks an inmate's "telephone usage balance". Such balances shall be maintained by the ICS in conjunction with the DOC Inmate Canteen Accounts.

GTL Response: GTL will comply. LazerPhone tracks the prepaid balance in inmate debit accounts. When LazerPhone's Debit system is active, at the beginning of each call attempt, if the inmate chooses the prepaid call type, the system's automated operator reports the current balance in the inmate's prepaid account. If the balance is sufficient, the cost of the current call can be automatically deducted from the account. Inmate debit accounts can be added, updated, deleted, or closed at the LazerPhone workstation. The LazerPhone Inmate Debit Account system can be interfaced with the DOC Inmate Canteen Account system to provide automatic updating of the inmate's "telephone usage balance".

5.1.76 The ICS shall confirm that funds are available in the inmate's "telephone usage account" after the telephone number is dialed by the inmate but prior to placing the call. The Bidder must explain, in its response, the options available to the inmate should his "telephone usage account" be insufficient for the desired call.

GTL Response: GTL will comply. LazerPhone confirms that funds are available in an inmate's "telephone usage account" (debit account) after the telephone number has been dialed, but before the call is routed to the destination number. When LazerPhone's Debit system is active, at the beginning of each call attempt, if the inmate chooses the prepaid call type, the system's automated operator reports the current balance in the inmate's prepaid account. If the balance is sufficient, the cost of the current call can be automatically deducted from the account.



If funds in the debit account are insufficient to make a call, the inmate has the option of placing the call collect instead. The inmate might also choose to add money to his/her debit account before replacing the call.

5.1.77 The proposed ICS must provide for true "answer supervision" for the billing of Direct Dial charges. Billing shall begin when the call is answered by the called party and shall terminate when either the inmate or the called party hang up.

GTL Response: GTL will comply. LazerPhone is capable of recognizing legitimate call answering and acceptance events and can distinguish them from standard or irregular busy signals, standard or irregular ringing signals, answering machines, cellular phones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, and other non-conforming telephone activities.

5.1.78 The Bidder must provide a list of international locations (outside the North American Dialing Plan) that can be reached via collect calling in the forms in Attachment D.

GTL Response: GTL will comply. GTL has provided a list of international countries in Exhibit J.

5.1.79 The Bidder must provide a list of international locations (outside the North American Dialing Plan) that can be reached via the ICS' pre-paid debit mode in the forms in Attachment D.

GTL Response: GTL will comply. A list of international locations to which prepaid calls can be made is provided on our completed Cost Table 2.0 (International Call Per-Minute Schedule).

General System Management Requirements

5.1.80 The Bidder must propose an ICS that can be administered on-site by the Bidder's Site Administrators or DOC personnel.

GTL Response: GTL will comply. At the LazerPhone workstation the System Administrator provided by GTL or authorized DOC personnel have access to and control over inmate calls and all system administrative functions. Frequently used workstation functions include:

Inmate Calls: At the LazerPhone workstation, authorized users can visually and/or audibly monitor inmate calls-in-progress.



Block Destination Numbers: At the system workstation, authorized users can block calls facility wide, or calls by individual inmate PINs, to specific destination numbers.

Assign User Passwords and Authorize LazerPhone Feature Access: At the workstation, an authorized system administrator is able to assign, update, and change passwords and feature accessibility for other system users.

Program [REDACTED]: Authorized individuals can enter [REDACTED]s that may include destination telephone numbers or inmate PINs. If a call is made using a [REDACTED]ber the system will automatically dial to up to three preprogrammed numbers [REDACTED].

Generate Investigative and Administrative Reports: Authorized individuals can view, print, and/or save standard or custom reports as necessary. All reports will be in real time and can be generated at any time.

Schedule Telephone ON/OFF Periods: LazerPhone's Scheduler feature allows authorized users to program ON/OFF periods for inmate telephones system wide, or assign special ON/OFF schedules to individual PINs or telephones.

Set Call Durations: At the workstation, authorized users can limit call durations facility wide, by inmate PIN, by inmate telephone, or by groups of telephones, such as all phones in a particular cellblock.

Set PIN Call Velocities: When LazerPhone's PIN system is in use, authorized personnel can limit the number of calls individual inmates can make during a specified time period.

Shut Down the Inmate Phone System in Emergencies: In addition to manual cut off switches located throughout the facility, in an emergency situation, an authorized user may shut down the entire LazerPhone Inmate Telephone system, preventing all inmate calls, through software controls at the workstation [REDACTED].

Add, Modify, or Deactivate PIN Accounts: Authorized system users are able to create, modify, or deactivate inmate Personal Identification Number (PIN) accounts. When an inmate enters the correctional facility, a LazerPhone PIN account can be created either through a simple PIN Auto Enrollment procedure performed by the inmate or by an authorized person typing and selecting options at the workstation. When an inmate leaves the facility, his/her PIN account can be deactivated. Later, if the same inmate re-enters the facility, the account can be reactivated.

Modify or Suspend an Inmate's Calling Privileges: The assignment of PINs allows call restrictions to be applied to individual inmates without affecting the call restrictions or privileges of other inmates.



authorized person at a [REDACTED] can perform any LazerPhone administrative or [REDACTED]s permitted by the person's security clearance level, just as if [REDACTED] at the LazerPhone workstation at the facility.

System Security: Access to the LazerPhone control program is restricted by a password protected User Security Profile system. A User Login screen that requires a valid password ensures that only authorized personnel are permitted to monitor and control inmate telephone usage.

A User Security Profile is associated with each valid password. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

Only a system administrator with full security clearance may access LazerPhone's User Management screen, from which other User Security Profiles may be created or modified.

Any time a user logs into the system, LazerPhone notes the event and the user's identity in the system's electronic Log Book. An [REDACTED]

Restrictions, Fraud Control Options and System Security

5.1.84 In order to limit possible telephone fraud, it is mandatory that a fraud prevention feature be available which will be able to randomly interject pre-recorded announcements throughout the duration of the conversation to the called party indicating the source of the call. The Bidder must describe in its proposal in detail how this is accomplished.

GTL Response: GTL will comply. The DOC's LazerPhone System can be configured to randomly interject pre-recorded announcements throughout inmate calls indicating that the call is from an inmate at the DOC facility.

5.1.85 The Bidder must describe, in its response, all detection and prevention capabilities related to fraudulent, illicit or unauthorized activity available on the proposed ICS.

GTL Response: GTL will comply. Global Tel*Link employs both hardware and software technology to detect and minimize fraudulent use of inmate telephones. Engineers at Global Tel*Link continuously strive to improve and enhance the system's fraud prevention capabilities. As improved fraud prevention technology develops and is incorporated into released versions of LazerPhone, the DOC's LazerPhone system will be updated with the latest version software.



Hardware Design

An exclusive [REDACTED] [REDACTED] (including, but not limited to, non-billable numbers and payphones). All calls must return to the equivalent of a primary dial tone upon completion, before another call can begin.

Call and Destination Number Validation

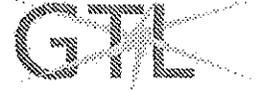
Calls through LazerPhone are validated in [REDACTED] Validation, which takes only a few seconds, occurs during call setup. The destination number is first checked against facility-defined restrictions and the inmate's Call Allow list (if applicable). A non-restricted, allowed number is passed to a contracted Line Information Database (LIDB) hub where it is checked for fraud/bad debt attributes, operational status, and billable status (e.g. payphones are not billable). If the destination number is valid, a signal is returned to the phone to authorize the call. If the destination number is not valid, the automated operator will inform the inmate of this and terminate the call.

Three-Way Call Detect

Three way calls are detected and processed by an exclusive LazerPhone hardware and software design that includes the utilization of several patented processes. Global Tel*Link is fully licensed by the legal owners of the patented processes that we use, so there will never be a service or functionality loss due to patent issues. Upon detection of a three-way call attempt, LazerPhone provides the following options:

- Disconnect the call
- Flag the call for further investigation
- Play a voice prompt warning
- Any combination of the above options

With current telephony technology there remain challenges to three-way call detection: (1) call waiting may mimic the sound of a three-way call; (2) call forwarding may not yield a detectable sound; and (3) noise or conversation on the line may mask sounds and signals normally present during a three-way call attempt. LazerPhone engineers continuously strive to meet these challenges in more and more effective ways. As fraud prevention strategies evolve and are incorporated into the LazerPhone system, new versions of the software will be automatically uploaded to the DOC's system.



capabilities shall detect and/or prevent. The Bidder must also identify, in its response, possible methods inmates may use to circumvent these capabilities.

GTL Response: GTL will comply. LazerPhone is designed to detect and/or prevent: Inmate calls to disallowed numbers or exchanges (900, 800, 976, 411, 911, 0, 00, 10xxx, 950xxx, etc.)

- Inmate calls to globally or individually blocked telephone numbers
- Inmate calls to un-billable numbers (e.g. public pay phones)
- Hook-switch flashing to gain a secondary dial tone
- Extra digit dialing
- Three-way calls

Inmate attempts to circumvent the system's fraud prevention capabilities fall into four categories: simple attempts to dial a disallowed or blocked number, hook-switch and keypad manipulations at the inmate phone, assistance from called parties (e.g. three-way or call forwarding), and PIN sharing.

Fraud attempts involving either the simple dialing of disallowed/blocked numbers and manipulations at the inmate phone are easily detected and prevented. Inmates frequently try both, but to no avail.

Three-Way Calls: Fraud attempts involving called party cooperation to attempt a three-way call is frequently detectable. Although there is no way [REDACTED], audible detection and processing of three-way calls has proven to be 100% effective on a clean network connection in test environments. In a working prison environment, 100% of detected three-way attempts are both prevented and reported by the proposed LazerPhone system.

With current telephony technology, however, there remain challenges to three-way call detection: (1) call waiting may mimic the sound of a three-way call; (2) call forwarding may not yield a detectable sound; and (3) noise or conversation on the line may mask sounds and signals normally present during a three-way call attempt. LazerPhone engineers continuously strive to meet these challenges in more and more effective ways. As fraud prevention strategies evolve and are incorporated into the LazerPhone system, new versions of the software will be automatically uploaded to the DOC's system.

Call Forwarding: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] our Fraud Control Department monitors called numbers and we have successfully



detected forwarded numbers and prevented these numbers from being called again by inmates. Our Fraud Team works hand in hand with our customers to monitor forwarded calls. As a result of the merger of Global Tel*Link and AT&T Inmate Markets, GTL was the first company in the market to offer call forwarding.

While some inmate telephone providers may claim that they can accurately detect and prevent remote call forwarding through SS7 technology,

SS7 will accurately detect call progression

Once the switch has identified the local telephone number to send this call to,

The signal that indicates that the local number has call forwarding on the phone occurs after the call has been routed to the local phone number. Thus,

PIN Sharing: Fraud attempts involving PIN sharing among inmates is most easily preventable by the assignment of Call Allow lists to each inmate PIN that are limited to no more than 10 or 15 numbers.

A limited list of approved numbers assigned to each inmate PIN is a passive but powerful way to deter PIN sharing and greatly reduces the need to continuously update blocked numbers. However, manually creating such a list for each inmate takes time. LazerPhone's PIN System solves that problem with an option to automatically generate an initial Call Allow list for every inmate PIN, based on the first destination numbers called after the inmate enters the system.

What began as a theory, has proved to be true in correctional facilities across America. PIN sharing is least likely to occur in the period immediately following the issuance of a new PIN. The proven tendency is to first call loved ones and lawyers. Each call to a different destination number fills one of a limited number of "slots" available on the list. When the list is full, PIN sharing becomes useless. Numbers on one inmate's personal allowed number list, are rarely significant to another. The facility is free to decide how many numbers can be added to a Call Allow list and free to review and manually change the numbers on any inmate's automatically generated list.

5.1.87 The Bidder must propose an ICS that is capable of detecting extra dialed digits from either the called party or the inmate's telephone. The Bidder must describe, in its response, the options available to the DOC upon detection of the extra dialed digits. (i.e., call termination, system alarm, logging of call to the database, etc.)

GTL Response: GTL will comply. LazerPhone limits inmate calls to one per connection.



Once the automated operator has finished collecting data from the inmate, the keypad is not rendered dormant, but when extra digits are detected LazerPhone notes this and will respond according to the DOC's pre-defined preference to: flag the call for further investigation, play a warning message, terminate the call, or a combination of these options.

5.1.88 The Bidder must propose an ICS that is capable of detecting unusual or suspicious number sequences dialed or dialing patterns which the system identifies as possible attempts to commit fraud. The Bidder must describe, in its response, the options available to the DOC upon detection of the unusual or suspicious number sequences.

GTL Response: GTL will comply. LazerPhone limits inmate calls to one per connection. Once the automated operator has finished collecting data from the inmate, the system is capable of detecting extra digits dialed or other suspicious activity on the line that may indicate a fraudulent attempt. The system can be preprogrammed to respond in one of several ways when LazerPhone detects suspicious activity:

- Flag the call for further investigation
- Play a warning message
- Disconnect the call
- Any combination of the above options

5.1.89 The proposed ICS must allow the DOC to immediately and remotely turn telephones on and off. This shall be capable of being accomplished by individual telephones, groups of telephones, or an entire DOC facility by DOC personnel with the appropriate authorization level.

GTL Response: GTL will comply. Appropriately authorized DOC personnel have several different methods to immediately and remotely shutdown individual telephones, a group of phones, or the total inmate telephone system. Each method is described below.

Manual Cut Off Switches

Global Tel*Link installs manual cut off switches for each of the facility's logical groups of phones. Manual switches are placed at locations specified by facility administrators allowing correctional officers or authorized administrative staff the ability to selectively disable a single phone, bank of phones or all phones within the institution.

Workstation Menu Options

Single phones, groups of phones, or all inmate telephones can be turned off using menu options at the system workstation.



In emergency situations, [REDACTED]

5.1.90 The Bidder must describe, in its response, all standard and optional security services employed to protect the proposed ICS in terms of unauthorized access through the installed network of services, unauthorized access through the ICS Local Area Network (LAN), unauthorized access to the ICS programming, unauthorized access through the ICS Wide Area Network (WAN).

GTL Response: GTL will comply.

Security for LazerPhone ICS Network of Services: Access to the LazerPhone control program is [REDACTED]. A User Login screen that requires a valid name and password ensures that [REDACTED]

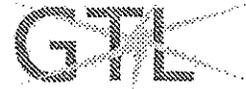
A User Security Profile is associated with each valid password. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

Only a system administrator with full security clearance may access [REDACTED] from which other [REDACTED]s may be created or modified.

Any time a user logs into the system, LazerPhone notes the event and the user's identity in the system's [REDACTED]. An [REDACTED] is available to track user access and all system changes and activities that take place while users are logged into the LazerPhone system.

Security for LazerPhone ICS LAN and WAN: GTL provides a unique frame relay network that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. [REDACTED] connections are also available for approved users that have access to the Internet but are not in LazerPhone's unique frame relay network. Authorized remote access to LazerPhone records and controls, whether from [REDACTED] or from a different DOC facility, is accomplished through this secure network system that is installed, managed, monitored, and maintained by GTL. These [REDACTED] networks are unique and proprietary in nature, developed by GTL exclusively for LazerPhone Inmate Telephone System functionality. GTL networks are protected by both firewall and Checkpoint programs.

5.1.91 The Bidder must agree, in its response, that it has reviewed the security policies of the Commonwealth of Massachusetts Information Technology Division (ITD) available on



the ITD website at [REDACTED]

GTL Response: GTL will comply. GTL has reviewed the security policies of the Commonwealth of Massachusetts Information Technology Division.

5.1.92 The Bidder must describe, in its response, how the DOC will be able to monitor the installed ICS and the ICS WAN network of services for possible security breaches.

GTL Response: GTL will comply. LazerPhone maintains and dynamically updates the system User Log that identifies users who access to the system, the time and date of each access, and all actions taken while the user is logged in.

The LazerPhone workstation provides a variety of individual reports based on information in this comprehensive log that can be used to monitor the ICS system for suspicious activity and possible security breaches. Reports include:

- Audit Log [REDACTED] (All System Logins)
- User Logins [REDACTED]
- Phone Schedule Modifications
- Changes in Debit Accounts
- Officer Check-In
- Added New PINs
- Changes in PIN Records
- Changes in PIN Status (active, suspended, deactivated)
- Added Inmate Call Allow Lists
- Modified Inmate Call Allow Lists
- New or Modified Call Record Notes
- Custom Text

General Operational Requirements

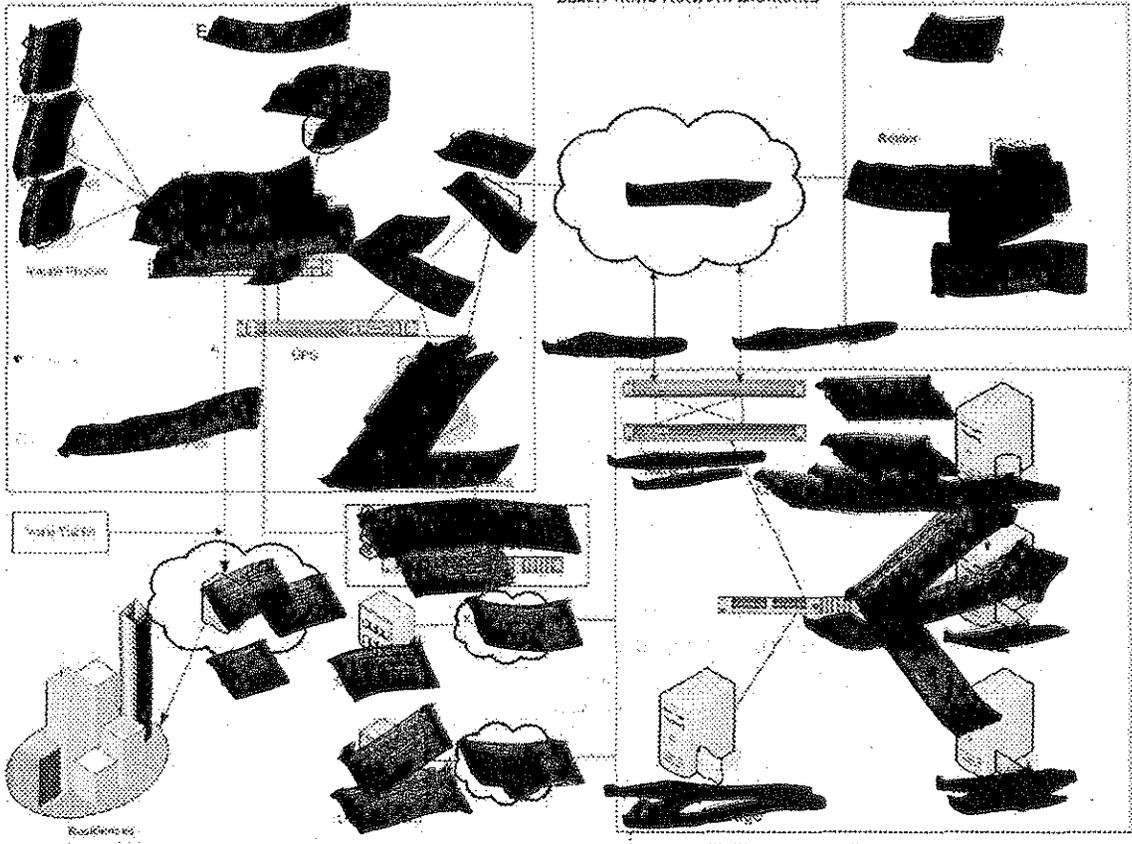
5.1.93 The Bidder must describe, in its response, the network of services required to support the proposed ICS. (i.e., ISDN, 56Kbps Circuit, T1, etc.).

GTL Response: GTL will comply. The GTL Network consists of a private frame relay of [REDACTED] network connection at each facility. The network bit rate will be sized based on the number of phones, call volume, and workstations at each facility. Each facility will either have a [REDACTED] connection into the private data network. Voice trunks will be provided to facilities with call processors. The trunks can be either [REDACTED] based on network availability. Smaller low phone count facilities can be networked to larger



facilities using [REDACTED], or [REDACTED]. [REDACTED] will be connected into the private network with either [REDACTED] or [REDACTED]. Houston Data center will be used to store redundant copies of CDR Records and recordings. The network connection to these facilities will be redundant high speed [REDACTED] connections to core network.

LazerPhone Network Elements



5.1.94 The Bidder must describe, in its response, how it will address instances of inadequate outside network plant facilities at a DOC facility to ensure that the proposed ICS is implemented according to the installation schedule agreed to by the DOC.

GTL Response: GTL will comply. The bidder and DOC will work together in good faith to anticipate and overcome any inadequate DOC network plant facilities. Inadequate plant facilities include, but are not limited to:

- No more copper circuits available



GTL

- Poor quality copper that is unable to support error free [REDACTED]
- Inadequate MPOE (Minimum Point of Entry) access to the equipment room
- Need to run copper and or fiber within the DOC facility to extend the MPOE

During the site survey process the DOC will identify any facilities known to have error prone connectivity or circuits that are in very short supply. GTL will work in good faith with our Network Provider to plan for and avert any known network access issues. Where unanticipated network facility issues arise that impact the planned installation schedule, the DOC and bidder will work together in good faith to reschedule cutover to allow the Network Provider sufficient time to address network facility issues. Good faith partnership may involve joint problem solving including coordinating the release of existing DOC network facilities and / or pursuing alternative network solutions such as [REDACTED]. Full cooperation of the DOC is expected when / if there issues at the DOC resulting from inadequate access to the Inmate Equipment Room from the MPOE.

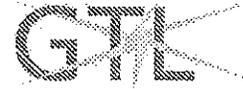
5.1.95 The Bidder must describe, in its response, how remote access to the ICS for maintenance and programming by the Contractor provided. The Bidder must describe, in its response, all security measures, policies and procedures in place for this remote access.

GTL Response: GTL will comply. The underlying architecture of the LazerPhone software control system allows engineers at GTL to perform diagnostic, programming, polling, and other problem resolution activities remotely, from the Technical Support Center. Access occurs through GTL's nationwide frame relay network, which is unique and proprietary in nature, developed by GTL exclusively for LazerPhone Inmate Telephone System functionality. GTL networks are protected by both firewall and Checkpoint programs.

Only authorized individuals with proper security clearance may access DOC LazerPhone systems and call data. The system's User Login screen requires a valid name and password.

Any time a user at the site or a technician at the LazerPhone Support Center logs into the system, LazerPhone notes the event and the user's identity in the system's electronic Log Book. An Audit Log Report is available to track user access and all system changes and activities that take place while users are logged into the LazerPhone system.

Security for LazerPhone [REDACTED] provides a unique frame relay network that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. Secured [REDACTED] (k) connections are also available for approved users that have access to the Internet but are not in LazerPhone's unique [REDACTED]. Authorized [REDACTED] to LazerPhone records and controls, whether



from [REDACTED] or from a different DOC facility, is accomplished through this secure network system that is installed, managed, monitored, and maintained by GTL. These interconnecting [REDACTED] networks are unique and proprietary in nature, developed by GTL exclusively for LazerPhone Inmate Telephone System functionality. GTL networks are protected by both firewall and Checkpoint programs.

5.1.96 The Bidder must provide, in its response, all electrical and environmental requirements of the ICS for each DOC facility. Such information must be provided for all components of the ICS including the central processor/equipment, call recording equipment, PCs, printers, etc.

GTL Response: GTL will comply. Electrical and environmental requirements for the LazerPhone ICS at each DOC facility are described below.

Electrical Requirements

Standard [REDACTED] electrical current powers the LazerPhone system. The system requires a standard 20 amp dedicated outlet for proper operation. The outlet(s) should be located within 6 feet of the LazerPhone equipment rack. In the case of multiple racks, additional circuits are required. For example: If rack number one contains two Recorders, two ASR computers, one Mass Storage computer, CPU switch, LazerPhone power supply and monitor while the second cabinet for the system houses all of the storage media, two dedicated circuits are required. All related electrical wiring and circuit loading will be in compliance with the guidelines of the National Electrical Code and state code requirements.

Environmental Requirements

Factors that determine a suitable environment for the LazerPhone system equipment are temperature, humidity, cleanliness, and security.

Temperature:

The optimum environment for the LazerPhone equipment is a well-ventilated room maintained at a constant 68 degrees Fahrenheit. However, an acceptable range of temperature is between 66 and 74 degrees Fahrenheit. Temperatures in excess of 76 degrees can sometimes prove damaging to LazerPhone components and may impact the facility's ability to record.

Humidity:

The LazerPhone system is a solid state, computer based system. Acceptable humidity levels within the equipment room should be maintained between 20 and 80 percent, non-condensing (meaning no severe and rapid changes in temperature that produce condensation). A facility's normal cooling and heating systems usually maintain humidity at acceptable levels.



Cleanliness:

Equipment rooms should be clean and free from dust. Excess dust will cause heat problems if allowed to accumulate. After the installation process, all scrap / excess cable and wiring is to be removed from the premise by the technicians responsible for the installation. This includes all packing materials and boxes that result from shipping of the system.

Security:

The LazerPhone system should be housed in a secure location within the facility. Inmates should not have access to the room that houses the LazerPhone processing and recording equipment. The optimum location is frequently the facility's administration building.

5.1.97 The ICS proposed by the Bidder must be capable of automatically recovering from a power outage(auto-reboot) to full working order capable of processing inmate telephone calls with all programmed restrictions in place. This "auto reboot" must include all system hardware components, all software including DOC specific programming and restrictions and all network services ([REDACTED]). The Bidder must describe, in its response, any interaction required by DOC personnel for this system "auto reboot" to occur.

GTL Response: GTL will comply. GTL's LazerPhone system has auto-reboot capability. In the event of a commercial power outage, the facility's inmate telephone system's UPS units will supply backup power for the entire system for up to one (1) hour. Should the outage outlast the UPS capacity and in the absence of an emergency generator at the site, upon expiration of the UPS, the system performs a safe shutdown to protect data. Once power is restored the system will reboot without human intervention and resume normal operations, including DOC specific programming and restrictions and all network services.

5.1.98 The Bidder must provide, in its response, a written description of the space requirements associated with all components of the proposed ICS. The Bidder must clearly define how much physical space is required by each hardware component and provide a recommended equipment layout configuration.

GTL Response: GTL will comply. LazerPhone equipment is housed in [REDACTED] with the following exceptions: [REDACTED]. All other system components, [REDACTED]. (Note: Due to the rapid evolution of computer equipment and peripherals, make and models given below are those currently being offered. Should there be an unexpected delay between contract signing and installation, Global Tel*Link reserves the right to upgrade equipment to newer makes and models.)



Equipment Rack on wheels: Width 21 inches; Height 50 inches; Depth 25 inches

For servicing and ventilation, at least two (2) feet of space is required in front of and behind the LazerPhone equipment rack, which must be located within six (6) feet of a dedicated electrical outlet. The equipment rack will house the following system components:

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED] lifts)
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED] via [REDACTED]
 [REDACTED]

Distribution Frame and required cables:

Distribution frame is wall-mounted near the LazerPhone equipment rack. Wall space required is 2.5 feet x 3 feet.

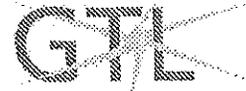
The amount of cabling required is determined during the site survey that follows contract award.

[REDACTED]
 [REDACTED]; supplies "clean power" during normal operations and up to 1 hour supplemental power for the LazerPhone system during commercial power outages.

The system's [REDACTED] is setup in a designated office or other room convenient for facility personnel. A [REDACTED] plus a small HDG unit comprising the [REDACTED] record storage [REDACTED]

5.1.99 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]



[REDACTED]

GTL Response: GTL will comply. GTL will install the LazerPhone system components at DOC designated locations within each facility. Workstations capable of accessing all features including live monitoring, call recordings, and inmate call record reports will be installed within each facility listed above.

5.1.100 The Bidder must provide, in its response, the capacities/limits for the proposed ICS. At a minimum, the Bidder must provide the capacity for the following:

- Individual Inmate Accounts

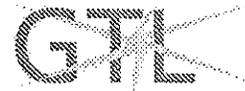
GTL Response: GTL will comply. GTL's LazerPhone Inmate Telephone System provides individual inmate accounts through its integrated Inmate PIN System. Additionally, GTL will meet with the DOC to decide and establish efficient interfaces and mechanisms between the DOC's IMS and our LazerPhone's PIN system to track and update daily inmate admissions, transfers, and releases. GTL can make use of established mechanisms such as LazerPhone's Inmate Transfer Reports, GTL's existing platform-independent IMS interface program, and on-site system administrators, as well as any additional interfaces or mechanisms that may need to be developed to meet the DOC's needs.

LazerPhone's Inmate PIN system is used to control, monitor, and report telephone usage by individual inmates.

Control: Custom calling restrictions may be added to any inmate's LazerPhone PIN account. An inmate's PIN account helps govern his/her calling privileges, which may be restricted by a Call Allow list (personal allowed numbers), a custom Block List (personal disallowed numbers), and/or a Call Schedule (times of day, week, etc. that calls can be placed).

Monitor: LazerPhone PINs allow facility personnel to be aware, [REDACTED]
[REDACTED] The visual monitoring of [REDACTED] via LazerPhone's
[REDACTED] Call Monitoring screen, can [REDACTED]
[REDACTED]

Report: Call Activity reports can be printed from the LazerPhone workstation for a particular PIN, a group of PINs, or all PINs.



Debit Accounts for Prepaid Calls: When PINs are operative, the facility may elect to allow inmate the use of LazerPhone's Debit system for prepaid calls.

- Call Records

GTL Response: GTL will comply. GTL's LazerPhone system creates and saves a detailed record of every inmate call or call attempt. For the entire [REDACTED], call detail records for all calls at all DOC facilities are available on-line for immediate review by authorized personnel at system workstations or at authorized remote locations. Additionally DOC call detail records remain archived at GTL for a minimum of [REDACTED] after contact expiration, should the DOC need them.

LazerPhone has comprehensive call detail record reporting capabilities. STANDARD CALL DETAIL REPORTS INCLUDE FOR EACH CALL RECORD: PHONE STATION ID, SITE ID, DESTINATION NUMBER, PIN, DATE/TIME, LENGTH, COST, START CODE AND END CODE, AS WELL AS A SET OF ICON FIELDS THAT PROVIDE THE FOLLOWING INFORMATION WHEN AN ICON IS PRESENT.

ICON	INDICATES
█	A RECORDED CONVERSATION IS ATTACHED
█	A USER NOTE IS ATTACHED
█	THE RECORD IS LOCKED TO KEEP ITS RECORDING BEYOND NORMAL STORAGE PERIOD
█	THE RECORDING HAS BEEN PLAYED BACK (PLAYBACK HISTORY)
█	CALL RECORD HAS BEEN DOWNLOADED TO CD (CALL DOWNLOAD HISTORY)

For on-site auditing and revenue verification, call detail reports include a total cost and duration summary for all records in the report, as well as the duration (length) and cost of individual calls. Reports may be sorted in ascending or descending order by any of the nine major column headings on the report.



Cell Detail Report

Facility: Glen Dyer Facility - 5602

Start Date/Time: Descending

Copy File(s) Lock File(s)

Show Filters Search

Print

Total Count: 5 Currently Viewing 1 to 5

R	N	L	P	C	Station	Location	Dest	PIN	Date/Time	Length	Cost	Start	End
					014460015	H1 E PCO PH	6506922279		08/02/04 8:15:18 AM	19:57	\$4.54	DTMF Call Accepted	Station Hung Up
					014460002	H1 E PCO PH	7510303910		08/02/04 5:42:20 AM	09:00	\$0.00	Station Hangup during prompts (Call not complete (no end code))	
					01044600059	H1 E PCO PH	85103071224		08/02/04 1:04:09 AM	09:00	\$5.91	DTMF Call Accepted	Station Hung Up
					01044600058	H1 E PCO PH	811030805046		08/02/04 12:50:24 AM	04:42	\$3.20	DTMF Call Accepted	Station Hung Up
					01044800059	H1 E PCO PH	14153265586		08/02/04 12:54:45 AM	02:33	\$3.88	DTMF Call Accepted	Station Hung Up
					01044800058	H1 E PCO PH	251030805031		08/02/04 12:55:41 AM	01:22	\$3.02	DTMF Call Accepted	Station Hung Up
					014460002	H1 E PCO PH	7510303910		08/02/04 12:07:16 AM	09:00	\$0.00	Station Hangup during prompts (Call not complete (no end code))	
This Screen Total										136.75			
Total Sum										136.75			
This Screen Duration										0:04:23			
Total Duration										0:04:23			

Standard Record Filters used to refine searches for calls that meet specified parameters are based on information in call records. Standard filters include:

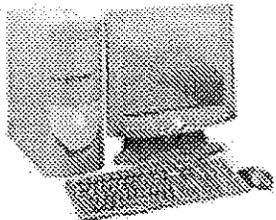
- Calls by Origination number (inmate phone)
- Calls by Destination number
- Calls from a specified group of phones
- Calls by Rate Type (Local, InterLata, etc.)
- Calls through a particular trunk line
- Calls with recorded conversations
- Calls with replayed recordings
- Calls with Notes
- Calls of a specified duration
- Calls by Inmate PIN (if applicable)

- Free calls
- Completed calls
- Incomplete calls
- Incomplete calls that validated
- Locked call records



• Simultaneous Administrative Users

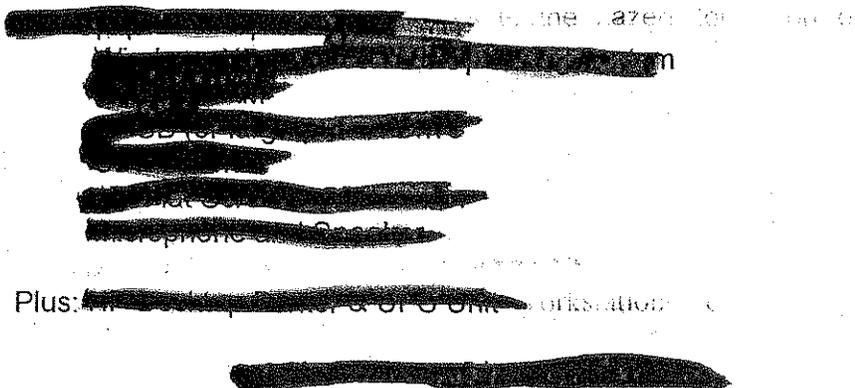
GTL Response: GTL will comply. LazerPhone allows multiple administrative users to access the system simultaneously. Access to the LazerPhone control program is restricted by a password protected User Security Profile system. A User Login screen that requires a valid password ensures that only authorized personnel are permitted to monitor and control inmate telephone usage. A User Security Profile is associated with each valid password. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. Individual and multiple personnel have access only to those functions corresponding to their security levels.



• Workstations/PCs

GTL Response: GTL will comply. The LazerPhone system includes workstation PCs by which authorized personnel access system controls and call-related data. The system's workstation interface is an easy-to-use Web-based Window's program. Authorized personnel manage, monitor, and report inmate telephone activity using the familiar point-and-click method with intuitively named on-screen buttons and drop-down menus.

LAZERPHONE ADMINISTRATION CONSOLE



GTL Response: GTL will comply. LazerPhone provides simultaneous [redacted] [redacted] does not interfere with the on-going recording of the call or any other system operations. [redacted] is not detectable by the inmate or the called party.



A call-in-progress, visible on LazerPhone's Call Monitoring screen, may be directed to the [REDACTED] by double-clicking the call entry to open a pop-up box and choosing the [REDACTED] option, or by entering a [REDACTED] number. [REDACTED] [REDACTED] numeric passcode [REDACTED] a live conversation.

A call-in-progress detected by the LazerPhone's [REDACTED] is automatically directed to up to three pre-designated phone numbers ([REDACTED]). When an alerted official's telephone rings, he or she enters [REDACTED]. When the [REDACTED] goes to [REDACTED] the [REDACTED] [REDACTED] When PINs are in use, the inmate's PIN number [REDACTED]

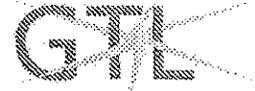
If the need arises, at the workstation or from a [REDACTED] location, an authorized officer may instantly [REDACTED]. If logged into the system, the officer chooses the [REDACTED] menu option on the Call Monitoring screen. From a [REDACTED] the authorized official monitoring a live inmate conversation can [REDACTED] the call using [REDACTED]

• Inmate Telephones

GTL Response: GTL will comply. [REDACTED] is [REDACTED] GTL's inmate phone is a totally secure unit, ideally suited for detention facility environments. 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. Telephones are installed at all locations designated by the DOC.

GTL provides wall-mounted phones at all locations designated by the DOC. GTL also provides cart-mounted inmate phones as needed for portability and TDD/TTY units as needed for use by hearing impaired inmates or inmates needing to communicate with hearing impaired family members or friends who also have TDD/TTY devices.

The telephone equipment and services provided with our LazerPhone Inmate Telephone System are in full compliance with all applicable standards and regulations, including FCC and



ADA.

- Simultaneous Telephone Calls

GTL Response: GTL will comply. All LazerPhone controlled inmate telephones can be used simultaneously.

5.2 SYSTEM CALL RECORDING AND [REDACTED]

The DOC currently records inmate calls and monitors [REDACTED] select calls when necessary. This recording and monitoring is conducted on all calls with the exception of privileged calls (e.g., attorneys, etc.). The Bidder must address the following specifications regarding the recording of inmate calls.

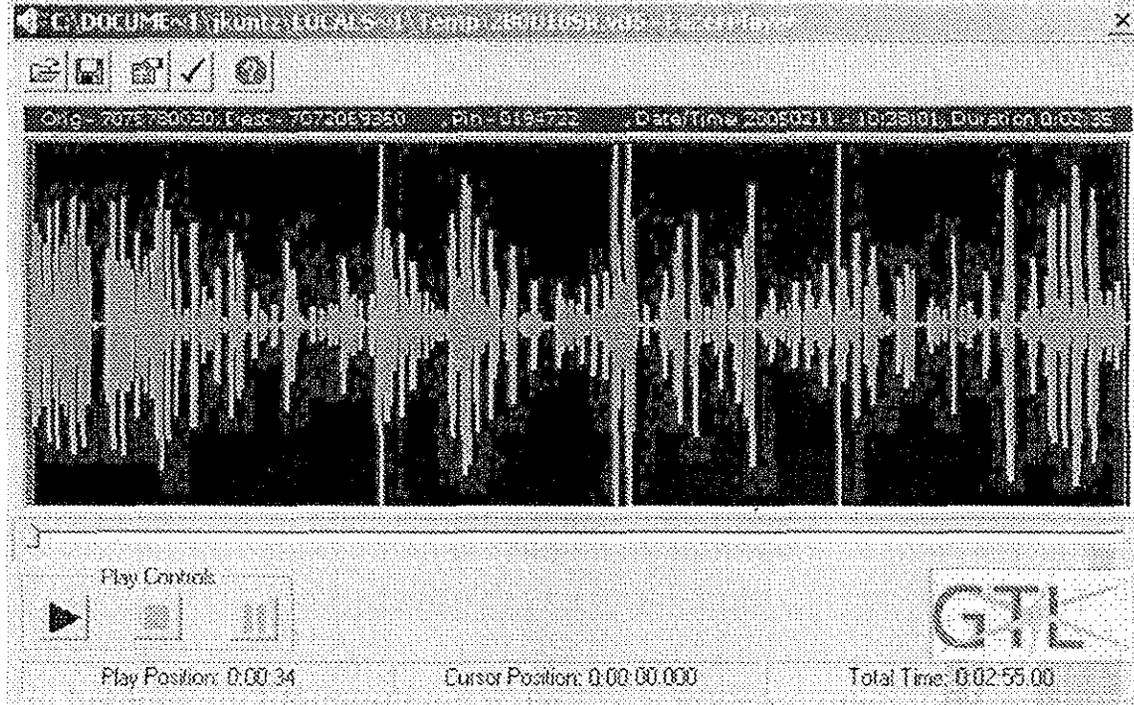
GTL Response: GTL will comply. GTL has addressed each of the following specifications as required by the DOC.

5.2.1 The ICS proposed by the Bidder must be capable of recording all inmate calls simultaneously and at any time that a call is placed. The Bidder must describe, in its response, the call recording system being proposed in conjunction with the ICS.

GTL Response: GTL will comply. LazerPhone has a fully integrated digital recording module that is capable of recording all inmate calls simultaneously and at any time that a call is placed. By default, all inmate calls are recorded and may be audibly monitored by authorized personnel, except those to approved legal counselors. At the system workstation, authorized personnel may turn off monitoring and recording for other calls by destination number, PIN, inmate phone, and groups of inmate phones.

Call Recording Storage Capacity: Each DOC facility's LazerPhone system is configured to store all of the DOC's call records for the duration of the contract and all associated recordings for a minimum of [REDACTED].

Recording Playback: Except for calls for which monitoring and recording are legally prohibited or were selectively turned off, all call records include a recorded conversation that can be played back for review. At the LazerPhone workstation, the system's LazerPlayer is used to play, stop, fast-forward, rewind, or pause a recorded conversation.



The LazerPlayer

Recording Backup and Sharing: A recorded conversation may be backed up to a compact disk (CD) for archival purposes or be played back elsewhere for evidence. A CD ROM drive is available at the LazerPhone workstation. When a recording is copied to a CD, it remains wrapped in an exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording would disturb the security envelope and be immediately detectable. Global Tel*Link will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

A recorded conversation may also be saved to a WAV file that can be emailed and played back using Windows Media Player. This is especially useful for consultations between investigators. It is not recommended that WAV file versions of an inmate's conversion be submitted as actual evidence, since conversion to the publicly accessible WAV file format, strips the recording of its security envelope. Without the security envelope, a recording's authenticity cannot be positively verified.



5.2.2 The call recording system proposed by the Bidder must be capable of allowing call recording to be deactivated for specific telephone numbers assigned to an inmate's PIN. This capability would be utilized for inmate calls to attorneys, etc.

GTL Response: GTL will comply. At the system workstation authorized personnel are able to turn-off call recording to designated numbers. LazerPhone also provides an Approved Attorney database. Any numbers entered into this database are automatically protected from monitoring and recording to ensure client/attorney privilege.

5.2.3 The call recording system proposed with the ICS must be a fully digital system allowing for digital storage of call recordings and the use of Compact Disk for the transfer of recordings.

GTL Response: GTL will comply. LazerPhone's integrated recording system is entirely digital. A recorded conversation may be backed up to a compact disk (CD) for archival purposes or be played back elsewhere for evidence. A CD ROM drive is available at the LazerPhone workstation. When a recording is copied to a CD, it remains wrapped in an exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording would disturb the security envelope and be immediately detectable. Global Tel*Link will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

A recorded conversation may also be saved to a WAV file that can be emailed and played back using Windows Media Player. This is especially useful for consultations between investigators. It is not recommended that WAV file versions of an inmate's conversion be submitted as actual evidence, since conversion to the publicly accessible WAV file format, strips the recording of its security envelope. Without the security envelope, a recording's authenticity cannot be positively verified.

5.2.4 The call recording system proposed by the Bidder must be capable of storing a minimum [REDACTED] of inmate call recordings on site at each DOC facility.

GTL Response: GTL will comply. Call recordings will remain on-line and accessible for replay on-site at each DOC facility [REDACTED]. Facility recordings will be stored on-site at each facility.

5.2.5 The Contractor must provide backup storage of all recordings of inmate calls from each DOC facility off site at the Contractor's data storage facility for the life of this contract.



The Bidder must describe, in its response, how this will be accomplished with the proposed system.

GTL Response: GTL will comply. Both call detail records and system settings are saved and automatically backed-up in real time. At the time of an inmate's call, a call detail record is saved to the DOC facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's off-site central storage facility. Any changes made to LazerPhone system settings are also saved in real time to the facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's remote central storage facility through the secure network provided by GTL.

At the time of an inmate's call, the call's recorded conversation is saved in real time to the facility's hard drive. Once every 24 hours, LazerPhone automatically copies recordings to the facility's backup storage array and transmits a copy to GTL's off-site central storage facility through the secure network provided by GTL.

5.2.6 The Contractor must allow access to off site inmate call recordings by DOC personnel providing the ability for DOC personnel to download and transfer such recordings to CD when necessary. The Bidder must describe, in its response, how this is accomplished with the proposed solution for the DOC and what security measures are in place to ensure that DOC personnel access only those call recordings for which they are authorized.

GTL Response: GTL will comply. Off site call recordings will be accessible to authorized DOC personnel. Call recordings (stored at GTL's centralized storage facility) will remain on-line and accessible at the DOC's on-site LazerPhone workstations.

LazerPhone workstations are equipped with a Compact Disk Read/Write (CDRW) drive for the transfer of downloaded recordings to CD when necessary.

The DOC's LazerPhone Inmate Telephone System is protected from unauthorized access by secure passwords and inmate call data are secured against loss or corruption by redundant system components and processes.

Password Protected System Access



Access to the LazerPhone control program is restricted by a password protected User Security Profile system. A User Login screen that requires a valid password ensures that only authorized personnel are permitted to monitor and control inmate telephone usage.

A User Security Profile is associated with each valid password. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

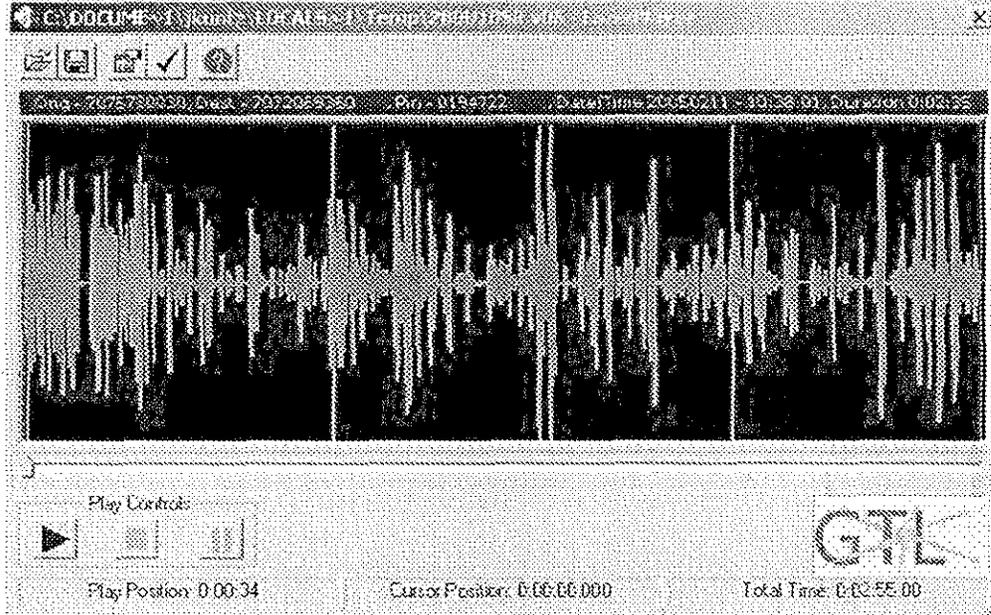
Only a system administrator with full security clearance may access LazerPhone's User Management screen, from which other User Security Profiles may be created or modified.

Any time a user logs into the system, LazerPhone notes the event and the user's identity in the system's electronic Log Book. An Audit Log Report is available to track user access and all changes and activities that take place while users are logged into the LazerPhone system.

5.2.7 The call recording system proposed by the Bidder must allow access to inmate call recordings from any PC on the ICS network within each facility. The Bidder must describe, in its response, how this is accomplished with the proposed system.

GTL Response: GTL will comply. Recordings of inmate conversations can be accessed and played back at any PC on the LazerPhone system network by any DOC personnel authorized to access call recordings. Local and remote access is accomplished through the private, unique frame relay network provided and maintained by GTL.

The system's small LazerPlayer program, which is available both at the workstation and on CDs to which LazerPhone recordings have been copied, is used to play, stop, fast-forward, rewind, or pause a recorded conversation.



The LazerPlayer

Replay at the Workstation: At the system workstation (or other authorized PC), the LazerPlayer opens automatically when an authorized person clicks the recording icon on the desired call record.

Replay From a CD: A recorded conversation may be backed up to a compact disk (CD) for archival purposes or to be played back elsewhere for evidence. A CD ROM drive is available at the LazerPhone workstation. When a recording is copied to a CD, the small LazerPlayer program is also copied. Accessing the CD on any relatively late model Windows-based computer (with Windows Me, Xp, NT 4.0 Service Pack 6a or higher, and a sound card) allows the recorded conversation to be played back using the associated LazerPlayer program.

A recording copied to a CD remains wrapped in an exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording disturbs the security envelope and is immediately detectable. Global Tel*Link, the manufacturer of LazerPhone, will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

Replay From an Emailed File: A LazerPhone recording file in its original format (with security envelope) and the system's small LazerPlayer program can be attached to an email message



and sent to any relatively late model Windows-based computer (with Windows Me, Xp, NT 4.0 Service Pack 6a or higher, and a sound card) for replay.

A recorded conversation may also be saved to a WAV file that can be emailed and played back using Windows Media Player. This is especially useful for quick consultations between investigators.

[REDACTED]

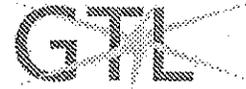
5.2.8 The call recording system proposed by the Bidder must allow access to inmate call recordings at each DOC facility by investigative personnel [REDACTED]. The Bidder must describe, in its response, how this is accomplished with the proposed system.

GTL Response: GTL will comply. Investigative personnel at [REDACTED] will have access to inmate call recordings at each DOC facility. GTL provides a unique frame relay network that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. Authorized remote access to LazerPhone records and controls, whether from [REDACTED] or from a different DOC facility, is accomplished through a secure network that is installed, managed, monitored, and maintained by GTL. The DOC's LazerPhone Inmate Telephone System can permit authorized users at multiple locations to access the system's login screen of the LazerPhone Web Management System. control program.

[REDACTED]

[REDACTED]. This information is available online in near real time to all with a need and the appropriate permission levels. Through this network, the authorized person at [REDACTED] can perform any LazerPhone administrative or investigative functions permitted by the person's security clearance level, just as if he or she were sitting at the LazerPhone workstation at the facility. Investigative personnel at [REDACTED] and any investigator with the proper access will be able to use the remote laptop to connect using the VPN.

5.2.9 At many times, the recorded telephone conversations of inmates are used as evidence in criminal or DOC violation investigations. The system proposed to the DOC must include the capability of transferring recorded calls and call segments to Compact Disk (CD-R/CD-RW) to be played on any industry standard CD device. The interface for accessing such recordings must be have a Graphical User Interface (GUI) such as



Microsoft Windows® and allow for “click and drag” capability for the transferring of recorded calls or call segments to CD.

GTL Response: GTL will comply. A recorded conversation may be backed up to a compact disk (CD) for archival purposes or be played back elsewhere for evidence. A CD ROM drive is available at the LazerPhone workstation for this purpose. When a recording is copied to a CD, it remains wrapped in GTL’s exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate’s PIN, date, time, and duration). Any deliberate or accidental alteration to the recording would disturb the security envelope and be immediately detectable. Global Tel*Link will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

Because LazerPhone’s recording module is an integral part of the system, the graphical interface for accessing call records with associated recordings is LazerPhone’s Window’s-based control program. The system’s LazerPlayer opens automatically when an authorized person clicks the recording icon on the desired call record. From the LazerPlayer’s File menu, the recording file can be downloaded to the local hard drive in its original file format (which includes the security envelope) or saved to WAV format (which does not include the security envelope). Downloaded files can be copied to CDs using Windows click and drag or copy and paste techniques.

[REDACTED]

5.2.10 The call recording system proposed by the Bidder must allow for the transfer of call recordings to CD in industry standard formats (e.g., wav, mp3, etc.) allowing for playback on standard PC CD drives or industry standard CD players. The Bidder must state, in its response, the recording file formats provided by the proposed recording system.

GTL Response: GTL will comply. Recordings of inmate conversations can be played back at the system workstation, copied to a CD for transport and playback elsewhere, and emailed for playback on a remote computer. File formats include GTL’s proprietary format that includes a security envelope and the industry standard WAV format which is easily converted to other popular formats using freeware or commercially available conversion programs.

Replay From a CD: When a recording is copied to a CD, GTL’s small LazerPlayer program is also transferred to the CD. Accessing the CD on any relatively late model Windows-



based computer (with Windows Me, Xp, NT 4.0 Service Pack 6a or higher, and a sound card) allows the recorded conversation to be played back using the associated LazerPlayer program.

A recording copied to a CD remains wrapped in an exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording disturbs the security envelope and is immediately detectable. Global Tel*Link, the manufacturer of LazerPhone, will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

Replay From an Emailed File: A LazerPhone recording file in its original format (with security envelope) and the system's small LazerPlayer program can be attached to an email message and sent to any relatively late model Windows-based computer (with Windows Me, Xp, NT 4.0 Service Pack 6a or higher, and a sound card) for replay.

A recorded conversation may also be saved to a WAV file that can be emailed and played back using Windows Media Player.

[REDACTED]

5.2.11 The call recording system proposed by the Bidder must allow DOC personnel to transfer call recordings to CD in a simplified and efficient manner. The system must allow DOC to transfer a call without having to fully download the file to the PC at which the staff member is working. The Bidder must describe how the transfer of call recordings is performed with the proposed ICS and call recording system.

GTL Response: GTL will comply. LazerPhone allows a direct transfer of a call recordings to CD. This method can be used to copy up to five recordings at a time. Due to the limitations of the Microsoft Operating System the direct transfer of a greater number of recordings is sometimes possible, it is not recommended due to an increased potential for file corruption and CD drive errors during long transfers. To insure the integrity of recording files, GTL recommends downloading audio files to the computer's hard drive, before copying to CD. Downloading and transfer of LazerPhone recording files to CDs is both simple and efficient.

Copying a downloaded file from the workstation hard drive to a CD, using Windows Copy/Paste or click and drag function takes only a few seconds. Steps for both downloading and copying recordings to CD are given below.



- At the system workstation perform a Call Search for the desired call record or records by specifying one or more criteria and clicking the Search button. (Note: Search criteria might include but are not limited to date or range of dates, time or range of times, a specific inmate phone and/or PIN, destination number, etc.)
- On the resulting report (list of calls that meet the specified search criteria), click the check box next to each call recording that you wish to download to the workstation's hard drive.
- Click the COPY FILE(S) button. The system gives you an opportunity to accept the default location on the C: drive or to navigate to a different folder. Click the OK button to start the download.
- Using Window's standard Copy/Paste routine, copy or move the recording file from the workstation's C: drive to a CD as follows: Icon the LazerPhone control program and open a My Computer window that displays the workstation's C: drive and the folder to which the recording file was copied. Click to highlight the recording file. On the window's Edit menu, click Copy (or Move). In the My Computer window, navigate to the CDRW drive and from the window's Edit menu, click Paste.

A recording copied to a CD remains wrapped in GTL's exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording disturbs the security envelope and is immediately detectable. Global Tel*Link, the manufacturer of LazerPhone, will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

5.2.12 The call recording system proposed by the Bidder must allow DOC personnel to locate call recordings in the following manners:

- search by inmate PIN;

GTL Response: GTL will comply. LazerPhone's Call Search function allows DOC personnel to quickly locate call recordings by inmate PIN.

- search by certain time period (date/time)

GTL Response: GTL will comply. LazerPhone's Call Search function allows DOC personnel to quickly locate call recordings by certain time periods (both date and time).

- search by certain telephone instruments



GTL Response: GTL will comply. LazerPhone's Call Search function allows DOC personnel to quickly locate call recordings by specified inmate telephone.

The system must allow for the search criteria either individually or in combinations.

GTL Response: GTL will comply. GTL's LazerPhone system allows call recordings to be located by inmate PIN, by specified time period, and by certain inmate telephones, as well as other criteria. Search criteria can be applied individually or in combinations.

5.2.13 The Bidder must retain ownership of the proposed recording equipment for the duration of this contract. All responsibility for maintenance and upgrades must be provided by the Bidder at no cost to the DOC.

GTL Response: GTL will comply. The recording component of the system is an integrated part of the LazerPhone Inmate Telephone System. GTL will retain full ownership of and responsibility for the proposed recording equipment, providing maintenance and any replacement or upgrades required to ensure dependable functionality for the entire duration of the contract at no cost to the DOC.

5.2.14 The Contractor must ensure that the call recording system proposed with the ICS is maintained at the latest hardware and software level to ensure that DOC personnel are utilizing the latest tools available for call recording and call monitoring of inmate calls.

GTL Response: GTL will comply. LazerPhone's recording component is fully integrated with the inmate calling system. GTL will maintain both software and hardware to ensure that DOC personnel are utilizing the latest tools for call recording and monitoring. LazerPhone software updates are provided periodically to all LazerPhone sites through GTL's secure Web Server. The latest version of LazerPhone's management software, containing any new features or enhancements that were developed, tested, and incorporated into the product since the last update, automatically downloads to the DOC's workstation when an authorized person at the facility logs into the system. These software updates are provided at no cost to the DOC. Should the release of an updated version of the LazerPhone control program require an upgrade in hardware to ensure proper functionality, the DOC will be notified and the hardware upgrade will be provided at no cost to the DOC, prior to the upload of the new release to GTL's server.

5.2.15 It is desirable that the call recording system provide a search capability that allows DOC personnel to search recordings [REDACTED]. The Bidder must provide, in its response, a description of this capability.

GTL Response: GTL will comply



5.2.16 It is desirable that the call recording system provide a manner in which call recordings are encrypted to ensure that no digital modification of the recording has been made or to note if such modifications have been made. The Bidder must describe, in its response, how this encryption function operates and the features provided by such.

GTL Response: GTL will comply. LazerPhone's call recordings are wrapped in an exclusive security envelope (encryption) that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and call duration). GTL's security envelope ensures that no digital modification of recordings can place without detection. Global Tel*Link will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

5.2.17 The proposed ICS must allow DOC personnel to monitoring inmate calls [REDACTED]. This [REDACTED] must be allowed by specific inmate telephone within a DOC facility. The Bidder must provide all necessary equipment and software required to perform [REDACTED] with the proposed system.

GTL Response: GTL will comply. LazerPhone allows DOC personnel to monitor inmate calls in real-time. The system's integrated monitoring capabilities do not interfere with current recording operations.

Current inmate call activity may be *visually* monitored on a Call Monitoring screen at the LazerPhone workstation and/or *audibly* monitored by directing a live conversation to the workstation's computer speaker, to a standard phone, [REDACTED]. Because both visual and audio monitoring are seamlessly integrated into LazerPhone's real-time environment, monitoring does not interfere with recording and is not detectable by either the caller or the recipient of the call.

VISUAL CALL MONITORING

Authorized personnel may watch the status of phones and calls-in-progress at the local workstation or a workstation at [REDACTED]. LazerPhone provides a visual display of all call activity in real time on the Call Monitoring screen.



5.2.18 The [REDACTED] of the proposed ICS must allow for [REDACTED] monitoring of inmate calls [REDACTED] within each DOC facility with [REDACTED] in the monitoring. The Bidder must describe, in its response, how this will be accomplished with the proposed system.

GTL Response: GTL will comply. LazerPhone provides real-time monitoring of inmate calls in progress within each DOC facility with no delay in monitoring.

Current inmate call activity may be *visually* monitored on a Call Monitoring screen at the LazerPhone workstation and/or *audibly* monitored by directing a live conversation to the workstation's computer speaker, to a standard phone, or to [REDACTED]. Because both visual and audio monitoring are seamlessly integrated into LazerPhone's real-time environment, monitoring does not interfere with recording and is not detectable by either the caller or the recipient of the call.

VISUAL CALL MONITORING

Authorized personnel may watch the status of phones and calls-in-progress at the local workstation or a workstation at [REDACTED]. LazerPhone provides a visual display of all call activity in real time on the Call Monitoring screen.



Facility: 4020 Central Detention Center Disconnect

Total Stations: 155 Current Stations: 16 All Calls: 155

Print Refresh

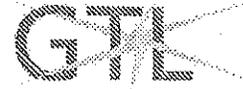
Name	Description	Group	Line State	Current Destination	Insk Used	Current PIN
9093010000	Male I Tank #1	MALE 1	Validation was denied	7022429795	001	0304301005
9093010030	Male C Tank #2	MALE 1	Call is connected	9090246311	009	0302343327
9093010039	Fen HLDG	ALWAYS ON	Call is connected	9097974635	043	
9093010046	Male H South #2	MALE 2	Call is connected	9096009031	011	0111306479
9093010058	Marshaling T33	MALE 1	Call is connected	8108990293	002	0301340347
9093010113	Male F North Cell #2	MALE 1	Call is connected	9093851767	009	0302300064
9093010115	Male F North Cell #3	MALE 1	Call is connected	9093802806	008	0304301132
9093010145	Male F Tank #5	MALE 1	Call is connected	6069665367	014	0304301394
9093010135	Male ISO #2	MALE 2	Playing prompts	5629641307	022	0305300309
9093010108	Male E South #2	MALE 1	Playing prompts	8108990295	026	0304300605
9093010114	Male E South Cell #3	MALE 1	Playing prompts	9094339467	006	0304300011
9093010059	Male Rec Yard 1 #1	ALWAYS ON	Calling destination	3078504532	037	0304300031
9093010065	Male F Tank #2	MALE 2	Getting PIN	4064826330		
9093010121	Male B South Cell #3	MALE 1	Getting phone number			
9093010125	Male B North Cell #4	MALE 1	Phone off hook			
9093010160	Male J Tank #2	MALE 2	Phone off hook			
9093010071	Male L North Cell #1	MALE 2	Idle			
9093010001	Fen TEL - M3 PIN	ALWAYS ON	Idle			
9093010062	Fen Dorm 2	FEMALE 1	Idle			
9093010093	Male H South Cell #5	MALE 2	Idle			
9093010004	Fen West 1 #1	FEMALE 1	Idle			
9093010005	Fen West 1 #2	FEMALE 1	Idle			
9093010006	Fen East 1 #1	FEMALE 1	Idle			
9093010007	Fen East 1 #2	FEMALE 1	Idle			

AUDIO CALL MONITORING

A call-in-progress, visible on LazerPhone's Call Monitoring screen, may be directed to the workstations speaker or particular telephone receiver by double-clicking the call entry to open a pop-up box and choosing the "Send call to computer speakers" option, or by entering a destination telephone number. If a telephone number is entered, when the destination phone rings, the called-party dials a numeric password to access the live conversation.

A call-in-progress detected by the LazerPhone's [redacted] is automatically directed to up to three pre-designated phone numbers (standard phone, [redacted] or pager). When an alerted official's telephone rings, he or she enters a password via the phone's keypad to access the live conversation. When the alert goes to a pager, the origination and destination numbers of the call are reported. When PINs are in use, the inmate's PIN number is also reported.

If the need arises, at the workstation or from [redacted], an authorized officer may instantly *disconnect* or *conference* into an inmate's call. If logged into the system, the officer chooses the Disconnect or Conference menu option on the Call Monitoring screen. From [redacted] the authorized official monitoring a live inmate conversation can disconnect



the call using LazerPhone's KwickKILL code or break into the conversation to speak to both parties using LazerPhone's Conference Call code.

5.2.19 The proposed ICS must allow for DOC personnel to monitor inmate calls [redacted] by entering the specific inmate PIN. The Bidder must describe, in its response, how this is accomplished with the proposed system.

GTL Response: GTL will comply. Calls-in-progress visible on LazerPhone's Call Monitoring screen can be sorted by inmate PIN to make call selection easy.

Name	Description	Group	Line Role	Connect Destination	Trunk Used	Connect PIN
9093810033	Male I Tank #1	MALE 1	Validation was denied.	7022429935	000	0304301002
9093810020	Male C Tank #2	MALE 1	Call is connected	9096046311	008	0302343327
9093810037	Font HLDN	ALWAYS ON	Call is connected	9097979595	043	
9093810048	Male H South #2	MALE 2	Call is connected	9096009301	011	0111930458
9093810069	Marshaling ISO	MALE 1	Call is connected	8168990253	002	0301300347
9093810110	Male E North Cell #2	MALE 1	Call is connected	9093881767	004	0302300641
9093810115	Male E North Cell #4	MALE 1	Call is connected	9093882009	008	0304301146
9093810145	Male F Tank #5	MALE 1	Call is connected	8283665287	014	0304301394
9093810175	Male ISO #2	MALE 2	Playing prompts	5624641462	002	0303301388
9093810106	Male E South #2	MALE 1	Playing prompts	81883827985	025	0304301808
9093810119	Male B South Cell #3	MALE 1	Playing prompts	9094339962	006	0304300011
9093810085	Male Rec Used 1 #1	ALWAYS ON	Calling restriction	3078564592	037	0304300801
9093810063	Male R Tank #2	MALE 2	Getting PIN	9082485630		
9093810121	Male B South Cell #5	MALE 1	Getting phone number			
9093810125	Male B North Cell #3	MALE 1	Phone off hook			
9093810160	Male I Tank #6	MALE 2	Phone off hook			
9093810071	Male I North Cell #4	MALE 2	Idle			
9093810001	Fem TDO - NO PIN	ALWAYS ON	Idle			
9093810002	Fem Court 2	FEMALE 1	Idle			
9093810045	Male H South Cell #5	MALE 2	Idle			
9093810004	Fem West 1 #1	FEMALE 1	Idle			
9093810005	Fem West 1 #2	FEMALE 1	Idle			
9093810006	Fem East 1 #1	FEMALE 1	Idle			
9093810007	Fem East 1 #2	FEMALE 1	Idle			

5.2.20 The proposed ICS must allow for DOC personnel to monitor inmate calls [redacted] by entering a specific telephone number. The Bidder must describe, in its response, how this is accomplished with the proposed system.

GTL Response: GTL will comply. Calls-in-progress visible on LazerPhone's Call Monitoring screen can be sorted by destination number to make call selection easy.



GTL

5.2.21 The proposed ICS must allow for [REDACTED]
[REDACTED]. The Bidder must describe, in its response, how this function will operate with the proposed system.

GTL Response: GTL will comply. LazerPhone allows facility personnel to designate [REDACTED] at the workstation. A [REDACTED] may be a destination telephone number or an inmate PIN.

A call-in-progress detected by LazerPhone's [REDACTED] system is automatically directed to up to three pre-designated phone numbers (standard phone, [REDACTED], or pager), in sequential order. When an alerted official's telephone rings, [REDACTED]
[REDACTED]. When PINs are in use, the inmate's PIN number is also reported.

If the need arises, at the workstation or from a [REDACTED] an authorized officer may instantly *disconnect* or *conference* into an inmate's call. If logged into the system, the officer chooses the Disconnect or Conference menu option on the Call Monitoring screen. From a [REDACTED], the authorized official monitoring a live inmate conversation can disconnect the call using LazerPhone's KwickKILL code or break into the conversation to speak to both parties using LazerPhone's Conference Call code.

The system's [REDACTED] and [REDACTED] both available at the workstation, help facility personnel and case investigators track call frequency and patterns of inmates and destination numbers of particular interest.

5.2.22 It is desirable that the ICS provide the [REDACTED]
[REDACTED]. The Bidder must list, in its response, the devices to which the ICS can send alerts.

GTL Response: GTL will comply. A call-in-progress detected by LazerPhone's [REDACTED] system is automatically directed to up to three pre-designated phone numbers (standard phone, [REDACTED] or pager), in sequential order, [REDACTED]
[REDACTED]. When the alert goes to a pager, the origination and destination numbers of the call are reported. When PINs are in use, the inmate's PIN number is also reported.

5.2.23 It is desirable that the ICS provide the [REDACTED] es listed in Section 5.2.22 above in a [REDACTED] e. For example, [REDACTED]. If



unanswered, the call would then [REDACTED]

GTL Response: GTL will comply. A call-in-progress detected by LazerPhone's [REDACTED] system is automatically directed to up to three pre-designated phone numbers (standard phone, [REDACTED], or pager), in sequential order. LazerPhone does not currently send an alert [REDACTED]

5.2.24 It is desirable that the ICS call monitoring capability provide a form of [REDACTED] call. The Bidder must provide, in its response, a description of this capability.

GTL Response: GTL understands. Global Tel*Link has explored this feature and has found that current technology is not at a level where GTL is satisfied releasing this feature to the field. GTL will further explore this feature when the technology becomes available.

5.2.25 The proposed ICS must allow for DOC personnel to monitor [REDACTED] from the DOC facility from which the call is placed. The Bidder must state, in its response, how this will be accomplished with the proposed system.

GTL Response: GTL will comply. DOC personnel at [REDACTED] who are authorized to do so, can log into the LazerPhone control program to monitor inmate calls in progress at any of the DOC facilities. Authorized [REDACTED] to LazerPhone records and controls, including live monitoring, whether from [REDACTED] or from a different DOC facility, is accomplished through a secure network that is installed, managed, monitored, and maintained by GTL.

A call-in-progress, visible on LazerPhone's Call Monitoring screen, may be directed to the workstations speaker or particular telephone by double-clicking the call entry to open a pop-up box and choosing the "Send call to computer speakers" option, or by entering a destination telephone number. If a telephone number is entered, when the destination phone rings, the called-party dials a numeric password to [REDACTED].

A call-in-progress detected by LazerPhone's [REDACTED] system is automatically directed to up to three pre-designated phone numbers (standard phone, [REDACTED], or pager), in sequential order. [REDACTED]. When the alert goes to a pager, the origination and destination numbers of the call are reported. When PINs are in use, the inmate's PIN number is also reported.



If the need arises, at the workstation or from a [REDACTED], an authorized officer may instantly *disconnect* or *conference* into an inmate's call. If logged into the system, the officer chooses the Disconnect or Conference menu option on the Call Monitoring screen. From a [REDACTED], the authorized official monitoring a live inmate conversation can disconnect the call using LazerPhone's KwickKILL code or break into the conversation to speak to both parties using LazerPhone's Conference Call code.

5.2.26 It is desirable that the ICS call monitoring capability allow for [REDACTED] (e.g., [REDACTED] etc.). The Bidder must state, in its response, what is required to provide this [REDACTED] within the particular DOC facility.

GTL Response: GTL will comply. Authorized [REDACTED] to LazerPhone records and controls, including live monitoring, is accomplished through a secure network that is installed, managed, monitored, and maintained by GTL. The [REDACTED] needs a properly configured computer and authorization to access the DOC's LazerPhone system.

A call-in-progress, visible on LazerPhone's Call Monitoring screen, may be directed to a speakerphone or to a [REDACTED] receiver by double-clicking the call entry to open a pop-up box and choosing the "Send call to computer speakers" option, or by entering a destination telephone number. If a telephone number is entered, [REDACTED]

A call-in-progress detected by the LazerPhone's [REDACTED] system is automatically directed to up to three pre-designated phone numbers (standard phone, [REDACTED], or pager). [REDACTED]. When the alert goes to a pager, the origination and destination numbers of the call are reported. When PINs are in use, the inmate's PIN number is also reported.

If the need arises, at the workstation or from [REDACTED], an authorized officer may instantly *disconnect* or *conference* into an inmate's call. If logged into the system, the officer chooses the Disconnect or Conference menu option on the Call Monitoring screen. From a [REDACTED], the authorized official monitoring a live inmate conversation can disconnect the call using LazerPhone's KwickKILL code or break into the conversation to speak to both parties using LazerPhone's Conference Call code.

5.3 GENERAL TELEPHONE EQUIPMENT REQUIREMENTS

The Inmate Telephone Station Equipment required for the DOC shall consist of five (5) types of telephones as listed in this section of the RFR



GTL Response: GTL will comply. GTL will provide the telephone equipment as requested.

Type 1: Wall Mounted Telephones (Indoor)

The first type, which will be the majority of inmate telephones installed, shall be permanently mounted wall telephones meeting the following specifications:

GTL Response: GTL will comply. GTL will provide the Commonwealth of Massachusetts with inmate telephones that meet the following requirements.

5.3.1 All Inmate Telephone Equipment must be of new manufacture and be provided (and installed) with the proposed ICS at no cost to the DOC.

GTL Response: GTL will comply. GTL's proposal is a no cost turnkey solution. GTL will provide all inmate telephone equipment at no cost to the Commonwealth. GTL's intent is to negotiate the purchase of the inmate telephones from the DOC.

5.3.2 The Bidder must provide all required materials, hardware, software and telephone cabling (where re-use is unavailable or new locations are required) to install the proposed inmate telephones.

GTL Response: GTL will comply. GTL's proposal is for a no cost turnkey solution. GTL will provide all materials, hardware, software and telephone cabling required to install the proposed inmate telephone.

5.3.3 The Bidder is responsible for reimbursing the DOC for any "construction" costs incurred to facilitate the installation of the inmate telephones.

GTL Response: GTL will comply. GTL will reimburse the DOC for any construction costs incurred to facilitate the installation of the inmate telephones.

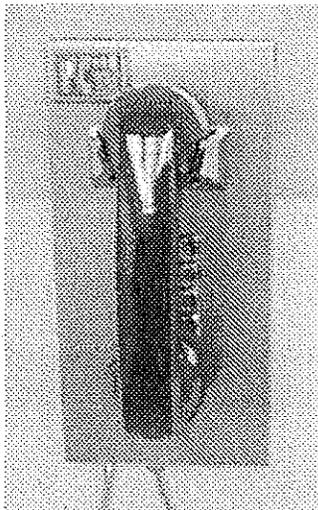
5.3.4 All inmate telephones must be powered by the ICS system and require no additional power source at the instrument.

GTL Response: GTL will comply. GTL's inmate telephones are line-powered through the LazerPhone ICS and require no additional power source.



5.3.5 The inmate telephone instrument must be compact in design. The Bidder must include photographs of the proposed inmate telephones in its response.

GTL Response: GTL will comply. GTL proposes the CT-300 Brick phone (or similar equipment) to meet the requirements of the Commonwealth.



CT-300-SS-VC-32

CT-300 Brick

- Housing: High Security, 14 Gauge, Steel
- Size: 10 1/2"H x 5 1/4"W x 2 1/4"D
- Switch Hook: Magnetic or Micro Switch
- Volume Control: Technician Set or Optional External Button
- Sidetone Reduction: Built-in Confidencer Function
- Connections: Modular or Screw Terminal
- Keypad: Heavy Chrome Metal
- Handset: Armored Cord with Steel Lanyard and Heavy Gauge Steel Retainer
- Conformal Coating: Protects components for Outdoor Use
- Line Powered: No A/C power required
- Mounting: Mounts directly to wall, to a Model CT-3500BB Backboard or to an existing 178A Backboard with adapter Model CT-178ADP
- Warranty: 2 Years
- FCC Registered: 1U8USA-74411-CC-T

5.3.6 The inmate telephone instruments must not include coin entry slots or coin return slots regardless of whether these functions are disabled.

GTL Response: GTL will comply. The inmate telephone instruments are dumb sets that do not include any coin entry slots or coin return slots.

5.3.7 The inmate telephone instruments shall not contain card reader capabilities or slots used to identify inmate telephone accounts for purpose of debiting inmate telephone accounts.

GTL Response: GTL will comply. The inmate telephone instrument is a dumb set that does not contain any card reader capabilities.

5.3.8 The Bidder shall provide a unique number, physically imprinted on each Inmate Telephone so that the number can be seen by DOC personnel for the purposes of



reporting troubles and troubleshooting problems. As new inmate telephones are added or telephones are replaced they shall be identified in the same manner and all appropriate paper work shall be updated to reflect the addition.

GTL Response: GTL will comply.

5.3.9 The inmate telephones must be capable of reducing or eliminating background noise to the inmate using the telephone. The Bidder must describe, in its response, how this will be accomplished with the proposed inmate telephone instruments (e.g., confidencers, phone enclosures, etc.).

GTL Response: GTL will comply. GTL's inmate telephones have a built-in Confidencer function that minimizes side tones and background noise.

5.3.10 All inmate telephones shall provide volume controls which allow inmates to amplify the called party's voice.

GTL Response: GTL will comply. GTL's inmate telephones provide volume controls that allow inmates to amplify the called party's voice.

5.3.11 The Bidder shall provide dialing instructions as well as a "warning" that states "This Call is Being Recorded" to the inmate in English and Spanish on each inmate telephone in a manner which reduces the possibility of being destroyed. Simple labels or other accessible surface instructions will not be acceptable to meet this requirement.

GTL Response: GTL will comply. GTL will provide durable written dialing instructions and the warning "This Call is Being Recorded", in both English and Spanish, on each inmate telephone. Instruction placards are mounted within the frame of the telephone, protected by shatter-proof glass.

Additionally, LazerPhone's automated operator gives dialing instructions, call-type and language options, error prompts, makes initial contact with the called party and provides information about the call, including the inmate's name and the name of the correctional facility. The automated operator's opening message to the called party includes the warning that "This call is being recorded."

5.3.12 The Bidder shall maintain the above required telephone dialing instructions and warning statements for legibility and accuracy during the course of this contract.



GTL Response: GTL will comply.

5.3.13 The inmate telephone instrument shall not be capable of being used to program any feature of the proposed ICS.

GTL Response: GTL will comply. GTL's inmate telephone is "dumb," meaning that it is incapable of being used to program the LazerPhone system.

5.3.14 All of the proposed inmate telephones must be compliant with all applicable requirements of the American with Disabilities Act (ADA).

GTL Response: GTL will comply. Global Tel*Link's inmate telephones are compliant with Americans With Disabilities Act (ADA), providing hearing aid compatibility and volume control. When necessary, telephone handsets may be cradled in TDD units to permit severely hearing-impaired inmates to communicate with others through the telephone line.

Type 2: Special Management Unit Telephones

5.3.15 The second type of inmate telephone instrument shall be portable or "movable" inmate telephones that are used mainly in special management units and must be manufactured to withstand abuse (physical, liquid, etc.) as well as be compact enough to fit through standard food slots. Industry standard 2500 telephone sets will not be acceptable at meeting this requirement. The Bidder must state how it will allow the DOC to secure the touch tone pad after the special management unit's inmate's initial call now been placed.

GTL Response: GTL will comply. Constructed of 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. 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.

GTL inmate phones have a stream-line design and are more compact than standard 2500 telephones. They can be flush mounted to a wall or mounted on a wheeled cart for portability. The handset is compact enough to fit though standard food slots. For special management units, if approved by the DOC, GTL mounts the portable telephone in such a way and at the correct height to permit the inmate to self-dial through the cell's food slot. Alternately, the phone is mounted in such a way as to prevent the inmate's access to the telephone



keypad. In this case a DOC officer dials the number for the inmate and passes the handset through the food slot to allow the inmate to converse with the called party.

5.3.16 The Bidder must describe, in its response, how these movable or portable telephones will be moved from one cell to another by DOC personnel to allow for inmate calling.

GTL Response: GTL will comply. GTL inmate telephones are mounted on wheeled carts to provide portability from one cell to another.

5.3.17 The Bidder must provide a special management unit telephone that includes all call restrictions of the ICS with regard to inmate PINs, call duration, etc.

GTL Response: GTL will comply. Like all other inmate telephones, GTL's cart-mounted phones are fully controlled by the LazerPhone ICS. All call restrictions, PIN assignments, call durations, etc. apply.

5.3.18 The Bidder must provide a special management unit telephone that allows DOC personnel to provide the handset only to the inmate thus denying access to the dial pad by the inmate. The Bidder must describe, in its response, how this is accomplished with the proposed telephone instrument.

GTL Response: GTL will comply. For special management units, if desired by the DOC, GTL mounts the portable telephone on the wheeled cart in such a way as to prevent the inmate's access to the telephone keypad. In this case a DOC officer dials the number for the inmate and passes the handset through the food slot to allow the inmate to converse with the called party.

5.3.19 The Bidder must provide special management unit telephones according to the telephone quantities listed in Attachment B.

GTL Response: GTL will comply. GTL will provide the required number of special management unit telephones.

LazerPhone-ICS. All call restrictions

Type 3: Outdoor Telephones

5.3.20 The third type of Inmate Telephone Station Equipment shall be "all weather" inmate telephone sets to be used in some outdoor conditions as various DOC facilities.

special management units.



GTL Response: GTL will comply. GTL will install the required number of "all weather" inmate telephone sets at outdoor locations specified by the DOC.

5.3.21 The outdoor inmate telephone instruments must meet all requirements of the Type 1: Wall Mounted Telephones (Indoors) described in this section. The Bidder must state this compliance in its response.

GTL Response: GTL will comply. GTL's outdoor inmate telephones meet all the requirements of Type 1 wall-mounted telephones described in this section.

5.3.22 The outdoor inmate telephone instrument must be weather-proof to ensure durability in outdoor conditions including winter weather.

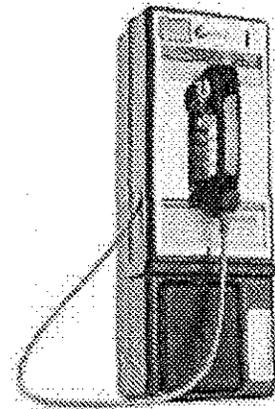
GTL Response: GTL will comply. GTL's outdoor inmate telephones are weather-proof to ensure durability in outdoor conditions, including winter weather.

Type 4: Coin Operated Telephones

The fourth type of inmate telephone instrument shall be coin operated pay telephones primarily used in pre-release areas, lobby and/or visiting areas only. Coin operated telephones are not to be proposed to meet the inmate telephone requirement. Coin operated telephones must offer all standard payphone options including coin, collect and calling card access.

GTL Response: GTL will comply. GTL proposes to replace the existing coin telephone sets with the Elcotel Series 5 "smart" coin public terminal (or similar equipment). The Elcotel Series 5 "smart" coin public terminal is a fully remote programmable and downloadable, coin-pay station that is completely line powered for maximum protection from electrical outages. Its state-of-the-art features include:

- ◆ Self diagnostics detect and record numerous alarm conditions and transmit them to the host system for analysis and dispatch as required. The include, but are not limited to, coin jam, coin box full, coin box removed, inactivity, and handset failure.
- ◆ Call Type Counters are updated with each call and downloaded daily to the host system.





- ◆ A self-resetting volume control button.
- ◆ Full, stored-memory rating functionality.
- ◆ A 50-number programmable speed dial memory function.
- ◆ An ADA compliant handset with full acoustic coupling capability.

Specifications

Housing dimensions:	21 x 7-5/8 x 6 inches
Payphone weight:	48 lbs.
Handset:	Hearing aid compatible (HAC)
Coin Acceptance:	Nickel, dime, quarter
Power:	Telephone line powered, 48 VDC (on hook), 23 mA loop current (off hook) Internal rechargeable lead-acid gel cell, 6V, 500 mAH
<i>Operating Temperature Range:</i>	<i>-4 to +140 Degrees Fahrenheit</i>
Telco line type:	COCOT (PAL), B-1, Loop Start
Loop Current Range:	23 mA to 80 or 100 mA
Ringer Equivalency Number (REN):	0.7B
FCC Registration Number:	E2DUSA-61027 -CX -E
Telco Line Interface:	Internal to payphone, terminal strip with standard US RJ11C connector terminated cable and RJ11C jack on printed circuit board.
Coin Relay Driver:	Internally provided +/- 80 VDC
Voice Prompts:	High quality digitally recorded female voice in English.

5.3.23 The Bidder must provide coin-operated, public telephones to DOC facilities, as listed in Attachment B. These telephones must meet all FCC and Massachusetts Dept. of Telecom & Energy regulations regarding local calling, toll free number surcharges and alternate carrier access.

GTL Response: GTL will comply. GTL will provide the required number of coin-operated



public telephones as listed in attachment B.

5.3.24 Throughout the term of the contract the Bidder must install additional coin operated telephones as required by DOC. This includes expansion to existing institutions and newly constructed facilities. This must be done at no cost to DOC.

GTL Response: GTL will comply. GTL will install coin operated phones as required by DOC.

5.3.25 Coin operated telephones must provide outgoing service only. Incoming calls must not be accepted at any coin operated telephones at the DOC facilities.

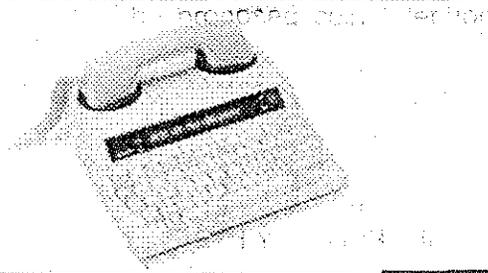
GTL Response: GTL will comply. The proposed coin telephones can be programmed to provide outgoing service only.

Type 5: TDD/TTY Devices

5.3.26 The DOC currently have inmates who are deaf or hearing impaired and must place outgoing telephone calls via a TDD/TTY. The Bidder must describe, in its response, how such calls will be conducted in conjunction with the proposed ICS.

GTL Response: GTL will comply. GTL will provide the required number of TDD/TTY devices for locations designated by the DOC. These devices fully meet the requirements of the "Americans With Disabilities Act". The TDD/TTY units provided by GTL for hearing impaired inmates can be used for communication to a call recipient who also has a TDD/TTY unit (unit-to-unit connection) or can connect to a deaf relay service. LazerPhone call controls are enforced during unit-to-unit calls. Connection thorough a deaf relay service requires that LazerPhone relinquish control of the call to the relay service, after which the LazerPhone restrictions are no longer operative.

Ultratec Minicom IV TTY





This basic TDD is easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display and includes a printer port to connect an external printer. 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. Turbo Code® and Auto IDTM

- Convenient GA/SK keys
- Printer port to connect to external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code(45.5/50baud rate)

5.3.27 The Bidder must describe, in its response, how outgoing inmate calls via the TDD/TTY are conducted in the following circumstances while maintaining all call controls:

- a standard telephone number on the inmate's call list;

GTL Response: GTL will comply. The TDD/TTY units provided by GTL for hearing impaired inmates can be used for communication to a call recipient who also has a TDD/TTY unit (unit-to-unit connection) or can connect to a Deaf Relay Service. LazerPhone call controls, such as a standard number on an inmate's call list, are enforced during unit-to-unit calls. Connection through a Deaf Relay Service requires that LazerPhone relinquish control of the call to the Relay Service, after which the ICS restrictions can no longer be applied.

- toll free number for the deaf relay service;

GTL Response: GTL will comply. GTL provides a toll free number for the Deaf Relay Service.

- 711 deaf relay service call;

GTL Response: GTL will comply. GTL's TDD/TTY unit allows 711 Deaf Relay Service calls.



5.3.28 The Bidder must describe, in its response, how outgoing call control for TDD/TTY users is maintained with the proposed ICS.

GTL Response: GTL will comply. LazerPhone call controls, such as a standard number on an inmate's call list, are enforced during outgoing unit-to-unit calls. Connection through a Deaf Relay Service requires that LazerPhone [REDACTED] to the Relay Service, after which the [REDACTED]

5.3.29 The Bidder must provide adequate TDD/TTY or suitable devices to each DOC facility, maintain such devices as well as provide additional devices, at no cost, when requested by a specific DOC facility.

GTL Response: GTL will comply. GTL will provide and maintain the required number of TDD/TTY devices for locations designated by the DOC, at no cost to the DOC. These devices fully meet the requirements of the "Americans With Disabilities Act".

5.3.30 The Bidder must provide TDD/TTY or suitable devices which contain a digital display (e.g., LCD, LED, etc.) and a printing device.

GTL Response: GTL will comply. TDD/TTY devices provided by GTL contain a digital display and a printing device.

5.3.31 The Bidder must provide TDD/TTY or suitable devices that allow the inmate conversation [REDACTED] allowing the DOC [REDACTED] with the exception of privileged calls to attorneys, etc.

GTL Response: GTL will comply. This basic TDD is easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display and includes a printer port to connect an external printer.

5.3.32 The Bidder must describe, in its response, how inmate call will be invoiced (and to whom) when the inmate uses the TDD/TTY device to place a call via the Massachusetts Deaf Relay Service.

GTL Response: GTL will comply. GTL believes that it is of the most importance that these calls be completed for non hearing inmates. GTL is willing to provide these a [REDACTED]

5.4 DATA BACK-UP



5.4.1 The Bidder must perform all system and database back-ups and archiving. All archival hardware, supplies, network and recovery procedures which ensure that no data shall be lost must be provided by the Bidder at no cost to the DOC.

GTL Response: GTL will comply. GTL provides all necessary equipment and performs all system and database back-ups and archiving at no cost to the DOC. GTL has gone to extraordinary lengths to ensure the safe keeping of system configuration information and inmate call records. LazerPhone's centralized design provides redundancy of critical operational components and allows automatic backup of ALL call detail records.

Redundant Record Data Storage: Both call detail records and system settings are saved and automatically backed-up in real time. At the time of an inmate's call, a call detail record is saved to the DOC facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's off-site central storage facility. Any changes made to LazerPhone system settings are also saved in real time to the facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's remote central storage facility through the secure network provided by GTL.

At the time of an inmate's call, the call's recorded conversation is saved in real time to the facility's hard drive. Once every 24 hours, LazerPhone automatically copies recordings to the facility's backup storage array and transmits a copy to GTL's off-site central storage facility through the secure network provided by GTL.

Redundant Control Computers: At each LazerPhone Control Center, LazerPhone system controls for every site are housed in two identically configured computers. If the first computer fails the second automatically takes over. In the unlikely event that both computers at one LazerPhone Center fail, the computers at the alternate Center automatically take over all LazerPhone operations. Each backup computer is independently capable of performing all Management Control Center functions. Massive generators back up the electrical systems at both the primary (Mobile) and secondary (Houston) Control Center locations.

Tested by a Force Majeure The effectiveness of GTL Control Center's backup systems was conclusively demonstrated when Mobile, Alabama took a devastating hit from Hurricane Katrina in August 2005. Flanked on all sides by the crippled city, the LazerPhone Control Center continued to operate normally. Redundant processing, telecommunications infrastructure, facilities, and trained staff at the Houston Data Center backed up this effort and stood ready to take over if Mobile had taken a catastrophic hit.

5.4.2 The Bidder must be capable of recovering all system data for all locations, to the point of full system operation, using a system backup.



GTL Response: GTL will comply. Should there be a catastrophic loss at any or all DOC facilities, GTL is capable of recovering all system data for all locations to the point of full operation using GTL's system backups. (See "Redundant DOC Data Storage" above at 5.4.1)

5.4.3 The Bidder must describe, in its response, the back-up schedule for:

- The local system programming databases for each DOC facility;

GTL Response: GTL will comply.

Back-ups of the local system programming at each DOC facility occur in real time. As changes are made to the facility's active database, the change is simultaneously transmitted to the facility's backup storage array and to GTL's centralized database.

- The central Contractor maintained programming database for all DOC facilities;

GTL Response: GTL maintains two fully redundant data centers, one in Mobile, AL the second in Houston, TX. These two data centers are replicated in near real time. Meaning, data delivered to one data center is replicated to the second within seconds. Should a database issue occur, a comprehensive database is contained in both GTL locations and available for use in the event of a database failure.

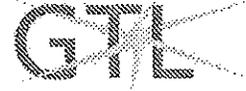
Each of GTL's data centers adheres to a ridged back-up program. At each of GTL's data centers incremental back-ups are performed each evening between midnight and 5:00 central time. During these incremental back-ups any data created during that days activities is written to be back-up servers. Incremental back-ups are performed Monday through Saturday. Complete back-ups are performed during the same hours on Sunday.

Each database is backed up to a separate physical drive locally on the database server, During the nightly process data is written to an LTO tape drive back-up system. Full tapes are stored in a secured fireproof cabinet while on premise. Weekly tapes are transferred to and stored in location off premise. Taped are rotated on a twelve (12) week rotation.

All inmate call records for each DOC facility;

GTL Response: GTL will comply. Back-ups of inmate call records at each DOC facility occur in real time. At the time of an inmate's call, a call detail record is automatically saved to the DOC facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's off-site central storage facility.

- All inmate call records for all DOC facilities maintained at the Contractor's site;



GTL Response: GTL will comply. GTL maintains to fully redundant data centers, one in Mobile, Al the second in Houston, TX. These two data centers are replicated in near real time. Meaning, data delivered to one data center is replicated to the second within seconds. Should a database issue occur, a comprehensive database is contained in both GTL locations and available for use in the event of a database failure.

Each of GTL's data centers adheres to a ridged back-up program. At each of GTL's data centers incremental back-ups are performed each evening between midnight and 5:00 central time. During these incremental back-ups any data created during that days activities is written to be back-up servers. Incremental back-ups are performed Monday through Saturday. Complete back-ups are performed during the same hours on Sunday.

Each database is backed up to a separate physical drive locally on the database server, During the nightly process data is written to an LTO tape drive back-up system. Full tapes are stored in a secured fireproof cabinet while on premise. Weekly tapes are transferred to and stored in location off premise. Taped are rotated on a twelve (12) week rotation.

- All inmate call recordings for each DOC facility,

GTL Response: GTL will comply. Back-ups of inmate call recordings at each DOC facility occur once a day. At the time of an inmate's call, the call's recorded conversation is saved in real time to the facility's active hard drive array. Once every 24 hours, LazerPhone automatically copies recordings to the facility's backup storage array and transmits a copy to GTL's off-site central storage facility through the secure network provided by GTL.

GTL maintains to fully redundant data centers, one in Mobile, Al the second in Houston, TX. These two data centers are replicated in near real time. Meaning, data delivered to one data center is replicated to the second within seconds. Should a database issue occur, a comprehensive database is contained in both GTL locations and available for use in the event of a database failure.

Each of GTL's data centers adheres to a ridged back-up program. At each of GTL's data centers incremental back-ups are performed each evening between midnight and 5:00 central time. During these incremental back-ups any data created during that days activities is written to be back-up servers. Incremental back-ups are performed Monday through Saturday. Complete back-ups are performed during the same hours on Sunday.

Each database is backed up to a separate physical drive locally on the database server, During the nightly process data is written to an LTO tape drive back-up system. Full tapes are stored in a secured fireproof cabinet while on premise. Weekly tapes are transferred to and stored in location off premise. Taped are rotated on a twelve (12) week rotation.



- All inmate call recordings for all DOC facilities maintained at the Contractor's site.

GTL Response: GTL will comply. GTL backs-up the off-site centralized database containing inmate call recordings for all DOC facilities With three copies of the inmate call recording, recordings are not backed up at the central location. In the event of a failure at one or two of the locations, recordings could be totally restored from the third storage location.

- 5.4.4 The Bidder must state, in its response, if these system back-ups are performed in real-time (e.g., as the transaction/call completes) or as a pre-scheduled time during the day.

GTL Response: GTL will comply. LazerPhone performs system and call detail record back-ups in real time and performs recording back-up every 24 hours.

- 5.4.5 The Bidder must describe, in its response, how the local ICS databases at all DOC facilities will be kept current with the ICS backups at the Contractor site in case of required re-programming or system recovery at a DOC facility.

GTL Response: GTL will comply. Because LazerPhone performs system and call detail record back-ups at all DOC facilities in real time, system settings and call detail records in the centralized databases at GTL's off-site storage location will always be current with the active storage arrays at DOC sites. Should a DOC facility's active storage array require re-programming or system recovery, GTL can restore the site's system from the facility's on-site back-up storage array or, if necessary, from GTL's off-site storage array for that facility.

- 5.4.6 The Bidder must agree, in its response, that the DOC retains ownership of all archived information, call detail, inmate records, etc. The Bidder must agree, in its response, that the DOC has the right to obtain all archived information, call detail, inmate records, etc. associated with the ICS regardless of the location of such information within the Contractor's organization or site.

GTL Response: GTL agrees.

- 5.4.7 The Bidder must describe, in its response, how it will provide system security for all data stored locally and at its central storage location. Such security description must include system security as well as how access to such sensitive information will be performed within the Bidder's organization.



GTL Response: GTL will comply. LazerPhone on-site system equipment and back-up storage arrays are installed in a secure location within the facility. GTL's off-site storage location is equally secure. Only authorized GTL personnel can access the building and the records at GTL's centralized storage location.

Security for LazerPhone System Services: Access to the LazerPhone control program is restricted by a password protected User Security Profile system. A User Login screen that requires a [REDACTED] ensures that only authorized personnel are permitted to monitor and control inmate telephone usage.

A User Security Profile is associated with [REDACTED]. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

[REDACTED] may access LazerPhone's User Management screen, from which other User Security Profiles may be created or modified.

Any time a user logs into the system, LazerPhone notes the event and the user's identity in the system's electronic Log Book. An Audit Log Report is available to track user access and all system changes and activities that take place while users are logged into the LazerPhone system.

Security for LazerPhone ICS LAN and WAN: GTL provides a unique [REDACTED] that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. Secured [REDACTED] connections are also available for approved users that have access to the Internet but are not in LazerPhone's unique [REDACTED]. Authorized remote access to LazerPhone records and controls, whether from [REDACTED] or from a different DOC facility, is accomplished through this secure network system that is installed, managed, monitored, and maintained by GTL. These interconnecting LAN and WAN networks are unique and proprietary in nature, developed by GTL exclusively for LazerPhone Inmate Telephone System functionality. GTL networks are protected by both [REDACTED] programs.

5.5 ICS MANAGEMENT/ADMINISTRATION REQUIREMENTS

5.5.1 The Bidder must propose an ICS that can be administered on-site by the Bidder's personnel and DOC personnel.

GTL Response: GTL will comply. LazerPhone permits multiple users to access the system and perform functions for which each is authorized. Frequently used workstation functions include:



Live-Monitor Inmate Calls: At the LazerPhone workstation, authorized users can visually and/or audibly monitor inmate calls-in-progress.

Block Destination Numbers: At the system workstation, authorized users can block calls facility wide, or calls by individual inmate PINs, to specific destination numbers.

Assign User Passwords and Authorize LazerPhone Feature Access: At the workstation, an authorized system administrator is able to assign, update, and change passwords and feature accessibility for other system users.

[REDACTED]: Authorized individuals can enter [REDACTED] that may include destination telephone numbers or inmate PINs. If a call is made using [REDACTED] the system will automatically dial to up to three preprogrammed numbers [REDACTED]

Generate Investigative and Administrative Reports: Authorized individuals can view, print, and/or save standard or custom reports as necessary. All reports will be in real time and can be generated at any time.

Schedule Telephone ON/OFF Periods: LazerPhone's Scheduler feature allows authorized users to program ON/OFF periods for inmate telephones system wide, or assign special ON/OFF schedules to individual PINs or telephones.

Set Call Durations: At the workstation, authorized users can limit call durations facility wide, by inmate PIN, by inmate telephone, or by groups of telephones, such as all phones in a particular cellblock.

Set PIN Call Velocities: When LazerPhone's PIN system is in use, authorized personnel can limit the number of calls individual inmates can make during a specified time period.

Shut Down the Inmate Phone System in Emergencies: In addition to [REDACTED] [REDACTED] in an emergency situation, an authorized user may shut down the entire LazerPhone Inmate Telephone system, preventing all inmate calls, through [REDACTED]

Add, Modify, or Deactivate PIN Accounts: Authorized system users are able to create, modify, or deactivate inmate Personal Identification Number (PIN) accounts. When an inmate enters the correctional facility, a LazerPhone PIN account can be created either through a simple PIN Auto Enrollment procedure performed by the inmate or by an authorized person typing and selecting options at the workstation. When an inmate leaves the facility, his/her PIN account can be deactivated. Later, if the same inmate re-enters the facility, the account can be reactivated.

Modify or Suspend an Inmate's Calling Privileges: The assignment of PINs allows call restrictions to be applied to individual inmates without affecting the call restrictions or privileges



of other inmates.

5.5.2 The Bidder must propose an ICS that allows for changes to be administered in "real time" while the system is in use. The proposed system must not require the system to be taken off line to make additions, changes or retrieve reports.

GTL Response: GTL will comply. At the system workstation authorized personnel are able to make additions, changes, or retrieve reports in real-time at the workstation without having to take the system off line.

5.5.3 The Bidder must propose an ICS that provides a Graphical User Interface (e.g., Microsoft Windows™) for both system administration and system reporting functions. The Bidder must provide samples of its User Interface screens with its response.

GTL Response: GTL will comply. Our LazerPhone Inmate Telephone System's controlling software, through which all system management and administration is accomplished, is a Web-based, Microsoft® Windows XP program that runs on a Windows 2000 server platform. Global Tel*Link provides all of the server and workstation software required to operate, access, and control the inmate telephone system.

5.5.4 The Bidder must describe, in its response, what system administration functions are available with the proposed ICS (i.e., new account entry, account/record modification, account deletion, etc.).

GTL Response: GTL will comply. At the LazerPhone workstation the system administrator or other authorized facility personnel have access to and control over inmate calls. Frequently used workstation functions include:

Live-Monitor Inmate Calls: At the LazerPhone workstation, authorized users can visually and/or audibly monitor inmate calls-in-progress.

Block Destination Numbers: At the system workstation, authorized users can block calls facility wide, or calls by individual inmate PINs, to specific destination numbers.

Assign User Passwords and Authorize LazerPhone Feature Access: At the workstation, an authorized system administrator is able to assign, update, and change passwords and feature accessibility for other system users.

Program [REDACTED]: Authorized individuals can enter [REDACTED] that may include destination telephone numbers or inmate PINs. If a call is made using a [REDACTED] the



system will automatically dial to up to three preprogrammed numbers to [REDACTED]

Generate Investigative and Administrative Reports: Authorized individuals can view, print, and/or save standard or custom reports as necessary. All reports will be in real time and can be generated at any time.

Schedule Telephone ON/OFF Periods: LazerPhone's Scheduler feature allows authorized users to program ON/OFF periods for inmate telephones system wide, or assign special ON/OFF schedules to individual PINs or telephones.

Set Call Durations: At the workstation, authorized users can limit call durations facility wide, by inmate PIN, by inmate telephone, or by groups of telephones, such as all phones in a particular cellblock.

Set PIN Call Velocities: When LazerPhone's PIN system is in use, authorized personnel can limit the number of calls individual inmates can make during a specified time period.

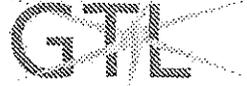
Shut Down the Inmate Phone System in Emergencies: In addition to [REDACTED], in an emergency situation, an authorized user may shut down the entire LazerPhone Inmate Telephone system, [REDACTED] the [REDACTED]

Add, Modify, or Deactivate PIN Accounts: Authorized system users are able to create, modify, or deactivate inmate Personal Identification Number (PIN) accounts. When an inmate enters the correctional facility, a LazerPhone PIN account can be created either through a simple PIN Auto Enrollment procedure performed by the inmate or by an authorized person typing and selecting options at the workstation. When an inmate leaves the facility, his/her PIN account can be deactivated. Later, if the same inmate re-enters the facility, the account can be reactivated.

Modify or Suspend an Inmate's Calling Privileges: The assignment of PINs allows call restrictions to be applied to individual inmates without affecting the call restrictions or privileges of other inmates.

PIN Transfer Between DOC Sites

The DOC makes transfers of inmates between facilities on a daily basis (Monday through Friday). In addition, unscheduled inmate transfers can occur at any time or on any day. Although the DOC understands that there will sometimes be unusual circumstances to prevent such, it is important that the PIN assigned to the transferred inmate be active at the new facility within [REDACTED] after the physical transfer. The DOC will provide the Contractor with a list of inmates to be transferred on a daily basis to assist in facilitate this PIN transfer.



GTL Response: GTL will comply. LazerPhone has been designed to allow inmates to move freely between the DOC's LazerPhone facilities with automatic transfer of PIN information. The first time an inmate attempts to make a call after being transferred to another DOC facility, GTL's Validation system recognizes it and transfers the inmate PIN information from one facility to the other. This transfer is accomplished within the GTL's Data Center.

Also, the IMS interface program provided by GTL, for transfer of inmate data from the DOC's Inmate Management System (IMS) to LazerPhone, will transfer in near real-time any changes made to individual inmate IMS accounts that are also appropriate to LazerPhone PIN accounts. Additionally, the interface program provided by GTL will fully update each DOC facility's PIN database once every twenty-four hours.

LazerPhone's Portable PIN function allows a newly transferred inmate to immediately make calls from the new facility. When a transfer is made, the LazerPhone system generates an Inmate Transfer record that shows Inmate PIN, Old Facility, New Facility, who logged the change (an authorized person at the workstation or automatic detection by the LazerPhone system), and the date and time the transfer was logged.

5.5.5 The Bidder must agree, in its response, to this [REDACTED] PIN transfer requirement.

GTL Response: GTL will comply. Due to LazerPhone's Portable PIN function, a transferred inmate's PIN will be recognized at the new facility, [REDACTED]

5.5.6 The Bidder must describe, in its response, how it will perform daily scheduled transfers.

GTL Response: GTL will comply. The IMS interface program provided by GTL, for transfer of inmate data from the DOC's Inmate Management System (IMS) to LazerPhone, will transfer in near real-time any changes made to individual inmate IMS accounts that are also appropriate to LazerPhone PIN accounts. Additionally, the interface program provided by GTL will fully update each DOC facility's PIN database once every twenty-four hours.

Even without the specialized IMS interface, LazerPhone's Portable PIN function would allow the system to recognize when an inmate has been transferred from one DOC facility to another. An inmate transfer record is automatically generated within LazerPhone when an inmate PIN assigned at one facility is being used to place a call at a different facility.

5.5.7 The Bidder must describe, in its response, how it will perform unscheduled PIN transfers to ensure that the transferred inmate has access to their attorney through the ICS.

GTL Response: GTL will comply. LazerPhone has been designed to allow inmates to move freely between the DOC's LazerPhone facilities with automatic transfer of PIN information. The



GTL's Validation system recognizes it and transfers the inmate PIN information from one facility to the other. This transfer is accomplished within the GTL's Data Center.

Semi-Annual Review

5.5.8 The Contractor must conduct a semi-annual review of the inmate PIN database to ensure that all DOC staff, volunteers, consultants, etc. telephone numbers are not part of the system allowable number lists. The DOC will provide a list of appropriate telephone numbers.

GTL Response: GTL will comply.

5.5.9 The proposed ICS must allow for multiple levels of system access by authorized DOC personnel (e.g., reports only, call recordings at a specific facility only, etc.). The Bidder must describe, in its response, how this is accomplished and any limitations to these password levels.

GTL Response: GTL will comply. Access to the LazerPhone control program is restricted by a password protected User Security Profile system that allows for multiple levels of access by authorized DOC personnel. A User Security Profile is associated with each valid password. The Security Profile record for each user specifies exactly which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

5.6 SYSTEM REPORTING FUNCTION

5.6.1 The proposed ICS must provide a system reporting package accessible by DOC personnel. This reporting package must allow for the querying of inmate call records and include a graphical user interface (GUI) for ease of use.

GTL Response: GTL will comply. LazerPhone's Call Search screen at the on-site workstation offers a wide variety of call record and administrative reports that can be generated for given time periods. Predefined report queries selected from drop-down menus, make report generation simple. Easy, point and click Record Filters can be selected to refine the search for calls that meet specified criteria.

LazerPhone Reports Include (but are not limited to):



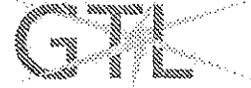
- ◆ CALL DETAIL REPORT
- ◆ [REDACTED]
- ◆ [REDACTED]
- ◆ FREQUENCY REPORT (BY TRUNK ID)
- ◆ FREQUENCY REPORT (BY PIN, IF APPLICABLE)
- ◆ [REDACTED]
- ◆ PIN ACCOUNT CREATION REPORT
- ◆ [REDACTED]
- ◆ [REDACTED]
- ◆ RECORDING PLAYBACK HISTORY REPORT
- ◆ CALL DOWNLOAD HISTORY REPORT
- ◆ CUSTOM CALL REPORTS
- ◆ DEBIT MODE RECONCILIATION REPORT
- ◆ INMATE TRANSFER REPORT
- ◆ AUDIT LOG REPORT
- ◆ OFFICER CHECK-IN REPORT (IF APPLICABLE)
- ◆ TRUNK ACTIVITY REPORT
- ◆ CALL TRAFFIC ANALYSIS REPORT
- ◆ CALL RATE TYPE ANALYSIS REPORT

Once the desired type of report is selected and any special search parameters defined, a click of the Search button produces the report on the screen. A click of the Print button, prints the report from the workstation printer. Up to the minute reports can be generated at any time and for any time period.

CALL DETAIL REPORTS

Call Detail Reports Include for Each Call Record: Phone Station ID, Site ID, Destination Number, PIN, Date/Time, Length, Cost, Start Code and End Code, as well as a set of icon fields that provide the following information when an icon is present.

ICON	INDICATES
R	A recorded conversation is attached
N	A user Note is attached
L	The record is Locked to keep its recording beyond normal storage period
P	The recording has been played back (Playback History)
C	Call record has been downloaded to CD (Call Download History)



For on-site auditing and revenue verification, call detail reports include a total cost and duration summary for all records in the report, as well as the duration (length) and cost of individual calls. Reports may be sorted in ascending or descending order by any of the nine major column headings on the report.

Call Detail Report

Open Dwell Facility: 5102

Start Date / Time: Descending

Copy File(s) Lock File(s)

Show Filters Search

Print

Total Count: 8 - Currently Viewing 1 to 8

R	N	L	P	C	Station	Location	Dest	Filt	Date/Time	Length	Cost	Start	End
1					51045228	PH E PLO PH	51052277		8/10/2004 8:15:49 AM	18:57	\$4.04	DTMF Call Accepted	Station Hanging Up
2					51045228	PH E PLO PH	51052277		8/10/2004 8:42:26 AM	00:00	\$0.00	Station Hanging During Progress	Call not complete (no end code)
3					51044656	PH E PLO PH	51055712		8/10/2004 1:04:48 AM	50:46	\$5.56	DTMF Call Accepted	Station Hanging Up
4					51044656	PH E PLO PH	51055254		8/10/2004 12:58:34 AM	04:42	\$3.22	DTMF Call Accepted	Station Hanging Up
5					51044656	PH E PLO PH	51055254		8/10/2004 12:58:34 AM	07:26	\$0.05	DTMF Call Accepted	Station Hanging Up
6					51044656	PH E PLO PH	51055254		8/10/2004 12:58:43 AM	05:37	\$3.07	DTMF Call Accepted	Station Hanging Up
7					51044656	PH E PLO PH	51055254		8/10/2004 12:58:16 AM	00:00	\$0.00	Station Hanging During Progress	Call not complete (no end code)
									This Screen L.A.S.	12:42			
									Total Calls	32975			
									This Screen Duration	31:34:30			
									Total Duration	31:34:30			

Standard Record Filters Include:

- Calls by Origination number (inmate phone)
- Calls from a specified group of phones
- Calls by Rate Type (Local, InterLata, etc.)
- Calls through a particular trunk line
- Calls with recorded conversations
- Calls with replayed recordings
- Calls with Notes
- Calls of a specified duration
- Calls by Inmate PIN (if applicable)
- Calls with a specified Start or End code
- Completed calls
- Incomplete calls



Incomplete calls that validated
Locked call records

OVERVIEW OF OTHER STANDARD REPORTS

Frequency Report by Origination Number: This report provides investigative staff with the frequency of calls placed from a selected inmate station for a selected period of time. Additionally, it is used by GTL to determined phone usage and helps to determine if additional phones are required.

Frequency Report by Destination Number: Designed for the investigative staff, this report provides a count of calls placed to a specific destination number over a selected period of time. It is also used by GTL to determined potential fraudulent use of the inmate phone system.

Frequency Report by Trunk ID: Used primarily by GTL Technical Support, bad trunks can be identified and placed out of service until repaired. It also provides insight into the phone-to-trunk usage of a facility allowing GTL to more effectively process inmate traffic.

Frequency Report by PIN: Designed for the investigative staff, this report provides a count of calls placed by a specific inmate PIN over a designated period of time

[REDACTED] report: Used in conjunction with a PIN based system,
[REDACTED]
[REDACTED]
[REDACTED] report: This report provides

PIN Account Creation Report: This report details the creation of new PIN accounts, showing when and by whom the accounts were created and/or modified.

[REDACTED] report: Again, designed primarily for the facility's investigative staff, this report provides all [REDACTED] report

[REDACTED] report: Designed primarily for the facility's investigative staff, this report provides [REDACTED]



Recording Playback History Report: This report is available for all call records within the specified time period, as well as for individual call records. It identifies each playback by date, time, and the authorized user who played back the recording.

Call Download History Report: This report is available only for ~~individual calls~~. It identifies each download by date, time, and the authorized user who downloaded a copy of the call's data to a disk or CD.

Custom Call Reports: A custom search query in the Search By Custom field on the Call Search screen's Filters dialog box can generate unusual or special reports. GTL's Customer Support personnel will be happy to construct custom queries for special reports, or assist facility personnel with the construction of custom queries.

Debit Account Reconciliation Report (if applicable): If inmates are permitted to make prepaid calls using LazerPhone's integrated Debit Account option, facility personnel may periodically print reconciliation reports for inmate accounts.

Inmate Transfer Report: The Inmate Transfer Report helps the DOC or Sheriff's Office track inmate transfers. For each transferred inmate the Inmate Transfer Report shows Inmate PIN, Old Facility, New Facility, who logged the change (an authorized person or the LazerPhone system), and the date and time the transfer was logged.

An inmate transfer record is automatically generated when an authorized system user manually updates an inmate's account to a new facility or when LazerPhone recognizes that an inmate PIN assigned at one facility is being used to place a call at a different facility.

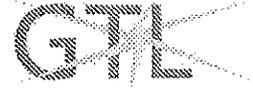
Audit Log Report: LazerPhone's User Log identifies users who access to the system, the time and date of each access, and all actions taken while the user is logged in. The Audit Log Report documents system access and activities.

Officer Check-In Report: LazerPhone permits officers to check-in at inmate telephones as they make rounds throughout the facility. The Officer Check-In report shows the location and number of the phone used, the officer's ID number, and the date and time of the check-in call.

Trunk Activity Report: provides facility staff and LazerPhone's Technical Support Staff with utilization of the systems trunks. This report provides vital system resource information that enables GTL to manage the system to it's potential.

Call Traffic Analysis Report: This report provides a snapshot of the calling activities over a specified period of time for a facility or all facilities within the system group.

Call Rate Type Analysis Report: This report provides for each rate type (local, intraLATA,



interLATA, etc) the number of calls and the amount of revenue per day for the selected facility or for all facilities within the system group.

Fraud Attempt Flags and Reports: Three-way call attempts will be flagged on call detail reports by a RED highlight. Using the filter options on the LazerPhone Call Search screen, facility personnel can request reports listing only 3-way call attempts. LazerPhone also detects when extra digits are dialed. Such calls display in ORANGE on Call Detail Reports.

Call ID	Date	Time	Duration	Amount	Station Name	Call Status
017290030	09/22/05	1:08:30 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290034	09/22/05	1:08:34 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290036	09/22/05	1:08:36 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290038	09/22/05	1:08:38 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290040	09/22/05	1:08:40 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290042	09/22/05	1:08:42 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290044	09/22/05	1:08:44 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290046	09/22/05	1:08:46 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290048	09/22/05	1:08:48 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290050	09/22/05	1:08:50 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290052	09/22/05	1:08:52 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290054	09/22/05	1:08:54 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290056	09/22/05	1:08:56 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290058	09/22/05	1:08:58 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290060	09/22/05	1:09:00 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290062	09/22/05	1:09:02 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290064	09/22/05	1:09:04 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290066	09/22/05	1:09:06 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290068	09/22/05	1:09:08 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290070	09/22/05	1:09:10 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290072	09/22/05	1:09:12 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290074	09/22/05	1:09:14 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290076	09/22/05	1:09:16 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290078	09/22/05	1:09:18 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290080	09/22/05	1:09:20 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290082	09/22/05	1:09:22 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290084	09/22/05	1:09:24 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290086	09/22/05	1:09:26 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290088	09/22/05	1:09:28 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290090	09/22/05	1:09:30 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290092	09/22/05	1:09:32 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290094	09/22/05	1:09:34 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290096	09/22/05	1:09:36 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290098	09/22/05	1:09:38 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)
017290100	09/22/05	1:09:40 PM	00:00	\$0.00	Station Name during Outcall	Call not complete (no end code)

5.6.2 The proposed ICS must allow for the generation of reports by DOC facility, a combination of DOC facilities or all DOC facilities.

GTL Response: GTL will comply. LazerPhone reports can be generated at the system's workstation, any time the DOC facility, a combination of DOC facilities or all DOC facilities. LazerPhone's intuitive, easy to use program makes generating reports extremely easy. Most standard reports are simply selected from a list on a drop-down menu. Even setting filters to generate a custom report, is easy in LazerPhone's point-and-click environment. If unusual reports are needed and facility personnel are unsure how to generate them, Global Tel*Link's Technical Support personnel will be glad to create custom queries to generate the desired reports. If there is a need for Global Tel*Link to print a report and send it to the DOC, it will be



shipped by overnight carrier.

5.6.3 The proposed ICS must allow for the generation of reports by DOC personnel based on their user access level.

GTL Response: GTL will comply. The DOC's LazerPhone Inmate Telephone System is protected from unauthorized access by secure passwords and inmate call data are secured against loss or corruption by redundant system components and processes.

Password Protected System Access

Access to the LazerPhone control program is restricted by a password protected User Security Profile system. A User Login screen that requires a password ensures that only authorized personnel are permitted to monitor and control inmate telephone usage.

A User Security Profile is associated with each user password. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

Only a system administrator with full system access to LazerPhone Management System, for which the User Security Profile may be created, modified,

Any time a user logs into the system, LazerPhone notes the event and the user's identity in the system's electronic Log Book. An Audit Log Report is available to track user access and all system changes and activities that take place while users are logged into the LazerPhone system.



		Audit Log Report			
Log Date / Time		Descending		Show Filters	Search
				First	
84	CPenrose	4/21/2005 8:21:07 AM CT	Destination Number 510723162 updated at 8943		
85	CPenrose	4/21/2005 8:21:07 AM CT	Destination Number 510723162 updated at 8943		
86	CPenrose	4/21/2005 8:20:21 AM CT	Destination Number 510723162 updated at 8943		
87	CPenrose	4/21/2005 8:20:01 AM CT	Destination Number 510723162 updated at 8943		
88	CPenrose	4/21/2005 8:20:43 AM CT	Destination Number 510723162 updated at 8943		
89	CPenrose	4/21/2005 8:20:18 AM CT	Destination Number 7307827825 updated at 8943		
90	CPenrose	4/21/2005 8:20:38 AM CT	Destination Number 510723162 updated at 8943		
91	CPenrose	4/21/2005 8:21:02 AM CT	Destination Number 510723162 updated at 8943		
92	CPenrose	4/21/2005 8:20:07 AM CT	Destination Number 510723162 updated at 8943		
93	CPenrose	4/21/2005 8:21:20 AM CT	Destination Number 510723162 updated at 8943		
94	CPenrose	4/21/2005 8:20:48 AM CT	Destination Number 4155241625 updated at 8943		
95	CPenrose	4/21/2005 8:20:17 AM CT	Destination Number 510723162 updated at 8943		
96	CPenrose	4/21/2005 8:20:55 AM CT	Destination Number 510723162 updated at 8943		
97	CPenrose	4/21/2005 8:20:56 AM CT	Destination Number 510723162 updated at 8943		
98	CPenrose	4/21/2005 8:20:21 AM CT	Destination Number 510723162 updated at 8943		
99	CPenrose	4/21/2005 8:20:37 AM CT	Log In		
100	CPenrose	4/21/2005 8:20:31 AM CT	Added new Allow List Number for 010723825 at 5600 51036778200		
101	CPenrose	4/21/2005 8:20:31 AM CT	Added new Allow List Number for 010723825 at 5600 51036778200		
102	CPenrose	4/21/2005 8:20:51 AM CT	Changing remote reference for 010723825 to 000101 - 010001		
103	CPenrose	4/21/2005 8:20:51 AM CT	Added new EV 010723825 at facility 5600 Day 2 00000		
104	CPenrose	4/21/2005 8:20:48 AM CT	Added new EV 010723825 at facility 5600 Day 2 00000		
105	CPenrose	4/21/2005 8:20:40 AM CT	Added New Allow List Number - 01064170240		
106	CPenrose	4/21/2005 8:20:40 AM CT	Added New Allow List Number - 01064170240		
107	CPenrose	4/21/2005 8:20:40 AM CT	Added New Allow List Number - 01064170240		
108	CPenrose	4/21/2005 8:20:45 AM CT	Added New Allow List Number - 01064170240		
109	CPenrose	4/21/2005 8:20:36 AM CT	Log In		
110	CPenrose	4/21/2005 8:20:36 AM CT	Log In		
111	CPenrose	4/21/2005 8:20:36 AM CT	Log In		
112	CPenrose	4/21/2005 8:20:36 AM CT	Log In		
113	CPenrose	4/21/2005 8:20:36 AM CT	Log In		
114	CPenrose	4/21/2005 8:20:36 AM CT	Log In		
115	CPenrose	4/21/2005 8:20:36 AM CT	Log In		
116	CPenrose	4/21/2005 8:20:36 AM CT	Log In		
117	CPenrose	4/21/2005 8:20:36 AM CT	Log In		
118	CPenrose	4/21/2005 8:20:36 AM CT	Log In		
119	CPenrose	4/21/2005 8:20:36 AM CT	Log In		
120	CPenrose	4/21/2005 8:20:36 AM CT	Log In		

The Audit Log Report tracks user login, user activities, and system changes.

5.6.4 The proposed ICS must provide for custom reports to be developed by the DOC and provide for the following standard, at a minimum:

- Chronological List of Calls
- Daily Call Volume Summary
- Daily Call Volume Detail
- Weekly Call Volume Summary
- Weekly Call Volume Detail
- Inmate Account Summary
- Inmate Account Detail
- Frequently Dialed Numbers



- Specific Telephone Number Dialed Usage
- Suspended Inmate Account
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Quantity of Calls per Inmate Account
- Quantity of Minutes per Inmate Account
- Blocked Telephone Number List
- Local Exchange Volume (by Exchange)
- Area Code Volume (by Area Code)

GTL Response: GTL will comply. LazerPhone's *Search By Custom* report filter allows custom reports to be generated "as needed" at the system workstation. A custom search query in the Search By Custom field on the Call Search screen's Filters dialog box can generate unusual or special reports. GTL's Customer Support personnel will be happy to construct custom queries for special reports, or assist facility personnel with the construction of custom queries.

LazerPhone's Call Search screen at the on-site workstation offers a wide variety of call record and administrative reports that can be generated for given time periods. Predefined report queries selected from drop-down menus, make report generation simple. Easy, point and click Record Filters can be selected to refine the search for calls that meet specified criteria.

LazerPhone Reports Include (but are not limited to):

- ◆ CALL DETAIL REPORT
- ◆ FREQUENCY REPORT (BY ORIGINATION NUMBER)
- ◆ FREQUENCY REPORT (BY DESTINATION NUMBER)
- ◆ FREQUENCY REPORT (BY TRUNK ID)
- ◆ FREQUENCY REPORT (BY PIN, IF APPLICABLE)
- ◆ [REDACTED]
- ◆ PIN ACCOUNT CREATION REPORT
- ◆ [REDACTED]
- ◆ [REDACTED]
- ◆ RECORDING PLAYBACK HISTORY REPORT
- ◆ CALL DOWNLOAD HISTORY REPORT
- ◆ CUSTOM CALL REPORTS
- ◆ DEBIT MODE RECONCILIATION REPORT
- ◆ INMATE TRANSFER REPORT



- ◆ AUDIT LOG REPORT
- ◆ OFFICER CHECK-IN REPORT (IF APPLICABLE)
- ◆ TRUNK ACTIVITY REPORT
- ◆ CALL TRAFFIC ANALYSIS REPORT
- ◆ CALL RATE TYPE ANALYSIS REPORT

Once the desired type of report is selected and any special search parameters defined, a click of the Search button produces the report on the screen. A click of the Print button, prints the report from the workstation printer. Up to the minute reports can be generated at any time and for any time period.

CALL DETAIL REPORTS

Call Detail Reports Include for Each Call Record: Phone Station ID, Site ID, Destination Number, PIN, Date/Time, Length, Cost, Start Code and End Code, as well as a set of icon fields that provide the following information when an icon is present.

ICON	INDICATES
R	A recorded conversation is attached
N	A user Note is attached
L	The record is Locked to keep its recording beyond normal storage period
P	The recording has been played back (Playback History)
C	Call record has been downloaded to CD (Call Download History)

For on-site auditing and revenue verification, call detail reports include a total cost and duration summary for all records in the report, as well as the duration (length) and cost of individual calls. Reports may be sorted in ascending or descending order by any of the nine major column headings on the report.



Call Detail Report

Client: Glen Over Facility #562

Sort By: Start Date / Time Descending

Copy Files Lock Files

Show Filters Search

Print

Total Count 8 - Currently Viewing 1 to 8

#	R	N	L	P	C	Station	Location	Dest	PIN	Date/Time	Length	Cost	Start	End
1						2104460016	PH E POC PH	60262273		8/10/2004 9:18:18 AM	00:57	\$4.04	DTMF Call Accepted	Station Hung Up
2						2104460020	PH E POC PH	6107339176		8/10/2004 9:42:20 AM	00:00	\$0.00	Station Hangup during Prompts	Call not complete the end code
3						2104460020	PH E POC PH	6108571224		8/10/2004 10:35:58 AM	00:00	\$0.00	DTMF Call Accepted	Station Hung Up
4						2104460020	PH E POC PH	6158909548		8/10/2004 12:08:24 AM	04:42	\$3.20	DTMF Call Accepted	Station Hung Up
5						2104460020	PH E POC PH	6158909548		8/10/2004 12:54:48 AM	00:59	\$3.68	DTMF Call Accepted	Station Hung Up
6						2104460020	PH E POC PH	6105198621		8/10/2004 10:26:43 AM	01:37	\$3.07	DTMF Call Accepted	Station Hung Up
7						2104460020	PH E POC PH	6102609277		8/10/2004 12:32:16 AM	00:00	\$0.00	Station Hangup during Prompts	Call not complete the end code
											Total Screen Time	1:29:73		
											Total Duration	1:29:73		
											Total Screen Duration	21:25:25		
											Total Duration	21:25:25		

Standard Record Filters Include:

- Calls by Origination number (inmate phone)
- Calls by Destination number
- Calls from a specified group of phones
- Calls by Rate Type (Local, InterLata, etc.)
- Calls through a particular trunk line
- Calls with recorded conversations
- Calls with replayed recordings
- Calls with Notes
- Calls of a specified duration
- Calls by Inmate PIN (if applicable)
- Calls with a specified Start or End code
- Completed calls
- Incomplete calls
- Incomplete calls that validated
- Locked call records



5.6.5 The proposed ICS must allow for selected reports to be generated automatically based on DOC criteria (e.g., time of day, volume of calls, particular inmate, etc.).

GTL Response: GTL will comply.

5.6.6 The proposed ICS must allow for automatic generation of reports by individual DOC facility or on a system wide basis.

GTL Response: GTL will comply.

5.6.7 The proposed ICS reporting function must allow for the exporting reporting data to Microsoft Excel® and Microsoft Word® at a minimum.

GTL Response: GTL will comply. At the workstation, call detail records may be saved in ASCII format or to a comma-delimited text file and copied to a diskette or backed up to a CD for archiving by the institution. Comma-delimited text files are easily imported into Microsoft Access or Excel. Additionally, throughout the life of the Contract, LazerPhone call records are always available on-line at the system workstation. After contract expiration, the DOC's call detail records remain archived on Global Tel*Link's Central Computers for a minimum of seven (7) years and will be available upon the DOC's request.

5.6.8 The proposed ICS must allow for all reports to be viewed in hard copy format or viewed "on-line" by a user with the proper access level.

GTL Response: GTL will comply. LazerPhone reports can be viewed on-screen at the system workstation by an authorized person, and/or can be printed and viewed in hard copy.

5.6.9 The proposed ICS must allow for access by [REDACTED] the ICS at each of the DOC facilities for inmate call reports, inmate call monitoring and inmate call recording. The Bidder must describe, in its response, how this is accomplished and what security measures are in place during this access.

GTL Response: GTL will comply. GTL will configure DOC LazerPhone Inmate Telephone Systems for access by [REDACTED] to access call detail reports, listen to recorded conversations, and live monitor inmate calls-in-progress from an authorized computer provided by GTL.



Security for LazerPhone System Services: Access to the LazerPhone control program is restricted by a [REDACTED]. A User Login screen that requires a [REDACTED] ensures that only authorized personnel are permitted to monitor and control inmate telephone usage.

A User Security Profile is associated with each [REDACTED]. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

Only a system administrator with [REDACTED] may [REDACTED].

Any time a user logs into the system, LazerPhone notes the event and the user's identity in the system's electronic Log Book. An Audit Log Report is available to track user access and all system changes and activities that take place while users are logged into the LazerPhone system.

Security for LazerPhone ICS LAN and WAN: GTL provides a unique [REDACTED] that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. [REDACTED] connections are also available for approved users that have access to the Internet but are not in LazerPhone's unique [REDACTED]. Authorized remote access to LazerPhone records and controls, whether from [REDACTED] or from a different DOC facility, is accomplished through this secure network system that is installed, managed, monitored, and maintained by GTL. These interconnecting LAN and WAN networks are unique and proprietary in nature, developed by GTL exclusively for LazerPhone Inmate Telephone System functionality. GTL networks are protected by both [REDACTED] point programs.

5.6.10 It is desirable that the ICS provide DOC personnel that [REDACTED] and address [REDACTED]. The Bidder must describe, in its response, how this function is provided and how it operates with the proposed system.

GTL Response: GTL will comply. LazerPhone provides DOC personnel [REDACTED]. A simple [REDACTED].

5.7 SYSTEM IMPLEMENTATION AND TRANSITION

The DOC is presently utilizing an ICS provided by Verizon. It is therefore of the utmost



importance that the Bidder address the issue of transition from the existing system to the new ICS at all DOC locations. The DOC realizes that some "down time" will occur during this transition but the Bidder must propose an implementation plan that reduces this "down time" and allows for a smooth progression to the new system.

GTL Response: GTL will comply. GTL's installation and changeover procedures are carefully designed to maximize efficiency of installation and minimize disruption of inmate telephone service.

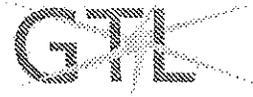
Since GTL installs and configures all LazerPhone software in advance of bringing down the current system, and works closely with the local exchange company on scheduling changeover, "down time" is kept to an absolute minimum. We accomplish changeover on a one-to-one basis, phone by phone, so the telephone system itself is never completely down.

At the time of changeover, the inmate database for the facility is complete. The database contains relevant information from the existing service provider, including block list, attorney list, etc. to ensure that no data will be lost during the cutover process.

GTL has provided a preliminary installation plan in Exhibit C. Upon contract award, GTL will provide the Commonwealth with a more detailed plan that meets the above requirements.

5.7.1 The Bidder is required to provide the DOC a full implementation plan upon award of contract for the ICS. The Bidder's implementation plan must include a detailed explanation of the following items:

- pre-installation procedures for each DOC facility;
- pre-installation procedures for the complete system;
- network circuits/service coordination requirements;
- software programming and preparation;
- equipment delivery schedules;
- equipment security procedures;
- equipment/system installation procedures;
- inmate telephone installation procedures;
- system testing at each DOC facility;
- system testing of overall system connectivity;
- training of DOC personnel;
- actual system cutover to service
- list of DOC responsibilities.



GTL Response: GTL will comply. Upon contract award, GTL will provide a complete Implementation Plan. Following is an overview.

The GTL Implementation Team will be led by a full time Implementation Manager, [REDACTED] is located in [REDACTED]. Bill has over 30 years of experience in telecommunications, including 23 years managing operations of inmate phones and systems with a communications provider and three years with an ITS supplier. [REDACTED] has previously installed and cutover the MA DOC, and has been responsible for the installation of other DOC's including the state of Maine, New Jersey, and North Carolina.

All of these projects are similar scope and many are similar in size and all share the same complexities as the MA DOC program ensuring Massachusetts a seasoned and highly experienced professional to oversee the successful transition of all facilities to the GTL solution. His experience and expertise will ensure that the MA DOC implementation will be a seamless and timely transition to the new system.

The implementation will be accomplished utilizing a highly trained team that will consist of skilled install technicians, technical support personnel, and a certified LazerPhone trainer.

The activities required to implement the Inmate Telephone Service equipment are listed in the Site Activities table below. The list includes steps that may or may not be performed on-site due to it being completed by GTL's Production Department during the system configuration and "burn-in" process. Also, the time duration given is a conservative estimate. Actual time necessary to complete the installation may be less.

INMATE PHONE SYSTEM INSTALLATION – ACTIVITIES

Item	Description	Duration
1	Site implementation meeting	1
2	System location requirements set	1
3	Call processing & recording equipment manufactured	10
4	Site survey completed	1
5	Site name branded call announcement recording developed	10
6	Cable installations scheduled	1
7	Employee security check	2
8	Establish conversion plan	3
9	Begin cabling and inmate telephone installation	2
10	Test existing or oversee new TELCO installation	1
11	Equipment delivered to the site	1
12	Installation of LazerPhone equipment	5
13	Software installed and system programmed	1
14	System testing and certification completed	2



Item	Description	Duration
15	System cutover and removal off existing equipment	1
16	Train facility staff and System Administrators	1
17	Final acceptance	30 - 41

The following numbered paragraphs provide a detailed description of the tasks listed in the table above.

- 1. Site Implementation meeting with facility staff:** Global Tel*Link's Project Manager and installation team will meet with facility staff to review installation activities required, the floor space, environmental, power, grounding connection and cabling requirements for the ITS on-site equipment and facility staff escort resource requirements and availability.
- 2. System location requirements set:** This addresses the verification of where the facility ITS interface closet is to be located and the location of where the user workstation(s) are to be installed. In addition, Global Tel*Link will address with facility staff the accessibility requirements of Global Tel*Link's support and maintenance staff to the equipment in order to perform system maintenance activities during the term of the contract as well as initial installation, testing and system certification activities.
- 3. Call processing and recording equipment manufactured:** The normal interval is 30 days.
- 4. Site surveys completed:** The site survey allows the Global Tel*Link implementation team to assess the specific needs of the installation. This may include additional cabling and other site preparations.
- 5. Site name branded call announcement recording developed:** This refers to the recorded message heard by the called party which identifies that the call is originating from the DOC Correctional facility and the facility name that is to be used.
- 6. Cable installations scheduled:** As required and identified during the site survey, Global Tel*Link will schedule with facility staff to perform the installation of the telephone and ITS cabling and cabling cross-connects within the facility from the inmate call processor to the inmate phones and to local dial-up system access circuits.
- 7. Employee security check:** Global Tel*Link will supply the required personal information for each company employee or subcontractor employee for the DOC's background security checks prior to granting facility access.
- 8. Establish conversion plan:** Global Tel*Link and DOC representative(s) will establish a



plan to ensure that conversion to the new service goes smoothly and without interruption of service.

9. **Begin cabling and inmate telephone installation:** Global Tel*Link's installation team will perform pre-installation cabling and related activities to prep the site for the delivery and installation of the ITS equipment. During this time Global Tel*Link will test, verify standards quality and label the existing and Department owned inmate telephone cabling that it will be re-using as well as and new cabling that is installed to support the proposed system.
10. **Test existing or oversee new TELCO installation:** This is part of site preparation to assure that the installation and testing of the access circuits goes smoothly.
11. **Equipment delivered to the site:** The proposed equipment will be delivered to the facility installation site by Global Tel*Link and its staff.
12. **Installation begins:** Installation activities begin of the proposed inmate call control/recording/monitoring equipment, workstations, computers, other equipment and any remaining cabling necessary.
13. **Software installed and system programmed:** This includes installation of the LazerPhone system station and trunk line cards and programming of the system.
14. **System Testing and certification completed:** This refers to Global Tel*Link's installation team successfully completing a full system test and certification process of the centralized LazerPhone system including, but not limited to placing various test calls to insure that all system features, system functionality, call control requirements and restrictions are operating and performing correctly prior to system cut-over.
15. **System Cutover:** Inmate telephones are cutover to new ITS equipment and additional test calls placed from each physical inmate telephone to assure that each of them as well as an additional system check to ensure that each are functioning and operating correctly. After these test are completed, the removal of the existing ITS will be accomplished. This should reduce down time at each site to a minimum.
16. **Train facility staff and System Administrators:** Facility staff and System Administrators will be trained to operate the system and perform activities meeting the particular needs of correctional facility personnel.
17. **Final acceptance:** Installation is complete.

5.7.2 The Bidder must work with the DOC to determine the exact times when Inmate



Telephone Equipment can be replaced to reduce "down time".

GTL Response: GTL will comply.

5.7.3 The Bidder is required to conduct a site visit to each DOC facility prior to installation of the ICS there in order to become familiar with the physical location of the ICS and the inmate telephones as well as to be completely familiar with the installation requirements of each particular facility.

GTL Response: GTL will comply. As part of its implementation plan, GTL will conduct site surveys prior to installation to become familiar with the installation requirements of each facility.

5.7.4 The Contractor shall coordinate the removal of the [REDACTED] in all DOC facilities. The Contractor is required to meet with the DOC so that the existing telephones may be used during the transition to the new inmate telephones provided under this contract.

GTL Response: GTL will comply. GTL will coordinate the removal of [REDACTED] in all DOC facilities.

5.7.5 The Bidder is allowed to re-use existing station cabling installed at each DOC facility for the inmate telephones once it has "tone and tested" each cable run to ensure that the station cable is capable of supporting the [REDACTED].

In cases where the existing cable is re-used, the Bidder will re-terminate and label the station cabling at the cross connect (main/intermediate distribution frames) to ensure that all cabling is identified correctly and terminated in such a way to simplify future maintenance.

In cases where existing station cabling cannot be used, the Bidder will install new station cabling (Category 5e minimum) at no cost to the DOC. Any new cabling must include required wall plate, cross connection, patch cords, etc. as required by the Bidder and the DOC to ensure proper operation of the inmate telephones.

GTL Response: GTL will comply.

5.7.6 Although the DOC does not anticipate that such work will be required, the Bidder must agree in its response to obtain DOC permission in writing before proceeding with any



work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage.

GTL Response: GTL will comply. GTL will obtain written permission from the DOC for any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage.

5.7.7 The Bidder will be responsible for all programming of the ICS including the generation and creation of the system database(s) required to provide a fully operational ICS.

GTL Response: GTL will comply. GTL will be responsible for all programming of the ICS.

5.7.8 The Bidder must transfer the current ICS database information including inmate profiles (PINs) and call records to the new system. The Bidder must state, in its response, how this will be accomplished and what is required of the DOC to facilitate this transfer of information.

GTL Response: GTL will comply. The normal process to get inmate profiles (PINs) and other database and system configuration information (Authorized Attorney list, Allow lists, Block list, etc.) is for the DOC facility to make a request to the current vendor for an electronic copy of the information.

GLT will transfer existing data provided by the current vendor to the appropriate LazerPhone databases.

Due to potential differences in information and data structures of proprietary ICS systems, GTL does not transfer existing call records from the previous system to the LazerPhone Inmate Telephone System's call record database.

5.7.9 The Bidder must clean up and remove any and all debris and packaging material resulting from its work at the DOC facility on a daily basis.

GTL Response: GTL will comply. GTL will be responsible for removing all debris from the worksite.

5.7.10 Upon completion of installation, the Bidder must leave the DOC facility clean, orderly and ready for immediate use.



GTL Response: GTL will comply. GTL will leave all facilities clean and orderly.

5.7.11 The Bidder shall be completely responsible for replacing, restoring or bringing to former condition any damage caused by the Bidder's installation personnel to floors, ceilings, walls, furniture, grounds, pavement, etc. Any damage or disfigurements shall be restored to its former condition by the Bidder at no cost to the DOC.

GTL Response: GTL will comply. GTL will be responsible for any damage caused by GTL or its subcontractors during installation of the inmate calling system.

5.7.12 The Bidder must ensure that all of its work and materials comply with all local, state and federal laws, ordinances and regulations as well as the direction of any inspectors appointed by proper authorities having jurisdiction over this type of network and equipment installation.

The Bidder is responsible for obtaining all necessary permits. Should violation of codes occur relating to this network installation project because necessary permits were not identified and obtained by the Bidder, the Bidder will cease all work at that specific location and correct the situation, immediately, at no cost to the DOC prior to continuation of system installation.

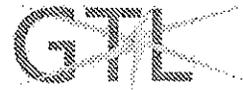
GTL Response: GTL will comply. GTL will comply with all local, state and federal regulations relating to inmate telephone services. GTL will obtain all the required licenses and permits.

5.7.13 The Bidder is required to adhere to all prevailing wage rate specifications and schedules as determined by the Commissioner of the Commonwealth of Massachusetts Department of Labor and Workforce Development, Division of Occupational Safety and the United States Department of Labor when required.

GTL Response: GTL will comply. GTL will adhere to the prevailing wage rate schedules of the Commonwealth of Massachusetts Department of Labor and Workforce Development.

Implementation Team

5.7.14 The Bidder must provide a Project Manager for the implementation of the proposed ICS for the DOC. The Project Manager must serve as the Single Point of Contact (SPOC) for the DOC during the initial ICS implementation period regardless of the length of this



implementation period. The Project Manager must be available to the DOC via telephone, cellular telephone, and e-mail at a minimum during the course of this project.

The Project Manager for the implementation of the ICS must have experience with the implementation of an ICS on a scale equal to the DOC. The Project Manager for the implementation of the network services must not be the Account Manager required in Section 4.1.

The Bidder must provide, in its response, the name of the Implementation Project Manager to serve the DOC during the implementation of the ICS. A professional résumé detailing this Project Manager's qualifications and experience on projects of similar size and complexity as the DOC project must be provided as an attachment to the Bidder's response.

GTL Response: GTL will comply. James Beamer, Sales Account Manager, will interface with the DOC for all matters covered by the contract that results from this proposal. GTL's Project Manager for this account will be Bill Reynolds. [REDACTED] Bill has over 30 years of experience in telecommunications, including 23 years managing operations of inmate phones and systems with a communications provider and three years with an ITS supplier. Bill has previously installed and cutover the MA DOC, and has been responsible for the installation of other DOC's including the state of Maine, New Jersey, and North Carolina.

GTL's internal account team for the DOC's Project will consist of the following people.

Tom Sweeney	Executive Vice President of Sales & Marketing [REDACTED]	Phone: [REDACTED] Cell: [REDACTED]
Tim Miller	Area Sales Director [REDACTED]	Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]
Jim Beamer	Sales Account Manager [REDACTED]	Phone: [REDACTED] Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]
Bill Reynolds	Project Manager [REDACTED]	Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]



Danny Cravey	Installation Manager [REDACTED]	Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]
Tom Hearn	Vice President of Customer Service [REDACTED]	Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]
Laura Florey	Technical Support Manager [REDACTED]	Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]
Adrian Holifield	Client Systems Trainer [REDACTED]	Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]
Ricardo Cumberbatch	MBE- Publicall Telecommunications Inc. ricardo_cumberbatch@yahoo.com	Phone : [REDACTED]
John Canny	MBE - Publicall Telecommunications Inc.	Phone: [REDACTED]
Massachusetts DOC Specific Local Technician	To be provided on contract award.	Phone: Cell: Fax:

5.7.15 The Bidder must provide, in its response, the names of the implementation project team members, their location, and qualifications statements for each member assigned to the implementation of the ICS at the DOC.

GTL Response: GTL will comply. **Key Project Personnel List For MA DOC Project**

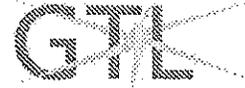
GTL's internal account team for the DOC's Project will consist of the following people.



<p>Tom Sweeney Executive VP of Sales & Marketing [Redacted] [Redacted]</p>	<p>Tom Sweeney is responsible for providing executive leadership and sponsorship for the Commonwealth of Massachusetts and this project. Tom has over 25 years of experience specifically in the inmate market, including 10 years of experience with communications providers and 7 years as Executive Vice President of Operations with an exclusive Inmate Telephone System (ITS) provider. Tom has managed the implementation and transition of over 500 inmate facilities nationwide, including systems for the Department of Corrections in West Virginia, Mississippi, and Nebraska.</p>
<p>Tim Miller Area Sales Director Located in [Redacted]</p>	<p>Over 23 years of experience with AT&T and the sales, management, and support of Operator Services, public payphone services, and solutions for the corrections market. Tim has over 22 years experience working directly with public payphone and inmate solutions.</p>
<p>Jim Beamer Sales Account Manager Located in Boston, [Redacted]</p>	<p>Jim Beamer has been Global Tel*Link's Northeast regional Sales Manager since October 2004. Prior to becoming the Regional Sales Manager Mr. Beamer was a private contractor providing technical support to Global Tel*Link for almost 2 years. He has been working in the computer and telecommunications industry for over 15 years. Jim brings a high level of project management, technical knowledge, and network design to the project. He is responsible for the "front-line" interface with customers, overall account management making customer satisfaction a priority.</p>
<p>Bill Reynolds Project Manager [Redacted] [Redacted]</p>	<p>Bill Reynolds, the Project/Implementation Manager, has over 30 years of experience in telecommunications, including 23 years managing operations of inmate phones and systems with a communications provider and three years with an ITS supplier.</p>



<p>Danny Cravey Installation Manager Located [redacted]</p>	<p>Danny Cravey has managed the organization of installation teams and overseen the production of equipment for Global Tel*Link's Inmate Telephone System Projects since 1994. Mr. Cravey has extensive management experience, as well as experience in the telecommunications industry and with GTL's products.</p>
<p>Tom Hearn Vice President of Customer Service Located [redacted]</p>	<p>After college graduation, Mr. Hearn served our nation for 5 years in the nuclear-powered submarines division of the U.S. Navy, and held the rank of Lieutenant Commander in the Naval Reserves. Before joining Global Tel*Link, he worked for 10 years in the commercial nuclear field in engineering, testing and management. Since arriving at GTL in 1990, Mr. Hearn has managed teams in the design of software and hardware products, including inmate telephone systems, public cellular payphones and line powered coin phone products. Mr. Hearn has also directed product development and engineering management. He served as Vice President of Sales and Marketing for 5 years and was instrumental in forging the SBC business relationship. With an extensive staff of Customer Service Representatives, Mr. Hearn is now responsible for all Customer Service activities.</p>
<p>Laura Florey Technical Support Manager/Quality Control Manager Located [redacted]</p>	<p>Laura Florey joined Global Tel*Link's Technical Support Team in 1999 and served two years as a Technical Support Team Leader, before becoming the company's Quality Coordinator in 2001. In 2004, she accepted the Technical Support Management position. At the time of contract award, Ms. Florey will assign and oversee a Technical Support Team Leader and a DOC Dedicated Technician that will be personally responsible for ensuring that all questions and issues related to the Inmate Telephone System are answered or resolved satisfactorily in a timely manner. With her extensive LazerPhone experience, Laura Florey is well qualified to oversee the on-going support of the Massachusetts DOC's system.</p>



<p>Adrian Holifield Client Systems Trainer + Located In Mobile</p>	<p>Adrian Holifield has been with Global Tel*Link since October of 1999. He has more than 6 years experience in Training and Adult Education. Mr. Holifield serves as Systems Trainer for all installations and is responsible for coordinating and executing all formalized onsite training. Mr. Holifield is also responsible for the design and development of the training program, which includes training curriculum, goals, and material.</p>
<p>Ricardo Cumberbatch Publicall Telecommunications Inc. Located in Rosemont, NJ</p>	<p>Mr. Cumberbatch is the President/Founder of Publicall Telecommunications, Inc. Publicall will provide the Site administrators/technicians</p>
<p>John Canny Publicall Telecommunications Inc. Located in South bound, NJ</p>	<p>Mr. Canny has the overall responsibility for account management for Publicall Telecommunications, Inc.</p>
<p>Local Area Technician/ Site Administrators</p>	<p>Upon contract award GTL will finalize and provide to the DOC the list of employees and subcontractors (if any) that will provide local maintenance and repair service for this contract.</p>

5.7.16 The Bidder must warrant in its response that all installation personnel who will implement the proposed ICS have been fully trained and certified by the manufacturer as qualified to install and service the proposed ICS. The Bidder must provide proof of manufacturer certification for its implementation team members as an attachment to its response.



GTL Response: GTL will comply. GTL is the designer, manufacturer, and sole distributor of the LazerPhone Inmate Telephone System that we propose to the Massachusetts Department of Corrections. Our installation and maintenance personnel are factory trained and fully certified by GTL.

5.7.17 All personnel assigned to the Bidder's implementation team who will work on-site at the DOC facility at any time must comply with all DOC requirements for facility access including tool control, background checks and dress code. (See Section 4.3 and Section 4.4).

GTL Response: GTL will comply. GTL will identify those employees and subcontractors (if any) that will be associated with the contract. For those that will require admission to the institutions, GTL will provide ample information to perform background searches to ensure DOC security procedures are followed.

5.7.18 When individual personnel changes within the implementation team are necessary, the Bidder must provide personnel replacements whose experience and expertise is equal or superior to the personnel member being replaced.

GTL Response: GTL will comply.

5.7.19 All personnel replacements to the implementation team must be completely familiar with the Bidder's ICS offering to the DOC as well as the requirements of this RFR as they pertain to the implementation of the ICS as the DOC.

GTL Response: GTL will comply.

5.7.20 The Bidder must describe, in its response, how it will transition implementation team members when necessary. This transition must include a transfer of specific DOC information and knowledge as well as Bidder specific information/services offered to the DOC.

GTL Response: GTL will comply. GTL maintains a centralized database containing all pertinent information about configuration, account information and special configurations of stations, inmate accounts or institutions. The database will contain a comprehensive history of the DOC from the time of installation, through any expansions or upgrades. This information is available online through the network connections across Massachusetts. Should it become necessary to transition team members, the new team members will have access to this library



of information as well as GTL's Technical Support, Project Management and Support Staff. These resources will ensure a smooth transition with no disruption to the day to day activities of the institution or DOC as a whole.

5.7.21 The Bidder must state the implementation requirements and responsibilities of DOC personnel at each DOC facility. These requirements and responsibilities must be kept to a minimum. The Bidder is responsible for performing all installation tasks to provide a fully functional ICS at each DOC facility.

GTL Response: GTL will comply. GTL will not require any involvement of DOC personnel other than approval of our installation plan, allowing our technicians physical access to the Facility, and final approval and sign off of the LazerPhone System. GTL does require however, a person for the DOC that can make day-to-day decisions during the implementation phase an for the duration of the contract.

System Testing

5.7.22 The Bidder must describe, in its response, how it performs standard system testing to ensure that the proposed ICS and its network services are fully implemented and ready to accept inmate traffic and DOC use. This description must include the Bidder and industry standard methodologies, procedures and protocols consistent with the ICS proposed for the DOC. The Bidder must describe what is required of DOC personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to the DOC at no cost.

GTL Response: GTL will comply. GTL's comprehensive functional test plan is provided in the detailed checklists and procedures used by installers to test and ensure the quality of the LazerPhone installation. Please see LazerPhone Installation Checklists in this proposal in Exhibit C.

5.7.23 The Bidder is required to provide system testing which simulates normal operating conditions of the installed ICS to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high traffic situations for inmate calling traffic.

GTL Response: GTL will comply. GTL has several processes to test and ensure the quality of installation.

- Before the system is shipped, it is taken through an intensive "burn in process" which



includes hammering the system with phone calls for a forty-eight hour period to simulate a high traffic situations.

- During the installation process, several checklists are provided for the field technician and the remote technical support representative to verify all software and hardware is functioning properly.
- Once the field technician and the technical support representative have completed all checklists, the customer makes the finally decision that they are satisfied with the installation.
- During the first ninety days of the system's life, the installation manager performs an extensive daily analysis to ensure that all systems are continuing to function properly.

After the ninety-day period is complete, the system is moved to maintenance mode where all software modules are continually monitored for failures. On a daily basis call traffic is reviewed and there are weekly and monthly reviews of all tickets and failures.

5.7.24 The Bidder must agree, in its response, to the DOC's right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level.

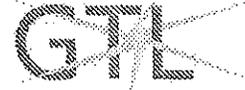
GTL Response: GTL agrees.

System Acceptance

5.7.25 The DOC defines system acceptance as the "problem free" operation of the ICS and its network of services for a period of 30 consecutive days commencing with the actual completion of ICS installation and testing.

Should the proposed ICS operate "problem free" during the initial 30 day acceptance period, the Bidder may consider the ICS installation as complete at that DOC facility and commence with post installation maintenance and support.

Should the ICS fail to operate "problem free" during the 30 day acceptance period, the Bidder shall correct the problem at no cost to the DOC and the 30 day acceptance period will begin again. The Bidder is required to provide all materials and labor to ensure that the installed ICS is performing according to manufacturer specifications and the requirements of this RFR. Failure of the Bidder to have the installed ICS installation "accepted" by the DOC within 60 days of the installation date will result in the replacement of the ICS in its entirety at that specific DOC facility.



GTL Response: GTL agrees.

5.7.26 The Bidder must agree, in its response, to negotiate the definition of “problem free” operation with the DOC **prior to system contract**. However, for the purposes of this RFR, “problem free” operation during the initial 30 day period is defined as the following:

- Failure of no more than two percent (2%) of the telephone instruments;
- Failure of no more than ten percent (10%) of analog network services’
- Failure of no more than one (1) digital trunk (T1, ISDN PRI);
- Operation of the system security features including PINs, etc.
- Operation of the system software without major conflicts or feature failure;
- Non- failure of any Central Processing Unit (CPU).

GTL Response: GTL will comply.

System Documentation

5.7.27 At the completion of the project, the Bidder must provide a complete set of system reference manuals which must include information specific to the installation at each DOC facility.

GTL Response: GTL will comply. GTL will provide system reference manuals.

5.7.28 The Bidder shall supply all necessary documentation to DOC personnel with regard to maintenance contact numbers, maintenance reporting procedures, maintenance escalation procedures, etc.

GTL Response: GTL will comply. Upon contract award the DOC will receive an GTL’s full Implementation and Service Plans, including all necessary documentation with regard to maintenance contact number, maintenance reporting procedures, maintenance escalation procedures, and much more.

5.7.29 The Bidder must provide programming manuals that are specific to each DOC facility.

GTL Response: GTL will comply.

5.7.30 The Bidder must provide DOC facility specific “checklists” allowing trained DOC



personnel to become acquainted with the specific programming of the ICS installed at that particular DOC facility.

GTL Response: GTL will comply.

5.7.31 The Bidder must provide written procedures at each DOC facility that instruct DOC personnel on how to report system troubles, escalate system troubles within the Bidder's organization, contract Bidder personnel during weekend shifts, etc. The Bidder must update such written procedures on a quarterly basis during the term of this contract.

GTL Response: GTL will comply. DOC facilities will receive the required written procedures. GTL will update the DOC's documentation as needed throughout the term of the contract.

5.8 TRAINING REQUIREMENTS

It is instrumental to the success of the installation of the ICS that DOC personnel be trained in various aspects of the system operation. Therefore, the Bidder must provide an complete training schedule based on the following requirements.

GTL Response: GTL will comply.

Facility Personnel Training

Global Tel*Link provides factory certified trainers to teach correctional personnel how to use the LazerPhone Inmate Telephone System control program.

TRAINING TOPICS

Basic Features: Topics include phone settings, system settings, PIN administration, blocking features, on/off phone settings, system shutdown, and restoration procedures. This portion of the training will ensure that the trainees have a fundamental understanding of the operation of the system, including how to access and exit the system, verify inmate accounts/PINs, verify telephone numbers on an inmate's allowed call list, set calling parameters and restrictions, identify problems, and telephone shutoff procedures. This component also describes how the inmates will be instructed, via automated system prompts and announcements, how to use the system to make calls.

Call Detail Reporting Features: Topics include the call detail report, which is the default report type most frequently used. Within the call detail report, users will learn how to



retrieve detailed call information regarding both complete calls with recordings and incomplete call attempts. Additionally, within this report, users will learn how to use filters to locate calls by destination number, inmate, date and time of the call, and length of call.

Other report types covered in Call Detail Reporting Features include frequency reports by origination, destination, trunk, and PIN, [REDACTED] by PIN, [REDACTED] lists by destination, call traffic analysis, origination number, three-way call attempt reports, Audit Log reports for tracking and reporting who logs into the LazerPhone system and events that occur while an individual is logged-in, Audit Log reports of Officer Check-ins, and inmate transfers.

Recording and Monitoring: Topics include investigative information gathering from the LazerPhone data and live monitoring features. During this segment of training attendees will learn how to retrieve recordings, copy call recordings to CD or hard disk, monitor calls in real-time from the workstation, and [REDACTED].

This portion of the training, along with the training on the system's reporting features, will provide the elements required for a complete investigation. This component will completely describe the system's investigative tools and operations—use of the call recorder, call monitoring capability, establishing a [REDACTED] telephone number database, visual system alarm, [REDACTED], and the interpretation of investigative reports. Investigation coverage also will describe facility-based investigations as well as [REDACTED].

System Overview and Technical Support: Topics include a complete description of the system and how the system is configured. A discussion of the technical support procedures for the LazerPhone, including after-hours outage reporting, remote upgrading, software manipulation, service, and maintenance. This component also will describe the problem reporting and resolution path, and access to the Help Desk.

Online Help: Attendees receive a complete demonstration of the online help, which is available on the main menu of LazerPhone.

The LazerPhone certified trainers answer questions that facility personnel may have and perform demonstrations - either individually or in scheduled group training sessions.

TRAINING AIDS

Training aids that our Technicians utilize in the instructional meetings include: LazerPhone User Manual, live system demonstrations, hands-on practice, and the use of LazerPhone's on-line Help menu.

TRAINING OUTLINE

1. BASIC FEATURES (approximately 2 hours)
 - 1.1. Phone setting

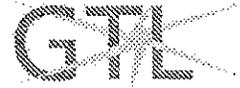


- 1.2. System setting
- 1.3. PIN administration
- 1.4. Blocking features
- 1.5. On/off phone settings
- 1.6. System shutdown
- 1.7. Restoration procedures

2. CALL DETAIL REPORTING FEATURES (approximately 2 hours)
 - 2.1. Call detail report
 - 2.1.1. Call Filters
 - 2.1.2. Completed Calls
 - 2.1.3. Incomplete Calls
 - 2.2. Audit log report
 - 2.3. Frequency report by destination
 - 2.4. Frequency report by origination
 - 2.5. Frequency report by PIN
 - 2.6. Frequency report by truck
 - 2.7. Call Traffic Analysis
 - 2.8. Inmate transfers

3. RECORDING AND MONITORING (approximately 2 hours)
 - 3.1. Retrieve recordings
 - 3.2. Copy recordings
 - 3.3. Call monitoring
 - 3.3.1. Monitoring from the workstation
 - 3.3.2. [REDACTED]
 - 3.4. [REDACTED]
 - 3.5. [REDACTED]
 - 3.6. [REDACTED]
 - 3.7. [REDACTED] art
 - 3.8. Investigative reports
 - 3.9. Facility wide investigations
 - 3.10. [REDACTED]

4. SYSTEM OVERVIEW AND TECHNICAL SUPPORT (approximately 2 hours)
 - 4.1. Inmate phone system overview
 - 4.2. System specifications
 - 4.3. Technical support procedures
 - 4.4. Reporting problems
 - 4.5. Software maintenance
 - 4.6. Software upgrades



FOLLOW UP AND ONGOING TRAINING

Following the instructional sessions, facility personnel may contact their customer account representative or assigned technical support engineer with any further questions. Training and support is available to facility personnel, at no additional cost, throughout the contract duration.

➤ **On-Line Training:**

By using a telephone line, a speakerphone and PC Anywhere, Global Tel*Link's technical support staff can offer live on-line training on the inmate telephone system. This training will be available to all facility personnel at all times.

➤ **Toll Free Support:**

Facility personnel may contact our Technical Support department with any questions regarding the system via our toll free number. Our Technical Support staff is extremely knowledgeable in all features, functions and activities associated with LazerPhone. Global Tel*Link's staff will be happy to answer any questions personnel might have about the product at any time.

➤ **User Guide:**

Following user training session, each attendee will receive a LazerPhone User Guide. This guide is a step-by-step reference for system set up, call management, monitoring and recording, call detail reporting, and technical support procedures. Also included in this publication is a list of common computer telephony terminology, Global Tel*Link's credit policy, and a list of codes found in the LazerPhone call report screens.

➤ **On-Line Manual:**

The LazerPhone system provides a Manual button on our system main menu for quick access to on-screen instructions for almost all administrative and investigative tasks.

INMATE TRAINING

Formal inmate training on the use of the phones is usually not required. Instructions are mounted on each telephone unit, and calls are facilitated by an automated operator that clearly instructs the inmate through each step of making a call. However, [REDACTED]

5.8.1 The Bidder must provide all [REDACTED] training to the DOC at no cost.

GTL Response: GTL will comply. GTL will provide system training at no cost to the DOC.

5.8.2 The Bidder must provide all [REDACTED] training on site at the various DOC facilities.



GTL Response: GTL will comply.

5.8.3 The Bidder must provide training for various levels of DOC personnel including full-time system administrators, part-time system administrators, special investigators, and data entry specialists, etc.

GTL Response: GTL will comply.

5.8.4 The Bidder must provide full training for all assigned system users on how to create, delete and modify inmate programming and profiles.

GTL Response: GTL will comply.

5.8.5 The Bidder must provide full training for all assigned system users on how to generate appropriate system reports.

GTL Response: GTL will comply.

5.8.6 The Bidder must provide full training for all assigned system users on how to maintain inmate [REDACTED] and respond accordingly when these [REDACTED] are exceeded.

GTL Response: GTL will comply.

5.8.7 The Bidder must provide full training on all components of the Secure Inmate Calling System.

GTL Response: GTL will comply.

5.8.8 The Bidder must provide full training on the provided call recording function including the [REDACTED] of inmate calls, playback of archived calls and the transfer of calls to other media for playback [REDACTED].

GTL Response: GTL will comply. GTL provides full training on all aspects of recording and [REDACTED], playback of archived calls and the transfer of calls to CDs for playback [REDACTED].

5.8.9 The Bidder shall provide full training for all assigned DOC system users on how to



change inmate restriction levels (by telephone, suspend PIN, etc.).

GTL Response: GTL will comply. GTL provides full training on all aspects of how to set and change calling restrictions for all or selected inmates.

5.8.10 The Bidder must provide full training for all assigned system users on how to initiate system restrictions including the shutting down of individual inmate telephones, groups of inmate telephones or the entire facilities systems.

GTL Response: GTL will comply. GTL provides full training on all aspects of initiating system restrictions, including shutting down inmate telephones throughout the entire facility or selected groups or individual inmate phones.

5.8.11 The Bidder must provide ongoing system training for existing DOC personnel when required by the DOC at no cost.

GTL Response: GTL will comply.

5.8.12 The Bidder must provide additional training for new DOC personnel when required by the DOC at no cost.

GTL Response: GTL will comply.

5.8.13 The Bidder must describe, in its response, any advanced system training that may be available to DOC personnel whether provided on-site at the DOC facility or off-site at the Bidder's training facilities.

GTL Response: GTL will comply. GTL routinely provides training for facility personnel shortly after system installation and can provide advanced or specialized LazerPhone training for investigators or facility personnel who need it. Training is usually done at the facility. We are pleased to work with the DOC to define and provide the kind of training that most benefits the DOC. Training is provided at no cost to the DOC.

5.8.14 The Bidder must in its proposal include the name, title and qualifications of the Bidder staff member who will have the overall responsibility for training.

GTL Response: GTL will comply. Adrian Holifield will have the overall responsibility for the training of DOC personnel. Mr. Holifield has been with Global Tel*Link since October of 1999. He has more than 6 years experience in Training and Adult Education. Mr. Holifield serves as a Systems Trainer and is responsible for coordinating and executing all formalized



onsite training. Mr. Holifield is also responsible for the design and development of the training program, which includes training curriculum, goals, and material.

5.8.15 The proposed ICS must provide for integrated help function for system operation, administration, reporting and management functions.

GTL Response: GTL will comply. Our LazerPhone system has an integrated, on-line Help System that provides clear instructions for system operation, administration, reporting and management functions.

5.8.16 The Bidder must provide a "live" Help Desk support function to DOC at no cost to the DOC during the term of this contract. This Help Desk function must be capable of providing support via telephone to the DOC ICS personnel for the functions of the ICS. This Help Desk function must be available Monday through Friday, 8:00 am to 6:00 pm Eastern Time.

GTL Response: GTL will comply. GTL's toll-free "live" Help Desk for Technical Support number [REDACTED] is answered 24 hours a day, 365 days a year. This number is answered from 6:00 AM until 10:30 PM, CST, 7 days a week by personnel in our Technical Support Center. At all other times, calls from facilities are immediately forwarded by a live operator to the on-call Technical Support Engineer. We currently employ 34 full-time technical support personnel.

Initially, Technical Support Engineers attempt to resolve trouble reports via remote access. Should an on-site technician be required to resolve the problem, the facility's dedicated Technical Support Engineer will dispatch a Massachusetts DOC Specific Local Technician.

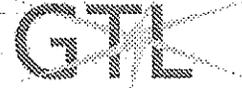
5.8.17 The "live" Help Desk support function provided by the Contractor must be located within the continental United States.

GTL Response: GTL will comply. Our toll-free "live" Help Desk is located at GTL headquarters in Mobile, Alabama.

5.9 EQUIPMENT/SYSTEM MAINTENANCE

5.9.1 The Bidder must provide an ICS at all required DOC facilities that is fully functional in regards to all labor, materials, programming, system hardware and software.

GTL Response: GTL will comply. GTL will provide the required number of systems.



5.9.2 The Bidder must warrant that the ICS installed for the DOC facilities shall be free of defects, irregularities, unprofessional installation, code violations and shall operate as designed and proposed. Should the system not operate as designed and proposed or violate any local, state or federal code, the Bidder shall immediately correct the defect or irregularity or bring the system within code and performance specifications at no cost to the DOC.

GTL Response: GTL agrees.

5.9.3 The Bidder must provide all post installation system programming and maintenance services at no cost to the DOC.

GTL Response: GTL will comply. GTL's proposal is for a no cost turnkey solution. GTL will provide all post installation system programming and maintenance services at no cost to the DOC.

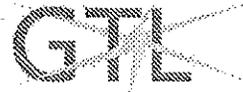
5.9.4 The Bidder must agree in its response that maintenance service is available on its ICS seven days per week, twenty-four (24) hours a day

GTL Response: GTL agrees. Understood and agreed. GTL's toll-free Technical Support number [REDACTED] is answered 24 hours a day, 365 days a year. This number is answered from 6:00 AM until 10:30 PM, CST, 7 days a week by personnel in our Technical Support Center. At all other times, calls from facilities are immediately forwarded by a live operator to the on-call Technical Support Engineer. We currently employ 34 full-time technical support personnel.

Initially, Technical Support Engineers attempt to resolve trouble reports via remote access. Should an on-site technician be required to resolve the problem, the facility's dedicated Technical Support Engineer will dispatch a Massachusetts DOC Specific Local Technician.

At installation, the DOC's LazerPhone System is put on-line with GTL's LazerPhone Support Center and remains so, twenty-four hours a day, three hundred sixty-five days a year, throughout the life of the contract. Technicians in the Service Center, as well as the system's continuous self-diagnostic routines keep a vigilant watch to ensure that any problems are detected and addressed immediately. Global Tel*Link's core value of RESPONSIVENESS includes knowing about problems before you do.

5.9.5 The Bidder must propose an ICS that provides for remote diagnostics and maintenance.



GTL Response: GTL will comply. The underlying architecture of the LazerPhone system allows engineers at Global Tel*Link to perform diagnostic, programming, polling, and other problem resolution activities remotely, from the Technical Support Center.

LazerPhone performs *continuous on-line self-diagnostics*. Should a system component fail a diagnostic test, LazerPhone automatically generates a trouble ticket in the form of an email and a visual alert on the site monitor at Global Tel*Link's Technical Support Center. In most cases, problems are diagnosed and resolved before facility personnel are aware that a problem existed.

Changes in call traffic, that might indicate more subtle problems, are identified through *daily performance level reports*. These reports measure items such as number of completed calls, number of call attempts, daily revenue and number of validation attempts. Historical data gathered from Global Tel*Link's extensive installed customer base has allowed Global Tel*Link to build a sophisticated measurement model. This model is used to compare actual data from anticipated data. Thresholds that are exceeded or fall short of expectations are reported daily to our Customer Service department. Global Tel*Link is capable of adjusting the measurement model on an installation-by-installation basis to ensure accurate problem reporting. In most cases, a problem is detected and resolved before the facility is aware that a problem has occurred.

5.9.6 The Contractor is responsible for replacement of the ICS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the DOC and will occur immediately upon notification to the Bidder of the system problem by the DOC facility.

GTL Response: GTL agrees.

5.9.7 The Contractor is responsible for replacing of inmate telephones in their entirety regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. The Contractor must replace inmate telephones requiring repair and not repair components of the inmate telephone on site at the DOC.

GTL Response: GTL agrees.

Response To Maintenance Calls

Should any critical component of the ICS provided by the Bidder fail, the Bidder must respond to ICS maintenance/repair calls from the DOC in the manner outlined in this section.



GTL Response: GTL will comply.

5.9.8 Definition of a “Major Emergency”

For the purpose of this RFR, a “Major Emergency” shall be defined as an occurrence of any one of the following conditions. The Bidder is required to further negotiate with the DOC prior to system installation to determine additional **specific criteria** for a “Major Emergency”.

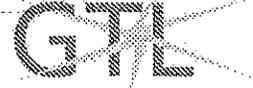
- A failure of the ICS processor, its common equipment or power supplies which render the system incapable of performing its normal functions;
- A failure of the recording function or any of its components that affects the full recording operation;
- A failure of 50% or more of the inmate telephones at **any one area** within a DOC facility;
- A failure of any of the ICS functions that result in the ability of inmates to place calls without the use of assigned PINs;
- A failure of any of the ICS functions that results in the ability of inmates to make direct dialed calls when the system is operating in collect call mode;
- A failure of any of the system functions that results in the ability of inmates to reach a “live” operator;
- A failure of the system “kill switches” or similar ICS disabling function proposed by the Bidder.

GTL Response: GTL will comply.

5.9.9 Response Times for a “Major Emergency”

For a “Major Emergency” the Bidder must respond to the service problem within 30 minutes of initial trouble report by the DOC facility through the use of remote testing or access. Should the ICS not be accessible for remote access, the Bidder must have a qualified technician, suitably equipped for the installed ICS, on site at the DOC location within two (2) hours from the time of initial trouble report.

Should the problem not be resolved via remote access, the Bidder must have a qualified technician, suitably equipped for the installed system, on site at the DOC institution within two (2) hours from the time of initial trouble report.



Response to "Major Emergency" conditions must be performed on a 24 Hours-a-Day/Seven Days-a-Week/365 Days-a-Year basis through out the term of this contract.

GTL Response: GTL will comply.

5.9.10 Definition Of "Routine Service"

For the purpose of this RFR, Routine Service shall be defined as an ICS failure or problem other than a "Major Emergency" item as listed above or defined by the DOC.

GTL Response: GTL agrees.

5.9.11 Response Times For "Routine Service"

For a "Routine Service" the Bidder must respond to the service problem within four (4) hours of the initial trouble report by the DOC facility through the use of remote testing or access. Should the ICS not be accessible for remote access, the Bidder must have a qualified technician, suitably equipped for the installed system, on site at the DOC facility within twelve (12) business hours from the time of initial trouble report. Business hours are defined as 8:00 a.m. to 6:00 p.m., Monday through Friday.

Should the problem not be resolved via remote access, the Bidder must have a qualified technician, suitably equipped for the installed system, on site at the DOC institution within six (6) hours from the time of initial trouble report.

GTL Response: GTL will comply.

Answering of Maintenance Calls

5.9.12 The Bidder must ensure and state, in its response, that all maintenance calls from the DOC shall be answered by a "live" operator/service representative at all times.

GTL Response: GTL will comply. GTL's toll-free Technical Support number [REDACTED] is answered 24 hours a day, 365 days a year. This number is answered from 6:00 AM until 10:30 PM, CST, 7 days a week by personnel in our Technical Support Center. At all other times, calls from facilities are immediately forwarded by a live operator to the on-call Technical Support Engineer.



5.9.13 It is desirable that that all maintenance calls from the DOC be answered by a "live" operator/service representative who is local (within Massachusetts) at all times.

GTL Response: GTL will comply.

Critical Component Availability

5.9.14 The Bidder must guarantee to the DOC that all parts and materials necessary to repair the proposed ICS are readily available to on-site service personnel 24 hours per day, seven days per week, 365 days per year. The DOC will not accept the delay of any ICS repair based on the fact that service personnel cannot access a system parts warehouse, office or similar Bidder facility because the facility not being opened "after hours", or on weekends or holidays.

GTL Response: GTL will comply. GTL's Local Service Providers are equipped with System Maintenance and Repair Kits that ensure parts and materials necessary to repair the LazerPhone ICS are readily available when needed. For each DOC location, GTL provides a 5 to 10 % spare-parts inventory either at the site or with the local technicians who service the site. As spare parts are used, an RMA is issued to replenish the inventory. Any part that is needed, but is not currently in the local spare parts inventory, will be shipped by overnight carrier from Global Tel*Link's headquarters in Mobile, Alabama.

5.9.15 It is desirable that the Contractor provide "spare" inmate telephone equipment at each DOC facility to allow for timely replacement of telephones that are not operating for any reason. The Bidder must provide on site a minimum number of spare sets equal to five percent (5%) of the total number of inmate telephones installed at each DOC facility.

GTL Response: GTL will comply. GTL provides a 5 to 10 % spare-parts inventory, either at the site or with the local technicians who service the site. The number of spare telephones and other parts kept in the local inventory is adjusted as needed. Broken or damaged phones are replaced from the cache of spares. At the time of telephone replacement, an RMA is issued to replenish the inventory. Any part that is needed, but is not currently in the local spare parts inventory, will be shipped by overnight carrier from Global Tel*Link's headquarters in Mobile, Alabama.

Escalation Procedures During Service Maintenance

5.9.16 The Bidder must provide, in its response, escalation procedures to address inadequate maintenance service of the ICS. These escalation procedures must include multiple



levels of management personnel. Access to additional management personnel must be made available to the DOC upon request.

GTL Response: GTL will comply. See GTL's Work Order and Escalation Procedures at Exhibit H.

The Bidder must provide, in its response, a **complete list** of its maintenance service escalation procedures including:

- a list of personnel at each level of escalation;
- contact telephone, fax, pager, cellular numbers;
- methods by which escalation is initiated; and
- criteria for escalation at each level.

GTL Response: GTL will comply. See GTL's Work Order and Escalation Procedures in Exhibit H. GTL's maintenance service escalation procedures provided in this proposal include methods by which escalation is initiated, criteria for escalation at each level, and the title of the person who will be responsible for escalation at each level. Upon contract award the DOC will be provided with a complete list of personnel at each level of escalation, as well as the required personal contact information for each.

The Bidder must agree, in its response, that the DOC has the right to initiate these escalation procedures at its discretion based on diminished service or non-performance of the Bidder.

GTL Response: GTL will comply.

Maintenance Records

5.9.17 The Bidder must provide to the DOC, upon request during the term of this contract, maintenance records that include a listing all repair notices including the date and time of the service trouble report, the nature of the problem reported, and date/time of problem resolution.

GTL Response: GTL will comply. GTL's Technical Support Engineers log all maintenance and service performed into the GTL Technical Support Management System as a work order, or service report. This work order is tracked until problem resolution is achieved by either remote manipulation of software or by an onsite technician service call. Work order status updates for a problem can be called, faxed, or emailed according to DOC preference.



The Technical Support Management System documents include the date and time of repair requests, major alarms, actions taken to clear an alarm, itemization of all parts replaced, reason for replacement, name of technician performing work and problem resolution date and time. Technical Support Management System logs relating to any DOC facility's LazerPhone System will be available at the request of the DOC at any time.

5.9.18 The Bidder must provide historical maintenance records for 24 months from the current date.

GTL Response: GTL will comply. Historical maintenance records for all DOC facilities are retained at GTL throughout the life of the contract and are available upon request by the DOC.

5.9.19 It is desirable that the Bidder provide historical maintenance records from the initial contract date of this contract with the DOC.

GTL Response: GTL will comply. Historical maintenance records for all DOC facilities are retained at GTL throughout the life of the contract and are available upon request by the DOC.

5.10 CONTRACTOR PERFORMANCE

As the single Commonwealth Agency responsible for promoting public safety by incarcerating offenders while providing opportunities for participation in effective programming, the DOC requires that the ICS and the Contractor perform at the highest levels of operation and service.

GTL Response: GTL will comply.

5.10.1 The Bidder must describe, in its response, how it will maintain maximum network "up time" for the ICS installed at each DOC location. The Bidder must provide current network "up time" figures for similar ICS installations.

GTL Response: GTL will comply. GTL will use [REDACTED] management servers to ping each individual ICS element at each facility. Each device in the network such as routers, switches, call processors, storage servers, and UPS will be set to generate email alarms to or technical service center within 2 mins. of a failure. A critical outage ticket will be opened upon failure of any of these types of elements. In addition to [REDACTED] monitoring, the network management servers will monitor CPU usage, network statistics, and file server usage and generate alarms upon critical failures.

Inmates at 160 county and municipal facilities and more than 50% of all State DOC inmates in



the United States communicate using GTL's *LazerPhone* system. The popularity of our inmate telephone platform reflects our ability to provide unsurpassed equipment quality, reliability, and system performance.

While any electronic equipment, especially that which operates continuously 24 hours a day, 365 days a year, is subject to occasional downtimes, GTL's internal evaluations of LazerPhone's system performance show that we have consistently delivered 99.9995% system uptime to our sites.

In all cases, whether a downtime is due to normal equipment wearing or to causes outside of our control (e.g. inmate vandalism), GTL strives diligently to meet expected response times for all of our customers. Aspects of this diligence are evidenced in our implementation of a *Continuous System Watch*: At installation, the DOC facility inmate telephone systems are put on-line with the LazerPhone Service Center in Mobile, Alabama, and remain so, twenty-four hours a day, three hundred sixty-five days a year, throughout the life of the contract. Highly trained support personnel stand by, watching for any negative feedback from LazerPhone's continuous self-diagnostic tests. GTL's core value of responsiveness includes knowing about problems before you do.

5.10.2 The Bidder must describe, in its response, how it will maintain maximum network "up time" for the network services installed for the ICS at each DOC location. The Bidder must provide current network "up time" figures for similar ICS installations.

GTL Response: GTL will comply. GTL will use [REDACTED] network management servers to ping each individual ICS element at each facility. Each device in the network such as routers, switches, call processors, storage servers, and UPS will be set to generate email alarms to or technical service center within 2 mins. of a failure. A critical outage ticket will be opened upon failure of any of these types of elements. In addition to [REDACTED] monitoring, the network management servers will monitor CPU usage, network statistics, and file server usage and generate alarms upon critical failures.

Catastrophic Network Failure Conditions

5.10.3 The Bidder must describe, in its response, the business continuity plans it has in place within its own organization and its network of services to ensure that the network services installed to serve the ICS installed at the DOC.

GTL Response: GTL will comply. GTL has built redundancy into the LazerPhone platforms, network and back office infrastructure, however we recognize the need to respond to a catastrophic disaster as it affects the Massachusetts Department of Corrections. These plans



have been implemented to lessen or eliminate the effects on our major accounts. These plans include GTL's back office and premise based LazerPhone systems.

GTL maintains a completely redundant back office support structure. These data centers are located in Mobile, AL and Houston, TX and are both staffed with knowledgeable Network and Technical Support personnel. Each DOC facility will be assigned a principal validation location, either Mobile or Houston. However, all sites will contain the registry keys for both data centers. Should a failure at one facility occur, the secondary keys would provide connectivity to the alternate site. This occurs automatically without human intervention. As stated previously in this response, MA DOC call records and system configurations are replicated between the two data centers, therefore information is current and backed up by GTL on a daily basis.

All LazerPhone systems will contain redundant network connections. Systems will be configured for both analog and digital trunks connecting to the [REDACTED]. Generally all Interstate, International and InterLata traffic will be processed via a digital T1, while all Local and IntraLata calls are delivered via analog service from the LEC. In the event of a catastrophic network failure, the systems can be reconfigured to deliver calls via either working network path. In addition, should a catastrophic network failure effect the frame relay network, each platform is configured to connect to GTL Validation by means of a dial-up connection. While on dial back up there is no loss of call control capabilities of the LazerPhone platforms.

In Massachusetts, GTL will maintain spare parts of sufficient quantity and type to address any hardware failures of the LazerPhone Platform serving any MA DOC facility. Each MA DOC facility will be configured with common components, therefore compatibility presents no issues. Further, GTL has agreements with our major suppliers of hardware components to augment our spare parts inventory should the need arise.

Site-specific data that may be stored on the local LazerPhone systems, such as system configuration, are also stored in GTL's data centers in Mobile and Houston. Call detail information, PIN information, blocked or allowed numbers and historical data all reside in both Mobile and Houston. In the event of a catastrophic failure of a LazerPhone system, data loss is eliminated as a concern. Recording of inmate calls is also redundant.

Should a failure occur with the local mass storage device, redundant copies are available. After needed repairs are made, these redundant copies are reloaded to the primary mass storage array with no loss of integrity.

GTL has formed a disaster team to prevent catastrophic events, such as a hurricane, from effecting facilities serviced by GLT. The team consists of all departments within the company and consists of midlevel and senior management. In the event of a widespread catastrophic



event, the team convenes to circumvent issues and plan for alternatives before facilities become affected. Throughout the course of the trouble, the team meets every two (2) to four (4) hours until the issue presents no further danger. A few days after, the team convenes to determine if all proper procedures were followed and additional procedures are established to safeguard against similar failures in the future.

GTL maintains a 99.99% uptime by having established plans to manage both the minor and major issues that may effect the inmate communications needs of the systems serviced by GTL.

Penalty for Non-Performance and Network Downtime

5.10.4 The operation of the Contractor's ICS at each DOC facility must be of the highest priority for the Bidder. Therefore the Bidder must provide a credit of \$100 to \$500 (depending on the occurrence) per hour for each hour the Contractor exceeds the response times listed in Section 5.9.9 and Section 5.9.11. (Refer to Section 2.29 with regard to the application of penalties.)

GTL Response: GTL agrees.

5.11 POST INSTALLATION & EXPANSION REQUIREMENTS

5.11.1 The DOC may require the addition of equipment at its facilities after the original installation of the proposed ICS. The Bidder must install additional equipment within 30 days upon notification from the DOC authorized personnel. The installation of this equipment shall be at no cost to the DOC.

GTL Response: GTL will comply.

5.11.2 When a new DOC facility is opened by the DOC, the Bidder shall determine (in conjunction with the DOC) a schedule for installation of an ICS at that facility to ensure inmate calling service at the new site as soon as practical. The ICS shall be installed at the new facility at no cost to the DOC.

GTL Response: GTL will comply. GTL will determine, in conjunction with the DOC, an installation schedule for any new facility added during the term of this contract, at no cost to the DOC.



5.11.3 The Bidder shall be responsible for making all system modifications necessary to allow inmates to place calls as industry dialing requirements change including the introduction of new area codes and new exchanges. These system modifications shall be provided at no additional cost to the DOC. The update of the ICS with new area codes and exchanges will be performed within 30 days of the area code and/or exchanges introduction to the general public.

GTL Response: GTL will comply. GTL will make all system modifications necessary to allow calls to be placed as industry dialing requirements change.

5.11.4 The Bidder shall be responsible for complying with and updating the Secure Inmate Calling System for any regulatory changes and requirements during the life of the contract. These regulatory changes include federal, state, county and municipal modifications. These changes shall be made at no additional cost to the DOC.

GTL Response: GTL will comply. GTL will update the Inmate Calling System for any regulatory changes required during the life of the contract.

5.11.5 All call processing and call rating information shall be kept current by the Bidder to ensure inmates can place calls to all approved numbers. This information includes but is not limited to local exchanges, area codes, country codes, vertical & horizontal coordinates, and any other information necessary to accurately process and rate calls. The Bidder shall provide the DOC with rating information within 24 hours when requested by the DOC.

GTL Response: GTL will comply. GTL will keep all call processing and call rating information current and will provide the DOC with rating information upon request. GTL subscribes to a monitoring service which provides daily updates to area code changes and additions as well as new exchanges. This service allows GTL's Billing Department to upload these changes and additions into the LazerPhone rating and routing files so that inmates may place calls to new or changed area codes and exchanges.

5.11.6 The Bidder must describe, in its response, the transition plan for all call records and call recordings to be transferred to the DOC at the completion of the contract resulting from this procurement.

GTL Response: GTL will comply. At the end of the contact period, all DOC call records and recordings rightfully belong to the DOC, while all equipment provided by GTL remains the property of GTL. The GTL Project Manager and the appropriate DOC authority enter



negotiations to decide a reasonable price for any GTL equipment that the DOC may need for the purpose of accessing LazerPhone call records and recordings.

5.11.7 The Bidder shall provide, in its response, a full explanation of how it will handle a phase-out situation at the end of the contract period should the Bidder not be selected for the next contract to provide an ICS to the DOC.

GTL Response: GTL will comply. In the unlikely event GTL is not chosen to continue to provide inmate telephone services to the MA DOC under a new contract, we will work closely with the service provider chosen by the state to provide a smooth transition. All system components will remain in service and processing calls until the new vendor is able to install, test and place equipment into service. All telephone instruments will also remain in service until the new vendor can replace on a one for one basis. Our goal will be a smooth transition of the inmate platform with little or no downtime for the institutions.

At the conclusion of the contract should the MA DOC wish to retain any or all call detail records associated with the inmate telephone system, they will be supplied in an agreed upon format. Further all records associated with the MA DOC will be provided as requested.

This plan shall indicate any commission adjustment that will take effect should the next provider not be able to phase-in its service for ninety (90) days.

GTL Response: GTL will comply. GTL will continue paying commission on revenue on our systems during a phase out.

The Bidder shall identify any equipment which will be owned by the DOC and any equipment not owned by the DOC at the end of this contract.

GTL Response: GTL will comply. At the end of the contact period, all DOC call records and recordings rightfully belong to the DOC, while all equipment provided by GTL remains the property of GTL. The GTL Project Manager and the appropriate DOC authority enter negotiations to decide a reasonable price for any GTL equipment that the DOC may need for the purpose of accessing LazerPhone call records and recordings.

5.12 SITE ADMINISTRATORS

The Contractor is required to provide on-site Site Administrators for the DOC facilities during the term of this contract.



The Site Administrators must be fully trained on the proposed ICS with regards to system programming, entering of inmate information, manipulation of call recordings and the treatment of call records for required reports.

GTL Response: GTL will comply. GTL proposes to provide a Site Administrator for each DOC facility for the duration of the contract. Site Administrators provided by GTL will be fully trained on all features and functions of the LazerPhone system control program, including system programming, entering of inmate information, manipulation of call recordings, and report generation. GTL's plan for the training of site administrators is detailed in this section. Please see our response to RFP item 5.12.15.

Supervisor Personnel

5.12.1 The Contractor must provide a full time (40 hours per week minimum) supervisor dedicated to the DOC for the term of this contract. The Bidder must provide, in its response, the qualifications of the supervisor by means of a professional résumé.

GTL Response: GTL will comply. GTL will provide a full time Supervisor dedicated to the Massachusetts DOC Project for the term of the contract. This individual will reside within Massachusetts and will oversee the performance of Site Administrators at all DOC facilities. The selection and assignment of this Supervisor will be finalized prior to contract signing. During that process, GTL will present for the DOC's approval, a professional resume with details of this person's qualifications. In Exhibit B, GTL has provided a sample resume of the qualifications that it would seek from its potential dedicated supervisor.

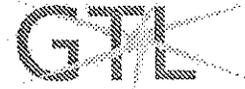
5.12.2 The Contractor provided supervisor must be located locally within Massachusetts.

GTL Response: GTL will comply. The person selected as supervisor to oversee the performance of site administrators provided by GTL will be located within Massachusetts.

5.12.3 The Contractor provided supervisor must have full responsibility for the performance of the all site administrators provided by the Contractor to the DOC.

GTL Response: GTL will comply. The person selected by GTL as Site Administrator Supervisor for the MA DOC Project will have full responsibility for the performance of all of the site administrators provided by GTL.

5.12.4 The Contractor provided supervisor must be familiar with the DOC and visit each DOC



facility a minimum of once per month to meet with the site administrator at that particular DOC facility.

GTL Response: GTL will comply. The person selected by GTL as Site Administrator Supervisor for the MA DOC Project will visit each DOC facility at least once a month to meet with the site administrator at particular facility.

5.12.5 The supervisor provided by the Contractor to the DOC must be a full time employee of the Contractor.

GTL Response: GTL will comply. The person selected as Site Administrator Supervisor for the MA DOC Project will be a full time employee of GTL. In Exhibit B, GTL has provided a sample resume of the qualifications that it would seek from its potential dedicated supervisor.

5.12.6 The Contractor provided supervisor must not be one of the site administrators provided by the Contractor to meet the requirements of this RFR.

GTL Response: GTL will comply.

5.12.7 The Contractor provided supervisor must be capable of fulfilling the duties of a site administrator due to unexpected absence of the site administrator at any DOC facility.

GTL Response: GTL will comply. The person selected as Site Administrator Supervisor for the MA DOC Project will be fully trained on all administrative aspects of the LazerPhone Inmate Telephone System and will be capable of fulfilling the duties of a site administrator in the unexpected absence of the site administrator at any DOC facility.

Site Administrators

5.12.8 The Contractor must provide a full time site administrator at the DOC facilities in Concord and Framingham. These locations are the committing facilities for the DOC. The Contractor must provide full time site administrators dedicated to the DOC only and be on-site in Concord and Framingham Monday through Friday, eight (8) hours per day.

GTL Response: GTL will comply. GTL will provide full time Site Administrators at the DOC's committing facilities in Concord and Framingham. These individuals will be dedicated to the DOC only and will perform their duties on-site at the Concord and Framingham facilities Monday through Friday, eight hours per day.



5.12.9 The Contractor must provide dedicated site administrators for each of the DOC's remaining facilities for four (4) hours per day, Monday through Friday. Actual assignment of site administrator personnel will be finalized prior to contract signing with the Contractor. Any change in site administrator assignments or coverage will be made only upon approval by the DOC.

GTL Response: GTL will comply. GTL will provide part time (four hours per day) Site Administrators at each of the remaining DOC facilities.

5.12.10 The Bidder must state if the site administrators proposed for the DOC will be employees or independent contractors of the Contractor.

GTL Response: GTL will comply. The final selection of Site Administrators for the various DOC facilities will be made upon notification of the DOC's intent to award this important contract to GTL. It is likely that Site Administrators for the MA DOC Project will be employees of GTL, but it is possible that GTL may utilize the services of highly qualified independent contractors to fill this position at some facilities.

5.12.11 The Bidder must describe, in its response, how it will keep the turnover of site administrators at a minimum during the term of this contract (e.g., competitive salary, paid holidays, reasonable health benefits, vacation packages, etc.).

GTL Response: GTL will comply. To minimize turnover of personnel selected as Site Administrators for the MA DOC Project, GTL offers competitive salaries, paid holidays, reasonable health benefits, and vacation packages. Additionally, during the selection process, each candidate's work history, circumstances, and apparent level of commitment is carefully evaluated.

5.12.12 It is desirable that the Contractor provide site administrators with a minimum hourly wage of \$15.00 and competitive health benefits. The Bidder must describe in its response how it meets this desirable specification.

GTL Response: GTL will comply. GTL offers both competitive salaries and benefits to attract and ensure the retention of qualified individuals that will fill Site Administrator positions for the MA DOC Project.

5.12.13 It is desirable that the Contractor make all reasonable efforts to hire bi-lingual site administrators.



GTL Response: GTL will comply. GTL will make all reasonable effort to hire by-lingual site administrators for the MA DOC Project.

5.12.14 The site administrators provided by the Contractor must adhere to all background and security checks required by the DOC as well as attend the DOC's new employee orientation (40 hours total).

GTL Response: GTL will comply.

5.12.15 The Contractor must provide site administrators that are fully trained in the operation of the ICS proposed for the DOC. The Bidder must describe, in its response, the training that each site administrator will undergo prior to deployment at the DOC facilities.

GTL Response: GTL will comply. Site administrative personnel selected for the DOC's Project will undergo full training on all administrative aspects of the LazerPhone Inmate Telephone System, prior to deployment at DOC facilities. Training topics and an outline of training classes are described below.

TRAINING TOPICS

Basic Features: Topics include phone settings, system settings, PIN administration, blocking features, on/off phone settings, system shutdown, and restoration procedures. This portion of the training will ensure that the trainees have a fundamental understanding of the operation of the system, including how to access and exit the system, verify inmate accounts/PINs, verify telephone numbers on an inmate's allowed call list, set calling parameters and restrictions, identify problems, and telephone shutoff procedures. This component also describes how the inmates will be instructed, via automated system prompts and announcements, how to use the system to make calls.

Call Detail Reporting Features: Topics include the call detail report, which is the default report type most frequently used. Within the call detail report, users will learn how to retrieve detailed call information regarding both complete calls with recordings and incomplete call attempts. Additionally, within this report, users will learn how to use filters to locate calls by destination number, inmate, date and time of the call, and length of call.

Other report types covered in Call Detail Reporting Features include frequency reports by origination, destination, trunk, and PIN, [REDACTED] lists by PIN, [REDACTED] lists by destination, call traffic analysis, origination number, three-way call attempt reports, Audit Log



6. CALL DETAIL REPORTING FEATURES (approximately 2 hours)

- 2.1. Call detail report
 - 2.1.1. Call Filters
 - 2.1.2. Completed Calls
 - 2.1.3. Incomplete Calls
- 2.2. Audit log report
- 2.3. Frequency report by [REDACTED]
- 2.4. Frequency report by [REDACTED]
- 2.5. Frequency report by PIN
- 2.6. Frequency report by truck
- 2.7. Call Traffic Analysis
- 2.8. Inmate transfers

7. RECORDING AND MONITORING (approximately 2 hours)

- 3.1. Retrieve recordings
- 3.2. Copy recordings
- 3.3. Call monitoring
 - 3.3.1. Monitoring from the workstation
 - 3.3.2. [REDACTED]
- 3.4. [REDACTED]
- 3.5. [REDACTED]
- 3.6. [REDACTED]
- 3.7. [REDACTED]
- 3.9. Investigative reports
- 3.9. Facility wide investigations
- 3.10. [REDACTED]

8. SYSTEM OVERVIEW AND TECHNICAL SUPPORT (approximately 2 hours)

- 4.1. Inmate phone system overview
- 4.7. System specifications
- 4.8. Technical support procedures
- 4.9. Reporting problems
- 4.10. Software maintenance
- 4.11. Software upgrades

5.12.16 It is important to the success of this contract that the site administrator positions are filled at all times by the Contractor. The Contractor must fill any site administrator position vacancy within 45 days. Failure to achieve such may result in a \$200 per day penalty (See Section 2.29) commencing on day 46 until the position is filled and the new site administrator attends the DOC's new employee orientation.



GTL Response: GTL will comply.

5.12.17 The Contractor must provide site administrators that will perform the following functions, at a minimum, for the DOC with regard to the ICS installed at each facility:

- Test the ICS to ensure functionality each day;
- PIN data base initial entry (at committing sites);
- PIN changes, moves, transfers, discipline sanctions, etc.;
- Production of standard administrative and investigative reports;
- Production of customized reports as required;
- Conducting of quarterly inmate PIN list updates;
- Conducting of semi-annual scans of inmate PIN lists for DOC personnel telephone numbers, etc.
- Initiate or facilitate maintenance and repair of the proposed ICS, as required;
- Primary Bidder point of contact for the DOC facility;
- Resolve all complaints and inquiries regarding the ICS in a timely manner;
- Transfer call recordings to portable media as directed by the DOC;
- Transfer of inmate PINs between DOC facilities when required;
- Other related duties as determined by the DOC.

GTL Response: GTL will comply. Site administrators provided by GTL will perform the above listed duties as well as other related duties as determined by the DOC.

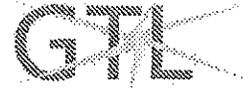
5.12.18 The Bidder must comply with all confidentiality requirements under Massachusetts General Law (M.G.L.). Additional information regarding Massachusetts General Laws may be found on the Commonwealth of Massachusetts website www.mass.gov.

GTL Response: GTL will comply.

5.13 RATE AND BILLING REQUIREMENTS

5.13.1 The Bidder shall provide all local exchange, intra-LATA (Eastern Massachusetts) and inter-LATA network services at all DOC facilities where the ICS is installed. The Bidder shall be responsible for installing and maintaining all telephone circuits necessary to provide the required ICS operation at no cost to the DOC.

GTL Response: GTL will comply. GTL will provide the Local, intralata, interalata, and



interstates service for this contract.

Usage and Surcharge Rate Limitations

5.13.2 The Bidder's per call surcharge rates charged to the called party for collect calls within Massachusetts (local, intra-LATA and intra-state, inter-LATA) shall be the current DOC charge of \$.86 for inmate collect calls.

GTL Response: GTL will comply.

5.13.3 The Bidder's per call surcharge rate to the called party for inter-state, inter-LATA collect (outside of Massachusetts) shall be the current DOC charge of \$3.00 for inmate collect calls.

GTL Response: GTL will comply.

5.13.4 Local Calling: The Bidder's usage rates for local calling, in accordance with regulations of the Massachusetts Department of Telecommunications and Energy (MDTE) must adhere to the current effective Verizon tariff: DTA MA No. 10, Part M, Section 1.9.1, Schedule 2 (Page 29) for structure, billing and rates (\$.10 per minute). The DOC will not accept rates that differ from this required tariff.

GTL Response: GTL will comply.

5.13.5 Intra-LATA Calling: The Bidder's usage rates for Intra-LATA (eastern Massachusetts), in accordance with regulations of the Massachusetts Department of Telecommunications and Energy (MDTE) must adhere to the current effective Verizon tariff: DTA MA No. 10, Part M, Section 1.9.1, Schedule 2 (Page 29) for structure, billing and rates (\$.10 per minute). The DOC will not accept rates that differ from this required tariff.

GTL Response: GTL will comply.

5.13.6 Intra-State, Inter-LATA Calling: The Bidder's usage rates for intra-state, inter-LATA calling, in accordance with regulations of the Massachusetts Department of Telecommunications and Energy (MDTE) must adhere to the current effective Verizon tariff: DTA MA No. 10, Part M, Section 1.9.1, Schedule 2 (Page 29) for structure, billing and rates (\$.10 per minute). The DOC will not accept rates that differ from this



required tariff.

GTL Response: GTL will comply.

5.13.7 Inter-State, Inter-LATA Calling: The Bidder must quote a per minute rate for all interstate, inter-LATA calls. All proposed rates must be based on a per minute basis only and not be distance sensitive. This per minute rate must be set at the current DOC required rate cap of \$.69 per minute for day, evening and night/weekend rates.

GTL Response: GTL will comply.

5.13.8 The Contractor may not make any changes to the per minute rates and per call surcharges during the life of this contract without the written approval of the DOC.

GTL Response: GTL will comply. GTL will get the approval of the DOC if rate changes are required during the life of the contract.

5.13.9 The Bidder must describe, in its response, how collect call to international locations outside the North American Dialing Plan are processed.

GTL Response: GTL will comply. Although LazerPhone can be configured to permit international collect calls (not prepaid), this is not recommended, since the system would be required to pass the call to a live international operator.

LazerPhone is capable of processing international prepaid calls in the same manner it processes domestic local and long distance calls, meaning that pre-set call restrictions apply, the call is recorded and can be monitored by authorized personnel, and the inmate never has access to a live operator. To retain this level of control, inmate international calls must be prepaid through LazerPhone's inmate debit system.

5.13.10 The Bidder must describe, in its response, how the pre-paid debit function of the ICS will operate with regard to international calls. The Bidder must provide a list of international locations to which inmates may place pre-paid debit calls and the per minute rate for such calls in the Cost Tables in Attachment D.

GTL Response: GTL will comply. LazerPhone processes international prepaid calls in the same manner it processes domestic local and long distance calls, meaning that the entire process is facilitated by LazerPhone's automated operator, pre-set call restrictions apply, the call is recorded and can be monitored by authorized personnel, and the inmate never has



access to a live operator. To retain this level of control, inmate international calls must be prepaid through LazerPhone's inmate debit system.

Please see our completed Cost Table for International prepaid calls in Attachment D.

Billing and Payment of Commissions

5.13.11 The Bidder shall assume sole responsibility for billing called parties receiving collect calls from the ICS and for the collection of payments for these calls.

GTL Response: GTL agrees.

5.13.12 The Bidder shall provide a toll free number which will be clearly shown on the called party's bill for assistance in billing matters.

GTL Response: GTL will comply. GTL's "trouble center" for billing problems or complaints about blocked numbers, is located at the company's headquarters in Mobile, Alabama. Billing problems or complaints are handled by a team of customer support personnel in Global Tel*Link's Billing Department.

Our toll-free Billing and Customer Service number [REDACTED] is answered from 8am eastern to 10pm eastern time CST, Monday through Friday.

Global Tel*Link's Billing Customer Service personnel are knowledgeable of the LazerPhone Inmate Telephone System, public payphones, and are skilled in handling billing disputes and adjustments. In the instance of billing disputes, the Billing and Collections Department works closely with the local exchange company to ensure accurate adjustments are made to bills and/or refunds are issued in a timely manner.

An issue that cannot be readily resolved by the Billing Representative who takes the call is quickly brought to the attention of a Billing Supervisor. When necessary, the Billing Supervisor researches and documents issue parameters, before escalating the issue to the Global Tel*Link's Billing Manager, Katie Collins.

5.13.13 The Bidder must describe and list, in its response, the billing arrangements it has with local exchange carriers (LECs) to ensure that collect calling from the ICS can be processed to the called party.

GTL Response: GTL will comply. GTL's billing clearing house, Billing Concepts, has billing arrangements with the list of local exchange carriers in Massachusetts, (found in Exhibit I)



ensuring that collect calls from our LazerPhone ICS can be processed to the called party.

5.13.14 It is desirable that the Bidder have billing arrangements with at least [REDACTED] of the local exchange carriers doing business in Massachusetts. The Bidder must provide, in its response, verification of this percentage being met.

GTL Response: GTL will comply. GTL's billing clearing house, Billing Concepts, has billing arrangements with all local exchange carriers in Massachusetts, ensuring that collect calls from our LazerPhone ICS can be processed to the called party.

5.13.15 It is desirable that the Bidder have billing arrangements with cellular service providers. The Bidder must provide, in its response, a list of cellular service providers with which it has billing arrangements.

GTL Response: GTL will comply. GTL is unaware of any cellular service providers that permit collect toll calls.

5.13.16 The Bidder shall collect all revenue from the called party for collect calls placed by inmates. The Bidder shall provide a percentage of this revenue as a commission fee to the DOC on a monthly basis. The Commission rate proposed by the Bidder must be included in the Bidder's Price Bid. Do not include any specific costs or commission information in the Technical Bid.

GTL Response: GTL will comply. See GTL's Price Bid.

5.13.17 The Commission Revenue paid to the DOC will be based on Gross Revenue. Gross Revenue is defined as revenue for all accepted calls without exception. The Bidder shall not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Commission Percentage Rate for the DOC.

GTL Response: GTL will comply. Global Tel*Link pays commissions based on the gross revenue billed for all phones covered by an Agreement. Gross Revenue shall mean all revenue generated by every completed call that is accepted by a consumer or paid through a Global Tel*Link prepaid account, but excludes all taxes, billing fees, and Federal, State, County or local telecommunications fees that additionally apply to a consumer's monthly telephone bill. Commissions shall be paid monthly and mailed directly to the Premise Provider.

5.13.18 The Bidder must agree, in its response, that a check for the commission amount will be sent to the DOC no later than 30 days after the close of the billing month. For example,



a commission check for calls made during April will be forwarded to the DOC no later than June 1st.

GTL Response: GTL will comply. GTL will send commission checks to the DOC no later than 30 days after the close of the billing month.

5.13.19 The Bidder must state, in its response, all charges associated with the inmate initiated collect call that will appear on the called party's telephone bill.

GTL Response: GTL will comply. The gross revenue billed for each inmate call accepted by the called party during the billing period will be itemized on the called party's monthly bill.

Any and all applicable Federal, State, County, Municipal and/or Excise taxes are also added to the consumer's telephone bill. These once-a-month charges are separate from and do not affect in any way the total gross revenue from inmate calls, upon which the DOC's commission is based.

5.13.20 The Contractor is not allowed to place any charges on the called party's telephone bill that are not directly related to providing the collect call. This includes charges for "property taxes", "construction fees", and other like charges that are not dictated by regulatory bodies. Violation of this requirement during the term of this contract may result in a one time fine of up to \$10,000 assessed by the DOC as well as refunds made to the called parties for all such charges.

GTL Response: GTL will comply. For inmate collect charges appearing on customer bills mailed to their homes no additional charges will appear other than the inmate collect rate, required taxes and regulatory fees.

For prepaid collect calls GTL bills the following; Federal tax, State tax, Local taxes (where applicable), and any other regulatory fees such as USF. For some prepaid collect deposits types a set up fee will apply. ***GTL is proud to offer the lowest setup fee for credit card and check by phone customer deposits then any other inmate phone provider.***

GTL has provided the set up fee for prepaid collect deposits for only credit cards and check by phone in the pricing portion of our response.

For all other payment types for prepaid such as personal check, certified checks, money orders, Western Union payments, etc GTL will NOT charge a set up fee.

No set up fee will apply to any and all deposit type if deposit is \$50 or over. GTL encourages



the MASS DOC to thoroughly investigate all bidder responses for any and all prepaid collect fees.

5.13.21 The Bidder must describe, in its response, all pre-paid collect call options available to inmate families and other authorized called parties.

GTL Response: GTL will comply. GTL offers an AdvancePay program to families and friends of inmates who need or want to pay in advance for inmate collect calls. An AdvancePay account can be setup through GTL's automated system at the time of an inmate's call or by calling GTL's AdvancePay or Billing Customer Support number.

Automated AdvancePay Setup: When an inmate attempts to dial a number that has a financially-based block, AdvancePay will place the inmate on hold while the option is given to the called party to set up an AdvancePay account that will allow inmate calls, up to a specified amount, to be charged to the party's VISA or Mastercard. Once the called party provides the appropriate information, the inmate is connected.

The opening message to a called party regarding AdvancePay is similar to:

"Your telephone service provider does not allow collect calls from ... "
"If you would like to accept this and future collect calls, you must establish a pre-pay account. We accept Visa and MasterCard. If you would like to set up an account and accept this call please press ... "

Once the appropriate key is pressed to indicate "yes", prompts will walk the called party through the remainder of the set up process. The option is given to set up a \$25.00 or \$50.00 prepayment. Once the account has been established and payment made via credit card, the current call will connect.

After the pre-pay account is established, collect calls to the telephone number may be placed up to the prepaid amount. After the prepaid amount is depleted, the system will inform the user that a prepayment must be made before additional calls can be received. Customers are also given the option at that time to increase their amount from a \$25.00 limit to a \$50.00 limit.

Non-Automated AdvancePay Setup: For people who do not have or choose not to use a VISA or Mastercard, AdvancePay's automated operator also provides a telephone number to Global Tel*Link's live AdvancePay operators, that the call recipient may dial to setup an AdvancePay account using other methods of payment.

Other forms of deposits available for Prepaid collect payment are:

- Western Union
- Personal Check



- Certified Check
- Money Order

5.13.22 It is desirable that the pre-paid collect call option available to inmate families and other authorized called parties provide the following:

GTL Response: GTL will comply. Understanding the prepay collect process, low rates and fees, appropriate Customer Service Representative staffing and hours of operation affording access to calling parties is one of the keys to ensuring successful migration from a non revenue producing CLEC blocked customer to converting that customer to a prepaid collect customer. This understanding generates revenue and commissions for the Commonwealth while satisfying both the inmate and their friends and families.

GTL is proud to be a leader in the prepaid collect market place which is demonstrated by our double digit percent of conversion to prepaid caller!

- [REDACTED] offered to the inmate's called party;

GTL Response: GTL will comply. LazerPhone provides this: At the time of an inmate's call to a number that might otherwise be blocked for financial reasons, LazerPhone's pre-paid collect call option provides a free initial call period during which the called party hears options and makes decisions relative to setting up an AdvancePay account. The inmate is on-hold during this period and cannot communicate with the called party.

- Automatic transfer of the called party to the Bidder's billing customer service department for payment arrangement;

GTL Response: GTL will comply. LazerPhone provides an even better solution: At the time of an inmate's call, after hearing available options for setting up a prepaid account, if the called party decides to prepay for the current call using a VISA or Mastercard the called party simply follows the automated AdvancePay setup prompts. After providing the requested information, including the desired credit card number, the inmate's call is connected. Alternately, if the called party does not have a VISA or Mastercard or prefers to fund the AdvancePay account using other means (or simple prefers not to use the automated system), the called party can call the AdvancePay number provided by the automated operator and speak with one of GTL's AdvancePay representatives, who will be happy to setup the AdvancePay account.

Please note that GTL provides a fully staffed and trained Advance Payment center located within the United States, unlike some providers that have out sourced one or



more of their payment centers to another country.

- Funds tied entirely to a specific called party telephone number (of the depositor);

GTL Response: GTL will comply. LazerPhone provides this: Prepaid funds designated by called parties for payment of inmate collect calls are specific for that called party's telephone number.

- Balance of pre-paid account and the cost of the call be provided to the called party for each call;

GTL Response: GTL will comply. At the time of every inmate's call to a party who has an established AdvancePay account, the called party is offered an opportunity to hear the cost of the call and is provided with GTL's customer service number to learn the balance in his/her prepaid account.

- Payment via credit card;

GTL Response: GTL will comply. LazerPhone's AdvancePay program allows called parties to prepay using a credit card. To automatically setup or replenish funds in an AdvancePay account, a VISA or Mastercard must be used. Other types of major credit cards can be used when the AdvancePay account is setup or replenished by contacting GTL's AdvancePay operators.

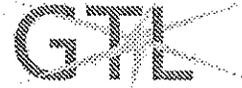
- Payment via debit card;

GTL Response: GTL will comply. LazerPhone's AdvancePay program allows called parties to prepay using a VISA or Mastercard debit card.

- Payment via money transfer organization (e.g., Western Union, etc.)

GTL Response: GTL will comply. GTL allows friends and families of inmates to fund an AdvancePay account via a money transfer organization such as Western Union and MoneyGram.

5.13.23 It is desirable that the pre-paid collect call option allow for [REDACTED] of the pre-paid account.



GTL Response: GTL will comply.

5.13.24 The Contractor must provide, on a monthly basis, a commission report that breaks down the total commission paid to the DOC [REDACTED]. The Bidder must provide, with its response, a sample of this commission report.

GTL Response: GTL will comply. Please see a sample commission report in Exhibit D.



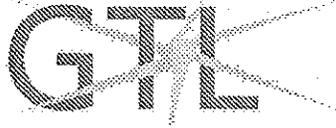
Section 6

Bidder History & References

6.1 COMPANY BACKGROUND

- 6.1.1 The Bidder must be in the business of providing Secure Inmate Calling Systems and Related Services (as specified in this RFR) for a period of at least three (3) years prior to the due date of this RFR. The Bidder must state the number of years it has been providing ICS and provide documentation in its response.

GTL Response: GTL will comply.



The Merger of AT&T and Global Tel*Link

Merger of telecommunications giant and inmate calling's technology leader creates the most experienced and innovative company in the inmate calling industry.

The Originator

AT&T created the first "Collect Only" inmate calling service in the early 1980s, and is the most experienced provider of inmate calling services in the industry.

In the years since, AT&T has provided inmate calling services and solutions for over 300 major customers nationwide. These customers represent over 1,300 correctional facilities and more than 49,000 inmate telephone stations. AT&T's extensive experience also includes the Coin Telephone market. The combined companies will continue to support this market and handle over 10,000 coin phones nationwide.

The Innovator

Global Tel*Link has provided exceptional telecommunications service to correctional facilities since 1989. Continuing its tradition of progressive technology and professional service, Global Tel*Link has expanded to include facilities in more than half of the United States.

Global Tel*Link's distinctive Inmate Telephone System products are designed for use in any size facility



whether the inmate population is 15 or 5,000. GTL's visionary engineers continually upgrade our products to meet the increasing demands of correctional facilities. Customers can use the standard system or explore a new world of investigative technology and telephone administration with optional – and exclusive – system features.

Our LazerPhone Inmate Telephone System equipment is currently installed at one hundred sixty (160) county and municipal correctional facilities and at multiple facilities operated by each of seventeen (17) state Departments of Corrections. GTL is the sole prime vendor at one hundred twenty-five (125) county/city facilities and eighteen (18) facilities run by the Tennessee DOC. Through partnerships with other companies, GTL provides both our state-of-the-art LazerPhone equipment and our comprehensive system support.

In 1993, Global Tel*Link was purchased by Schlumberger Technologies, Inc., a subsidiary of Schlumberger, LTD, an established international technology based company, primarily in oil field services, with operations in more than 100 countries. Ten years later, due to a realigned strategic direction for Schlumberger, a decision was made to divest of all non-core companies and Global Tel*Link was included in those divestitures. Global Tel*Link Corporation ("GTL"), is now a privately held corporation.

The New Leader

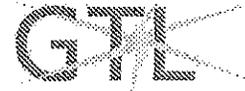
On June 2, 2005 AT&T's National Public Markets Division was acquired by Global Tel*Link Corporation, thus combining two premier inmate service providers. The combined company has provided inmate telephone service for the past 23 years.

GTL immediately becomes one of the largest inmate providers in the industry, with over 200 highly experienced employees, specializing in serving the needs of the inmate and corrections industry. The combined companies' revenues exceed \$230 million dollars.

The unprecedented opportunity created by this merger will enable GTL to continue moving toward its goal of *becoming the undisputed leader in the inmate telecommunications field; while providing industry leading customer service.*

The company's headquarters will remain in Mobile, Alabama. Here we manufacture and oversee the maintenance of the exclusive LazerPhone system, design new software features, and provide technical service and customer support. In addition, all system technicians receive extensive training at this location prior to certification which enables them to work on Global Tel*Link's products.

The combined company of AT&T and Global Tel*Link (GTL) currently has its Inmate Telephone Systems installed in facilities in the following states:



Alabama	Georgia	Montana	New York	Texas
Arkansas	Idaho	Minnesota	Oklahoma	Virginia
Arizona	Indiana	Missouri	Oregon	West Virginia
California	Illinois	Nebraska	Ohio	Washington
Colorado	Kentucky	Nevada	Pennsylvania	Wisconsin
Connecticut	Louisiana	New Jersey	Rhode Island	
Florida	Mississippi	North Carolina	Tennessee	

Each Global Tel*Link installation includes one of the following state-of-the-art system configurations:

- Series II (basic inmate phone control)
- LazerPhone (advanced inmate phone control and management)
- LazerPhone with Recording (advanced inmate phone control and management with conversation recording and monitoring)
- LazerPhone with Biometrics (advanced inmate phone control and management with conversation recording and monitoring, as well as fingerprint identification, digital image capture, and hidden microphone)

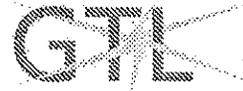
For the highest commission return with the most comprehensive set of management and investigative features, we recommend our LazerPhone Inmate Telephone System and Services.

In addition to its headquarters in Alabama, GTL maintains a validation and secondary system and data backup site in Houston, Texas, to ensure system reliability. GTL also maintains sales and administrative offices throughout the country.

Our combined seasoned management team remains intact. Our goals are to continue excellent service to our existing customers, increase opportunities to service new customers while maintaining profitability and providing the best of work places for our employees.

With combined financial strength, innovative technology and industry experience, GTL welcomes the opportunity to put our team to work for you.

- 6.1.2 It is desirable that the Bidder be in the business of providing Secure Inmate Calling Systems and Related Services (as specified in this RFR) for a period of ten (10) years prior to the due date of this RFR. The Bidder must state the number of years it has been providing ICS and provide documentation in its response.



GTL Response: GTL will comply. GTL has been providing Secure Inmate Calling Systems and Related Services since the early 1980's. In Exhibit E, is a copy of a contract showing proof of being in business since 1992.

6.1.3 The Bidder must include, in its response, a summary which describes, briefly, the following:

- Number of Offices;
- Number of Offices within Massachusetts;
- Organizational Structure;
- Total Staff
- Number of Years in Business;
- Number of Years Providing Secure Inmate Calling Systems and Related Services;

GTL Response: GTL will comply. GTL's only business is providing superior inmate telephone systems and services.

Number of Offices: GTL has over 20 offices located across the continental United States.

Number of Offices in Massachusetts: 1

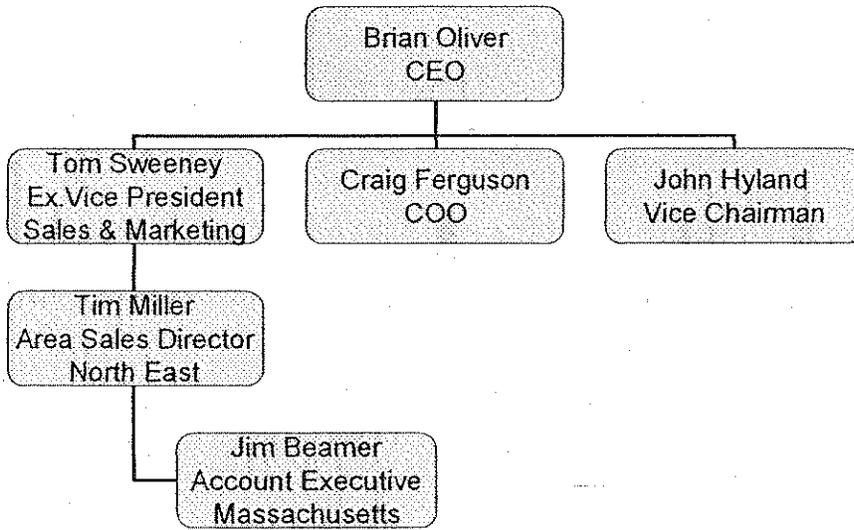
Total Staff: 199

Number of years in business: 20

Number of Years Providing inmate systems: The combined company has been providing inmate services for over 23 years.



GTL Executive Team



*Global Tel*Link Corporation is the largest provider of Inmate Calling Service (combining both Prime and Equipment only accounts) in the United States today.*

More than 50% of all DOC inmate calls are processed via GTL equipment and or Service!

See Map below for current GTL state DOC locations where GTL provides inmate telephone services.



6.2 BIDDER/PRODUCT REFERENCES

The Bidder **must** provide end user references with its response. These references will be contacted either by telephone, mail or facsimile transmission to verify the Bidder's experience and "real world" installation procedures. All reference reviews are done in a professional and timely manner to minimize the demands on Bidder reference contacts.

A minimum of three (3) references must be provided on the Business Reference Form provided in Attachment F and included with your response. (Changed per Amendment #1).

Failure to provide references as required on the Business Reference Form may lead to disqualification of the Bidder's response.

It is the Bidder's responsibility to ensure that any reference provided in its response be aware that they may be contacted by the DOC regarding the services provided by the Bidder. All reference reviews are done in a professional and timely manner to minimize the demands on Bidder reference contacts. However, reference contacts which refuse to discuss the Bidder or the services provided by the Bidder will result in a "0" rating for the Bidder for that reference. The DOC is not responsible for "negotiating" a response from a reference provided by a Bidder and will not tolerate such reference responses as "we are not allowed to discuss that", "we do not have time to discuss this", etc.

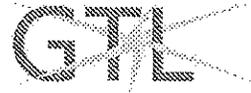
The Bidder must provide an authorized primary and secondary contact name for each reference submitted. This will allow the DOC to complete any reference reviews in a timely manner.

GTL Response: GTL will comply. See GTL's references provided in Attachment F.

6.3 BIDDER EXPERIENCE

6.3.1 The Bidder must further demonstrate its experience in the inmate calling system and correctional industries by providing a list of all correctional institution in which the Bidder has installed the proposed ICS. This list must include the institution, its location, and the total number of inmate telephones installed.

If the Bidder has not installed the proposed ICS in any other correctional institutions, the Bidder must state that fact in order to meet the requirement of this specification.



GTL Response: GTL will comply. GTL's customer list is included in Exhibit F. We respectfully request that the DOC separate this confidential information from the portion of our proposal that will be publicly viewed after opening. This list is proprietary and Confidential and should not be shared with other bidders or the public.

6.3.2 It is desirable that the Bidder have at least one reference of the same size as the DOC with regard to facilities and inmates. The Bidder must provide, in its response, a description of this reference including the number of facilities and number of inmates.

GTL Response: GTL will comply. Our reference, **North Carolina DOC**, included on a Business Reference Form in Attachment F, is approximately the same size as Massachusetts Department of Corrections with regard to facilities and inmates.

is public.

to facilities and inmates.

Attachment A

Required Forms Checklist

Attachment A Required Forms Checklist

Bidders must complete, execute and return the following forms, which are found under the "Forms & Terms" tab of this solicitation on the Comm-PASS system.

- X Standard Contract Form
- X Commonwealth Terms and Conditions
- X Request for Taxpayer Identification and Verification (W9)
- X Contractor Authorized Signatory Listing
- X Affirmative Action Plan Form
- X Affirmative Market Program Plan
- X Northern Ireland Notice and Certification
- X Certification of Tax Compliance

The Bidder must complete this checklist and include it with the completed forms as an attachment to its response to the RFR document.

Attachment B

Required Inmate Telephones

Attachment B

Required Number of Inmate Telephone Instruments

Location	Inside Inmate Telephones	Outside Inmate Telephones	Special Mgmt Unit Telephones	Coin Telephones
Bay State Correctional Center	24	6	0	2
Boston Pre-Release Center	12	0	0	3
Bridgewater State Hospital	18	4	0	1
Lemuel Shattuck Hospital Correctional Center	2	0	0	3
Mass Alcohol & Substance Abuse Center (MASAC)	18	0	0	2
Massachusetts Treatment Center	59	7	2	2
MCI - Cedar Junction	79	4	20	2
MCI - Concord	85	4	5	1
MCI - Framingham	64	0	2	4
MCI - Norfolk	57	11	3	2
MCI - Plymouth	13	2	0	1
MCI - Shirley	123	0	4	7
North Central Correctional Institution at Gardner	106	5	2	2
Northeastern Correctional Center	18	0	0	2
Old Colony Correctional Center	59	11	2	2
Pondville Correctional Center	11	0	0	0
South Middlesex Correctional Center	11	0	0	2
Souza Baronowski Correctional Center (Shirley)	159	7	9	4
TOTAL	918	61	49	42

Attachment C

**Current Inmate Call Volume
and
Commission History**

AMENDMENT #2

Attachment C – Current Inmate Call Volume and Commission History is replaced in its entirety with the following:

Attachment C
Current Inmate Call Volume and
Commission History

SUMMARY BY MONTH – ALL CALL TYPES

Date	Attempted Record Count	Accepted Record Count	Accepted Total Minutes
May, 2004	673,718	234,582	3,130,997
June, 2004	668,033	231,082	3,103,886
July, 2004	708,090	250,417	3,371,724
August, 2004	721,646	251,725	3,356,838
September, 2004	657,564	228,601	3,041,809
October, 2004	655,251	231,826	3,129,317
November, 2004	579,102	217,465	2,948,618
December, 2004	605,747	235,931	3,188,783
January, 2005	626,415	234,185	3,243,596
February, 2005	574,859	205,204	2,794,900
March, 2005	607,054	215,949	2,921,223
April, 2005	619,903	218,859	2,925,666
Totals:	7,697,382	2,755,826	37,157,357

SUMMARY BY MONTH – LOCAL CALLS

Date	Attempted Record Count	Accepted Record Count	Accepted Total Minutes
May, 2004	27,467	9,770	117,945
June, 2004	25,315	9,324	113,233
July, 2004	31,329	10,971	133,938
August, 2004	31,176	11,015	128,824
September, 2004	26,537	10,019	120,103
October, 2004	26,751	10,203	128,899
November, 2004	24,281	9,148	119,650
December, 2004	25,399	9,859	127,558
January, 2005	26,086	10,961	142,137
February, 2005	24,725	11,002	143,130
March, 2005	27,475	12,240	162,442
April, 2005	26,471	11,594	150,983
Totals:	323,012	126,106	1,588,842

SUMMARY BY MONTH – INTRALATA/INTRASTATE CALLS

Date	Attempted Record Count	Accepted Record Count	Accepted Total Minutes
May, 2004	543,841	196,930	2,605,122
June, 2004	537,604	192,518	2,561,669
July, 2004	557,988	204,654	2,727,186
August, 2004	575,282	207,223	2,734,773
September, 2004	520,707	186,607	2,453,411
October, 2004	511,924	186,071	2,477,778
November, 2004	452,462	174,438	2,334,125
December, 2004	473,279	190,182	2,544,974
January, 2005	485,107	186,596	2,568,531
February, 2005	437,707	160,300	2,155,690
March, 2005	459,708	168,029	2,240,552
April, 2005	464,416	168,619	2,219,129
Totals:	6,020,025	2,222,167	29,622,940

SUMMARY BY MONTH – INTERLATA/INTRASTATE CALLS

Date	Attempted Record Count	Accepted Record Count	Accepted Total Minutes
May, 2004	71,521	20,497	309,793
June, 2004	76,165	22,203	334,161
July, 2004	85,870	27,072	402,801
August, 2004	83,911	25,765	386,827
September, 2004	80,224	24,590	370,013
October, 2004	86,097	27,945	421,068
November, 2004	75,726	26,553	395,002
December, 2004	79,210	27,762	407,509
January, 2005	88,321	29,464	434,164
February, 2005	85,579	26,865	399,786
March, 2005	90,422	28,461	419,578
April, 2005	97,336	30,992	451,686
Totals:	1,000,382	318,169	4,732,388

SUMMARY BY MONTH – INTERLATA/INTERSTATE CALLS

Date	Attempted Record Count	Accepted Record Count	Accepted Total Minutes
May, 2004	30,889	7,385	98,137
June, 2004	28,949	7,037	94,823
July, 2004	32,903	7,720	107,799
August, 2004	31,277	7,722	106,414
September, 2004	30,096	7,385	98,282
October, 2004	30,479	7,607	101,572
November, 2004	26,633	7,326	99,841
December, 2004	27,859	8,128	108,742
January, 2005	26,901	7,164	98,764
February, 2005	26,848	7,037	96,294
March, 2005	29,449	7,219	98,651
April, 2005	31,680	7,654	103,868
Totals:	353,963	89,384	1,213,187

COMMISSION HISTORY
Fiscal Year 2004

Month	Total Revenue	DOC Commission (42%)
July, 2003	\$ 490,945.69	\$ 206,197.19
August, 2003	\$ 445,659.52	\$ 187,177.00
September, 2003	\$ 448,721.36	\$ 188,462.97
October, 2003	\$ 484,124.10	\$ 203,332.12
November, 2003	\$ 438,756.76	\$ 184,277.84
December, 2003	\$ 454,614.00	\$ 190,937.88
January, 2004	\$ 528,622.05	\$ 222,021.26
February, 2004	\$ 542,363.74	\$ 227,792.77
March, 2004	\$ 409,230.93	\$ 171,876.99
April, 2004	\$ 439,949.81	\$ 184,778.92
May, 2004	\$ 625,636.12	\$ 262,767.17
June, 2004	\$ 487,880.60	\$ 204,909.85
Totals:	\$5,796,504.68	\$2,434,531.96

Fiscal Year 2005

Month	Total Revenue	DOC Commission (42%)
July, 2004	\$ 594,881.69	\$ 249,850.31
August, 2004	\$ 527,634.83	\$ 221,606.63
September, 2004	\$ 379,338.57	\$ 159,322.20
October, 2004	\$ 364,367.90	\$ 153,034.52
November, 2004	\$ 406,782.55	\$ 170,848.67
December, 2004	\$ 766,795.57	\$ 322,054.14
January, 2005	\$ 667,263.57	\$ 280,250.70
February, 2005	\$ 524,624.31	\$ 220,342.21
March, 2005	\$ 499,326.90	\$ 209,717.30
April, 2005	\$ 589,396.40	\$ 247,546.49
Totals:	\$5,320,412.29	\$2,234,573.17

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AMENDMENT #4

Attachment D – Cost Tables is replaced in its entirety with the following:

**Attachment D
Cost Tables**

The Bidder must complete all of the following Cost Tables. The proposed Inmate Calling System and Related Services must be provided to the Massachusetts Department of Correction at no cost to the DOC. Costs proposed in these Cost Tables will be the Commission Percentage paid to the Commonwealth for all inmate calls made through the proposed system while in Collect-only Mode or Debit-Based.

The Bidder must include the Inmate Calling System and Related Services according to the RFR specifications for all goods and services. Any and all costs must be entered in U.S. currency. The Bidder should be careful when it completes these Cost Tables because the Bidder shall be responsible for any and all costs not included in these Cost Tables.

These cost tables must be provided in your response.

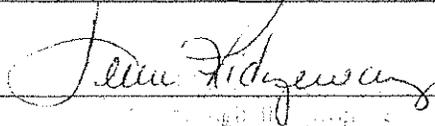
The following must be completed by the individual identified in the Contractor Authorized Signatory Listing.

I am authorized by the Bidder to provide these costs and commission fee schedule in response to this RFR.

Bidder Name:

Global Tel*Link Corporation

Signature:



Name:

Teresa Ridgeway

Title:

Vice President of Legal and Administration

Date:

September 8, 2005

COST TABLE 1.0
COLLECT CALL COMMISSION FEE SCHEDULE

The following stated percentage is the figure used to calculate the monthly Commission paid to the Mass DOC for all accepted¹ telephone calls placed through the Inmate Calling System. This percentage will be based on monthly Gross Revenue² attributed to the Inmate Calling System for all call traffic.

The Bidder must provide a commission rate that includes a figure to the 1/100 position (as in the example below) to ensure that no ties will be possible from proposing Bidders.

Example:

1	2	•	3	4
---	---	---	---	---

The Bidder must not leave any space in the following form blank. Insert an appropriate number into each space provide even if the number is a zero (0).

Proposed Monthly
Commission Percentage:

3	5	•	0	0
---	---	---	---	---

1 - Accepted calls are defined as those inmate collect calls positively accepted (proactively or passively) or approved by the called party via the use of Touch Tone input.

COST TABLE 2.0
PRE-PAID DEBIT CALLING COMMISSION FEE SCHEDULE

The following stated percentage is the figure used to calculate the monthly Commission paid to the Mass DOC for all telephone calls placed through the Inmate Calling System in pre-paid debit mode. This percentage will be based on monthly Gross Revenue² attributed to the Inmate Calling System for all pre-paid debit call traffic.

The Bidder must provide a commission rate that includes a figure to the 1/100 position (as in the example below) to ensure that no ties will be possible from proposing Bidders.

Example:

1	2	•	3	4
---	---	---	---	---

The Bidder must not leave any space in the following form blank. Insert an appropriate number into each space provide even if the number is a zero (0).

**Proposed Monthly
Commission Percentage:**

3	5	•	0	0
---	---	---	---	---

COST TABLE 3.0
INTERNATIONAL CALL PER-MINUTE SCHEDULE

Bidders must complete Cost Table 3.0 on the following page. Feel free to make copies for this table for inclusion with your response.

The Cost Table on the following page **must** be included in the Bidder's Response. This Cost Table provides the proposed per-minute cost for inmate calling to countries/locations outside of the North American Dialing Plan.

This Cost Table 3.0 (International Calling Costs) completed by the Bidder will be made an integral part of the Bidder's Contract with the DOC. The Bidder must list all countries/locations to which it can provide collect only or direct dial (debit based) calls. In the appropriate column, the Bidder must enter the per call surcharge, per minute rate (collect calls) and per minute rate (direct dial).

All rates (with the exception of the per call surcharge) must be quoted on a flat per minute basis and include all costs associated with processing the international call. No per call minimum will be allowed for international calling.

In the left hand column, the Bidder must enter the country (outside the North American Dialing Plan) to which it can provide service. In the right hand columns, the Bidder must enter a rate in the appropriate column to indicate if the Bidder carries traffic to the listed country in collect call mode, pre-paid debit mode or both.

The Bidder must not leave any spaces empty in the Cost Table on the following page. For example, if you provide pre-paid debit direct dial service to the United Kingdom but do not provide access to this country in a collect mode, place "Not Available" in the space provide for "Per Call Surcharge" and "Collect Call Rate".

All costs for the proposed hardware, software, maintenance, service, etc. for the proposed Inmate Calling System shall be the responsibility of the Bidder. No costs for such items shall be included in Cost Table 3.0.

COST TABLE 3.0
INTERNATIONAL CALL PER-MINUTE SCHEDULE

Bidders must complete Cost Table 3.0 and include it in their response. Feel free to make as many copies for this table as required for inclusion with your response.

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Afghanistan	\$0.00	N/A	\$5.01
Albania	\$0.00	N/A	\$2.28
Algeria	\$0.00	N/A	\$1.79
American Samoa	\$0.00	N/A	\$2.39
Andorra	\$0.00	N/A	\$1.31
Angola	\$0.00	N/A	\$2.93
Anguilla	\$0.00	N/A	\$1.86
Antarctica	\$0.00	N/A	\$4.81
Antigua (Barbuda)	\$0.00	N/A	\$1.36
Argentina	\$0.00	N/A	\$1.44
Armenia	\$0.00	N/A	\$2.66
Aruba	\$0.00	N/A	\$1.31
Australia	\$0.00	N/A	\$0.77
Austria	\$0.00	N/A	\$1.43

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Azerbaijan	\$0.00	N/A	\$2.12
Bahamas	\$0.00	N/A	\$0.76
Bahrain	\$0.00	N/A	\$2.22
Bangladesh	\$0.00	N/A	\$3.20
Barbados	\$0.00	N/A	\$1.65
Belgium	\$0.00	N/A	\$1.04
Belize	\$0.00	N/A	\$1.94
Benin	\$0.00	N/A	\$2.28
Bermuda	\$0.00	N/A	\$1.08
Bhutan	\$0.00	N/A	\$5.07
Bolivia	\$0.00	N/A	\$1.87
Bosnia-Herzegovina	\$0.00	N/A	\$1.94
Botswana	\$0.00	N/A	\$2.28
Brazil	\$0.00	N/A	\$1.26
British Virgin Islands	\$0.00	N/A	\$1.29
Bulgaria	\$0.00	N/A	\$1.55
Burkina Faso	\$0.00	N/A	\$2.93
Burundi	\$0.00	N/A	\$5/64
Cambodia	\$0.00	N/A	\$4.99
Cameroon	\$0.00	N/A	\$2.49
Canada	\$0.00	N/A	\$0.44
Cape Verde Island	\$0.00	N/A	\$2.66
Cayman Islands	\$0.00	N/A	\$1.14

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Central African Republic	\$0.00	N/A	\$4.00
Chad Republic	\$0.00	N/A	\$4.81
Chile	\$0.00	N/A	\$1.11
China	\$0.00	N/A	\$2.51
Colombia	\$0.00	N/A	\$1.72
Costa Rica	\$0.00	N/A	\$1.60
Croatia	\$0.00	N/A	\$1.94
Cuba	\$0.00	N/A	\$2.37
Denmark	\$0.00	N/A	\$1.05
Dominica	\$0.00	N/A	\$1.21
Dominican Republic	\$0.00	N/A	\$1.01
Ecuador	\$0.00	N/A	\$2.02
Egypt	\$0.00	N/A	\$2.25
El Salvador	\$0.00	N/A	\$1.57
Finland	\$0.00	N/A	\$1.06
France	\$0.00	N/A	\$0.64
Gabon	\$0.00	N/A	\$2.25
Gambia	\$0.00	N/A	\$2.00
Germany	\$0.00	N/A	\$0.66
Ghana	\$0.00	N/A	\$1.78
Greece	\$0.00	N/A	\$1.39
Grenada	\$0.00	N/A	\$1.64
Guatemala	\$0.00	N/A	\$1.49

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Guyana	\$0.00	N/A	\$2.59
Haiti	\$0.00	N/A	\$2.06
Honduras	\$0.00	N/A	\$2.02
Hong Kong	\$0.00	N/A	\$1.41
Hungary	\$0.00	N/A	\$1.23
India	\$0.00	N/A	\$2.49
Indonesia	\$0.00	N/A	\$1.85
Iran	\$0.00	N/A	\$3.00
Iraq	\$0.00	N/A	\$4.08
Ireland	\$0.00	N/A	\$0.94
Israel	\$0.00	N/A	\$1.73
Italy	\$0.00	N/A	\$1.06
Jamaica	\$0.00	N/A	\$2.16
Japan	\$0.00	N/A	\$0.78
Korea, South	\$0.00	N/A	\$1.26
Laos	\$0.00	N/A	\$5.16
Latvia	\$0.00	N/A	\$2.12
Lebanon	\$0.00	N/A	\$2.39
Liberia	\$0.00	N/A	\$1.80
Lihtuania	\$0.00	N/A	\$2.50
Malaysia	\$0.00	N/A	\$1.37

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Mexico – Rate Zones 1-3	\$0.00	N/A	\$0.70
Mexico – Rate Zones 4-8	\$0.00	N/A	\$1.22
Monaco	\$0.00	N/A	\$0.64
Montserrat	\$0.00	N/A	\$1.89
Morocco	\$0.00	N/A	\$2.20
Netherland Antilles	\$0.00	N/A	\$1.48
Netherlands	\$0.00	N/A	\$0.61
New Zealand	\$0.00	N/A	\$2.46
Nicaragua	\$0.00	N/A	\$1.65
Nigeria	\$0.00	N/A	\$2.77
Norway	\$0.00	N/A	\$0.75
Pakistan	\$0.00	N/A	\$2.77
Pakistan Karachi	\$0.00	N/A	\$2.77
Panama	\$0.00	N/A	\$1.71
Peru	\$0.00	N/A	\$1.76
Peru-Lima	\$0.00	N/A	\$1.76
Philippines	\$0.00	N/A	\$1.59
Philippines – Manila	\$0.00	N/A	\$1.59
Poland	\$0.00	N/A	\$1.32
Portugal	\$0.00	N/A	\$1.43
Puerto Rico	\$0.00	N/A	\$0.65

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Romania	\$0.00	N/A	\$1.96
Russia	\$0.00	N/A	\$2.11
Russia-Moscow	\$0.00	N/A	\$2.11
Russia-St. Petersburg	\$0.00	N/A	\$2.11
Rwanda	\$0.00	N/A	\$3.20
Saudi Arabia	\$0.00	N/A	\$2.79
Senegal	\$0.00	N/A	\$3.32
Singapore	\$0.00	N/A	\$1.25
Slovakia	\$0.00	N/A	\$1.58
Slovenia, Republic of	\$0.00	N/A	\$1.94
Somalia	\$0.00	N/A	\$7.05
South Africa	\$0.00	N/A	\$1.55
Spain	\$0.00	N/A	\$1.28
St. Kitts	\$0.00	N/A	\$1.37
St. Lucia	\$0.00	N/A	\$1.62
St. Pierre & Miquelon	\$0.00	N/A	\$1.29
St. Vincent & Grenadines	\$0.00	N/A	\$1.82
Sudan	\$0.00	N/A	\$4.26
Sweden	\$0.00	N/A	\$0.61
Switzerland	\$0.00	N/A	\$0.66
Syria	\$0.00	N/A	\$2.93

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Taiwan	\$0.00	N/A	\$1.41
Thailand	\$0.00	N/A	\$1.94
Trinidad & Tobago Islands	\$0.00	N/A	\$1.80
Turkey	\$0.00	N/A	\$1.59
Turks & Caicos	\$0.00	N/A	\$1.63
U.S. Virgin Islands	\$0.00	N/A	\$0.95
Uganda	\$0.00	N/A	\$2.12
Ukraine	\$0.00	N/A	\$2.39
United Emirate	\$0.00	N/A	\$1.53
United Kingdom	\$0.00	N/A	\$0.51
Urguay	\$0.00	N/A	\$2.05
Venezuela	\$0.00	N/A	\$1.34
Venezuela - Caracas	\$0.00	N/A	\$1.34
Vietnam	\$0.00	N/A	\$3.24
Yemen	\$0.00	N/A	\$1.85
Yugoslavia	\$0.00	N/A	\$1.98
Zaire	\$0.00	N/A	\$2.12
Zimbabwe	\$0.00	N/A	\$1.85

Attachment E

Sample Inmate Telephone Number Request Form

Attachment E **Sample Inmate Telephone Number Request Form**

The Bidder must provide a three part form allowing for the request of telephone numbers by the inmate which are used as the inmates "call list" associated with the inmate's PIN. The Bidder must provide these forms during the term of the contract.

The current Inmate Telephone Number Request Form is provided on the following page. The Bidder must provide a form that is similar to this sample form.

GTL Response: GTL will comply. GTL has provided a sample report as an attachment to this section that will meet the DOC's requirements. This report will be provided in three part form.

MASSACHUSETTS DEPARTMENT OF CORRECTION
 Inmate Telephone System Number Request Form

INMATE NAME: _____ INMATE PIN # _____
 COMMITMENT #: _____ UNIT: _____ LANGUAGE PREFERENCE: _____
 ENGLISH SPANISH
 Inmate Signature: _____ Date: _____

Add(A) / Delete (D)	Name of Called Party	Relationship	Area Code	Telephone Number
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

THE FOLLOWING (APPROVED) ATTORNEY AND PRIVILEGED NUMBERS WILL NOT BE RECORDED

Name	Area Code	Telephone Number

Your acceptance of a PIN and use of inmate telephones shall be deemed as consent to the conditions and restrictions placed upon inmate telephone calls, including call monitoring, recording and call detail. 3-Way Calling is Not Allowed.

Review by Unit Staff Member (name and signature)	Date
--	------

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Attachment F

Business Reference Forms

Bidder Business Reference #1

Bidder Name:	Global Tel*Link Corporation
Customer Name:	North Carolina DOC – Division of Prisons 840 W. Morgan Street Raleigh, NC 27603
Primary Contact:	Tricia Deal - Telecommunications Manager
Telephone Number:	[REDACTED]
Secondary Contact:	Denise Radford - Technical Analyst
Telephone Number:	[REDACTED]
Month/Year Installed:	May 2004
Number of Inmates:	33,000
Number of ICS Installed:	2000 stations
Additional Description Of Services Installed:	The inmate system supports over 2000 inmate telephones, 79 facilities, and approximately 33,000 inmates. GTL also supports approximately 1200 public payphones.

Bidder Business Reference #2

Bidder Name:	Global Tel*Link Corporation
Customer Name:	Arizona Department of Corrections 1110 West Washington Street Suite 280 Phoenix, AZ 85007-2935
Primary Contact:	Denis Brimhall, Network Support Manager
Telephone Number:	[REDACTED]
Secondary Contact:	Denel Pickering Chief Procurement Officer
Telephone Number:	[REDACTED]
Month/Year Installed:	June 2001
Number of Inmates:	33,000
Number of ICS Installed:	1000+ stations
Additional Description Of Services Installed:	The inmate system supports over 1000 inmate telephones, 21 facilities, and approximately 33,000 inmates.

Bidder Business Reference #3

Bidder Name:	Global Tel*Link Corporation
Customer Name:	Mobile County Metro Jail St. Emanuel Street Mobile, AL
Primary Contact:	Warden Mike Haley Mobile County Metro Jail
Telephone Number:	[REDACTED]
Secondary Contact:	Mr. Marty Irvin Mobile County Sheriff's Department
Telephone Number:	[REDACTED]
Month/Year Installed:	1998
Number of Inmates:	1200 inmates
Number of ICS Installed:	128 stations
Additional Description Of Services Installed:	The inmate system supports 128 inmate telephones, 2 facilities, and approximately 1200 inmates. This County uses the proposed inmate calling system platform.