

GLOBAL TEL*LINK'S

RESPONSE TO

**STATE OF MARYLAND DEPARTMENT OF PUBLIC
SAFETY AND CORRECTIONAL SERVICES**

**REQUEST FOR PROPOSAL
SOLICITATION NUMBER: DPSCS Q0013001
INMATE PAYPHONE EQUIPMENT AND SERVICES**

FINANCIAL PROPOSAL

September 27, 2012 11:00 a.m.

Submitted by:

Global Tel*Link

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Indianapolis, IN 46250

Contact:

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OR

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GTL understands the objectives of the Maryland Department of Public Safety and Correctional Services (DPSCS) and accordingly has submitted our offer for your consideration. **We have taken no exceptions to the technical requirements and are proposing ~20% MWDBE Participation.** Our offer strikes the balance of providing affordable communications between the inmates and their loved ones and the greatest Economic Benefits to the State. It is important to note that the rates and commission are fully negotiable.

The economic benefits to the state not only include a high commission but also ~20% participation by our Maryland MWDBE subcontractors. Additionally, GTL is offering additional technology products as no cost options; among these is continuous real-time voice verification on the **Focus** platform - this is not an after the fact evaluation of the call for different callers! Additional **No Cost** value-added offerings are described in our TECHNICAL PROPOSAL. These enhancements include, but are not limited to: life of the contract call recording storage, Data IQ, inmate E-mail, Debit Release Cards, our Security Threat Group application, and more.

GTL's offer includes the below at NO cost to the DPSCS:

- GTL Focus Platform with continuous voice recognition
- All new Telephones based on requirements
- Life of Contract on-line recording storage
- Unlimited VPN access for the facility and investigators
- 3 Full-Time System Administrator technicians
- 3 Full-Time System Administrators
- 1 Full-Time Program Manager
- 1 Dedicated Field Service Manager
- Unlimited Billing Name and Address query
- Security Threat Group Application
- 25 Workstations
- 50 Portable Inmate Telephone Carts
- 25 TDD Telephones
- Data IQ
- Commissary Interface
- Debit Release Cards
- Inmate e-mail
- Lobby Kiosks that will allow friends and family members to conveniently fund the inmate's telephone and commissary account.



- Re-Entry Programs:
 - A Free Prescription Card for inmates upon release
 - A Prepaid Phone Card upon release
 - Express Debit Release Cards.


On the pages to follow are the pages of the ATTACHMENT M FINANCIAL PROPOSAL FORM, completed per the instructions of the RFP. As instructed within the State issued RFP GTL has agreed to the State's definition of TGR - "TGR is Total Gross Revenue of a pay station for all calls made from payphones before any deductions are made for surcharges, taxes, etc...."

Since taxes are levied upon the completion of the call, GTL wishes to point out to the State that it will see approximately an additional [REDACTED] in revenue from commissions on taxes in addition to the revenue defined in Attachment M directly below.

DPSCS Q0013001 - FINANCIAL PROPOSAL
DEBIT/PREPAID CALL RATES
ATTACHMENT M- PAGE 1
REVISED- ADDENDUM #7

1	A	B	C	D
		CALL RATE	ESTIMATED # OF MINUTES/CALLS (based on 1 yr)	TOTAL COST TO THE CONSUMER
4	Debit/prepaid Local call rate	\$ 0.50	2,297,630	\$ 1,148,815.00
6	Debit/prepaid IntraLATA 1st minute rate	\$ 0.21	41,605	\$ 8,737.05
7	Debit/prepaid IntraLATA Add'l minute rate	\$ 0.21	230,152	\$ 48,331.92
9	Debit/prepaid InterLATA 1st minute rate	\$ 0.30	284,008	\$ 85,202.40
10	Debit/prepaid InterLATA Add'l minute rate	\$ 0.30	1,716,448	\$ 514,934.40
12	Debit/prepaid Interstate 1st minute rate	\$ 0.30	111,017	\$ 33,305.10
13	Debit/prepaid Interstate Add'l minute rate	\$ 0.30	742,043	\$ 222,612.90
15	Total 1 year Cost to Consumers for Debit/Prepaid Calls (Sum of Column D)			\$ 2,061,938.77
16	Total 3 year Cost to Consumers for Debit/Prepaid calls (Sum of Column D x 3)			\$ 6,185,816.31
17	Commission Rate for Debit/Prepaid Calls- Local, InterLATA, IntraLATA and Interstate			
18	Total 3 year Revenue to the State for Debit/Prepaid Calls			\$ 4,020,780.60

Estimated # of calls are for evaluation purposes. DPSCS makes no guarantees for maximum or minimum # of calls.

Offeror's Name: Global Tel*Link Corporation _____
 Offeror's Address: 6612 E. 75th Street, Indianapolis, IN 46250 _____
 FEIN: _____
 Signature of Authorized Individual:  _____
 Date: 9/26/12 _____

DPSCS Q0013001- FINANCIAL PROPOSAL
COLLECT CALL RATES
ATTACHMENT M- PAGE 2

1	A	B	C	D
2		CALL RATE	ESTIMATED # OF MINUTES/CALLS (based on 1 yr)	TOTAL COST TO THE CONSUMER
4	Collect Local Call Rate	\$ 0.65	3,928,965	\$ 2,553,827.25
6	Collect IntraLATA 1st minute rate	\$ 0.80	108,685	\$ 86,948.00
7	Collect IntraLATA Add'l minute rate	\$ 0.15	1,474,340	\$ 221,151.00
9	Collect InterLATA 1st minute rate	\$ 0.95	365,268	\$ 347,004.60
10	Collect InterLATA Add'l minute rate	\$ 0.30	4,952,356	\$ 1,485,706.80
12	Collect Interstate 1st minute rate	\$ 0.95	94,330	\$ 89,613.50
13	Collect Interstate Add'l minute rate	\$ 0.30	1,262,924	\$ 378,877.20
13	Total 1 yr cost to Consumers for Collect Calls			\$ 5,163,128.35
14	Total 3 yr cost to Consumers for Collect Calls (Sum of Column D x 3)			\$ 15,489,385.05
15	Commission Rate for Collect Local Calls			
16	Commission Rate for Collect InterLATA, IntraLATA and Interstate Calls			
17	3 yr Revenue to the State for Collect Local Calls			\$ 6,665,489.12
18	3 yr Revenue to the State for InterLATA, IntraLATA and Interstate Calls			\$ 6,810,275.87

Estimated # of calls are for evaluation purposes. DPSCS makes no guarantees for maximum or minimum # of calls.

DPSCS Q0012013- FINANCIAL PROPOSAL FORM
SUMMARY OF TOTAL REVENUE TO THE STATE AND COST TO THE CONSUMERS
ATTACHMENT M- PAGE 3

REVENUE TO THE STATE

TOTAL 3 YR REVENUE TO THE STATE FOR DEBIT/PREPAID CALLS
 TOTAL 3 YR REVENUE TO THE STATE FOR COLLECT LOCAL CALLS
 TOTAL 3 YR REVENUE TO THE STATE FOR COLLECT INTERLATA, INTRALATA AND INTERSTATE CALLS

\$	4,020,780.60
\$	6,665,489.12
\$	6,810,275.87
\$	17,496,545.60

TOTAL 3 YR REVENUE TO THE STATE

COST TO THE CONSUMER

TOTAL 3 YR COST TO CONSUMERS FOR DEBIT/PREPAID CALLS
 TOTAL 3 YR COST TO THE CONSUMERS FOR COLLECT CALLS
 TOTAL 3 YR COST TO THE CONSUMERS FOR FEES

\$	6,185,816.31
\$	15,489,385.05
\$	192.00
\$	21,675,393.36

TOTAL 3 YR COST TO CONSUMER FOR ALL CALL TYPES AND FEES

International Debit Rates

Country	Country Code	Peak Rate Per Minute 8AM to	Evening Night and Weekend
Albania	355	\$3.84	\$3.35
Algeria	213	\$2.25	\$1.96
American Samoa	+1 684	\$2.27	\$1.98
Andorra	376	\$0.95	\$0.82
Angola	244	\$5.15	\$4.50
Anguilla	+1 264	\$1.37	\$1.20
Antarctica (Scott) -- (ALL)	672	\$3.73	\$3.26
Antigua	+1 268	\$3.04	\$1.19
Argentina	54	\$1.72	\$1.50
Armenia	374	\$2.90	\$2.54
Aruba	297	\$1.23	\$1.07
Ascension Island	247	\$2.86	\$2.49
Australia	61	\$3.10	\$1.21
Austria	43	\$1.24	\$1.08
Azerbaijan	994	\$2.90	\$2.54
Bahamas	+1 242	\$0.90	\$0.78
Bahrain	973	\$1.95	\$1.71
Bangladesh	880	\$3.03	\$2.65
Barbados	+1 246	\$3.47	\$1.36
Belarus	375	\$2.90	\$2.54
Belgium	32	\$1.23	\$1.07
Belize	501	\$2.13	\$1.86
Benin	229	\$2.38	\$2.08
Bermuda	+1 441	\$0.91	\$0.79
Bhutan	975	\$4.68	\$1.58
Bolivia	591	\$2.07	\$1.80
Bosnia Herzegovina	387	\$2.02	\$1.77
Botswana	267	\$2.31	\$2.01
Brazil	55	\$1.54	\$1.35
British Virgin Islands	+1 284	\$1.33	\$1.16
Brunei	673	\$2.26	\$1.97
Bulgaria	359	\$2.04	\$1.78
Burkina Faso	226	\$3.14	\$2.75
Burma	95	\$7.04	\$6.15
Burundi	257	\$4.13	\$3.61
Cambodia	855	\$4.71	\$4.11
Cameroon	237	\$2.28	\$1.99
Canada	+1	\$1.16	\$1.16
Cape Verde Islands	238	\$2.65	\$2.32
Cayman Islands	+1 345	\$1.31	\$1.14
Central African Republic	236	\$5.13	\$4.48
Chad	235	\$5.24	\$4.58

Chile	56	\$1.66	\$1.44
China	86	\$3.35	\$2.93
Christmas & Cocos Islands	672	\$4.77	\$4.17
Colombia	57	\$1.93	\$1.68
Comoros	269	\$5.07	\$4.44
Congo	242	\$3.39	\$2.96
Cook Islands	682	\$5.37	\$4.69
Costa Rica	506	\$1.56	\$1.36
Croatia	385	\$2.02	\$1.77
Cuba	53	\$3.66	\$3.19
Cyprus	357	\$1.85	\$1.62
Czech Republic	420	\$1.64	\$1.43
Denmark	45	\$1.25	\$1.09
Diego Garcia	246	\$2.91	\$2.54
Djibouti	253	\$3.31	\$2.89
Dominica	+1 767	\$1.60	\$1.40
Dominican Republic	+1 809, 829 & 849	\$1.57	\$1.37
Ecuador	593	\$2.07	\$1.81
Egypt	20	\$2.25	\$1.96
El Salvador	503	\$1.98	\$1.73
Equatorial Guinea	240	\$4.58	\$4.00
Eritrea	291	\$2.57	\$2.24
Estonia	372	\$2.90	\$2.54
Ethiopia	251	\$2.84	\$2.48
Falkland Islands	500	\$3.77	\$3.29
Faroe Islands	298	\$1.25	\$1.09
Federated Micronesia	691	\$2.90	\$2.53
Fiji Islands	679	\$3.24	\$2.83
Finland	358	\$1.28	\$1.12
France	33	\$0.95	\$0.82
French Antilles	596	\$1.43	\$1.25
French Guiana	594	\$2.18	\$1.90
French Polynesia	689	\$3.07	\$2.68
Gabon	241	\$2.75	\$1.73
Gambia	220	\$1.82	\$1.59
Georgia	995	\$2.90	\$2.54
Germany	49	\$1.04	\$0.90
Ghana	233	\$2.38	\$2.08
Gibraltar	350	\$1.79	\$1.56
Greece	30	\$1.74	\$1.52
Greenland	299	\$1.96	\$1.71
Grenada	+1 473	\$1.62	\$1.41
Guadeloupe	590	\$1.69	\$1.48
Guam	+1 671	\$2.18	\$1.90
Guantanamo	53	\$1.74	\$1.52
Guatemala	502	\$1.94	\$1.69
Guinea	224	\$2.63	\$2.30

Guinea-Bissau	245	\$4.67	\$4.08
Guyana	592	\$2.28	\$1.99
Haiti	509	\$1.97	\$1.72
Honduras	504	\$1.97	\$1.71
Hong Kong	852	\$1.94	\$1.69
Hungary	36	\$1.69	\$1.48
Iceland	354	\$1.66	\$1.45
India	91	\$2.61	\$2.27
Indonesia	62	\$2.61	\$2.28
Iran	98	\$2.52	\$2.21
Iraq	964	\$3.22	\$2.81
Ireland	353	\$1.13	\$0.99
Israel	972	\$2.04	\$1.78
Italy	39	\$1.42	\$1.24
Ivory Coast	225	\$2.81	\$2.46
Jamaica	+1 876	\$1.69	\$1.47
Japan	81	\$1.39	\$1.21
Jordan	962	\$2.04	\$1.78
Kazakhstan	7	\$2.90	\$2.54
Kenya	254	\$2.37	\$2.07
Kiribati	686	\$5.14	\$4.50
Korea, North	850	\$5.91	\$5.17
Korea, South	82	\$2.01	\$1.76
Kuwait	965	\$1.91	\$1.67
Kyrgyzstan	996	\$2.90	\$2.54
Laos	856	\$6.07	\$5.30
Latvia	371	\$2.90	\$2.54
Lebanon	961	\$3.46	\$3.03
Lesotho	266	\$2.14	\$1.87
Liberia	231	\$2.22	\$1.94
Libya	218	\$2.57	\$2.25
Liechtenstein	423	\$1.20	\$1.04
Lithuania	370	\$2.90	\$2.54
Luxembourg	352	\$1.37	\$1.20
Macao	853	\$2.80	\$2.45
Macedonia	389	\$2.02	\$1.77
Madagascar	261	\$5.59	\$4.88
Malawi	265	\$2.07	\$1.80
Malaysia	60	\$1.99	\$1.74
Maldives	960	\$4.38	\$3.83
Mali	223	\$3.03	\$2.64
Malta	356	\$2.10	\$1.83
Marshall Islands	692	\$2.89	\$2.53
Mauritania	222	\$3.70	\$3.23
Mauritius	230	\$3.62	\$3.17
Mayotte Island	269	\$3.80	\$3.32
Mexico (all)	52	\$2.45	\$1.80

Moldova	373	\$2.90	\$2.54
Monaco	377	\$0.95	\$0.82
Mongolia	976	\$5.68	\$4.96
Montserrat	+1 664	\$1.43	\$1.25
Morocco	212	\$2.46	\$2.15
Mozambique	258	\$3.58	\$3.13
Namibia	264	\$2.31	\$2.02
Nauru	674	\$5.96	\$5.21
Nepal	977	\$3.23	\$2.82
Netherlands	31	\$0.96	\$0.83
Netherlands Antilles	599	\$1.27	\$1.10
Nevis	869	\$1.36	\$1.19
New Caledonia	687	\$2.75	\$2.41
New Zealand	64	\$2.10	\$1.83
Nicaragua	505	\$2.10	\$1.84
Niger	227	\$3.21	\$2.81
Nigeria	234	\$1.71	\$1.49
Niue	683	\$4.68	\$4.09
Norfolk Island	672	\$4.68	\$4.09
Norway	47	\$1.16	\$1.01
Oman	968	\$2.12	\$1.85
Pakistan	92	\$3.13	\$2.74
Palau	680	\$3.60	\$3.15
Panama	507	\$1.68	\$1.47
Papua New Guinea	675	\$2.52	\$2.20
Paraguay	595	\$2.32	\$2.02
Peru	51	\$1.96	\$1.71
Philippines	63	\$2.18	\$1.90
Poland	48	\$1.91	\$1.67
Portugal	351	\$1.78	\$1.56
Puerto Rico	+1 787, 939	\$0.20	\$0.20
Qatar	974	\$2.64	\$2.31
Reunlon	262	\$3.24	\$2.83
Romania	40	\$2.59	\$2.26
Russia	7	\$2.90	\$2.54
Rwanda	250	\$3.34	\$2.92
San Marino	378	\$1.42	\$1.24
Sao Tome	239	\$4.96	\$4.34
Saudi Arabia	966	\$1.98	\$1.73
Senegal	221	\$2.77	\$2.42
Seychelles	248	\$3.99	\$3.48
Sierra Leone	232	\$3.10	\$2.71
Singapore	65	\$1.81	\$1.58
Slovakia	421	\$1.64	\$1.43
Slovenia	386	\$2.02	\$1.77
Solomon Islands	677	\$4.07	\$2.57
Somalia	252	\$4.62	\$4.06

South Africa	27	\$1.59	\$1.38
Spain	34	\$1.48	\$1.29
Sri Lanka	94	\$3.41	\$2.98
St Pierre Miquelon	508	\$1.20	\$1.04
St. Helena	290	\$3.92	\$2.47
St. Kitts	+1 869	\$1.36	\$1.19
St. Lucia	+1 758	\$1.53	\$1.34
St. Vincent & The Grenadines	+1 784	\$1.63	\$1.42
Sudan	249	\$4.42	\$2.84
Suriname	597	\$2.65	\$2.32
Swaziland	268	\$2.22	\$1.94
Sweden	46	\$1.04	\$0.91
Switzerland	41	\$1.20	\$1.04
Syria	963	\$3.45	\$3.01
Taiwan	886	\$2.10	\$1.83
Tajikistan	992	\$2.90	\$2.54
Tanzania	255	\$2.31	\$2.01
Thailand	66	\$2.42	\$2.11
Togo	228	\$2.42	\$2.11
Tonga	676	\$3.41	\$2.98
Trinidad	+1 868	\$1.70	\$1.49
Tunisia	216	\$2.07	\$1.81
Turkey	90	\$1.99	\$1.74
Turkmenistan	993	\$2.90	\$2.54
Turks & Caicos Islands	+1 649	\$1.48	\$1.29
Tuvalu	688	\$6.27	\$5.48
U.S. Virgin Islands	+1 340	\$0.20	\$0.20
Uganda	256	\$2.23	\$1.94
Ukraine	380	\$2.90	\$2.54
United Arab Emirates	971	\$1.86	\$1.63
United Kingdom	44	\$0.84	\$0.73
Uruguay	598	\$2.00	\$1.75
Uzbekistan	998	\$2.90	\$2.54
Vanuatu	678	\$4.68	\$4.09
Vatican City	379	\$1.42	\$1.24
Venezuela	58	\$1.14	\$0.99
Vietnam	84	\$3.51	\$3.07
Wallis & Fortuna Islands	681	\$4.06	\$3.55
Western Samoa	685	\$3.07	\$2.68
Yemen	967	\$2.26	\$1.97
Yugoslavia	381	\$2.02	\$1.77
Zaire	243	\$2.33	\$2.04
Zambia	260	\$2.00	\$1.74
Zimbabwe	263	\$1.95	\$1.70

In accordance with Section 5.7 of the RFP, Offerors may propose a bid at or below the not-to-exceed rates

Offerors proposing rates which exceed these maximum rates will be deemed not reasonably susceptible of and will be eliminated from further consideration.