

KEY EMPLOYEE RESUMES



WILLIAM R. "SKIP" SMITH

POSITION

CONTRACT TEAM MANAGER

QUALIFICATIONS SUMMARY

Skip has over 30 years of telecommunications and inmate experience in sales management, operations, product management, and sales. He is experienced in working with clients, internal AT&T organizations, and subcontractors in designing and supporting state-of-the-art inmate calling systems.

PROFESSIONAL EXPERIENCE

Account Executive-Global Tel*Link 2005 to Present

Global Tel*Link merged with AT&T Inmate Calling Services – July 2005.

Regional Sales Manager 1999 - 2005

AT&T Local Services, Midwest and Southwest Region

- Responsible for sales and service of Inmate Markets in the Western and Southwest Region.
- Work with internal AT&T resources and subcontractors to create, implement, and manage inmate systems that meet specific client objectives and requirements.

Work closely with clients to identify strategies and solutions to meet their needs.

Strategic Account Manager 1997 - 1999

U.S. West Communications

- Managed the sales, marketing, and services for major corporate accounts.
- Coordinate sales services, and maintenance efforts to meet customer needs.

Regional Sales Manager 1993 - 1997

Phillips & Brooks, Inc.

- Managed sales, service, installation, and maintenance of inmate products, telephone enclosures, and contract services.

Director Advertising and Marketing/Sales Manager 1983 - 1993

Acoustics Development Corporation

- Managed marketing and advertising initiatives for all domestic telephone operations.
- Managed sales and contract services with the region.

Senior Communications Consultant 1973 - 1983

GTE

- Responsible for marketing and sales of large key systems, small PBXs, and coin telephone services.

EDUCATION

B.A. in Business, Marketing and Advertising from Central State University.

Variety of professional courses, including:

Managing Professional Growth

Managing High Performance Sales Teams

Problem Solving and Decision Making

Executive Sales Training

Project Management

Effective Writing

Time Management

Sales Management Certification



BOB PARNELL

POSITION

TITLE: FIELD SERVICE MANAGER

QUALIFICATIONS SUMMARY

Experienced leader with 25+ years of technical and managerial expertise. Proven successful in sales, and management, excelling in driving both profit and customer satisfaction. Diversified, self-starter, highly adaptable and motivated team player willing and able to hit the ground running.

PROFESSIONAL EXPERIENCE

Global Tel*Link (formerly MCE/Verizon Business), Cedar Rapids, Iowa 2003-Present

Product Development Manager/Technical Consultant : Responsible for roll out of Value Add products in the Department of Corrections marketplace.

- Produce and present marketing presentations to prospective customers.
- Manage multiple departments within MCI to provide products to customer base.
- Manage multiple contracts with Inmate Telephone systems including subcontractors performing maintenance on systems.

Tempo (A Textron Company) Camarillo, California 2001-2002

Regional Sales Manager: Responsible for sales and customer support in a seventeen-state territory in the Midwest. Directed two manufacturer's representative firms to ensure proper coverage of territory.

- Managed existing customer base in down economy while adding new customers.
- Conducted product training sessions for colleagues from other Textron companies to promote maximum product exposure.

Cisco Systems- Optical Networking Group, Cedar Rapids, Iowa 2000-2001

Sales/Systems Engineer: Responsible for pre-sales and post-sales presentations to customers.

- Assisted Account Manager in obtaining 434% of quota FY2000.
- Performed on site customer training to obtain first "on-line" optical orders.
- Gained customer approval for use of Cisco equipment for Gig E Transport via sponsored lab evaluation.

Marconi Communications, St. Louis, Missouri 1996-2000

Area Manager: Directed multiple projects and personnel for various customers. Work included tracking job progress, budget comparison of bid versus actual, accounting for WIP and billing for completed work.

Project Manager: Initially involved in the installation and cutover of a new Inmate Telephone system in each of the prisons in the state of Iowa. Work included wide area networking of each of the OS/2 systems and local cabling of all of the telephones.

- Trained Iowa Department of Corrections Staff on operation of phone system.
- Managed entire state network under budget with high company profit margins for 3 years.

McLeod*USA, Cedar Rapids, Iowa 1993-1996

Project Manager: Performed engineering, cost analysis, vendor selection, and documentation on multiple projects during start up phase of company. Extensive proficiency in software tools were used in accomplishing the various daily activities associated with this position.

- Co-authored RFP response resulting in contracts to build over 4000 miles of fiber optic

cable routes. Contract resulted in over \$60 million of work.

- Designed, procured, installed first OC3 SONET Metro rings for company.

Field Engineer: Maintained 13 sites on the Iowa Communications Network. Daily responsibilities included cable locates, circuit turn ups including data, voice, and video.

- Simultaneously served a 3-month tenure in the office providing engineering data for a response to an RFP for 540 additional sites to the ICN.
- Secured pricing through interaction with multiple vendors to build cost models for RFP.

Kiewit Network Technologies, Adel, Iowa

1992-1993

Test Engineer: Performed acceptance testing on 102 fiber optic sites carrying inter-active video and voice/data communication traffic for the Iowa Communication Network. Included in the testing were proving the operational functionality of the fiber optic equipment, video, 3/1, 3/3 and 1/0 DACS, and channel bank equipment.

MCI (Telecom*USA), Cedar Rapids, Iowa

1986-1992

Field Engineer: Maintained an 80-mile fiber route with two terminals and one repeater station. Work included rotary and fusion splicing, along with lightwave equipment installation, and testing. Additionally responsible for M 1/3 multiplexers, and serial and parallel alarm telemetry.

Last Mile TechII: Required to install radio and optical bypass equipment for customer and company use. This included cost studies, route and path surveillance, and equipment and site engineering.

Radio Facilities Tech: Maintained a 6 GHZ 135 MB radio route with terminal and repeater stations. Initially assisted in installation and testing of radio and multiplexing equipment. Daily activities consisted of turn up and testing of DS1 and DS3 facilities.

EDUCATION

MBA --, Upper Iowa University, Fayette, Iowa

Bachelor of Science -- Business Management, Mt. Mercy College, Cedar Rapids, Iowa

Associate of Arts -- Business Management, Kirkwood Community College, Cedar Rapids, Iowa

Communications Electronics, Ranken Technical Institute, St. Louis, Missouri



CHRIS GICKLER

POSITION

MIDWEST FIELD SERVICE DIRECTOR

QUALIFICATIONS SUMMARY

Summary of Qualifications and Experience

Chris has worked in the Telecommunications Industry for 10 years with MCI, Global Tel*link. His responsibility has been focused on the Ohio Department of Rehabilitations and Corrections (ODRC) as the Field Service/Project Manager for the ODRC inmate call out program and other related products and services. Prior to that he worked in the Information Technology industry for than 6 years focusing on hardware configuration, sales, service and large project support and deployments. While at MCI and Global Tel*Linke Chris has lead 3 Department of Corrections Inmate phone platform deployments and several smaller account upgrades and deployments.

In 2008 Chris was promoted from Ohio Field Service Manager to the Midwest Field Service Director for Global Tel*Link, however Chris has remained the Project Manager for the ODRC and Ohio DYS accounts.

CUSTOMER SERVICE

Chris is the head of the GTL Ohio Field Service team, he is directly responsible for the on going service and support for the Ohio Department of Rehabilitations & Corrections, (ODRC), Ohio Department of Youth Services (DYS). This includes issue escalations, customer service billing escalations and other day-to-day operations responsibilities.

PROFESSIONAL EXPERIENCE

Global Tel*Link - GTL (Formally MCI) Field Service Director/Manager, (6-99 – Present)

Chris is responsible for the all the day-to-day operations, maintenance, trouble shooting, and coordinating all GTL subcontractors in relation to the support of both ODRC and Ohio DYS contracts. He is also as GTL Midwest Field Service Direct has indirect support and responsibility for GTL many accounts across 11 States.

CompuCom Systems Inc., Business Manager Professional Services Division (5/93 – 6/99)

Chris was responsible for managing all day-to-day business activities for the Professional Services Division of CompuCom Systems Inc.. This included facility management for the Ohio office, all communication needs for the Ohio office and all Ohio staff, continued maintenance and programming of the internal PBX system supporting 52 phones, and maintaining the internal WAN and Internet connections. He also was responsible for managing all the internal Fixed assets for all associates of the Professional Services Division supporting over 900 technical and none technical users. Chris was also a key person in the acquisition of NC Group to CompuCom system. This included the management of a new integrated billing and time management system for all billable consultants for the Professional Services Division

EDUCATION

Franklin University BS Marketing & Business Management Graduated 1994

AWARDS

Other Accomplishments

Chris is the key inventor on three new value add products, Investigative Management System, Inmate Visitation System, and Inmate-Employee Fraternalization System.



MARGARET D. PHILLIPS

POSITION

Executive Director, Billing Services

QUALIFICATIONS SUMMARY

Margaret has supported correctional telecom billing and associated systems at Global Tel*Link for nine (9) years. Prior to joining Global Tel*Link, Margaret managed billing support systems for several wireless telephone providers. She has been directly involved in the design, implementation, and maintenance of several telecom billing systems.

PROFESSIONAL EXPERIENCE

Executive Director, Billing Services 4/2001 to present
Global Tel*Link, Mobile, AL

Joined Global Tel*Link in 2001 after experiencing several wireless telephone provider mergers.

Responsibilities include:

- Management of all telecommunications rating and billing operations. Includes configuration and maintenance of rates, local and extended calling areas, discounts, and taxation for collect and prepaid calling.
- Coordination of billing processes and transactions with various vendors, partners and clearinghouses. Includes reconciliation of billing records, receivables, unbillables, and uncollectibles.
- Analysis and monitoring of billing data and channels for revenue assurance and performance
- Supervision of Billing Customer Service call center staff and all corporate rating and billing support staff.
- Liason for line information database provider (LIDB validation services) and internal engineering and technical support staff.
- Design and implementation of billing process enhancements and improvements.

Billing Manager / MIS Manager 1996 - 2001
Digiph PCS / Powertel / Voicestream, Mobile, AL

- Operation and maintenance of telecommunication customer care and billing systems. Included specification, construction, and maintenance of wireless telecommunication rate plans.
- Operation and maintenance of retail point-of-sale system. Included development of ancillary applications for interaction with point-of-sale system.
- Management of Oracle 7.3.4 and Ingres II databases.
- Supervision and scheduling of I.T. Help Desk staff supporting 13 retail stores and 200+ employees.
- Implementation of initial billing system software and management of subsequent billing system conversions.

Assistant Director, Academic Computing 1992 - 1996
Spring Hill College, Mobile, AL

- Installed and maintained computer hardware, peripheral components, and software in computer labs and academic/administrative offices.
- Provided technical assistance to 150+ system users.
- Developed and conducted formal computer training classes for employees.
- Supervised and scheduled computer lab assistants and work-study students.
- Installed and maintained network hardware and software on a multi-platform network.

EDUCATION

1992 - Bachelor of Science, Spring Hill College, Mobile Alabama

Major - Communication, Minor - Information Science

RESUME: MR. DENNIS JUZANG TECHNICAL SUPPORT MANAGER

Work Experience:

Global Tel*Link

December 2003 Through Present

Technical Support Manager

- ◆ Developing customer relationships and managing assigned accounts to guarantee continued revenue generation and high levels of customer satisfaction
- ◆ Ongoing management and retention (includes reporting and analysis on utilization, risk evaluation and other relevant information)
- ◆ Working closely with sales executives as part of the account team that supports and manages each key client to maintain proactive and consistent communication with the sales team and client Training all facility/institutional personnel on day-to-day operation of systems.
- ◆ Gathering product feedback, customer needs and overall improvement recommendations and working with the key clients team to ensure that customer needs are heard throughout Global Tel*Link
- ◆ Researching and understanding relevant markets (support, collaboration and remote access) for Citrix Online products to ensure knowledge of current and future industry needs and trends
- ◆ Leading monthly and quarterly business reviews with key clients (external and internal)

January 2002 through December 2003

Technical Support Supervisor

- ◆ Work to reduce the ticket count for the entire floor.
- ◆ Increase personal ownership of all customer dissatisfaction issues. Manage customer service technicians to conduct a daily, documented review of the health of the sites, opening tickets where troubles exist.
- ◆ Manage the incentive plan for the customer service technicians
- ◆ Complete a daily review of all catastrophic and critical tickets
- ◆ Reduce reactive tickets to a consistent 25% of total tickets

January 2002 through September 2002

Technical Support Representative

- ◆ Work to resolve customer related issues using the ticketing system.
- ◆ Communicate customer concerns to supervisor
- ◆ Increase the level of customer satisfaction

November 1997 through January 2002

Installation Technician

- ◆ Installing all Global Tel*Link systems, software and necessary peripheral equipment.
- ◆ Testing all systems, software and peripheral equipment on-site following installation completion.
- ◆ Completing installation and testing checklist for Global Tel*Link system certification.
- ◆ Training all facility/institutional personnel on day-to-day operation of systems.

Georgia Agricultural Statistics Service

April 1993 through November 1997

Mailroom Equipment Specialist *and*

Reproduction and Distribution Programmer

- ◆ Installed, configured and networked additional computers.
- ◆ Upgraded and networked all existing computers.
- ◆ Wrote Lotus driven programs.
- ◆ Received outstanding achievement awards for computer accomplishments.

Education:

Specialized Training School

Graduate in Business Programming and Accounting *and*

Interactive Learning Systems

Schlumberger's Management Training Program

Additional Training and Certification:

- ◆ **Global Tel*Link LAZERVOICE® Certified**
- ◆ **Global Tel*Link LAZERPHONE® Certified**
- ◆ **A+ ® Certified**
- ◆ **Coursework in NetWare 4.1, FoxPro, Turbo C++**

CCG Resumes

Daniel S. Winiarski

169 Aspen Road • Mastic Beach, NY 11951 • 631-395-1484

Summary

Seasoned Technical Service veteran with 44 years experience covering: Telecommunications, including NYTEL; Computer repair; and Service Management.

Installation and remedial and preventive maintenance of: Computer Telephony based Inmate calling systems; Computer systems; Routers & VOIP interface equipment; TDM and VOIP Channel banks; T1 Test and turn-up; Smart Coin Phone I&M; Operation of Payphone Management System; Service Dispatcher; Service Dept. Manager; Full charge Implementation manager for Inmate Calling Systems at local, state and DOC facilities across the US.

Experience

Cooper Communications Group, Garden City NY

Implementation Manager, 2001 - Present

Full charge Implementation responsibilities including:
Circuit test and turn-up; Rack, Stack, Test; Facility mapping;
Customer and Technical Training.

Service Manager, 1997-2000

Oversee installation, maintenance, collections and configuration of Over 9000 smart pay stations at Port Authority of NY/NJ and other major airports.

Service Dispatcher, 1994-1996

Dispatched Installers, service technicians, and collectors.

Field Service Technician, 1993-1994

Installation, remedial and preventive maintenance of smart coin phones.

Symbol Technologies, Inc., Bohemia, NY

Mechanical Assembler, 1992 - 1993

Assemble and solder components on PC boards and to make finished product.

Align and test finished product.

Darwin Consulting, Mastic Beach NY

President / Owner, 1991 - 1992

Provided third party maintenance for Wang Computer Systems
Designed and installed patch panels and cabling for various computer applications.

Resold new and used computer equipment.

Wang Laboratories Inc., Syosset NY

Sr. Customer Engineer, 1982 - 1991

Installed and maintained full line of VS and PC equipment and peripherals on customer site.

Branch manager supervising 18 customer engineers.

Burroughs Corporation, New York NY

Field Engineer, 1972 - 1982

Installed and maintained disk based computers in banks and commercial location.

New York Telephone, 1965-1971

Plant Drafting, Main Frame, Installation and Repair, Coin Phones.

Education

Queens College, Flushing NY – 48 credits, Computer Science
Bishop Loughlin Memorial High School, Brooklyn, NY - 1964

References

References available on request.

Scott Schule
4510 Rhode Island Ave. N
New Hope, MN 55438
763-535-5863

Summary Currently Lead Service Technician providing support services for the Minnesota DOC. Expert level GTL Inmate Calling Systems. Experienced with CISCO DSL 678 Modems, operating systems supported with UNIX, windows 98, NT, 4.0 job leader; installation of phone & cable communications cable, test, trouble shoot and correct problems. Build of infrastructure including communications closets.

Experience Cooper Communications Group, Garden City NY
Lead Service Technician 2007-present
Installation and maintenance of Minnesota Inmate Calling Systems.

Comcast, St. Louis Park, MN.
Tech II start date: 5/1/2006
Installation of phone and data CATV. Testing and troubleshooting.

Beacon Communications, Minneapolis, MN
Installer 6/4/2004-3/7/2006
Installation of phone and data, CATV and fiber splicing. Ran fiber to the home and terminated to copper. Testing , troubleshooting and documentation.

Qwest, Minneapolis, MN
Customer Service Engineer 1/1/2000-7/1/2002
Resolving DSL internet calls from tier-1 technicians. Mentoring technicians in resolution of current issues. Identifying PVC and circuit configuration problems, resolving Cisco modem configuration and internet latency problems, identifying and resolving speed problems across the internet. Help identifying Dslam, limb NI, ATU-C cards and line problems for Qwest customers. Help indentifying and correcting ATM translation problems, working with many different ILECS and resolving loop length and other line condition problems.

Norstan Communications, Minneapolis, MN
Job Lead-Senior Installer 12/1/1999-12/1/2000
Installations of phone and data communications systems including cable

test , troubleshooting and documentation. Build communications closets.

Education Dakota County Technical College, MN – Telecommunications Technology
05/1996
GTL Certified Field Technician

**Carl R. Muncy Sr.
1288 Hamilton Rd.
Crown City, Ohio 45623
rmuncy@coopercg.com**

Professional Summary

Mr. Muncy has worked in the Telecommunication Industry for 39 years, starting his career in 1970 with GTE. He has been installing and servicing the Ohio Department of Corrections ICOP for the last 9 years as Lead Technician with GTL and now as Ohio Team Lead for GTL's Tier-1 maintenance contractor, Cooper Communications Group, where he assists and directs the other 8 techs that service the ODRC, DYS, and various jail facilities throughout Ohio. Secondary responsibilities include support of the Minnesota DOC on an as needed basis. Mr. Muncy works closely with Mr. Chris Gickler the GTL Midwest Field Service Director on the day to day operations and issues for these accounts.

Provided all aspects of field support for the Ohio Department of Rehabilitations and Corrections (ODRC) and Ohio Department of Youth Services (Ohio DYS) inmate phone services for the past 9 years, providing primary support for 10 sites and secondary support for 32 sites. Proficient in the installation, operation, diagnosis, fault isolation and repair of the inmate phone system with over 39 years of experience in the telecommunications industry specializing in PBX equipment, Key management, facility management, splicing, and troubleshooting.

Professional Experience

Along with servicing his own sites Mr. Muncy assists the other technicians with scheduling and any other issues requiring his assistance in the day to day operations in relation with the current ODRC contract. Mr. Muncy has been involved on each install at every site in Ohio and the servicing since 2000.

Mr. Muncy previously installed and serviced Federal facilities (Federal Courthouses, Prisons, DEA and U.S. Marshall facilities across the U.S.) telecommunications and networking. He has also served as Service Manager and Director of Operations for independent business interconnect companies where he was responsible for all day to day service and installation activities of 12 to 20 technicians.

Mr. Muncy has knowledge and experience in all cabling aspects of the industry along with fiber and networking experience along with his experience in managing and tutoring other technicians.

2/2008 – Present
Team Lead Ohio
Cooper Communications Group

Provides Field Support for ODRC, ODYS, and jail facilities throughout Ohio and has assisted in Minnesota on an as needed basis. Is Team Lead for 8 employees in Ohio and 1 in Minnesota.

7/2005 – 2/2008
Lead Tech Ohio ODRC Team
Verizon Business/MCI/GTL

Provided Field Support, install and maintained over 600 inmate phone stations and primary field support for 15 Global Tel*Link LazerPhone and LazerNet inmate phone systems for the The Ohio Department of Rehabilitation and Corrections and The Ohio Department of Youth Services.

2/2000- 1/2005
Shawntech Communications – Dayton, OH
Lead Tech Ohio ODRC Team
Provided Field Support, install and maintain the inmate phone systems with
The Ohio Department of Rehabilitation and Corrections.

1/99 – 12/99
Data Comm Inc – Laurel, MD
Lead Service Technician, provided leadership and supervision of many cable, fiber,
PBX, network, and data installs for many state government and federal government
contracts.

1996 – 1999
STI – Proctorville, OH
Lead Service Manager, provided management in cable installs, PBX installs, Key
Management. Also conducted all site surveys, Job Engineering, Scheduling and
equipment purchasing.

1992- 1996

RAM Technologies – Ashland, KY

Switch Tech, maintained all long distance network switches and was the director of dialer operations for KY, WV, OH & PA.

Education and Training

Graduated Wellston High School Wellston, OH 1966

GTE Training in spicing, cabling and CO Switches

Certified Field Tech training in Mitel, Harris, NEC, and Nortel Equipment

Global Tel*Link Field Tech Lazerphone Training

Verizon Business/MCI:

Ethic Training

Security Training

Government Bid Training

References: Gary Sorrel DOC Investigator RCI

Carey Sayers DOC Investigator CMC

Jon Fausnaugh DOC Investigator CRC (retired)

Daniel G. Rehorst

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Summary Currently working with Global Tel-Link's Tier-1 maintenance contractor Cooper Communications Group providing support services relating to various GTL inmate accounts located in the State of Wisconsin and functions as a back-up field service technician for the MN DOC as required. Prior to joining CCG Mr. Rehorst successfully completed a 37 year career with AT&T progressing in various capacities, including Customer Service Specialist in Toll & Special Services, Test Technician, Carrier Technician and cable splicer.

Experience Cooper Communications Group, Garden City NY
Field Service Technician 2008 - present
Installation, remedial and preventative repair services required to support various inmate calling system accounts located in the State of WI.

AT&T Corp
Various telecommunications functional positions - 37 years, retired

Cable Splicer responsible for installation & repair of the telephone network; Carrier Technician experienced in both analog/digital carrier systems. Analog copper based through micro-wave. Expert in all digital transition equipment used by AT&T including DS-0, DS-1 through T-4, etc. Voice Service including POTS and digital channel banks through voice over IP. Experienced on all copper t-carrier systems, fiber optic systems, high speed Ethernet network, CISCO routers, front end processors CSUs, DSUs and data servers.

Education Milwaukee School of Engineering, Electrical Engineering Program
United States Navy, Crypto-logic Technician Maintenance 1st Class
AT&T, Various technical certifications
Global Tel-Link, Certified Field Technician

QUALIFICATION RESUME FOR System Administrator/Technician

Minimum/General Experience: Requires working knowledge of Microsoft Excel, Access, and Word. Has basic knowledge of TELCO network, electronic circuits, wiring standards and maintenance of various telephony products. Customer service experience required and must possess the skills and knowledge outlined in the attachment "Prerequisite Telecommunications Knowledge and Skills". Since the System Administrator will be managing, processing and accessing proprietary and confidential information, GTL will require CCG'S SA to complete a Confidentiality Agreement. The Confidentiality Agreement must be approved by GTL in advance.

Functional Responsibilities: This position's duties include those of both System Administrator and Service Technician. The person in this position responds to the specific requests of assigned administrative manager in a prison administrative environment, including but not limited to:

Inmate Telephone Called Number Validation: CCG'S System Administrator is provided with tools that provide access to Billing Name and Address (BNA) information. In the past this has proven valuable to investigative staff and facility personnel performing administration of Allowed Calling Lists. In addition, the SA verifies any attorney requesting to be added to "the do not record" table of a facility or an attorney database.

System Administration: In this function, the SA provides service to the various institutions as a liaison between the institution and Technical Support. The administrator is responsible for work order maintenance and insuring the work performed meets or exceeds the expectations of the facility. The System Administrator will maintain a database of site contacts to insure proper notifications are made during a service impacting event or when a platform software release results in the addition of system features. GTL's System Administrator also provides on-going and update training for DOC personnel on system features and functionalities.

Debit System Administration: GTL's Accounting staff in Mobile, AL performs most debit system administration. However, the System Administrator provides insight into the debit system for facility staff through reporting. The SA interfaces with Accounting staff to reconcile inmates debit accounts regarding postings and usage, providing a valuable resource to facility staff across the State. The System Administrator also fields inmate questions regarding debit accounts and provides prompt responses to the inmate and the facility contact.

Report Generation: Upon request, the System Administrator is available to generate reports as needed for institutional staff, institutional investigators and Internal Affairs staff. The SA is provided with high-speed access via GTL'S frame relay network connected to all institutions associated with the contract as well as GTL's Central Validation Center in Mobile, AL for report generation and other services designed to assist staff with inmate management. CCG'S SA may be requested to provide specialized revenue and call traffic statistic reports on a daily, weekly, monthly or annual basis for city, county or state administrators. The SA will also prepare and send a monthly newsletter to all facilities associated with the contract. The newsletter will highlight outstanding events of the month, new functions or features of the platform and provide the distribution with valuable insight into the workings of the system.

Help Desk: The System Administrator may function as the first line point of contact for facility or DOC personnel regarding trouble reporting or the request for assistance. Through interfacing with GTL personnel in Mobile, AL and Houston, TX the SA may respond to

GTL Platform Certification

Training: GTL requires that any technician installing or supporting the "call processing platform" must study the appropriate training manual(s) and pass an online certification exam corresponding to the platform or platforms that the particular technician is expect to support before any work is done on that platform.

The call processing platform is defined as any items inside or outside the equipment rack including computers or computer peripherals, telephony cards, hard drive storage devices, power supplies, UPSs, hubs, switches, routers and other networking equipment, workstations, printers, software and firmware. Once the technician passes the exam they will be considered certified on that platform for a period of one year. Each tech will be required to retake the appropriate exams yearly to keep their certification current. GTL will supply training materials, coordination and the online certification test for all platform certifications.

Coopers Communications Group (CCG) provides hands-on training and certification for the SAT on all LazerPhone Inmate Telephone System software features and functionality. The SAT candidate must successfully complete training and certification exam.

The technician must posses the skills and knowledge outlined below: "Prerequisite Telecommunications Knowledge and Skills". GTL does not offer any specific training or reference material in these areas; instead GTL expects that the outlined list give a good indication of the type of skills and knowledge necessary. GTL does have a certification exam that can be used to help evaluate a technician's knowledge but, completion of this exam alone does not indicate full proficiency. Beyond that it is CCG's responsibility to ensure that any technician be able to perform the requirements and use the tools and techniques mentioned in the outline document.

Prerequisite Telecommunications Knowledge and Skills

This list outlines common skills and knowledge that an effective telecommunications field worker would posses.

- Understand and know how to properly use a punch down tool, phone test set (butt set), basic tone generator and detector set (fox and hound), basic volt / current / ohm meter, RJ type crimp tool.
- Understand and know how to troubleshoot telecom house cabling and tip and ring circuits,
- Understand the different types of telecommunication wiring and their appropriate applications. cat 3 and cat 5, plenum, silver satin, appropriate wire gauges, stranded vs. solid, etc.
- Understand and be able to apply cable color codes for 4 pair, 25 pair and multi 25 pair cables.
- Be familiar with tools and techniques of running and pulling cabling, working with conduit; know basic do's and don'ts concerning signal interference, fire codes, wire bend radius, etc.
- Understand and be able to work with T-1 and Ethernet cabling. Know the pin outs for each, be able to build, extend and terminate cabling.
- Understand the operations of a basic analog phone. Hook switch, keypad, handset, wiring etc.

technical and administrative questions from facility or state personnel. In this role, CCG'S SA is responsible for opening trouble tickets as requested by the facility, tracking of trouble resolution and reporting resolution to the proper personnel. As outlined elsewhere, the SA will be responsible for following the escalation procedures associated with the contract.

Trouble Report Management, Tracking, and Resolution: An essential function of the System Administrator is the tracking of troubles through to resolution. During this process, the administrator closely coordinates with Field Operations staff, Technical Support staff and if required management. Most importantly, the Administrator is responsible for closure with facility staff to insure the issue has been resolved to the complete satisfaction of the facility.

Dispatch of Field Service Repair Technicians: Though most dispatches are made by GTL's Technical Support staff, the system administrator plays a crucial role in insuring the priority of technical issues and prioritizing dispatches accordingly and that escalation procedures are followed.

Personnel Training as needed: We have found that proactive periodic training of staff not only benefits the institutions and inmates but GTL as well. Therefore the SA will implement an aggressive, proactive training program. CCG' S SA will promptly respond to all facility personnel requests for new user training as well as refresher or specialized training. Should specialized training be required, GTL staff from Mobile, AL will send Technical Trainers to conduct classes for specialized types of user access - such as Internal Affairs, criminal investigators, or another outside agency training.

Specialized training for DOC facility and State Investigators: GTL'S inmate telephone systems provide a wealth of investigative tools for staff. The SA must be able to effectively convey training to the users through demonstration, verbal instructions and written literature. Therefore the SA will possess above average communication skills and be technically competent in order to convey the functions and features to the user group.

Inmate Telephone and System Maintenance: Depending upon the terms of the contract, the SAT may perform routine maintenance and repair of the facility's inmate telephones, monitor the condition of on-site system equipment, and perform minor repairs or replacement of system equipment components.

Minimum Education: One to three years of technical education, training, or related experience to perform installation, testing and maintenance of inside premise wiring, telephony equipment and all other related cabling. General administrative computer work and customer service experience is required. Must possess a working knowledge of test equipment i.e. TBIRD, VOM, Sidekick, CATS Cable tester etc.

QUALIFICATION RESUME FOR SERVICE TECHNICIAN

Minimum General Experience: All GTL service positions require the attainment of a four - year high school diploma (i.e. general studies.) A valid driver's license and minimum levels of auto insurance coverage per Company policy are also required. All positions require availability on a 24X7 call-out basis to respond to emergencies. All employees are required to pass and maintain all security background checks and attend any orientation programs as may be required by the work location or Company. All employees are required to attend and successfully complete all required OEM training programs.

Minimum Specific Experience: Technical Education, training, or related experience to perform well defined structured technical tasks with minimal guidance. Must possess the skills and knowledge outlined in the attachment "Prerequisite Telecommunications Knowledge and Skills". Must have the ability to plan and organize daily activities on assigned projects. Experience with outside plant or premise wiring installation with some knowledge of job drawings, sketches, prints, and other project documentation. Familiar with installation and maintenance of telephony equipment, cabling and related documentation. Preferred experience with direct customer contact. Good interpersonal skills.

Minimum Education: One to three years of technical education, training, or related experience to perform installation, testing and maintenance of inside premise wiring, telephony equipment and all other related cabling. Working knowledge of test equipment i.e. TBIRD, VOM, Sidekick, CAT5 Cable tester etc.

Functional Responsibilities:

Install wired services and equipment as outlined on job drawings, prints, material list, and/or Scope of Work on assigned projects, as directed by the Lead Technician or Supervisor.

Diagnose, repair and adjust telephone equipment and ancillary equipment to ensure optimal performance and minimal down time. Pull, terminate and test cable as necessary.

Ensure personal times sheets, vouchers, advance request, and other administrative documents are processed as required.

Promote an atmosphere on each project of teamwork and quality services to our customer.

Maintain safety and security standards at all times on assigned projects.

Respond to any customer concern or questions or direct them to the Lead Technician, Supervisor or customer project manager for an appropriate response.

GTL Platform Certification

Training: GTL requires that any technician installing or supporting the "call processing platform" must study the appropriate training manual(s) and pass an online certification exam corresponding to the platform or platforms that the particular technician is expected to support before they do any work on that platform.

The call processing platform is defined as any items inside or outside the equipment rack including computers or computer peripherals, telephony cards, hard drive storage devices, power supplies, UPSs, hubs, switches, routers and other networking equipment, workstations, printers, software and firmware. Once the technician passes the exam they will be considered

certified on that platform for a period of one year. Each tech will be required to retake the appropriate exams yearly to keep their certification current. GTL will supply training materials, coordination and the online certification test for all platform certifications.



REFERENCES

GTL Reference 1

	Organization Name	Virginia Department of Corrections								
5.0.4.1	Project	Inmate Telephone System Installation								
5.0.4.2	Services Installed	LazerPhone Inmate Telephone System								
5.0.4.3	<p><i>Project Experience & Relevancy</i></p> <p>Description of Services Similar to those Proposed for Minnesota DOC/DHS</p>	<p>Automatic call control, local and remote system management, live and remote monitoring, digital recordings, reporting for collect and pre-paid calls, and a PIN Transfer Interface. VA DOC Headquarters in Richmond remotely accesses each inmate telephone system via a secure, password protected method. <i>Additional Features in common with MN DOC/DHS:</i> Inmate Call Allow lists and redundant local and centralized storage of call recordings. For VA DOC GTL provides service to over 30,000 inmates using approximately 1,100 phones.</p>								
5.0.4.4	Primary Contact	John Jabe, Deputy Director Operations								
	Contact's Telephone Number	804-674-3010								
	Contact's Email Address	John.Jabe@Vadoc.virginia.gov								
5.0.4.5	Available for contact	Yes								
5.0.4.6	Street Address	6900 Atmore Drive								
	City, State, Zip Code	Richmond VA 23225								
5.0.4.7	Milestones for most recent contract	<table> <tr> <td>Equipment Delivery</td> <td>06/2006</td> </tr> <tr> <td>Equipment Installation</td> <td>07/2006</td> </tr> <tr> <td>Equipment Testing</td> <td>07/2006</td> </tr> <tr> <td>Equipment Cut Over</td> <td>08/2006</td> </tr> </table>	Equipment Delivery	06/2006	Equipment Installation	07/2006	Equipment Testing	07/2006	Equipment Cut Over	08/2006
Equipment Delivery	06/2006									
Equipment Installation	07/2006									
Equipment Testing	07/2006									
Equipment Cut Over	08/2006									
5.0.4.8	Evaluation Methodology	System acceptance; Long term relationship 1992 – 2010								
5.0.4.9	Outcome	SUCCESS								

GTL Reference 2

	Organization Name	Massachusetts Department of Corrections
5.0.4.1	Project	Inmate Telephone System Installation
5.0.4.2	Services Installed	LazerPhone Inmate Telephone System
5.0.4.3	<i>Project Experience & Relevancy</i> Description of Services Similar to those Proposed for Minnesota DOC/DHS	Automatic call control, local and remote system management, live and remote monitoring, digital recordings, reporting for collect and pre-paid calls, and a PIN Transfer Interface. MA DOC Headquarters in Milford remotely accesses each inmate telephone system via a secure, password protected method. For MA DOC GTL provides service to over 10,000 inmates using approximately 650 phones.
5.0.4.4	Primary Contact	Peter Macchi, Dir. of Administrative Services Division
	Contact's Telephone Number	508-422-3333
	Contact's Email Address	peter.macchi@state.ma.us
5.0.4.5	Available for contact	Yes
5.0.4.6	Street Address	50 Maple Street, Suite 3
	City, State, Zip Code	Milford, MA 01757
5.0.4.7	Milestones for most recent contract	Equipment Delivery 06/2006 Equipment Installation 06/2006 Equipment Testing 07/2006 Equipment Cut Over 08/2006
5.0.4.8	Evaluation Methodology	System acceptance; Long term relationship 2006 - 2011
5.0.4.9	Outcome	SUCCESS

GTL Reference 3

	Organization Name	Arkansas Department of Corrections
5.0.4.1	Project	Inmate Telephone System Installation
5.0.4.2	Services Installed	LazerPhone Inmate Telephone System
5.0.4.3	<i>Project Experience & Relevancy</i> Description of Services Similar to those Proposed for Minnesota DOC/DHS	Automatic call control, local and remote system management, live and remote monitoring, digital recordings, reporting for collect and pre-paid calls. AR DOC investigators and administrators at Headquarters in Pine Bluff remotely access each inmate telephone system via a secure, password protected method. <i>Additional Feature in common with MN DOC/DHS:</i> Inmate Call Allow lists to limit each inmate's calls to a short list of approved numbers. For AR DOC GTL provides service to over 15,000 inmates using over 1,000 phones.
5.0.4.4	Primary Contact	Shelia Sharp, Assistant Director
	Contact's Telephone Number	870-267-6215
	Contact's Email Address	shelia.sharp@arkansas.gov
5.0.4.5	Available for contact	Yes
5.0.4.6	Street Address	P.O. Box 8707, Princeton Pike Road
	City, State, Zip Code	Pine Bluff, AR 71611
5.0.4.7	Milestones for most recent contract	Equipment Delivery 04/2007 Equipment Installation 04/2007 Equipment Testing 04/2007 Equipment Cut Over 05/2007
5.0.4.8	Evaluation Methodology	System acceptance; Long term relationship 2006-2012
5.0.4.9	Outcome	SUCCESS

GTL Reference 4

	Organization Name	Ohio Department of Rehabilitation and Corrections
5.0.4.1	Project	Inmate Telephone System Installation
5.0.4.2	Services Installed	LazerPhone Inmate Telephone System
5.0.4.3	<i>Project Experience & Relevancy</i> Description of Services Similar to those Proposed for Minnesota DOC/DHS	Automatic call control, local and remote system management, live and remote monitoring, digital recordings, reporting for collect and pre-paid calls, and a PIN Transfer Interface. <i>Additional Features in common with MN DOC/DHS:</i> Inmate Call Allow lists and redundant local storage of call recordings. For ODRC GTL provides service to over 51,000 inmates using approximately 1,650 phones.
5.0.4.4	Primary Contact	Randy Booth ODRC Telecommunications Manager
	Contact's Telephone Number	870-267-6215
	Contact's Email Address	<u>Randall.Booth@odrc.state.oh.us</u>
5.0.4.5	Available for contact	Yes
5.0.4.6	Street Address	770 West Broad Street
	City, State, Zip Code	Columbus, OH 43222
5.0.4.7	Milestones for most recent contract	Equipment Delivery 01/2005 Equipment Installation 05/2005 Equipment Testing 05/2005 Equipment Cut Over 05/2005
5.0.4.8	Evaluation Methodology	System acceptance; Long term relationship 1989 – 2010
5.0.4.9	Outcome	GREAT SUCCESS

GTL Reference 5

	Organization Name	City of St. Louis, Missouri								
5.0.4.1	Project	Inmate Telephone Circuit Migration								
5.0.4.2	Services Installed	LazerPhone Inmate Telephone System								
5.0.4.3	<i>Project Experience & Relevancy</i> Description of Services Similar to those Proposed for Minnesota DOC/DHS	Automatic call control, local and remote system management via centralized platform, live and remote monitoring, digital recordings, reporting for collect and pre-paid calls. Investigators and administrators access both sites via secure, password protected method. <i>Additional Feature in common with MN DOC/DHS: LazerPhone Split-PIN for inmate identification and cross-reference to inmate IDs in other resident systems.</i>								
5.0.4.4	Primary Contact	Pat Schommer, Executive Director								
	Contact's Telephone Number	314-621-5848 ext. 1053								
	Contact's Email Address	schommerp@stlouiscity.com								
5.0.4.5	Available for contact	Yes								
5.0.4.6	Street Address	200 North Tucker Street								
	City, State, Zip Code	St. Louis, MO 63101								
5.0.4.7	Milestones for most recent contract	<table> <tr> <td>Circuit Delivery</td> <td>10/2007</td> </tr> <tr> <td>Circuit Installation</td> <td>10/2007</td> </tr> <tr> <td>Circuit Testing</td> <td>10/2007</td> </tr> <tr> <td>Circuit Cut Over</td> <td>10/2007</td> </tr> </table>	Circuit Delivery	10/2007	Circuit Installation	10/2007	Circuit Testing	10/2007	Circuit Cut Over	10/2007
Circuit Delivery	10/2007									
Circuit Installation	10/2007									
Circuit Testing	10/2007									
Circuit Cut Over	10/2007									
5.0.4.8	Evaluation Methodology	System acceptance; Long term relationship 2007 to Present								
5.0.4.9	Outcome	SUCCESS								

GTL Reference 6

	Organization Name	Tulsa County, Oklahoma
5.0.4.1	Project	Inmate Telephone System Installation
5.0.4.2	Services Installed	LazerPhone Inmate Telephone System
5.0.4.3	<i>Project Experience & Relevancy</i> Description of Services Similar to those Proposed for Minnesota DOC/DHS	Automatic call control, local system management, live monitoring, digital recordings, reporting for collect and pre-paid calls. Although not required or proposed for MN DOC/DHS, the installation of GTL's biometric telephones and fingerprint scanning for verification of inmate identity at the Tulsa County facility demonstrates GTL's ability to meet special needs of our customers; in Tulsa County's case, providing additional, trial-acceptable forensic tools.
5.0.4.4	Primary Contact	Sheriff Stanley Glanz
	Contact's Telephone Number	918-596-6501
	Contact's Email Address	Via Undersheriff Brian Edwards email: bedwards@tcco.org Via Chief Deputy Tim Albin email: talbin@email.tcco.org
5.0.4.5	Available for contact	Yes
5.0.4.6	Street Address	300 North Denver
	City, State, Zip Code	Tulsa, OK
5.0.4.7	Milestones for most recent contract	Equipment Delivery 05/2006 Equipment Installation 06/2006 Equipment Testing 07/2006 Equipment Cut Over 07/2006
5.0.4.8	Evaluation Methodology	System acceptance; Long term relationship 2006 - 2010
5.0.4.9	Outcome	SUCCESS

RFP ADDENDA & GTL ATTACHMENTS

Section Contents

- ◆ **A. RFP Addenda**
- ◆ **B. Implementation Plan**
- ◆ **C. Telephone Literature**
- ◆ **D. Sample Commission Reports**
- ◆ **E. Recording Disclaimer Form**
- ◆ **F. Sample Training Materials**
- ◆ **G. Sample Certificate of Insurance**



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REQUEST FOR PROPOSAL (RFP) ADDENDUM

Addendum No.: 1 Date of Addendum: October 9, 2009
 Due Date, Time: October 23, 2009, at 3:00 pm Revised Date, Time: Same
 Acquisition Mgmt. Spec.: Joan Breisler Agency: Materials Management Division
 Web Registration No.: 13270
 Title: Offender/Client Telephone Calling System

SCOPE OF ADDENDUM

The purpose of this addendum is to answer questions that were due on October 2, 2009.

Question #1: Can you provide the current rates by call category?

Answer #1: Below is a table listing the current call rates as of January 7, 2009.

Type of Call	Debit			
	No Surcharge	Surcharge	Rate – 1 st Minute	Rate – each add'l minute
Local	\$0.35/call	-----	\$1.05	\$0.05
Intra LATA- Intrastate	\$0.32/min	\$3.00	\$0.13	\$0.13
Inter LATA- Intrastate	\$0.32/min	\$3.00	\$0.23	\$0.23
Interstate	\$0.32/min	\$3.95	\$0.89	\$0.89

Question #2: Can you confirm your current commission rate by call type?

Answer #2: The commission rate is 49%.

Question #3: Will you consider a site tour of your facilities?

Answer #3: We don't believe a site tour is necessary for a response to the RFP.

Question #4: In order to reliably forecast revenue, could the State provide the average monthly calls and minutes for local, intraLATA, InterLATA, Interstate and International collect and debit calls by site?

Answer #4: Average monthly calls for the Department of Human Services and MSOP is listed below. The average monthly calls for all of the Department of Corrections locations is attached.

DHS-MSOP
 AVERAGES PER MONTH
 Moose Lake and St. Peter combined

COLLECT

	Interlata	International	Interstate	Intralata	Local
Calls	140	0	9	20	1
Minutes	1450	0	80	168	11

DEBIT

	Interlata	International	Interstate	Intralata	Local
Calls	858	2	226	93	1158
Minutes	6468	12	1947	633	13478

Question #5: Page 22. Cooperative Purchasing Venture (CPV). Can the State please provide the list of existing CPV members? Also, are any CPV members purchasing services utilizing the current Telephone Calling System GTL?

Answer #5: A list of current CPV members can be found on the following website: www.mmd.admin.state.mn.us. To our knowledge, no CPV member is utilizing the current Contract.

Question #6: Page 6 – Effective Date. What is the anticipated effective date of the Contract?

Answer #6: Answer is unknown at this time.

Question #7: Page 19 – Contract Savings & Usage Report. The services requested in the RFP are not available to the general public. Will the State consider removing this request?

Answer #7: Please remove the Contract Savings & Usage report requirement from this RFP.

Question #8: Page 29 – Award – Phase II – Evaluate Response. Can the State please provide the composition of the evaluation team members? Will the evaluation team score only the sections of the RFP that are related to their area of expertise or will all members score the entire RFP? Will the evaluation team individually score the response or score as a team? How will scoring for criteria in System Requirements/Functionality section be weighted? Will they be weighted by type of requirement/question: (M) – (D) – (R)?

Answer #8: The evaluation team members are employees from the Department of Correction and Department of Human Services facilities and the Office of Enterprise Technology. Each member of the team has a vast knowledge and experience in this field of technology. Each member of the team will evaluate and score the responses in whole and individually. The scoring criteria for System Requirements and Functionality is indicated in the RFP under evaluation points. The State has a scoring system that coordinates with (M) – (D) and (R) responses.

Question #9: 1.0 (I) Scope of Work. What are all of the current rates for the Offender/Client telephone calling system? Who does the State consider the predominant carrier for debit/collect rates?

Answer #9: The current rates are reflected in Question/Answer #1 above. The State considered the awarded vendor the predominant carrier.

Question #10: 2.22.2 (M) – Can the State provide the method they will use to notify the Contractor that an offender/client is being transferred to a different facility?

Answer #10: It is anticipated that the Contract Vendor will provide the ftp site for use by DOC and DHS, and on a nightly basis the DOC will ftp a delimited text file with a row for each offender incarcerated in DOC facilities; the data elements provided would include the offender's facility (thus allowing the Contract Vendor to identify the cases where an offender's facility has changed from the previous file, if needed). Likewise, it is anticipated that DHS would ftp a similar nightly file to the Contract Vendor's ftp site.

Question #11: 2.26.2 (M) – Can the State provide the manufacturer and model of the TTY devices being used today to accomplish the requirement? In addition, can the State provide the secure location where the printout is being housed today by facility?

Answer #11: Each Facility:

Lino Lakes – Ultratec Model Supercom 4400 ASCII – turbo phone

Faribault – Ultratec Model Superprint 4420 – currently not connected to secure location

Shakopee - Ultratec UniPhone 1000

Stillwater – Ultratec PP-ST-120

St. Peter DHS – Ultratec Model 4425 E-Turbo – SN: 30290410649

Moose Lake DHS – Ultratec Model 4425 E-Turbo – SN: 3029041049

Question #12: Please provide the past 12 months of commission summary reports by facility?

Answer #12: See attached Excel spreadsheets for commission summary (they are combined with the information from Question/Answer #4 above.)

Question #13: Contract Period: The RFP states the initial Contract Period expires on March 31, 2012, with the option to renew up to 36 months upon agreement of both parties. Will the State please clarify if the renewal period is one (1) renewal for 36 months or three renewals for one (1) year each?

Answer #13: At the time of extension, the State will determine the extension period that best meets the needs of the State and the Contract Vendor. Our option is open to yearly extensions, monthly extensions, or the entire 36 month extension.

Question #14: Item 1.0 Scope of Work, third paragraph states “Long distance calls shall be at predominant carrier debit/collect rates; does the State intend for the vendors to submit proposals at the predominant carrier rates in addition to the rates described in Section 6? Will these proposed “predominant carrier debt/collect call rates” be the actual rates charged by the vendor awarded the Contract?

Answer #14: Yes. The responder should provide a proposal using the rates stated in Section 6 to figure their commission rate(s) for the purposes of comparison and cost evaluation, but may also provide alternate rate schedule(s) with associated commission rate(s). At the completion of any/all negotiations the agreed upon rates would be charged.

Question #15: Are the inmates allowed any free calls? If so, how many per month, and for what duration for each call?

Answer #15:

DHS - Clients are allowed one gratis/toll free call per month and one legal call per day. There is no limit to the duration of these calls.

DOC – Inmates are not provided free calls through the offender phone system.

Question #16: Could you provide the number of calls, minutes, revenue, and commission for the last six months broken down by the following: facility, by call band (local, interLATA, intraLATA, interstate and International), by bill type (collect, prepaid, debit and free)?

Answer #16: See attached Excel spreadsheets.

Question #17: What are the State's intentions regarding the migration of existing call data to a new vendor if the State selects a new inmate telephone system provider?

Answer #17: Existing call data is saved on a separate server and in a separate system (iBase) and is not the responsibility of the new vendor. Existing telephone calls are available on a separate monitoring system and are not the responsibility of the new vendor.

It would be desirable for nine months of data/recordings to be retained/transferred to a new system, however, DHS imports the call data into a separate database and the calls are recorded on a separate system, so it would not be an issue if a new vendor was not able to facilitate a transfer of data from the old system.

Question #18: What is the States expectation of the incumbent provider in regards to existing call data and recordings if migration to a new vendor is required?

Answer #18: See answer to Question #17.

Question #19: Could you further explain your expectations regarding the requirement to have TTY printouts sent "automatically" to a secure location? What does "automatically" mean, what time frames, what medium and how many locations (Page 14, 2.26.2)?

Answer #19: The printer for the TTY machine would be located in the OSI office (or other secure location). Upon the completion of the TTY call, the call would be printed to the secured printer for the purpose of monitoring by OSI staff.

Question #20: In what way do you expect TTY phones to "work with existing telephone monitoring systems" (Page 15, 2.30)? Are they currently working with existing monitoring systems?

Answer #20: We expect to be able to read the printouts of TTY phone calls from offices within the facilities and not from a printout at the TTY location. They are not currently working with existing monitoring systems. It is our understanding that the current TTY phones are not working with the existing monitoring system.

Question #21: Page 19 of the Administrative Document identifies that "Responders are required to calculate the percentage savings the State will realize as a result of the Contract and include the amount of percentage savings in the response". What "savings" is being referred to here and how should vendors calculate these "savings"?

Answer #21: Please remove the Contract Savings & Usage report requirement from this RFP.

Question #22: Will there be a bid opening on October 23rd?

Answer #22: There will be a formal bid opening on October 23, 2009 at 3:00 p.m. At that time, only the names of the responders who submitted a response will be read. No other information will be given at that time.

Question #23: Will the State provide copies of commission statements for the last year?

Answer #23: See Question/Answer #16.

Question #24: Appendix A provides Calling Data. Will the DOC provide more detailed information in particular: Monthly calling data (for the last 6 months) by revenue type (collect, prepaid, debit) and calling jurisdiction (Local, IntraLATA, InterLATA, Interstate)? Could the data simply include commissioned calls (that is calls that generated commission to the DOC) rather than call attempts?

Answer #24: See Question/Answer #16.

Question #25: Could the DOC provide rates by calling type (collect, prepaid, debit)?

Answer #25: See Question/Answer #1.

Question #26: Page 22 – 6.0.1 requires that the vendor provide sample commission reports and audit trail. Would DOC/DHS elaborate what is required for the audit trail? Does DOC/DHS receive audit trail reporting from their current vendor, and if so, if the current reporting is satisfactory, could a sample of these reports be provided to the prospective bidders?

Answer #26: Four reports are received at this time:

- 1) Monthly Commission Payment Summary for the entire department
- 2) Check Summary Report by type of call
- 3) TYD Monthly Summary by type of call
- 4) Check Summary Report by Site

See attached sample reports which are satisfactory at this time, however, the awarded Contract Vendor would also need to identify Premium Commissions as stated in 6.0.1.1 and the reports 2 and 4 would be a summary of electronic payments by type of call/site if electronic payments are used.

Question #27: Page 22, 6.0.4 discusses the possibility of other governmental agencies being added to the Contract:

- 1) **Would these agencies be members of the State's Cooperative Purchasing Venture (CPV) program?**
- 2) **Is the CPV limited to State agencies only, or are counties, specifically county/city/correctional agencies members of CPV?**
- 3) **What other agencies or subdivisions might be eligible for inclusion in this paragraph?**
- 4) **For the increased commission (1 percent for every 10 percent increase in revenue), this paragraph mentions that the additional commission will be remitted to the appropriate facility/agency. Does this mean that the additional commission is paid only to either DOC/DHS or the additional (non DOC/DHS) facility, or both?**

Answer #27:

- 1) Yes, other governmental agencies could be members of the CPV program.
- 2) CPV is not State agencies. CPV consists of cities, counties, schools, etc. Please refer to the definition of CPV members on our website: www.mmd.admin.state.mn.us.
- 3) This Contract will become available for all State agencies and members of the CPV program.
- 4) Commissions are paid to each facility/agency based on their call revenue. As additional facilities/agencies are added increasing the revenue base all facilities/agencies will receive the increased commission.

Question #28: Page 25, Appendix A, provides two different columns labeled "Average Monthly Debit Calls (based on 6 months)". Is the first column calls and the second column minutes? If not, why are they different?

Answer #28: Answer to be provided in Addendum #2.

Question #29" 1.0 Scope of Work states "long distance calls shall be at the predominant carrier debit/collect rates". 1.2.1 General Requirements states "call charges, including per call surcharges and per minute charges, shall not exceed standard industry rates for intra/inter-LATA services, nor local exchange carrier rates for local calling services". Please clarify the intended benchmark for the rate requirements. Predominant carrier and industry standard can be interpreted in a variety of ways.

Answer #29: The rate schedule in Section 6 is provided as a sample. Responders should response using the rates in Section 6 and may also provide additional rate schedules with commission structure with their response.

Question #30: 5.07 Responder References. In its present form, we could provide three references with 10 phones each which would satisfy the requirement. However, three references with 10 phones is not representative of the size, scope and complexity required by a large state DOC such as Minnesota. Furthermore, the requirement would allow a prime contractor to use their subcontractor's references to qualify the prime contractor.

Answer #30: Responders should provide references that enhance their capability of providing this service. Therefore, providing a reference of similar size, scope and complexity of a large facility would enable the responder to receive an equitable score based on the references provided. References for subcontractors are not acceptable.

Question #31: 5.07 Responder References: What are the minimum reference requirements offerors are required to provide with our response? We strongly recommend amending the reference requirements to require the three references to be at least three State DOC's with a minimum population level equivalent to Minnesota's current population.

Answer #31: See Question/Answer to #31.

Question #32: 5.07 Responder References. Will a prime contractor be able to use their subcontractor's references to qualify the prime contractor? We strongly recommend the requirement be amended to require the references are from the prime contractor and not their subcontractor. This ensures that Minnesota will receive responses from qualified providers with an established history of providing services to State DOC's.

Answer #32: The State wishes to have the responder provide references for their company, not for subcontractors, as the Contract will be issued to the original responder and the awarded vendor will be ultimately responsible for all requirements of the Contract.

Question #33: Section 8. How will desirable feature requirement responses be scored related to the points outlined in the Evaluation Criteria? Will points resulting from the desirable responses be added to the 500 points? If they are added to the 500 points, how many additional evaluation points are available?

Answer #33: Each section of the RFP being evaluated and scored will be a mixture of scores for mandatory answers, desirable answers, etc., totaling up to the maximum number of points available for that section.

Question #34: 2.4.2. Each facility is to have the option to de-activate this message per PIN. Personal identification numbers are assigned by the State as needed.

Why would it be desirable for Minnesota DOC/DHS to turn off the random recorded message on a per inmate basis? This appears to be in conflict with the intent of 3.2.1.1 which states Custom Call Announcing is a very important feature and should not be turned off as this may cause a security issue. Furthermore, disabling this Random Recorded Message could/would encourage PIN sharing. We strongly recommend this requirement be removed due to these security issues.

Answer #34: Answer to be provided in Addendum #2.

Question #35: How do the specifications and requirements outlined in the RFP apply to DHS? Currently DOC and DHS are autonomous agencies with requirements that are unique to each environment and frequently don't overlap with each other. The telephones and calling platforms have commonality, however, there are some features which DOC uses while DHS does not. For example:

**DHS does not utilize automated phone time purchases while DOC does;
DHS does not utilize automated PIN entry or tracking while DOC does;
DHS does not receive an automated feed of CDR traffic for integration into their iBase system as DHS does not utilize the access into the iBase system.**

Based on the unique operating environmental of DOC and DHS, please clarify which requirements apply only to DOC, which requirements only apply to DHS and which requirements apply equally to both DOC and DHS.

Answer #35: This is not a correct assumption. For example, DHS does receive the automated feed of CDR traffic, just as DOC does. DHS does integrate that information into our iBase system. Although DHS is not able to utilize the data in the same manner that DOC does, DHS will have the ability in the future. It should be assumed by the responders that all requirements apply to both DOC and DHS unless noted otherwise.

Question #36: Section 2.13.1. Please confirm the TCP/IP requirement for the existing third party recording equipment. Presently the interface is a serial interface and not TCP/IP; however, the interface does comply with the data, timing and format being requested. Is the request to have the vendor's equipment on the State's IT network at each facility?

Answer #36: DHS requires the TCP/IP for the system to provide the data to the recording/monitoring equipment. The vendor's equipment will not be on the State's IT network. A serial cable connection is acceptable to DOC.

Question #37: 2.13.2. It appears this section is not intended to apply to the existing telephone recording system, but rather the interface to iBase. Please confirm our interpretation is correct.

Answer #37: This information is provided from the existing offender telephone system to iBase and the phone monitoring system. These are two different "feeds" and two different "formats". The format used to send Station Message Detail Reports (SMDR) to both recording vendors is:

MN07,*080,3186880679 ,998654321001 ,09/20/2005 8:03:08 AM,9K2A20R8 v05,0,0,CH.

Yes – this Section applies to iBase.

Question #38: 2.25 System Reports. This request appears to be for the reports being currently sent daily prior to 0630 for the iBase integration. Please confirm this is the State's intent.

Answer #38: DHS – yes these reports will be used for iBase integration.
DOC – this information is used for the current iBase integration and is also used to verify transfer of data have been successfully accomplished on a random basis.

Question #39: Section 7. Define the term "feature" as it is stated numerous times throughout the section.

Answer #39: A feature is one of the many tasks the equipment/system can accomplish.

Question #40: What is the date for follow up questions that will be required based on the answers from the first round of questions?

Answer #40: Additional questions will be allowed only if the answers on Addendum #1 are not complete (no later than 3 business days after release of this addendum). No new questions will be accepted.

Question #41: Can the State of Minnesota please provide a copy of the current Offender/Client Telephone Calling System and Service Contract? This is a Freedom of Information Act request for a public contract. In lieu of the entire contract, can the State of Minnesota please provide current commission paid for all types of calls? Call rates used for all routes? Any incentives the State of Minnesota received with the current contract. By not providing this information the current provider has a distinct advantage by having this knowledge and an open and fair proposal process may not be possible.

Answer #41: The State of Minnesota is fully aware of the Freedom of Information Act and acknowledges that this information is public information and providing this information to all requestors deems this an open and fair proposal. You can obtain a copy of the current Contract Award document (T-512) by sending in a self-addressed stamped envelope and the contract will be sent to you, or you can make an appointment to review the entire file and have copies made of any public documents. To make an appointment to view the file, contact Aric Wilson at 651.201.2413. Current commission paid for all types of calls and call rates are defined in previous questions and answers.

Question #42: What type of network connects the facilities? What bandwidth can the inmate phone vendor be allocated?

Answer #42: DOC and DHS do not release information regarding their networks. The offender/client phone system would not be allocated any bandwidth on DOC or DHS networks.

Question #43: Will the State of Minnesota allow the vendor to add additional fees to the inmate collect and/or prepayment bill, specifically prepay account opening and closing fees? Other examples of these fees are; bill rendering fees, collect call service fees, universal cost recovery fees, or account initialization and termination fees (these fees are increasing the cost to the users and providing revenue to the inmate telephone providers however all vendors who charge these fees do not pay commissions on them to the State of Minnesota). In particular, many vendors ask the account initialization and termination fee as a USF fee they must pay to the federal government, these federal fees are applied to a very small minority of calls and often vendors exceed them by over 70%. (Some vendors do not charge these, and can turn them off – indicating they are not a necessity to provide the inmate phone service).

Answer #43: As stated in the RFP, the responder can only include fees that are mandated by Federal or State governments, and set up and termination fees are not mandated by the government. These are internal fees established by the responder.

Question #44: Will the State of Minnesota please provide the total annual phone revenues broken down by call route? (i.e., Local, IntraLata, InterLata/IntraState, InterState, International) including number of calls per route and minutes per route. If annual phone revenue cannot be provided, could the State provide 1 month phone revenue? Total annual revenue can be provided if the current system is unable to provide this information. By not proving this information the current provider has a distinct advantage by having this knowledge, and open and fair proposal process may not be possible.

Answer #44: See Question/Answer #16.

Question #45: Can the State of Minnesota indicate the file transfer format currently being used to send station message detail reports to both the current monitoring/recording system? Where are the current recording/monitoring systems located?

Answer #45:

DHS – the current data connection between the Inmate Phone system and the call recording equipment is similar to an SMDR/CDR data feed. The connector is a 9 pin serial connection with the communication ports on the phone system and recording equipment set to the following:

(9600 BPS, Data Bits = 7, Parity = Even Stop
Bits = 1, and Flow Control + None)

DOC – current recording/monitoring systems are located near the equipment of current offender phone vendor and are accessible by staff within and outside of each facility. SMDR information is sent over an RS-232 cable in space delimited raw text streams.

Question #46: In order for offender/client PIN's to follow the offender/client for movements to/from other facilities, the inmate phone vendor will need to get housing/location updates from the current systems with that information. Can the State provide the file transfer format required, file type being sent and personnel contact information for that system? Is this a real-time update from these systems, or scheduled (hourly)?

Answer #46: Answer to be provided in Addendum #2.

Question #47: Can the State elaborate on the Transfer of Money to Accounting? Specifically, what frequency ASCII files are sent? What is the file transfer method? Contact personnel for the system for testing the file transfer and acceptance?

Answer #47: Answer to be provided in Addendum #2.

Question #48: If the response to these and other vendor questions cannot be provided within 2 weeks of the RFP deadline, can an extension be requested in order to analyze the responses and prepare the proposal according to the responses?

Answer #48: At this time, the due date will remain the same.

Question #49: Item 2.24: Call Accounting. The system must be able to update offender/client's phone time at the end of each call and announce remaining phone time before the next call. Included time required to accomplish this in your response. Without knowing the offender/client's future call route, how can the remaining time be provided? Example: If the next call was local, the remaining time may be 15 minutes. If the next call were interstate, the remaining time may be 4 minutes. Would it be acceptable to provide the offender/client's with remaining phone account dollars and provide them an option to hear call rates prior to making a call?

Answer #49: Answer to be provided in Addendum #2.

Question #50: In order to provide our best possible offer, it is important to have historical call volume information for all call types. Please provide as much data as possible from the following: Local – collect, Intralata – collect, etc.

Answer #50: See answer to Question #4.

Question #51: Please provide a copy of the current inmate phone service agreements?

Answer #51: See answer to Question #41.

Question #52: Please provide an average of monthly commissions received over the past year from the current vendor and copies of commission statements (if available)?

Answer #52: See Question/Answer #16.

Question #53: Are the rates shown in Section 6 the current rates charged today? If not, please provide the current rates.

Answer #53: See Question/Answer #1.

Question #54: There is no mention of prepaid collect call traffic in Section 6. Are called parties permitted to establish prepaid accounts today? If so, are the rates the same as collect calls?

Answer #54: There are no prepaid collect calls.

Question #55: Are commissions paid today on prepaid collect call revenue?

Answer #55: See answer to Question #54 above.

Question #56: In Section 8 there is no evaluating criteria listed for calling rates. What weight, if any, will rates carry in the evaluation?

Answer #56: The commission structure will be evaluated and scored with a maximum of 100 points allowed.

Question #57: Section 1.2.1 of the RFP states that rates shall not exceed "standard industry" rates. Please confirm what the State considers to be standard industry rates.

Answer #57: Answer to be provided in Addendum #2.

Question #58: In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.

Answer #58: All responders must offer new equipment when responding to this RFP. The incumbent provider, if awarded this Contract, would have to offer future equipment replacements as new.

Question #59: Given the tentative installation in January, 2010, the initial contract term is just over two years. Will the State consider a longer base contract term of three years or more?

Answer #59: No. The Contract period shall be from date of Contract execution through March 31, 2012, with the option to extend an additional 36 months upon mutual agreement between the State of Minnesota and the Contract Vendor.

Question #60: 1.2.3. Can you please elaborate on the intent of this requirement and provide additional details on the systems currently in use?

Answer #60: The intent of this requirement is that both vendors work together and are responsible for the seamless integration of both systems. Potential vendors must be able to integrate with the current monitoring/recording system. Any expense incurred as part of achieving this integration/compatibility will be the sole responsibility of the Contract Vendor and not the State. Additional details on the systems can be obtained from the contacts listed in Section 2.15.

Question #61: 1.2.3. If the proposed system provides this functionality as a part of the bid, is it necessary to interface with the existing legacy systems?

Answer #61: Yes – the proposed system must be able to interface with all of the legacy systems, regardless of the proposed functionality.

Question #62: 1.2.3. Can you clarify the statement about “including all circuits and facilities provided by the local telephone company”? Does that suggest the new ITS vendor is responsible for obtaining and paying for those circuits?

Answer #62: Yes. The State does not want to invest capital expenditures to procure equipment that provides the required service. Installation fees, including the other common carriers' charges required for installation of special circuits or local lines that might be required to operate the service, are the responsibility of the Contract Vendor. The Contract Vendor will also pay all monthly charges and maintenance costs for the term of the Contract, including all extensions. See 1.0 Scope of Work – 3rd paragraph of the RFP.

Question #63: 1.2.3. How many circuits and what types are currently required, by location, for the existing monitoring systems?

Answer #63: Because this question is in relation to the existing monitoring systems, please refer to Section 2.15 for contact information for the existing vendors of the monitoring system.

Question #64: 1.2.4. Does the State have any access type limitations? For example, restrictions that IP circuits must be FR or ATM.

Answer #64: Because this question is in relation to the existing monitoring systems, please refer to Section 2.15 for contact information for the existing vendors of the monitoring system.

Question #65: 1.3.4. Does this requirement suggest that DOC wants old phones and new phones from the new vendor working in each prison site and cellblock simultaneously until a cut over date is completed? If so, is there wiring in place to accommodate dual phone placement?

Answer #65: The intent is to have both systems in place and verification that phones are working and all equipment is communicating before removal of old system. This would require the testing of each facility phone at its' location to verify correct connections before and after switch over and removal of other systems connections. It would not require dual phones.

Question #66: 1.6. Please confirm that this requirement does not prohibit the Contract Vendor from collecting revenue from the calls during the acceptance period.

Answer #66: Answer to be provided in Addendum #2.

Question #67: 2.29. What are the manufacturer, models and dimensions of the existing phones?

Answer #67: Lino Lakes: Ultratec Model Supercom 4400 ASCII turbo phone, 10" wide, 9.5" long, 3" high
St. Cloud: Ultratec Superprint 4425 w/o ASCII option UTI-SP4425 with 5 year warranty. The current vendor uses a wide variety of phones throughout DHS and DOC facilities however few major differences exist between manufacturers with respect to form, fit and function. TMG is the current vendor's primary telephone and parts vendor. At MSOP, the current vendor predominantly has installed the TMG CT-400.

Question #68: 6.0.4. The requirement here does not take into account the possibility of increased and disproportionate costs relative to potential revenue increase associated with the expansion of facilities – would the State change the requirement to a mutually agreed upon commission modification at the time of the request for expansion?

Answer #68: 6.0.4 allows for a 9% increase in revenue before an increase in commission payments is required which addresses possible additional costs.

Question #69: Sections 6&7. What are the current commission rates and structures of the existing Contract?

Answer #69: See Question/Answer #2.

Question #70: Appendix A – 2.0. Which of the 2 columns labeled (Average Monthly Debit Calls) reflects the collect calls?

Answer #70: See Question/Answer #28.

Question #71: Page 2 – Terms and Conditions. The pdf file indicates various forms (Affirmative Action Data Page, Trade Secret Information Form, etc.) that have to be completed. The proposal preparation instructions in the pdf file state "NOTE: Responses are to be prepared and presented in the same sequential order as the questions and requests....", however, the MS WORD Doc file, with the proposal preparation instructions, does not identify where to put those forms (i.e. in the "General Proposal" or the "Pricing Proposal" nor where within those volumes. Normally, these would be put in the business "pricing" volume. However, the pdf proposal preparation instructions state, "each response must be submitted with the pricing components separated in a sealed envelope and marked "Pricing Proposal". All other applicable material must be submitted together and marked "General Proposal" (implying only pricing information in the Pricing Proposal).

Can we put these forms in a "Completed Forms and Report's tab at the beginning of the General Proposal volume, or does MN want them in the business (Pricing) volume?

Answer #71. The General Proposal shall consist of the .pdf document containing all of the General Terms, Conditions and Special Terms and Conditions. Immediately following these documents, the responder shall include all of the information contained in the Word document and any other applicable information. The responder shall remove the "pricing page section" from the Word document and place your response in a separate sealed envelope and mark it "Pricing Proposal".

Question #72: Section 21b. Can we assume this provision applies only to other projects of comparable volume, scope, terms and conditions, and governing law?

Answer #72: Yes

Question #73: Section 35. Can software developed for this project, using project funds result in a perpetual software license for the State, versus resulting in loss of all rights by the Contractor?

Answer #73: It is not the responsibility of the State to interpret legal terms for a responder.

Question #74: Section 43 & Section 48. What are the Contract (vs. RFP) dispute resolution provisions? Does this stated provision require the Contractor to waive its right at law and in equity, as well as to forgo an option to use an arbitration process?

Answer #74: It is not the responsibility of the State to interpret legal terms for a responder.

Question #75: Section 46 & 63. How will these preferences be reflected in the evaluation process for this procurement, since there will be no dollar amount (Page 28, Section 2) on which to apply these 6% preferences?

Answer #75: The State will apply preferences, if applicable, to the pricing offered within a response.

Question #76: Section 52. Can we assume that the Cooperative Purchasing Venture (CPV) provisions do not apply to this procurement?

Answer #76: **PURPOSE AND BACKGROUND.** The purpose of this Request for Proposal (RFP) is to provide an offender/client telephone calling system for the Department of Corrections (DOC) and Department of Human Services (DHS) facilities located in Minnesota. This is also available to other State agencies and members of the Cooperative Purchasing Venture (CPV) program, if needed.

Question #77: Section 3b: "State of Minnesota as additional insured". Can we assume "additional insured" is limited to activities related to the Contract? Otherwise, this has the effect of requiring the Contractor to provide broad liability insurance for all of the State of Minnesota, for events that have nothing to do with the Contract.

Answer #77: The State of Minnesota shall be listed as additional insured for this Contract, including all locations as defined in the RFP document.

Question #78: The Location of Service Disclosure and Certification form was not included in the RFP.

Answer #78: Please see the attached Location of Service Disclosure form, sign and return with your response.

CHANGE THE FOLLOWING:

2.26.1 READS: (M) Printout from TTY must be able to be sent automatically to a pre-determined secure location to be determined by each facility at the conclusion of each call.

2.26.1 SHALL READ: (M) History/transcript from TTY calls must be able to be sent automatically to a pre-determined secure location to be determined by each facility at the conclusion of each call.

This addendum shall become part of the RFP and **MUST** be returned with the RFP.

COMPANY NAME: Global Tel #Link

SIGNATURE: 

PRINTED NAME: Jeffrey B. Haidinger

TITLE: President, Services

DATE: 10/19/09

MCF-Faribault
 Offender Phones
 January 2009 - June 2009

	Collect				Debit			
	Calls	Minutes	Revenue	Commissions	Calls	Minutes	Revenue	Commissions
LOCAL								
January	1,279	16,328	\$2,095.40	\$1,026.75	35,882	464,562	\$13,276.34	\$681.52
February	630	7,725	\$1,016.25	\$497.96	40,607	520,530	\$15,024.59	\$7,362.05
March	88	1,013	\$138.65	\$67.94	44,338	566,163	\$16,405.06	\$8,038.48
April	29	301	\$44.06	\$21.58	52,959	673,264	\$19,594.83	\$9,601.47
May	42	462	\$65.10	\$31.90	52,788	668,233	\$19,531.56	\$9,570.46
June	25	255	\$37.75	\$18.50	49,356	622,658	\$18,261.72	\$8,948.24
INTRALATA								
January	311	3,522	\$1,390.86	\$681.52	1,000	5,703	\$1,942.34	\$951.75
February	38	4,941	\$1,806.33	\$885.10	1,022	6,351	\$2,163.06	\$1,059.89
March	261	3,319	\$1,214.47	\$595.09	1,112	6,399	\$2,179.21	\$1,067.81
April	348	4,236	\$1,594.68	\$781.39	1,258	6,872	\$2,340.51	\$1,146.85
May	363	4,250	\$1,641.50	\$804.34	1,563	8,816	\$3,002.44	\$1,471.20
June	448	5,471	\$2,055.23	\$1,007.06	1,422	8,071	\$15,051.68	\$7,375.32
INTERLATA								
January	2,960	36,799	\$17,343.77	\$8,498.45	7,876	46,322	\$15,775.94	\$7,730.21
February	2,779	34,502	\$16,272.46	\$7,973.51	8,296	47,046	\$16,022.42	\$7,850.99
March	2,712	33,586	\$15,860.78	\$7,771.78	8,546	48,946	\$16,669.73	\$8,168.17
April	3,014	36,932	\$17,536.36	\$8,592.82	9,049	49,614	\$16,896.24	\$8,279.16
May	2,641	31,761	\$15,228.03	\$7,461.73	8,787	47,071	\$16,029.97	\$7,854.69
June	2,601	31,516			8,214	43,644		
INTERSTATE								
January	342	3,661	\$4,609.19	\$2,258.50	1,524	9,576	\$3,692.38	\$1,809.27
February	326	3,583	\$4,476.57	\$2,193.52	1,412	8,775	\$3,372.95	\$1,652.75
March	297	3,343	\$4,148.42	\$2,032.73	1,448	9,160	\$3,521.46	\$1,725.52
April	341	3,706	\$4,645.29	\$2,276.19	1,760	10,085	\$3,921.34	\$1,921.46
May	336	3,561	\$4,496.49	\$2,203.28	1,838	10,718	\$4,180.08	\$2,048.24
June	309	3,268	\$4,129.07	\$2,023.24	1,577	8,912	\$3,475.68	\$1,703.08
INTERNATIONAL								
January	1	15	\$9.99	\$4.90	23	77	\$130.50	\$63.95
February	2	30	\$19.98	\$9.79	14	60	\$106.98	\$52.42
March	2	18	\$14.25	\$6.98	6	30	\$54.32	\$26.62
April	1	15	\$9.99	\$4.90	22	89	\$153.11	\$75.02
May	2	30	\$19.98	\$9.79	24	115	\$191.90	\$94.03
June	0	0	\$0.00	\$0.00	16	38	\$66.55	\$32.61

MCF-Lino Lakes
Offender Phones
January 2009 - June 2009

	Collect				Debit			
	Calls	Minutes	Revenue	Commissions	Calls	Minutes	Revenue	Commissions
LOCAL								
January	3,188	39,738	\$5,174.90	\$2,535.70	58,444	738,162	\$21,624.28	\$10,595.90
February	2,643	33,124	\$4,299.20	\$2,106.61	56,251	699,521	\$20,812.87	\$10,198.31
March	1,648	19,913	\$2,643.65	\$1,295.39	54,441	680,092	\$20,143.17	\$9,870.16
April	1,828	21,983	\$2,927.10	\$1,434.28	59,624	745,391	\$22,060.88	\$10,809.83
May	1,843	21,775	\$2,931.75	\$1,436.66	56,505	708,719	\$20,906.85	\$10,244.36
June	1,812	22,177	\$2,920.85	\$1,431.22	53,764	670,698	\$19,892.68	\$9,747.41
INTRALATA								
January	45	570	\$209.10	\$102.46	99	572	\$194.81	\$95.46
February	43	511	\$195.43	\$95.76	73	470	\$160.10	\$78.45
March	39	537	\$186.81	\$91.54	70	468	\$159.43	\$78.12
April	24	281	\$108.53	\$53.18	65	422	\$143.74	\$70.43
May	25	290	\$112.70	\$55.22	83	541	\$184.28	\$90.30
June	32	349	\$141.37	\$69.27	58	447	\$152.27	\$74.61
INTERLATA								
January	833	10,285	\$4,864.55	\$2,383.63	2,285	13,560	\$4,618.28	\$2,262.96
February	811	9,890	\$4,707.70	\$2,306.77	2,111	13,187	\$4,491.11	\$2,200.64
March	650	7,972	\$3,783.58	\$1,853.94	1,769	10,735	\$3,656.15	\$1,791.51
April	715	9,002	\$4,215.46	\$2,065.58	1,796	11,275	\$3,840.16	\$1,881.68
May	813	9,907	\$4,717.61	\$2,311.63	1,759	10,435	\$3,553.99	\$1,741.46
June	883	10,606	\$5,088.38	\$2,493.31	1,740	10,827	\$3,687.47	\$1,806.86
INTERSTATE								
January	212	2,184	\$2,781.16	\$1,362.77	989	6,688	\$2,571.83	\$1,260.20
February	274	3,136	\$3,873.34	\$1,897.94	984	6,818	\$2,621.57	\$1,284.57
March	192	2,202	\$2,718.18	\$1,331.91	957	6,764	\$2,600.53	\$1,274.26
April	230	2,501	\$3,134.39	\$1,535.85	932	6,203	\$2,412.37	\$1,182.08
May	237	2,526	\$3,184.29	\$1,560.30	941	5,735	\$2,236.65	\$1,095.96
June	209	2,182	\$2,767.53	\$1,356.09	880	5,780	\$2,254.24	\$1,104.58
INTERNATIONAL								
January	0	0	\$0.00	\$0.00	3	23	\$37.75	\$18.50
February	0	0	\$0.00	\$0.00	3	22	\$38.38	\$18.81
March	0	0	\$0.00	\$0.00	3	19	\$31.03	\$15.20
April	1	15	\$11.79	\$5.78	4	13	\$26.13	\$12.80
May	0	0	\$0.00	\$0.00	3	27	\$44.10	\$21.61
June	0	0	\$0.00	\$0.00	1	3	\$4.90	\$2.40

MCF-Moose Lake
 Offender Phones
 January 2009 - June 2009

	Collect				Debit			
	Calls	Minutes	Revenue	Commissions	Calls	Minutes	Revenue	Commissions
LOCAL								
January	246	3,139	\$402.95	\$197.45	13,674	172,396	\$5,059.38	\$2,479.10
February	245	2,646	\$377.30	\$184.88	13,731	173,324	\$5,080.47	\$2,489.43
March	129	1,547	\$206.35	\$101.11	14,700	186,020	\$5,439.00	\$2,665.11
April	250	3,496	\$424.80	\$208.15	15,936	198,114	\$5,896.32	\$2,889.20
May	93	1,242	\$155.10	\$76.00	14,032	173,130	\$5,191.84	\$2,544.00
June	81	1,055	\$133.75	\$65.54	13,095	162,644	\$4,845.15	\$2,374.12
INTRALATA								
January	88	1,095	\$406.35	\$199.11	286	1,354	\$461.04	\$225.91
February	59	713	\$269.69	\$132.15	293	1,913	\$651.65	\$319.31
March	59	718	\$270.34	\$132.47	330	1,883	\$641.35	\$314.26
April	64	818	\$298.34	\$146.19	314	1,667	\$567.78	\$278.21
May	76	809	\$333.17	\$163.25	243	1,379	\$469.63	\$230.12
June	76	874	\$341.62	\$167.39	285	1,685	\$573.85	\$281.19
INTERLATA								
January	1,803	22,464	\$10,575.72	\$5,182.10	3,772	20,332	\$6,924.02	\$3,392.77
February	1,596	20,585	\$9,522.55	\$4,666.05	4,204	24,632	\$8,388.87	\$4,110.55
March	1,433	17,690	\$8,367.70	\$4,100.17	3,970	23,115	\$7,272.31	\$3,857.43
April	1,400	17,027	\$8,116.21	\$3,976.94	3,945	22,476	\$7,854.31	\$3,750.61
May	1,417	17,403	\$8,253.46	\$4,044.20	4,221	24,082	\$8,201.19	\$4,018.58
June	1,378	16,937	\$8,029.51	\$3,934.46	4,159	23,602	\$8,038.10	\$3,938.67
INTERSTATE								
January	91	1,061	\$1,303.74	\$638.83	814	4,804	\$1,855.20	\$909.05
February	126	1,432	\$1,772.18	\$868.37	775	4,536	\$1,743.48	\$854.31
March	112	1,265	\$1,568.25	\$768.44	603	3,867	\$1,486.44	\$728.36
April	87	988	\$1,222.97	\$599.26	698	4,093	\$1,590.94	\$779.56
May	100	1,074	\$1,350.86	\$661.92	590	3,287	\$1,281.93	\$628.15
June	80	904	\$1,120.56	\$549.07	703	3,853	\$1,502.67	\$736.31
INTERNATIONAL								
January	0	0	\$0.00	\$0.00	10	16	\$26.15	\$12.81
February	7	87	\$77.65	\$38.05	16	42	\$69.82	\$34.21
March	0	0	\$0.00	\$0.00	21	135	\$176.02	\$86.25
April	8	97	\$94.98	\$46.54	31	285	\$364.32	\$178.52
May	3	17	\$20.09	\$9.84	28	220	\$300.61	\$147.30
June	3	33	\$22.32	\$10.94	14	40	\$74.73	\$36.62

MCF- Oak Park Heights
Offender Phones
January 2009 - June 2009

	Collect				Debit			
	Calls	Minutes	Revenue	Commissions	Calls	Minutes	Revenue	Commissions
LOCAL								
January	153	1,898	\$247.90	\$121.47	7,874	95,787	\$2,913.38	\$1,427.56
February	175	2,057	\$277.85	\$136.15	10,269	124,598	\$3,799.53	\$1,861.77
March	142	1,591	\$221.55	\$108.56	8,610	103,945	\$3,185.70	\$1,560.99
April	112	1,293	\$176.65	\$86.56	9,396	112,906	\$3,476.52	\$1,703.49
May	223	2,790	\$362.50	\$177.63	9,615	115,537	\$3,557.55	\$1,743.20
June	187	2,337	\$303.85	\$148.89	9,965	120,031	\$3,687.05	\$1,806.65
INTRALATA								
January	10	150	\$49.50	\$24.26	8	48	\$16.35	\$8.01
February	24	312	\$112.56	\$55.15	2	12	\$4.09	\$2.00
March	9	135	\$44.55	\$21.83	9	86	\$29.30	\$14.36
April	12	146	\$54.98	\$26.94	26	140	\$47.67	\$23.36
May	6	79	\$28.27	\$13.85	9	56	\$19.07	\$9.34
June	9	122	\$42.86	\$21.00	13	94	\$32.03	\$15.69
INTERLATA								
January	107	1,231	\$604.13	\$296.02	444	3,801	\$1,294.91	\$634.51
February	135	1,598	\$772.54	\$378.54	355	2,877	\$980.05	\$480.22
March	109	1,363	\$640.49	\$313.84	371	3,067	\$1,044.85	\$511.98
April	130	1,612	\$760.78	\$372.77	423	3,140	\$1,069.71	\$524.16
May	126	1,552	\$734.96	\$360.13	364	2,847	\$969.85	\$475.23
June	135	1,637	\$781.51	\$382.94	343	2,749	\$936.44	\$458.86
INTERSTATE								
January	52	613	\$750.97	\$367.98	417	3,861	\$1,489.60	\$729.90
February	49	594	\$722.21	\$353.88	386	3,508	\$1,349.00	\$661.01
March	28	313	\$389.17	\$190.69	331	2,912	\$1,120.91	\$549.25
April	26	274	\$346.56	\$169.81	339	2,990	\$1,162.92	\$569.83
May	29	330	\$408.25	\$200.04	422	3,636	\$1,418.04	\$694.84
June	28	347	\$419.43	\$205.52	421	3,787	\$1,476.93	\$723.70
INTERNATIONAL								
January					1	1	\$1.63	\$0.80
February					2	3	\$4.90	\$2.40
March					3	11	\$17.97	\$8.81
April					2	8	\$13.07	\$6.40
May					2	6	\$9.80	\$4.80
June					1	2	\$3.27	\$1.60

MCF-Red Wing
Offender Phones
January 2009 - June 2009

	Collect				Debit			
	Calls	Minutes	Revenue	Commissions	Calls	Minutes	Revenue	Commissions
LOCAL								
January	10	135	\$16.75	\$8.21	1,583	21,905	\$585.71	\$287.00
February	0	0	\$0.00	\$0.00	1,831	24,753	\$677.47	\$331.96
March	1	12	\$1.60	\$0.78	1,605	21,734	\$593.85	\$290.99
April	0	0	\$0.00	\$0.00	1,503	19,691	\$556.11	\$272.49
May	0	0	\$0.00	\$0.00	1,653	21,429	\$611.61	\$299.69
June	0	0	\$0.00	\$0.00	2,305	30,306	\$852.85	\$417.90
INTRALATA								
January	78	910	\$352.30	\$172.63	524	4,347	\$1,480.87	\$725.63
February	84	850	\$362.50	\$177.63	477	4,037	\$1,375.21	\$673.85
March	84	1,000	\$382.00	\$187.18	501	4,354	\$1,483.21	\$726.77
April	73	781	\$320.53	\$157.06	550	4,845	\$1,650.53	\$808.76
May	60	682	\$268.66	\$131.64	518	4,232	\$1,441.62	\$706.39
June	81	954	\$367.02	\$179.84	459	3,123	\$1,063.72	\$521.22
INTERLATA								
January	34	478	\$211.94	\$103.85	236	2,044	\$696.36	\$103.85
February	30	380	\$177.40	\$86.93	268	2,321	\$790.72	\$387.45
March	23	257	\$128.11	\$62.77	273	2,527	\$860.88	\$421.83
April	59	768	\$353.64	\$173.28	226	1,681	\$572.59	\$280.57
May	20	267	\$121.41	\$59.49	237	1,671	\$569.19	\$278.90
June	28	352	\$164.96	\$80.83	175	1,360	\$463.30	\$227.02
INTERSTATE								
January	9	107	\$130.78	\$64.08	105	987	\$380.47	\$186.43
February	7	102	\$118.43	\$58.03	83	752	\$289.13	\$141.67
March	3	45	\$51.90	\$25.43	97	941	\$361.87	\$177.32
April	5	75	\$86.50	\$42.39	76	795	\$309.61	\$151.71
May	4	60	\$69.20	\$33.91	84	728	\$283.92	\$139.12
June	10	150	\$173.00	\$84.77	89	769	\$299.91	\$146.96
INTERNATIONAL								
January					0	0	\$0.00	\$0.00
February					0	0	\$0.00	\$0.00
March					0	0	\$0.00	\$0.00
April					0	0	\$0.00	\$0.00
May					3	33	\$53.90	\$26.41
June					0	0	\$0.00	\$0.00

MCF-Rush City
 Offender Phones
 January 2009 - June 2009

	Collect				Debit			
	Calls	Minutes	Revenue	Commissions	Calls	Minutes	Revenue	Commissions
LOCAL								
January	971	12,359	\$1,588.95	\$778.59	13,166	170,357	\$4,871.42	\$2,387.00
February	551	6,398	\$870.90	\$426.74	13,169	166,815	\$4,872.53	\$2,387.54
March	213	2,500	\$338.00	\$165.62	14,832	190,152	\$5,487.84	\$2,689.04
April	142	1,738	\$228.90	\$112.16	15,869	199,658	\$5,871.53	\$2,877.05
May	283	3,358	\$450.90	\$220.94	14,447	181,984	\$5,345.39	\$2,619.24
June	113	1,199	\$172.95	\$84.75	14,197	178,742	\$5,252.89	\$2,573.92
INTRALATA								
January	1,635	20,751	\$7,602.63	\$3,725.29	2,611	15,997	\$5,448.28	\$2,669.66
February	1,850	23,792	\$8,642.96	\$4,235.05	3,131	19,056	\$6,490.06	\$3,180.13
March	1,451	17,759	\$6,661.67	\$3,264.22	3,069	18,580	\$6,327.87	\$3,100.66
April	1,516	19,306	\$7,057.78	\$3,458.31	3,135	17,366	\$5,913.97	\$2,897.85
May	1,354	16,741	\$6,238.33	\$3,056.78	2,875	16,055	\$5,467.75	\$2,679.20
June	1,480	18,554	\$6,852.02	\$3,357.49	2,743	14,687	\$5,001.41	\$2,450.69
INTERLATA								
January	675	7,924	\$3,848.21	\$1,885.62	1,649	10,232	\$3,485.05	\$1,707.67
February	665	8,049	\$3,846.27	\$1,884.67	1,641	10,580	\$3,603.67	\$1,765.80
March	643	7,113	\$3,564.99	\$1,746.85	1,587	10,172	\$3,464.71	\$1,697.71
April	548	6,171	\$3,063.33	\$1,501.03	1,613	9,935	\$3,383.77	\$1,658.05
May	536	6,199	\$3,033.77	\$1,486.55	1,772	10,577	\$3,602.43	\$1,765.19
June	513	6,072	\$2,935.56	\$1,438.42	1,523	9,113	\$3,103.78	\$1,520.85
INTERSTATE								
January	167	1,823	\$2,282.12	\$1,118.24	591	4,182	\$1,613.78	\$790.75
February	114	1,175	\$1,496.05	\$733.06	605	4,097	\$1,575.03	\$771.76
March	136	1,410	\$1,792.10	\$878.13	676	4,411	\$1,695.89	\$830.99
April	152	1,620	\$2,042.20	\$1,000.68	835	5,361	\$2,084.99	\$1,021.65
May	152	1,605	\$2,028.85	\$994.14	754	4,630	\$1,805.70	\$884.79
June	149	1,493	\$1,917.32	\$939.49	700	4,224	\$1,647.36	\$807.21
INTERNATIONAL								
January					2	9	\$16.74	\$8.20
February					3	16	\$30.22	\$14.81
March					3	20	\$37.98	\$18.61
April					2	23	\$40.83	\$20.01
May					4	28	\$51.04	\$25.01
June					2	30	\$61.26	\$30.02

MCF-St Cloud
Offender Phones
January 2009 - June 2009

	Collect				Debit			
	Calls	Minutes	Revenue	Commissions	Calls	Minutes	Revenue	Commissions
LOCAL								
January	162	2,021	\$263.05	\$128.89	8,278	101,101	\$3,062.86	\$1,500.80
February	105	1,205	\$165.25	\$80.97	8,974	108,322	\$3,320.38	\$1,626.99
March	56	641	\$88.05	\$43.14	8,128	96,180	\$3,007.36	\$1,473.61
April	46	499	\$70.95	\$34.77	8,534	102,111	\$3,157.58	\$1,547.21
May	20	180	\$29.00	\$14.21	7,553	89,606	\$2,794.61	\$1,369.36
June	35	327	\$51.35	\$25.16	7,391	86,420	\$2,734.67	\$1,339.99
INTRALATA								
January	87	875	\$374.75	\$183.63	171	1,143	\$391.31	\$191.74
February	73	683	\$307.79	\$150.82	228	1,395	\$477.51	\$233.98
March	68	698	\$294.74	\$144.42	202	1,299	\$444.73	\$217.92
April	134	1,581	\$607.53	\$297.69	153	1,195	\$409.14	\$200.48
May	42	392	\$176.96	\$86.71	183	1,438	\$492.31	\$241.23
June	38	451	\$172.63	\$84.59	219	1,653	\$566.02	\$277.35
INTERLATA								
January	2,672	31,371	\$15,231.33	\$7,463.35	4,177	27,395	\$9,378.42	\$4,595.43
February	2,437	28,092	\$13,772.16	\$6,748.36	4,454	29,108	\$9,964.95	\$4,882.83
March	1,992	22,058	\$11,049.34	\$5,414.18	4,299	28,704	\$9,826.74	\$4,816.10
April	2,632	29,905	\$14,774.15	\$7,239.33	4,529	29,226	\$10,005.08	\$4,902.49
May	1,946	21,918	\$10,879.14	\$5,330.78	3,959	25,628	\$8,773.13	\$4,298.83
June	1,979	22,025	\$11,002.75	\$5,391.35	4,332	28,343	\$9,702.84	\$4,754.39
INTERSTATE								
January	245	2,594	\$3,276.41	\$1,605.44	614	4,465	\$1,729.73	\$847.57
February	242	2,570	\$3,243.20	\$1,589.17	695	4,741	\$1,830.30	\$896.85
March	187	2,028	\$2,543.57	\$1,246.35	629	4,400	\$1,698.68	\$832.35
April	183	210	\$2,511.75	\$1,230.76	775	5,402	\$2,110.81	\$1,034.30
May	196	1,991	\$2,546.19	\$1,247.63	618	4,542	\$1,780.23	\$872.31
June	190	1,798	\$2,350.72	\$1,151.85	700	5,022	\$1,968.35	\$964.49
INTERNATIONAL								
January					3	24	\$29.53	\$14.47
February					7	33	\$52.92	\$25.93
March					9	80	\$131.28	\$64.33
April					12	76	\$114.07	\$55.89
May					18	92	\$150.98	\$73.98
June					6	35	\$53.34	\$26.14

MCF-Shakopee
Offender Phones
January 2009 - June 2009

	Collect				Debit			
	Calls	Minutes	Revenue	Commissions	Calls	Minutes	Revenue	Commissions
LOCAL								
January	1,243	14,269	\$1,956.45	\$958.66	16,447	192,747	\$6,085.39	\$2,981.84
February	794	9,220	\$1,255.00	\$614.95	17,106	201,401	\$6,329.22	\$3,101.32
March	783	9,409	\$1,253.45	\$614.19	16,301	190,325	\$6,031.37	\$2,955.37
April	630	7,393	\$999.65	\$489.83	17,924	209,386	\$6,631.88	\$3,249.62
May	399	4,670	\$632.50	\$309.93	15,480	181,805	\$5,727.60	\$2,806.52
June	646	7,071	\$999.55	\$489.78	15,658	181,015	\$5,793.46	\$2,838.80
INTRALATA								
January	60	515	\$246.95	\$121.01	61	411	\$140.00	\$68.80
February	65	517	\$262.21	\$128.48	60	276	\$93.96	\$46.04
March	44	412	\$185.56	\$90.92	37	199	\$67.76	\$33.20
April	64	628	\$273.64	\$134.08	41	210	\$71.51	\$35.04
May	27	236	\$111.68	\$54.72	61	409	\$139.31	\$68.26
June	35	269	\$139.97	\$68.59	61	472	\$160.80	\$78.79
INTERLATA								
January	524	6,377	\$3,038.71	\$1,488.97	1,678	1,044	\$3,574.27	\$1,751.39
February	537	6,253	\$3,049.19	\$1,494.10	1,710	10,092	\$3,437.10	\$1,684.18
March	552	6,582	\$3,169.86	\$1,553.23	1,612	9,816	\$3,343.39	\$1,638.26
April	505	5,721	\$2,830.83	\$1,387.11	1,831	11,437	\$3,895.51	\$1,908.80
May	471	5,226	\$2,614.98	\$1,281.34	1,922	12,082	\$4,115.11	\$2,016.40
June	492	5,227	\$2,678.21	\$1,312.32	1,762	11,074	\$3,771.75	\$1,848.16
INTERSTATE								
January	116	1,228	\$1,551.12	\$760.05	678	5,009	\$1,930.68	\$946.03
February	81	770	\$1,005.25	\$492.57	618	4,513	\$1,735.11	\$850.20
March	89	859	\$1,116.06	\$546.87	570	4,040	\$1,553.24	\$761.09
April	61	571	\$749.14	\$367.08	756	5,030	\$1,955.02	\$957.96
May	97	889	\$1,174.36	\$575.44	683	4,688	\$1,828.32	\$895.88
June	84	759	\$1,007.31	\$493.58	664	4,466	\$1,741.74	\$853.45
INTERNATIONAL								
January					1	1	\$1.63	\$0.80
February					0	0	\$0.00	\$0.00
March					2	4	\$6.54	\$3.20
April					2	7	\$11.43	\$5.60
May					2	8	\$13.07	\$6.40
June					4	6	\$42.47	\$20.81

MCF-Stillwater
Offender Phones
January 2009 - June 2009

	Collect				Debit			
	Calls	Minutes	Revenue	Commissions	Calls	Minutes	Revenue	Commissions
LOCAL								
January	2,206	27,733	\$3,592.65	\$1,760.40	56,485	705,657	\$20,899.45	\$10,240.73
February	1,635	20,025	\$2,636.25	\$1,291.76	56,727	701,019	\$20,988.99	\$10,284.61
March	892	10,672	\$1,425.60	\$698.54	49,926	613,169	\$18,472.62	\$9,051.58
April	1,508	18,616	\$2,438.80	\$1,195.01	58,593	716,303	\$21,679.41	\$10,622.91
May	1,346	15,888	\$2,140.40	\$1,048.80	55,512	677,618	\$20,539.44	\$10,064.33
June	1,840	22,420	\$2,961.00	\$1,450.89	52,899	646,916	\$19,572.63	\$9,590.59
INTRALATA								
January	33	420	\$153.60	\$75.26	125	934	\$318.11	\$155.87
February	20	239	\$91.07	\$44.62	85	776	\$264.34	\$129.53
March	25	322	\$116.86	\$57.26	107	866	\$295.00	\$144.55
April	20	252	\$92.76	\$45.45	90	632	\$215.26	\$105.48
May	13	154	\$59.02	\$28.92	72	582	\$198.26	\$97.15
June	7	49	\$27.37	\$13.41	74	577	\$196.55	\$96.31
INTERLATA								
January	545	6,672	\$3,169.56	\$1,553.08	1,796	12,276	\$4,181.25	\$2,048.81
February	636	7,892	\$3,723.16	\$1,824.35	1,998	13,948	\$4,750.95	\$2,327.97
March	508	6,214	\$2,953.22	\$1,447.08	1,707	11,575	\$3,942.48	\$1,931.82
April	491	6,104	\$2,876.92	\$1,409.89	1,751	11,734	\$3,996.46	\$1,958.27
May	461	5,736	\$2,702.28	\$1,324.12	1,511	10,077	\$3,432.32	\$1,681.84
June	485	6,005	\$2,836.15	\$1,389.71	1,471	10,013	\$3,410.51	\$1,671.15
INTERSTATE								
January	199	2,224	\$2,765.41	\$1,355.05	1,035	8,205	\$3,164.79	\$1,550.75
February	171	1,797	\$2,274.78	\$1,114.64	1,057	8,371	\$3,218.48	\$1,577.06
March	120	1,089	\$1,443.21	\$707.17	967	7,818	\$3,006.35	\$1,473.11
April	115	1,269	\$1,583.66	\$775.99	1,110	8,699	\$3,384.66	\$1,658.48
May	126	1,415	\$1,757.05	\$860.95	1,097	8,510	\$3,319.49	\$1,626.55
June	123	1,335	\$1,674.00	\$820.26	1,034	7,631	\$2,976.09	\$1,458.28
INTERNATIONAL								
January	17	255	\$212.88	\$104.31	9	70	\$123.51	\$60.52
February	10	128	\$112.68	\$55.21	6	37	\$66.56	\$32.61
March	5	63	\$52.11	\$25.53	7	51	\$81.68	\$40.02
April	8	135	\$102.87	\$50.41	10	84	\$155.60	\$76.24
May	11	197	\$163.57	\$80.15	18	139	\$219.28	\$107.45
June	13	211	\$172.74	\$84.64	23	113	\$175.22	\$85.86

MCF-Togo
Offender Phones
January 2009 - June 2009

	Collect				Debit			
	Calls	Minutes	Revenue	Commissions	Calls	Minutes	Revenue	Commissions
LOCAL								
January	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
February	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
March	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
April	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
May	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
June	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
INTRALATA								
January	0	0	\$0.00	\$0.00	7	66	\$22.49	\$11.05
February	0	0	\$0.00	\$0.00	2	30	\$10.22	\$5.01
March	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
April	5	74	\$32.02	\$15.69	29	250	\$85.16	\$41.73
May	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
June	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
INTERLATA								
January	10	141	\$62.43	\$30.59	47	366	\$124.71	\$61.11
February	9	135	\$58.05	\$28.44	50	373	\$127.08	\$62.27
March	6	90	\$38.70	\$18.96	47	336	\$114.46	\$56.06
April	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
May	5	69	\$30.87	\$15.13	89	615	\$209.54	\$102.67
June	3	31	\$16.13	\$7.90	55	408	\$138.98	\$68.10
INTERSTATE								
January	0	0	\$0.00	\$0.00	6	38	\$14.79	\$7.25
February	1	8	\$11.07	\$5.42	16	111	\$42.66	\$20.90
March	0	0	\$0.00	\$0.00	14	76	\$29.19	\$14.30
April	1	7	\$10.18	\$4.99	0	0	\$0.00	\$0.00
May	0	0	\$0.00	\$0.00	12	66	\$25.74	\$12.61
June	0	0	\$0.00	\$0.00	6	39	\$15.21	\$7.45
INTERNATIONAL								
January	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
February	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
March	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
April	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
May	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
June	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00

MCF-Willow River
Offender Phones
January 2009 - June 2009

	Collect				Debit			
	Calls	Minutes	Revenue	Commissions	Calls	Minutes	Revenue	Commissions
LOCAL								
January	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
February	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
March	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
April	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
May	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
June	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
INTRALATA								
January	0	0	\$0.00	\$0.00	12	142	49.76	24.38
February	1	14	4.82	2.36	8	68	23.82	11.67
March	1	14	4.82	2.36	4	44	15.43	7.56
April	0	0	\$0.00	\$0.00	3	26	9.11	4.46
May	1	6	3.78	1.85	9	76	26.62	13.04
June	2	11	7.43	3.64	7	62	21.72	10.64
INTERLATA								
January	5	74	32.02	15.69	94	899	315.05	154.37
February	2	17	9.91	4.86	90	880	308.38	151.11
March	5	51	26.73	13.1	67	725	254.11	124.51
April	10	83	49.09	24.05	78	640	224.19	109.85
May	14	140	74.2	36.36	103	958	335.66	164.47
June	13	162	76.26	37.37	80	716	250.84	122.91
INTERSTATE								
January	0	0	\$0.00	\$0.00	6	58	22	10.78
February	0	0	\$0.00	\$0.00	6	48	18.42	9.03
March	0	0	\$0.00	\$0.00	10	87	33.22	16.28
April	0	0	\$0.00	\$0.00	10	109	41.16	20.17
May	1	9	\$11.96	\$5.86	20	194	73.12	35.83
June	1	12	\$14.63	\$7.17	7	70	26.38	12.93
INTERNATIONAL								
January	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
February	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
March	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
April	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
May	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00
June	0	0	\$0.00	\$0.00	0	0	\$0.00	\$0.00



Global Tel'Link
2609 Cameron St
Mobile, AL 36607

Minnesota DOC

Monthly Commission Payment Summary

Run Date: 09/04/2009

August 2009

7/26/09 to 8/26/09

State of MN Dept. of Corrections (ZMND0C)

Site	Revenue	Commission Payment
MN_DOC-Faribault Correctional Facility	\$59,533.33	\$29,171.33
MN_DOC-Lino Lakes Correctional Facility	\$36,445.00	\$17,858.05
MN_DOC-Moose Lake Correctional Facility	\$26,721.49	\$13,093.53
MN_DOC-Oak Park Heights Correctional	\$6,916.47	\$3,389.07
MN_DOC-Red Wing Correctional Facility	\$2,928.32	\$1,434.88
MN_DOC-Rush City Correctional Facility	\$26,500.81	\$12,985.40
MN_DOC-Saint Cloud Correctional Facility	\$28,595.52	\$14,011.80
MN_DOC-Shakopee Correctional Facility	\$15,901.05	\$7,791.51
MN_DOC-Sillwater Correctional Facility	\$32,364.69	\$15,856.70
MN_DOC-Togo Correctional Facility	\$243.90	\$119.51
MN_DOC-Willow River CIP	\$583.67	\$286.00
Contract Totals:	\$236,734.25	\$115,999.78

If you have any questions, please contact Lea Ferguson at (251) 338-8659 ext. 5224 or lferguson@gtl.net.



Minnesota DOC
Check Summary Report

Run Date: 09/04/2009

August 2009

State of MN Dept. of Corrections
Finance Department
2305 Minnesota Blvd.,
St. Cloud, MN 56304-2424

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	4,540	54,438	\$7,281.85	\$3,558.31
	Debit Local	49.00%	222,013	2,742,297	\$82,144.81	\$40,250.88
	Totals:		226,553	2,786,735	\$89,406.66	\$43,809.26
INTRALATA	Collect Intrastate/Intralata	49.00%	2,014	23,872	\$9,118.38	\$4,468.49
	Debit Local	49.00%	5,441	29,140	\$9,928.14	\$4,864.79
	Totals:		7,455	52,812	\$19,047.50	\$9,333.27
INTERLATA	Collect LD	49.00%	8,637	101,628	\$49,261.52	\$24,138.14
	Debit LD	49.00%	24,256	140,342	\$47,856.52	\$23,449.20
	Totals:		32,893	241,868	\$97,117.04	\$47,587.35
INTERSTATE	Collect LD	49.00%	1,052	10,581	\$13,567.15	\$6,647.80
	Debit LD	49.00%	6,348	41,831	\$16,546.70	\$8,107.88
	Totals:		7,400	52,412	\$30,113.85	\$14,755.70
INTERNATIONAL	Collect LD	49.00%	13	139	\$126.34	\$61.91
	Debit LD	49.00%	109	576	\$922.86	\$452.20
	Totals:		122	715	\$1,049.20	\$514.11
Contract Totals:			274,423	3,144,542	\$236,734.25	\$115,999.78
Commission Earned:						\$115,999.78



Minnesota DOC
2009 Year To Date Summary For Contract

Run Date: 09/04/2009

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CALLS	2009/01 JAN	2009/02 FEB	2009/03 MAR	2009/04 APR	2009/05 MAY	2009/06 JUN	2009/07 JUL	2009/08 AUG	Fiscal YTD
LOCAL	221,291	225,443	216,833	244,883	231,834	223,369	223,244	226,553	1,813,450
INTRALATA	7,251	7,968	7,482	7,890	7,583	7,549	7,408	7,455	60,606
INTERLATA	34,222	34,814	32,881	34,779	33,174	32,364	32,350	32,893	257,477
INTERSTATE	8,212	8,031	7,466	8,492	8,337	7,964	7,503	7,400	63,405
INTERNATIONAL	70	70	61	103	118	83	97	122	724
Contract Totals:	271,046	276,346	264,723	296,147	281,046	271,329	270,602	274,423	2,205,662

MINUTES	2009/01 JAN	2009/02 FEB	2009/03 MAR	2009/04 APR	2009/05 MAY	2009/06 JUN	2009/07 JUL	2009/08 AUG	Fiscal YTD
LOCAL	2,780,284	2,802,683	2,685,078	3,032,143	2,868,428	2,765,269	2,759,549	2,796,735	22,490,167
INTRALATA	59,525	66,956	59,092	61,404	57,223	57,975	52,417	52,812	467,404
INTERLATA	271,540	272,437	252,694	264,807	245,221	242,419	237,600	241,868	2,029,586
INTERSTATE	63,351	61,461	57,033	61,788	60,194	56,801	53,791	52,412	466,831
INTERNATIONAL	491	458	431	847	912	531	698	715	4,983
Contract Totals:	3,175,191	3,203,995	3,064,328	3,420,989	3,232,976	3,112,995	3,103,955	3,144,542	25,458,971

REVENUE	2009/01 JAN	2009/02 FEB	2009/03 MAR	2009/04 APR	2009/05 MAY	2009/06 JUN	2009/07 JUL	2009/08 AUG	Fiscal YTD
LOCAL	\$93,717.21	\$91,804.05	\$85,082.87	\$96,235.96	\$90,973.70	\$88,474.15	\$88,033.05	\$89,406.66	\$723,727.65
INTRALATA	\$21,251.40	\$23,769.37	\$21,005.11	\$21,777.99	\$20,415.36	\$20,664.66	\$18,713.15	\$19,047.50	\$166,644.54
INTERLATA	\$109,350.63	\$108,776.69	\$100,633.29	\$106,231.95	\$98,183.09	\$97,027.85	\$94,541.25	\$97,117.04	\$811,861.79
INTERSTATE	\$37,916.15	\$36,801.21	\$32,878.64	\$35,306.46	\$35,260.72	\$32,958.13	\$31,195.41	\$30,113.85	\$272,430.57
INTERNATIONAL	\$590.31	\$580.09	\$603.18	\$1,098.19	\$1,238.32	\$676.80	\$796.24	\$1,049.20	\$6,632.33
Contract Totals:	\$262,825.70	\$261,731.41	\$240,203.09	\$260,650.55	\$246,071.19	\$239,801.59	\$233,279.10	\$236,734.25	\$1,981,296.88



Minnesota DOC

Run Date: 09/04/2009

Check Summary Report - Sites

August 2009

MN_DOC-Faribault Correctional Facility
1101 Linden Lane
Faribault, MN 56021

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	3	44	\$5.20	\$2.55
	Debit Local	49.00%	50,837	649,027	\$18,809.89	\$9,216.75
LOCAL Totals:			50,840	649,071	\$18,814.89	\$9,219.30
INTRALATA	Collect Intrastate/Intralata	49.00%	355	4,298	\$1,623.74	\$795.63
	Debit Local	49.00%	1,329	6,776	\$2,307.41	\$1,130.63
INTRALATA Totals:			1,684	11,074	\$3,931.15	\$1,926.26
INTERLATA	Collect LD	49.00%	2,895	32,584	\$15,579.32	\$7,633.87
	Debit LD	49.00%	7,874	40,715	\$13,865.09	\$6,793.89
INTERLATA Totals:			10,669	73,299	\$29,444.41	\$14,427.76
INTERSTATE	Collect LD	49.00%	252	2,583	\$3,294.27	\$1,614.19
	Debit LD	49.00%	1,627	9,532	\$3,770.71	\$1,847.65
INTERSTATE Totals:			1,879	12,115	\$7,064.98	\$3,461.84
INTERNATIONAL	Collect LD	49.00%	1	14	\$9.54	\$4.67
	Debit LD	49.00%	41	169	\$268.36	\$131.50
INTERNATIONAL Totals:			42	183	\$277.90	\$136.17
Site Totals:			65,014	745,742	\$59,533.33	\$29,171.33

Commission Earned: \$29,171.33



Minnesota DOC

Run Date: 09/04/2009

Check Summary Report - Sites

August 2009

MN_DOC-Lino Lakes Correctional Facility
7625 Fourth Avenue
Lino Lakes, MN 55014

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	2,384	20,117	\$3,819.80	\$1,871.70
	Debit Local	49.00%	54,084	676,780	\$20,011.08	\$9,805.43
LOCAL Totals:			56,468	705,907	\$23,830.88	\$11,677.13
INTRALATA	Collect Intrastate/Intralata	49.00%	18	174	\$76.62	\$37.54
	Debit Local	49.00%	62	376	\$128.07	\$62.75
INTRALATA Totals:			70	660	\$204.89	\$100.30
INTERLATA	Collect LD	49.00%	720	8,879	\$4,201.71	\$2,058.84
	Debit LD	49.00%	1,708	10,602	\$3,576.97	\$1,752.72
INTERLATA Totals:			2,428	19,381	\$7,778.68	\$3,811.55
INTERSTATE	Collect LD	49.00%	187	1,984	\$2,400.07	\$1,224.64
	Debit LD	49.00%	866	5,356	\$2,118.24	\$1,037.94
INTERSTATE Totals:			1,053	7,340	\$4,617.31	\$2,262.48
INTERNATIONAL	Debit LD	49.00%	1	8	\$13.44	\$6.59
INTERNATIONAL Totals:			1	8	\$13.44	\$6.59

Site Totals: 60,000 733,186 \$36,446.00 \$17,858.05

Commission Earned: \$17,858.05



Minnesota DOC

Run Date: 08/04/2009

Check Summary Report - Sites

August 2009

MN_DOC-Moose Lake Correctional Facility
1000 Lake Shore Drive
Moose Lake, MN 55767

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	18	235	\$29.75	\$14.58
	Debit Local	49.00%	14,573	179,195	\$5,392.01	\$2,642.08
LOCAL Totals:			14,591	179,430	\$5,421.76	\$2,656.66
INTRALATA	Collect Intrastate/Intralata	49.00%	89	1,055	\$404.16	\$198.03
	Debit Local	49.00%	330	1,820	\$619.84	\$303.72
INTRALATA Totals:			419	2,875	\$1,023.99	\$501.76
INTERLATA	Collect LD	49.00%	1,418	16,788	\$8,115.24	\$3,976.47
	Debit LD	49.00%	4,441	23,930	\$8,149.20	\$3,993.11
INTERLATA Totals:			5,859	40,718	\$16,264.44	\$7,969.58
INTERSTATE	Collect LD	49.00%	174	1,862	\$2,344.48	\$1,148.80
	Debit LD	49.00%	659	3,780	\$1,487.38	\$728.81
INTERSTATE Totals:			833	5,622	\$3,831.84	\$1,877.60
INTERNATIONAL	Collect LD	49.00%	2	8	\$11.04	\$5.41
	Debit LD	49.00%	22	113	\$168.42	\$82.53
INTERNATIONAL Totals:			24	121	\$179.46	\$87.94
Site Totals:			21,726	228,786	\$26,721.49	\$13,093.53

Commission Earned: \$13,093.53



Minnesota DOC

Run Date: 09/04/2009

Check Summary Report - Sites

August 2009

MN_DOC-Oak Park Heights Correctional
5329 Osgood Avenue North
Stillwater, MN 55082

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	110	1,176	\$168.75	\$82.69
	Debit Local	49.00%	8,179	99,708	\$3,026.23	\$1,482.85
LOCAL Totals:			8,289	100,883	\$3,194.98	\$1,565.54
INTRALATA	Collect Intrastate/Intralata	49.00%	11	138	\$50.68	\$24.83
	Debit Local	49.00%	32	248	\$84.51	\$41.41
INTRALATA Totals:			43	384	\$135.19	\$66.24
INTERLATA	Collect LD	49.00%	144	1,778	\$940.94	\$412.08
	Debit LD	49.00%	320	2,831	\$984.49	\$472.60
INTERLATA Totals:			464	4,609	\$1,805.43	\$884.68
INTERSTATE	Collect LD	49.00%	23	225	\$291.10	\$142.64
	Debit LD	49.00%	427	3,708	\$1,489.77	\$729.99
INTERSTATE Totals:			450	3,933	\$1,780.87	\$872.63

Site Totals: 9,246 109,869 \$6,916.47 \$3,389.07

Commission Earned: \$3,389.07



Minnesota DOC

Run Date: 09/04/2009

Check Summary Report - Sites

August 2009

MN_DOC-Red Wing Correctional Facility
1079 Hwy 292
Red Wing, MN 55066

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	28	373	\$46.85	\$22.88
	Debit Local	49.00%	1,390	17,901	\$514.30	\$252.01
LOCAL Totals:			1,418	18,274	\$560.95	\$274.87
INTRALATA	Collect Intrastate/Intralain	49.00%	41	461	\$182.93	\$89.64
	Debit Local	49.00%	472	3,272	\$1,114.42	\$546.07
INTRALATA Totals:			513	3,733	\$1,297.35	\$635.70
INTERLATA	Collect LD	49.00%	38	410	\$203.68	\$99.80
	Debit LD	49.00%	265	2,001	\$881.70	\$334.03
INTERLATA Totals:			301	2,417	\$885.38	\$433.84
INTERSTATE	Debit LD	49.00%	61	467	\$184.64	\$90.47
INTERSTATE Totals:			61	467	\$184.64	\$90.47

Site Totals: 2,293 24,891 \$2,928.32 \$1,434.88

Commission Earned: \$1,434.88



Minnesota DOC

Run Date: 09/04/2009

Check Summary Report - Sites

August 2009

MN_DOC-Rush City Correctional Facility
7600 525th Street
Rush City, MN 55069

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	239	2,390	\$368.60	\$175.67
	Debit Local	49.00%	14,978	162,794	\$5,541.86	\$2,716.51
LOCAL Totals:			15,217	185,184	\$5,900.36	\$2,891.18
INTRALATA	Collect Intrastate/Intralata	49.00%	1,385	16,408	\$9,288.04	\$3,081.14
	Debit Local	49.00%	2,770	13,492	\$4,584.32	\$2,251.22
INTRALATA Totals:			4,155	29,900	\$10,882.36	\$5,332.36
INTERLATA	Collect LD	49.00%	689	7,731	\$3,845.13	\$1,884.11
	Debit LD	49.00%	1,704	9,701	\$3,303.88	\$1,618.89
INTERLATA Totals:			2,393	17,432	\$7,148.99	\$3,503.01
INTERSTATE	Collect LD	49.00%	82	731	\$1,013.99	\$498.86
	Debit LD	49.00%	872	3,888	\$1,541.87	\$755.42
INTERSTATE Totals:			954	4,619	\$2,555.86	\$1,254.28
INTERNATIONAL	Debit LD	49.00%	3	8	\$13.44	\$6.59
INTERNATIONAL Totals:			3	8	\$13.44	\$6.59

Site Totals: 22,532 237,163 \$26,600.81 \$12,985.40

Commission Earned: \$12,985.40



Minnesota DOC

Run Date: 09/04/2009

Check Summary Report - Sites

August 2009

MN_DOC-Saint Cloud Correctional Facility
2305 Minnesota Blvd SE
Saint Cloud, MN 56304

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	58	684	\$92.20	\$45.18
	Debit Local	49.00%	8,366	98,881	\$3,095.42	\$1,516.76
LOCAL Totals:			8,424	99,365	\$3,187.62	\$1,561.93
INTRALATA	Collect Intrastate/Intralata	49.00%	61	666	\$226.45	\$110.98
	Debit Local	49.00%	314	2,237	\$765.84	\$375.26
INTRALATA Totals:			365	2,802	\$992.29	\$486.22
INTERLATA	Collect LD	49.00%	1,983	22,103	\$11,032.69	\$5,408.02
	Debit LD	49.00%	4,688	28,685	\$9,819.12	\$4,811.37
INTERLATA Totals:			6,571	60,788	\$20,851.81	\$10,217.39
INTERSTATE	Collect LD	49.00%	150	1,381	\$1,821.59	\$892.58
	Debit LD	49.00%	527	3,791	\$1,505.59	\$737.74
INTERSTATE Totals:			677	5,172	\$3,327.18	\$1,630.32
INTERNATIONAL	Debit LD	49.00%	25	139	\$238.82	\$115.94
INTERNATIONAL Totals:			25	139	\$238.82	\$115.94

Site Totals: 16,062 168,286 \$28,595.52 \$14,011.80

Commission Earned: \$14,011.80



Minnesota DOC

Run Date: 08/04/2009

Check Summary Report - Sites

August 2009

MN_DOC-Shakopee Correctional Facility
1010 West Sixth Avenue
Shakopee, MN 55379

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	-19.00%	608	6,787	\$944.35	\$462.73
	Debit Local	49.00%	17,152	197,099	\$6,346.24	\$3,109.00
LOCAL Totals:			17,767	203,886	\$7,290.59	\$3,572.39
INTRALATA	Collect Intrastate/Intralata	49.00%	86	478	\$229.88	\$112.64
	Debit Local	-19.00%	74	392	\$133.51	\$65.42
INTRALATA Totals:			130	868	\$363.39	\$178.06
INTERLATA	Collect LD	-19.00%	407	4,305	\$2,211.15	\$1,083.46
	Debit LD	49.00%	1,729	10,333	\$3,519.17	\$1,724.39
INTERLATA Totals:			2,136	14,638	\$5,730.32	\$2,807.86
INTERSTATE	Collect LD	49.00%	74	731	\$942.89	\$462.02
	Debit LD	49.00%	538	3,763	\$1,488.19	\$729.21
INTERSTATE Totals:			612	4,494	\$2,431.08	\$1,191.23
INTERNATIONAL	Debit LD	49.00%	9	51	\$85.67	\$41.98
INTERNATIONAL Totals:			9	51	\$85.67	\$41.98

Site Totals: 20,644 223,937 \$16,901.05 \$7,791.51

Commission Earned: \$7,791.51



Minnesota DOC

Run Date: 09/04/2009

Check Summary Report - Sites

August 2009

MN_DOC-Stillwater Correctional Facility
970 Pickett Street
Bayport, MN 56003

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	1,115	13,833	\$1,798.65	\$880.36
	Debit Local	49.00%	52,454	641,102	\$19,407.90	\$9,609.91
LOCAL Totals:			53,569	654,735	\$21,204.63	\$10,390.27
INTRALATA	Collect Intrastate/Intralata	49.00%	7	85	\$32.06	\$15.70
	Debit Local	49.00%	62	453	\$154.30	\$75.61
INTRALATA Totals:			69	538	\$186.36	\$91.31
INTERLATA	Collect LD	49.00%	524	6,716	\$3,118.88	\$1,527.17
	Debit LD	49.00%	1,453	10,238	\$3,487.44	\$1,708.85
INTERLATA Totals:			1,977	16,954	\$6,604.12	\$3,236.02
INTERSTATE	Collect LD	49.00%	84	1,024	\$1,282.88	\$628.60
	Debit LD	49.00%	930	7,193	\$2,844.26	\$1,393.69
INTERSTATE Totals:			1,024	8,217	\$4,126.92	\$2,022.19
INTERNATIONAL	Collect LD	49.00%	10	117	\$105.76	\$51.82
	Debit LD	49.00%	8	88	\$138.91	\$67.09
INTERNATIONAL Totals:			18	205	\$242.87	\$118.91
Site Totals:			56,657	680,649	\$32,304.69	\$16,858.70

Commission Earned: \$16,858.70



Minnesota DOC

Run Date: 09/04/2009

Check Summary Report - Sites

August 2009

MN_DOC-Togo Correctional Facility
62741 County Road 561
Togo, MN 55723

			Calls	Minutes	Revenue	Commission
INTRALATA	Debit Local	49.00%	1	3	\$1.02	\$0.50
INTRALATA Totals:			1	3	\$1.02	\$0.50
INTERLATA	Collect LD	49.00%	7	71	\$37.33	\$18.29
	Debit LD	49.00%	74	429	\$146.12	\$71.60
INTERLATA Totals:			81	500	\$183.45	\$89.89
INTERSTATE	Collect LD	49.00%	2	9	\$15.91	\$7.80
	Debit LD	49.00%	22	110	\$43.52	\$21.32
INTERSTATE Totals:			24	119	\$59.43	\$29.12

Site Totals: 108 622 \$243.90 \$119.51

Commission Earned: \$119.51



Minnesota DOC

Run Date: 09/04/2009

Check Summary Report - Sites

August 2009

MN_DOC-Willow River CIP
86032 County Highway 61
Willow River, MN 55795

			Calls	Minutes	Revenue	Commission
INTRALATA	Collect Intrastate/Intralata	49.00%	1	14	\$4.82	\$2.36
	Debit Local	49.00%	5	71	\$24.90	\$12.20
INTRALATA Totals:			6	85	\$29.72	\$14.56
INTERLATA	Collect LD	49.00%	14	155	\$77.65	\$38.05
	Debit LD	49.00%	100	977	\$342.36	\$167.78
INTERLATA Totals:			114	1,132	\$420.01	\$205.80
INTERSTATE	Collect LD	49.00%	4	61	\$61.10	\$29.98
	Debit LD	49.00%	19	183	\$72.75	\$35.65
INTERSTATE Totals:			23	244	\$133.94	\$65.63

Site Totals: 143 1,461 \$583.87 \$286.00

Commission Earned: \$286.00



Minnesota DOC
Check Summary Report

Run Date: 09/04/2009

August 2009

MN_DOC-MSOP Moose Lake
Steve Barrows
1111 Highway 73,
Moose Lake, MN 55787

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	7	71	\$10.55	\$5.17
	Debit Local	49.00%	1,914	21,637	\$708.18	\$347.01
	Totals:		1,921	21,708	\$718.73	\$352.18
INTRALATA	Collect Intrastate/Intralata	49.00%	17	93	\$63.09	\$30.91
	Debit Local	49.00%	143	1,144	\$389.78	\$190.99
	Totals:		160	1,237	\$452.87	\$221.91
INTERLATA	Collect LD	49.00%	177	1,989	\$988.47	\$484.35
	Debit LD	49.00%	1,612	13,071	\$4,452.74	\$2,181.84
	Totals:		1,789	15,060	\$5,441.21	\$2,666.19
INTRASTATE	Collect LD	49.00%	9	67	\$96.18	\$46.64
	Debit LD	49.00%	383	3,583	\$1,416.53	\$694.10
	Totals:		392	3,650	\$1,511.71	\$740.74
INTERNATIONAL	Debit LD	49.00%	2	7	\$11.76	\$5.76
	Totals:		2	7	\$11.76	\$5.76
	Contract Totals:		4,264	41,682	\$8,136.28	\$3,988.78
					Commission Earned:	\$3,988.78



Minnesota DOC
Check Summary Report

Run Date: 09/04/2009

August 2009

MSOP
Kris Bloom
1111 Hwy 73,
Moose Lake, MN 55767

			Calls	Minutes	Revenue	Commission
LOCAL	Debit Local	49.00%	1,204	15,553	\$478.78	\$234.80
	Totals:		1,204	15,553	\$478.78	\$234.60
INTRALATA	Collect Intrastate/Intralata	49.00%	55	401	\$227.53	\$111.49
	Debit Local	49.00%	135	710	\$241.86	\$118.51
	Totals:		190	1,191	\$469.39	\$230.00
INTERLATA	Collect LD	49.00%	243	2,501	\$1,304.23	\$639.07
	Debit LD	49.00%	961	6,761	\$2,302.91	\$1,128.43
	Totals:		1,204	9,262	\$3,607.14	\$1,767.50
INTERSTATE	Collect LD	49.00%	17	162	\$211.33	\$103.55
	Debit LD	49.00%	243	2,048	\$808.92	\$398.37
	Totals:		260	2,208	\$1,020.25	\$498.92
INTERNATIONAL	Debit LD	49.00%	2	9	\$11.34	\$5.56
	Totals:		2	9	\$11.34	\$5.56
	Contract Totals:		2,950	28,223	\$5,686.80	\$2,737.58
					Commission Earned:	\$2,737.58

STATE OF MINNESOTA
LOCATION OF SERVICE DISCLOSURE AND CERTIFICATION

LOCATION OF SERVICE DISCLOSURE

- The services to be performed under the anticipated Contract, as specified in our proposal, will be performed ENTIRELY within the State of Minnesota.
- The services to be performed under the anticipated Contract, as specified in our proposal, will entail work that is ENTIRELY performed within another state or states within the United States.
- The services to be performed under the anticipated Contract, as specified in our proposal, will be performed in part within Minnesota and in part within another state or states within the United States.
- The services to be performed under the anticipated Contract, as specified in our proposal, DO involve work outside the United States. Below (or attached) is a description of:

(1) the identity of the company and its location (identify if subcontractor) performing services outside the United States;

(2) the location where services under the Contract will be performed;

(3) and the percentage of work (in dollars) as compared to the whole that will be conducted in each identified foreign location.

Attachment enclosed at (state where): AT END OF ADDENDUM # 1

CERTIFICATION

By signing this statement, I certify that the information provided above is accurate and that the location where services have been indicated to be performed will not change during the course of the Contract without prior, written approval from the State of Minnesota.

Name of Company: GlobalTel*Link

Authorized Signature: 

Printed Name: Jeffrey B. Haidinger

Title: President, Services

Date: 10/19/09 Telephone Number: 703-955-3889

MN DOC - International Revenue - April 09 - October 09

Country	Total International Revenue
Mexico	\$2,271
Phillippines	\$674
Bermuda	\$416
United Kingdom	\$378
Canada	\$361
Germany	\$145
Guatemala	\$105
Singapore	\$90
Honduras	\$84
Kenya	\$48
Ecuador	\$28
El Savador	\$25
Ghana	\$22
Nigeria	\$18
Ethiopia	\$8
Vietnam	\$3
Venezuela	\$2
France	\$2
Total	\$4,680
Total Minnesota Revenue	\$1,507,621
International Revenue % of Total	0.310%



Materials Management Division
112 Administration Building
50 Sherburne Avenue
St. Paul, MN 55155
Voice: 651.201.2448
Fax: 651.297.3996

REQUEST FOR PROPOSAL (RFP) ADDENDUM

Addendum No.: 2 Date of Addendum: October 15, 2009
Due Date, Time: October 23, 2009, at 3:00 pm Revised Date, Time: Same
Acquisition Mgmt. Spec.: Joan Breisler Agency: Materials Management Division
Web Registration No.: 13270
Title: Offender/Client Telephone Calling System

SCOPE OF ADDENDUM

The purpose of this addendum is to answer the remaining questions that were received by the due date of October 2, 2009.

Question #28: Page 25, Appendix A, provides two different columns labeled "Average Monthly Debit Calls (based on 6 months)." Is the first column calls and the second column minutes? If not, why are they different?

Answer #28: Appendix A has been revised and is attached.

Question #34: 2.4.2. Each facility is to have the option to de-activate this message per PIN. Personal identification numbers are assigned by the State as needed.

Why would it be desirable for Minnesota DOC/DHS to turn off the random recorded message on a per inmate basis? This appears to be in conflict with the intent of 3.2.1.1 which states Custom Call Announcing is a very important feature and should not be turned off as this may cause a security issue. Furthermore, disabling this Random Recorded Message could/would encourage PIN sharing. We strongly recommend this requirement be removed due to these security issues.

Answer #34: Remove 2.4.2 from the RFP requirements.

Question #46: In order for offender/client PIN's to follow the offender/client for movements to/from other facilities, the inmate phone vendor will need to get housing/location updates from the current systems with that information. Can the State provide the file transfer format required, file type being sent and personnel contact information for that system? Is this a real-time update from these systems, or scheduled (hourly)?

Answer #46: The file format is: text file, tab delimited. File transfer is on a daily schedule. Contact is Robin Schoenrock - MCF-RC 320/358-0427 Robin.Schoenrock@state.mn.us

Question #47: Can the State elaborate on the Transfer of Money to Accounting? Specifically, what frequency ASCII files are sent? What is the file transfer method? Contact personnel for the system for testing the file transfer and acceptance?

Answer #47: The files are in comma delimited format. They are sent daily by ftp. They are in XML format but could be in any format mutually agreed upon. The contact is Mark Evenson - CO. 651.361.7379
Mark.J.Evenson@state.mn.us

Question #49: Item 2.24: Call Accounting. The system must be able to update offender/client's phone time at the end of each call and announce remaining phone time before the next call. Included time required to accomplish this in your response. Without knowing the offender/client's future call route, how can the remaining time be provided? Example: If the next call was local, the remaining time may be 15 minutes. If the next call were interstate, the remaining time may be 4 minutes. Would it be acceptable to provide the offender/client's with remaining phone account dollars and provide them an option to hear call rates prior to making a call?

Answer #49: We are looking for a dollar amount of phone time not the number of minutes.

Question #57: Section 1.2.1 of the RFP states that rates shall not exceed "standard industry" rates. Please confirm what the State considers to be standard industry rates.

Answer #57: Please correct to read Predominant carrier instead of "standard industry".

Question #66: 1.6. Please confirm that this requirement does not prohibit the Contract Vendor from collecting revenue from the calls during the acceptance period.

Answer #66: This will not prohibit the Contract Vendor from collecting revenues or paying commissions.

Question #15: Are the inmates allowed any free calls? If so, how many per month, and for what duration for each call?

Answer #15:

DHS - Clients are allowed one gratis/toll free call per month and one legal call per day. There is no limit to the duration of these calls.

DOC – Inmates are not provided free calls through the offender phone system.

The answer to Question #15 has been changed as follows: DHS does not allow free calls through the offender/client phone system

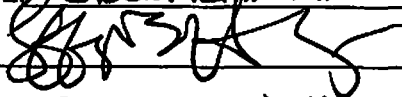
Additional question received from Addendum Number 1's

Question & Answer's of #14 and #56:

Question: A) Will the additional rate and commission offers permitted in answer #14 be evaluated in addition to the commission offer for the rates provided in Section 6? B) Are there any restrictions on the number of alternative offers? C) It is our interpretation, the maximum commission evaluation points will be awarded to the offer with the highest commission offer to the State of Minnesota regardless of the corresponding rates, is this correct?

Answer: A) Fair and flexible rates along with commission rates will be used in scoring the cost portion of the RFP. B) There are no restrictions on the number of alternate offers made. C) Fair and flexible rates along with commission rates will be used in scoring the cost portion of the RFP.

This addendum shall become part of the RFP and MUST be returned with the RFP.

COMPANY NAME: Global Tel*Link
SIGNATURE: 
PRINTED NAME: Jeffrey B. Haidinger
TITLE: President, Services
DATE: 10/19/09

APPENDIX A

Site	Phones / Channels	Phones / Channels within next 3 years due to growth	Number of TTY's	Average Monthly Call Attempts (includes completed, busy signal or ring or answer)	Average Monthly Collect Calls (based on 6 months)	Average Monthly Debit Calls (based on 6 months)	Current Offender Population	Anticipated Population over next 3 years	Number of Remote Workstations
DOC - Central Office	N/A	N/A	1	N/A	N/A	N/A	N/A	N/A	2 Requesting 4
Faribault Correctional Facility	201	201	3	168,321	4,126 (Based on 3 months data)	51,035 (Based on 3 months data)	1,788	2,025	2
Lino Lakes Correctional Facility	108	108	6	168,335	3858	58611	1330	1330	3
Moose Lake Correctional Facility	60	80	1	59563	2085	18389	774	1000	2
Oak Park Heights Correctional Facility	56	56	1	25093	339	9280	445	445	3
Rush City Correctional Facility	80	80	2	62319	3078	17647	989	1000	3
Red Wing Correctional Facility	18	22	0	6093	116	2391	160	220	2
St. Cloud Correctional Facility	59	59	1	46239	2865	12299	1000	1000	3
Shakopee Correctional Facility	86	102	1	56720	9831	122293	645	765	2
Stillwater Correctional Facility	127	143	2	152688	2351	57095	1471	1583	3
Togo Correctional Facility	2	Requesting - 4	1	232	13	70	24 Adults	48 Adults	0
Willow River Correctional Facility	5	8	0	233	11	109	114	160	0
St. Peter - MSOP	27	29	0	2550	197	2636	180	200	2
Moose Lake - MSOP	27	52	0	4843	326	4556	328	625	4



GTL Implementation Plan Highlights

- ❖ Minimal Change to DOC/DHS's Current Environment
- ❖ Low Impact to 4 Constituent Groups:
 - ✓ Daily DOC/DHS Operations
 - ✓ Data Protection
 - ✓ DOC/DHS Staff and Offender/Clients
 - ✓ Friends & Family
- ❖ Reuse of Key Components: Network Infrastructure, Interfaces to iBase and Inside Wiring
- ❖ No new accounts required for offender/clients and their friends and family members
- ❖ Bob Parnell, GTL's Project Manager and current DOC/DHS Project Manager, has 6 years dedicated to the State of Minnesota Offender/Client Phone System and over 11 years experience in overall offender/client telephone management.
- ❖ Steve De Forrest, GTL's Implementation Manager, has successfully managed *over 400 implementations*.
- ❖ GTL has unsurpassed experience managing large, complex statewide DOC implementations
- ❖ GTL will use a three phased approach to implement our solution and minimize impact on all constituents
 - ✓ Phase I Change out all Offender/Client Phone System Workstations
 - ✓ Phase II Technology Upgrade of System Controllers
 - ✓ Phase III Upgrade to 9 months of on-site call recording storage
- ❖ All Phases Completed in 45 days – no later than February 18, 2010
- ❖ GTL has unsurpassed knowledge of DOC/DHS people, facilities and policies as a result of our 15 year partnership with Minnesota.

Implementation Overview

Global Tel*Link's (GTL) LazerPhone Offender/client Telephone System Implementation Plan takes into consideration the Minnesota Department Corrections and Department of Human Services (DOC/DHS) objective of completing the implementation as soon as possible after contract award on a date to be mutually agreed upon tentatively set for February 18, 2010. See chart for tentative date relative to facilities.



Facility	Installation Date (Tentative)	Cut-Over Date (Tentative)
MCF – Faribault	Monday 1/4/10	Monday 1/11/10
DOC Central Office	Tuesday 1/12/10	Tuesday 1/12/10
MSOP – St. Peter	Wednesday 1/13/10	Thursday 1/14/10
MCF – Stillwater	Friday 1/15/10	Tuesday 1/19/10
MCF – Oak Park Heights	Wednesday 1/20/10	Thursday 1/21/10
MCF – Moose Lake	Friday 1/22/10	Tuesday 1/26/10
MSOP – Moose Lake	Friday 1/22/10	Wednesday 1/27/10
MCF – Willow River CIP	Friday 1/22/10	Thursday 1/28/10
MCF – Rush City	Friday 1/29/10	Tuesday 2/2/10
MCF – St. Cloud	Wednesday 2/3/10	Monday 2/8/10
MCF – Lino Lakes	Tuesday 2/9/10	Thursday 2/11/10
MCF – Shakopee	Friday 2/12/10	Tuesday 2/16/10
MCF – Red Wing	Wednesday 2/17/10	Thursday 2/18/10
MCF - Togo	Wednesday 2/17/10	Thursday 2/18/10

Equally as important as the timeline is the ability to minimize the “change factor” on all constituents of GTL's offering including:

Daily Operations: How will GTL's implementation plan minimize disruption on the day to day operations and staff members?

Data Protection: How will GTL safeguard existing recorded conversations? How will we augment the recording storage capabilities at each site without loss of mission critical data?

DOC/DHS Staff & Offender/client Training: How will GTL provide effective and comprehensive training to DOC staff members and offender/clients on the use of the LazerPhone software and capabilities of the platform.

Friends & Family: How will GTL communicate the benefits of our solution and provide high quality customer service to recipients of offender/client telephone calls?

On the following pages we will describe how GTL will address the requirements of each user described above by mitigating disruption to the current environment. It is reflective of the collective experience learned from supporting state DOCs since 1989 and, most importantly, lessons learned as DOC/DHS's offender/client telephone services partner under the existing contract.

GTL Technology Upgrade Timeline – Minnesota's Choice

GTL has been Minnesota DOCs business partner for offender/client telephone services since 1994. During this time period we have implemented and improved upon the interfaces, processes and procedures necessary to operate a reliable and feature rich solution for all users of the system. The fact that these interfaces, processes and procedures work as well as they do and as transparently as they do is a testament to the evolution of the partnership between Minnesota DOC/DHS and GTL.

GTL's technology upgrade takes advantage of the existing framework and builds upon it with new onsite controllers/servers to process all offender/client telephone calls. We will upgrade the recording storage at all locations with the capability to store 9 months of audio conversations. Users and power users will benefit from our upgrade too as we will deploy all new workstations and flat panel monitors to improve the user interface experience with LazerPhone.

Equally as important as the improvements detailed above are the elements that don't require a change:

- Offender/clients and their friends and family members won't need to establish new accounts
- GTL's highly reliable voice and data network will remain intact
- All inside wiring and cabling will remain in place
- Offender/client telephones will only be replaced as required
- No technology upgrade work on Fridays

At the conclusion of each site's technology upgrade, GTL will test all components and elements of our solution to ensure the same high level of service the State of Minnesota has come to expect from GTL.

GTL offers the State of Minnesota one feature no other provider can offer: **the luxury of choice**. Throughout our implementation plan, we discuss our capability of performing the technology upgrade in 45 days.

Alternatively, we can implement the technology upgrade based on a calendar developed by the State of Minnesota. We can upgrade on your timeline to truly minimize the impact of the technology upgrade on all constituents.

We are sensitive to the fact that additional time required by staff is necessary during a technology upgrade. We have taken steps to minimize the incremental impact on all parties.

We understand that DOC/DHS have other priorities beyond the offender/client telephone system. The current GTL solution is highly reliable and thus does not require an immediate change out. The option of choice provides the State of Minnesota an immeasurable asset to manage its time prioritization. With either choice, GTL stands ready to implement our technology upgrade with the emphasis on minimizing the impact to all users.

THREE PHASED APPROACH – History is Our Successful Guide

GTL's installation solution for the offender/client system is based on our past experience with installing offender/client calling systems for large state DOCs, including DOC/DHSs current solution and the unique perspective we have gained in doing so. GTL will be responsible for overall management of the implementation including project plans, all on-site personnel, equipment, hardware and software for the technology upgrade. By GTL handling all on-site activities, we have eliminated the potential for confusion and finger pointing that can occur with stove piped integrator approaches.

Prior to installation activities at any site, GTL will submit an offender/client site-specific implementation plan for review and approval by DOC/DHS's Project Representative and the facility. These plans will address any changes to existing equipment and the installation of new equipment, as applicable to each site. Each plan will identify the timeframe for the installation activities and define the specific responsibilities of the State and the GTL Team.

We developed this implementation and training plan using our successful implementation from the 2004 contract award and building upon these elements and principles to guide our plan for 2009. The successful implementation from 2004 was built around three distinct phases:

- Phase I** Migration to Centralized Debit
- Phase II** Offender/client Calling Platform
- Phase III** Implementation of NCC Auto- PIN processing

The philosophy behind this approach ensured the core capabilities of the system were available to the offender/clients and staff while GTL carefully introduced enhancements into the system. This philosophy proved to be successful as GTL successfully completed the implementation in less than 90 days.

Using this successful implementation as our guideline, GTL will implement our new solution in three phases:

- Phase I** New workstations
- Phase II** Technology Upgrade of System Controllers
- Phase III** Recording Storage Upgrade to 9 Months

In the following narrative GTL presents each phase as if it were a separate project. In reality, phases will overlap or may be performed simultaneously. Independent teams working concurrently in different locations will accomplish the tasks associated with each phase; ensuring implementation of the entire technology upgrade with new equipment where needed and the new functionalities, at all DOC/DHS institutions by the targeted completion date.

This sequence of events maintains the current stabilized environment for all constituents. Replacing workstations will be minimally invasive to the staff and will not require any downtime during this transition.

GTL'S PEOPLE MAKE THE DIFFERENCE

Many companies will claim they have the experience to lead an implementation of this magnitude. No other company has successfully implemented as many large statewide DOCs as GTL. A natural byproduct of this extensive experience is the expertise on the GTL team who have successfully led these initiatives and who will be part of the team to lead the successful implementation of the infrastructure and offender/client telephone system for DOC/DHS. Furthermore, GTL has been DOC/DHS's offender/client telephone services partner since 1994 thus our working knowledge of DOC/DHS's staff, facilities and policies is unsurpassed and cannot be replicated by any other provider.

Leading this effort for GTL will be Bob Parnell, DOC/DHS's current Project Manager, and Steve De Forrest, Implementation Manager, with over 400 inmate telephone system installations successfully completed under his leadership.

Implementation Project Management

Figure IP-1 depicts a functional organization chart of the key team members responsible for leading the efforts to implement the solution successfully and on time.



MN DOC/DHS/GTL Organization Chart

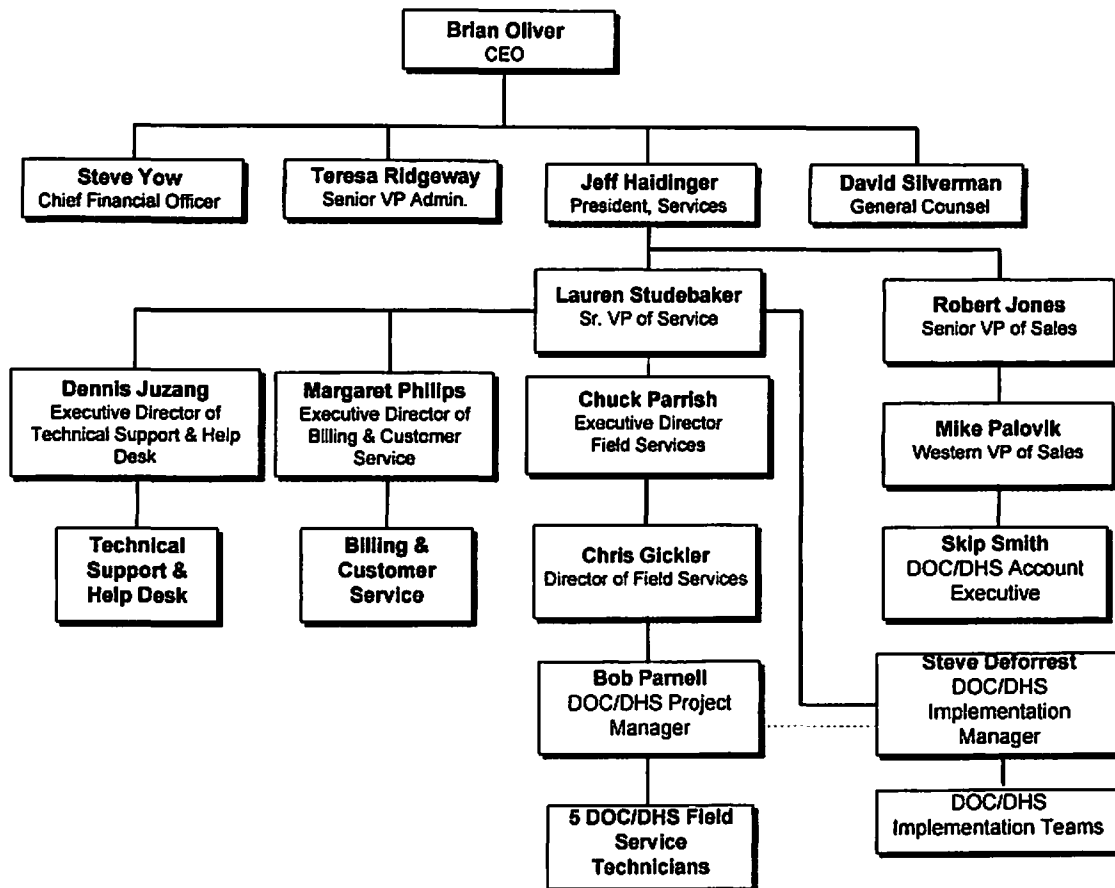


Figure IP-1. DOC/DHS Project Implementation Management Structure

Current DOC/DHS Project Manager- Bob Parnell

Bob Parnell will serve as GTL's Project Manager for the DOC/DHS contract. Bob has been the DOC/DHS Project Manager since 2003. Bob is intimately knowledgeable of all DOC/DHS facilities, staff and all policies and procedures. This invaluable knowledge has been key to the seamless operation of the current contract and will be critical to the successful operation for the next 5 years. Bob will work closely with the DOC/DHS Project Control Manager throughout the contract term and with Steve De Forrest, GTL's Implementation Manager, to provide DOC/DHS with a smooth and timely implementation.

Bob's experience managing the DOC/DHS account, along with GTL's proven program management and implementation processes will ensure the smooth implementation of GTL's upgraded Offender/client Calling Platform with minimal impact to ongoing operations of the DOC/DHS facilities during transition.

Bob Parnell – DOC/DHS Project Manager

Office: (319) 294-9232

Cell: (319) 360-3999

E-Mail: bparnell@gtl.net

Qualifications Summary: Bob has over 6 years of project management experience; serving as project manager for the current DOC/DHS contract. Additionally, Bob has over 11 years of Offender Phone management experience serving other large contracts including Kenosha County, Wisconsin and the City of St. Louis Jail. Bob also helped manage large deployments including the Ohio Department of Rehabilitation and Corrections. Bob's resume and references are included with others Tab 4 - Key Personnel Profile Summaries.

Bob's responsibilities as DOC/DHS Project Manager include:

- Primary point of contact and liaison for overall contract performance including technical performance, maintenance and repair timelines and communications between DOC/DHS and GTL to ensure that requirements are understood and met.
- Assign and manage project personnel for the entire implementation, including installation, testing, and programming of the offender/client telephone system including the debit program.
- Oversee the implementation process for each site, from pre-installation procedures, to ordering, to site acceptance testing, and signoff.
- Monitor and facilitate the escalation process should it be required to ensure prompt, satisfactory problem resolution.
- Ensure adherence to the implementation timeline for each site/facility.
- Monitor and report testing and acceptance period operations.
- Address and resolve any issues or complaints, escalating as necessary.

As part of the upgrade of all DOC/DHS facilities, GTL's implementation team will assist the Minnesota Field Service team in the installation of all onsite equipment of the LazerPhone System and the implementation of any or all of the auxiliary systems.

The installation team will be directed by Steve Deforrest, GTL's Implementation Manager. Steve will work in conjunction with Bob Parnell to plan and direct all activities during the implementation of all new equipment and features to the current platform. Steve will also work with Bob and his team to assure that all personnel are cleared through DOC/DHS central office and the facility before arriving at any DOC/DHS site to perform any installation work.

Steve Deforrest – DOC/DHS Project Installation Manager

Office: 800-489-4500 x2206

Email: sdeforrest@gtl.net

Qualifications Summary: The Global Tel*Link Implementation/Installation Team will be led by a full time Implementation Manager, Steve Deforrest. Since joining Global Tel*Link, Steve *has successfully implemented over 400 LazerPhone installations at correctional facilities across the country.* Steve has worked in the telecommunications industry for over 15 years. His experience includes technical sales support, implementation and project management. His experience and expertise will ensure DOC/DHS implementation will have a seamless and timely transition to the new system.

Major Responsibilities

- Responsible for the implementation of the DOC/DHS Offender/client Telephone System including debit functionality.
- Monitor the progress of the installation effort with respect to provisioning of the sites for circuits, LazerPhone hardware and offender/client telephones.
- Coordination of system production activities internal to GTL to ensure timely delivery of the LazerPhone hardware and offender/client telephones to each DOC/DHS facility in accordance with schedules.
- Manage the system configuration to ensure it meets with DOC/DHS's requirements and specifications.
- Schedule and oversee the completion of site surveys in association with Mr. Muncy
- Review ongoing progress with DOC/DHS Project Manager, Bob Parnell
- Monitor for system performance after install in accordance with GTL's installation procedures

IMPLEMENTATION PHASE SUMMARY of OFFENDER/CLIENT TELEPHONE SYSTEM UPGRADES– DAILY OPERATIONS

Phase I Summary – New Workstations

This sequence of events maintains the current stabilized environment for all constituents. Replacing the workstations will be minimally invasive to the staff as we will develop our schedule jointly with DOC/DHS. Workstation upgrades will be a transparent activity as the current system will not require any downtime during this transition. The implementation of Phase I should be complete in 13 days.

Phase II Summary – New LazerPhone Controllers/Servers

Phase II will consist of the introduction and integration of the new LazerPhone controllers/servers at DOC/DHS. We will begin the rollout of the new LazerPhone controllers/servers at Faribault and follow the tentative installation and cut over schedule provided in Section 1.5.2. During the upgrade, there will be a small amount of downtime required at each facility during the transition from the older controllers to the new controllers. This downtime may last approximately 2-4 hours. We will work with DOC/DHS to coordinate this downtime at a time when the offenders/clients are not scheduled to use the telephones.

Naturally, we will review with DOC/DHS for feedback and scheduling. Phase II is anticipated to last only 26 days.

Phase III Summary – Recording Storage Upgrade

Phase III is the final element of our solution; deploying the recording storage upgrade. This work may be performed simultaneously during Phase I and II or can be accomplished independently. If independent, GTL will work with the DOC/DHS in determining sites they identify as high need and install them first. During the upgrade, there will be a small amount of downtime required at each facility during the data backup period. This downtime will last approximately 2 hours. We will coordinate this downtime at time when the offender/clients are not scheduled to use the telephones. Most importantly, we will take measures to protect the existing recording data during this transition. These steps are more fully described at the end of this implementation plan.

Phase III is anticipated to only take 16 days.

Introductory 'Kick-Off' Meeting

Shortly after contract execution, GTL proposes a kick-off meeting with appropriate representatives of DOC/DHS to personally present and review GTL's proposed plans for implementation, discuss proposed timelines, major milestones and possible impediments to the installation. The kick-off meeting will provide a venue to discuss needs of the DOC/DHS as well as a forum for tailoring the implementation plan taking into consideration the following:

- Facility coordinator contact and information
- Unique elements of each facility
- Reporting requirements and distribution methods
- Weather considerations
- Telephone and wiring condition